



NEO
Installation Guide



Version Control

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1	9 th September 2015	Nicola Latter
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12	30 th May 2018	Nicola Latter

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Introduction

Neo is the electrical test and tagging system used by ATS franchisees. It is part of the AIRS suite of apps which also includes 'Fire'.

Neo is a combination of testing hardware and an app running on a Windows based tablet.

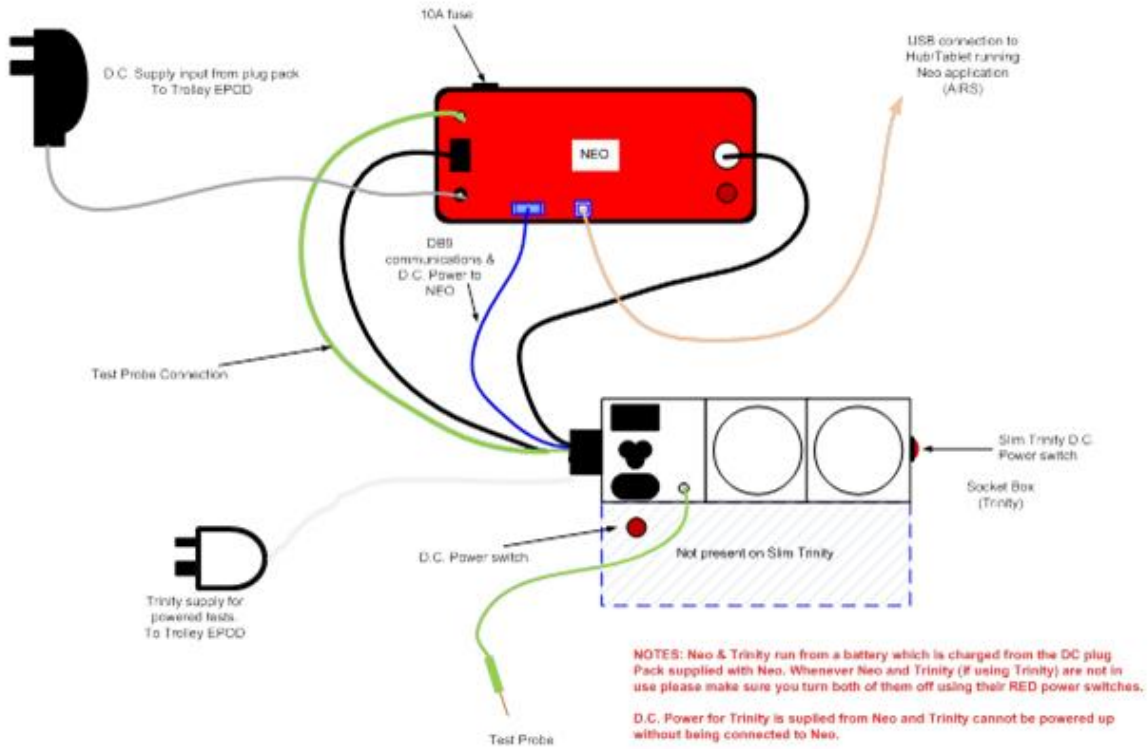
This document provides an overview of Neo hardware setup and details how to setup the Neo app.

**FOR DOCUMENTATION REGARDING PRINTER SETUP AND HOW TO USE THE NEO APP,
USE THE LINKS ON FRANCHISEE SHAREPOINT OR ON THE WEBSITE:**

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

Neo Hardware

Diagram of the Neo and Trinity hardware connections:



IMPORTANT:

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

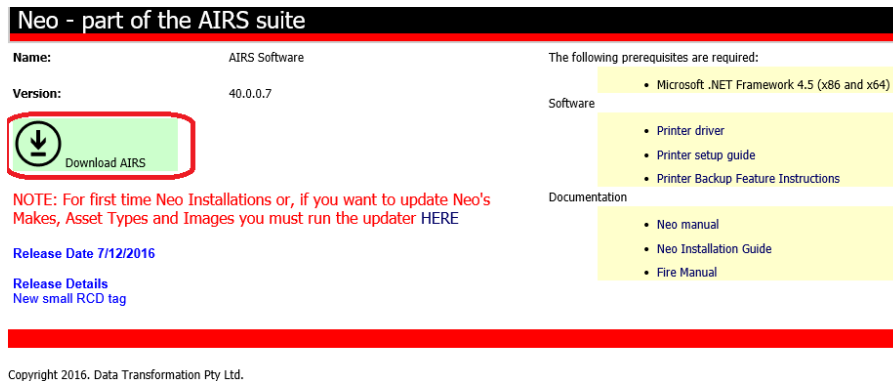
For further information on setting up the Neo trolley, refer to the 'Neo Trolley Setup' manual.

