



NEO
User Manual



Version Control

| Date | Changed by | Changes Made |
|-----------|---------------|---|
| 27/1/15 | Nicola Latter | |
| 15/10/15 | Nicola Latter | |
| 29/10/15 | Nicola Latter | |
| 17/12/15 | Nicola Latter | |
| 6/1/16 | Nicola Latter | |
| 6/4/16 | Nicola Latter | |
| 12/10/16 | Nicola Latter | |
| 10/11/16 | Nicola Latter | |
| 15/12/16 | Nicola Latter | |
| 1/3/17 | Nicola Latter | |
| 13/4/17 | Nicola Latter | |
| 20/4/17 | Nicola Latter | |
| 19/7/17 | Nicola Latter | |
| 5/9/17 | Nicola Latter | |
| 23/5/18 | Nicola Latter | |
| 31/5/18 | Nicola Latter | |
| 4/10/18 | Nicola Latter | |
| 2/1/19 | Nicola Latter | |
| 1/7/19 | Nicola Latter | |
| 2/7/20 | Nicola Jordan | |
| 22/4/21 | Nicola Jordan | |
| 7/10/21 | Nicola Jordan | Changes as per release 51.5.0.0 |
| 01/12/21 | Nicola Jordan | Release 51.13.0.0: - changes to repair screen |
| 5/1/22 | Nicola Jordan | Release 51.14.0.0: - retest option |
| 5/1/22 | Nicola Jordan | Release 51.15.0.0: - compulsory photos - visual fail categories - last used camera |
| 11/1/22 | Nicola Jordan | Release 52.0.0.0: - upload button changed to summary screen - missing data alert |
| 18/1/2022 | Nicola Jordan | Release 52.1.0.0" - Missing data / missing repair test messages |

Table of Contents

| | |
|---|-----------|
| Introduction | 1 |
| Neo Hardware | 2 |
| Neo Printer | 3 |
| Printer Setup | 3 |
| Set the Gap Sensor | 13 |
| Select the Printer in the Neo App | 14 |
| Unable to Install the Printer | 16 |
| Neo Trolley Setup | 19 |
| Software Requirements (PC) | 31 |
| Access the Neo App | 36 |
| Jobs | 37 |
| Search for a Job | 37 |
| Download a Job | 38 |
| Open a Job | 40 |
| Remove a Job | 42 |
| Assets | 43 |
| Find Existing Asset | 43 |
| Asset Not Found | 44 |
| Create New Asset | 46 |
| Use the 'Favourites / Recently Used' Column | 46 |
| Use 'New Asset' | 47 |
| Copy an Existing Asset | 49 |
| Move an asset | 51 |
| Asset Types | 52 |
| Create New Asset Type | 52 |
| Change Asset Type | 53 |
| Fix a Duplicate Asset | 54 |
| Manage Favourite Assets | 55 |
| Create a Favourite Assets List | 55 |
| Delete a Favourite List | 58 |
| Test Types | 59 |
| Change Test Type | 59 |
| Default Test Type | 60 |
| Testing | 61 |

| | |
|--|------------|
| Add Client Asset ID | 61 |
| Visual Testing | 63 |
| Visual Pass | 63 |
| Visual Fail | 64 |
| Electrical Testing | 66 |
| Dual Testing | 67 |
| Class 2 Leakage Test | 68 |
| Neo Only Leakage Test | 69 |
| Neo Only Lead Test | 70 |
| 3 Phase Testing | 71 |
| Microwave Testing | 74 |
| Delay Test | 76 |
| Failed Tests | 77 |
| RCD Testing | 78 |
| Using Neo | 78 |
| Using Neo and Trinity | 78 |
| RCD Trip Test | 79 |
| Manual Trip Test | 80 |
| Group RCD for Push Button Testing | 81 |
| Photographing Assets | 83 |
| Using a Phone / Tablet / Laptop Camera | 83 |
| Using a Webcam | 85 |
| Change Photo to Fail / Point of Interest | 86 |
| Delete a Photograph | 86 |
| Earth Calibration for Leads | 87 |
| Obtain Readings without Trinity | 87 |
| Obtain Readings with Trinity | 88 |
| Test Results | 90 |
| View Test Results | 90 |
| Clear Test Results | 90 |
| Print Test Labels | 91 |
| Automatic Printing | 91 |
| Manual Printing | 91 |
| Label Logo | 91 |
| Change the Default Printer | 92 |
| Label Backup Function | 93 |
| View Inspection Details | 95 |
| Repairs / Supply | 97 |
| Repair a Failed Asset | 97 |
| Supply a Part | 99 |
| Reports | 100 |
| Daily Summary Report | 100 |

| | |
|---|------------|
| Location Reports | 101 |
| Not Tested Assets Report | 103 |
| Upload Test Results and Complete a Job | 104 |
| Missing Data | 106 |
| BackUp and CleanUp | 107 |
| View Data in the Portal | 108 |
| Settings | 109 |
| Close the Neo App | 111 |
| FAQs | 112 |
| Troubleshooting | 113 |
| Neo Hardware Issues | 113 |
| Error messages | 113 |
| Problems | 114 |
| Neo Software Issues | 115 |
| Errors | 115 |
| Icons | 115 |
| Problems | 115 |
| Printing Problems | 116 |
| Label printing over 2 labels or printing stops with red error light | 116 |
| No text printing on the label – only barcode and logo | 116 |
| Label not pulled back after power restored | 117 |
| Printer installation fails | 119 |
| Printer missing in Control Panel | 122 |
| Data Problems | 125 |
| Error: 'Error occurred in filename x' | 125 |
| Data corruption / unable to run program | 126 |
| How To..... | 129 |
| Uninstall a program | 129 |
| Change the linked Dropbox account on a PC | 130 |
| Adjust the label printing position | 132 |
| Change the location of the AIRS 'Documents' folder | 133 |
| Check the location of the 'Documents' folder | 133 |
| Change the location of the 'Documents' folder | 134 |
| Misc. | 136 |

Introduction

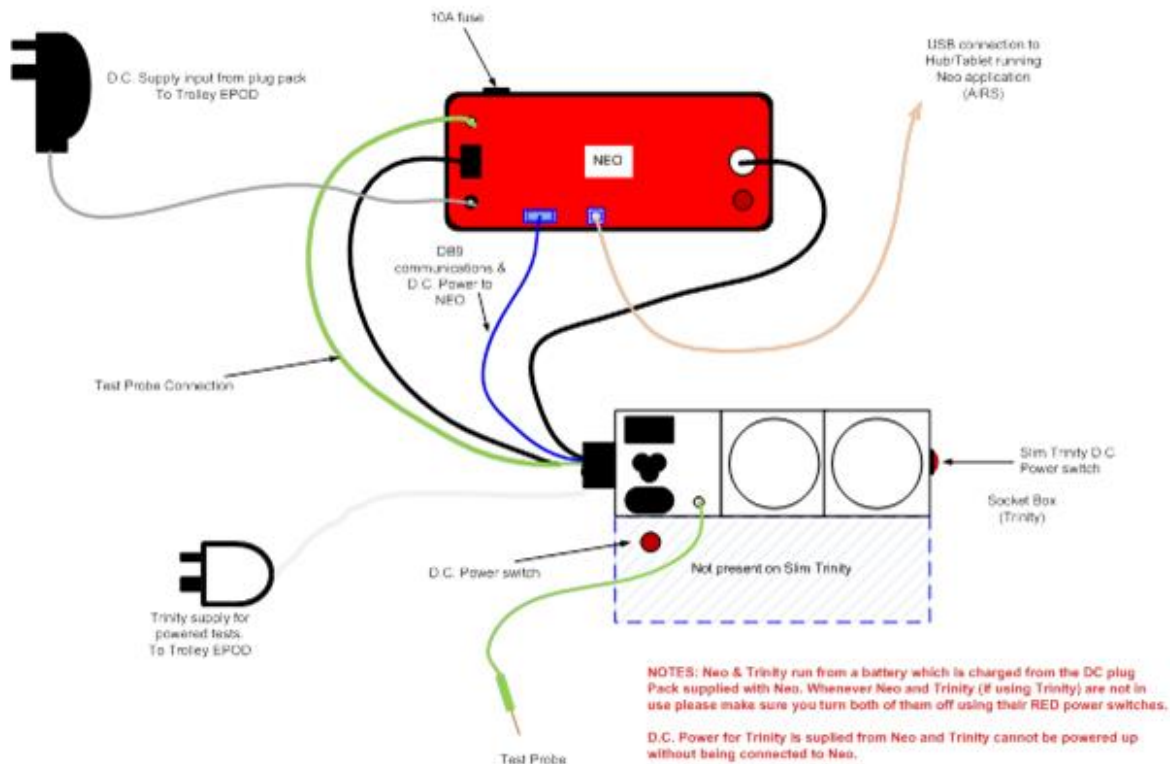
Neo is the electrical test and tagging system used by ATS franchisees. It is part of the AIRS suite of apps which also includes Fire and EEL.

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

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

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.

Neo Printer

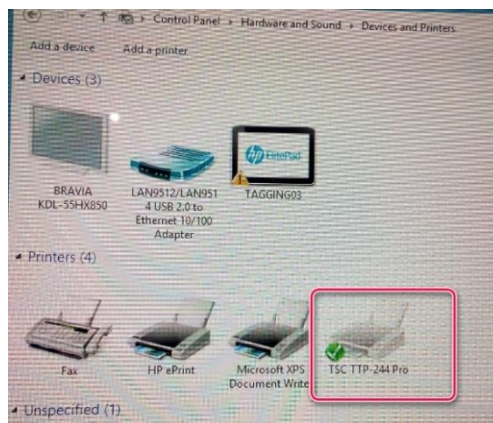
Printer Setup

1. Press the **Pause and Feed** button and turn the power switch on.
2. Hold the buttons until all 3 lights are on.
3. Turn the printer off and on again. It may be necessary to set the gap sensor to align the labels when printing. Refer to the section '[Set the Gap Sensor](#)'.

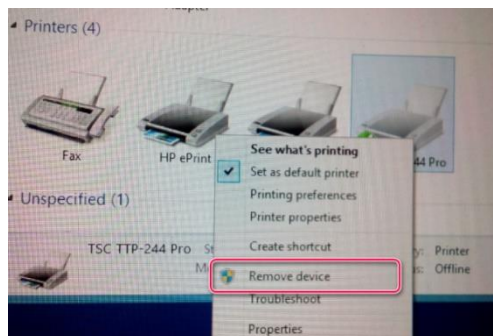


MOV_0219.mp4

4. From the Start menu or Control Panel, choose **Devices and Printers**.
5. 'Printer settings' window opens. If there is a previous tagging printer installed it should be removed.



6. Right click on the printer icon.
7. Choose **Remove Device** from the pop-up menu:



8. Connect the printer cable to the laptop or tablet:



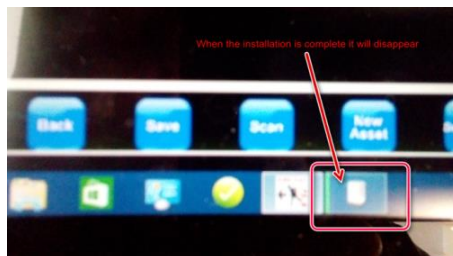
9. Connect the USB cable to the hub.



Note: Only non-powered hubs should be used. Most hubs that have a power connection will work without power supply.

10. Mark the port being used with a coloured dot. Once the printer is installed, do not move the USB port.

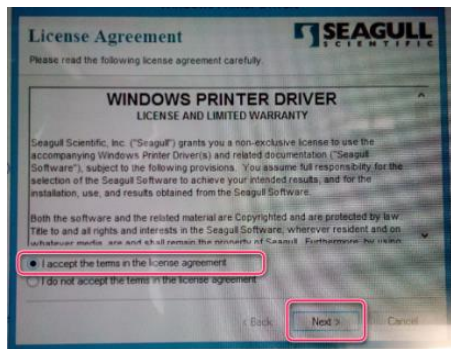
11. The laptop or tablet starts installing the new hardware as shown on the taskbar.



IMPORTANT: During this time, DO NOT disconnect the printer cable or power off the printer.

12. The software to install the printer is available on the AIRS website also. Double click on the file 'tsc_7.3.7.exe' to install it.

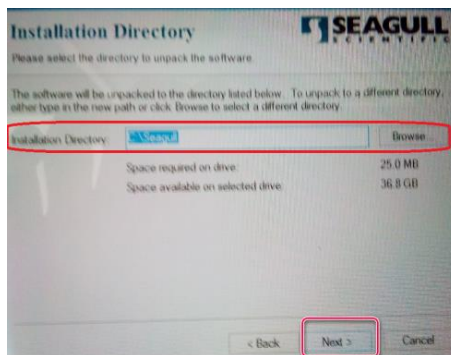
13. A license agreement pop-up box opens:



14. Select 'I accept the terms in the license agreement'.

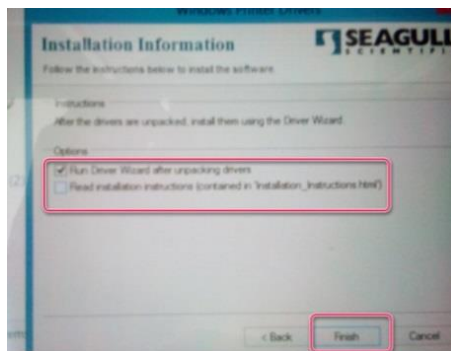
15. Click **Next**.

16. Choose where to install the driver. Click **Browse** to change the default directory if required.



17. Click **Next**.

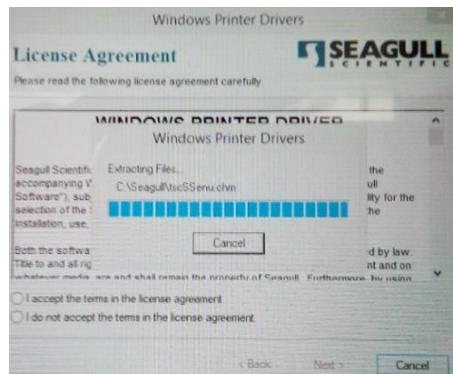
18. The following installation information pop-up box opens:



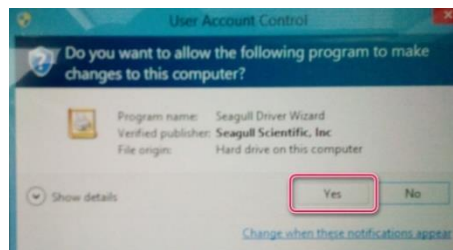
19. Click in the box to select **Run Driver Wizard after unpacking drivers**.

20. Click **Finish**.

21. The following information window opens:

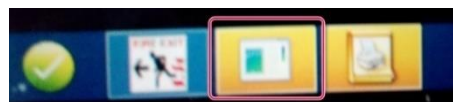


22. The following pop-up box opens:

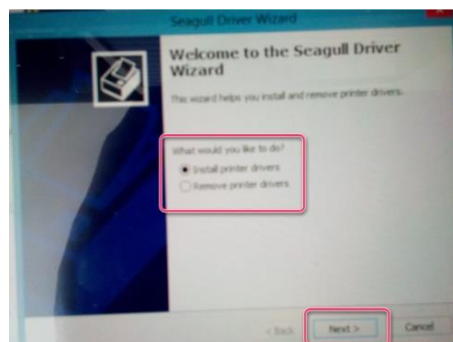


23. Click **Yes**.

Note: Sometimes the screen is hidden under other windows. If this is the case, click on the icon displayed on the task bar.



24. Select **Install printer drivers**.

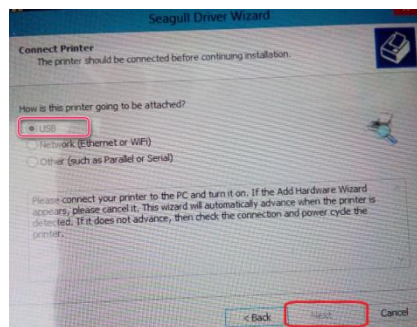


25. Click **Next**.

26. If using a USB to parallel adaptor, select **Other**. If using a USB version printer with no adaptor, select **USB**.



Adaptor looks like this.



Make selection based on the printer connection.

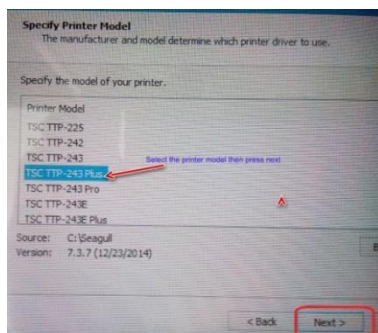
27. If using USB, the software looks for the printer. If it is unable to find the printer, select **Other**.

