

FIRE User Manual



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Introduction

FIRE is the test system	for fire safety	equipment.	It is part	of the	AIRS suite	of apps	which al	so includes	Neo
and EEL.									

FIRE is an app running on a Windows based tablet.

This document details how to use the FIRE app.

REFER TO THE 'AIRS INSTALLATION GUIDE' FOR INSTRUCTIONS ON SETTING UP THE APP.

Use the link on the website:

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

Software Requirements (PC)

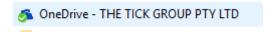
IMPORTANT

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

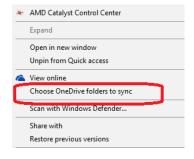
- 1. If OneDrive is not being used, stop synchronising with OneDrive.
- 2. If the PC is only being used for test and tagging, uninstall the antivirus software.
- 3. If the antivirus software is required, exclude the AIRS files from the antivirus check.
- 4. Ensure the Fire app is closed before shutting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

How to uninstall the antivirus software

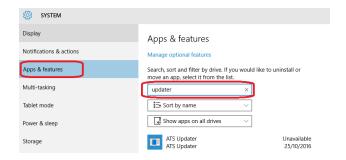
- 1. Click the 'Start' icon
- 2. Click **Settings.**



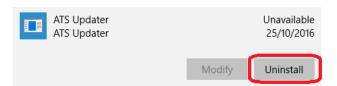
3. Click System.



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

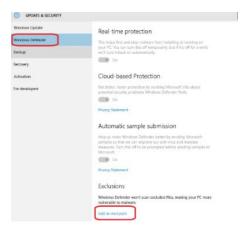
- 1. Click the 'Start' icon
- 2. Click Settings.



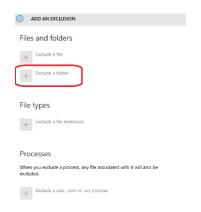
3. Click Update & Security.



4. Select Windows Defender from the menu (or the relevant antivirus program).

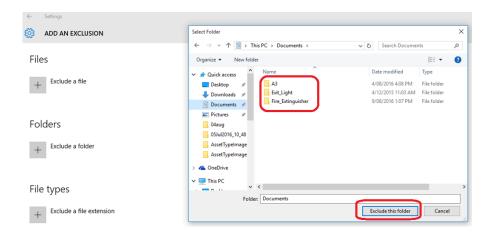


- 5. Select Add an exclusion.
- 6. Select Exclude a folder.

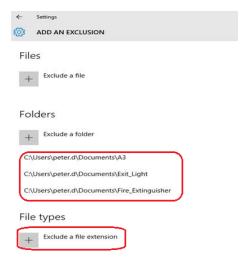


7. Select the 'A3' folder from Documents (My Documents),

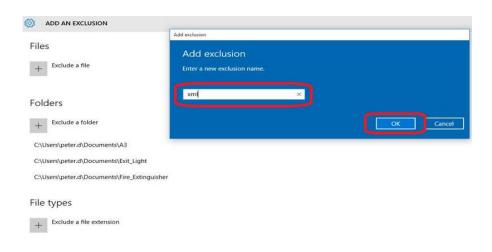
8. Click Exclude this folder.



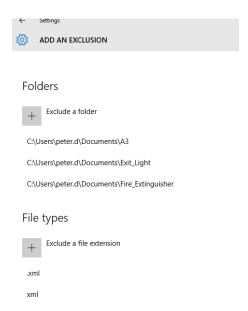
- 9. Repeat the above steps for the Fire_Extinguisher and Exit_Light folders.
- 10. Folders will be listed as excluded.



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.



Access the FIRE App

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



- 2. Press on the icon AIRS
- 3. A logon screen opens.
- 4. Enter a User ID and password as provided.
- 5. Press Log In.
- 6. The AIRS suite opens.
- 7. On the left side of the screen, press on the 'FIRE' tab.



8. The 'Available Clients' screen opens.

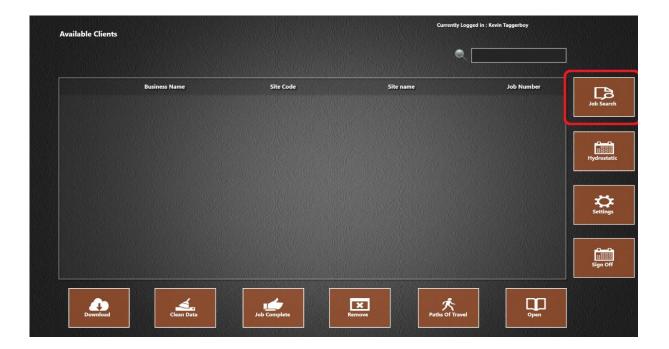


Note: Ensure the Wi-Fi icon is green. If it is red, click on the icon to reconnect.

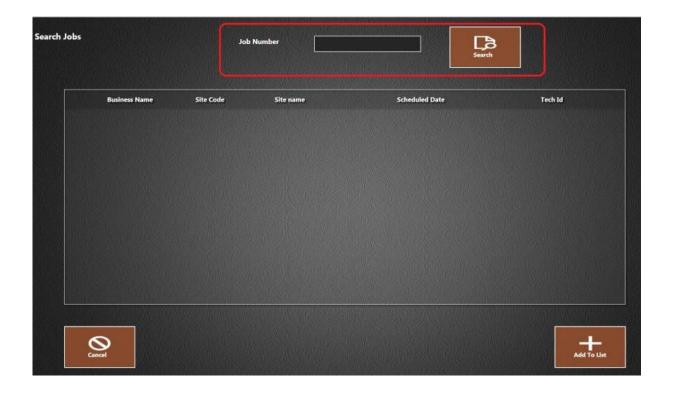
Download and Open a Job

Use this section if the required job is not listed on the 'Available Clients' screen.