Install the Neo App

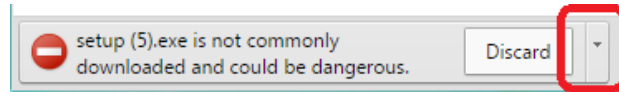
1. Install the Neo app from the website:

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

2. Press  **Download AIRS.**

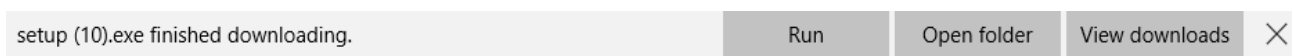


3. The following message may appear:



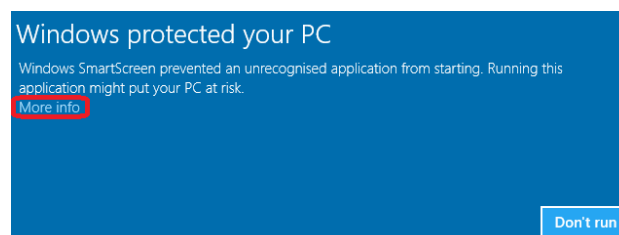
Press on the down arrow. Press **Keep** on the pop-up menu. The download continues.

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



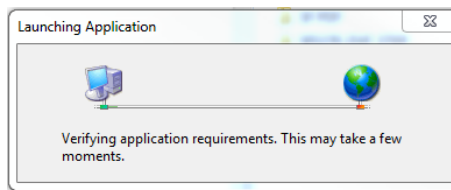
5. Press **Run**.

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

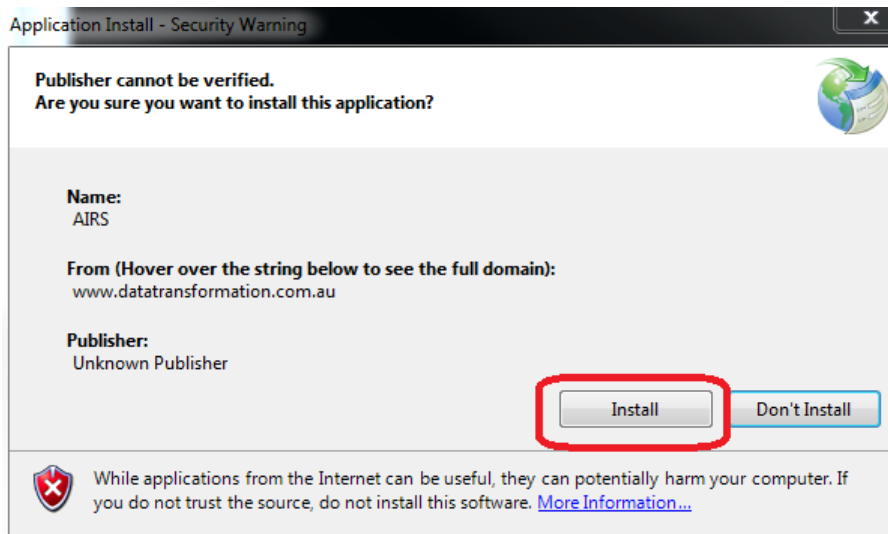


7. Press **Run anyway**.

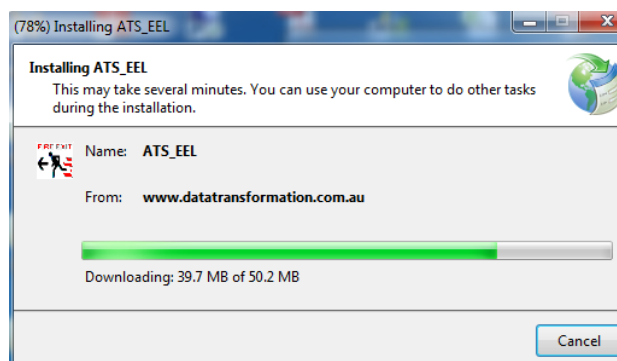
8. The following information message pops up and disappears:



9. Press **Install**.



10. The following installation progress message appears:



11. The window disappears automatically.

Install Updater

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

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

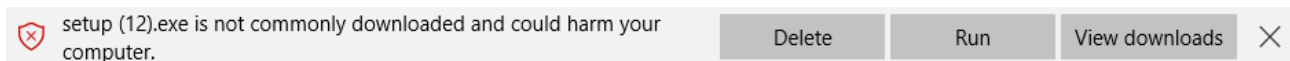
1. Install the Updater from the website:

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

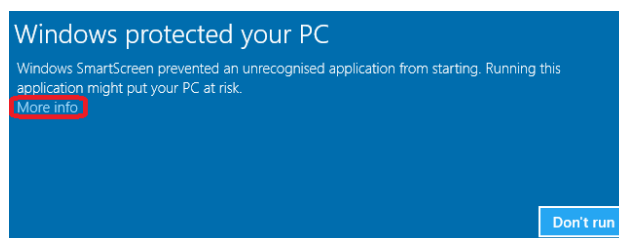
2. Press  **Download the Updater.**



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

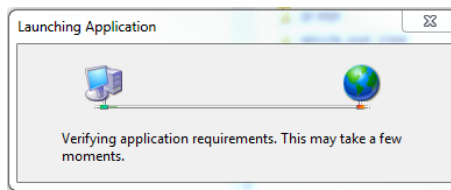


4. Press **Run**.
5. A security warning may appear. Press **More info**.

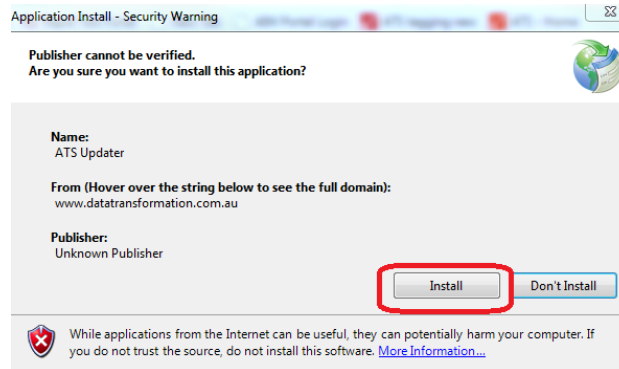


6. Press **Run anyway**.

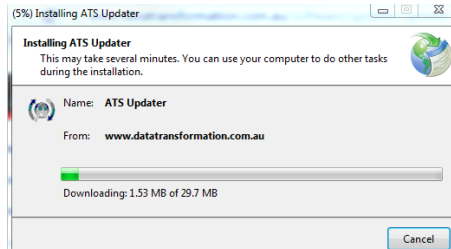
7. The following information message pops up and disappears:



8. Press **Install**.

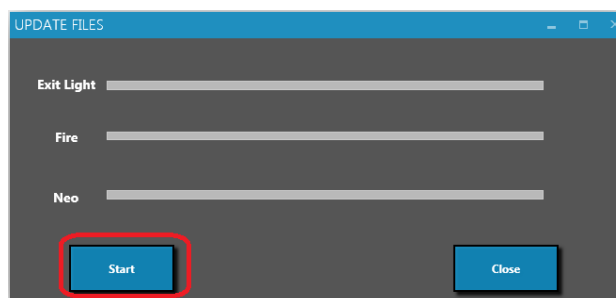


9. The following installation progress message appears:



10. The window disappears automatically.

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



12. The blue lines move to the right once completed.



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

Software Requirements (PC)