28. Click **Next**.

29. Check the printer model number (written on a sticker on the bottom of the printer).

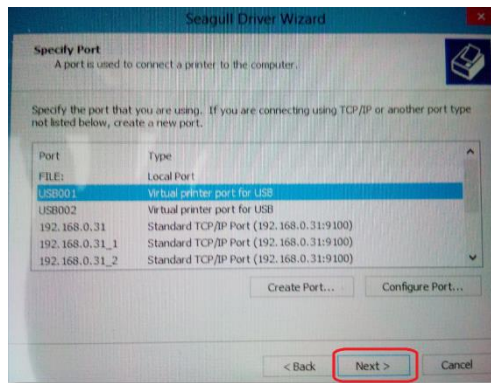


30. Select the printer model number:

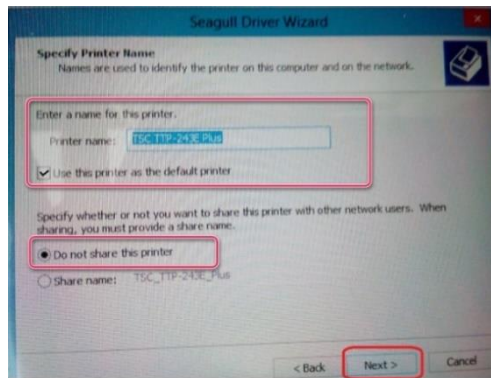


31. Click **Next**.

32. Click **Next** to accept the default port.



33. Leave the default printer name.

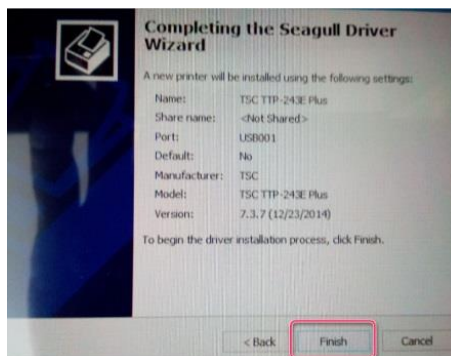


34. Click in the box to select **Use this printer as the default printer**.

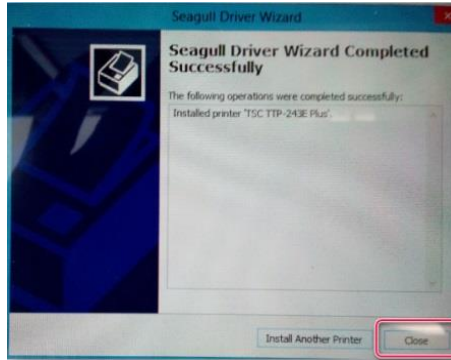
35. Select **Do not share the printer**.

36. Click **Next**.

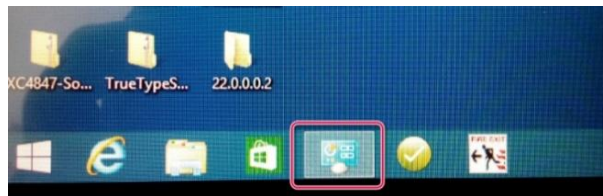
37. Click **Finish** on the completing install message.



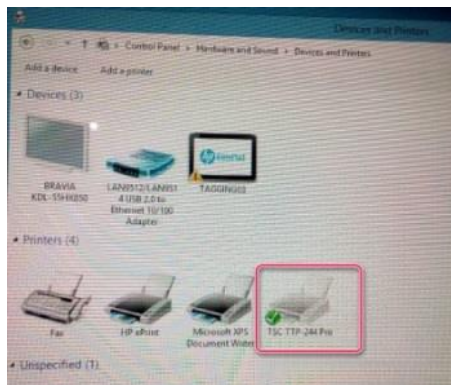
38. Click **Close**.



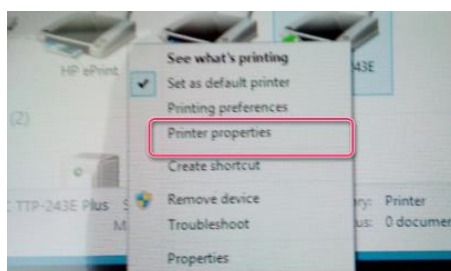
39. From the Start menu or Control Panel, open the '**Devices and Printers**' window again. This may already be open and shows on the taskbar as follows:



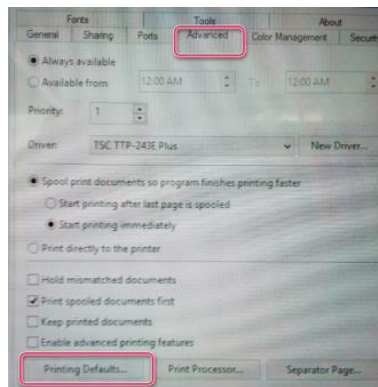
40. Ensure there is a printer icon with the printer name selected earlier. A green tick next to it indicates this is the default printer.



41. Right click on the printer icon. Choose **Printer Properties** from the pop-up menu that opens.

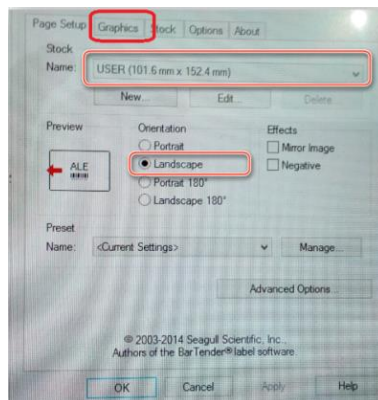


42. Click on the '**Advanced**' tab.



43. Click on **Printing Defaults**.

44. Select **USER** from the Stock Name dropdown menu.



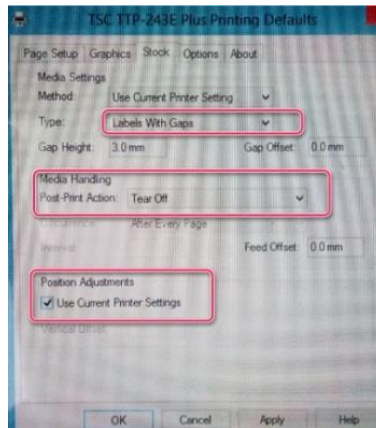
45. Select **Landscape** as the Orientation.

46. Click on the '**Graphics**' tab.

47. Select **None** for Dithering.



48. Click on the **'Stock'** tab.

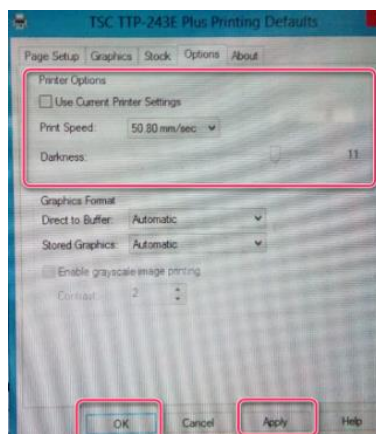


49. Select **Labels With Gaps** from the Type dropdown menu.

50. Select **Tear Off** from the Post-Print Action dropdown menu.

51. Click in the box to select **Use Current Printer Settings**.

52. Select the **Options** tab.



53. Click in the box to de-select 'Use Current Printer Settings'.

54. Select **50.80 mm/sec** from the Print Speed dropdown menu.

55. Use the slider to select **11** for the Darkness setting.

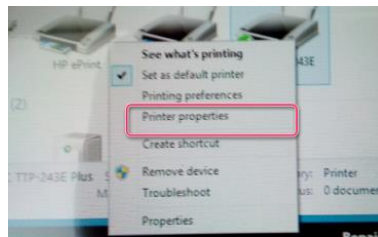
56. Click **Apply**.

57. Click **OK**.

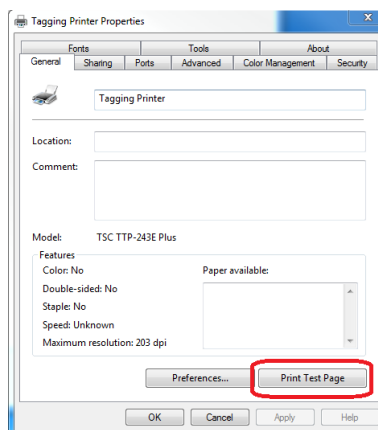
58. Click **OK** at the 'Printer Properties' window.

59. To print a test page, right click on the printer icon.

60. Choose **Printer Properties** from the pop-up menu:



61. Click **Print Test Page**.



62. Ensure the test print is ok.



63. Connect the USB cable from Neo to the hub as shown below. Power on Neo. Leave it for 30 sec until it installs.



Set the Gap Sensor

The gap sensor needs to be set each time a new printer roll is installed.

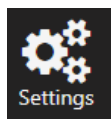
1. Hold 'Pause' whilst turning the power on.

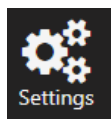


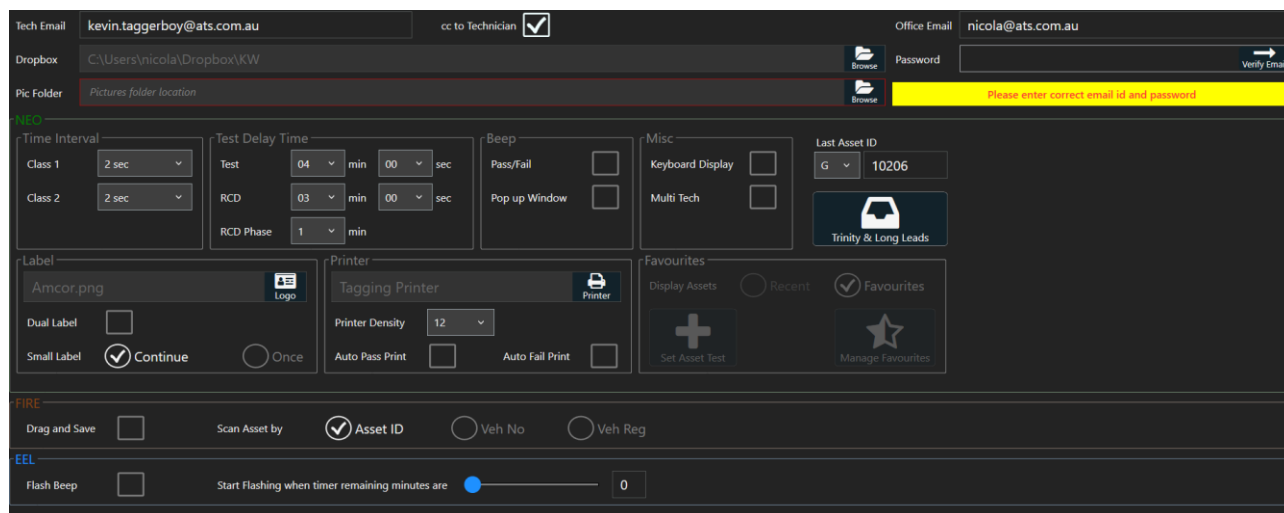
2. The labels feed out of the printer. Wait for the feed to stop.
3. Switch the printer off and on again.
4. The gap has now been set.
5. Wind back the labels to avoid wastage.

Select the Printer in the Neo App

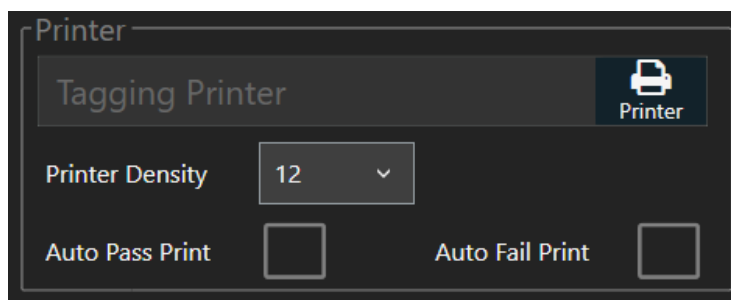
Note: Refer to the 'Neo App User Manual' for instructions on using the app.



1. In the Neo app, press  in the bottom left of the screen.
2. The 'Settings' window opens.



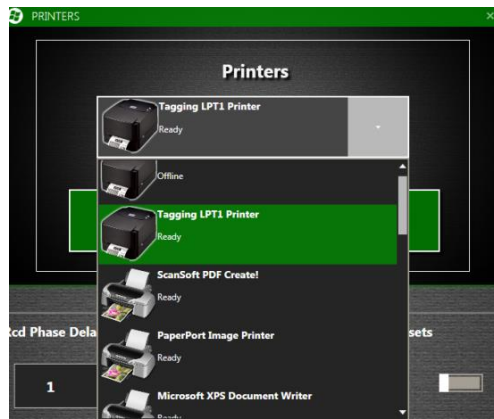
3. In the printer section, select 



4. Use the dropdown arrow to display a list of available printers.




5. Select the required printer from the list.



6. Press **Save**.



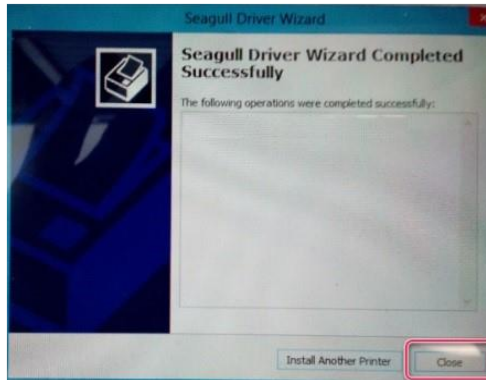
7. Press  in the top right corner of the Settings window.

Note:

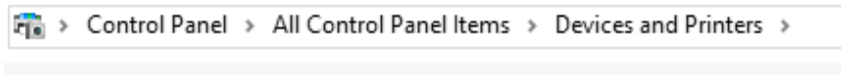
- If you go into Settings to change the printer, the one displayed is the selected one.
- Previously, the first printer in the list was displayed. If the save button was pressed, the printer would unintentionally be changed.

Unable to Install the Printer

The installation gets to the final stage, but no printers are shown as successfully installed. This applies mostly to Windows 10.



1. Open Control Panel and go to **Devices and Printers**.

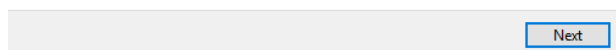


2. The wizard scans for printers.
3. Select **Add a Printer**.
4. Select **The printer I want isn't listed**.

The printer that I want isn't listed

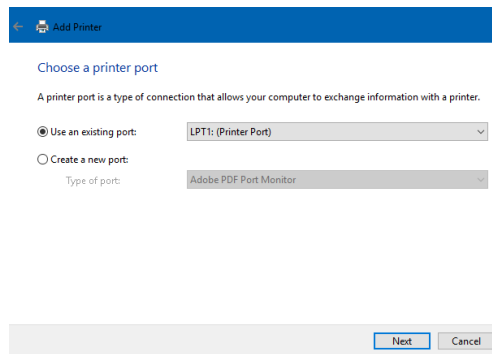
5. On the next pop-up, select **Add a local printer or network printer with manual settings**.

Add a local printer or network printer with manual settings



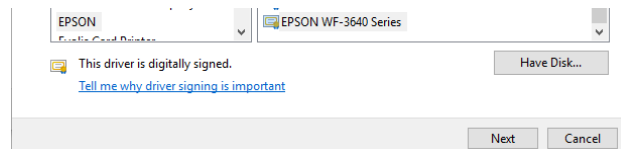
6. Click **Next**.

7. Leave the selection on **Use an existing port:**

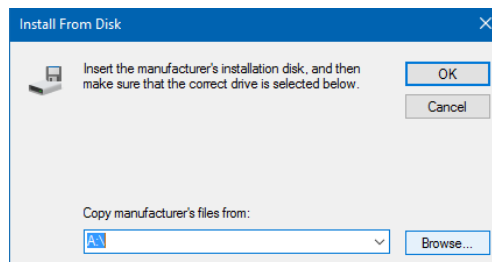


8. Click **Next**.

9. Click **Have Disk...**

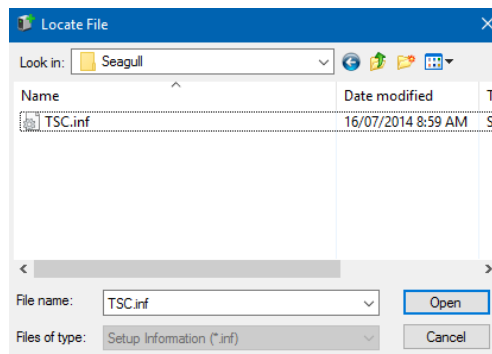


10. Click **Browse...**



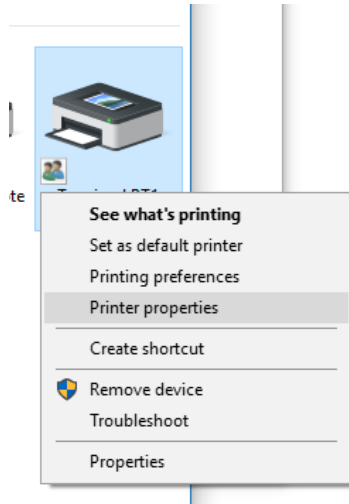
11. Navigate to the Seagull driver folder on C:\

12. Select the **TSC.inf** file.

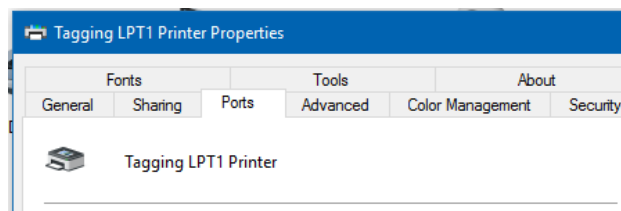


13. Click **Open**.

14. Click OK and follow the steps to complete the wizard.
15. Once complete, the printer should appear in printer list.
16. Right click on the printer icon and select **Printer Properties**.



17. On the '**Ports**' tab, select the USB port the printer adapter is using.



Neo Trolley Setup

Step 1



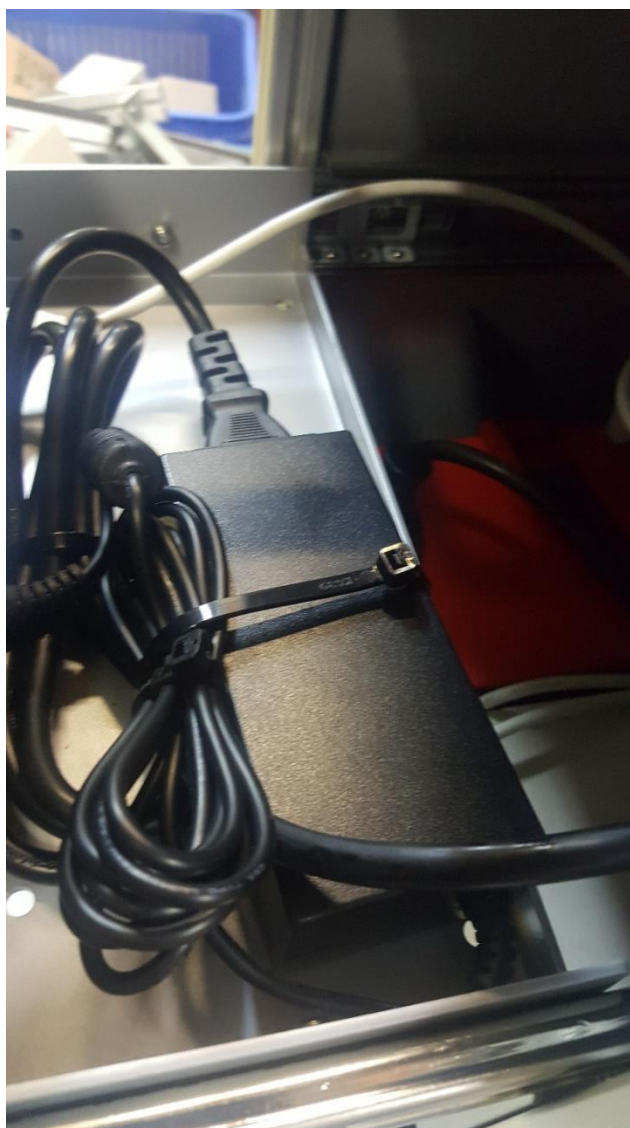
The standard thermal printer is used for tagging.