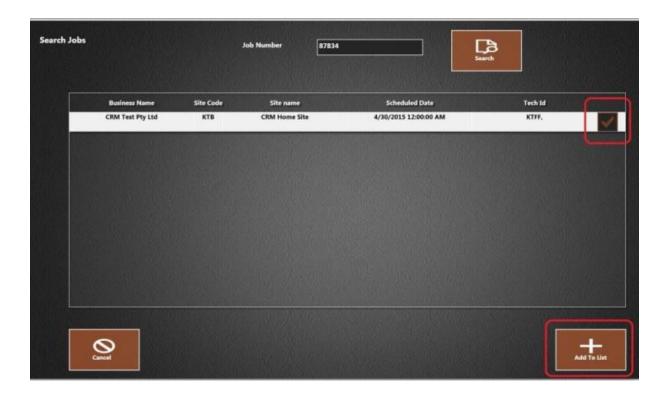




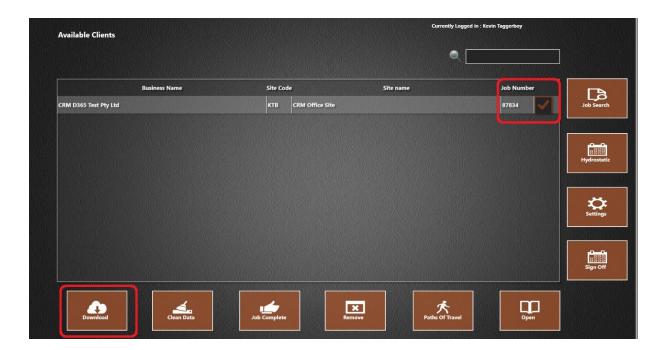
2. The 'Search Jobs' screen opens.



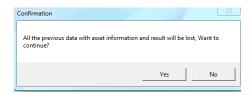
- 3. Enter the job number in the 'Job Number' box at the top of the screen.
- 4. Press Search . The job displays in the list.



- 5. Press in the checkbox to select the job.
- 6. Press Add To List. The 'Available Clients' screen opens displaying the job.



- 7. Ensure the job is selected.
- 8. Press Download
- 9. Press **Yes** on the following confirmation message:



- 10. Press **OK** on the 'Download Completed' message.
- 11. Press
- 12. The 'Selected Clients Building Area' screen opens displaying site information for the job.



Note: If the required building or site information does not appear, refer to the section 'Setup Site / Asset Data'.

Setup Site / Asset Data

Create a Building / Level

1. On the 'Selected Clients Building Area' screen, press in the checkbox to select the site.



2. Press New

Note: It is necessary to select a site before pressing **New**. Otherwise the following error appears:



3. Enter the building, level and test standard using the on-screen keyboard or the dropdown menus.





5. The building is listed on the 'Selected Clients Building Area' screen.



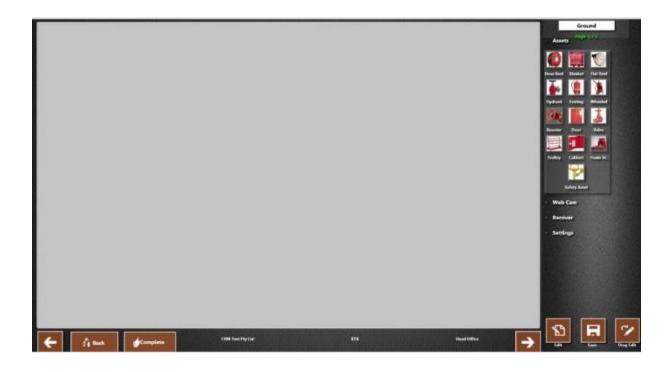
- 6. Repeat for all buildings / levels.
- 7. Create an asset plan for each level. Refer to the section 'Create an Asset Plan'.

Create an Asset Plan

1. On the 'Selected Clients Building Area' screen, press in the checkbox to select a level.



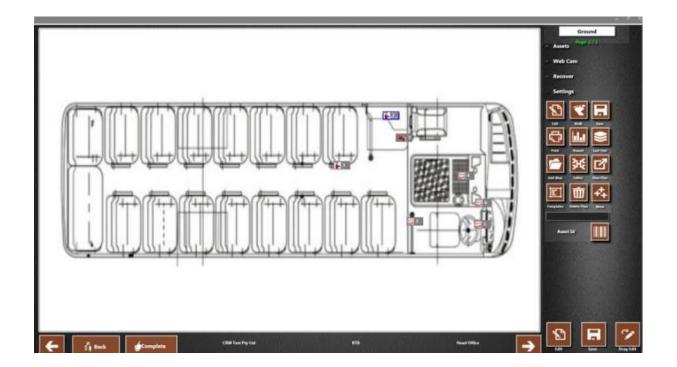
- 2. Press Open
- 3. The asset plan screen opens.



Add a Map to the Asset Plan

If a map of the test area is available, it is possible to add this to the asset screen to show the location of the assets.

- 1. Press Settings on the asset plan.
- 2. Press Add Map
- 3. Locate the external file of the map.
- 4. Press Open.
- 5. The map is applied to the asset plan. Example map:



Add a Photo to the Asset Plan

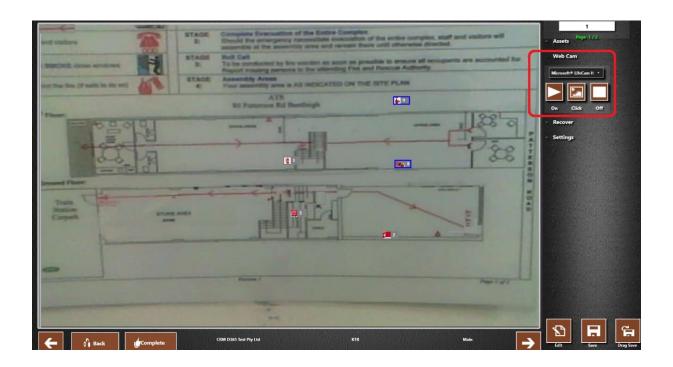
Use the webcam to capture an image to be used as the background for the asset plan. An example would be to photograph a building layout (e.g. an emergency evacuation diagram). The assets can be added in the correct location.

