THERMO KING

User Guide

Thermo King® Connect for Platform Science

Revision A

October 2026

TK 57740-12-UG-EN

TRANE TECHNOLOGIES

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Support

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Application Description

The Thermo King Connect application provides drivers with in-cab access to real-time trailer data, including temperature readings, setpoints, door status, fuel levels, and alarms, all within one intuitive interface.

Designed specifically for drivers, the application offers:

- Asset Tracking: Secure, real-time access to vehicle and trailer data such as temperature, setpoint, alarms, fuel level and door status.
- Proactive Notifications: Color-coded and prioritized alerts for temperature deviations, low fuel levels or door-status changes.
- Critical Notifications: In-cab voice alerts and visual notifications for critical events while in motion, helping protect loads and maintain compliance.

With these real-time insights and proactive alerts, drivers remain informed and responsive, while fleets gain enhanced visibility and confidence in load safety and asset performance.

Application Components

Trailer Mapping

Automatic Mapping

The automatic trailer mapping feature functions based on geo-location within a 200-Feet radius. If a trailer is detected within this range, it appears in the suggestion list. Once the user selects a trailer ID from the list, the selected trailer is highlighted in blue to indicate that it has been chosen. The Continue button remains disabled until a trailer is selected.

After the user clicks Continue, the app navigates to the Fleet Display page, where the driver can review and confirm the trailer selection before proceeding to the Vehicle Details page. The Fleet Display page also includes a Back button at the top-left corner, allowing the user to return to the trailer mapping screen to change the trailer selection if needed.

Manual Mapping

The manual mapping option is available within the Automatic Trailer Mapping screen itself. This feature allows the user to manually enter the Trailer ID if it does not appear automatically. Once the user enters the first four characters of the trailer ID, matching trailers will appear in the suggestion list. After selecting a trailer from the suggestions, the Continue button becomes enabled, functioning the same way as in Automatic Mapping.

Note: *The trailer needs to be available within 200 feet.*

Automatic Trailer Mapping



Manual Mapping



Fleet Confirmation Screen

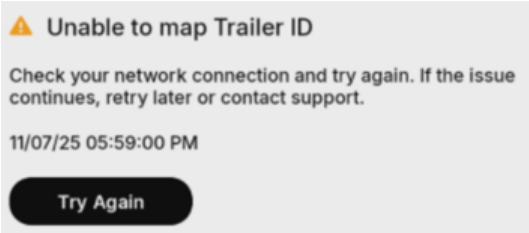


Network Error

The application displays different error pop-up windows based on the type of failure encountered. Each pop-up window provides a clear message, relevant information, and the appropriate action for the user.

Network Connectivity Issue

Displays an orange alert icon when the application encounters a network interruption or connectivity problem.



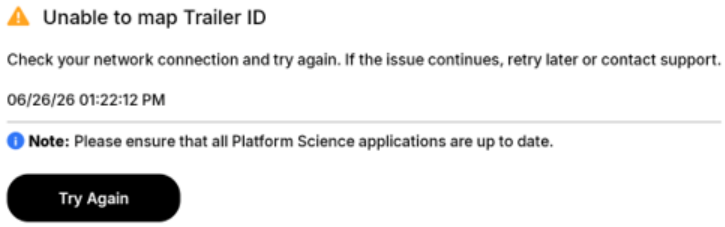
Access Denial Issue

Displays a red alert icon when the driver is denied access during trailer mapping due to permission or authentication restrictions. This alert is displayed if the driver attempts to map a trailer that is not assigned or allocated to them, indicating that they are not authorized to perform the mapping operation.



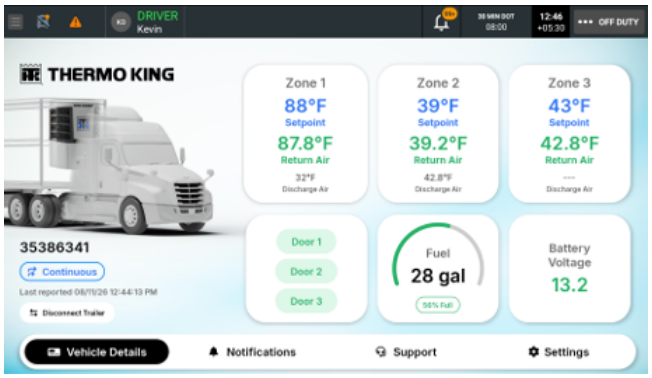
Update Required for Platform Science Applications

Displays an orange alert icon when the application is unable to generate a driver authentication token during trailer mapping. This alert is displayed on the Mapping screen to inform the user of the issue and instruct them to update the required Platform Science (PS) applications to supported versions before retrying.

