EEL
User Manual

Version Control

Date	Changed by	Changes Made
5/1/16	Nicola Latter	
24/2/16	Nicola Latter	
12/10/16	Nicola Latter	
15/3/17	Nicola Latter	
14/6/17	Nicola Latter	
19/7/17	Nicola Latter	
12/10/17	Nicola Latter	
31/5/18	Nicola Latter	
2/1/19	Nicola Latter	
3/7/19	Nicola Latter	
16/10/19	Nicola Latter	
22/4/21	Nicola Jordan	
7/10/21	Nicola Jordan	Changes as per release 51.5.0.0
28/6/2022	Nicola Jordan	Release 52.7.0.0 - 'camera can't connect' button removed
01/4/2023	Nicola Jordan	EEL FAQ added

© 2022 Appliance Tagging Services

Table of Contents

Introduction *1*

Software Requirements (PC) *2*

Access the EEL App *7*

Jobs *8*

Search for a Job **8**

Download a Job **9**

Open a Job **10**

Remove a Job **12**

Testing *13*

Visual Test **13**

Timer Test **16**

Switchboard Fail **19**

Failed Assets *20*

Add Failure Details **20**

Fix a Failed Asset **22**

Repairs 22

Add Replacement Part 24

View Test Status of Assets *25*

Using Table View **25**

Using the Circuit Plan **27**

Using the Summary Screen **28**

View Last Test Results **30**

Reporting *31*

Complete a Circuit *33*

Re-open a Completed Circuit **33**

Timesheets and Sign-Offs *34*

Upload Test Results *36*

Complete a Job *37*

Add a Switchboard *38*

Quick Start **38**

Create a Switchboard **39**

© 2022 Appliance Tagging Services

Create a Circuit **40**

Create a Circuit Plan **41**

Create a Plan 41
Add Asset Details 43
Copy Asset Details 44
Add a Circuit Map 45
Create a Circuit Map 46
Add a Photo to a Circuit Map 48
Create Multiple Plans for a Circuit 49
Save the Circuit Plan 50

Edit Switchboard Data ***51***

Edit Switchboard Data **51**

Edit Circuit Data **51**

Edit Asset Details **51**

Edit All Assets **53**

Edit Building, Room etc ***54***

Edit a Circuit Plan ***56***

Add Assets **56**

Move Assets **56**

Re-size an Asset Icon **56**

Circuit Plan Zoom **57**

Change the Walk Order **57**

Print the Asset Plan **57**

Create a PDF of the Plan **58**

Settings ***59***

Close the App ***61***

F.A.Qs ***62***

Troubleshooting ***64***

© 2022 Appliance Tagging Services

Introduction

EEL is the test system for emergency exit and emergency lighting installed at a site. It is part of the AIRS suite of apps which also includes Neo and Fire.

EEL is an app running on a Windows based tablet.

This document details how to use the EEL app,

FOR DOCUMENTATION REGARDING INSTALLING THE APP USE THE LINKS ON THE WEBSITE:

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

© 2022 Appliance Tagging Services

Software Requirements (PC)

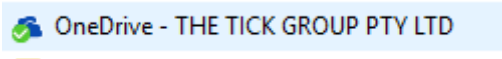
IMPORTANT

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

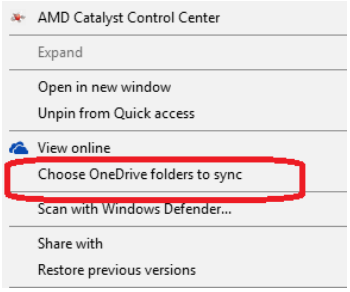
1. **If OneDrive is not being used, stop synchronising with OneDrive.**
2. **If the PC is only being used for test and tagging, uninstall the antivirus software.**
3. **If the antivirus software is required, exclude the AIRS files from the antivirus check.**
4. **Ensure the EEL app is closed before shutting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

How to stop the PC synchronising with OneDrive

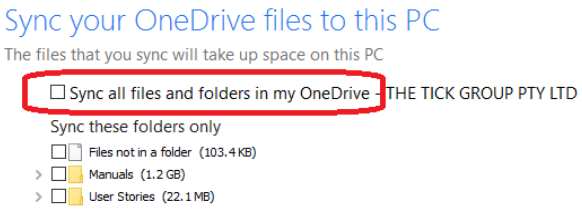
1. In File Explorer, right click on the OneDrive folder.



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



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



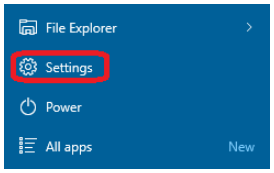
4. Click **OK.**

© 2022 Appliance Tagging Services

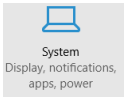
How to uninstall the antivirus software

1. Click the 'Start' icon .

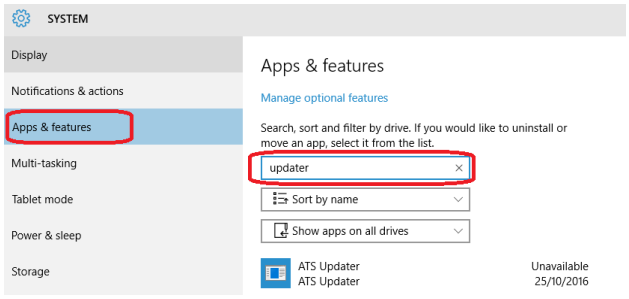
2. Click **Settings.**



3. Click **System.**

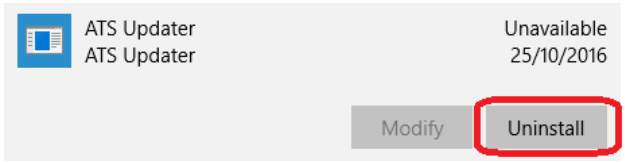


4. Select **Apps and Features** from the menu.



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

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



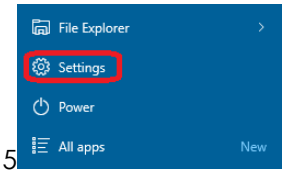
7. Click **Uninstall**.

© 2022 Appliance Tagging Services

How to exclude AIRS from the antivirus check

1. Click the 'Start' icon .

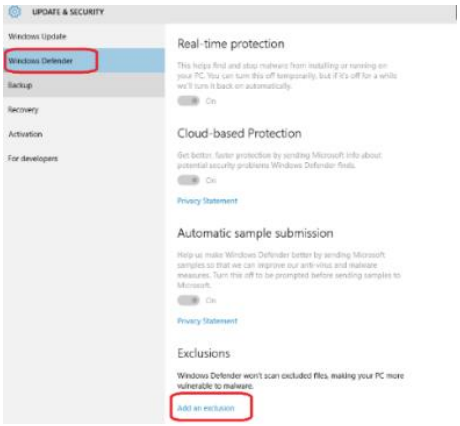
2. Click **Settings.**



5

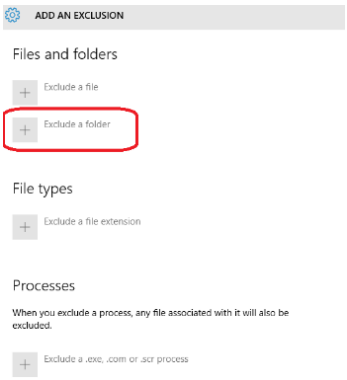
3. Click **Update & Security.**

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



5. Select **Add an exclusion**.

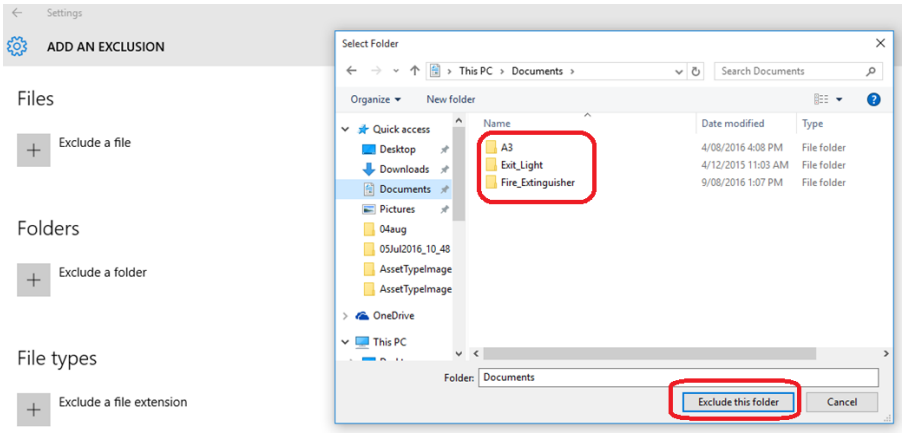
6. Select **Exclude a folder**.



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

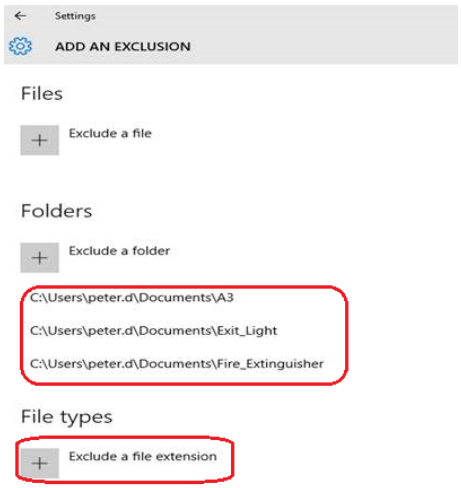
© 2022 Appliance Tagging Services

8. Click **Exclude this folder**.

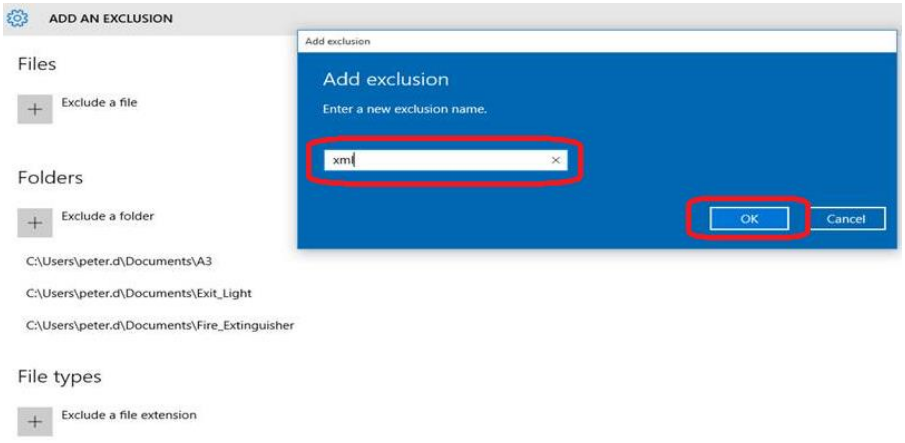


9. Repeat the above steps for the **Fire_Extinguisher**, **Exit_Light** and **AIRS** folders.

10. Folders will be listed as excluded.



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



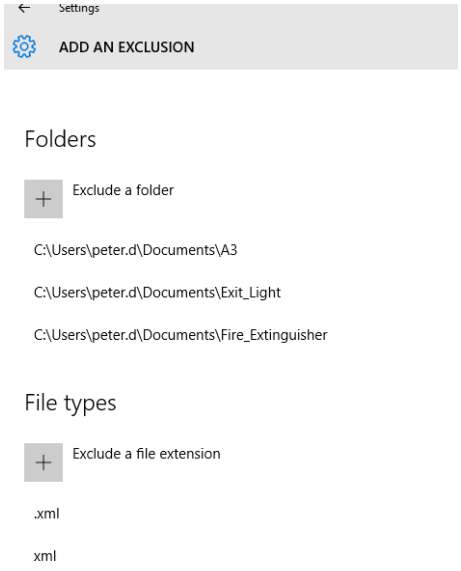
© 2022 Appliance Tagging Services

12. Enter type **xml**.

13. Click **OK**.

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

15. File extensions are listed as excluded.



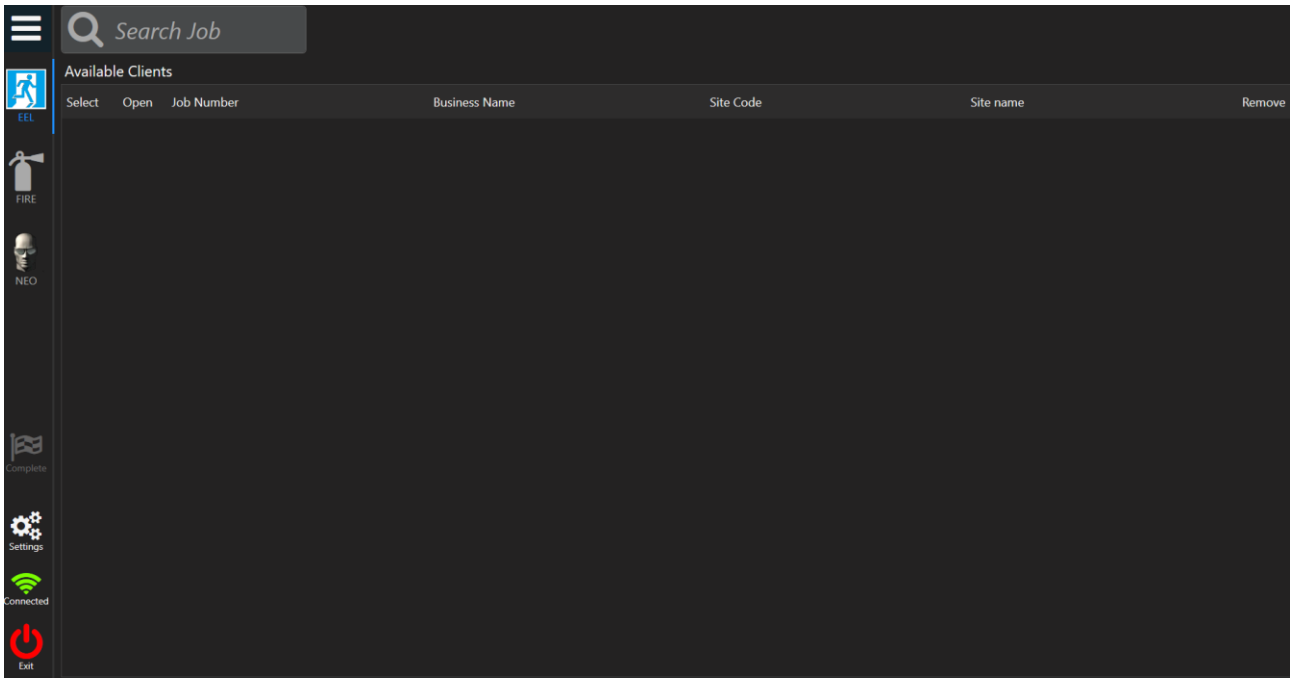
© 2022 Appliance Tagging Services

Access the EEL App

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

1. At the logon screen, enter your User ID and password:
    - User ID is your Tech Id
    - Password = 1234
2. Press **Log In**. The AIRS suite opens.
3. Press on the 'EEL' tab on the left side of the screen.

4. The 'Available Clients' screen opens.



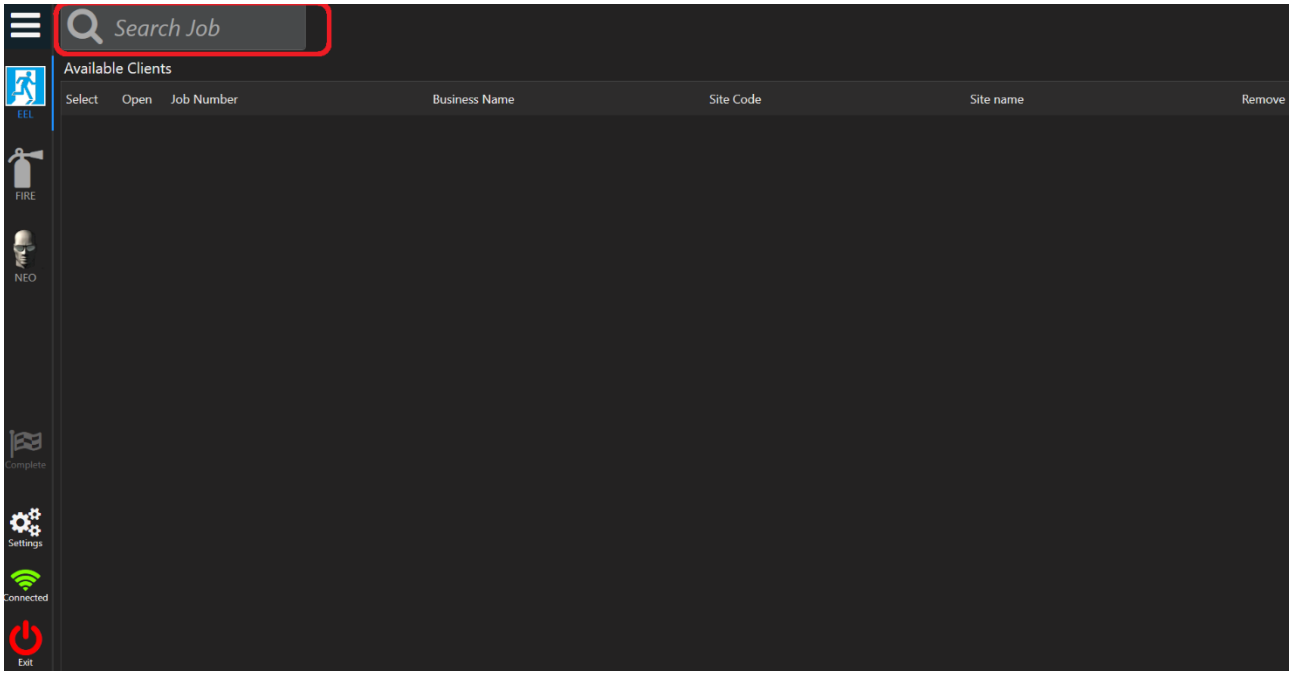
Note: Ensure the Wi-Fi icon is green. If it is red, click on the icon to reconnect.

