



AIRS

Installation Guide



Version Control

Version Number	Date	Changed by
1	17 th December 2015	Nicola Latter
2	12 th October 2016	Nicola Latter
3	22 nd December 2016	Nicola Latter
4	5 th April 2017	Nicola Latter
5	22 nd November 2017	Nicola Latter
6	30 th May 2018	Nicola Latter
7	3 rd July 2019	Nicola Latter
8	22 nd April 2021	Nicola Jordan

Table of Contents

Introduction	1
Install the AIRS Suite of Apps	2
Install Updater	4
Software Requirements (PC)	6
Region Settings	11
Access AIRS	13
Email Settings	14
Dropbox Setup	15
Assign a Dropbox Account	15
Change the linked Dropbox account on a PC	16
Neo Hardware Setup	18
F.A.Qs	19

Introduction

AIRS is a suite of apps app running on a Windows based tablet.

AIRS consists of apps for Neo, Fire and EEL.

This document details how to install the AIRS software.

**FOR DOCUMENTATION REGARDING PRINTER SETUP AND HOW TO USE THE AIRS SUITE OF APPS,
USE THE LINKS ON THE WEBSITE:**

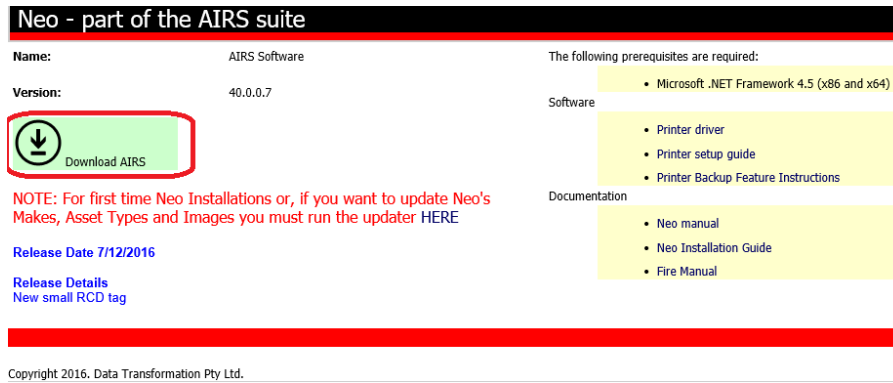
www.datatransformation.com.au/Software/neo/neo.html

Install the AIRS Suite of Apps

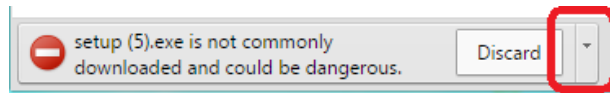
1. Install AIRS from the website:

www.datatransformation.com.au/Software/neo/neo.html

2. Press  **Download AIRS.**

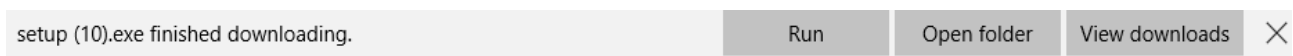


3. The following message may appear:



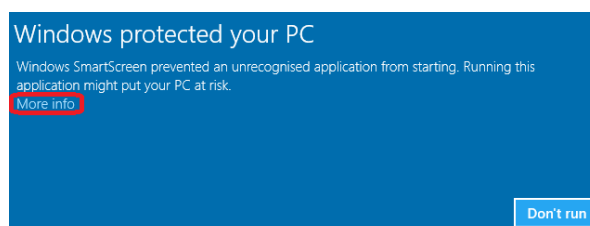
Press on the down arrow. Press **Keep** on the pop-up menu. The download continues.

4. The following message appears at the bottom of the screen.



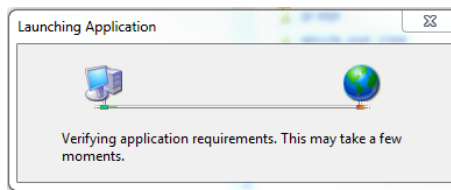
5. Press **Run**.