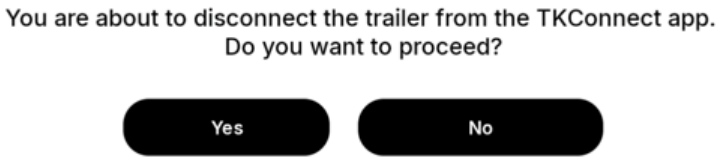


Disconnect Trailer

This feature allows the user to disconnect the currently mapped trailer and associate a different trailer with the vehicle.



When the user clicks Disconnect Trailer, the following confirmation pop-up is displayed.



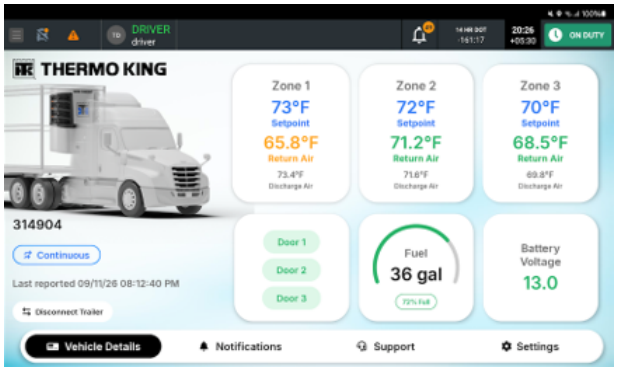
Selecting Yes disconnects the current trailer and navigates the user to the Trailer Mapping screen, where they can map a new trailer either automatically based on geo-location or manually by selecting a specific trailer. Selecting No cancels the disconnect action and keeps the user on the Vehicle Details screen.

This allows users to safely disconnect and remap trailers without logging out of the application, while maintaining accurate trailer association and data tracking.

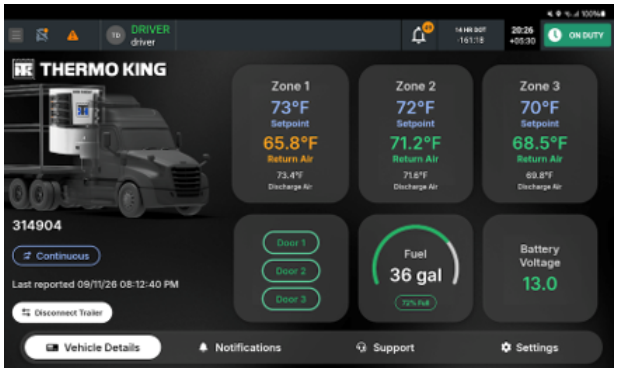
Adaptive Theme Mode

This feature automatically changes the application theme based on the ambient daylight detected by the tablet's sensors. The application dynamically switches between light and dark modes to provide users with the optimal viewing experience under varying lighting conditions, ensuring better visibility and comfort throughout the day.

Light Mode



Dark Mode



Vehicle Details

Vehicle Details is a key screen that provides the driver with comprehensive, real-time information about the connected vehicle and trailer. It serves as the central dashboard for monitoring critical operational parameters and trailer conditions.

Vehicle Details displays the Trailer ID and the Last Reported Date and Time, allowing the driver to easily identify the connected trailer and verify when the data was last reported.