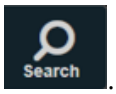
© 2022 Appliance Tagging Services

Jobs

Search for a Job

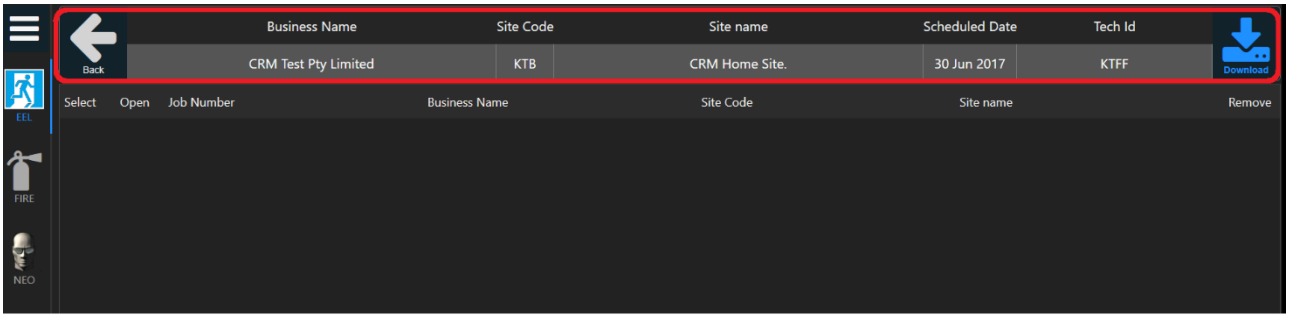
1. Enter the job number in the 'Search Job' box at the top of the screen.



2. Once a job number is entered, the 'Search' button appears. Press 

.

3. The job appears at the top of the screen.



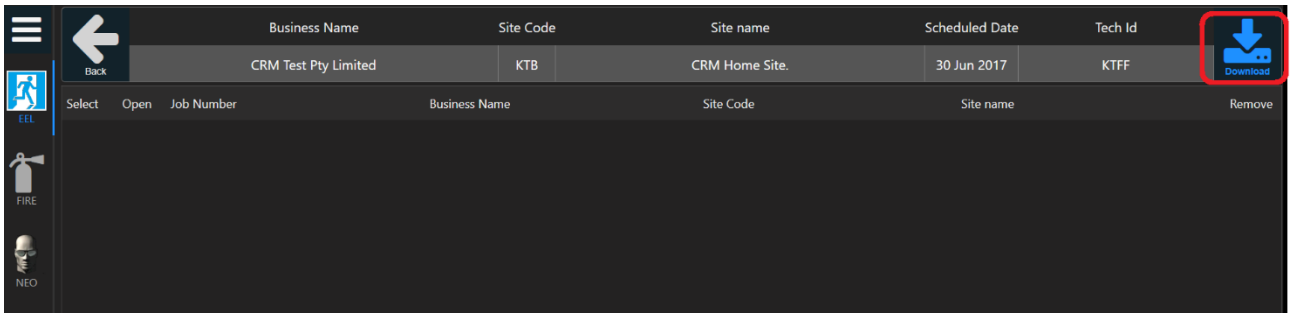
© 2022 Appliance Tagging Services

Download a Job

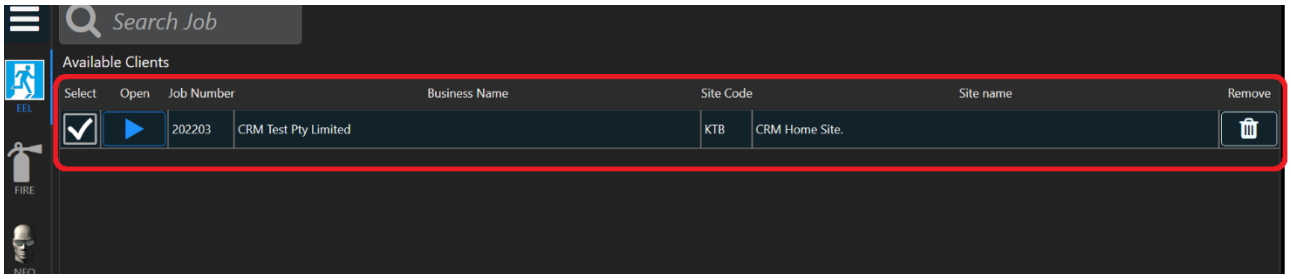
A job must be downloaded before it can be opened.

1. Press

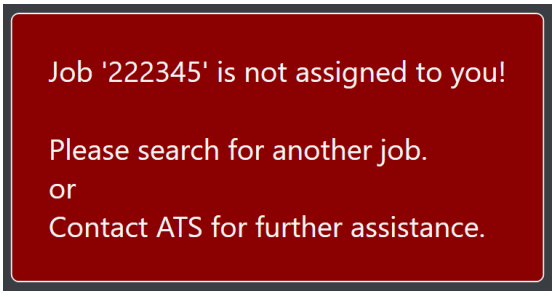
.



2. The job is downloaded.



Note:
When attempting to download a job, the logged in tech ID is checked against work order technician list. If you are not in the list, you will not be able to download the job. This helps prevent accidentally downloading an incorrect job.

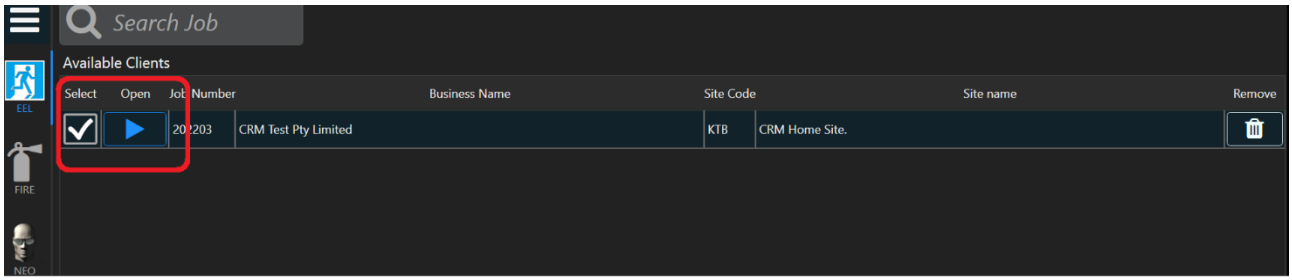


3. The job is now downloaded and can be opened.

© 2022 Appliance Tagging Services

Open a Job

1. Ensure the job is selected.



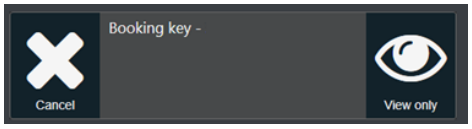
2. Press .

   Note: The 'Open' icon will be inactive until a job is selected.

3. Enter the Booking Key

   - When opening a job in AIRS, a Booking Key is now required.
   - This is generated in the booking in the Field Service app once the safety checklist has been completed.

     (Refer to the 'M365 Field Service Manual' document for more details.)

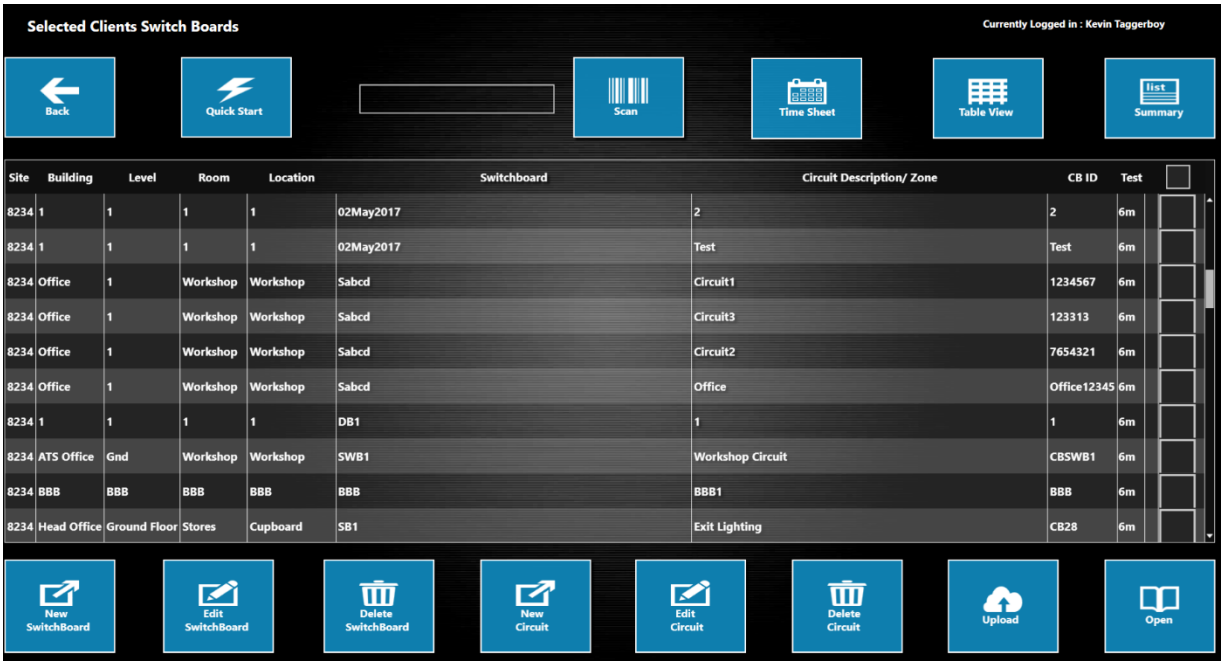


   - Enter the Booking Key into AIRS.
   - Once the booking key is entered into one of the AIRS apps, the job can be opened in any of the apps on that day.

     ***Note*:** A Booking Key is required per booking per day.

4. The job opens displaying the 'Selected Client Switchboards' screen. This shows the downloaded switchboard and circuit data.

© 2022 Appliance Tagging Services



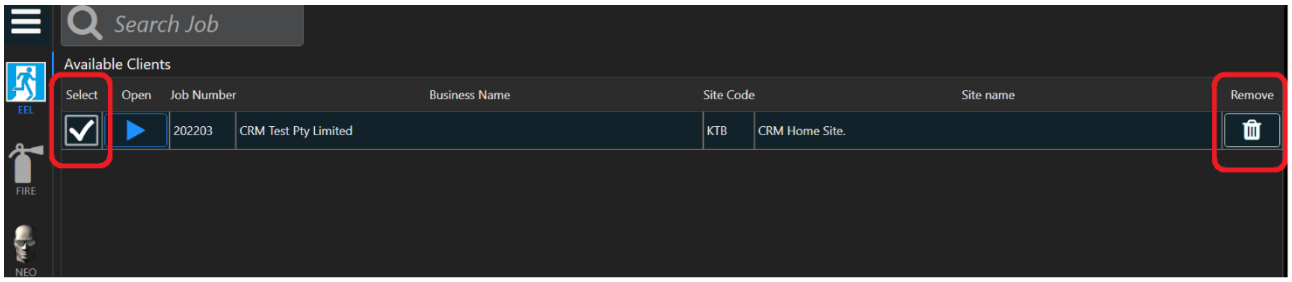
Note: If the required switchboard does not appear, refer to the section 'Add a Switchboard'.

5. Assets can now be tested. Refer to the section 'Testing'.

© 2022 Appliance Tagging Services

Remove a Job

1. Ensure the required job is selected.



2. Press .

   Note: The 'Remove' icon will be inactive until a job is selected.

© 2022 Appliance Tagging Services

Testing

There are 2 parts to testing:

- Visual testing
- Timer testing

A visual test must be carried out before a timer test.

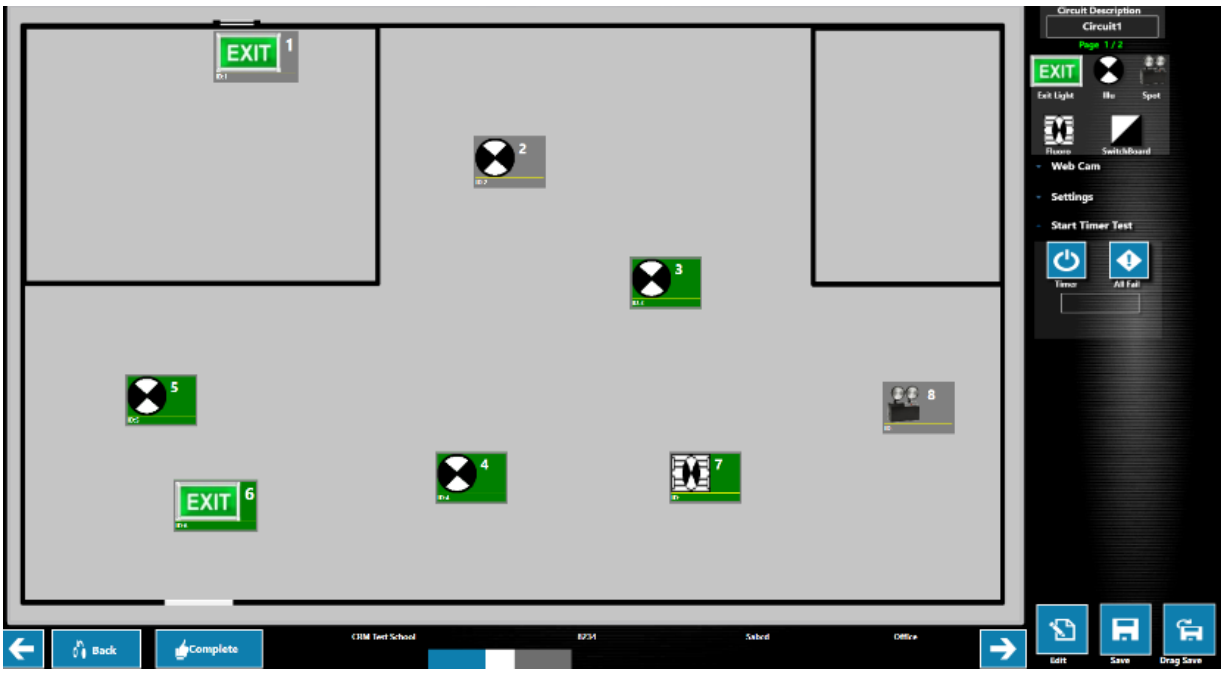
Visual and timer test results can be entered on the circuit plan or table view screen.

Visual Test

Using the Circuit Plan

1. Press in the checkbox to select a circuit on the 'Selected Clients Switchboards' screen.
2. Press

.
3. The circuit plan displays.



4. If the asset passes the visual test, press or click on the asset icon. The icon becomes green.
5. If the asset fails the visual test, press and hold or double click on the icon to open the test result screen. Or right click on the asset icon and choose **Pass / Fail** from the menu.

© 2022 Appliance Tagging Services

6. Use the slider bar to change the status to fail.

7. Refer to the section 'Failed Assets' if further details are required.
8. Press

to return to the circuit plan.
9. The background colour of the icon indicates the status:

Grey = untested

Green = pass

Red = fail

10. Press

once all tests are completed to return to the 'Selected Client Switchboards' screen.

Notes:

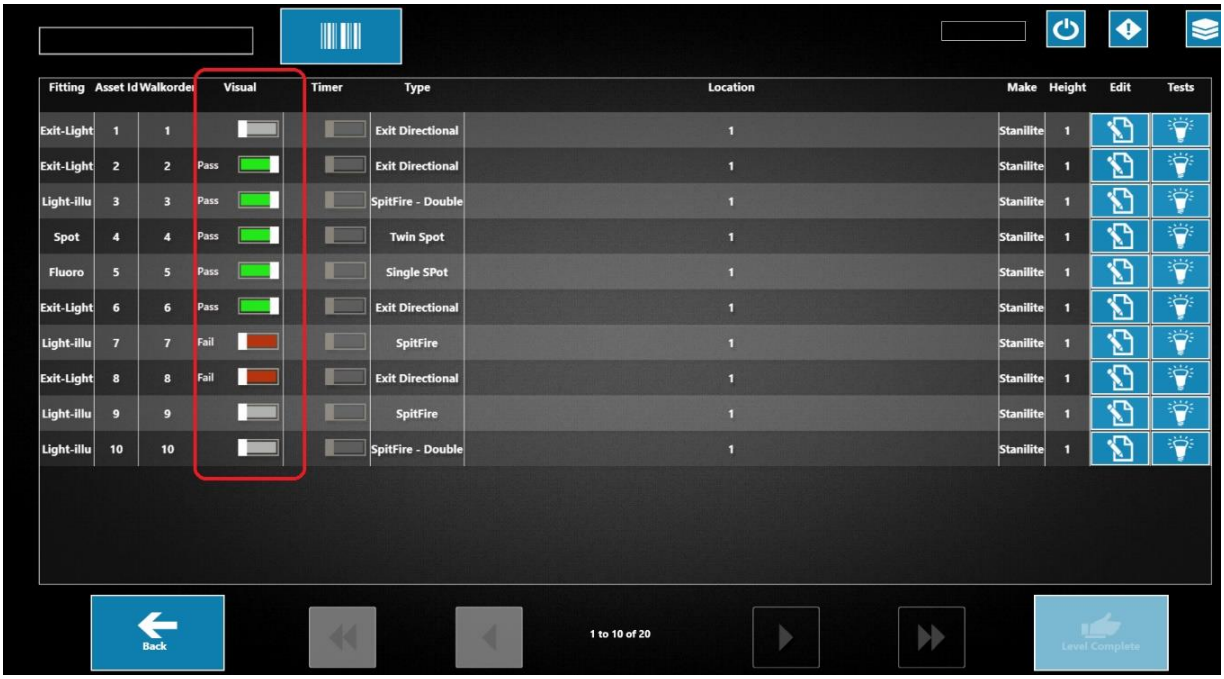
- It is possible to open plans for multiple circuits.
  - Use the top checkbox on the 'Selected Clients Switchboards' screen to select all circuits.
  - The company / site / switchboard details are shown at the bottom of the circuit plan screen.
  - Use the left and right arrows in the bottom corners to scroll between the plans.