6. A security warning may appear. Press **More info**.

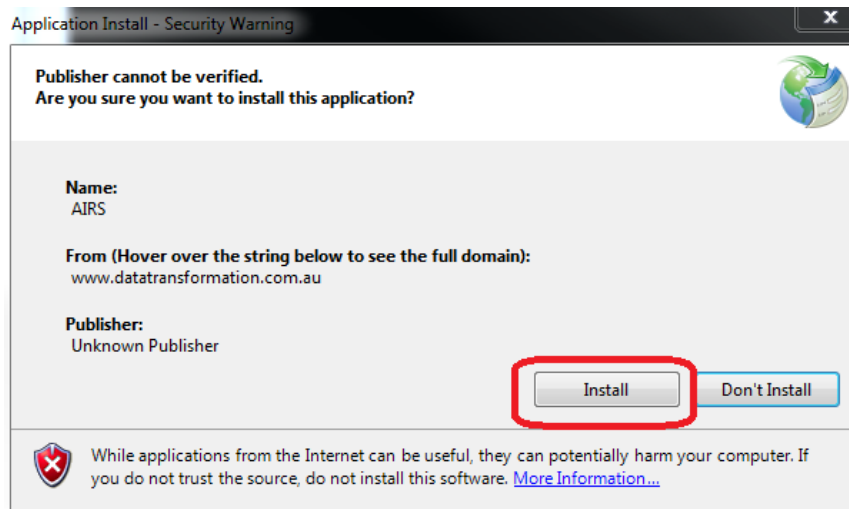


7. Press **Run anyway**.

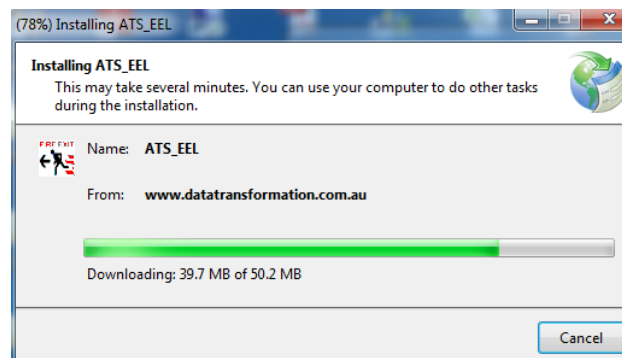
8. The following information message pops up and disappears:



9. Press **Install**.



10. The following installation progress message appears:



11. The window disappears automatically. Installation is now complete.

Install Updater

It is necessary to install the Updater for first time Neo installations or to update Neo's makes, asset types and logos / images.

Uninstall any previous version before installing a new version of the Updater. Refer to the 'FAQs' section for details on how to uninstall.

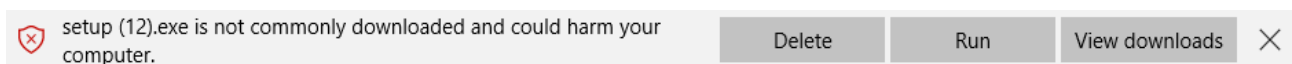
1. Install the Updater from the website:

www.datatransformation.com.au/Software/updater/updater.htm

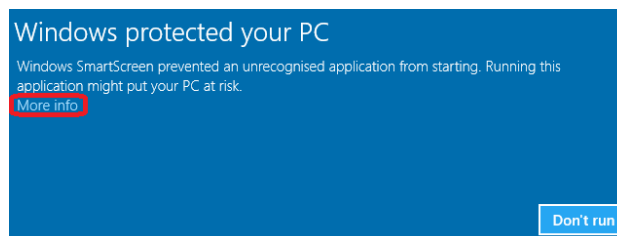
2. Press  **Download the Updater.**



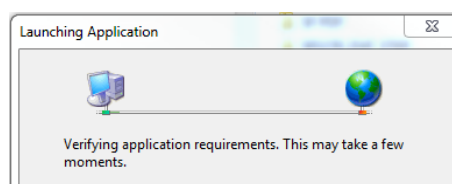
3. The following message appears at the bottom of the screen:



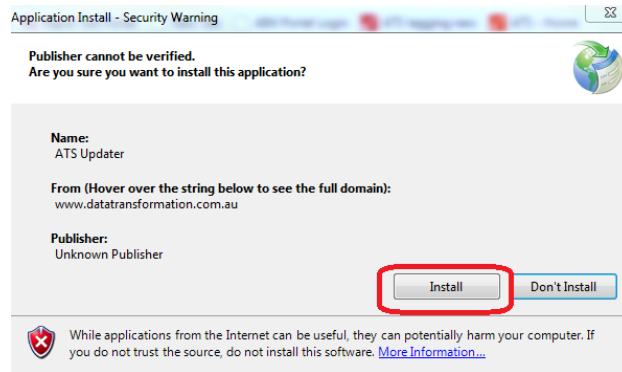
4. Press **Run**.
5. A security warning may appear. Press **More info**.



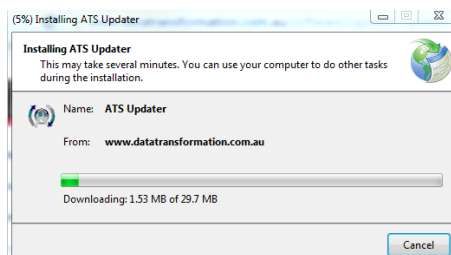
6. Press **Run anyway**.
7. The following information message pops up and disappears:



8. Press **Install**.



9. The following installation progress message appears:



10. The window disappears automatically.

11. Press **Start** on the following pop-up box:



12. The blue lines move to the right on completion.



13. Press **Close**. The Updater installation is complete.

Software Requirements (PC)

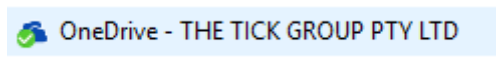
IMPORTANT

Ensure the following requirements are fulfilled on the PC to avoid data loss or corruption.

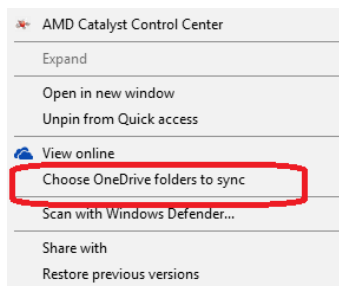
1. If OneDrive is not being used, stop synchronising with OneDrive.
2. If the PC is only being used for test and tagging, uninstall the antivirus software.
3. If the antivirus software is required, exclude the AIRS files from the antivirus check.
4. Ensure the Neo app is closed before shutting down the PC.

How to stop the PC synchronising with OneDrive

1. In File Explorer, right click on the OneDrive folder.



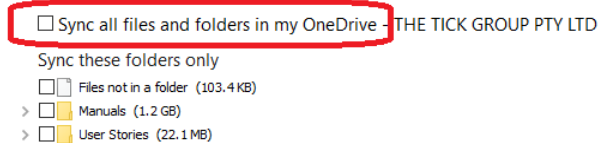
2. Select **Choose OneDrive files to sync** from the menu.



3. Uncheck **Sync all files and folders in my OneDrive**.

Sync your OneDrive files to this PC

The files that you sync will take up space on this PC

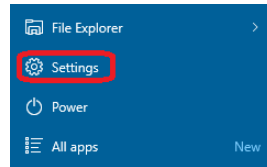


4. Click **OK**.

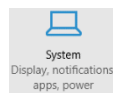
How to uninstall the antivirus software

1. Click the 'Start' icon .

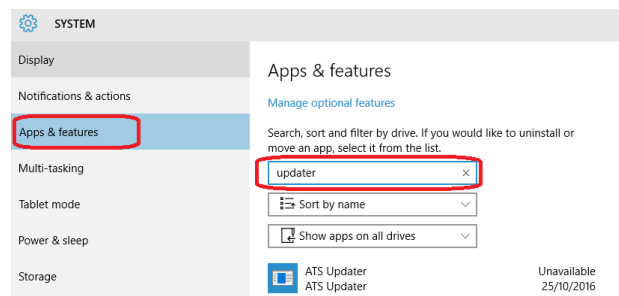
2. Click **Settings**.