1. Place the printer at the front of the top drawer.
2. Ensure the labels line up with the pre-cut label slot when fed out of the printer. This is easier to do if there are 2-3 labels protruding from the printer during installation.
3. Secure the printer with the adjustable strap.

This image shows the underside of the top drawer with the printer strap in position.



Step 2

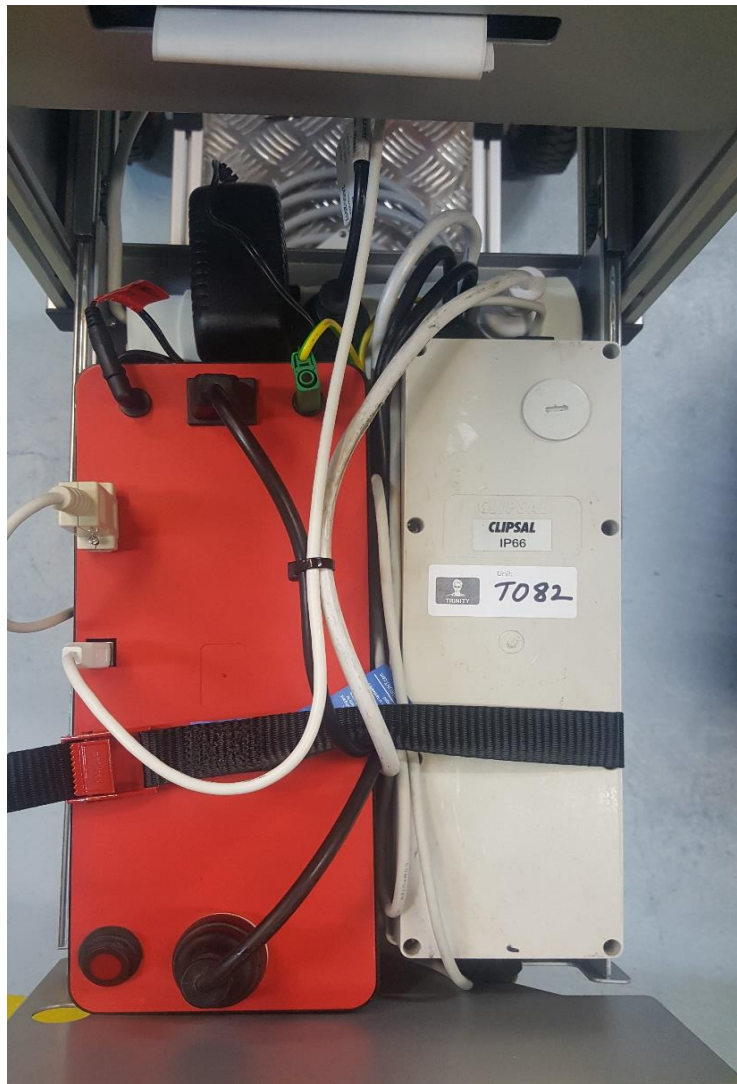


1. Place the printer power supply on the back of the top drawer.
2. Secure the excess DC lead with a cable tie around the supply body and through the holes located in the drawer (see next image).
3. Feed the 3-pin plug down to the second drawer.

This image shows the underside of the top drawer with the power supply cable tie in position.



Step 3

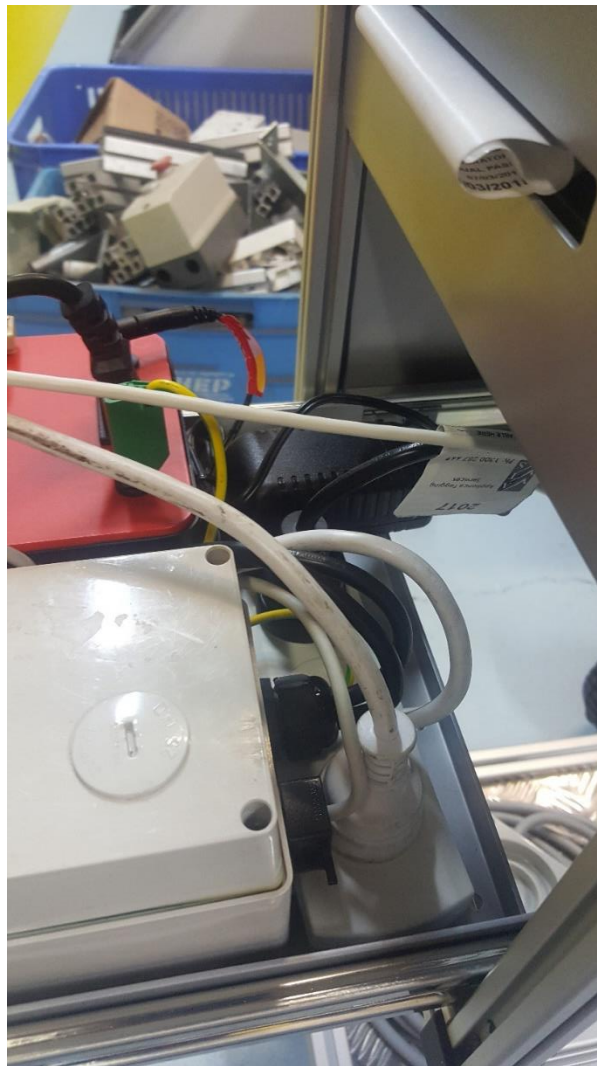


1. Place the Neo and Trinity units as shown in the second drawer.
2. Secure with the strap through the drawer tray slots.
3. Place an EPOD at the back of the drawer on the tray and secure with a cable tie.
4. Slot the Trinity Cube lead through the front slot of the drawer.
5. Make the following connections:
 - Connect the white Trinity supply lead to the EPOD.
 - Connect the Trinity IEC cables to the Neo socket & inlet.
 - Connect the Trinity earth lead to the Neo earth socket.
 - Connect the Trinity communications cable to the Neo 9 pin connector.
 - Connect the Neo AC adaptor to the DC input and plug the AC adaptor into the EPOD.
 - Connect the Neo USB cable (type USB-A to USB-B) into the Neo USB port. The other end will be fed up to the top of the trolley.

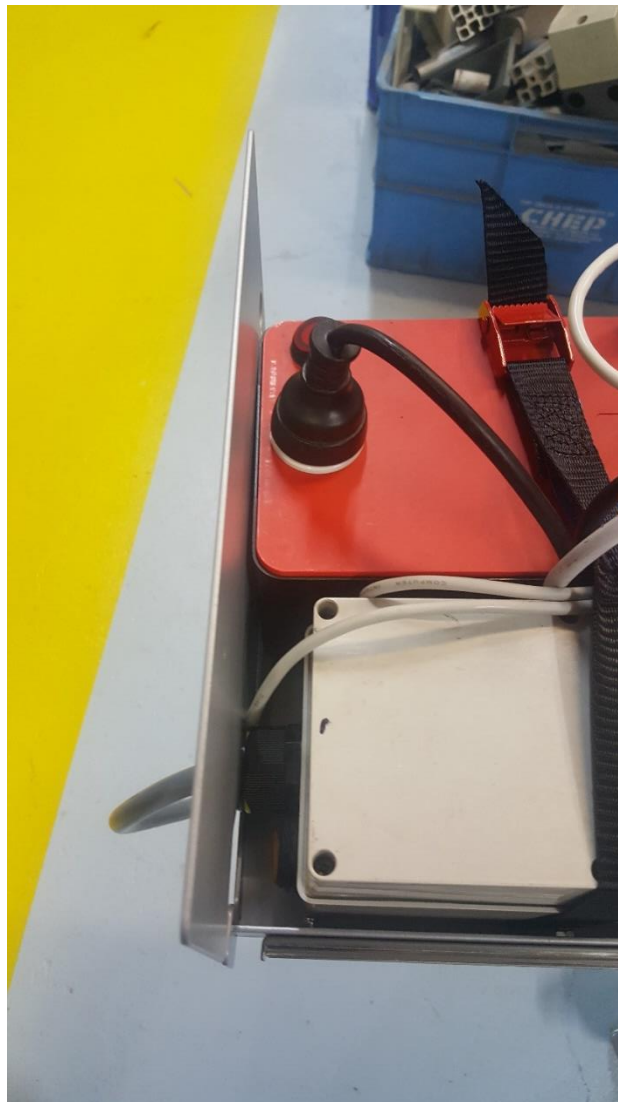
This image shows the AC adapter in place and connected to Neo.



This image shows the Trinity supply cable (white) connected to the EPOD.



This image shows the Trinity Cube lead extending from the drawer front slot.



This image shows the underside of the bottom drawer indicating the strap and cable tie positions.



Step 4



1. Feed the USB cable from the printer and Neo up to the top of the trolley through the corner slot provided.
2. Connect to the USB hub.

Step 5



Feed the EPOD lead out through the rear slot provided.

The Completed Trolley



Software Requirements (PC)

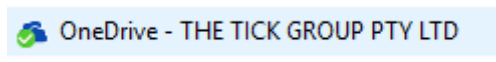
IMPORTANT

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

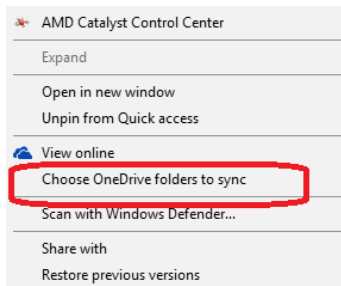
1. If OneDrive is not being used, stop synchronising with OneDrive.
2. If the PC is only being used for test and tagging, uninstall the antivirus software.
3. If the antivirus software is required, exclude the AIRS files from the antivirus check.
4. Ensure the Neo app is closed before shutting down the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

How to stop the PC synchronising with OneDrive

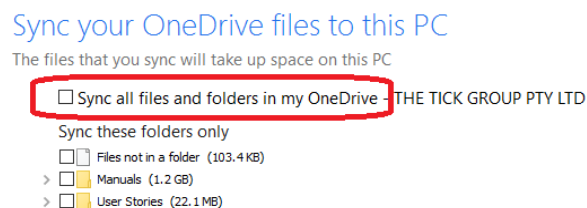
1. In File Explorer, right click on the OneDrive folder.



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



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

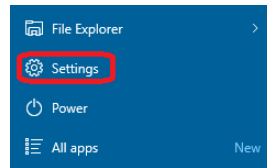


4. Click **OK**.

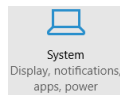
How to uninstall the antivirus software

1. Click the 'Start' icon .

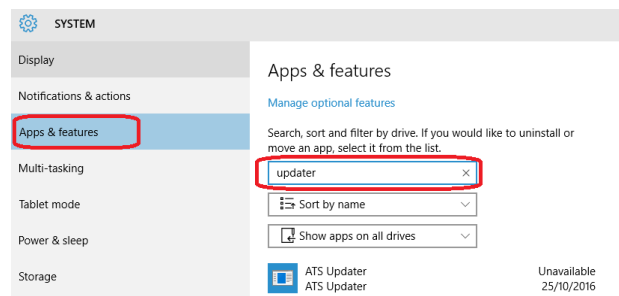
2. Click **Settings**.



3. Click **System**.

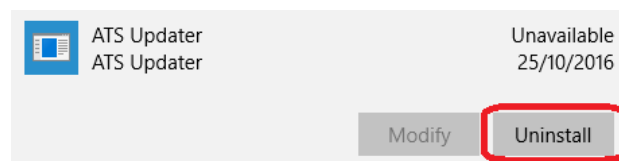


4. Select **Apps and Features** from the menu.



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

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

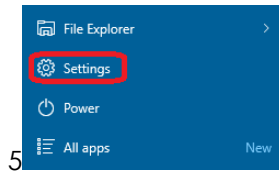


7. Click **Uninstall**.

How to exclude AIRS from the antivirus check

1. Click the 'Start' icon .

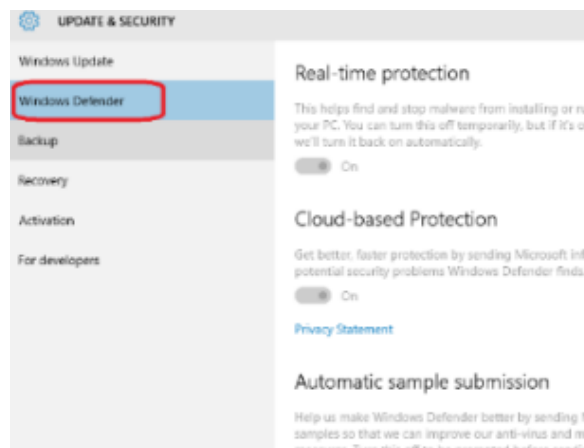
2. Click **Settings**.



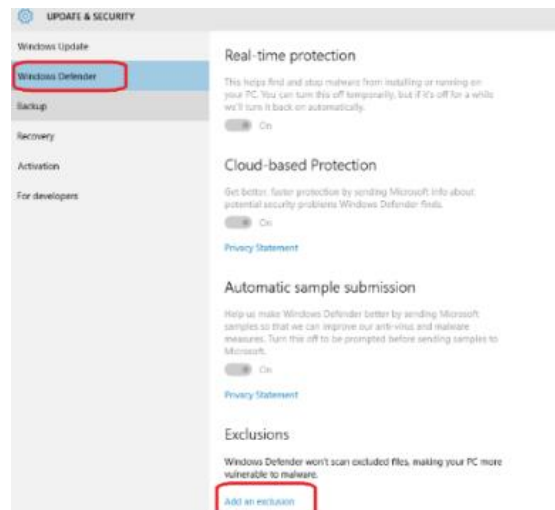
3. Click **Update & Security**.



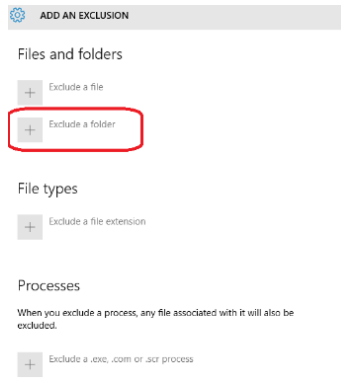
4. Select **Windows Defender** or **Windows Security** (depending on version of Windows).



5. Select **Add an exclusion**.

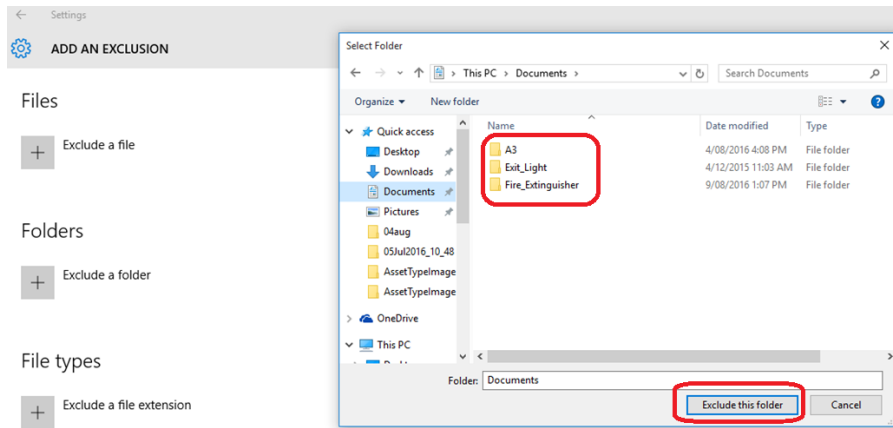


6. Select **Exclude a folder**.



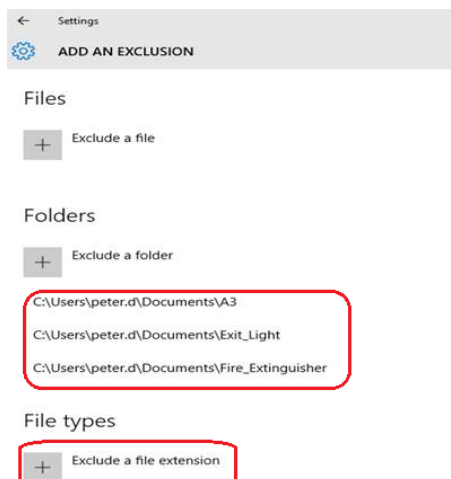
7. Select the 'A3' folder from Documents (My Documents),