- The number of plans for a circuit is indicated in the top right corner of circuit plan screen. The circuit name and page number are displayed.

© 2022 Appliance Tagging Services

Using Table View

1. Press in the checkbox to select a circuit on the 'Selected Clients Switchboards' screen.
2. Press Table View at the top of the screen.



3. The test status is indicated as follows:

= Untested

= Pass

= Fail

4. Use the slider bar in the 'Visual' column to change the pass/ fail status of the asset. Or click once for a pass, double click for a fail.

5. If changing to a fail status, the test results screen is displayed. Refer to the section 'Failed Assets' if further details are required.

6. Press Close to return to the table view.
7. Press Back once all changes are completed to return to the 'Selected Clients Switchboards' screen.

© 2022 Appliance Tagging Services

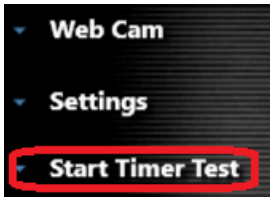
Timer Test

Multiple timers can be running at a time on different circuits. Active timers can be seen on the 'Selected Clients Switchboards' screen:

Site	Building	Level	Room	Location	Switchboard	Circuit Description/ Zone	CB ID	Tes	
8234	Workshop	Gnd	Workshop	Workshop Back	Swb1	Swbcircuit	Circuit1234	6m	01h:29m:41s
8234	Workshop	Gnd	Workshop	Workshop	23Mayswb	5	5	6m	
8234	Workshop	Gnd	Workshop	Workshop	23Mayswb	1	1	6m	
8234	Workshop	Gnd	Workshop	Workshop	23Mayswb	2	2	6m	01h:29m:54s

Using the Circuit Plan

1. Press **Start Timer Test** on the circuit plan screen.



2. Press to start the timer.

3. A 90-minute countdown timer starts.

4. All assets have a pass status by default. The asset must have had a visual test to allow a timer test.

5. If an asset fails the timer test, press on it. The icon changes to red. The colour of the icon indicates the test status:

Visual pass. Timer pass.

Visual pass. Timer fail.

Visual fail. Timer fail.

© 2022 Appliance Tagging Services

6. If changing to a fail status, refer to the section 'Failed Assets' if further details are required.

7. To stop the timer test:

   Press All timer results for the circuit will be deleted.

   Press to automatically fail all assets.

8. At the end of 90 minutes (if the timer has not been manually stopped) the test will finish. Restart the timer if more testing time is required.
9. Press

once all tests are completed to return to the 'Selected Client Switchboards' screen.

Note: It is necessary to stop all timers before closing the app.

© 2022 Appliance Tagging Services

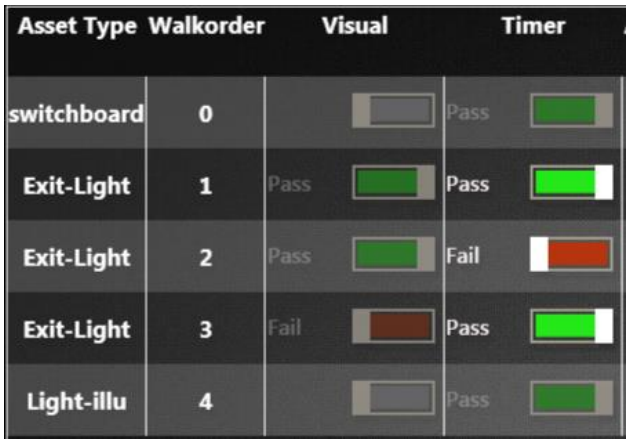
Using Table View

1. Press in the top right of the table view screen.

2. A 90-minute countdown timer starts.

3. All assets have a pass status by default. The asset must have had a visual test to allow a timer test.

4. If an asset fails the timer test, use the slider bar in the 'Timer' column to change the status to fail. Or click to change the status.



5. If changing to a fail status, refer to the section 'Failed Assets' if further details are required.

6. To stop the timer test:

   Press All timer results for the circuit will be deleted.

   Press to automatically fail all assets.

7. At the end of 90 minutes (if the timer has not been manually stopped) the test will finish. Restart the timer if more testing time is required.

8. Press

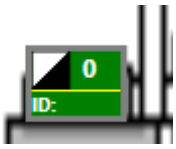
once all tests are completed to return to the 'Clients Switchboards' screen.

Note: It is necessary to stop all timers before closing the app.

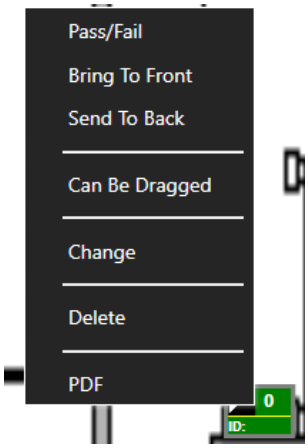
© 2022 Appliance Tagging Services

Switchboard Fail

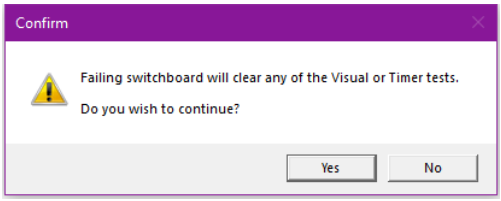
- EEL switchboards can now be failed when there is no dedicated EEL circuit, instead of having to fail all the fittings and add a photo for each one when there is nothing wrong with the fittings.
- Failing the switchboard ends the testing.
- By default, the switchboard will be in a passed state and nothing more needs to be done if it is a pass.



1. If the board fails, no other testing is possible. Press and hold, or right click on the switchboard and select the Pass/Fail option.



2. Confirm you wish to continue.



3. Add the required photos and save.

© 2022 Appliance Tagging Services

Failed Assets

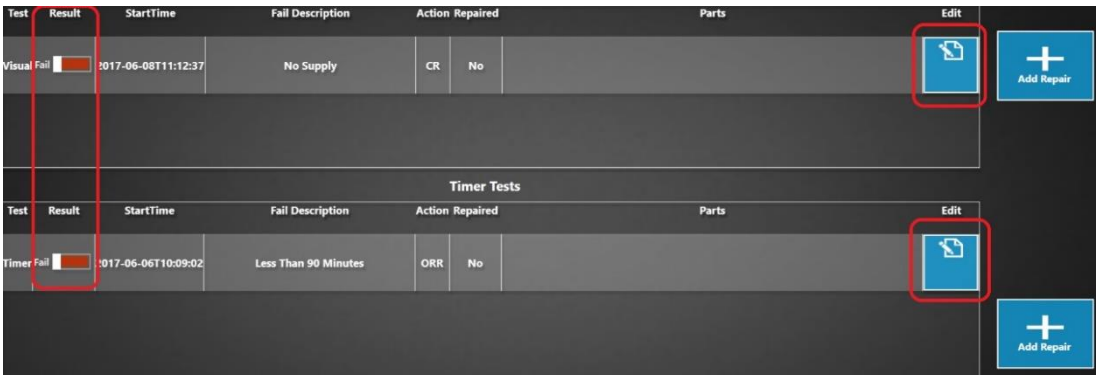
For failed assets, it may be necessary to add details of the issue, or it may be possible to repair the asset.

Add Failure Details

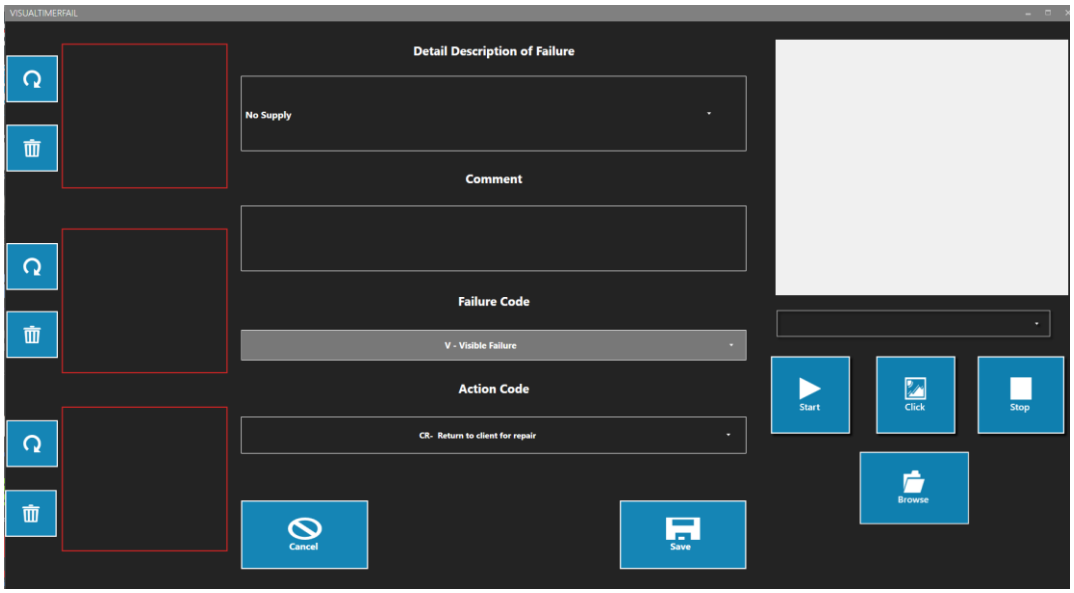
1. On the circuit plan screen, press and hold or double click the icon to open the test result screen. Or right click on the asset icon and choose **Pass / Fail** from the menu.

   On the table view screen, press for the required asset.

2. Ensure the status is set as 'Fail' in the 'Result' column.
3. Press against the visual or timer test to open the failure details screen.



4. Use the 'Detail Description of Failure' box to add comments about the failure.



© 2022 Appliance Tagging Services

5. ‘Failure Code’ is set as ‘E – Electrical Failure’ or ‘V – Visual Failure’. It is not possible to change this.

6. Change the ‘Action Code’ using the dropdown arrow if required.

7. Use the webcam to capture **3 images** of the failed asset. Or browse to choose a previously saved photo. Photos appear in the boxes on the left-hand side.

   Press to start the webcam.

   Press to take a photograph.

   Press to stop the webcam.

   Note:
   - If you cannot take a photo with either your laptop or a connected web cam, use your mobile phone and either have it paired with your computer or send it from your phone as an email or through Dropbox or OneDrive.
   - It is **mandatory** to provide a photo.
   - The option of ‘Camera not connected’ has been removed.

8. Press **Save** when all failure details are entered.

9. If a repair is possible, refer to the section ‘Repairs’.

© 2022 Appliance Tagging Services

Fix a Failed Asset

Repairs

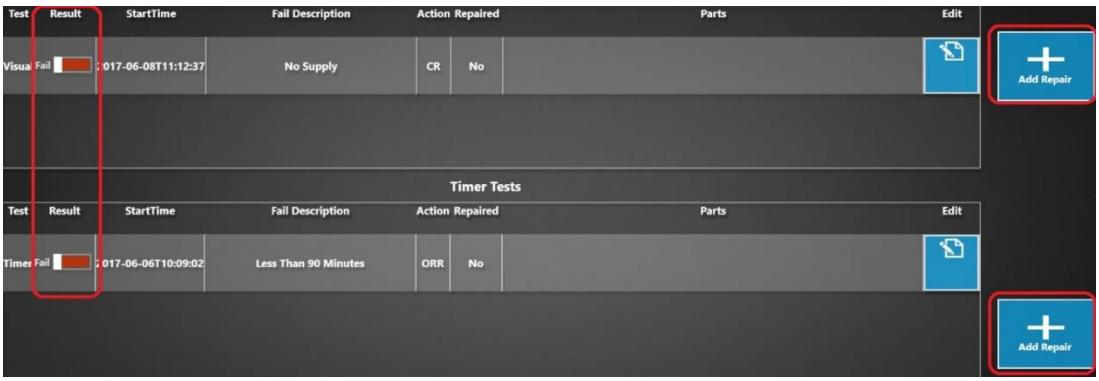
1. On the circuit plan screen, press and hold or double click the icon to open the test result screen. Or right click on the asset icon and choose **Pass / Fail** from the menu.

   On the table view screen, press for the required asset.

2. Ensure the status is set as 'Fail' in the 'Result' column.

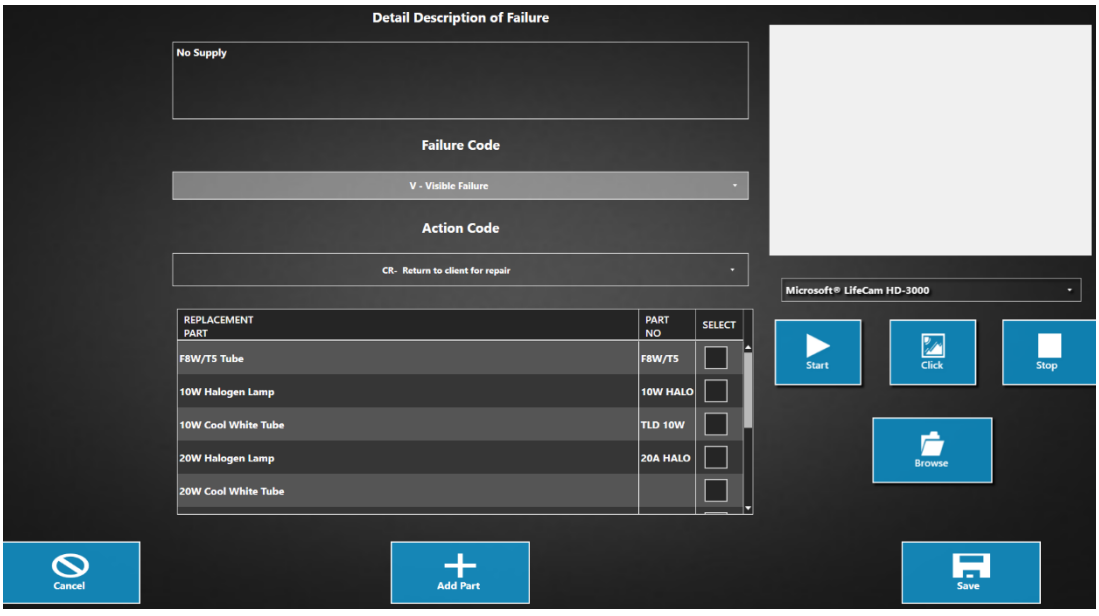
3. Press

against the visual or timer test.



Note:
The 'Add Repair' icon will be greyed out if:
a) The asset has a pass status.
b) No failure details have been entered for the asset. Refer to the section 'Add Failure Details'.

4. Use the 'Detail Description of Failure' box to add comments about the repair.



© 2022 Appliance Tagging Services

5. Scroll through the 'Replacement Part' list to locate the required part.

   Note: If the replacement part does not exist in the list, refer to the section 'Add Replacement Part'.

6. Press in the checkbox to select the part(s) required.

7. Use the webcam to capture an image of the repaired asset. Or browse to choose a previously saved photo. The photo appears in the white box.

   Press to start the webcam.

   Press to take a photograph.

   Press to stop the webcam

8. Press

   .

9. If repairing a visual failure, the status of the asset automatically changes to a visual pass. This cannot be changed.

   Or:

   If repairing a timer test failure, it is necessary to re-do the timer test for the asset.

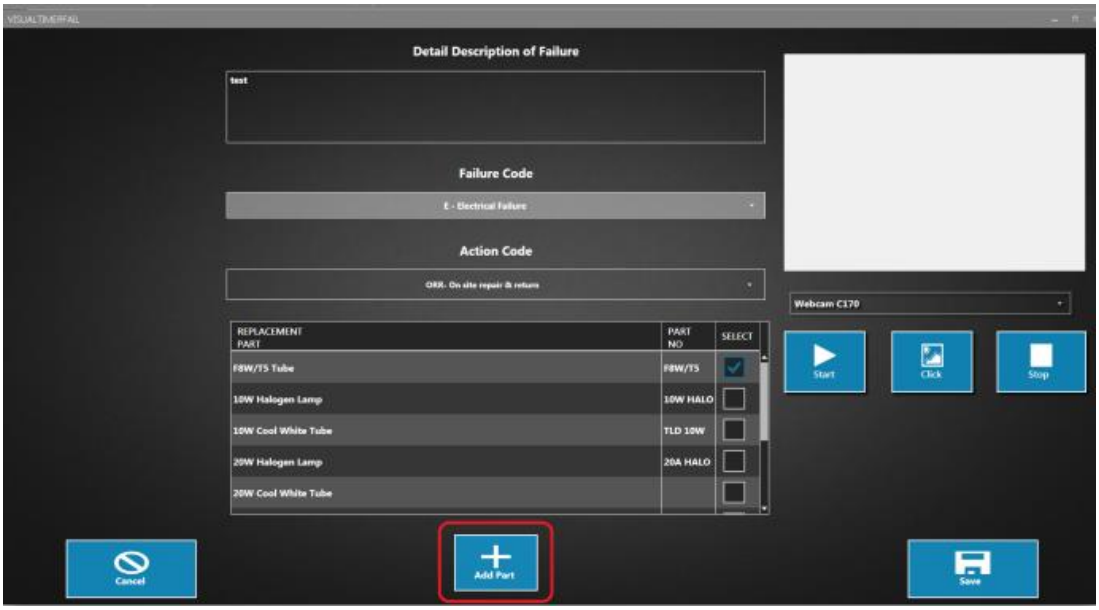
© 2022 Appliance Tagging Services

Add Replacement Part

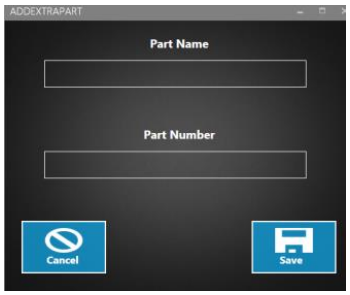
Use this section if a replacement part does not exist in the parts list when repairing an asset.

1. Press

on the 'Repair' screen.



2. Enter the part name and part number.



3. Press

.

4. The new part appears in the 'Replacement Part' list.

5. Press in the checkbox to select the part.

6. Press

to return to the test results screen.