3. Click **System**.

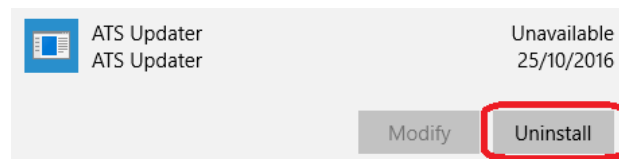


4. Select **Apps and Features** from the menu.



5. Enter a search term for the antivirus software, for example Windows Defender.

6. Click on the required program name in the list.

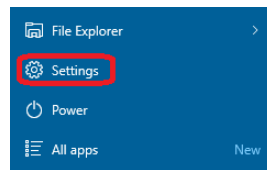


7. Click **Uninstall**.

How to exclude AIRS from the antivirus check

1. Click the 'Start' icon .

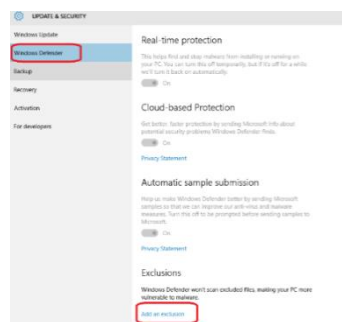
2. Click **Settings**.



3. Click **Update & Security**.

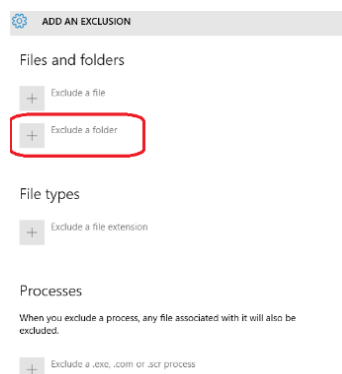


4. Select **Windows Defender** or **Windows Security** (depending on version of Windows).



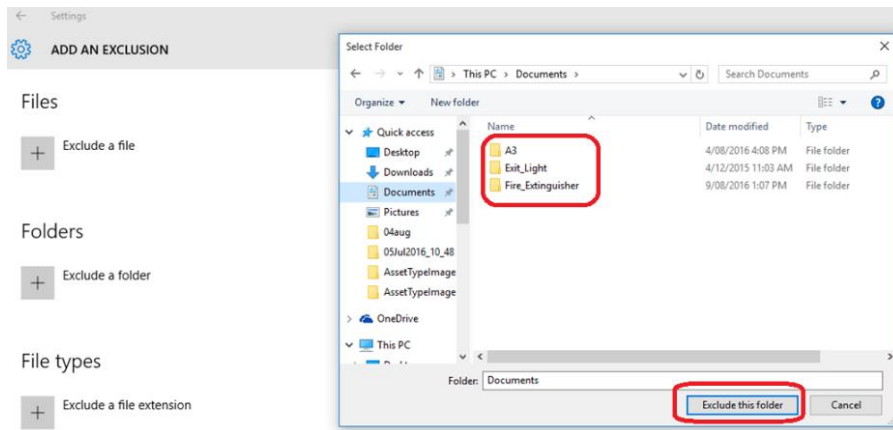
5. Select **Add an exclusion**.

6. Select **Exclude a folder**.



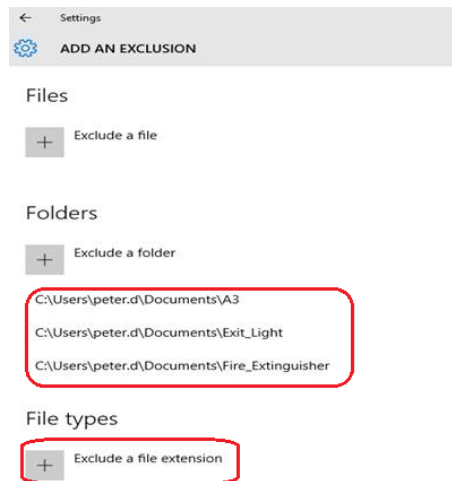
7. Select the 'A3' folder from Documents (My Documents).