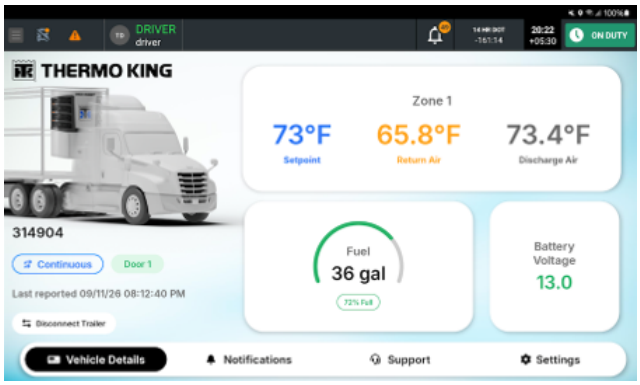
The Vehicle Details page automatically refreshes every 60 seconds. It also refreshes each time the driver navigates to the page from another section of the application, such as Notifications, Support, or Settings, ensuring that the latest available vehicle information is displayed.

Zone Information

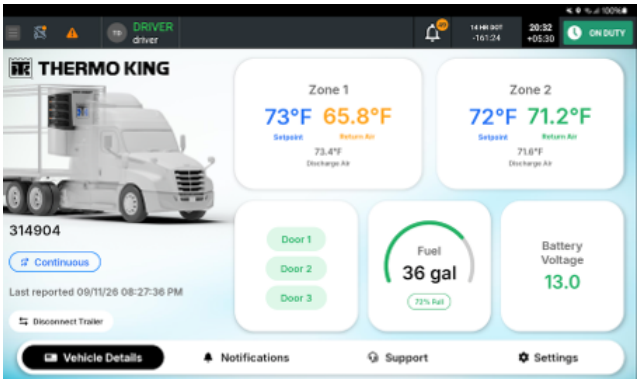
This section displays all active and inactive zones, along with their respective values.

- A trailer can have any number of zones ranging from 1 to 3, and each zone is displayed individually with its corresponding temperature readings and indicators.
- Setpoint Value: Displayed in blue.
- Return Air Value: Displayed in green when it remains within +/–5°F of the setpoint value. If the return air temperature exceeds +5°F or drops below -5°F of the setpoint value, it is displayed in yellow gradient to indicate a deviation.
- Discharge Air Value: Displayed in gray.

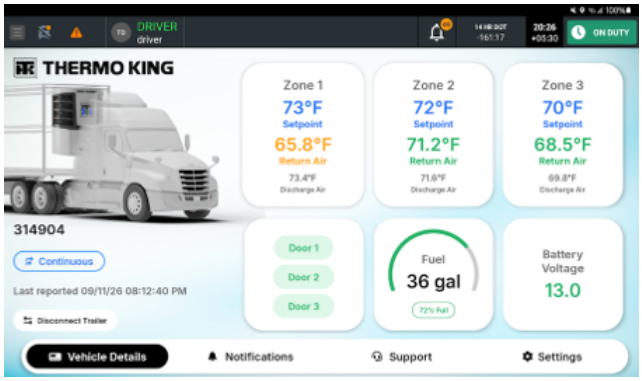
Zone 1



Zone 1, Zone 2



Zone 1, Zone 2, Zone 3



Door Status Indicator

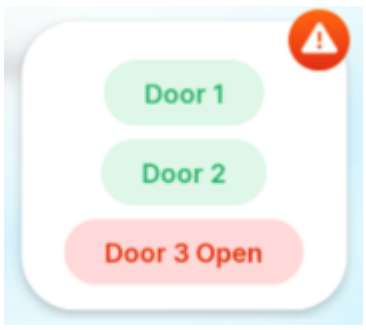
The Door Status indicator displays the current door status of the trailer.

- Door Closed: The door status is displayed in green.
- Door Open: The door status is displayed in red, and an alert icon appears in the top-right corner of the door status indicator to notify the driver.
- Single Temperature Trailers: If the door status value is unavailable, no door status information is displayed.
- Multi-Temperature Trailers: The door status indicator displays only the doors available on the trailer. For example, if the trailer has two available doors, Door 1 and Door 2 will be displayed. The number of doors shown is based on the available door configuration.
- Multi-Temperature Trailers: Door Status Not Available: If door data is unavailable or the door sensor is not functioning, the door status indicator displays “Door Status Not Available”.

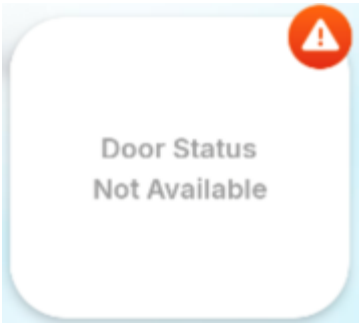
Close Door Status



Open Door Status



Door Status Not Available



Fuel Level Indicator

The Fuel Level Indicator displays the current fuel status of the unit to help monitor fuel levels and identify when refuelling is needed.