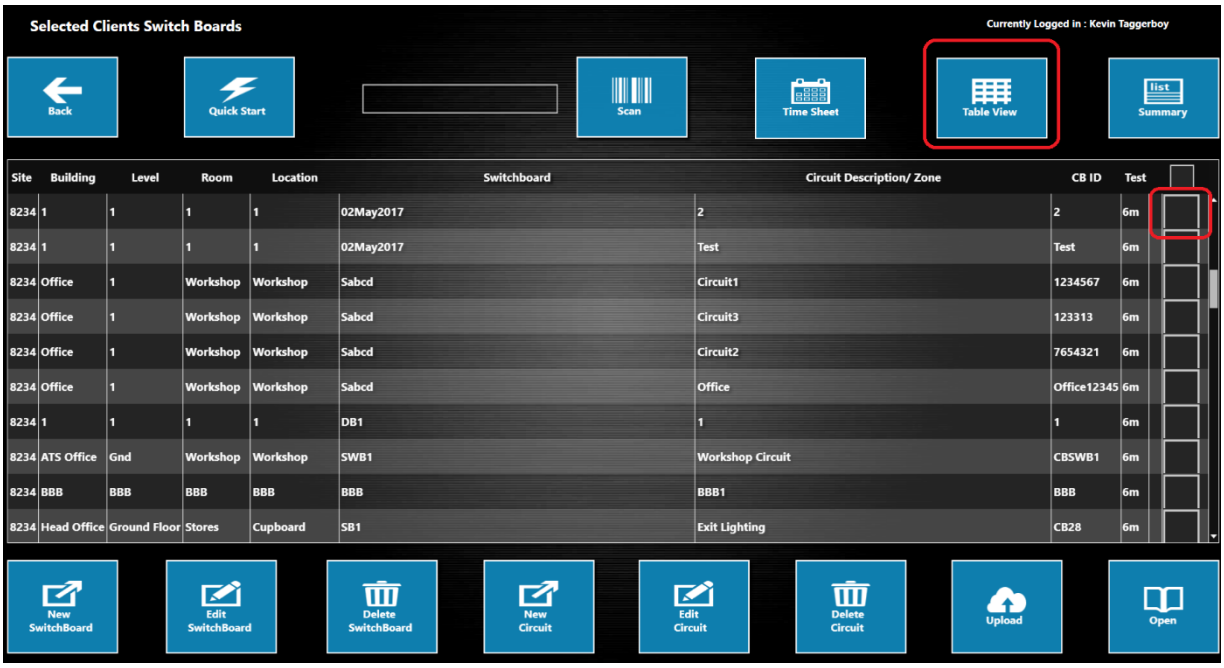
© 2022 Appliance Tagging Services

View Test Status of Assets

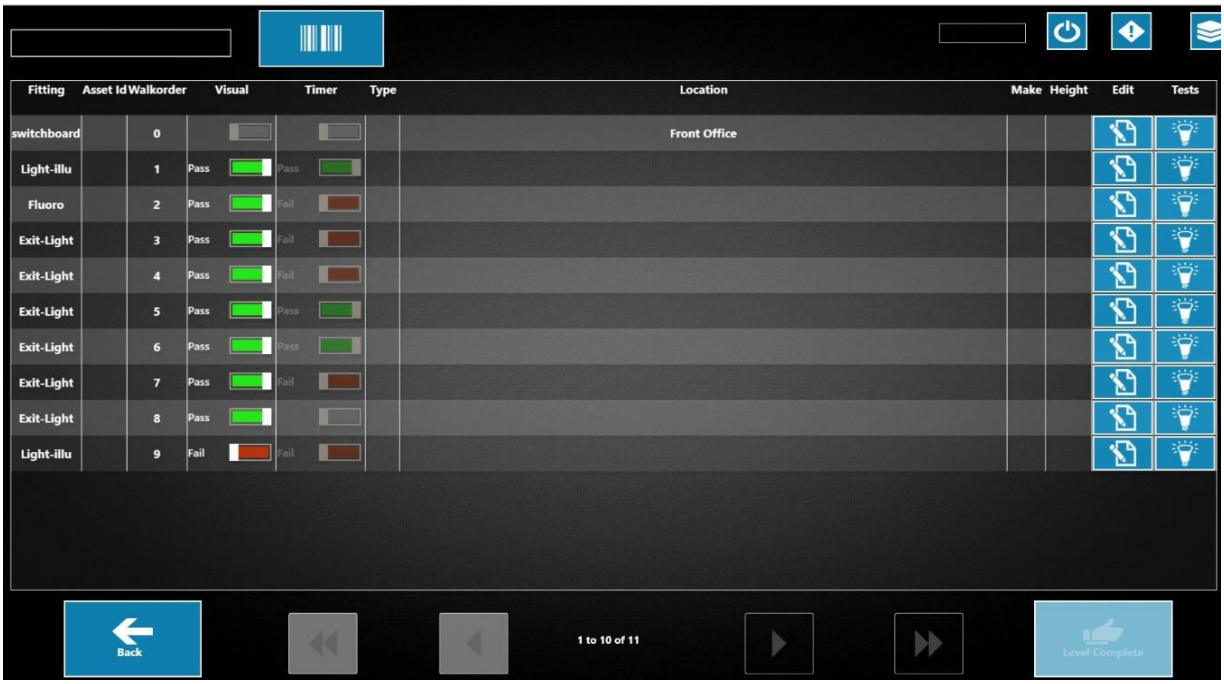
The test status of assets is displayed on the table view screen, circuit plan and summary screen.

Using Table View

1. On the 'Selected Client Switchboards' screen, press in the checkbox to select a circuit. It is only possible to select one circuit at a time.



2. Press Table View. The table view screen opens displaying the assets and the status for the visual and timer test.



© 2022 Appliance Tagging Services

Note: Only 10 assets are displayed on one screen. Use the scroll arrows to move between pages. The number of assets on the circuit is displayed.

3. The status is indicated as follows:

= Untested

= Pass

= Fail

4. Press

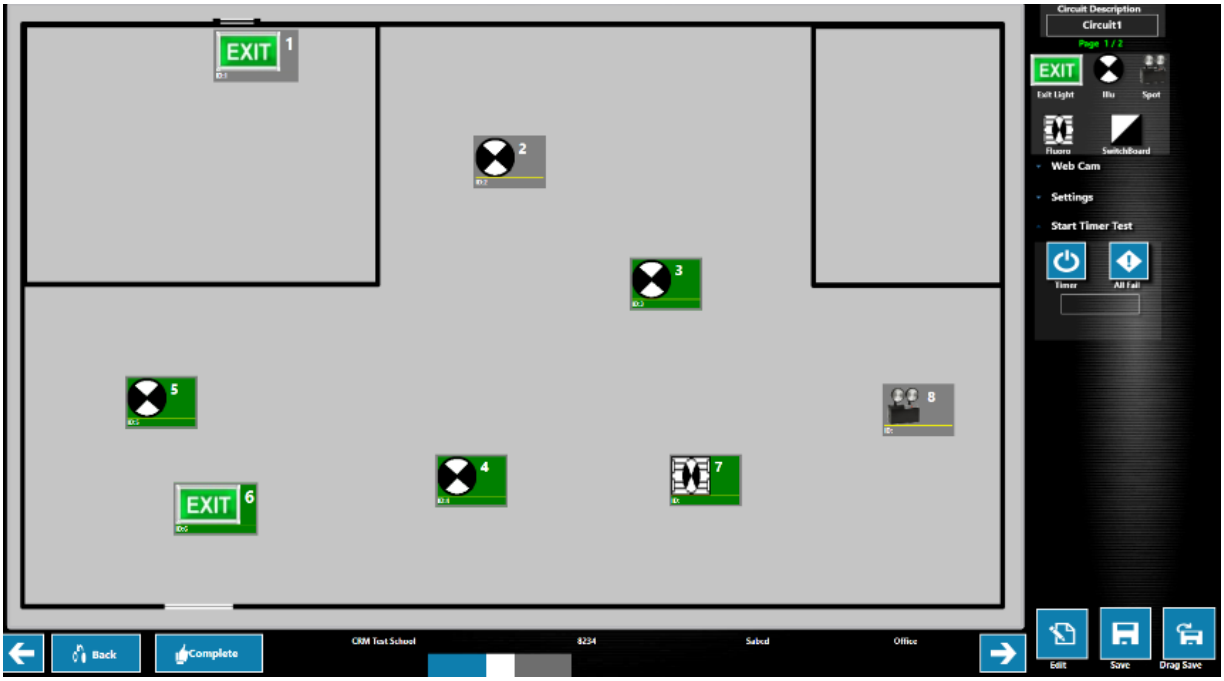
to return to the 'Selected Clients Switchboards' screen.

© 2022 Appliance Tagging Services

Using the Circuit Plan

1. On the 'Selected Client Switchboards' screen, press in the checkbox to select a circuit.
2. Press

.
3. The circuit plan opens showing the status of the assets.



4. Test status is indicated by the background colour of the icon (visual test) and the outline (timer test). For example:

Visual pass. Timer pass.

Visual pass. Timer fail.

Visual fail. Timer fail.

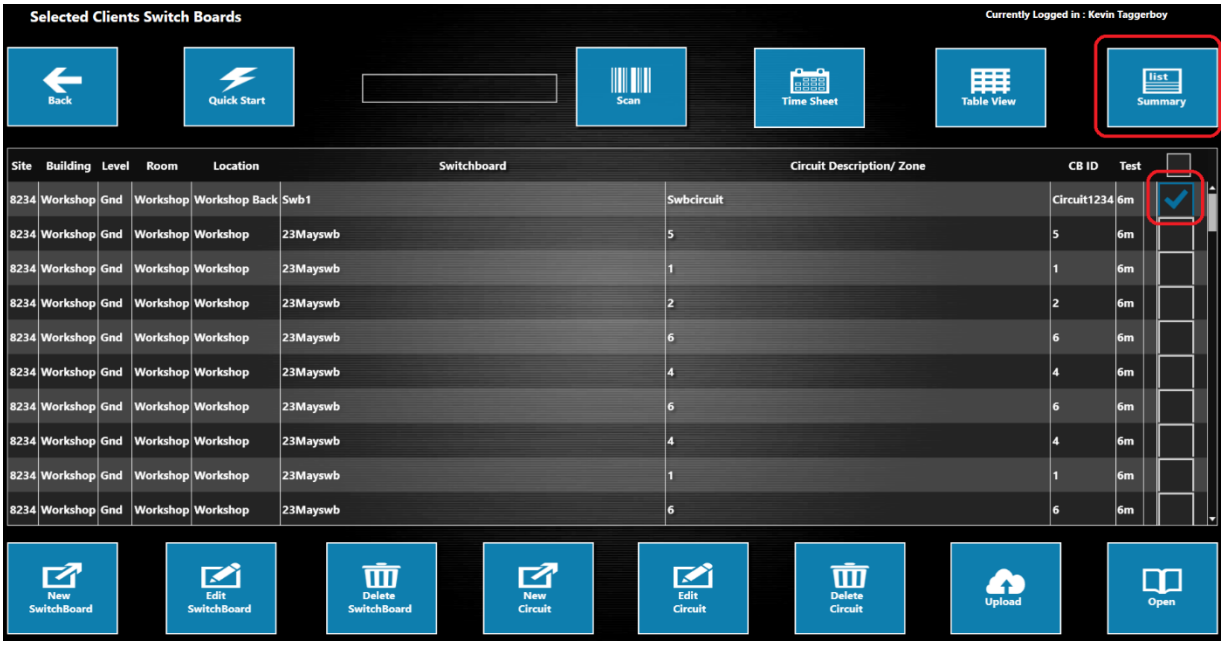
Visual pass. Timer test not done.

Untested asset.

© 2022 Appliance Tagging Services

Using the Summary Screen

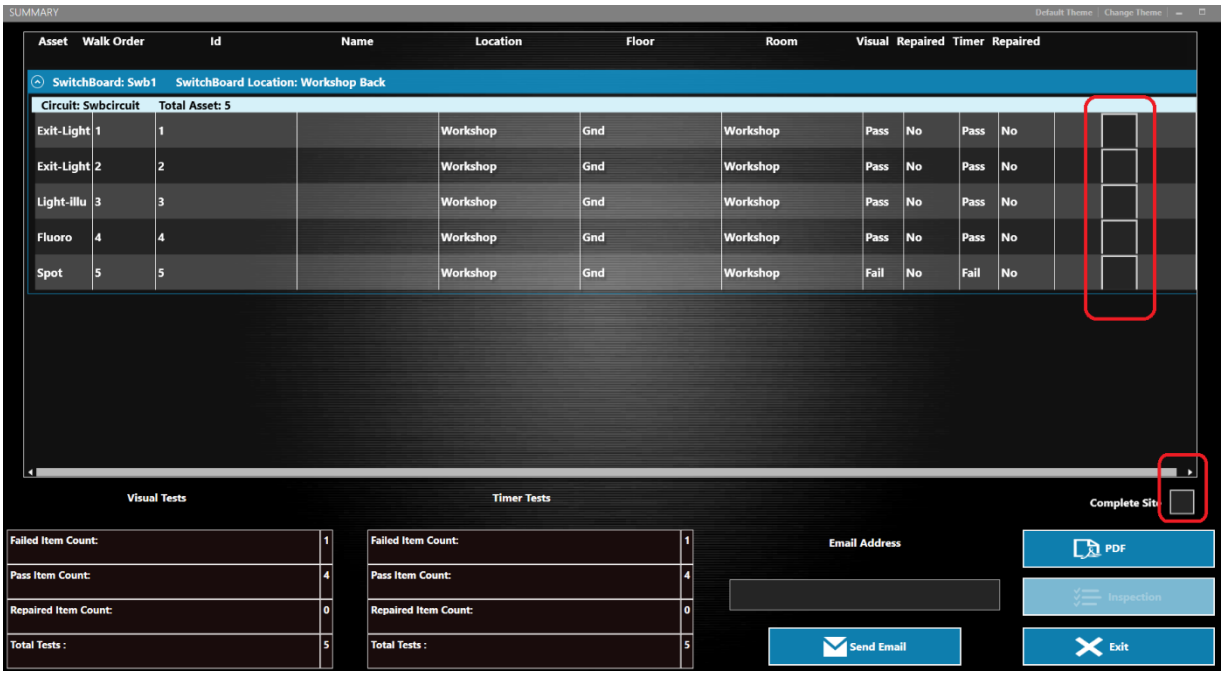
1. On the 'Selected Client Switchboards' screen, press in the checkbox to select the required circuit.



2. Press

.

3. The summary screen opens displaying information for the selected circuit.



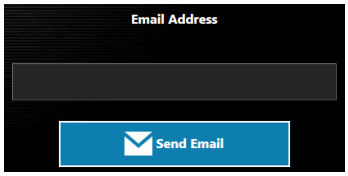
4. Use the checkbox 'Complete Site' to view all circuits on the site if required.

© 2022 Appliance Tagging Services

5. Use the scrollbar to scroll up and down the list.

6. To email the summary information, enter an email address and press

.

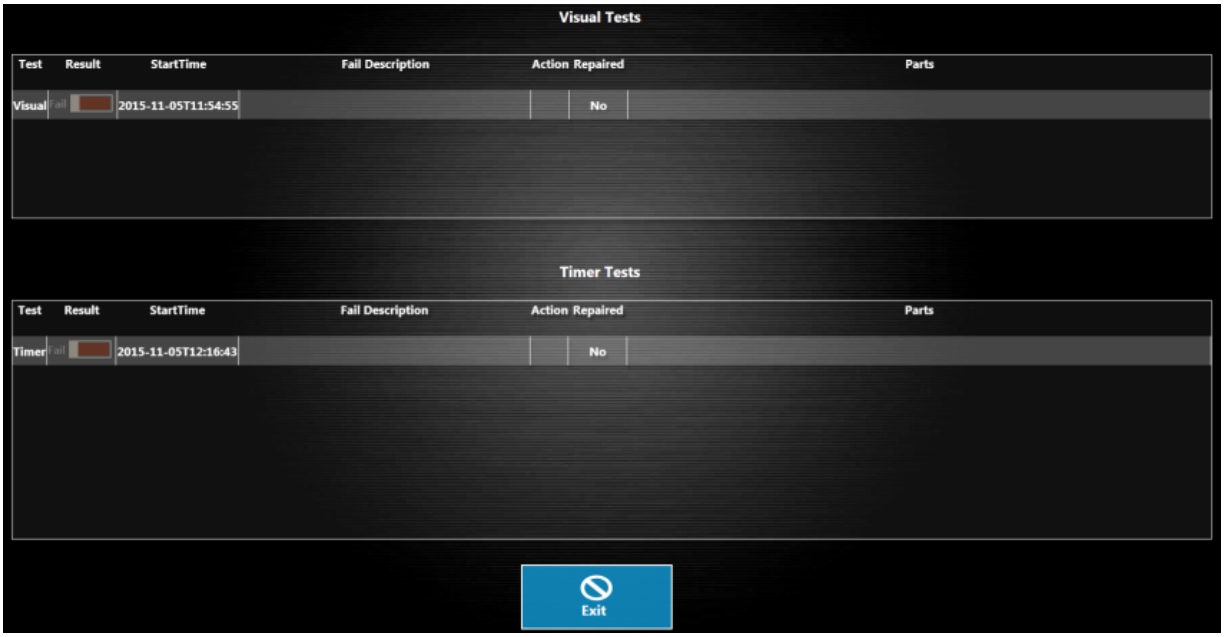


7. To view the test results for an asset, select an asset and press

.

   Note: Select one asset only or the 'Inspections' button will not be active.

8. The 'Asset Inspection Summary' window opens.



9. Press

to return to the summary screen.

10. Press

to return to the 'Selected Clients Switchboards' screen.