8. Click **Exclude this folder**.

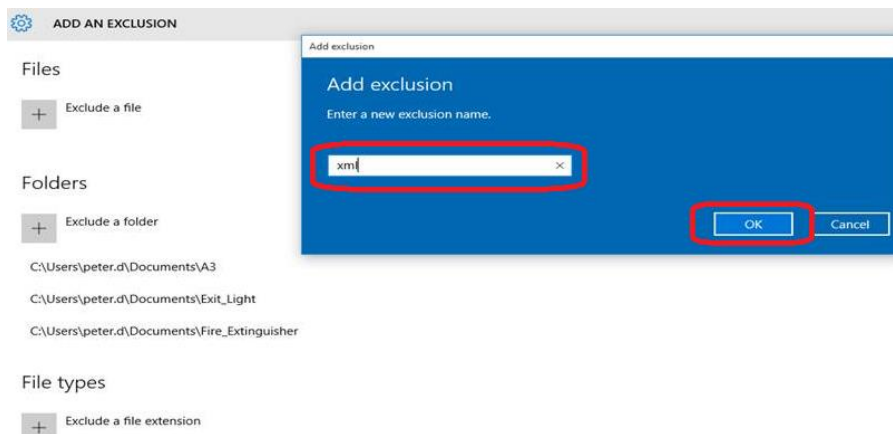


9. Repeat the above steps for the **Fire_Extinguisher**, **Exit_Light** & **AIRS** folders.

10. Folders will be listed as excluded.



11. Select **Exclude a file extension**.

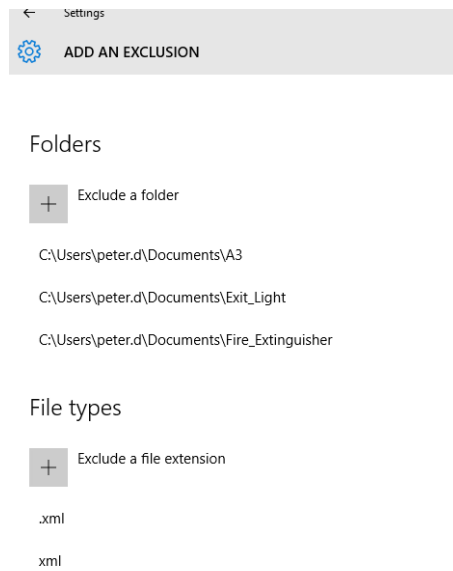


12. Enter type **xml**.

13. Click **OK**.

14. Repeat for type **.xml**.

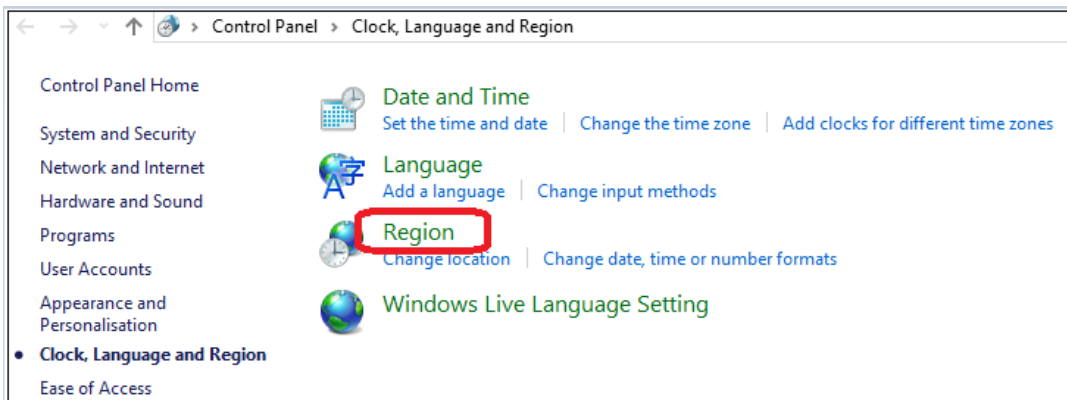
15. File extensions are listed as excluded.