- If the fuel level is between 0% to 20% (e.g., around 12 US gallons), it is displayed in red, indicating low fuel, and an alert icon appears at the top-right corner of the fuel shoveler.
- If the fuel level is between 20% to 40%, it is displayed in a red and yellow gradient, indicating low to moderate fuel, and no alert icon displayed.
- If the fuel level is between 40% to 100%, it is displayed in green, indicating sufficient fuel, and no alert icon displayed.
- If the fuel sensor is offline or data is unavailable, a fuel data is not available shoveler is displayed.

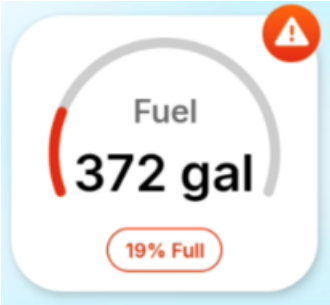
Fuel Status 40% to 100%



Fuel Status 20% to 40%



Fuel Status 0% to 20%



Fuel Data Not Available

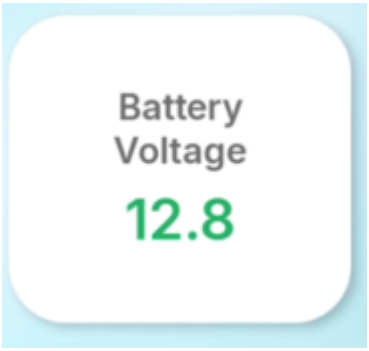


Battery Voltage Indicator

The Battery Voltage Indicator displays the current battery voltage level of the refrigeration unit to monitor electrical performance and detect abnormalities.

- If battery voltage is less than or equal to 11.2 volts, it is displayed in red, indicating low battery voltage, and an alert icon appears at the top-right corner of the battery voltage shoveler to notify the driver.
- If battery voltage is between 11.2 and 17.0 volts, it is displayed in green, indicating normal operating voltage.
- If battery voltage is greater than 17 volts, it is displayed in red, and an alert icon appears at the top-right corner of the battery voltage shoveler to indicate high voltage.

Normal Voltage Status



Low Voltage Status



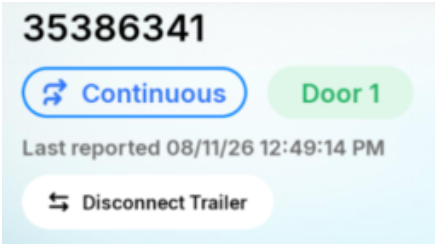
High Voltage Status



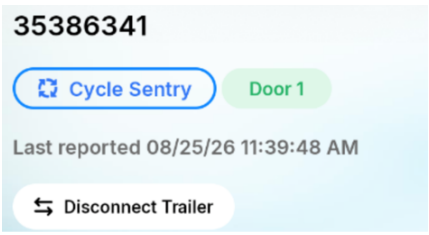
Mode of Operation

The Mode of Operation section indicates the current operating mode of the trailer unit. It displays whether the unit is running in Continuous Mode or Cycle–Sentry Mode, allowing the driver to easily identify the active cooling behavior of the system.

Continuous



Cycle-Sentry



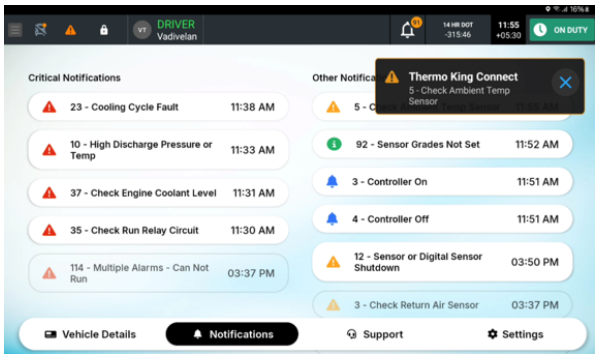
Notifications

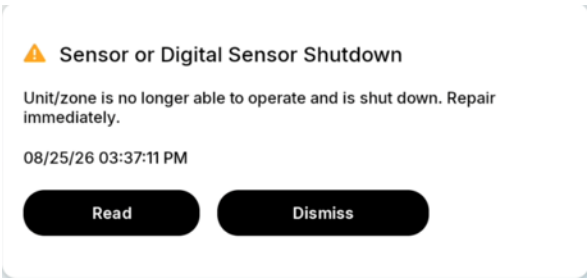
Notifications displays all alerts received from the trailer for the last 24 hours, categorized into two sections: Critical Notifications and Other Notifications.