© 2022 Appliance Tagging Services

View Last Test Results

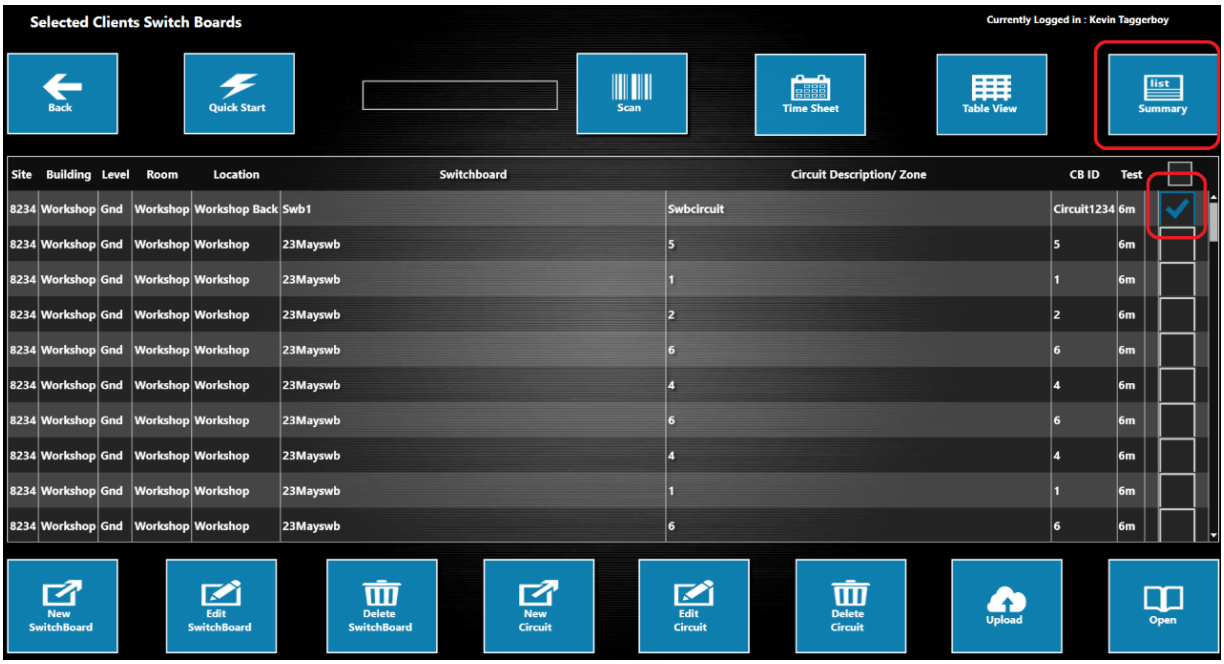
1. Use the icon on either the table view screen or in the 'Settings' menu on the circuit plan.
2. The icon toggles between current results and last test results.
3. The circuit plan changes to red when displaying last results.

© 2022 Appliance Tagging Services

Reporting

PDF documents can be created from the summary screen.

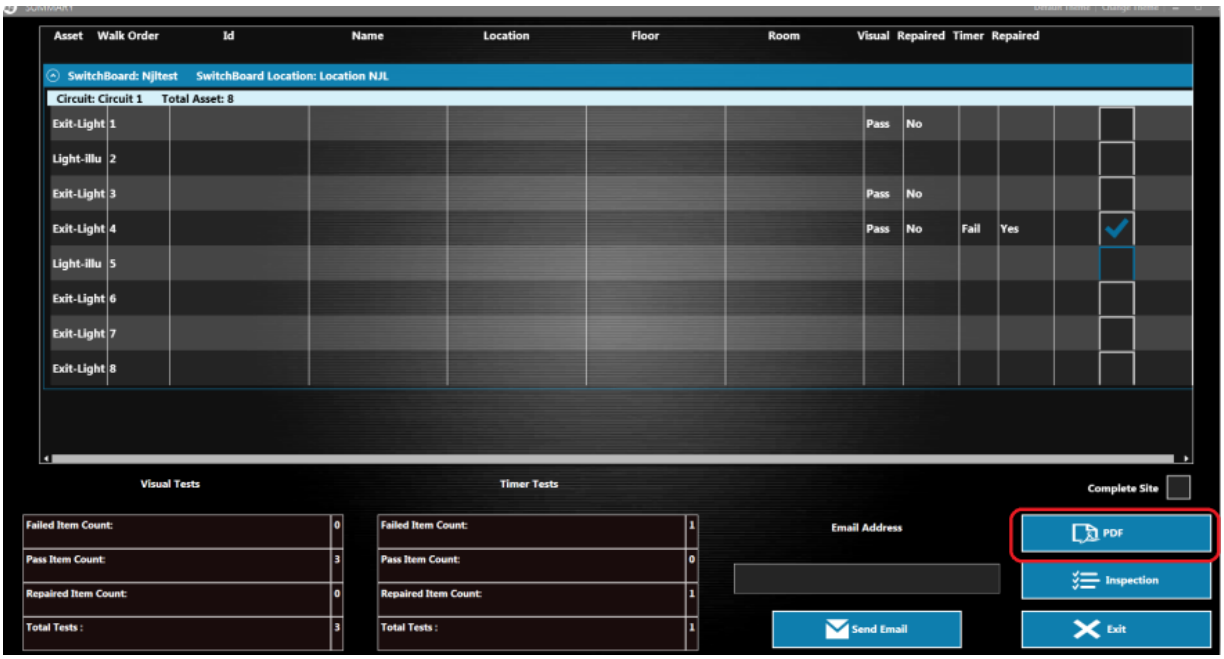
1. On the 'Selected Client Switchboards' screen, press in the checkbox to select the required circuit. Multiple circuits can be selected.



2. Press

.
3. The summary screen opens. Press

.



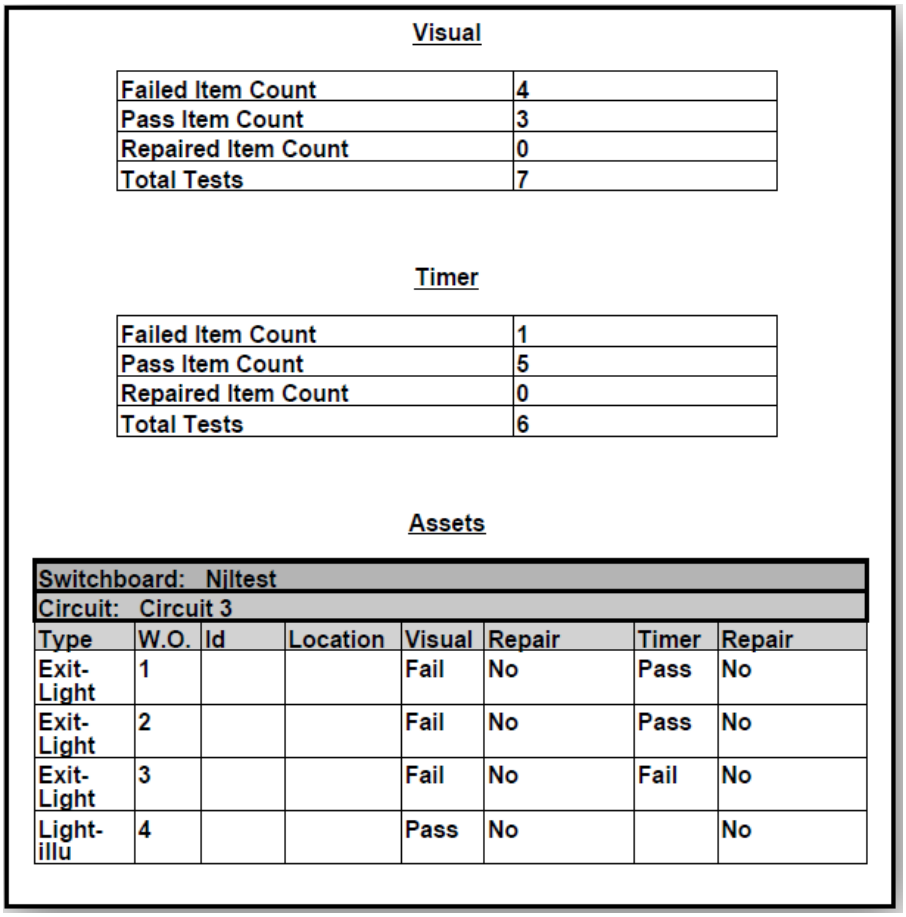
© 2022 Appliance Tagging Services

4. Choose the required location to save the file.

5. Press **OK**.

6. Open the PDF report from the chosen location.

7. An example report:



Visual

Failed Item Count	4
Pass Item Count	3
Repaired Item Count	0
Total Tests	7

Timer

Failed Item Count	1
Pass Item Count	5
Repaired Item Count	0
Total Tests	6

Assets

Switchboard: Niltest

Circuit: Circuit 3

Type	W.O.	Id	Location	Visual	Repair	Timer	Repair
Exit-Light	1			Fail	No	Pass	No
Exit-Light	2			Fail	No	Pass	No
Exit-Light	3			Fail	No	Fail	No
Light-illu	4			Pass	No		No

8. Press

to return to the 'Selected Clients Switchboards' screen.

© 2022 Appliance Tagging Services

Complete a Circuit

IMPORTANT: Ensure all required assets have been tested BEFORE completing a circuit. Assets displayed in grey on the asset plan have NOT been tested.

1. There are 2 ways of completing a circuit:
   a) From the table view screen, press

.
   b) From the circuit plan, press

.
2. The 'Selected Client Switchboards' screen opens.
3. Completed circuits are highlighted in blue.

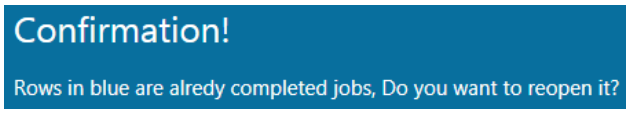
KTB	Head Office	Ground	Room 1	Location NJL	Njltest	Circuit 1	Testnjl	6m	No	Lighting Circuit	
KTB	Head Office	Ground	Room 1	Location NJL	Njltest	Circuit2	Testnjl2	12m	No	Lighting Circuit	

Re-open a Completed Circuit

It is possible to re-open a completed circuit before uploading.

1. Select the circuit from the 'Selected Client Switchboards' screen.
2. Press

.
3. The following message appears:



4. Press **Ok**.
5. The circuit plan screen opens.
6. Make the required changes and complete the circuit as above.

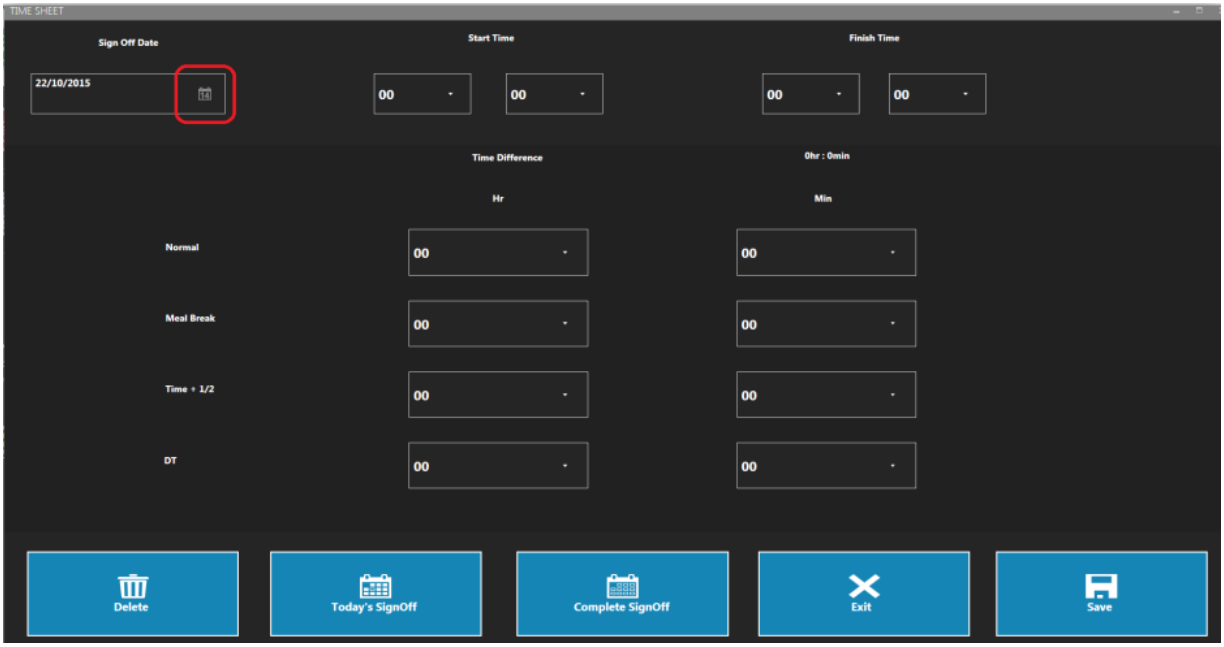
© 2022 Appliance Tagging Services

Timesheets and Sign-Offs

1. On the 'Available Clients' screen, press in the checkbox to select the job / switchboard.
2. Press

.

3. Ensure the date selected in the top left corner is correct. Press the calendar icon to change the date if required.



4. Enter time details for the job.
5. Press

to sign-off for the day. This is used if the job runs over several days.

   Or:

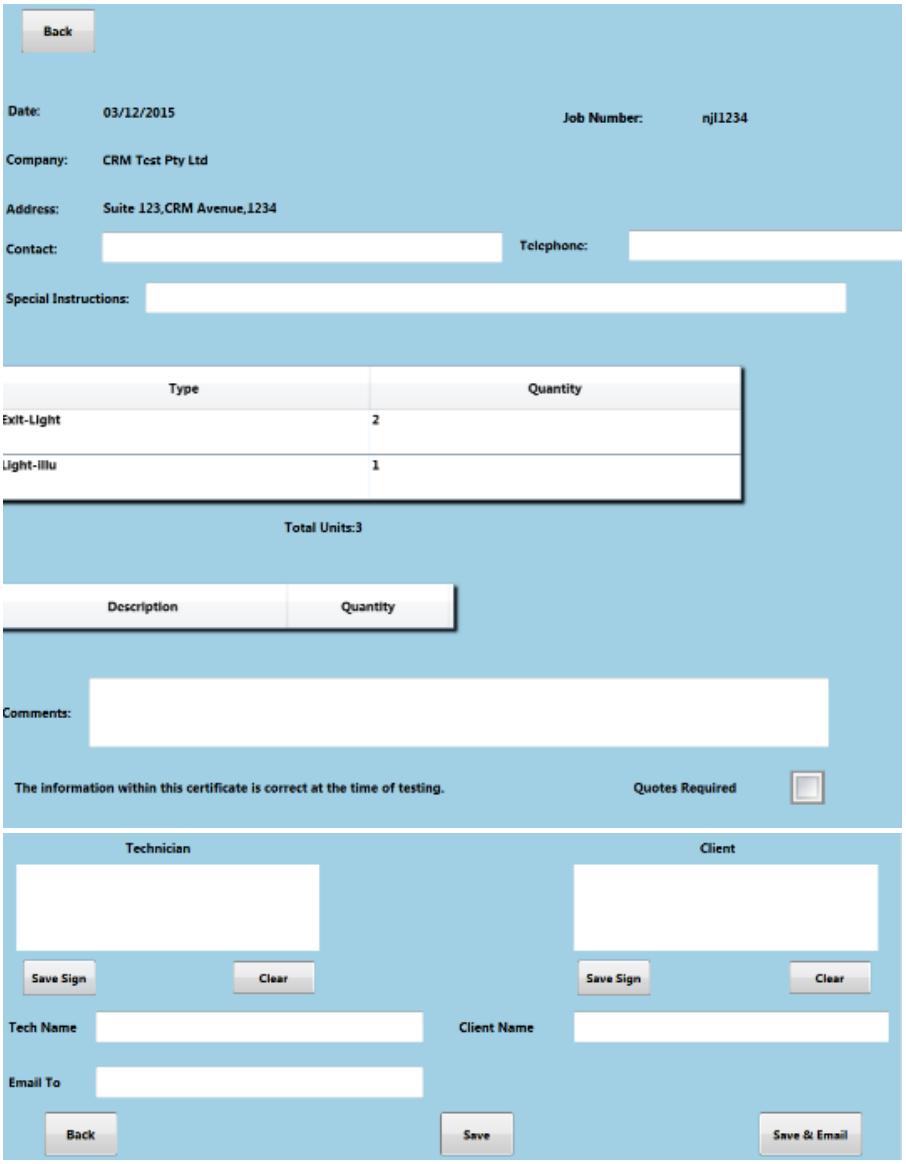
   Press

to sign-off a completed job.

6. The sign-off form opens.

7. Enter details as required on the Sign-off form. 'Contact' and 'Email To' are compulsory fields.

© 2022 Appliance Tagging Services



8. Press **Save** to send to the ATS office only.

   Or:

   Press **Save & Email** to send to the client and the ATS office.

9. Press **Back** (at the top or bottom of the form) once complete.

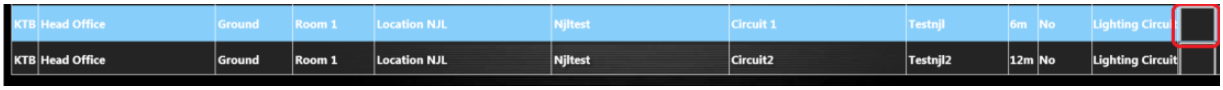
© 2022 Appliance Tagging Services

Upload Test Results

Test results are initially saved locally on the tablet. It is necessary to upload the data into the database.

IMPORTANT: Ensure all required circuits and timesheets are complete before uploading or test data could be lost.

1. For each completed circuit, press in the checkbox to select it. Completed circuits are highlighted in blue.



2. Press

.