- 1. Press Web Cam on the asset plan.
- 2. The following icons appear:



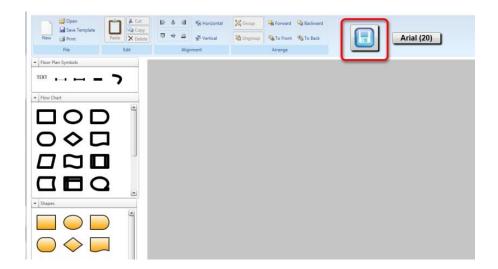


3. The photograph automatically appears as the background on the asset plan.

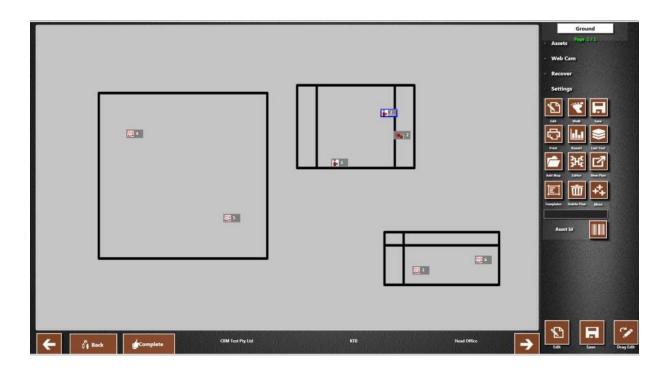


Create a Floor plan

- 1. Press Settings on the asset plan.
- 2. Press . The 'Floor plan editor' window opens.



- 3. Create the floor plan as required by dragging the shapes / floor plan symbols onto the plan.
- 4. Press at the top of the screen to save the floor plan.
- 5. Press **Yes** on the confirmation message.
- 6. The new floor plan is automatically applied to the asset plan. Example floor plan:



Assign a Template

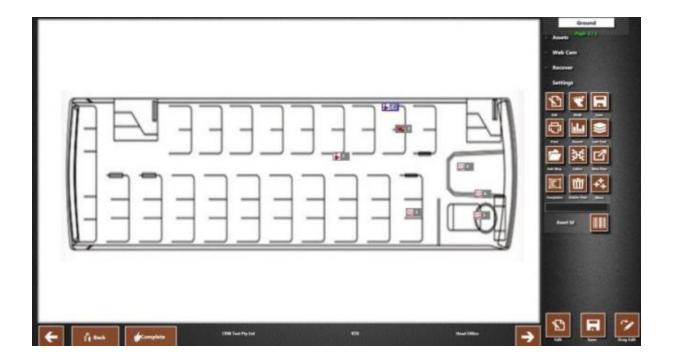
1. Press Settings on the asset plan.



- 2. Press Templat
- 3. In the pop-up window, press in a checkbox to select the required template.

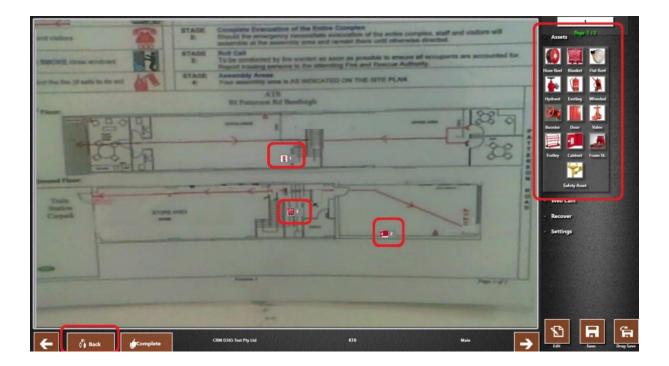


4. The new template is automatically applied to the asset plan. Example template:



Add Assets to the Plan

- 1. Press on the asset plan.
- 2. Press and hold on the required asset type from the right-hand box and drag to the relevant location in plan.



- 3. Repeat for all assets.
- 4. It is now necessary to add details for each asset on the plan.

Add Asset Details

1. On the asset plan, press or click on an asset icon to open the asset details screen. A screen similar to the following is displayed:



Notes:

- Fields on this screen differ depending on the asset type.
- The 'Floor' and 'Test Standard' fields default to the standard assigned to the building / level.
- 2. Complete all required fields using the onscreen keyboard or the dropdown menus where available.
- 3. Press Type to open a shortcut window. Press to select the Type, Size, Rating and Unit fields.



IMPORTANT: Verify all information entered matches the exact details of the actual asset.

- 4. Press to close the 'Type' window.
- 5. Press save once all details are complete.

Note: Some fields are compulsory and must be completed before saving. If the following error occurs, fill in the required fields. Compulsory fields are shown with a red outline when saving. Compulsory fields differ depending upon the asset type.



- 6. The asset plan screen displays again.
- 7. Repeat for all assets.
- 8. Press once all asset details are completed to return to the 'Selected Clients Building Area' screen. The circuit plan is automatically saved.

Copy Asset Details

Copy and Paste Details to One Asset

- 1. Open the asset details to copy from.
- 2. Press Copy
- 3. Press Save
- 4. Open the asset to copy the details to.
- 5. Press Paste

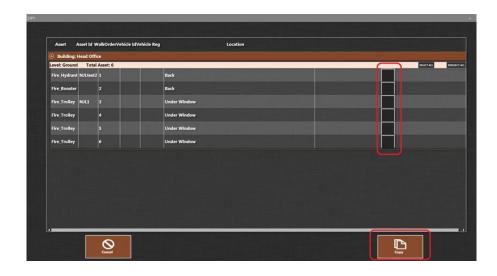
Note:

The 'Paste' button will be inactive if:

- a) 'Copy' has not been pressed on another asset
- b) Pasting details to a different asset type. Asset types must be the same.
- 6. Details are copied from asset to asset.
- 7. Complete any further required details.
- 8. Press Save

Copy Details to Multiple Assets

- 1. Open the asset details to copy from.
- 2. Press
- 3. On the pop-up window, press in the checkboxes to select which assets to copy the details to.