- The left panel displays only Critical Notifications, which require immediate attention.
- The right panel displays Other Notifications, such as informational or non-critical notifications.

Selecting a notification opens its detailed view, displaying the full notification description along with two action buttons:

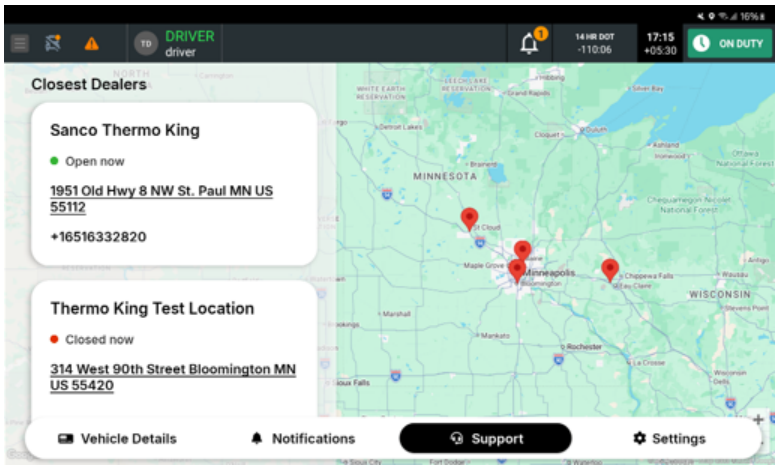
- Read: Acknowledges the alert and marks it as read.
- Dismiss: Clears the alert from the active alerts list.





Support

Support displays up to five nearby dealers for quick service access. Each dealer entry includes the dealer's name, operational status (Open/Closed), and location.



Tapping the dealer location initiates route navigation by first checking whether the Trimble CoPilot application is installed. If available, the application opens Trimble CoPilot and provides directions to the selected dealer from the user's current location. If Trimble CoPilot is not installed, the application checks for the Platform Science (PS) Navigation application. If available, it opens the PS Navigation application and provides the route to the selected dealer.

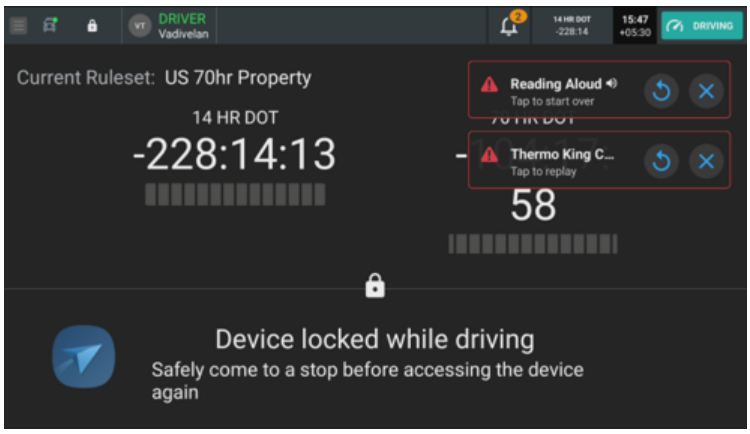
If neither Trimble CoPilot or PS Navigation applications are not installed on the device, a red alert icon is displayed. This alert is shown when the driver attempts to launch route navigation (e.g., by selecting Route to Dealer from the Support screen). A No Supported Navigation Application error pop–up is displayed, informing the driver that a supported navigation application must be installed to enable route navigation.



Push Notifications

Displays both proactive and critical in-cab notifications related to temperature, door status, and fuel levels to help drivers respond in real time.

In Wheels-in-Motion Mode, only critical notifications are received with voice-over, when Critical Notifications are enabled in Settings.