3. Press **OK** on the confirmation message.

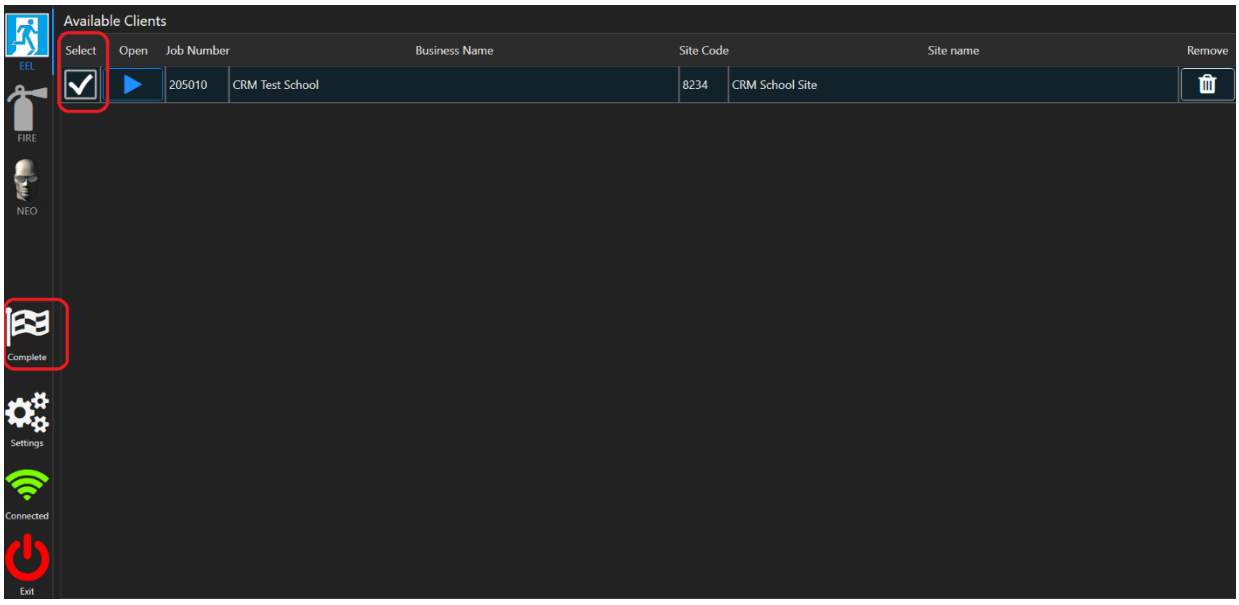
4. The uploaded circuits disappear from the list.

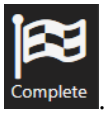
© 2022 Appliance Tagging Services

Complete a Job

IMPORTANT: Ensure all test data is uploaded before completing a job. Otherwise all test data will be lost.

1. On the 'Available Clients' screen, select the job.



2. Press 

.

3. The job disappears from the list.

Note:

- If the same job exists in other tabs, it will check if pending data exists or not. If data exists, the job cannot be closed until any pending data has been uploaded.
- If the same job exists in other tabs, however no pending data exists, the application will display a message box to warn that closing the job will remove the job from those tabs as well.
- If a job is opened in a tab (e.g. EEL) and also opened in another tab (e.g. Fire or NEO) it will not be possible to close the job and the 'Complete' button will be disabled.

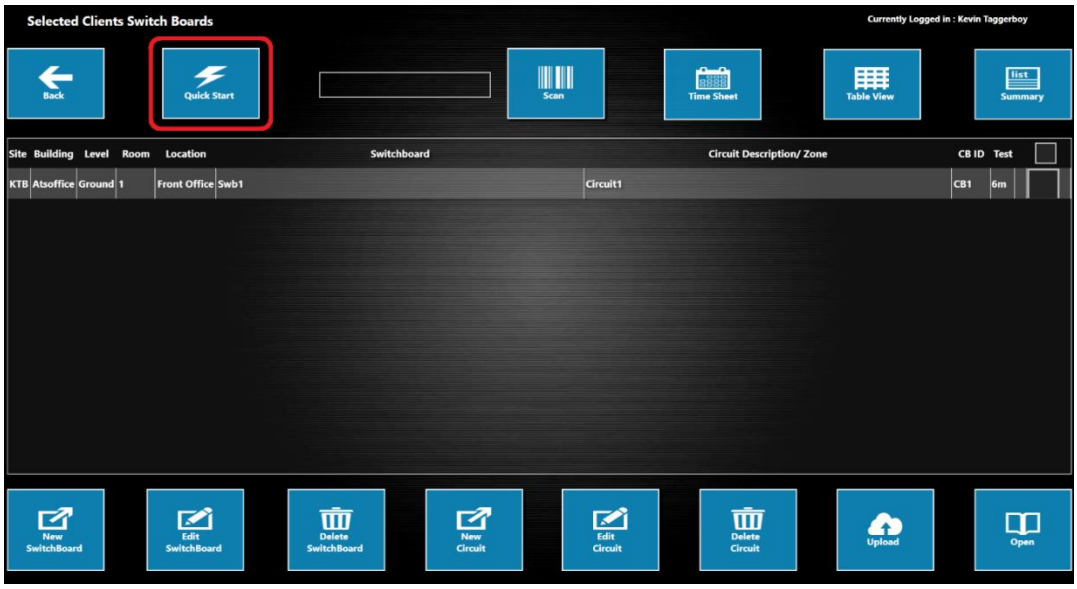
© 2022 Appliance Tagging Services

Add a Switchboard

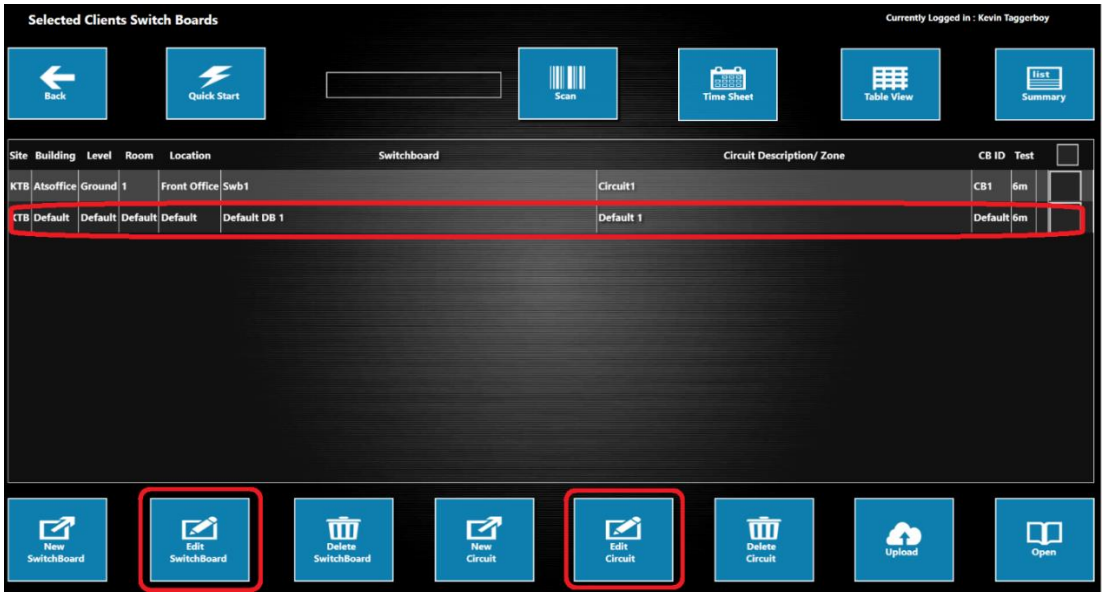
Quick Start

Use 'Quick Start' to add a new switchboard and circuit with default values. Details can be added after testing.

1. Press



2. A switchboard and circuit are created with default values.



3. Use Edit Switchboard and Edit Circuit to change the default values when required.

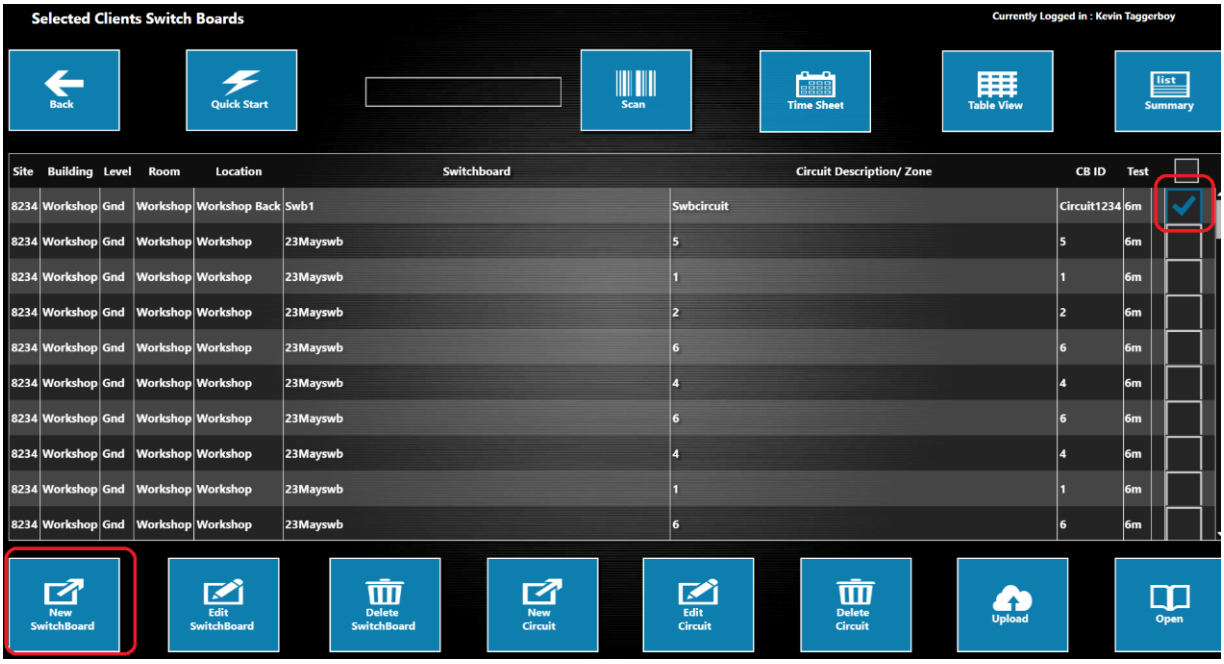
IMPORTANT: It is necessary to change the default values before uploading otherwise it will not be possible to upload.

© 2022 Appliance Tagging Services

Create a Switchboard

1. Open the required job.

2. Press in the checkbox to select a site on the 'Selected Clients Switchboards' screen.



3. Press

.

4. Enter the switchboard details in the window that opens.

5. Press

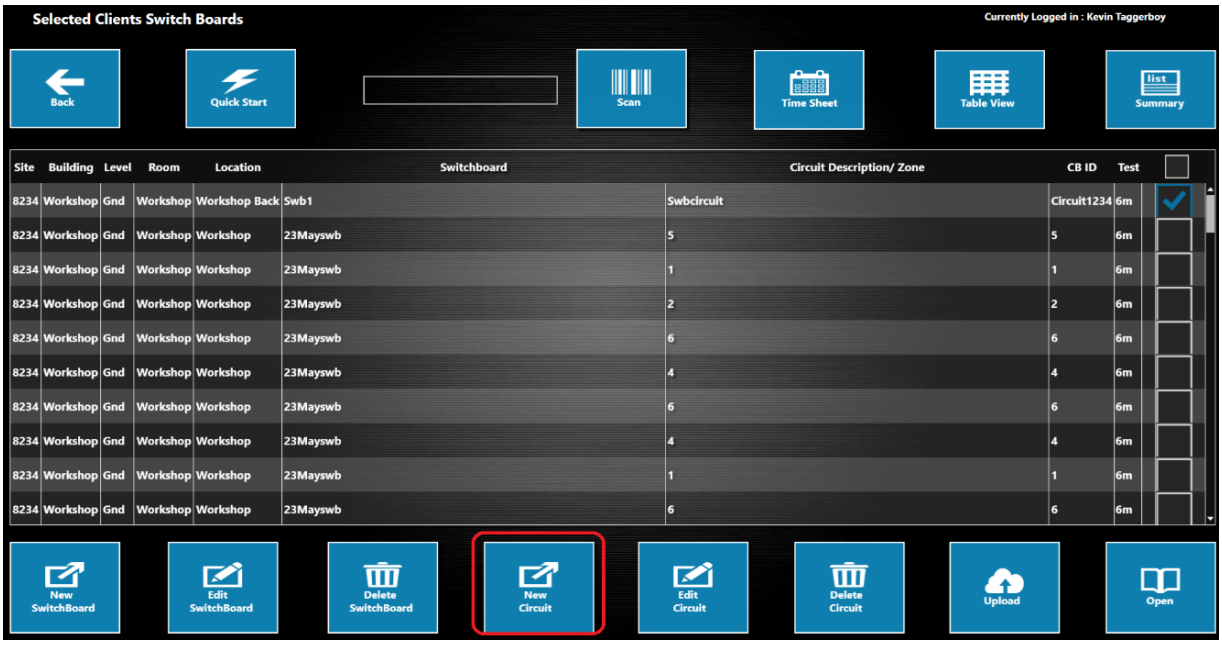
.

6. The switchboard is listed on the 'Selected Clients Switchboards' screen.

© 2022 Appliance Tagging Services

Create a Circuit

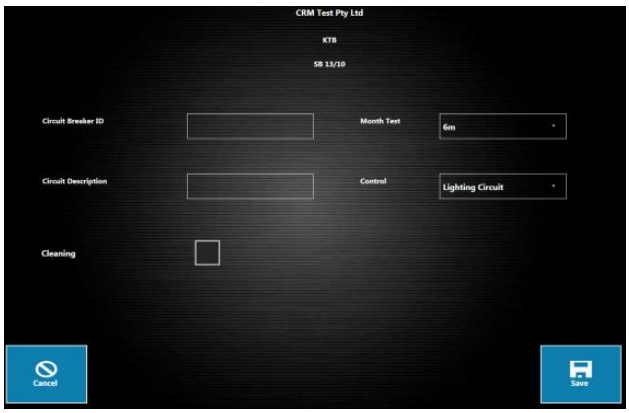
1. Press in the checkbox to select a switchboard on the 'Selected Clients Switchboards' screen.



2. Press

.

3. Enter the circuit details in the window that opens.



4. Press

. The circuit is listed on the 'Selected Client Switchboards' screen.

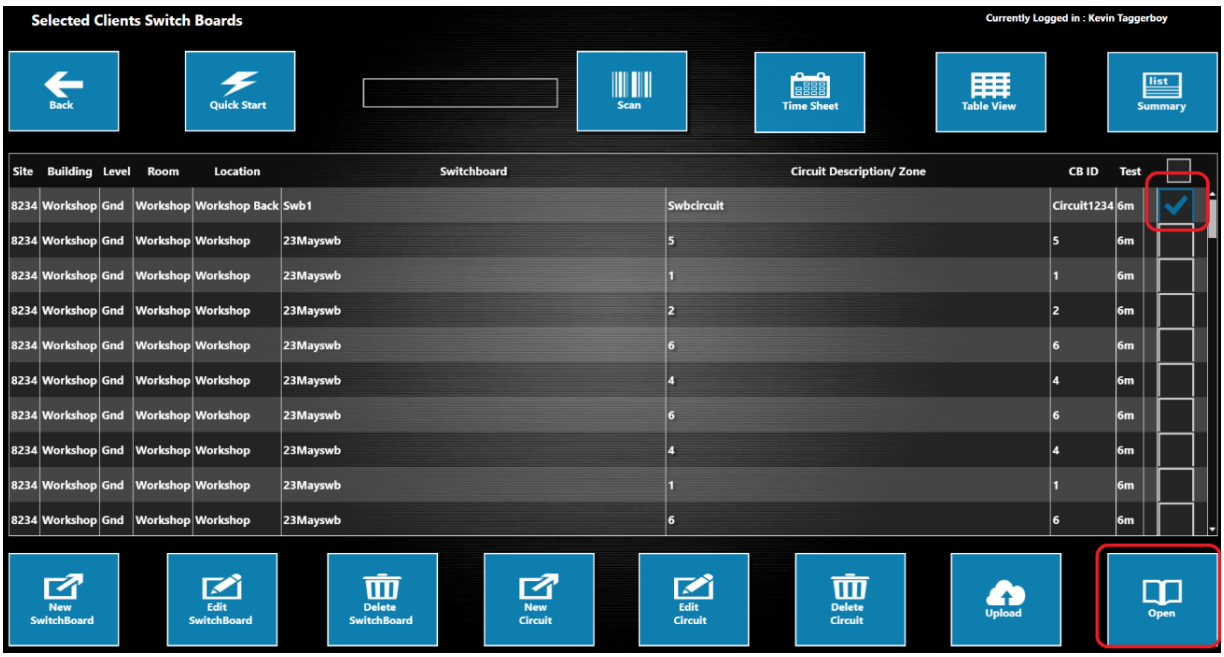
5. Repeat the above steps to create all circuits for the switchboard.

© 2022 Appliance Tagging Services

Create a Circuit Plan

Create a Plan

1. Press in the checkbox to select a circuit on the 'Selected Clients Switchboards' screen.



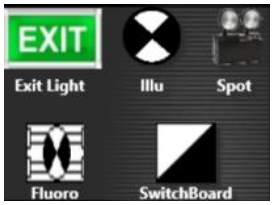
2. Press

.