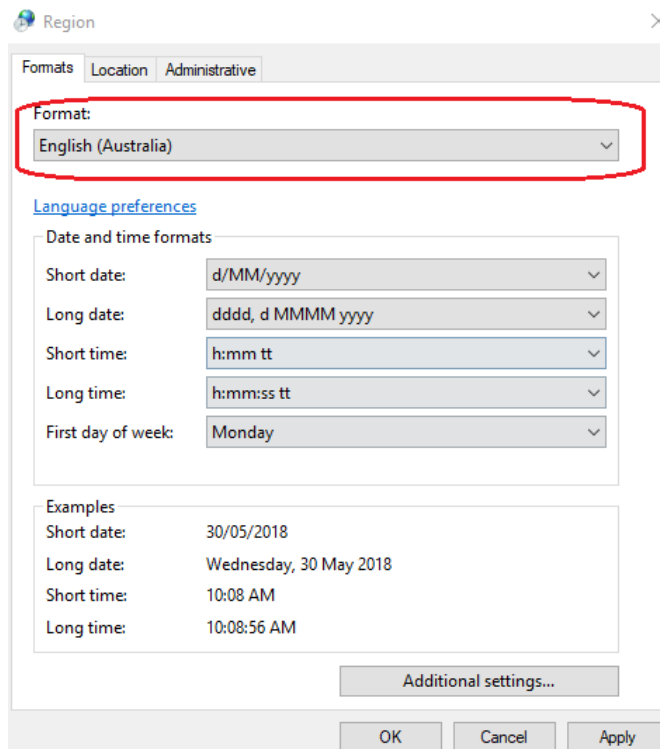
Region Settings

It is important to check the region settings to ensure the date and time are set to Australian format. Sometimes the default is US and the day and month are reversed.

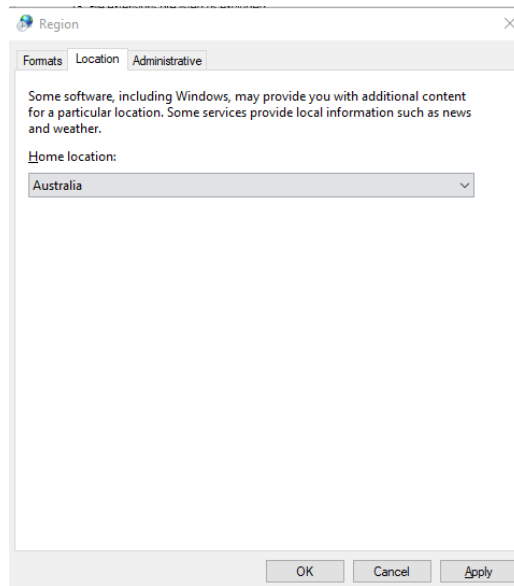
1. In Control Panel, select **Clock, Language and Region**.
2. Open the **Region** settings.



3. Ensure the format is set to **English (Australia)**.



4. Open the Location tab and ensure the location is set to **Australia**.



5. Click **Apply**.

Access AIRS

1. Ensure the tablet is connected to Wi-Fi / mobile data.

2. Press the icon .

3. At the logon screen, enter your User ID and password:

- User ID is your Tech Id
- Password = 1234

4. Press **Log In**. The AIRS suite opens.

5. Refer to the relevant user manual for Neo, Fire or EEL for details on how to use the apps. Use the links on the website:

www.datatransformation.com.au/Software/neo/neo.html


Email Settings

It is necessary to enter an email address which is used for sending data to the office for processing.

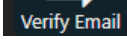
Ensure you have the following information available:

- ATS email address (in the form firstname.surname@ats.com.au)
- O365 password (The password used to access email and SharePoint. If not completely sure of the password, go to the Office 365 login page and test it there first.)
- If you have employees/contractors working for you that have ATS email, they will need their information the same as you.
- If you have employees/contractors that don't have an ATS email account, you will have to enter your credentials into their application.




1. From within AIRS, click on  to open the Settings screen.
2. In the top right corner, enter your email address and Office365 password.

A screenshot of a settings screen with a dark background. At the top, there is a label "Office Email" followed by a text input field containing "nicola@ats.com.au". Below this is a label "Password" followed by an empty password input field. To the right of the password field is a button with a white right-pointing arrow and the text "Verify Email". At the bottom of the screen, there is a prominent yellow banner with the text "Please enter correct email id and password" in red.