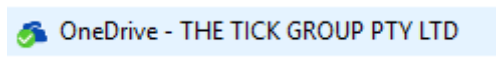
IMPORTANT

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

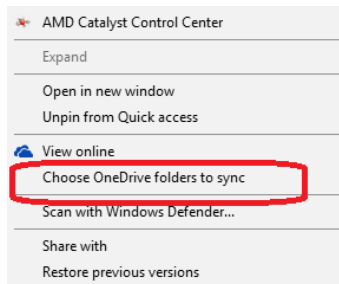
1. If OneDrive is not being used, stop synchronising with OneDrive.
2. If the PC is only being used for test and tagging, uninstall the antivirus software.
3. If the antivirus software is required, exclude the AIRS files from the antivirus check.
4. Ensure the Neo app is closed before shutting down the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

How to stop the PC synchronising with OneDrive

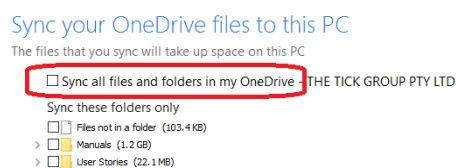
1. In File Explorer, right click on the OneDrive folder.



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



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

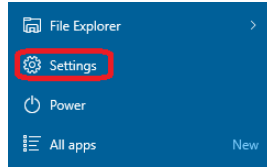


4. Click **OK**.

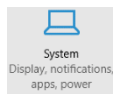
How to uninstall the antivirus software

1. Click the 'Start' icon .

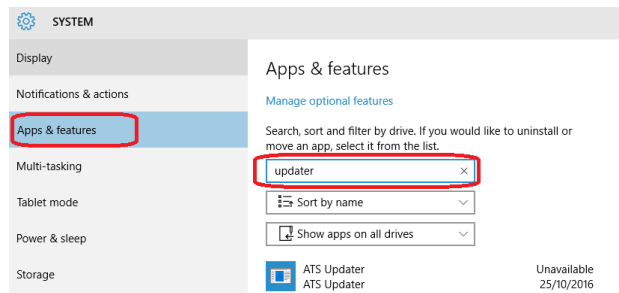
2. Click **Settings**.



3. Click **System**.

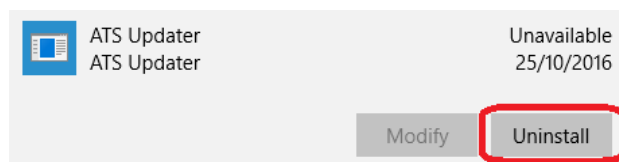


4. Select **Apps and Features** from the menu.




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

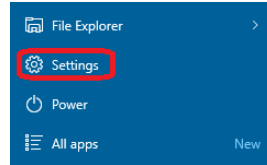
6. Click on the required program name in the list.



7. Click **Uninstall**.

How to exclude AIRS from the antivirus check

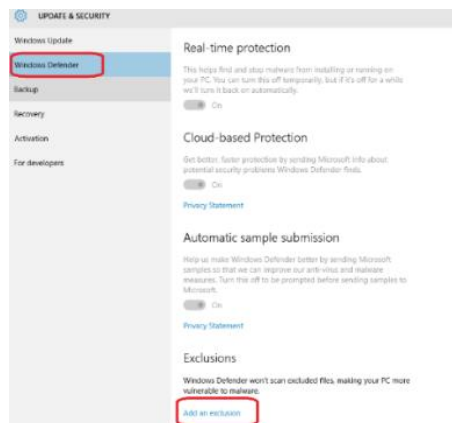
1. Click the 'Start' icon .
2. Click **Settings**.



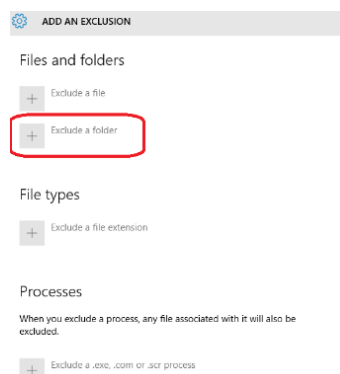
3. Click **Update & Security**.