- 5. Details are copied from asset to asset.
- 6. Press on the asset details screen.
- 7. Press once all asset details are completed to return to the 'Selected Clients Building Area' screen. The circuit plan is automatically saved.

Create Multiple Plans for One Level

1. Press Settings on the asset plan.



- 2. Press New Plan
- 3. An empty plan screen opens.
- 4. Repeat the steps for creating an asset plan.
- 5. The number of plans for the level is indicated in the top right corner of the screen. For example, 'Page 1 / 2' means there are 2 plans for the selected level.



6. Use the arrows in the bottom corners of the screen to scroll between the plans.



7. Press once all asset plans are completed to return to the 'Selected Clients Building Area' screen. The circuit plan is automatically saved.

Testing Assets

Open Asset Details

Using the Barcode / Asset ID

Scanning the barcode is the quickest and easiest way of accessing asset details. This can be done on either the 'Selected Clients Building Area' screen or asset plan.

a) On the 'Selected Clients Building Area'

1. Use the barcode scanner to scan the asset barcode.

Or:

Manually enter the barcode / asset ID and press





Note: Use the radio buttons to enable search by Asset ID, Vehicle Number or Vehicle Registration.



b) On the Asset Plan



2. The search box opens at the bottom of the icons.



3. Use the barcode scanner to scan the asset barcode.

Or:

Manually enter the barcode / asset ID and press

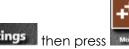
Note: If the asset ID is not found, refer to the section 'Asset Not Found'.

How to Change the Default Search Criteria

Option 1 - On the 'Available Clients' screen - press



Option 2 – On the asset plan - press Settings



1. Use the radio buttons to enable search by Asset ID, Vehicle Number or Vehicle Registration.



- 2. Press Save
- 3. The default search on the 'Selected Clients Building Area' screen and asset plan is changed.

Testing using the Asset Plan

1. Press on an icon on the asset plan.



2. Asset details are displayed.



Notes:

- If multiple plans are open, use the arrows in the corner of the screen to scroll between plans. The business, site and building details are displayed at the bottom of the screen.
- If multiple plans exist for one building, this will be indicated in the top right corner. For example, 'Page 1 / 2' means there are 2 plans for the selected building.

Testing using the Table View

1. Press next

1. Press next to the asset on the table view screen.



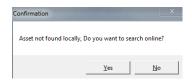
Note: Only 10 assets are displayed on one screen. Use the scroll arrows to move between pages. The number of assets on the level is displayed.

2. Asset details are displayed.



Asset Not Found

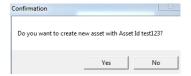
1. The following message appears if the asset number cannot be found in the database:



- 2. Press **Yes** to check if the asset is found at another site. If it is, refer to the section 'Relocate an Asset'.
- 3. The following message appears if the asset is still not found:



- 4. Press **OK**.
- 5. The following message appears:

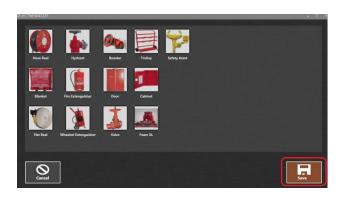


- 6. Press **Yes** if the asset is required. Otherwise press **No**.
- 7. Select the location for the asset.





9. Select the asset type from the window that opens.



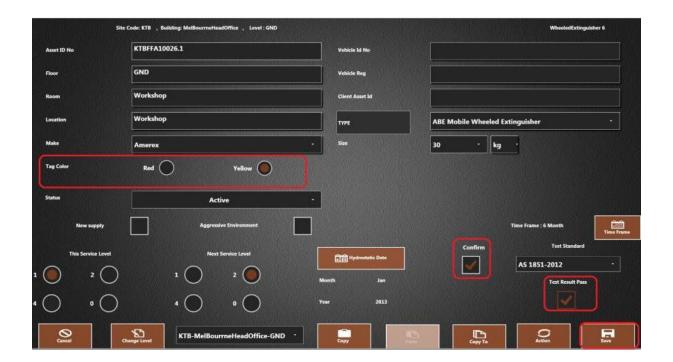


11. Enter asset details as per section 'Add Asset Details'.

Pass an Asset

1. On the asset detail screen, press in the 'Confirm' checkbox to accept the chosen 'Test Standard'.

IMPORTANT: Verify all asset information matches the exact details of the asset before continuing.

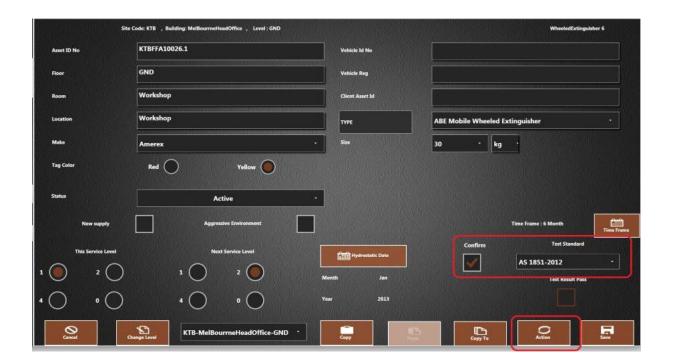


- 2. Press the 'Test Result Pass' checkbox.
- 3. Select the tag colour if required.
- 4. Press Save

Fail an Asset

1. On the asset details screen, press in the box 'Confirm' to accept the chosen 'Test Standard'.

IMPORTANT: Verify all asset information matches the exact details of the asset before continuing.