3. Click .
4. A test email is sent to your email address.

Note: If the email sends successfully the 'Verify Email' button becomes disabled. To resend the verification email, make a change in either field and the button will be enabled.


5. Click  in the top left corner to close the Settings screen.



Dropbox Setup

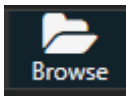
Neo automatically puts files in the Dropbox. Examples are the job closure file and job summary. Each technician has their own Dropbox folder

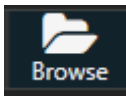
Assign a Dropbox Account

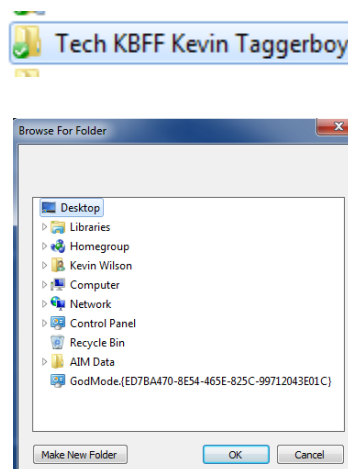


1. From within AIRS, click on  to open the Settings screen.

Tech Email	kevin.taggerboy@ats.com.au	cc to Technician <input checked="" type="checkbox"/>
Dropbox	C:\Users\nicola\Dropbox\KW	
Pic Folder	Pictures folder location	



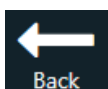
2. Press  for the dropbox settings.
3. Select the technician's folder. This will be in the format 'Tech Techid Name'. For example:



4. Select 'My docs'
5. Select 'My Dropbox'.
6. Press **OK**. The selected folder will now automatically receive the job summaries and job closure files for EEL, FIRE and NEO.




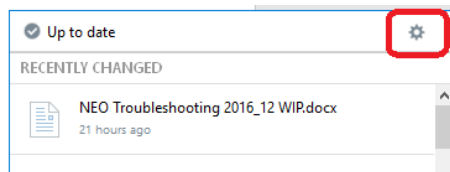
7. Press



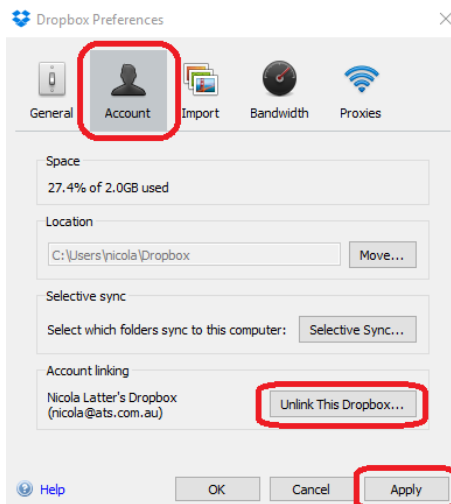
8. Click  in the top left corner to close the Settings screen.

Change the linked Dropbox account on a PC

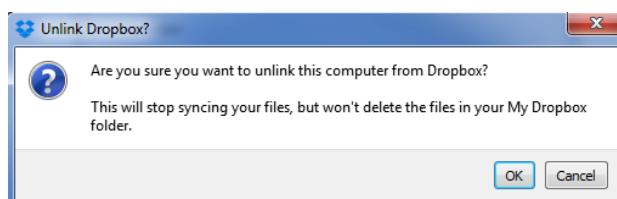
1. Click on the Dropbox icon in the task bar .
2. Click on the Settings icon



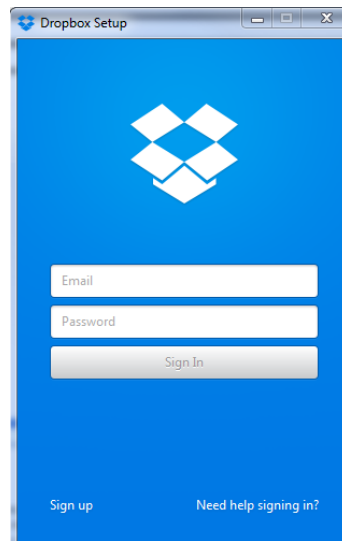
3. Select **Preferences** from the pop-up menu.
4. Select the 'Account' tab.