In Idle Mode, the user receives both critical and informational alerts, regardless of the voice-over setting.

Other Notifications

Notification State	WIM (Wheels in Motion)	NML (Idle / Normal)
Notification ON	✗ Sound, ✗ Voice Over, ✗ Alert	✓ Sound, ✗ Voice Over, ✓ Alert
Notification OFF	✗ Sound, ✗ Voice Over, ✗ Alert	✗ Sound, ✗ Voice Over, ✗ Alert

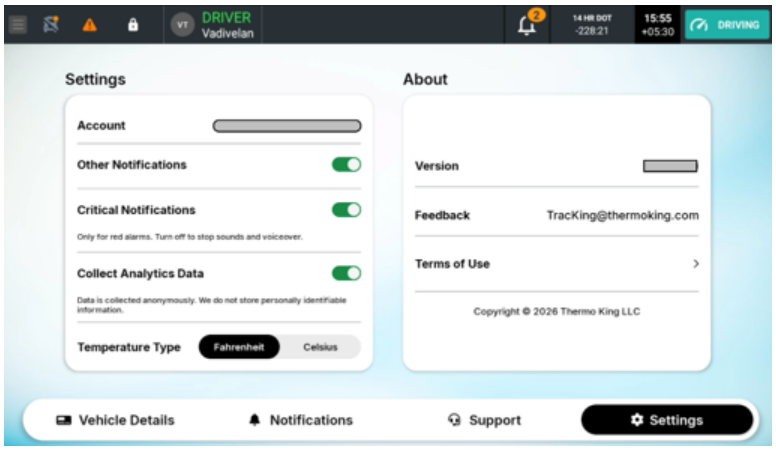
Critical Notifications

Notification State	WIM (Wheels in Motion)	NML (Idle / Normal)
Notification ON	✓ Sound, ✓ Voice Over, ✓ Alert	✓ Sound, ✗ Voice Over, ✓ Alert
Notification OFF	✗ Sound, ✗ Voice Over, ✗ Alert	✗ Sound, ✗ Voice Over, ✗ Alert

Settings

Settings allows the driver to manage application preferences and view important application and account information. The following options are available:

- Account Details
- Other Notifications: ON/OFF
- Critical Notifications: ON/OFF
- Collect Analytics Data
- Temperature Type
- About the Application: Version, Feedback, Terms of Use



Other Notifications – On / Off

The Other Notifications setting controls notifications for non-critical alarms and events.

- On: The driver receives notifications for non-critical alarms and events in Idle Mode. This includes yellow and green alarms, blue events.
- Off: The driver will not receive alerts for these notifications. However, the notifications remain available in Notifications for the driver to review.

Critical Notifications – On / Off

The Critical Notifications setting controls notifications for critical alarms, such as red shutdown alarms.

- On: The driver receives critical notifications in both Idle Mode and Wheels-in-Motion Mode. In Wheels-in-Motion Mode, critical notifications are also provided through voice-over.
- Off: The driver will not receive alerts for critical notifications. However, the notifications remain available in Notifications for the driver to review.

Collect Analytics Data – On / Off

The Collect Analytics Data setting allows the driver to control whether application analytics data is collected.

- On: Analytics data is collected to help monitor and improve application performance and user experience.
- Off: Analytics data collection is disabled.

Temperature Unit – Fahrenheit / Celsius

The temperature unit selected by the driver determines how temperature values are displayed in Vehicle Details and Zone Details. When the driver changes the temperature unit, the temperature values are automatically updated to the selected unit.

- Fahrenheit (°F): Temperature values are displayed in Fahrenheit.
- Celsius (°C): Temperature values are displayed in Celsius.

Platform Science Supported Thermo King Devices

Thermo King TracKing® supports Platform Science integration for all eligible TracKing enabled telematics units, except APU units.