- 2. Press
- 3. Press in the 'Required' checkbox to select the relevant action required from the 'Action' list.



Note: The 'Action' list changes depending on the asset type.

- 4. The status of the asset is shown at the top of the screen and automatically changes to 'Fail'.
- 5. Use the 'Comments' box to add details of the failure, recommendations on how to fix and which parts are required.
- 6. Use the webcam to capture images of the failed asset. The images appear in the column on the left side of the window. A maximum of 2 images is allowed.







- 8. The asset detail screen displays.
- 9. Ensure the appropriate service levels are assigned.





Note: There is no 'Fail' button to press. The only way of marking the asset as a fail is by selecting a required action.

Failed Assets

Rectify Issues

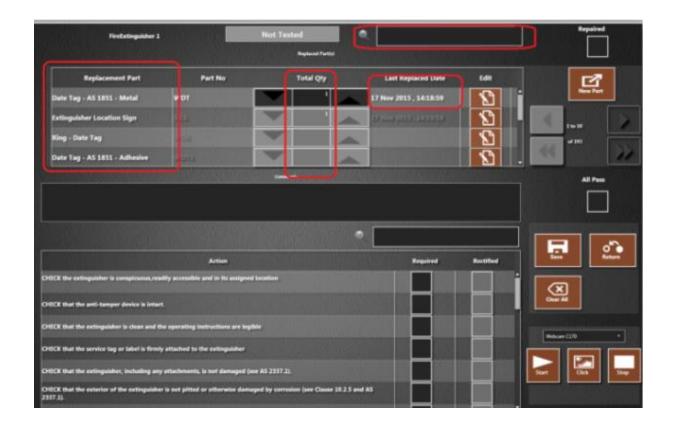
1. On the action screen, press in the 'Rectified' checkbox against the required action.



- 2. Select multiple actions if required.
- 3. If all issues are rectified press in the 'All Pass' checkbox.
- 4. The status changes to 'Pass' once all actions are rectified.
- 5. Press Save

Supply a Replacement Part

1. On the action screen, scroll through the replacement part list to find the required part. Or use the search field at the top to search the list.



- 2. Enter the quantity of replacement parts.
- 3. Press Save. The 'Last Replaced Date' is automatically date and time stamped when the asset is saved.
- 4. The asset details screen displays.
- 5. Supplying a part does not change the pass / fail status of the asset. If the asset now passes the test, press in the 'All Pass' checkbox. The status changes to 'Pass'.



6. Press in the 'Repaired' checkbox to indicate the asset has been repaired.

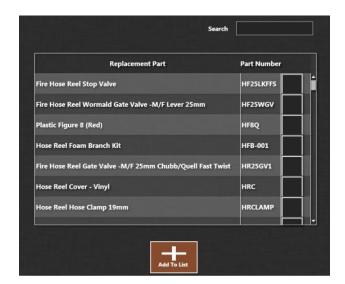
Add Replacement Part

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

1. Press New Part on the action screen.



2. Scroll through the list to find the required part. Or use the search field at the top of the window.



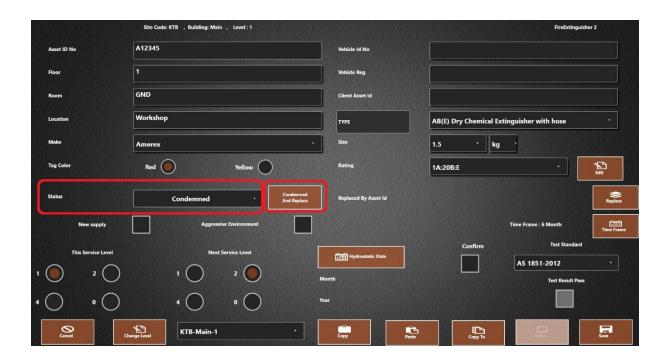
3. Press in the checkbox to select the part(s) to add to the list.



5. The selected parts will be added to the list.

Fail / Replace a Fire Extinguisher

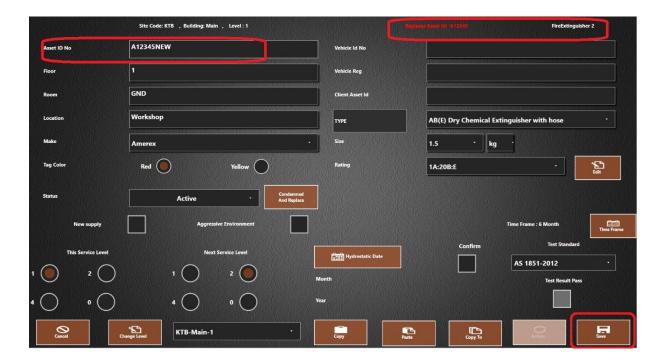
1. On the asset detail screen, change the status using the dropdown arrow. Select 'Condemned'.



- 2. Press Condemned And Replace
- 3. A message appears:



- 4. Press Yes.
- 5. A new asset is now created for the replacement extinguisher. Enter the new fire extinguisher asset ID in the 'Asset ID No' box.



- 6. The asset being replaced is indicated at the top in red.
- 7. Verify all the information on screen matches the exact details on the fire extinguisher. For example:



- 8. Press Save
- 9. The new asset for the fire extinguisher is now setup.
- 10. The condemned asset becomes inactive. No further changes are allowed. The replacement asset is indicated:

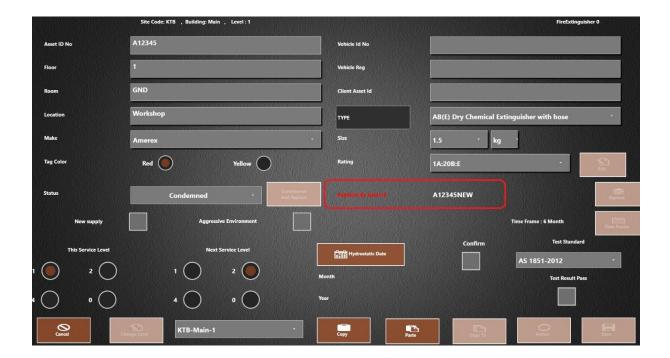


Table View

Use the table view to display asset data in grid format instead of using the asset plan.