8. Click **Exclude this folder**.

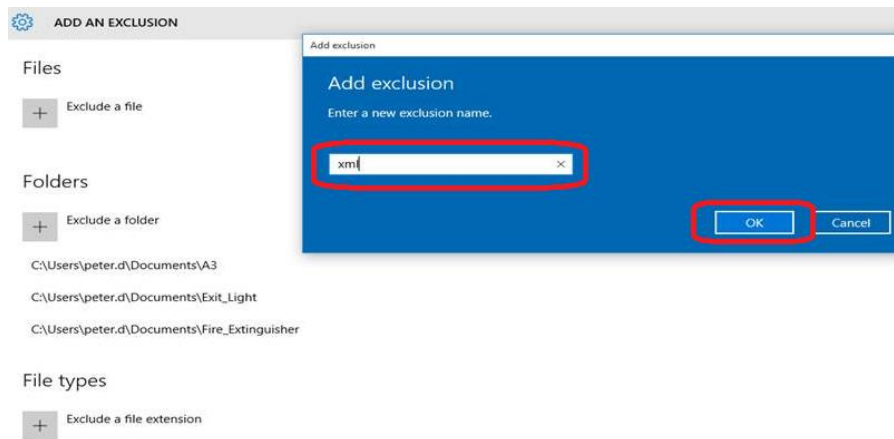


9. Repeat the above steps for the **Fire Extinguisher**, **Exit Light** & **AIRS** folders.

10. Folders will be listed as excluded.



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

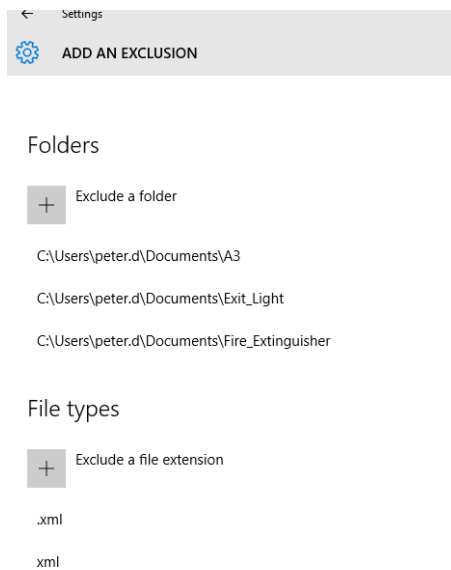


12. Enter type **xml**.

13. Click **OK**.

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

15. File extensions are listed as excluded.



Access the Neo App

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

2. Press the icon .

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

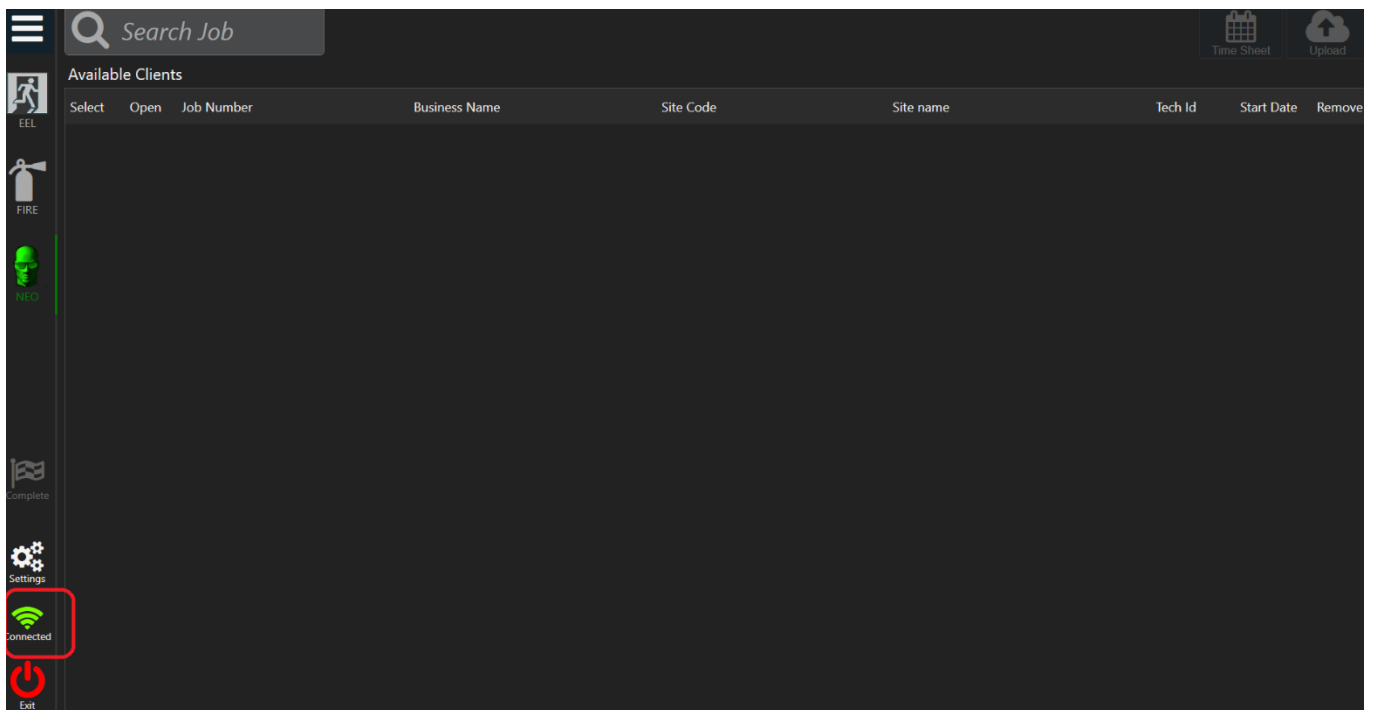
- User ID is your Tech Id
- Password = 1234

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

5. On the left side of the screen, press on the 'Neo' tab.



6. The 'Available Clients' screen opens.



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

Jobs

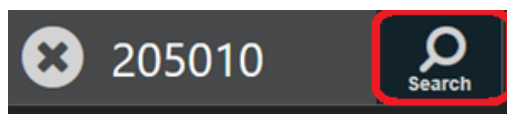
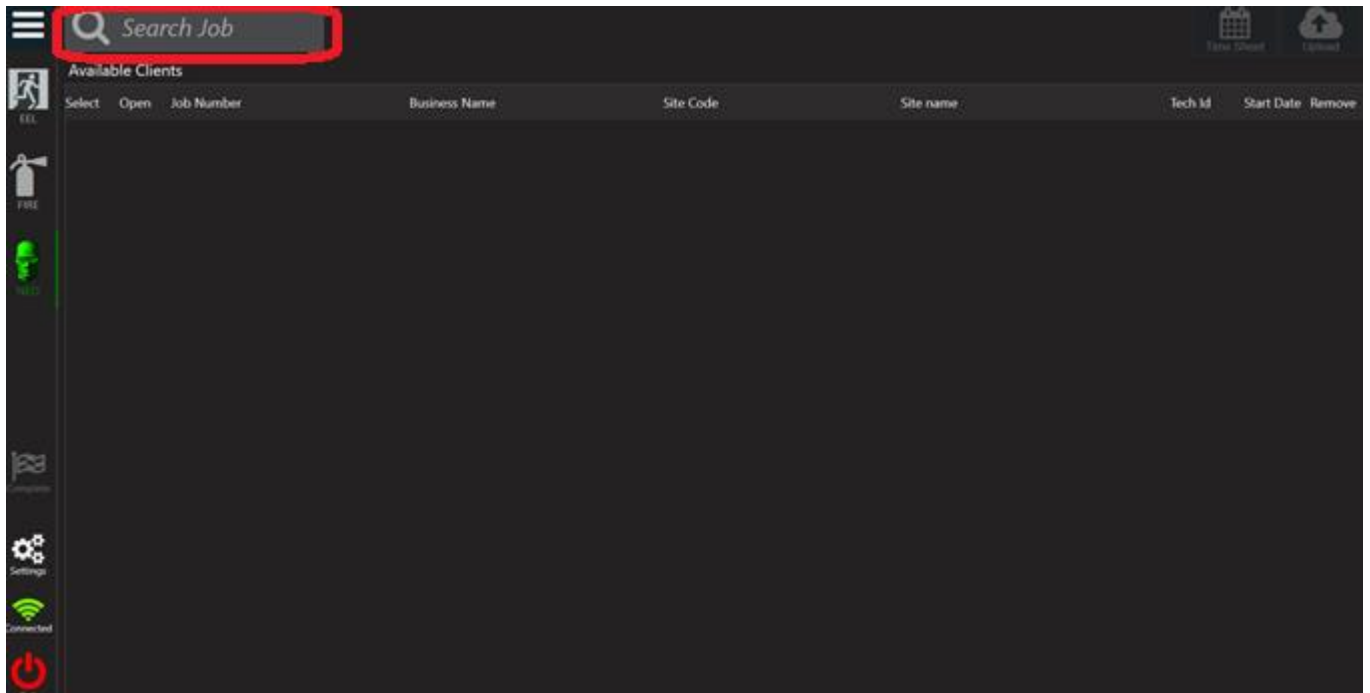
IMPORTANT

BEFORE STARTING A JOB, ENSURE THE NEO BOX IS CONNECTED TO THE MAINS USING THE BATTERY CHARGER

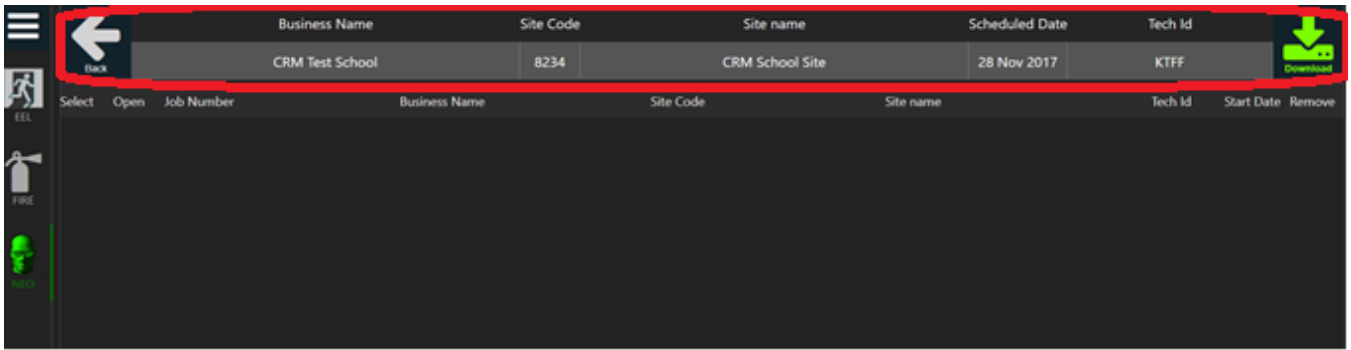


Search for a Job

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



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

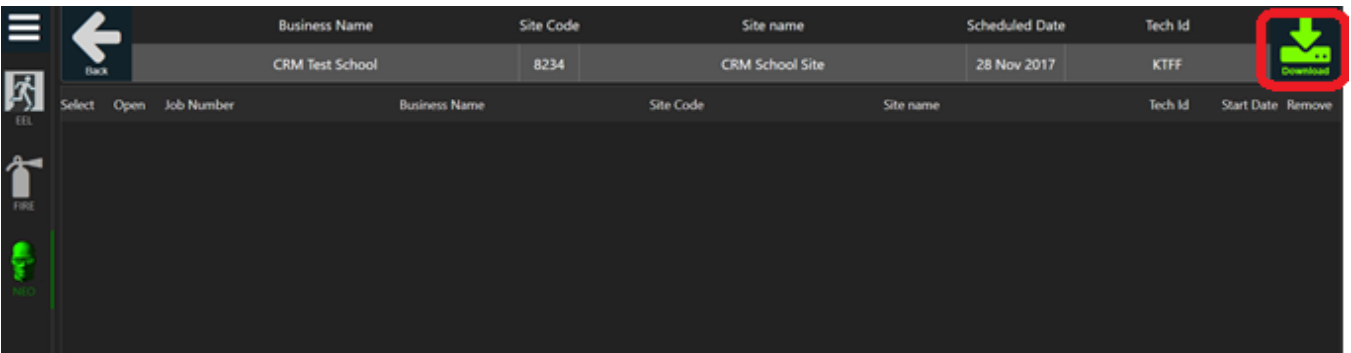


Download a Job

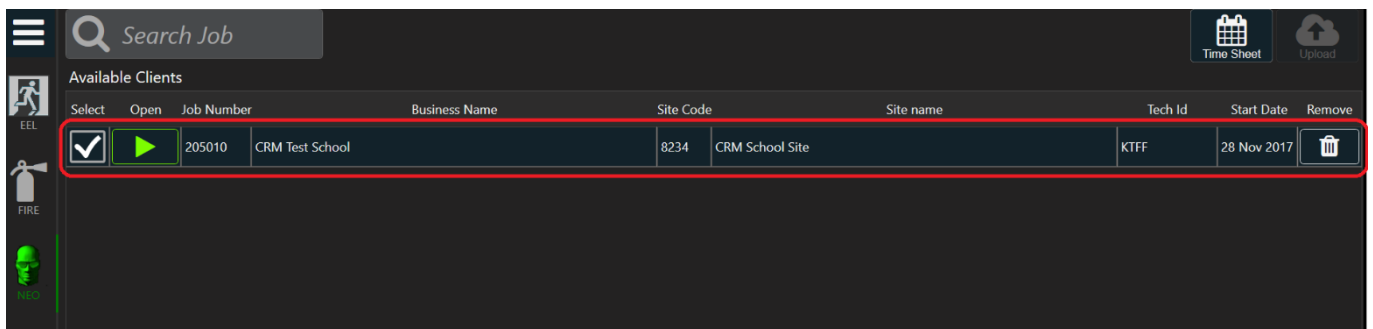
A job must be downloaded before it can be opened.



1. Press .

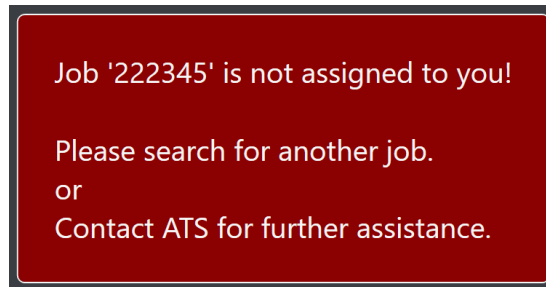


2. The job is downloaded.



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.

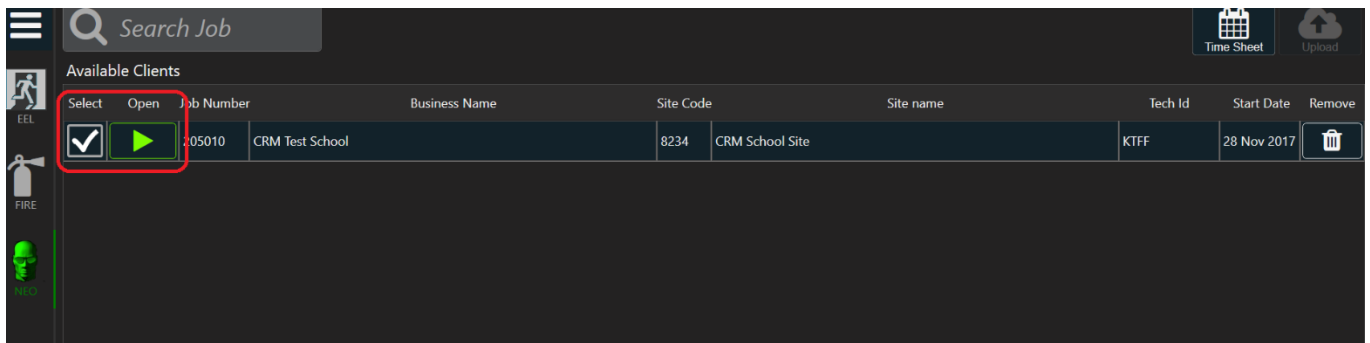


Important notes on multiple jobs for a site:

- If assigned more than one job number for the same site (for example, one number for MLT and the other for normal testing), search for and add each job number to the **Available Clients** list of jobs in Neo but only download the assets for 1 of the jobs (either one). It is not necessary to download the assets twice as this will only replace the first ones downloaded. This saves time. Assets are downloaded by the site code not by job number.
- More importantly if part the way through a job and another job number is created for that site for some reason, it is only necessary to add it to the **Available Clients** list – **DO NOT DOWNLOAD THE ASSETS AGAIN** or any reference to any existing test already done on the other job number will be removed. The tests will still be saved but they will not be uploaded.

Open a Job

1. Select the required job.



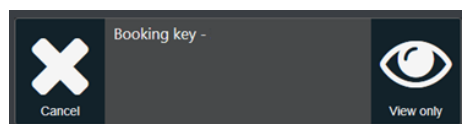
2. Press .

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. A pop-up message appears.