3. The circuit plan screen opens.

© 2022 Appliance Tagging Services

4. The asset icons are located in the top right corner of the screen.



= Switchboard

= Emergency exits

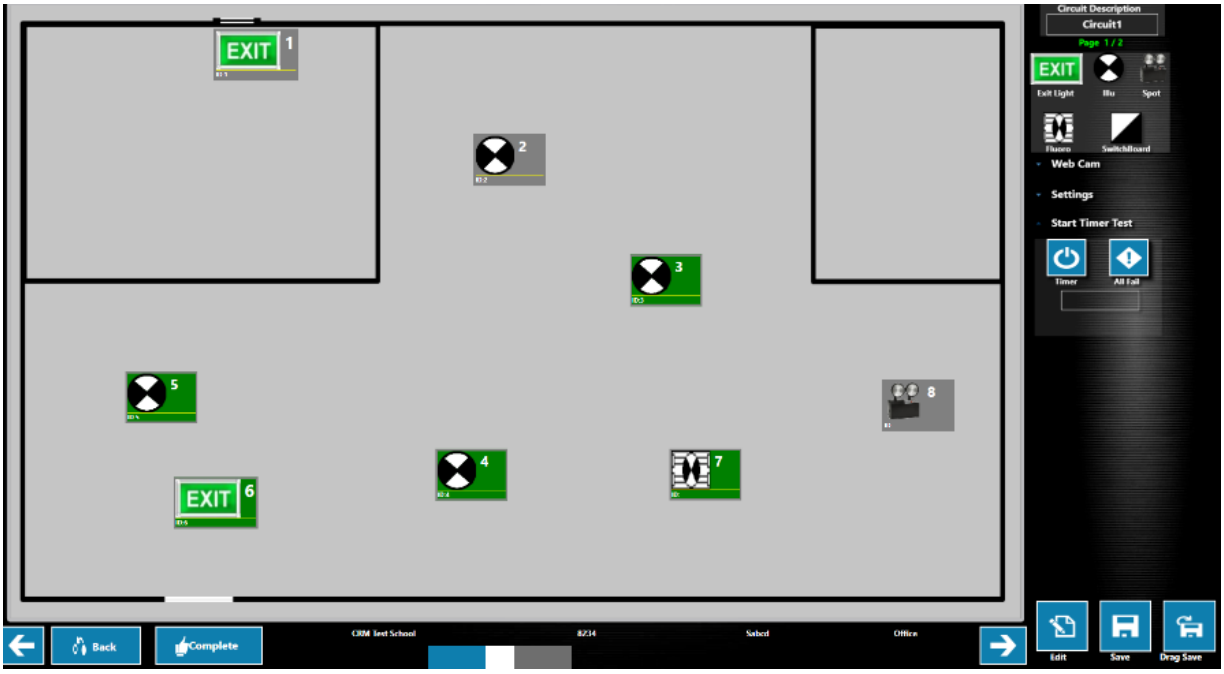
= Emergency lighting

= Spotlight

= Fluoro

5. Press and hold on the required icon.

6. Drag to the required location on the plan.



7. Repeat for all assets.

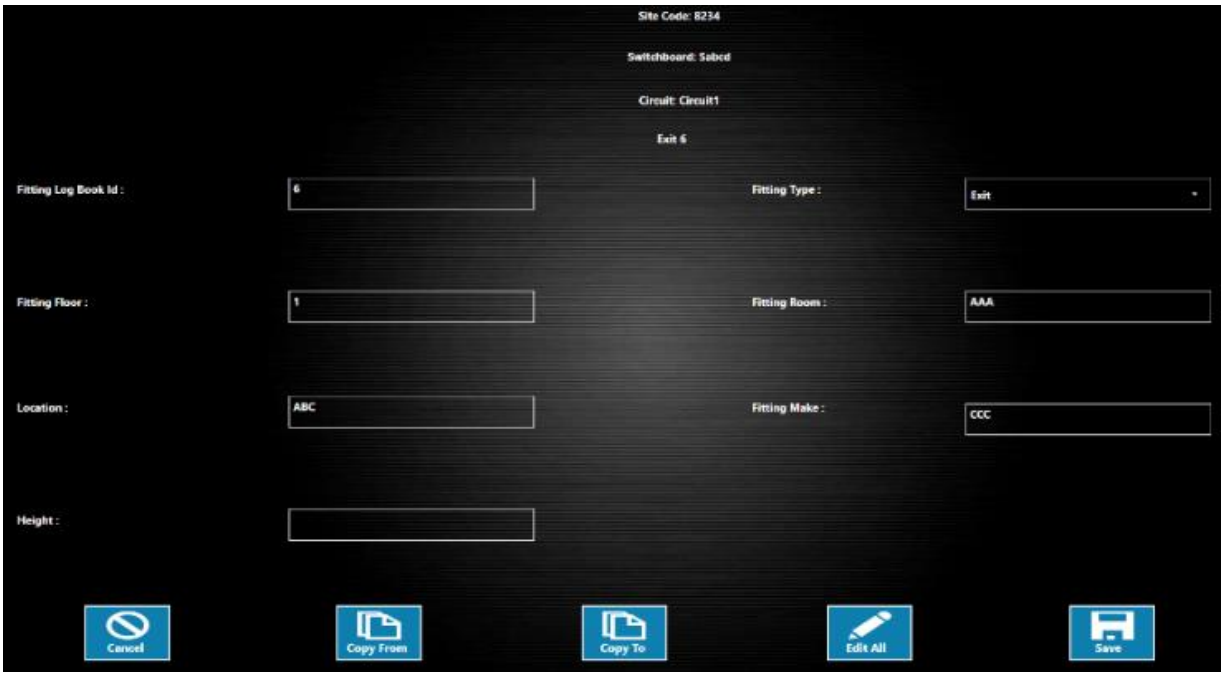
8. It is now necessary to add details for each asset on the plan.

© 2022 Appliance Tagging Services

Add Asset Details

1. Press in the bottom right corner of the circuit plan.

2. Press and hold or double click on an asset icon.



Notes:
- Fields on this screen differ depending on asset type.
- The field 'Fitting Log Book Id' is used for the asset ID. This is the data used when searching for an asset.

3. Enter required details.

4. Press

.

5. The asset plan displays again.

6. Repeat for all assets.

Or to create / edit multiple assets from one screen, use

on the above screen. Refer to the section Edit All Assets.

© 2022 Appliance Tagging Services

Copy Asset Details

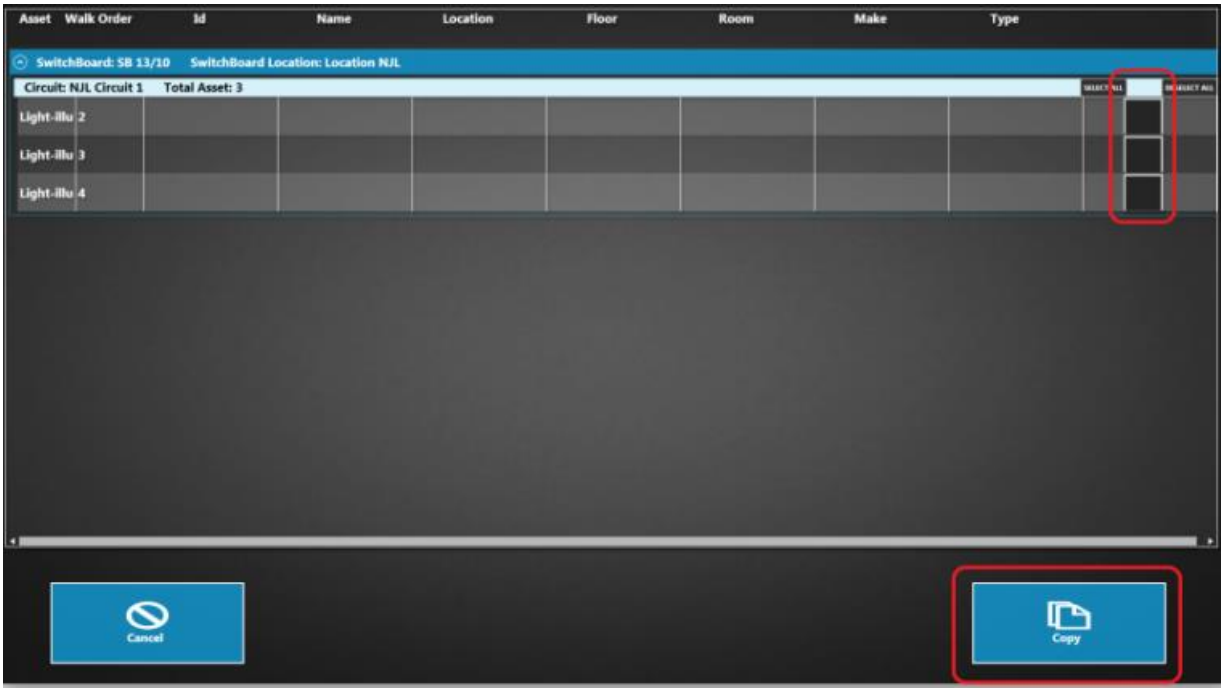
1. Press in the bottom right corner of the circuit plan.

2. Press and hold or double click on an asset icon.

3. Press and select one asset to copy the details from.

   Or:

   Press and select one or multiple assets to copy the details to.



4. Press .

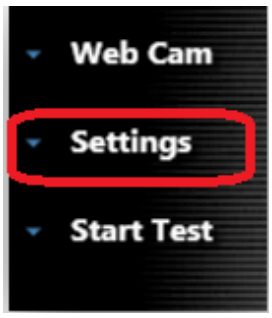
5. Relevant details are copied from asset to asset.

© 2022 Appliance Tagging Services

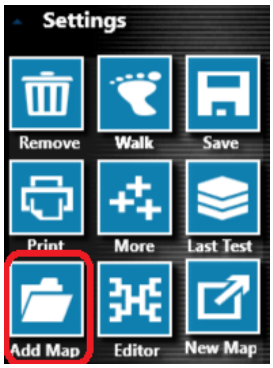
Add a Circuit Map

If a map of the building is available, it is possible to add this to the circuit plan to show the exact location of the assets.

1. On the circuit plan screen, press **Settings**.

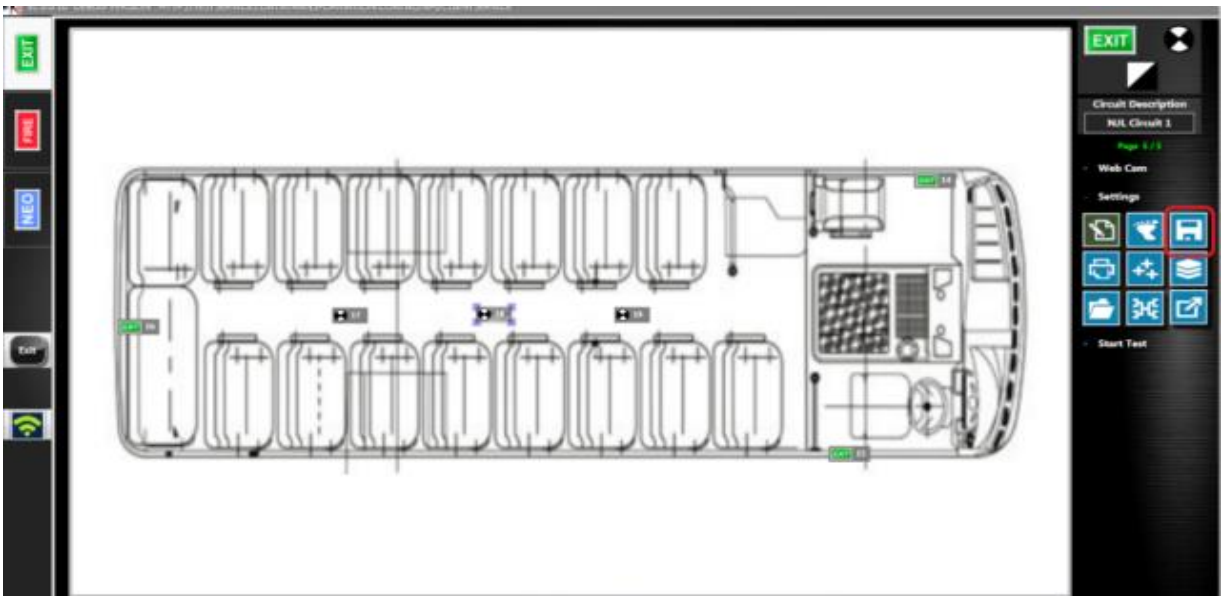


2. Press .



3. Locate the external file of the map.

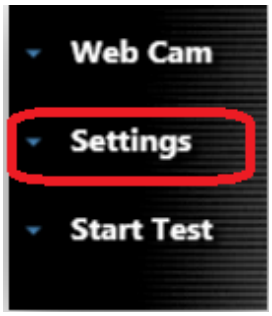
4. Press **Open**. The map is applied to the circuit plan. Example map:



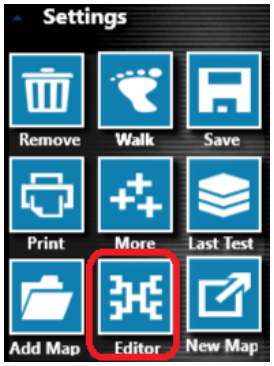
© 2022 Appliance Tagging Services

Create a Circuit Map

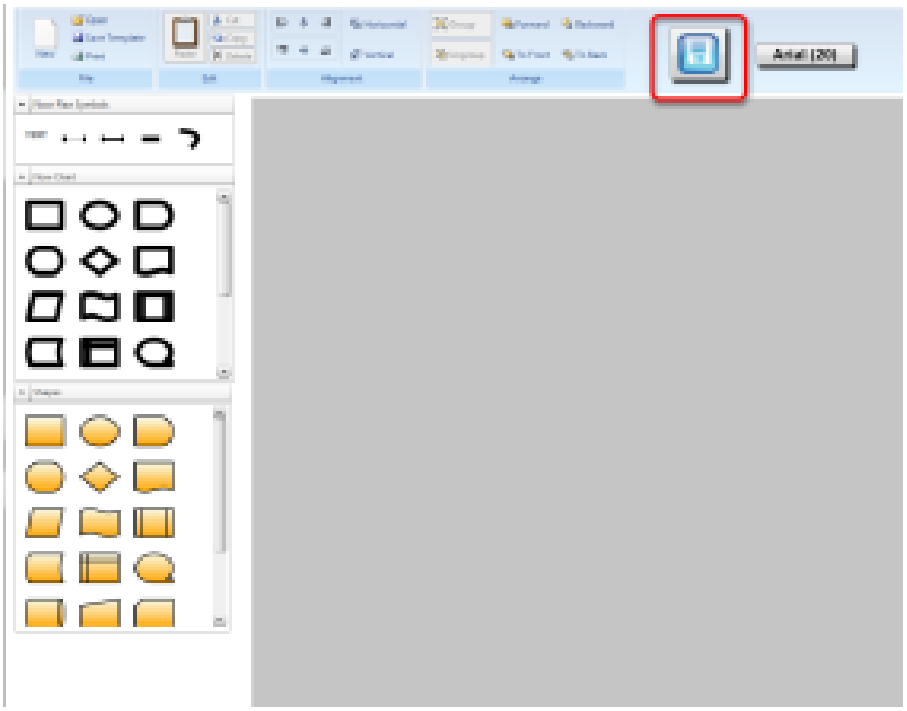
1. On the circuit plan screen, press **Settings**.



2. Press .



3. The 'Floor Plan Editor' window opens.



© 2022 Appliance Tagging Services

4. Create the floor plan as required by dragging the shapes / floor plan symbols onto the plan.
5. Press at the top of the screen to save the floor plan.
6. Press **Yes** on the confirmation message.
7. The floor plan is automatically assigned to the circuit plan.

© 2022 Appliance Tagging Services

Add a Photo to a Circuit Map

Use the webcam to capture an image to use as a plan background. For example, take a photograph of the map of the building.

1. On the circuit plan, press **Web Cam** from the right menu to open webcam functionality.

Press to start the webcam.

Press to take a photograph.

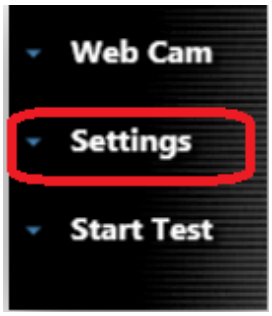
Press to stop the webcam.

2. The photograph appears as the background on the circuit plan.

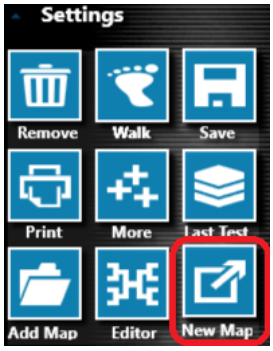
© 2022 Appliance Tagging Services

Create Multiple Plans for a Circuit

1. On the circuit plan screen, press **Settings**.



2. Press .



3. An empty plan screen opens.

4. Repeat the steps for creating a circuit plan. Refer to the section Create a Circuit Plan.

   ***Note*:** Each circuit can only have one switchboard. If multiple plans exist for the circuit, it is only possible to drag a switchboard icon onto one circuit plan.

5. The number of plans for the circuit is indicated on the right-hand side. For example, 'Page 3/3' means there are 3 plans for the selected circuit.

6. To scroll between the plans, use the arrows in the bottom corners of the screen.

and

© 2022 Appliance Tagging Services

Save the Circuit Plan

1. Press

once all circuit plans are completed to return to the 'Selected Client Switchboards' screen. The circuit plan(s) is automatically saved.

2. Assets can now be tested. Refer to the section 'Testing'.

© 2022 Appliance Tagging Services

Edit Switchboard Data

Edit Switchboard Data

1. On the 'Selected Clients Switchboards' screen, pr ess in the checkbox to select a switchboard.
2. Press

.
3. Make the required changes.
4. Press

.

Edit Circuit Data

1. On the 'Selected Client Switchboards' screen, press in the checkbox to select a circuit.
2. Press

.
3. Make the required changes.
4. Press

.

Edit Asset Details

1. Open the asset details in one of the following ways.

From the Table View Screen

Press next to the required asset.

From the Circuit Plan

Press in the bottom right corner.