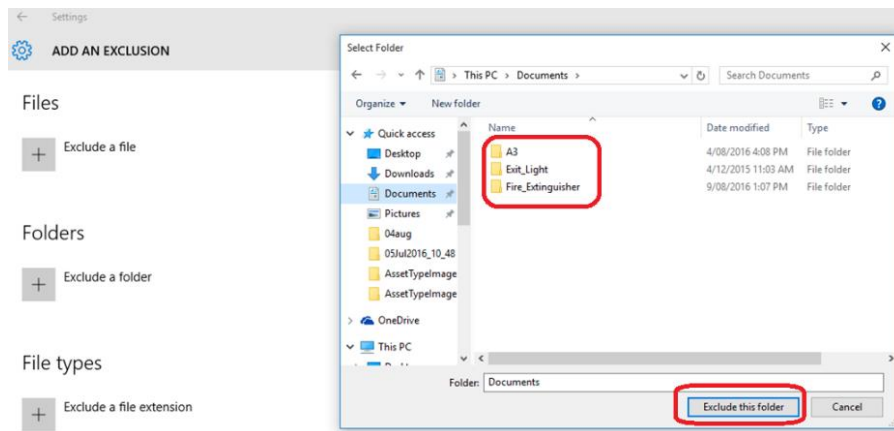
4. Select **Windows Defender** from the menu (or the relevant antivirus program).



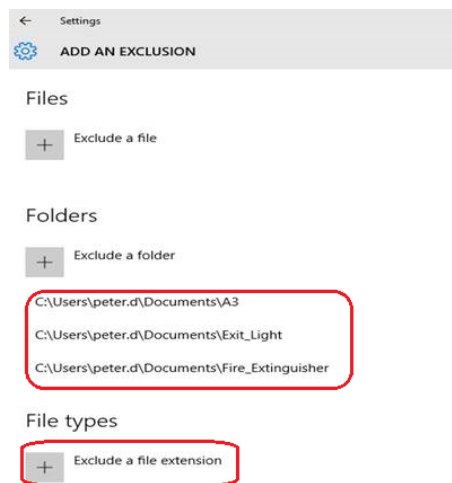
5. Select **Add an exclusion**.
6. Select **Exclude a folder**.



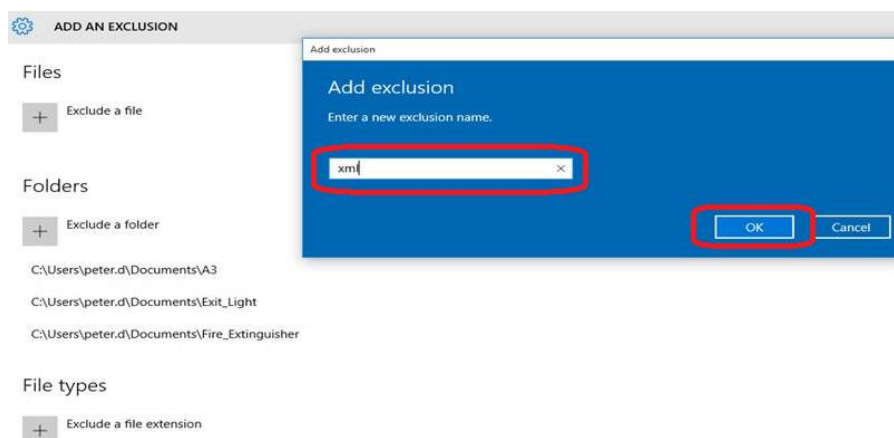
7. Select the 'A3' folder from Documents (My Documents).
8. Click **Exclude this folder**.



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**.