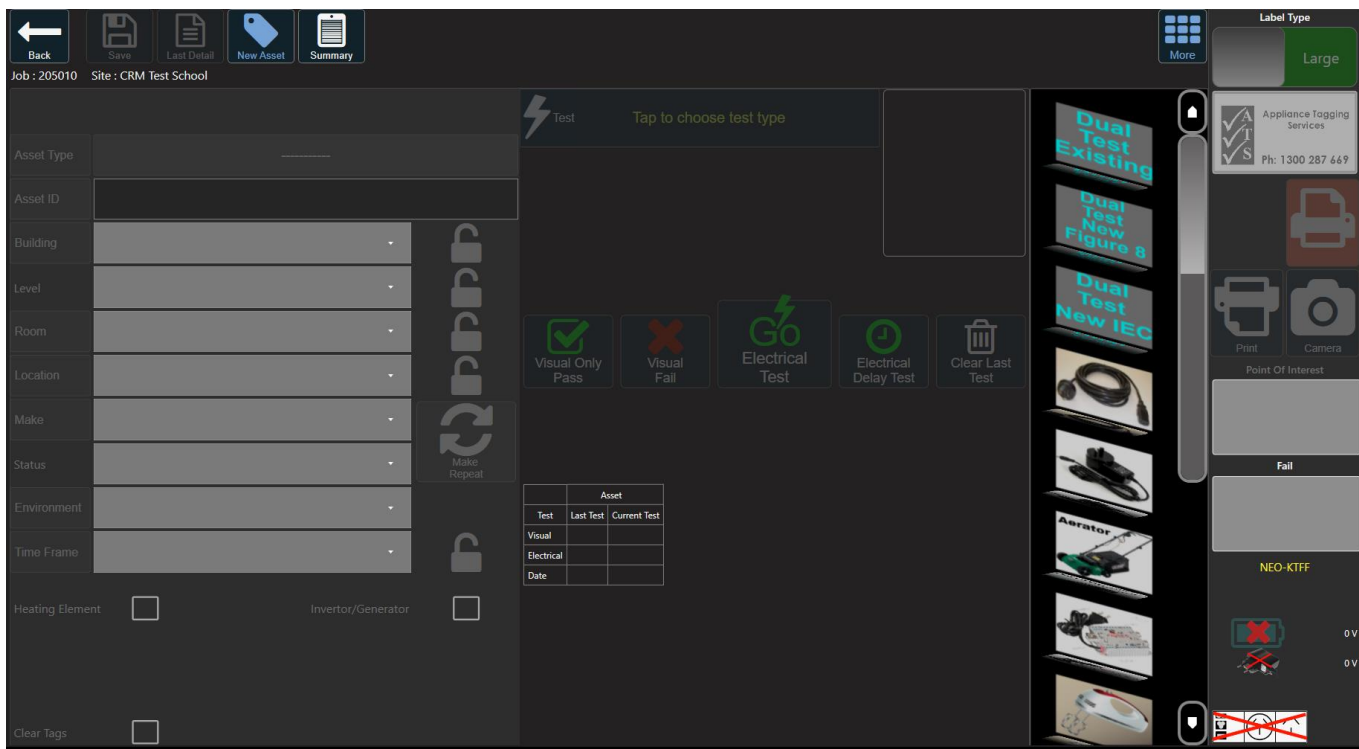


5. Press in the 'Agree' checkbox to accept the 'Safety Work Method'.

6. Press .

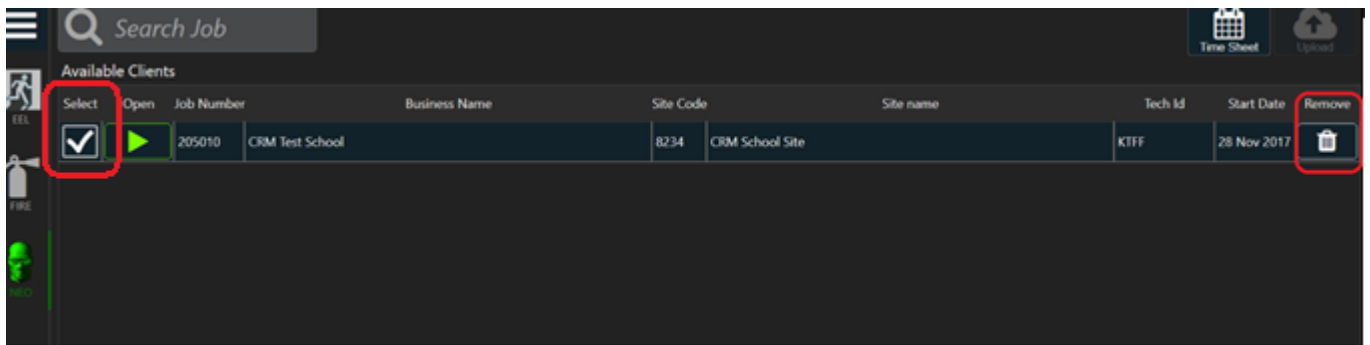
Note: The 'Continue' button is inactive until the box has been ticked.

7. The job opens and the asset screen displays.



Remove a Job

1. Ensure the required job is selected.



2. Press .

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

Assets

This section details how to find an existing asset or create an asset in the app.

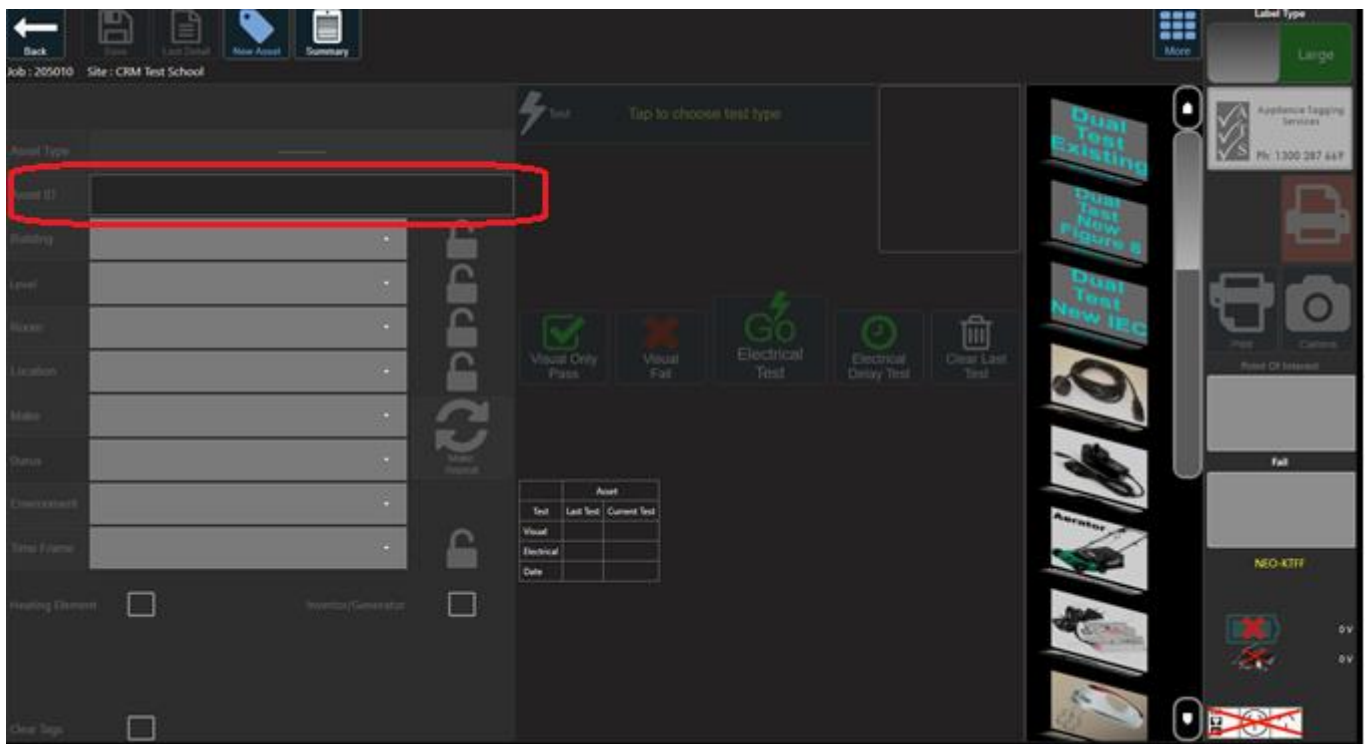
Find Existing Asset

1. Locate the ATS test label on the asset. The asset ID is shown above the barcode on the test label.
2. To load asset details:

Scan the barcode on the label using the barcode scanner attached to Neo.

Or:

Type the asset ID into the 'Asset ID' box and press 'Enter' on the on-screen keyboard.



3. Asset details display on the screen.



4. Ensure all details are correct.

Note: If the asset type does not match the item being tested, refer to the section '[Fix a Duplicate Asset](#)'.



5. If any details require changing, make the amendments and press

6. The asset can now be tested.

Asset Not Found

If the asset ID entered is not found, the following message appears:



To create the asset:

1. Press **Cancel**.

2. The following message appears.



3. Press **OK** to confirm the asset should be created. Refer to the section 'Create New Asset' for more details.

To search for the asset at other sites:

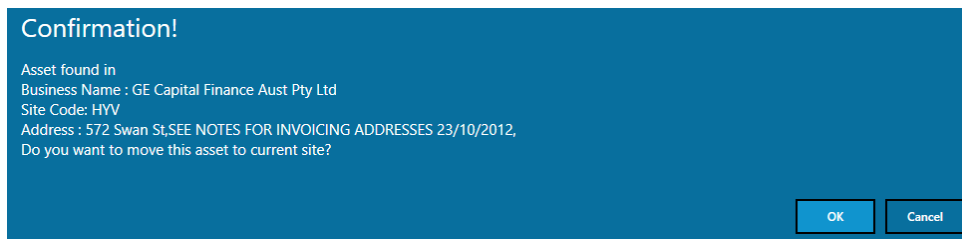
1. Press **OK** to search for the asset.

a) If the asset is not found online, the following message appears:



Press **OK** to create the asset with the asset ID entered. Refer to the section '[Create New Asset](#)' for more details.

b) If the asset is found online, i.e. the asset is found at another site, confirm the asset should be moved to the new site.



Note: This will keep asset history.

Create New Asset

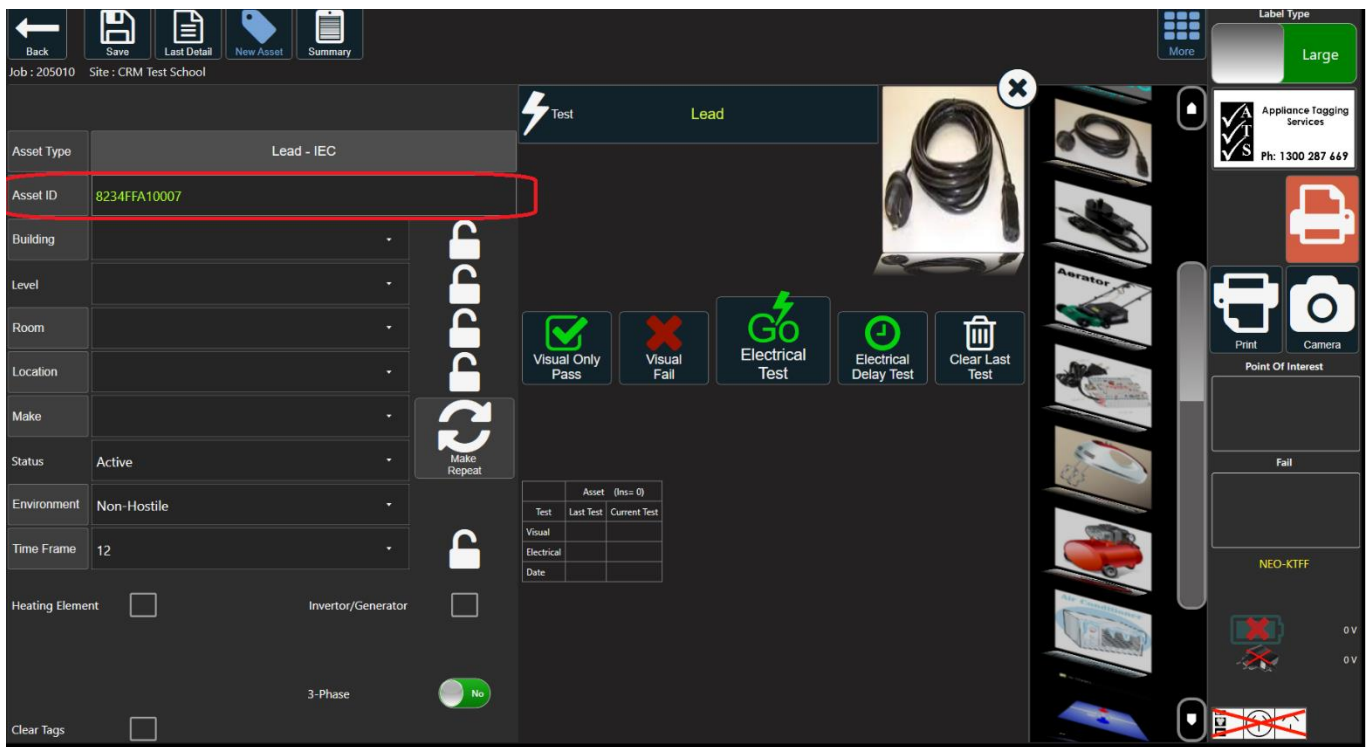
This section details various ways of creating a new asset.

Use the 'Favourites / Recently Used' Column

1. Swipe up and down the right column to locate the asset type to be tested. This list contains either recently tested assets or favourites. This can be changed in '[Settings](#)' and '[Manage Favourite Assets](#)'.

Note: If the asset type required is not in the list, refer to the section '[Create New Asset Type](#)'.

2. Drag the asset from the right column to the Asset Type field.



3. An asset ID is automatically assigned.

Note: Some details default in if there was an asset previously on the screen.

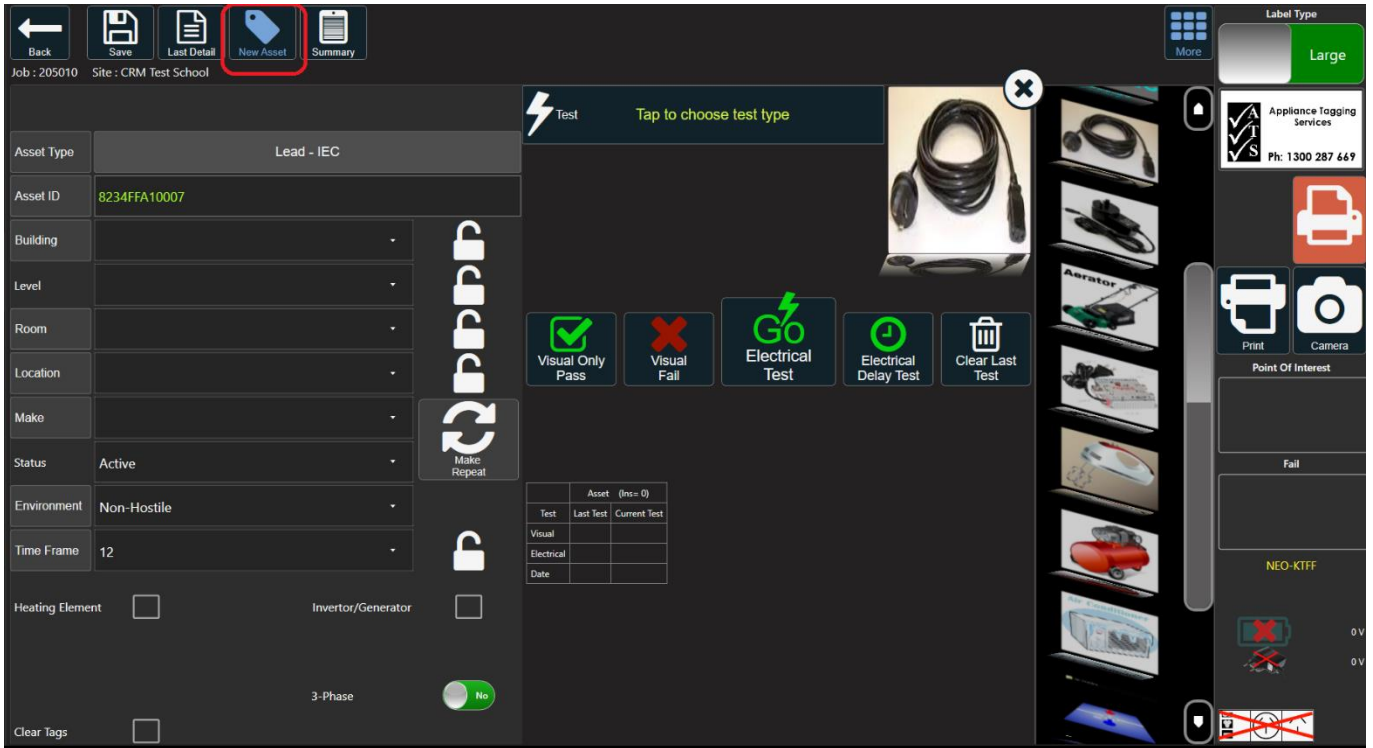
4. Complete / change the asset details using the dropdown menus or press in the field and use the on-screen keyboard.
5. Ensure the correct test type is assigned to the asset. If it is necessary to change the test type, refer to the section '[Change Test Type](#)'.

6. Press .

7. The asset is created and can now be tested.

Use 'New Asset'

1. Press 



2. The 'New Asset' window opens.



3. To find the required asset type:

Select the relevant asset icon.

Or:

Press into the 'Search Type' field and enter a search term (e.g. microwave, lead) using the on-screen keyboard. Select the relevant asset icon.

Or:

Press on a letter at the top of the screen to show all asset types beginning with that letter. Select the relevant asset icon.

Notes:

- It may be necessary to use the slider at the bottom of the screen to scroll through the icons to locate the required asset type.
- If the asset type required is not listed, refer to the section '[Create New Asset Type](#)'.

4. Press .

5. The asset screen is displayed again.

6. An asset ID is automatically assigned.

Note: Some details default in if there was an asset previously on the screen.