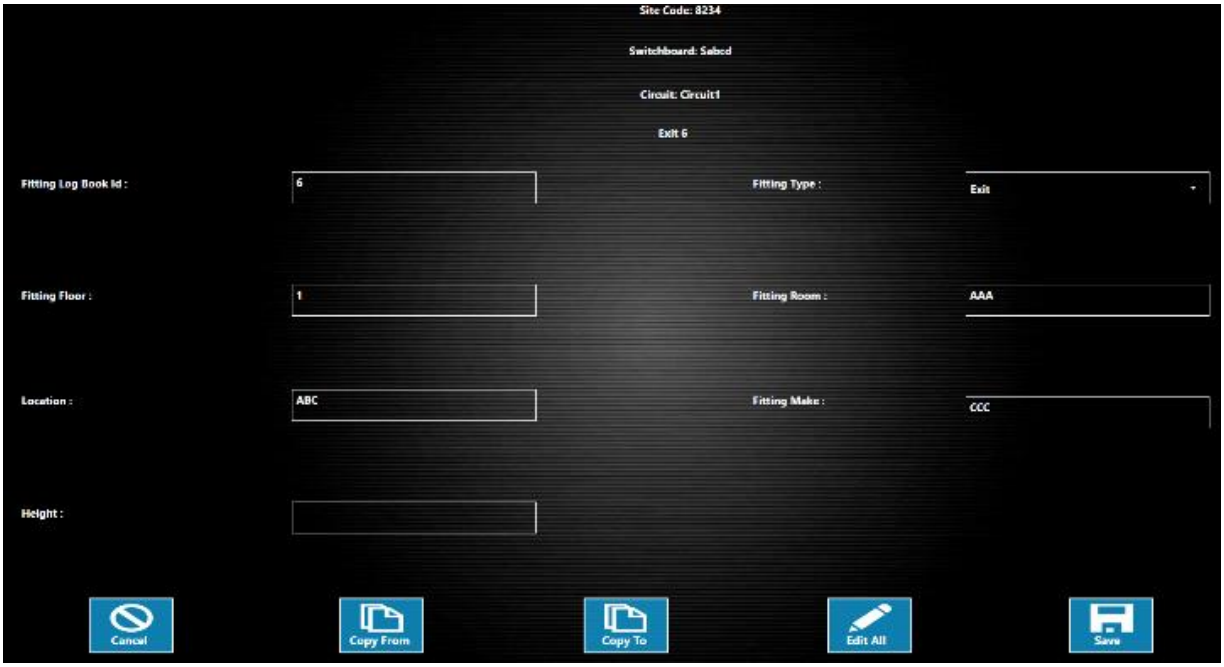
Press and hold or double click on an asset icon.

© 2022 Appliance Tagging Services

Use the Search Box

On either the 'Selected Clients Switchboard' screen or table view, enter the asset ID (manually or scan the bar code).

2. Make the required changes.



3. Press Save.

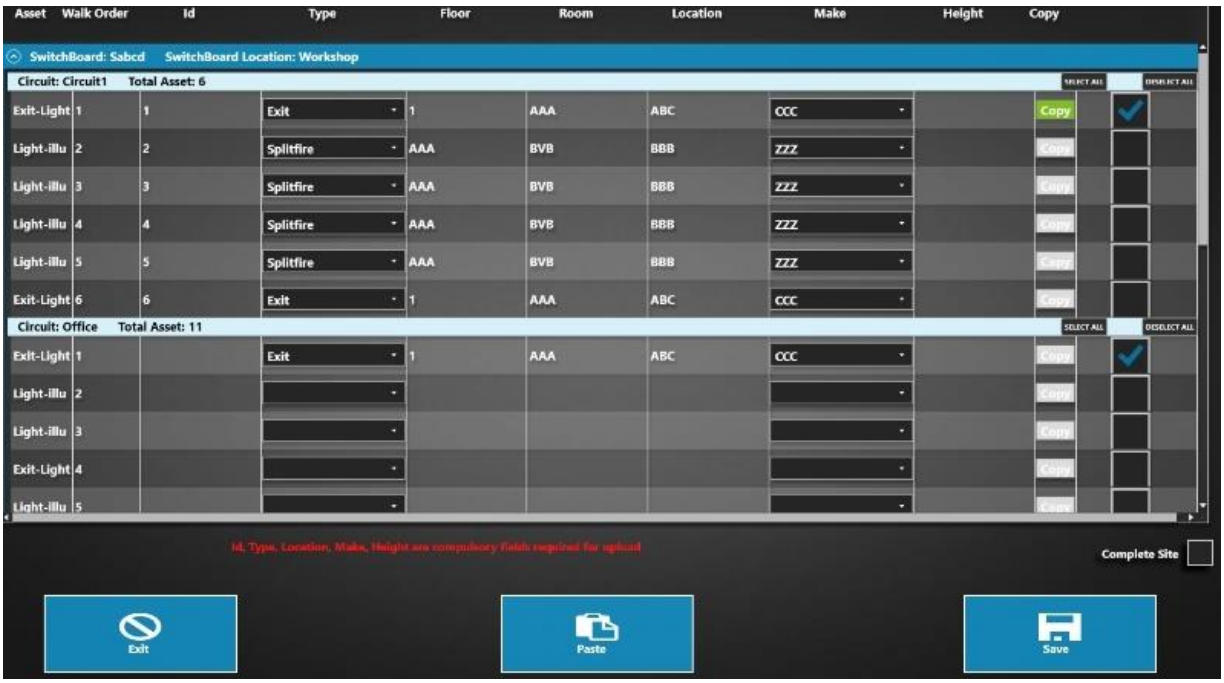
© 2022 Appliance Tagging Services

Edit All Assets

Use this option to create / edit multiple assets from one screen.

1. On the asset details screen, press

.



2. Make the required changes.
3. Press

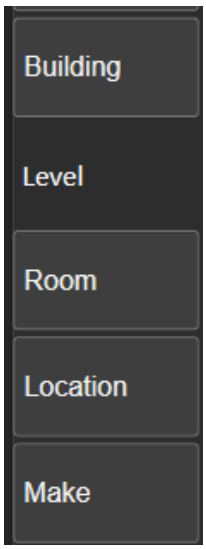
.

© 2022 Appliance Tagging Services

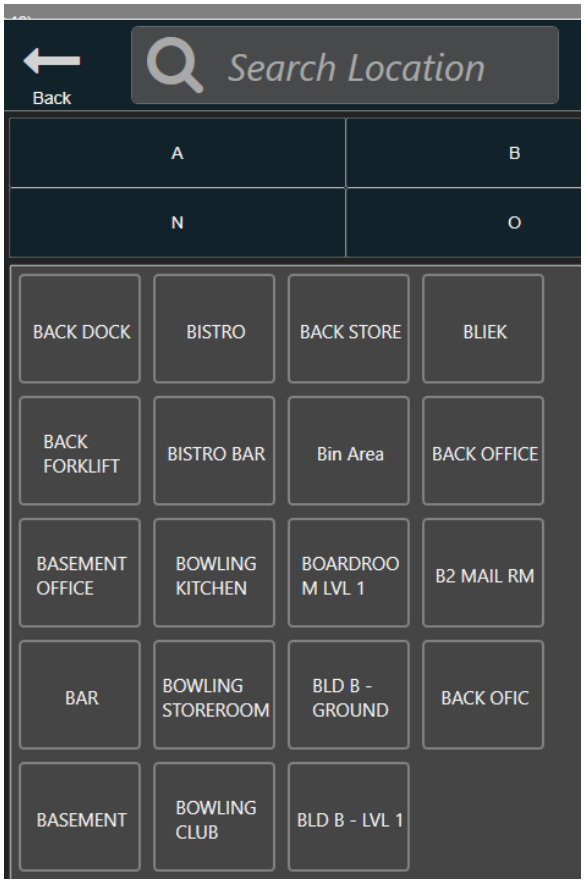
Edit Building, Room etc

Building, Room, Location and Make list entries can be removed via the Pop-up window allowing you to clean up your lists.

1. Select the list to edit.

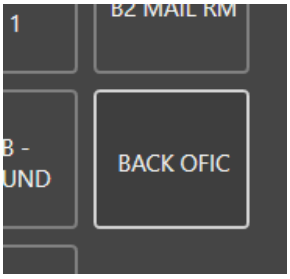


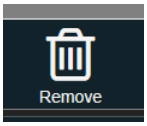
2. Select the required letter to display items.



© 2022 Appliance Tagging Services

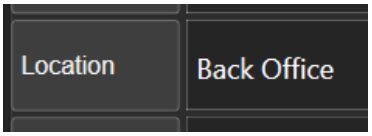
3. Select the item to remove and click the bin icon to remove it.





4. Repeat as necessary.

5. If it was removed because of a spelling mistake, it can be added back as normal from the test page.



© 2022 Appliance Tagging Services

Edit a Circuit Plan

1. Press in the bottom right corner of the circuit plan.
2. Make changes as per sections below.
3. Press

once all changes are made to return to the 'Selected Client Switchboards' screen.

Add Assets

1. Press and hold on the required asset icon in the top right corner.
2. Drag to the required location on the plan.
3. Refer to the section 'Create a Circuit Plan' for further details.

Move Assets

1. Press on an asset icon to select it.
2. The corners are highlighted in blue:

3. Drag the asset to the required location.

Re-size an Asset Icon

1. Press on an asset to select it.
2. The corners are highlighted in blue:

3. Press and drag a corner to change the size.

© 2022 Appliance Tagging Services

Circuit Plan Zoom

Use the slider in the bottom right of the circuit plan to zoom in and out of the plan.

Change the Walk Order

1. Press in the 'Settings' menu.
2. Press the asset to be first in the walk order. The number changes to 1.
3. Continue pressing on assets in the required sequence. The number assigned to the asset changes accordingly.
4. Press

once completed.

Print the Asset Plan

1. Press in the 'Settings' menu.
2. Select the required printer from the pop-up window.
3. Press **Print**.

© 2022 Appliance Tagging Services

Create a PDF of the Plan

1. Press in the 'Settings' menu.
2. Press .
3. Choose the required location to save the file.
4. Press **OK**.
5. Open the PDF document from the chosen location.

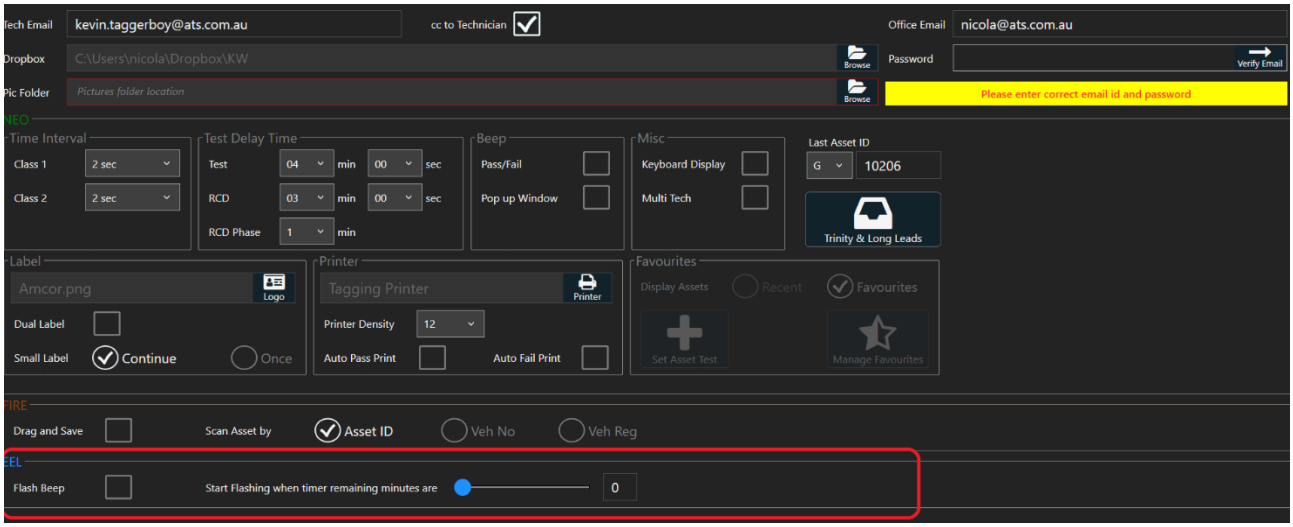
© 2022 Appliance Tagging Services

Settings

1. Press

on the left sidebar.

2. The Settings screen now combines settings for Neo, Fire and EEL.



© 2022 Appliance Tagging Services

3. The following options can be changed:

Tech Email

- This is the email address of the electrician using the app.

Dropbox

- Browse to select the default folder for dropbox. Job closure files (JCF) and job summary reports can be sent to dropbox rather than emailing.
- Refer to the 'AIRS Installation Guide' for further details.

Pic Folder

- Browse to select a default folder for storing photos.

Flash Beep

- On or Off

Flashing

- Set number of minutes to start flashing when timer is running.

4. Press

in the top right corner.

© 2022 Appliance Tagging Services

Close the App

1. Close the app by pressing

in the bottom left corner of the screen.

2. Press **Yes** on the confirmation message,

© 2022 Appliance Tagging Services

F.A.Qs

1. The lights are on the same circuit as the EEL, client won't allow me to run the testing as the site will be in darkness, what do I do?

   Please assess whether the site will in full darkness or part, the client might be ok if there is enough light, but please ensure with the site that the safety protocols are in place. If the site is unable to be tested, please explain to the client that this will have to be re-scheduled before or after hours, and that the scheduling team will be in contact. You may also want to mention to the client, this moving forward is going to be a problem every 6-months, would you like our team to quote isolating the EEL with a key controller, this will avoid any issues moving forward.

2. In this case with the same circuit, who do I send tasks to?

   -Send a task to scheduling asking for this to be re-scheduled before or after hours.
   -Send a task to Admin asking whether we can charge an attendance fee for your time, we have been requested to provide a service, and this was not our fault that the service couldn't be provided.

3. The key switch/push button controller for the Emergency Light is not working, do I fail the test?

   No, you do not fail the test, if you can still run the test controlled by the circuit breaker/RCD, then you proceed with the test. You then take clear close up pics and switchboard pics of the controller, take the brand and whatever other details possible, and email that to repairs@ats.com.au with all that information as well workorder number, site code, name, address and contact person you were dealing with. We will then quote the client to have this repaired, and if they refuse repair, we will update the notes for future workorders.

4. I do not have keys to the key controller, I cannot do the test.

   Yes, you could if you control the testing by the CB/RCD, providing it doesn't affect the main lights. Take a pic of the key controller and it will be beneficial to trace down the key from the electrical wholesaler for future testing. If this isn't possible, please send a task to scheduling to update the notes that the key is missing and the tests moving forward will be via the CB/RCD number please.

5. The circuit breaker/RCD for the EEL was already off when I arrived.

   You cannot test the EEL system as the battery is now drained, take a pic of the RCD turned off and add it in the notes in the field service app. Then send a task to scheduling with the photo requesting a new booking for another day. Also ensure the RCD/CB is turned back on and wait a few minutes as it might be faulty, hence the reason why it's off.

© 2022 Appliance Tagging Services

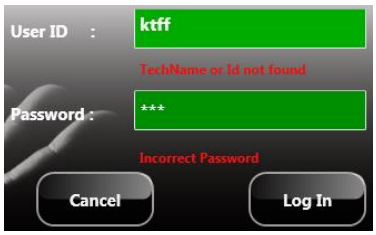
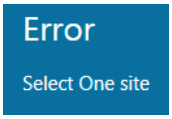
6. I have started the test and I'm half way, I have just realised I haven't visually passed all the assets, what can I do?

   You need to stop the timer, visually pass those assets and start the timer again. Please do ignore the process, otherwise you will not be paid for each asset, you have not tested the site to the standards, and you have left the site non-compliant.

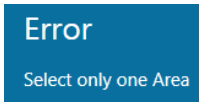
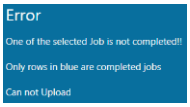
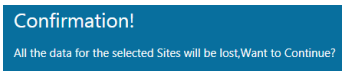
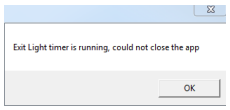
ALL PICS MUST BE TAKEN FROM YOUR MOBILE PHONE FOR EEL AND RCD'S

© 2022 Appliance Tagging Services

Troubleshooting

PROBLEM	CAUSE	SOLUTION
Error when logging on: 	User ID and / or password are incorrect.	User Id = your Tech Id Password = 1234
Unable to start the app.	Antivirus software is restricting access to necessary files.	Refer to the section 'Software Requirements (PC)'.
Data corruption.	Antivirus software is restricting access to necessary files.	Refer to the section 'Software Requirements (PC)'.
Unable to access printers.	Antivirus software is restricting access to necessary files.	Refer to the section 'Software Requirements (PC)'.
Wi-Fi icon is red.	Antivirus software is restricting access to necessary files.	Click on the Wi-Fi icon to retry the connection.
Error when trying to open a job: 	No job or multiple jobs are selected.	Ensure only one job is selected.
Cannot drag a switchboard icon onto a circuit plan.	A switchboard already exists for the circuit.	Scroll through the circuit plans and locate the existing switchboard icon.
Icons are not reacting when pressed.	Another pop-up window is open in the app.	Close any other pop-up windows in the app.
Unable to change the status of an asset during a timer test.	There has been no visual test for the asset.	Enter results for the visual test before doing the timer test. Refer to the section 'Visual Test'

© 2022 Appliance Tagging Services

PROBLEM	CAUSE	SOLUTION
Pressing the asset icon on the circuit plan does not change the pass / fails status. The details screen opens instead.	'Edit' mode is still active.	Press the 'Save' icon to close edit mode.
Error when opening table view: 	Multiple or no circuits are selected.	Ensure only one circuit is selected.
'Add Repair' button is greyed out on the test status window.	The test status is a pass. Or, the test status is a fail, but no failure details have been added.	Press to edit the test results and add the failure details. Refer to the section 'Failed Assets'.
Error when uploading data to the portal: 	Circuits have not been marked as 'complete'.	Complete the circuits. Refer to the section 'Complete a Circuit'.
Message when completing a job: 	Test data has not been uploaded.	Upload all test data before pressing 'Job complete. Refer to the section 'Upload Data to the Portal'.
Error when closing the app: 	A timer test is still running.	Stop the timer using on either the table view screen or circuit plan. Ensure all timers are stopped as multiple can be running at one time.
Data not uploading or downloading.	Date format could be incorrect on the tablet. It is likely to be set to month – day – year. No internet connection.	Ensure the date format is set to day - month-year on the tablet. Ensure the tablet is connected to the internet.

Any other 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.

© 2022 Appliance Tagging Services