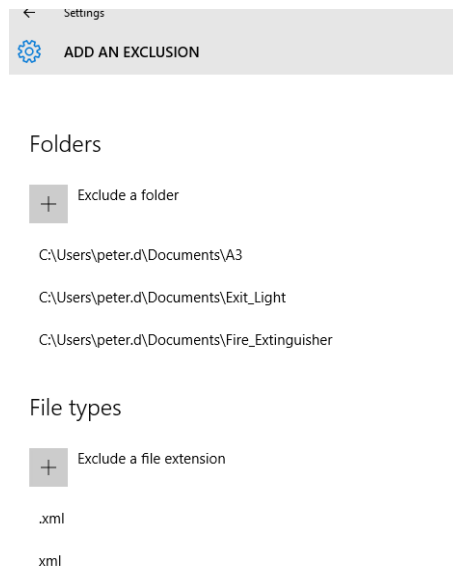


12. Enter type **xml**.

13. Click **OK**.

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

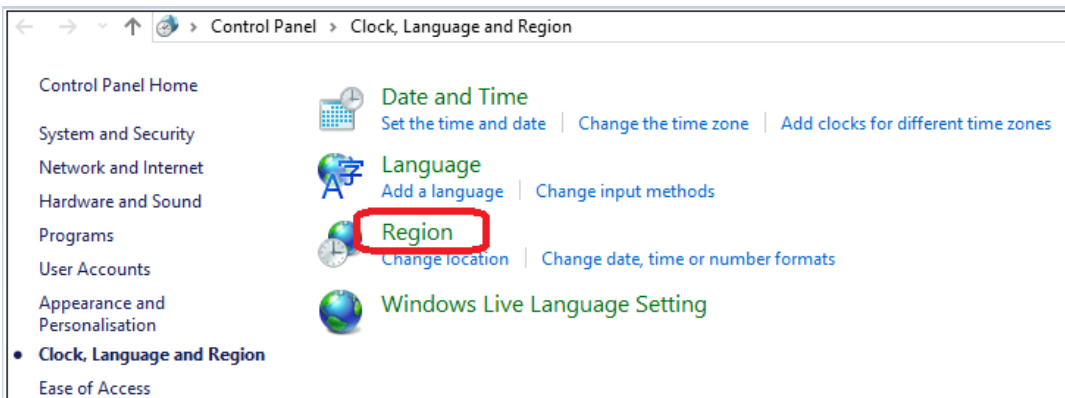
15. File extensions are listed as excluded.



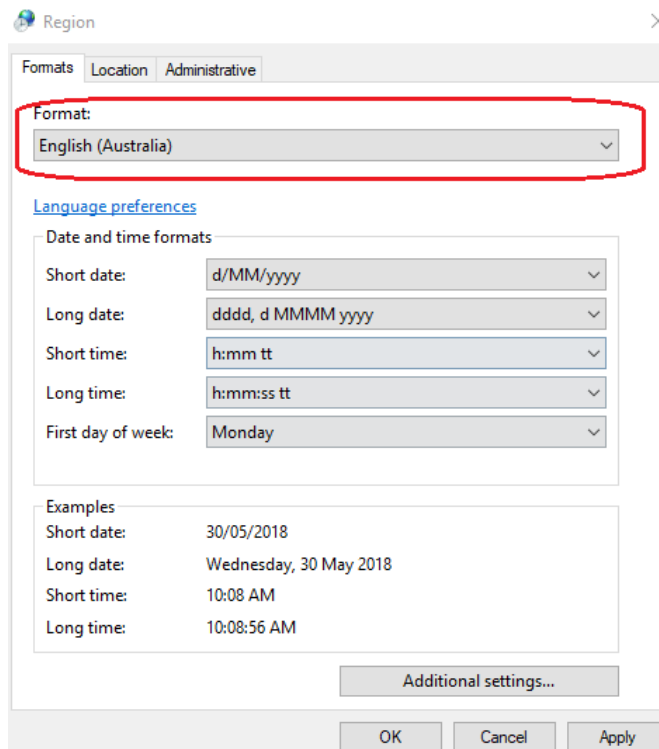
Region Settings

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

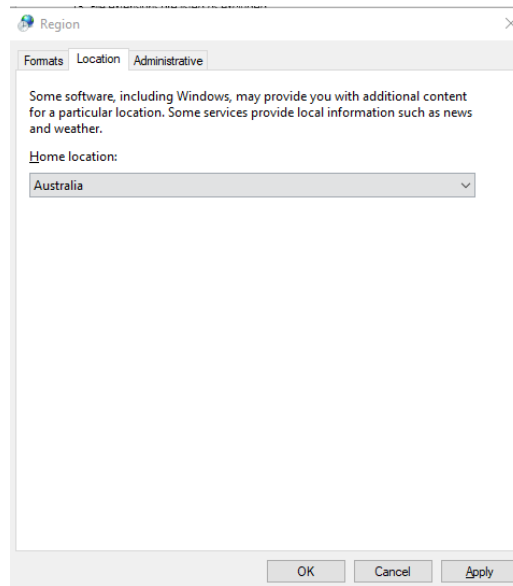
1. In Control Panel, select **Clock, Language and Region**.
2. Open the **Region** settings.