Platform Science Supported Tablet Models

Manufacturer & Name	Model(s)	Support Operating System
Samsung 8.4 Tab A 2020	SM-T307U	A10 - A13
Samsung Tab Active 3	SM-T570	A10 - A13
Samsung Tab Active 3	SM-T575	A10 - A13
Samsung Tab Active 3	SM-T577	A10 - A13
Samsung Tab A7 Lite	SM-T227UZAAXAU	A10 - A14
Samsung Tab A7 Lite	SM-T227UZAAVZW	A10 - A14
Samsung Tab Active Pro	SM-T547U	A11
Samsung Tab Active 5	SM-X308U	A14 - A16
Samsung Tab A9+	SM-X218U	A14 - A16

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Frequently Asked Questions

Getting Started

How do I power on my tablet?

Press and hold the power button for five seconds to power on the tablet.

How do I get to the Login screen on my tablet?

Press the Home button. You should see the 'Log In' or 'Not Logged In' screen. If you see a basic Android home screen, contact your Fleet Administrator.

Trailer Mapping

How does the application find my trailer automatically?

The application uses geo-location. If a trailer is within 200 feet radius of your tablet, it appears in the suggestion list. Select the Trailer ID (highlights in blue) and tap Continue.

What if my trailer does not appear in the list automatically?

Use the Manual Mapping option on the same screen. Type the first four characters of the Trailer ID and matching trailers will appear. Select the correct one and tap Continue. The trailer must be within 200 feet.

What does an 'Access Denial' popup (red icon) mean during trailer mapping?

This alert is displayed when the driver attempts to map a trailer that does not belong to or is not associated with their assigned fleet/ organization, indicating that they are not authorized to perform the mapping operation.

What should I do if I see the "Unable to map the Trailer ID" alert and the note says, "Please ensure all the Platform Science applications are up to date"?

This alert is displayed on the Mapping screen to inform the user of the issue and instruct them to update the required Platform Science (PS) applications to supported versions before retrying.

How do I switch to a different trailer while on duty?

Tap Disconnect Trailer in the application. You will be taken back to the Trailer Mapping screen where you can map a new trailer automatically or manually, without logging out.

Do I need to log out to change my trailer?

No. Use the Disconnect Trailer feature to unmap the current trailer and remap a new one without logging out of the application.

Vehicle Details & Monitoring

Where can I see my trailer's current temperature?

On the Vehicle Details page. It shows all active zones with Setpoint (blue), Return Air (green/red), and Discharge Air (gray) temperatures.

What does a red Return Air temperature mean?

It means the return air temperature has deviated more than +/-5 degrees F from the setpoint.

How often does the Vehicle Details page refresh?

Automatically every 60 seconds. It also refreshes each time you navigate back to the page from Notifications, Support, or Settings.

How do I check my trailer's door status?

The Door Status Indicator on the Vehicle Details page shows green (Closed) or red (Open). If the door is open, an alert icon also appears.

What does it mean if Door Status shows 'Not Available'?

The door sensor data is unavailable, or the sensor is not functioning. Report this to your fleet manager or maintenance team.

How do I check the fuel level of the refrigeration unit?

The Fuel Level Indicator on the Vehicle Details page shows: 0-20% => Red (Low fuel, alert icon shown), 20-40% => Red/Yellow gradient (Low-to-moderate fuel, alert icon shown), 40-100% => Green (Sufficient fuel, no alert icon).

What does the Battery Voltage Indicator mean?

Battery voltage is displayed in green for 11.2 to 17.0V (normal) and red with an alert icon for ≤11.2V or >17.0V (low/high voltage). The indicator helps monitor the refrigeration unit's electrical performance and alerts the driver to abnormal voltage levels.

What is 'Mode of Operation' on the Vehicle Details page?

It shows whether the refrigeration unit is running in Continuous Mode (always cooling) or Cycle Sentry Mode (cycles on/off to save fuel). This is informational only, you cannot change it from the application.

How many temperature zones can my trailer have?

A trailer can have 1, 2, or 3 zones. Each zone is displayed individually on the Vehicle Details page with its own temperature readings.

Can I switch between Fahrenheit and Celsius?

Yes. Go to Settings and select your preferred temperature unit (F or C). All temperature values in Vehicle Details and Zone Details update automatically.

Notification & Alerts

Where do I see my trailer alerts?

Tap the Notifications (Alerts) tab. Critical Notifications appear in the left panel; Other (non-critical) Notifications appear in the right panel. All alerts from the last 24 hours are shown.

What are Critical Notifications?