1. On the 'Selected Clients Building Area' screen, press in the checkbox to select a level.



3. The table view screen opens:



Uses of table view:

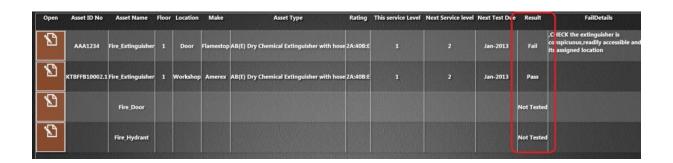
- View test results. Refer to the section '<u>View the Test Status of Assets'</u>.
- Change asset details. Refer to the section 'Edit Asset Data'.
- Complete a level. Refer to the section 'Complete a Level'.
- 4. Press to return to the 'Selected Clients Building Area' screen.

View the Test Status of Assets

The test status of assets is displayed on the table view screen, asset plan and the test report (refer to the section 'Reporting').

Using Table View

- 1. On the 'Selected Clients Building Area' screen, press in a checkbox to select a building.
- 2. Press TableView
- 3. The table view screen opens displaying the test results in the 'Results' column.



Using the Asset Plan

1. Open the asset plan.



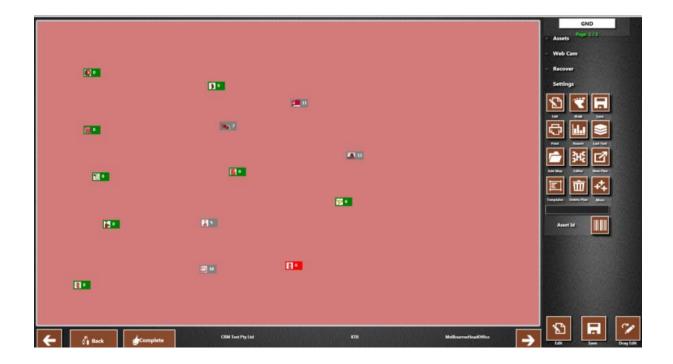
- 2. The test status is indicated by the colour of the icon:
 - Green = passed asset
 - Red = failed asset
 - Grey = asset not tested

View Last Test Results

1. Press Settings on the asset plan.



- 2. Press Last Test
- 3. The plan background changes to red. The last test status of the assets is displayed.



4. Press last rest again to toggle back to current results.

Delete Test Data

To delete the last test results:

1. Press the 'Test Result Pass' checkbox on asset details screen to remove the tick.



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

Reporting

1. Press **Settings** on the asset plan.



- 2. Press Repo
- 3. A report window opens showing the test result data. The top half shows the test results in general. The bottom half shows assets that have been repaired. For example:



- 4. Use the toolbar at the top of the page to print, save or export the report to Excel, PDF or Word.
- 5. Use the cross in the top right corner to close the report window. This is necessary to return to the app.

Complete a Level

Once all required assets have been tested, it is necessary to complete each level.

Note: Assets displayed in grey on the asset plan have NOT been tested.

- 1. There are 2 ways of completing a level:
 - a) On the asset plan screen press
 - b) On the table view screen, press
- 2. The 'Selected Clients Building Area' screen is displayed.
- 3. Completed levels are highlighted in blue.



Re-open a Completed Level

It is possible to re-open a level before uploading.

1. On the 'Selected Clients Building Area' screen, press in the checkbox to select the completed level (blue).



- 2. Press
- 3. The following message appears:



- 4. Press Yes.
- 5. The level is re-opened and no longer appears in blue.
- 6. Make the required changes and complete the level as above.

Sign Offs

1. Once testing is complete, press on the 'Selected Clients Building Area' screen.

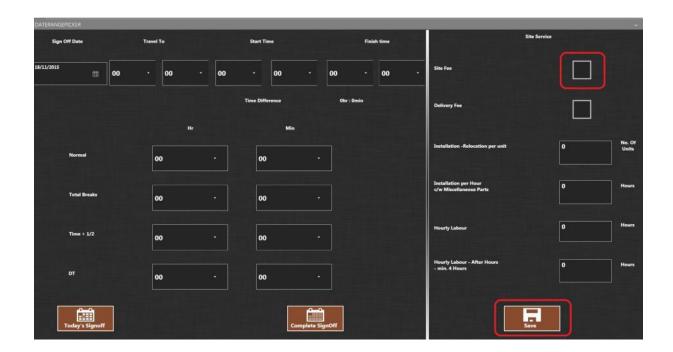


2. The 'Available Clients' screen is displayed. Press in the checkbox to select the job number.



3. Press

4. The following screen opens:



- 5. Press in the checkbox to select 'Site Fee'.
- 6. Press Save
- 7. Complete all relevant time and labour information.
- 8. Press Today's Signoff to sign-off for the day. This is used if the job runs over several days.

Or:

Press Complete SignOff to sign-off a completed job.

9. The test certificate screen opens:

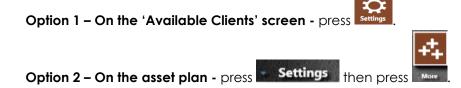


- 10. Enter details as required. 'Contact' and 'Email to' fields are compulsory fields.
- 11. Ensure the checkbox 'Quotes Required' is selected if assets need to be fixed.
- 12. Press to send to the ATS office only.
- Or:

 Press Save & Email to send to the client, the ATS office and the technician (if selected in Settings).
- 13. Press Back (at the top or bottom of the form) once complete.