5. Click **Unlink this Dropbox**.
6. Click **Apply**.
7. Click **OK** on the confirmation message.



8. The Dropbox login screen automatically opens.

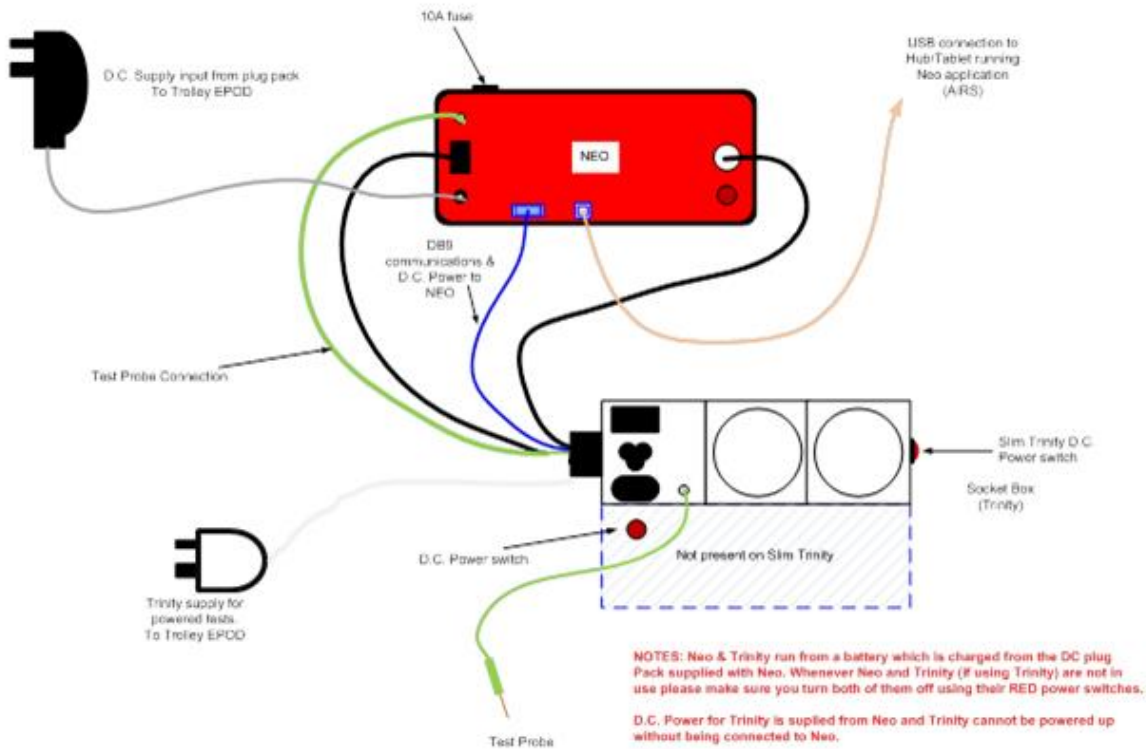


9. Enter email and password to sign in.

The application is now ready to use.

Neo Hardware Setup

Diagram of the Neo and Trinity hardware connections:



IMPORTANT:

- Before starting a job, ensure the Neo box is connected to the mains using the battery charger.
- Ensure the Neo box and socket box (Trinity) are turned off at the end of a job to avoid the battery draining.

For further information on setting up the Neo trolley, refer to the 'Neo Trolley Setup' manual.

F.A.Qs

QUESTION	ANSWER
How to install Team Viewer.	Download from the website: www.teamviewer.com/en/index.aspx
How to uninstall the Updater.	Start - Settings – System – Apps & Features Search for 'ATS Updater'. Click on the program name. Click Uninstall . Refer to the 'NEO Troubleshooting' manual for more details.

Any problems, call the ATS office on 1300 ATS NOW (1300 287 669)

Please ensure internet access is available, as Team Viewer is usually required to assist with any issues remotely.