Critical Notifications are high-priority alerts such as red shutdown alarms that require immediate attention. They appear with voice-over alerts while you are in Wheels-in-Motion mode (if enabled in Settings).

What are Other Notifications?

Other Notifications are non-critical alerts including yellow and green alarms and blue informational events. They are delivered only in Idle Mode.

Will I get alerts while driving (Wheels-in-Motion mode)?

Yes, but only Critical Notifications are delivered with a voice-over alert while in Wheels-in-Motion mode. Non-critical notifications are not pushed during driving but remain viewable in the Notifications tab.

How do I acknowledge or clear an alert?

Tap the notification to open its detail view. Tap Read to mark it as acknowledged. Tap Dismiss to remove it from the active alerts list.

How do I turn off Critical Notifications?

Go to Settings > Critical Notifications > Toggle OFF. Push alerts for critical alarms will stop, but they remain visible in the Notifications tab.

How do I turn off Other (non-critical) Notifications?

Go to Settings > Other Notifications > Toggle OFF. Push alerts for non-critical events will stop, but they remain visible in the Notifications tab.

Support & Navigation to Dealers

How do I find a nearby Thermo King dealer?

Tap the Support tab. The application shows up to five nearby dealers with their name, open/closed status, and location.

How do I get directions to a dealer?

Tap the dealer location in the Support tab. The application will open Trimble CoPilot (if installed) or PS Navigation (if installed) to provide route directions.

What happens if neither Trimble CoPilot or PS Navigation is installed?

A 'No Supported Navigation Application' error popup appears. You need either Trimble CoPilot or PS Navigation installed on the tablet to use route navigation to a dealer.

Application Settings & Preferences

What settings can I change in the TK Connect application?

In Settings: Switch temperature units (F / C); Enable or disable Critical Notifications; Enable or disable Other Notifications; Enable or disable Analytics Data collection; View About the Application, Account Details, and Terms & Conditions.

What is the 'Collect Analytics Data' setting?

When ON, it allows the application to collect usage analytics to help improve performance and experience. Toggle Off if you prefer not to share analytics data.

Does the application change its look automatically at night?

Yes. The Adaptive Theme Mode automatically switches between Light and Dark mode based on the ambient light detected by the tablet's sensors, for better visibility in different lighting conditions.

Tablet & Application Troubleshooting

What should I do if the PS Launcher doesn't load after tablet setup?

Restart the tablet. If prompted to choose a home launcher, select PS Launcher and tap Always. If the basic Android screen appears again, contact your Fleet Administrator.

What should I do if TK Connect crashes or closes unexpectedly?

Close TK Connect completely and verify the application is not running in the background. Reopen the application. If the problem persists, restart the tablet. If the issue continues, contact your fleet manager or the support team.

What tablet models are supported for TK Connect?

Only Platform Science (PS) approved tablet models are supported. Check with your fleet administrator or refer to the PS Supported Tablet Models list in the user guide.

Which Thermo King Reefer/Trailer devices work with TK Connect?

All GPS-reporting Thermo King (TK) Reefer/Trailer telematics units belonging to a PS-mapped customer are supported, including TK BlueBox and TKV5 models.

Frequently Asked Questions

How do I check the version of the TK Connect application I am using?

Go to Settings > About the Application to see the current installed application version.

What should I do if the application says I need to update Platform Science applications?

Go to the PS Application Manager on your tablet. Tap My Apps > Update All, tap Available > Install All. Wait for all downloads to finish, then retry the action in TK Connect.

General Application Questions

What real-time information does TK Connect show me as a driver?

TK Connect gives you real-time trailer data including: Zone temperatures (setpoint, return air, discharge air); Door status (open/closed); Fuel level of the refrigeration unit; Battery voltage of the refrigeration unit; Mode of operation (Continuous or Cycle Sentry); Active alarms and notifications for the last 24 hours.

Can multiple drivers use the same tablet?

Each driver logs in individually using their own credentials. The session is tied to the driver's identity, so another driver must log in with their own account to access the application.

Can I use TK Connect without a Wi-Fi or cellular connection?

The application requires network connectivity to retrieve real-time trailer data and notifications. Without connectivity, a network error popup will be displayed.

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TK 57740-12-UG-EN 01 Oct 2026
Supersedes (New)
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