Default Technician Email Address

1. There are 2 ways of entering an email address for a technician:



2. In the pop-up window, enter the technician's email address in 'Tech Email' field.



- 3. Press the 'cc Data to Technician' checkbox. The email address will automatically default into the sign-off form to the technician.
- 4. Press Save

Upload Test Results and Complete a Job

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

Upload Data

IMPORTANT: Ensure all required levels and timesheets have been completed before uploading or test data could be lost.

1. Press in the checkbox to select each completed level. Completed levels are highlighted in light blue.

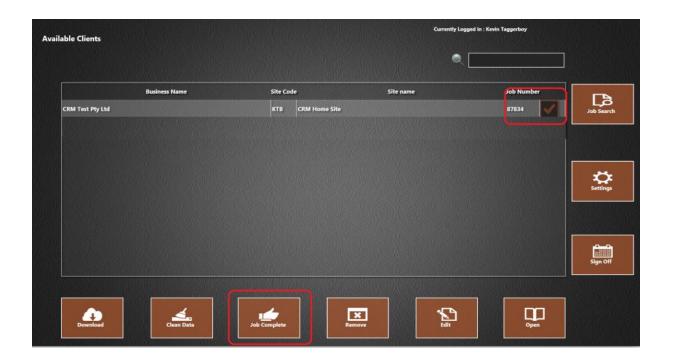


- 2. Press Upload
- 3. A 'File Upload Completed' message appears. Press OK.
- 4. The completed level(s) disappears from the list.
- 5. Once all required levels are uploaded, press Back in the top left of the window.
- 6. The 'Available Clients' screen displays and the job can be completed.

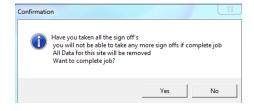
Complete a Job

IMPORTANT: Ensure all levels are uploaded before completing the job. Otherwise all test data will be lost.

1. On the 'Available Clients' screen, press in the checkbox to select a job.



- 2 Proce Job Complete
- 3. The following message displays:



4. Press **No** if sign offs are still to be completed. Refer to the section <u>'Sign Offs'</u> to complete.

Or:

Press Yes to confirm sign offs are done.

5. The job disappears from the list.

View Data in the Portal

Once a job is uploaded and completed, it is possible to view asset data and run reports in the AIM Portal.

Refer to the 'Aim Portal User Manual' for further details.

Change Assets

Edit Asset Data

- 1. Open the asset details from either:
 - a) Table view screen press next to the required asset.
 - b) Asset plan press on an asset icon.
- 2. Make the required changes.
- 3. Press Save

Relocate an Asset

It could be possible that when the asset details are displayed, the asset is marked as being in an incorrect location. There are 2 ways of moving the asset.

Relocate to a Site

- 1. Download job data for the site where the asset is to be moved to.
- 2. Scan the barcode on the asset using the barcode scanner or enter the barcode number manually.



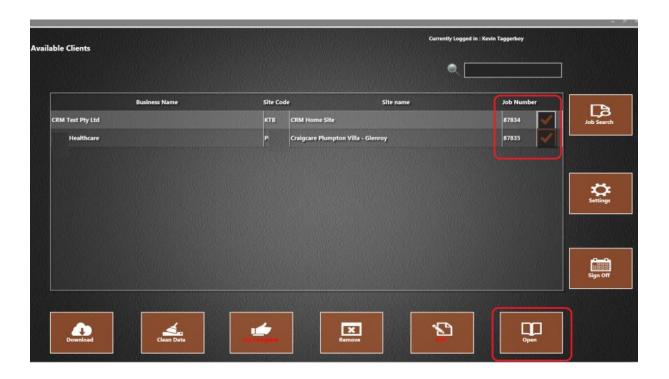
3. The following message appears:



- 4. Press Yes.
- 5. If the asset is found at another site, a message appears indicating where it has been located.
- 6. Press **Yes** to move the asset to the current site.
- 7. Check the asset plan / table view to verify the asset is now in the correct location.

Relocate from a Site

- 1. On the 'Available Clients' screen, download jobs for the sites where the asset is being moved from and to.
- 2. Press in the boxes to select the relevant sites.



- 3. Press Open
- 4. Site data for both jobs is opened.

5. Select the current location of the asset.



- 6. Press Open
- 7. The asset plan opens. Press on the asset to be moved.
- 8. The asset details screen opens.
- 9. At the bottom of the screen, use the dropdown arrow to open a menu showing available locations based on the sites downloaded.



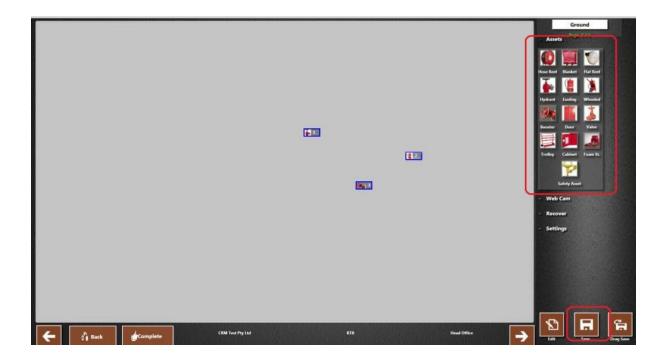
- 10. Select the location and press Change Lev
- 11. The asset plan displays. The asset has been removed and relocated to the chosen location.
- 12. Verify the asset now shows on the correct asset plan.

Change an Asset Plan

Add Assets

Assets can be added on the asset plan screen. It is not possible to add assets on the table view screen.

1. Press and hold on an asset type from the right-hand box and drag to the relevant location on the asset plan.



- 2. Repeat for all assets.
- 3. Once all assets are in place on the plan, press
- 4. Press on an asset icon to enter details. Refer to the section 'Add Asset Details'.
- 5. Press in the bottom left of the screen to return to the 'Selected Clients Building Area' screen.