7. Complete / change the asset details using the dropdown menus or press in the field and use the on-screen keyboard.

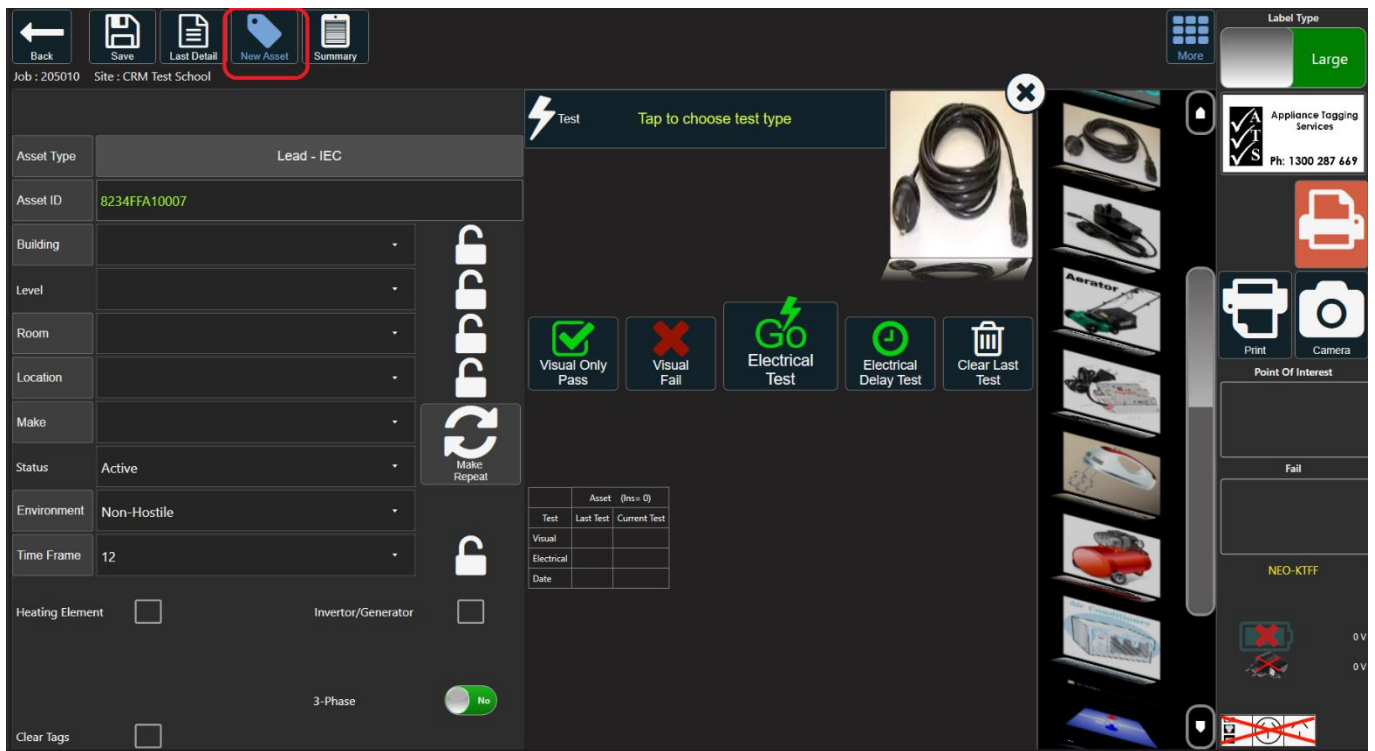
8. Ensure the correct test type is assigned to the asset. If it is necessary to change the test type, refer to the section '[Change Test Type](#)'.

9. Press .

10. The asset is created and can now be tested.

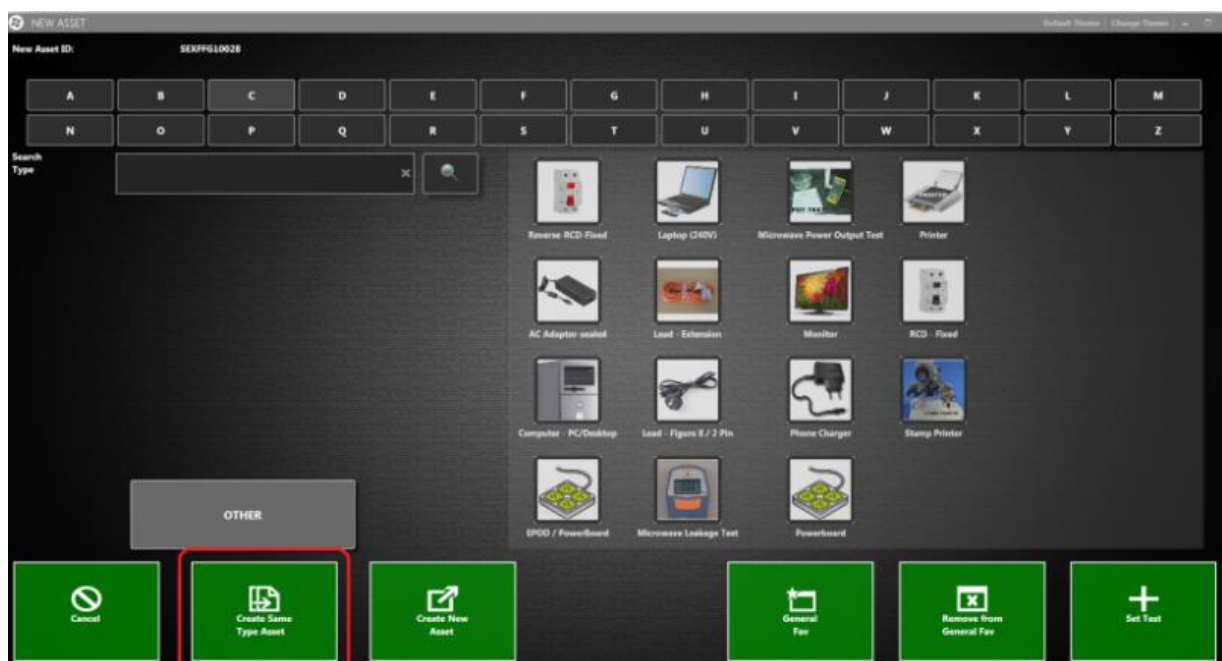
Copy an Existing Asset

1. Enter the asset ID to be copied.



2. Press .

3. The 'New Asset' screen opens.



4. Press  .

5. The asset screen is displayed again, showing a new asset ID with details copied from the previous asset.

Note: The field 'Make' is not copied. Choose the make of the asset from the dropdown list.

6. Check all details are correct. Change if necessary, using the dropdown menus or press in the field and use the on-screen keyboard.

7. Ensure the correct test type is assigned to the asset. If necessary to change the test type, refer to the section '[Change Test Type](#)'.

8. Press  .

Move an asset

If an asset is moved from one site to another, it will be necessary to import it into the new site.

1. Enter the asset ID or scan the barcode.
2. The following message appears:



3. Press **OK**.
4. A message appears indicating where the asset is currently located.



5. Press **OK** to move it to the new site.

Note: This will keep asset history.

Asset Types


Create New Asset Type

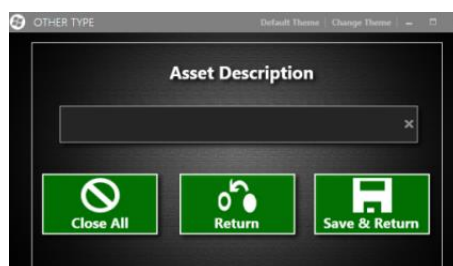
This section details how to create a new asset type if the required type cannot be found.

1. Press .

2. The 'New Asset' screen opens.



3. Verify the asset type does not already exist by using the 'Search Type' box or press a letter button at the top of the screen. Scroll through the icons displayed.
4. If the asset type is not located, press .
5. Enter a description for the asset in the pop-up box.

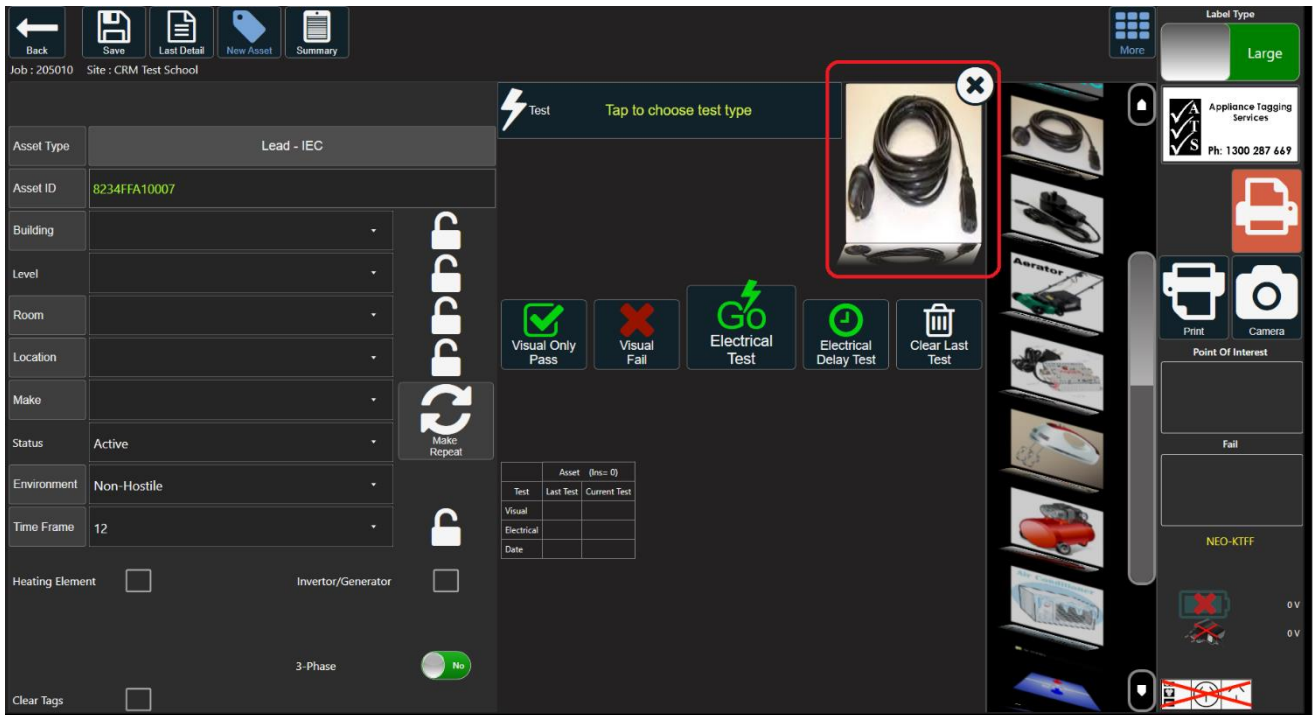


6. Press .

Note: The new asset type is only saved locally onto the tablet. New asset types must be authorised by management before being saved into the database.


Change Asset Type

1. To change the asset type of an asset, press on the asset picture at the top of the asset screen.



2. The 'New Asset' window opens.




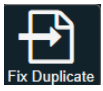
3. Press on an asset type to select it.
4. Press  **Change Type**.
5. The asset screen is displayed again showing the new asset type.

Fix a Duplicate Asset

This is used when an asset number is shown but does not match the type of equipment being tested. For example, if a barcode is scanned for a printer, but the asset displayed is for example, a fridge.



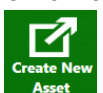
1. Press  in the top right corner.
2. A row of icons appears:

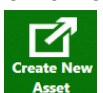


3. Press .
4. The 'New Asset' window opens.



5. Press on an asset type to select it.



6. Press .
7. Create the new asset by following instructions in the section 'Create New Asset - Use New Asset'.

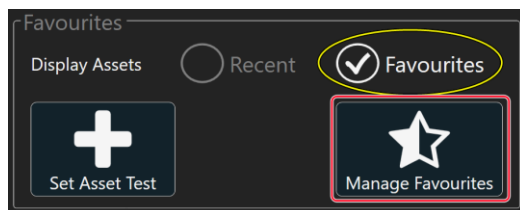
Manage Favourite Assets

The Favourites section will only be enabled when a Neo job is open as these options relate to the type of job that is open (Standard, DEC, SES). When no job is open, the Favourites section will be disabled.

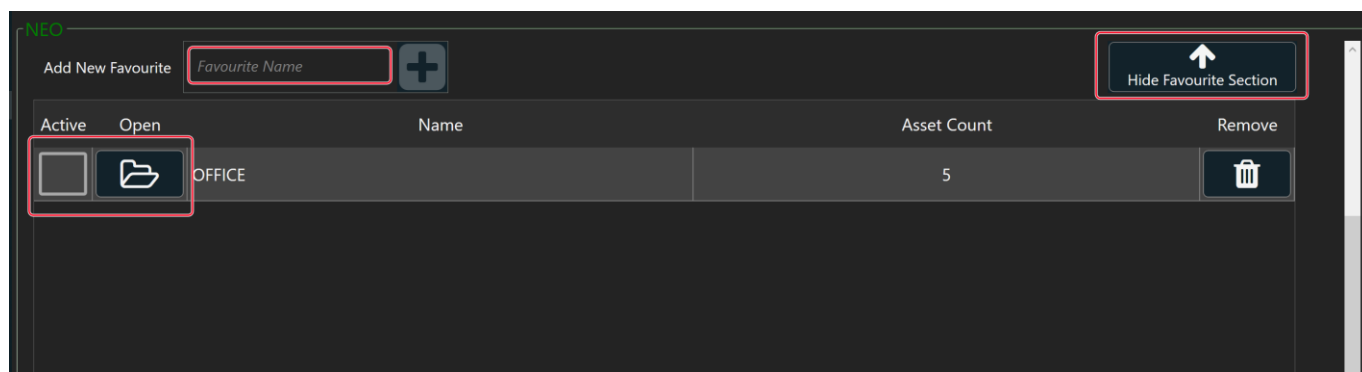
Create a Favourite Assets List



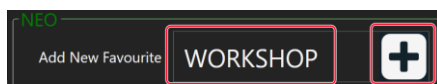
1. Press **Settings** on the main sidebar.
2. Select **Favourites** to enable the 'Manage Favourites' button.



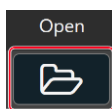
3. Press **Manage Favourites**.
4. Options for favourites are displayed.



5. To add a new favourite, enter a descriptive name in the text box and click the plus icon.



6. To edit a favourite, press the 'Open' icon.



7. Press  on the pop-up window.



8. Select or search for the asset to add to favourites.



9. Press .

10. The asset icons display on the favourites window.




11. Repeat the above steps for adding all required assets to the list.

12. Press  once completed.

13. Select the 'Active' checkbox to display the selected favourites on the testing screen side panel. More than one favourites list can be selected.

| Active | Open | Name | Asset Count | Remove |
|-------------------------------------|------|----------------|-------------|--------|
| <input checked="" type="checkbox"/> | | School Testing | 2 | |
| <input checked="" type="checkbox"/> | | TEST | 0 | |




14. Press  in the top right corner.





15. The assets in the favourites list(s) selected now display in the right column of the testing screen. For example:



Delete a Favourite List




1. Press  on the favourites list to delete.

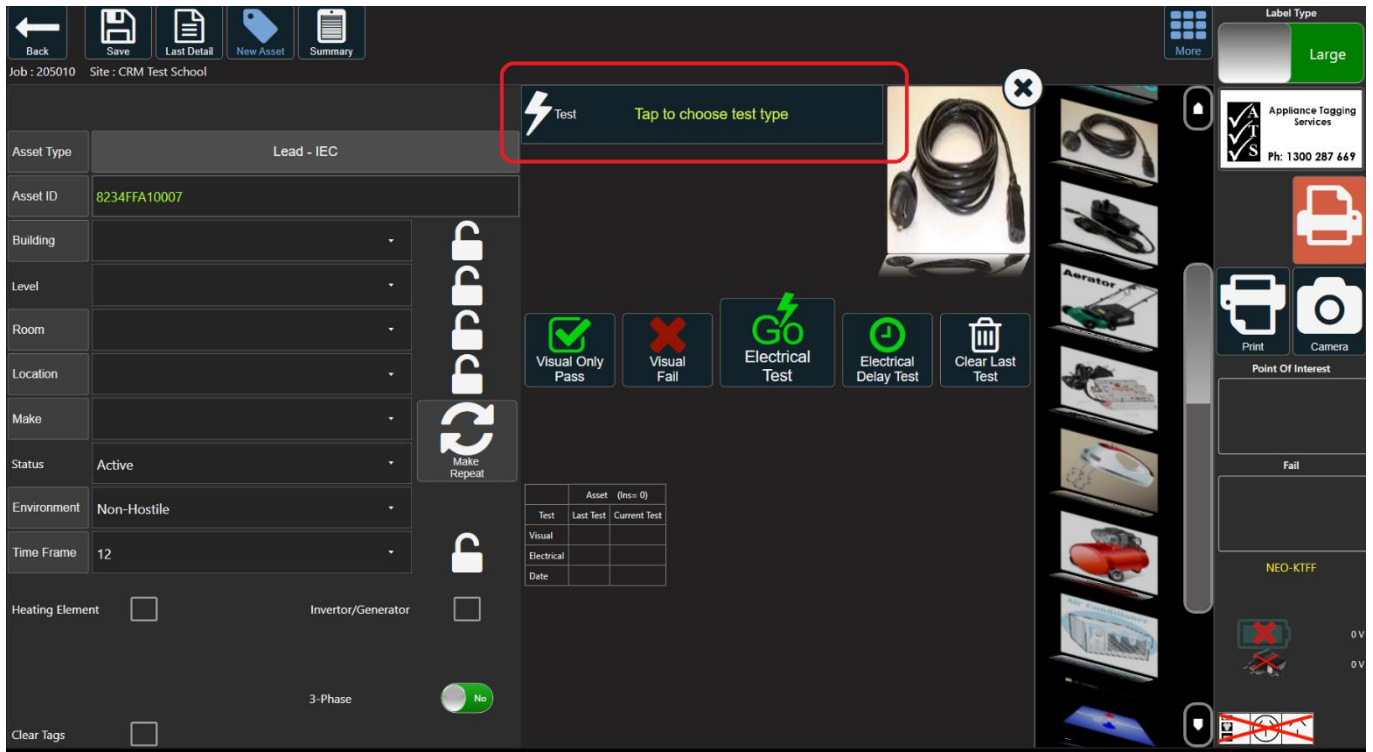
| Active | Open | Name | Asset Count | Remove |
|-------------------------------------|---|----------------|-------------|---|
| <input checked="" type="checkbox"/> |  | School Testing | 2 |  |
| <input checked="" type="checkbox"/> |  | TEST | 0 |  |

Test Types

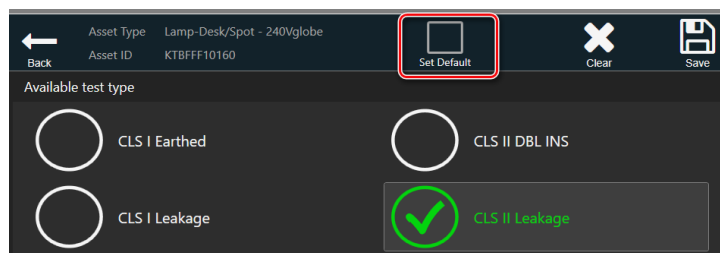
Change Test Type



1. If the incorrect test type is shown for the asset, press  on the asset screen.

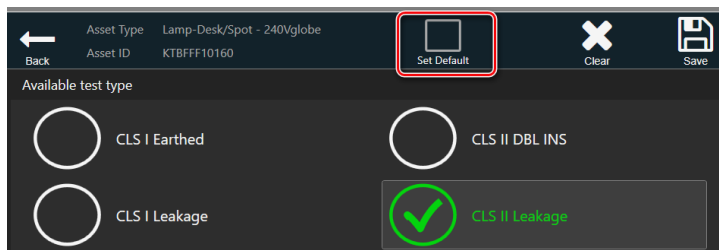


2. Select the required test type in the pop-up window and save.



Default Test Type

To make the selected test type the default, select the checkbox 'Set Default' when changing the test type.