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



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



5. Click **Apply**.

Access Neo

1. Choose 'Airs' on the 'Start' menu or press on the icon on the desktop:



2. Refer to the 'Neo Manual' for details on how to use the app.

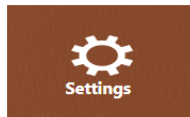
Email Settings

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

Ensure you have the following information available:

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

1. Go to the 'Fire' tab and select **Settings**.



2. Enter your email address and Office365 password.

Official Email	<input type="text" value="nicola@ats.com.au"/>
Password	<input type="password" value="••••••••"/>



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


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

5. Click **Save**. Wait until the page closes and the 'Available Clients' screen is displayed.
6. Exit and restart AIRS.


Dropbox Setup

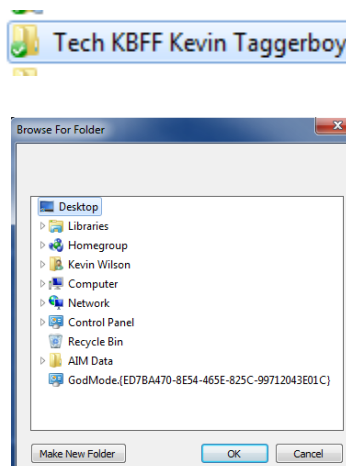
Neo automatically puts files in the Dropbox. Examples are the job closure file and job summary. Each technician has their own Dropbox folder

Assign a Dropbox account

1. Press  in the top right corner of the screen
2. The 'Settings' window opens.



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




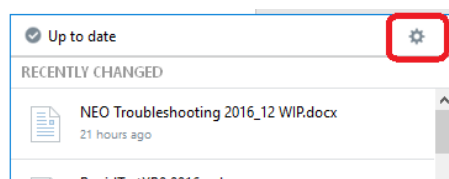
5. Select 'My docs'
6. Select 'My Dropbox'.
7. Press **OK**.
8. The folder chosen is displayed on the Dropbox icon.



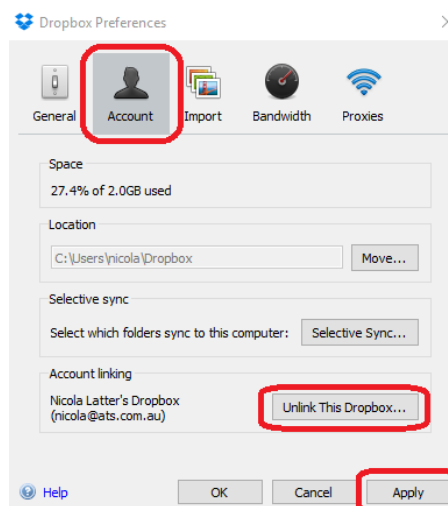
9. The selected folder will now automatically receive the job summaries and job closure files.

Change the linked Dropbox account on a PC

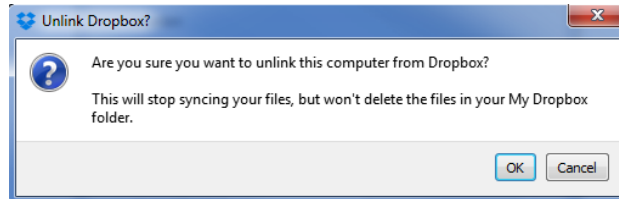
1. Click on the Dropbox icon in the task bar .
2. Click on the Settings icon



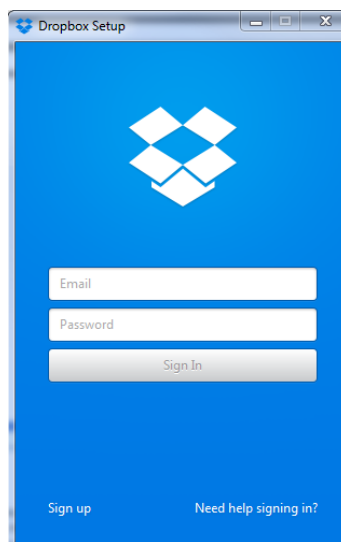
3. Select **Preferences** from the pop-up menu.
4. Select the 'Account' tab.



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



8. The Dropbox login screen automatically opens.



9. Enter email and password to sign in.

F.A.Qs

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

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

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