Tips:

Drag Edit
Press to enable immediate editing of assets without having to save the plan.

Drag Save Press to save the plan if 'Drag Edit' is enabled (toggles between Drag Edit / Drag Save).

Move Assets



- 1. On the asset plan, press in the bottom right of the screen.
- 2. Press an asset to select it.
- 3. The corners are highlighted in blue.



- 4. Drag to the required location.
- 5. Repeat for all required assets.
- 6. Press in the bottom left of the screen to return to the 'Selected Clients Building Area' screen.

Re-size an Asset Icon



- 1. On the asset plan, press in the bottom right of the screen.
- 2. Press an asset to select it.
- 3. The corners are highlighted in blue.



- 4. Press and drag a corner to change the size.
- 5. Repeat for all required assets.
- 6. Press in the bottom left of the screen to return to the 'Selected Clients Building Area' screen.

Change the Walk Order

1. On the asset plan, press Settings



- 2. Press walk
- 3. Press the asset to be first in the walk order. The number changes to 1.
- 4. Continue pressing on assets in the required sequence. The number assigned to the asset changes accordingly.
- 5. Press in the bottom left of the screen to return to the 'Selected Clients Building Area' screen.

Delete Assets

Assets can be deleted from the asset plan but not the table view screen.

- 1. On the asset plan, press and hold or right-click on the asset to be deleted.
- 2. Press **Delete** on the menu that opens.
- 3. The following message appears:



4. To permanently delete an asset, press **Yes**. The asset disappears from the plan.

Or:

To temporarily delete an asset, press No.

5. If temporarily deleting, enter a reason in the pop-up box:



- 6. Press Save
- 7. The asset disappears from the plan.

Note: Walk order is adjusted accordingly. For example, if number 1 is deleted, the asset in number 2 place changes to 1, number 3 to 2 etc.

Recover a Deleted Asset

If an asset has been temporarily deleted from an asset plan, it is possible to retrieve the asset. If an asset has been permanently deleted it is not possible to recover it.

Recovery can be done from either the asset plan or table view screen.

From the asset plan screen

1. Press Recover



- 2. Press
- 3. The 'Recover' window opens.



4. Press in the checkbox to select the asset to be recovered.

Note: It may be necessary to scroll right in the pop-up box to view the checkbox.

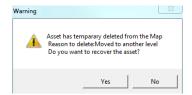
- 5. Press Recover
- 6. The asset reappears on the asset plan.
- 7. The walk order number assigned will be the end of the numbering sequence. For example, if there are 4 assets on the plan and then an asset is recovered, it will be assigned walk order 5. To change the walk order, refer to the section 'Change the Walk Order'.

From the Table View screen

If assets have been temporarily deleted, the following message displays on the table view screen:



- 1. Press next to the asset to be recovered.
- 2. The following message appears:



- 3. Press Yes to recover.
- 4. The asset detail screen is displayed. Make changes if required.
- 5. Press Save
- 6. The table view screen is displayed.
- 7. The asset is listed in the table view screen but no longer in red.

Delete an Asset Plan

It is necessary to delete each individual asset from a plan before deleting the plan. Assets must be permanently deleted, not temporarily. Refer to the section '<u>Delete Assets</u>' to delete all assets. It is then possible to delete the plan.





- 2 Press Delete Plan
- 3. Press **Yes** on the confirmation message.
- 4. The plan is deleted.

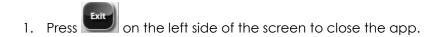
Print the Asset Plan

1. Press Settings on the asset plan.



- 2. Press Print
- 3. Select the required printer on the pop-up window.
- 4. Press Print.

Close the FIRE App



2. The FIRE app (and the AIRS suite of apps) automatically closes.

F.A.Qs

QUESTION	ANSWER	
How to install Team Viewer.	Download from website: www.teamviewer.com/en/index.aspx	
How to download the latest ATS Updater.	Download from the website: www.datatransformation.com.au/Software/updater/updater.htm	
How to uninstall the ATS Updater.	Start - Settings – System – Apps & Features Search for ATS Updater Click on the program name. Click Uninstall.	

Troubleshooting

PROBLEM	CAUSE	SOLUTION
User ID : ktff TechName or ld not found Password: *** Incorrect Password Cancel Log In	User ID and / or password are incorrect.	Ensure the user ID and password are correct.
Unable to start the app.	Antivirus software is restricting access to necessary files.	Refer to the section <u>'Software</u> <u>Requirements (PC</u>)'.
Data corruption.	Antivirus software is restricting access to necessary files.	Refer to the section <u>'Software</u> <u>Requirements (PC)</u> '.
Unable to access printers.	Antivirus software is restricting access to necessary files.	Refer to the section <u>'Software</u> <u>Requirements (PC)'</u> .
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 saving asset data: Clear the errors! Required fields are shown in the red border OK Or	Required data is missing.	Mandatory fields are shown with a red outline. Complete the data and save.
Error when deleting an asset plan: Plan has Assets, Plan can not be deleted. Clear assets, before deleting plan OK	The plan has assets on it.	Delete individual assets before deleting the plan. Refer to the section <u>'Delete Assets'</u> .
Asset plan is empty but unable to delete the plan.	The plan has assets that have been temporarily deleted. It is necessary to permanently delete all assets from the plan.	Recover the assets - refer to the section 'Recover Deleted Assets'. Permanently delete the assets – refer to the section "Delete Assets'. Delete the plan

PROBLEM	CAUSE	SOLUTION
The 'Action' button is inactive on the asset detail screen.	The test standard has not been confirmed.	Press in the 'Confirm' checkbox. The 'Action' button will become active.
The 'Paste' button is inactive on the asset detail screen.	There is no data available to paste.	Copy the required data and the 'Paste' button will become active.
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.
Error when selecting levels / opening table view:	It is only possible to view data for one level in the table view.	Select only one level.

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.