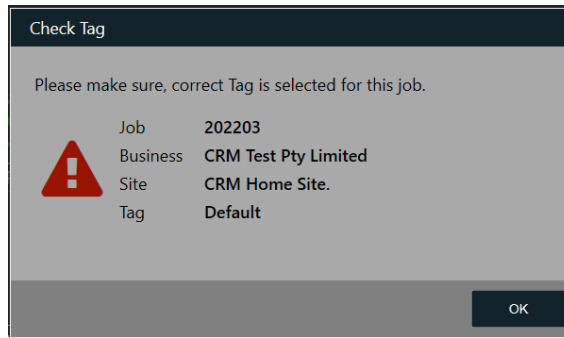


This can be changed at any time.

Testing

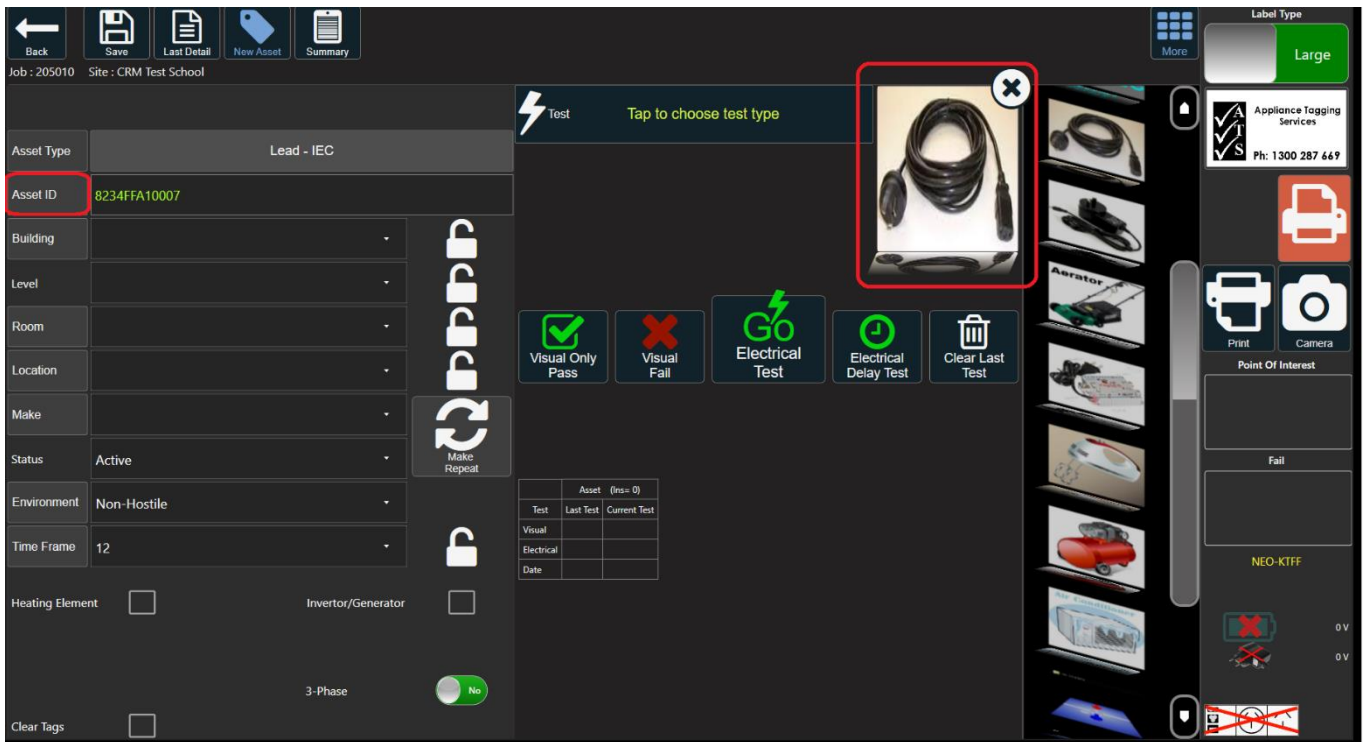
This section details visual testing and electrical testing. One or both tests may be required for an asset.

When the first asset on a job is selected, a pop-up appears to advise which tag is currently selected for the job. Ensure the correct logo is being used and click continue.

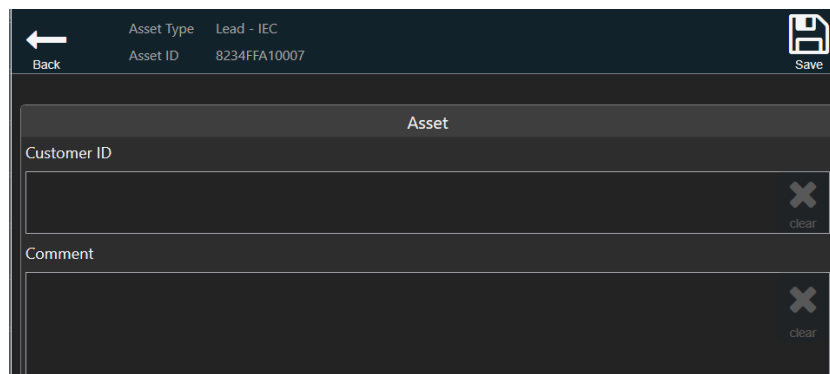


Add Client Asset ID

1. To add an existing client ID, press **Asset Id** on the asset screen:



2. Enter Customer ID and any comments in the pop-up window.



Asset Type Lead - IEC
Asset ID 8234FFA10007

Asset

Customer ID

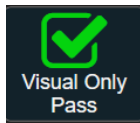
Comment

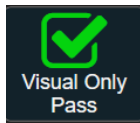
3. Press .

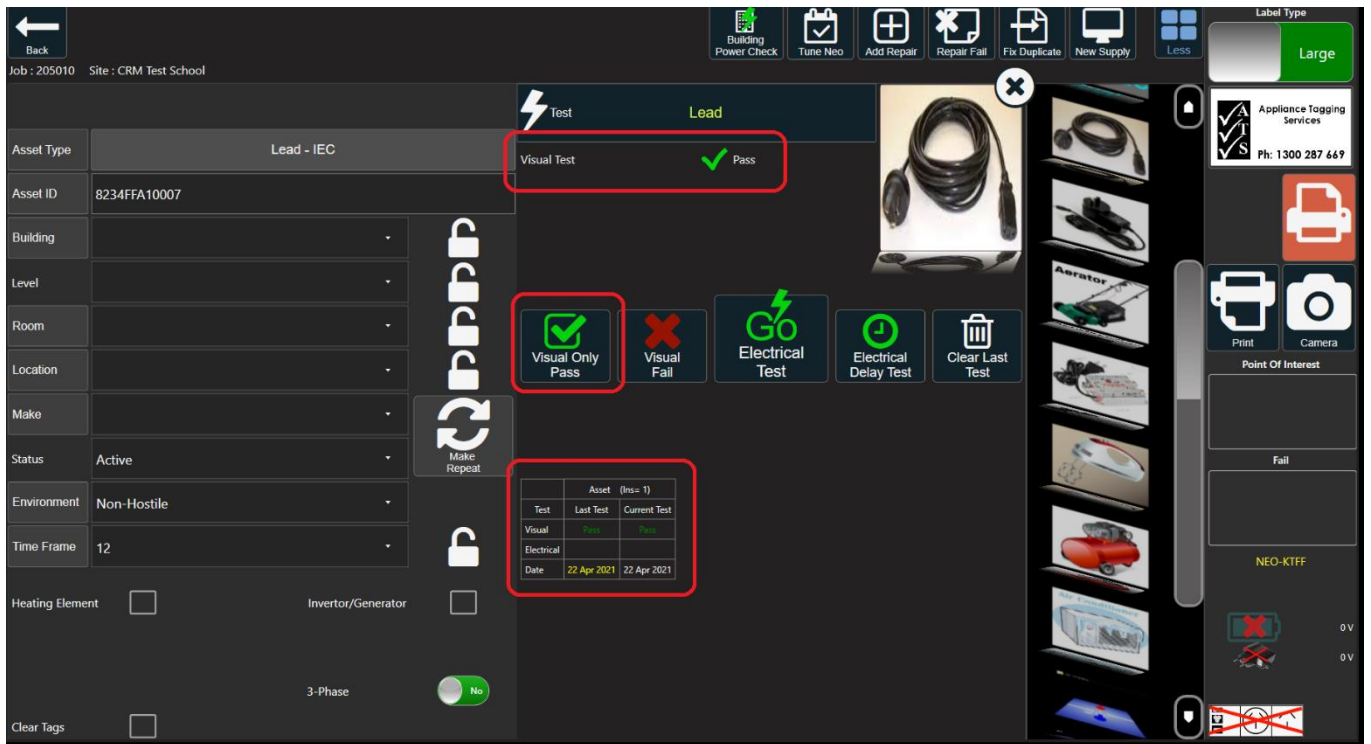
4. The information entered appears as comments in the portal. Refer to the 'AIM Portal User Manual' for further details.


Visual Testing

Visual Pass



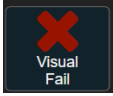
1. Press  if the asset passes a visual test.

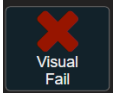


2. The pass result is shown at the top of the screen.
3. The results grid is populated with the test results and date.
4. Continue with electrical testing if this is required. If no further testing is required, print the test label from the 'Summary' screen or press **Print**  in the right-hand column on the asset screen.

Visual Fail

Visual Fail category is now required before selecting the failure reason.



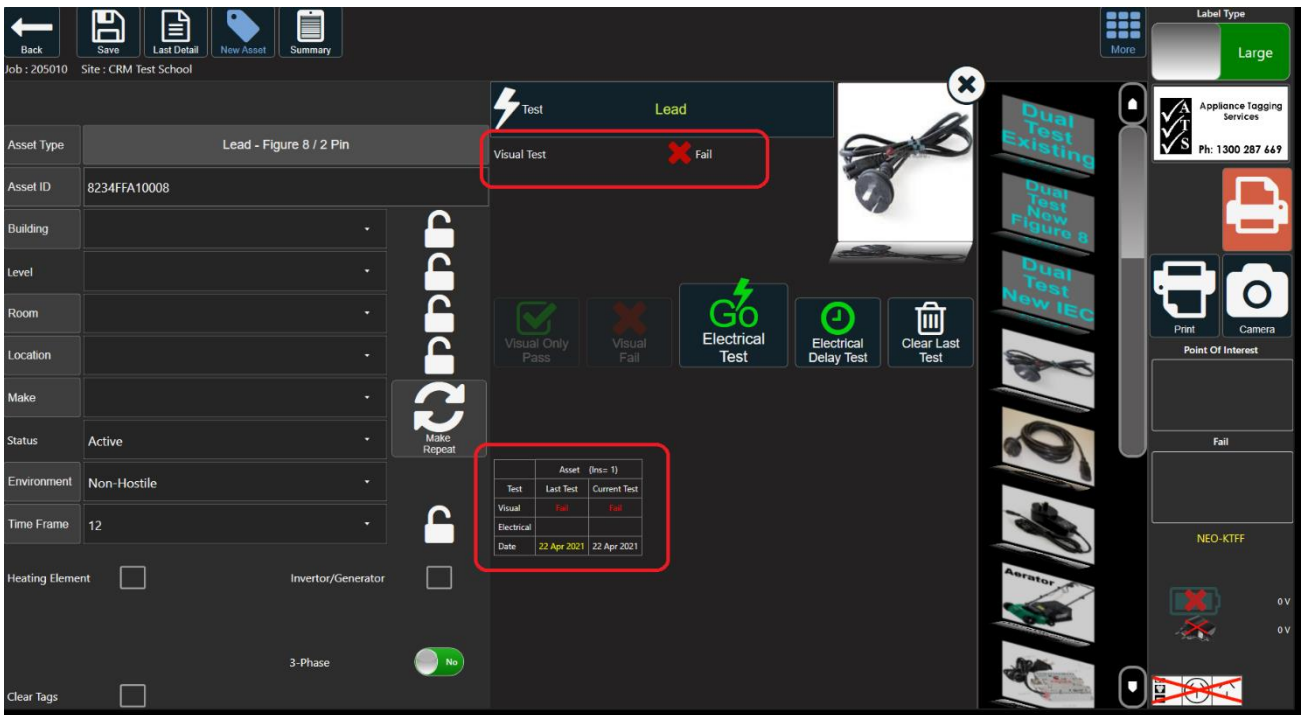
1. Press  if the asset fails the visual test.
2. Select the required category from the pop-up box:

| Category | Failure Reason |
|--------------------------|--|
| <input type="checkbox"/> | <input type="radio"/> Conductor Exposed |
| <input type="checkbox"/> | <input type="radio"/> Damaged Case |
| <input type="checkbox"/> | <input type="radio"/> Damaged On/Off Switch |
| <input type="checkbox"/> | <input type="radio"/> Damaged Plug |
| <input type="checkbox"/> | <input type="radio"/> Damaged Reset Switch |
| <input type="checkbox"/> | <input type="radio"/> Earth Continuity Failure |
| <input type="checkbox"/> | <input type="radio"/> Earth Resistance Failure |
| <input type="checkbox"/> | <input type="radio"/> Failed Polarity |
| <input type="checkbox"/> | <input type="radio"/> Insulation Fail Test |
| <input type="checkbox"/> | <input type="radio"/> Internal Failure |
| <input type="checkbox"/> | <input type="radio"/> No Overload Protection |
| <input type="checkbox"/> | <input type="radio"/> Uncertified 240V Appliance |
| <input type="checkbox"/> | <input type="radio"/> Short Circuit |
| <input type="checkbox"/> | <input type="radio"/> Single Insulation Exposed |
| <input type="checkbox"/> | <input type="radio"/> Other |
| <input type="checkbox"/> | <input type="radio"/> Microwave Door Fault |
| <input type="checkbox"/> | <input type="radio"/> RCD Time Test Fail |
| <input type="checkbox"/> | <input type="radio"/> RCD Push Button Test Fail |
| <input type="checkbox"/> | <input type="radio"/> NOP - Removed From Servic |
| <input type="checkbox"/> | <input type="radio"/> Uninsulated Plug Pins |

3. Select the reason for failure. Multiple reasons can be selected if required.

| Category | Failure Reason |
|-------------------------------------|--|
| <input type="checkbox"/> | <input type="radio"/> Conductor Exposed |
| <input type="checkbox"/> | <input type="radio"/> Damaged Case |
| <input checked="" type="checkbox"/> | <input type="radio"/> Damaged On/Off Switch |
| <input type="checkbox"/> | <input checked="" type="radio"/> Damaged Plug |
| <input type="checkbox"/> | <input type="radio"/> Damaged Reset Switch |
| <input type="checkbox"/> | <input type="radio"/> Earth Continuity Failure |
| <input type="checkbox"/> | <input type="radio"/> Earth Resistance Failure |
| <input type="checkbox"/> | <input type="radio"/> Failed Polarity |
| <input type="checkbox"/> | <input type="radio"/> Insulation Fail Test |
| <input type="checkbox"/> | <input type="radio"/> Internal Failure |
| <input type="checkbox"/> | <input type="radio"/> No Overload Protection |
| <input type="checkbox"/> | <input type="radio"/> Uncertified 240V Appliance |
| <input type="checkbox"/> | <input type="radio"/> Short Circuit |
| <input type="checkbox"/> | <input type="radio"/> Single Insulation Exposed |
| <input type="checkbox"/> | <input type="radio"/> Other |
| <input type="checkbox"/> | <input type="radio"/> Microwave Door Fault |
| <input type="checkbox"/> | <input type="radio"/> RCD Time Test Fail |
| <input type="checkbox"/> | <input type="radio"/> RCD Push Button Test Fail |
| <input type="checkbox"/> | <input type="radio"/> NOP - Removed From Servic |
| <input type="checkbox"/> | <input type="radio"/> Uninsulated Plug Pins |

4. Press **Save** in the top right corner.



5. The fail result is shown at the top of the screen.

6. The results grid is populated with the test results and date.

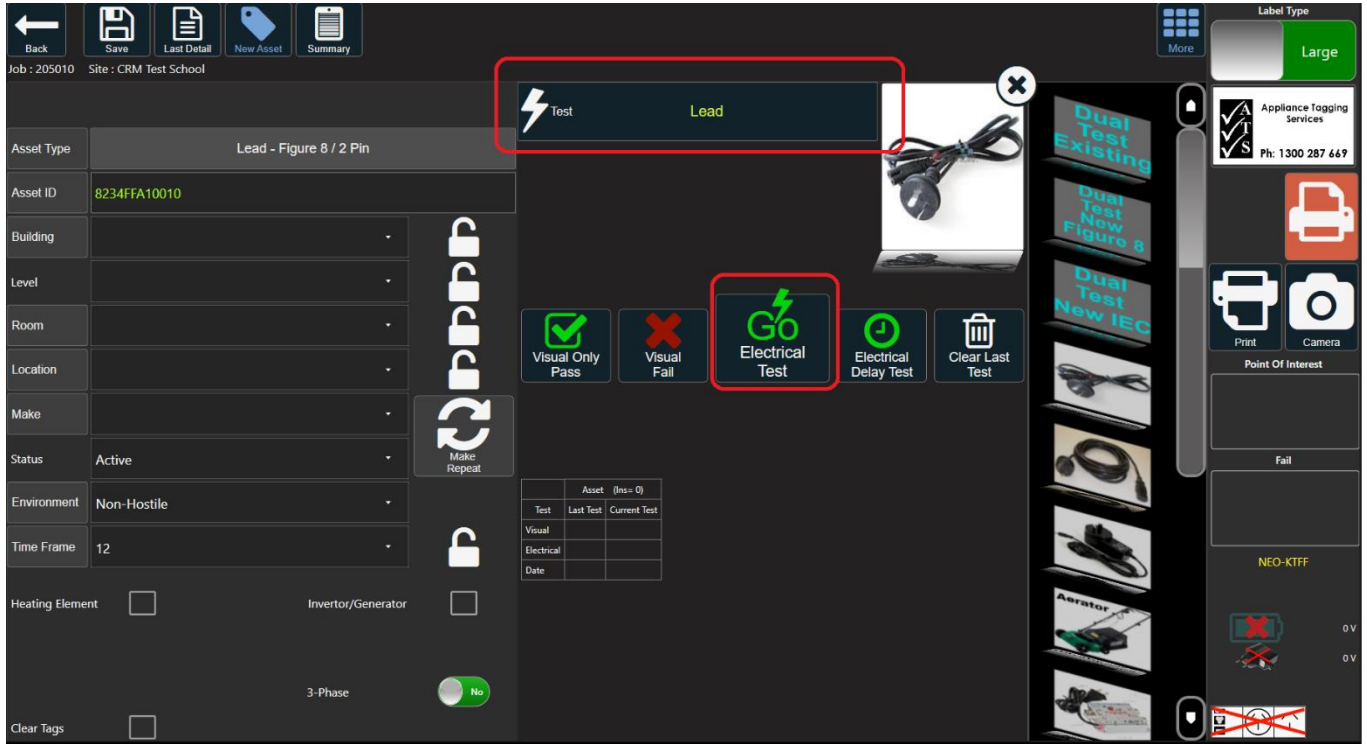
7. It is necessary to repair the asset before it can be re-tested. Refer to the section '[Repairs / Supply](#)'.

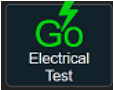


8. Print the test label from the 'Summary' screen or press **Print**  on the asset screen.

9. It is compulsory to take a photograph of the failed asset. Refer to the section '[Photographing Assets](#)'.

Electrical Testing

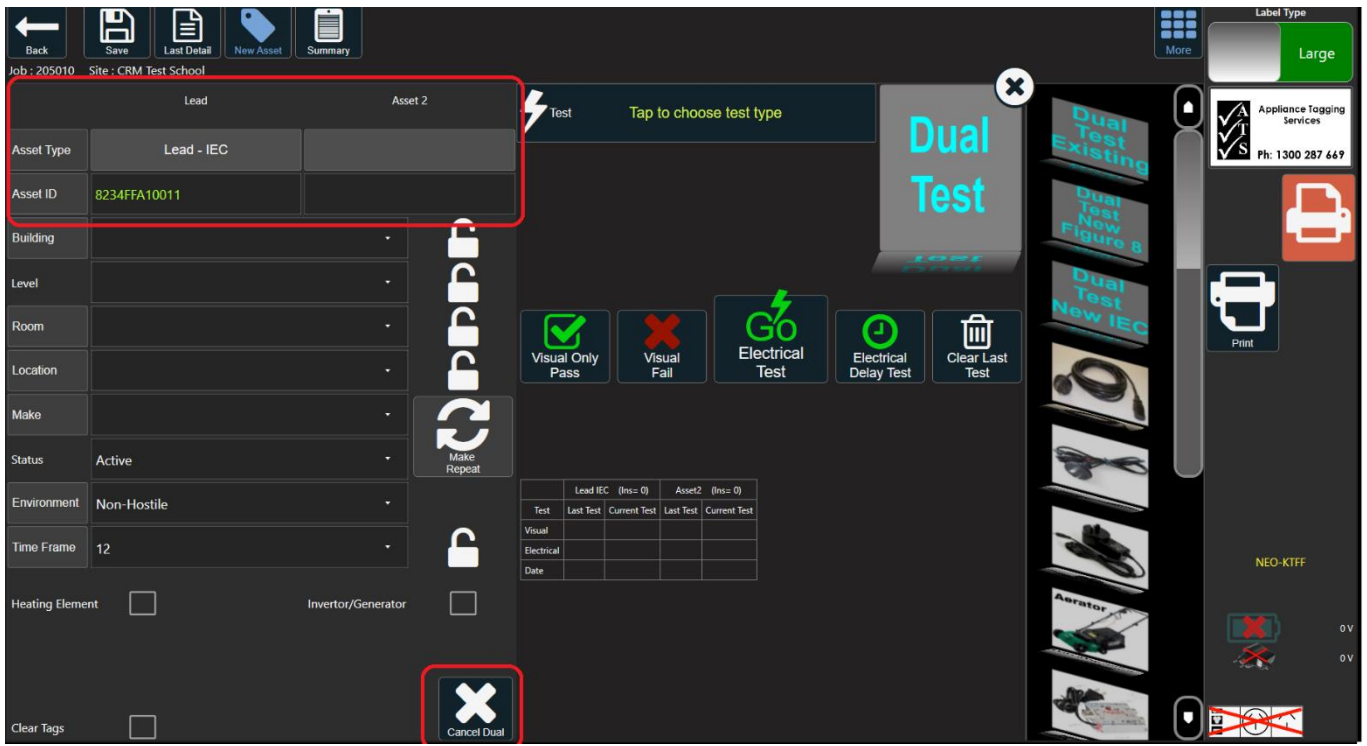
1. Ensure the correct test type is selected for the asset. If it is incorrect, refer to the section '[Change Test Type](#)'.



2. Connect the asset to Neo / Trinity.
3. The illuminated red light on the hardware indicates which socket to use for the test.
4. Press .
5. If an earth test is required (depending upon the test type selected), there will be a flashing icon  in the bottom right of the screen. Use the earth probe attached to the Neo hardware to carry out the earth bond test.
6. Follow the on-screen instructions for the individual test. These differ depending upon the asset and test type selected.
7. Test results appear at the top of the screen. The results grid in the centre of the screen is populated with test results and date.
8. Print the test label from the 'Summary' screen or press **Print**  on the asset screen.

Dual Testing

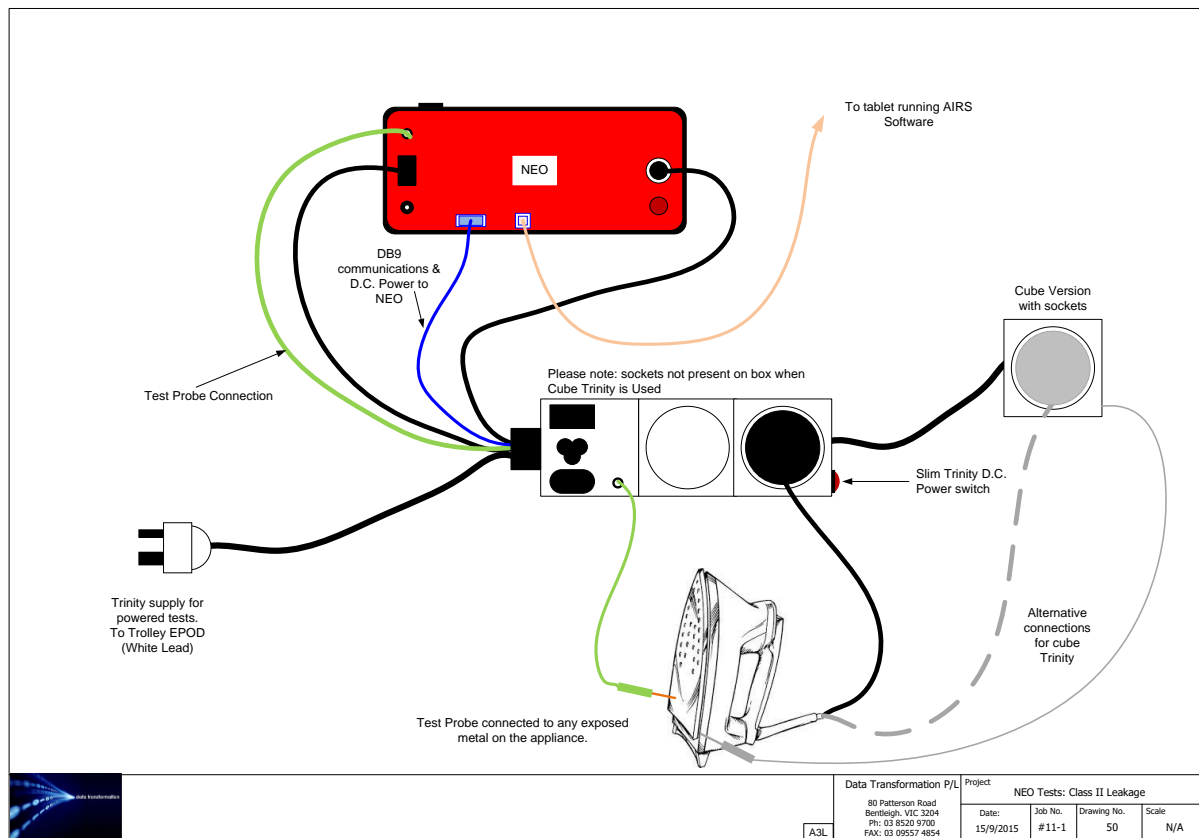
1. Drag the required dual test type from the right column to the 'Asset Type' box.



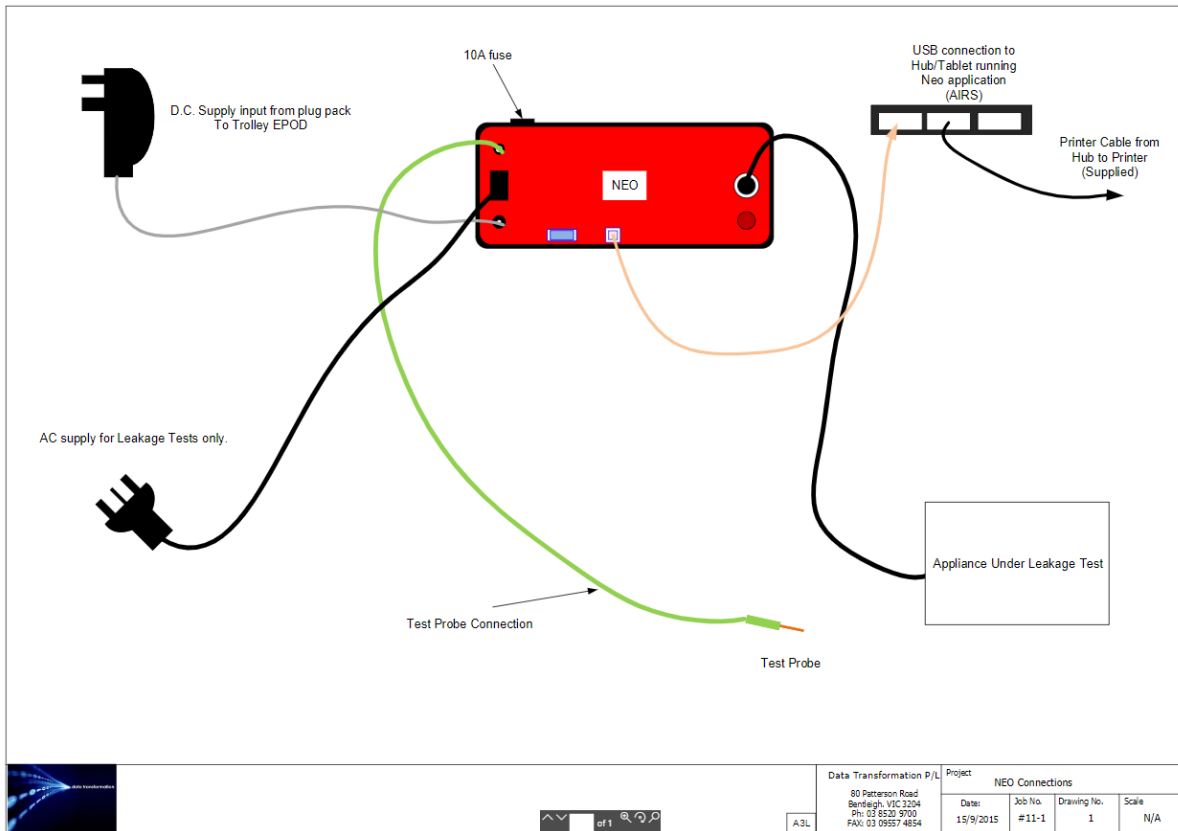
2. Asset type and asset ID are split into two fields. One for the lead and one for the attaching asset.
3. Enter the asset ID for both.
4. Test the assets as normal. Refer to the sections '[Visual Testing](#)' and '[Electrical Testing](#)' for details.

Class 2 Leakage Test

For a class 2 leakage test, the earth probe needs to connect to an exposed metal part of the asset, if there is any. See the diagram below using an iron as an example.

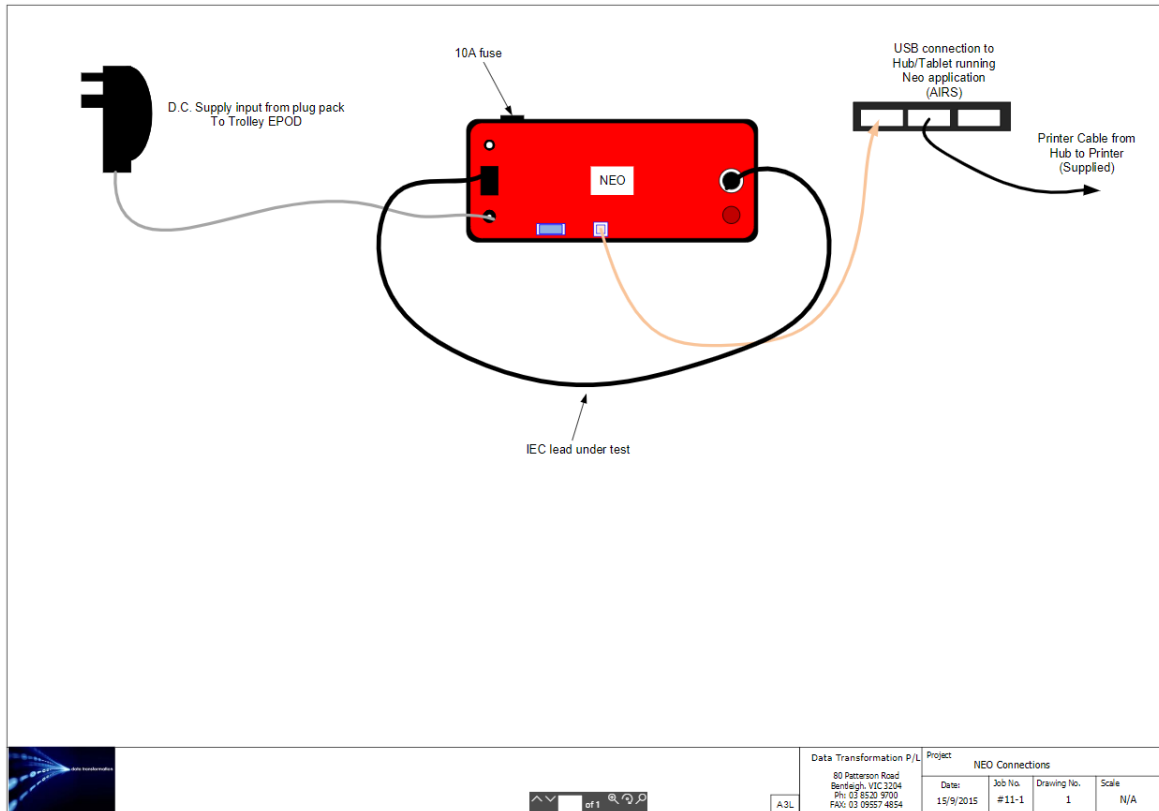


Neo Only Leakage Test



| | | | | |
|---|-----------|---------|-------------|--------|
| Data Transformation P/L 80 Patterson Road Bentleigh, VIC 3204 Ph: 03 8520 9700 FAO: 03 09557 4854 | Project | | | |
| | Date: | Job No: | Drawing No: | Scale: |
| A3L | 15/9/2015 | #11-1 | 1 | N/A |

Neo Only Lead Test



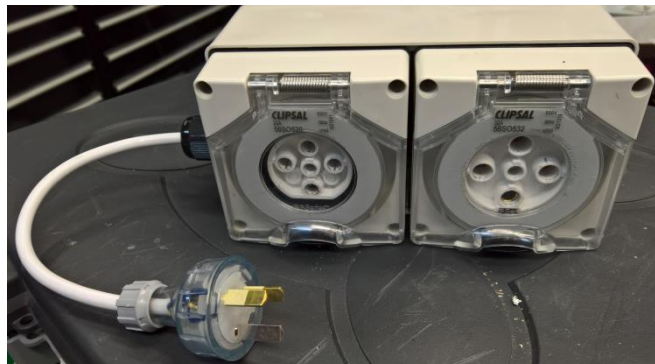
of 1

A3L

| | | | | |
|---|-----------------|-------------|-------|--|
| Data Transformation P/L 80 Paterson Road Bendigo, VIC 3204 Ph: 03 8320 9700 Fax: 03 8327 4854 | Project | | | |
| | NEO Connections | | | |
| Date: | Job No. | Drawing No. | Scale | |
| 15/9/2015 | #11-1 | 1 | N/A | |

3 Phase Testing

1. A 3-phase adaptor box (shown below) is required to test a 3-phase appliance.



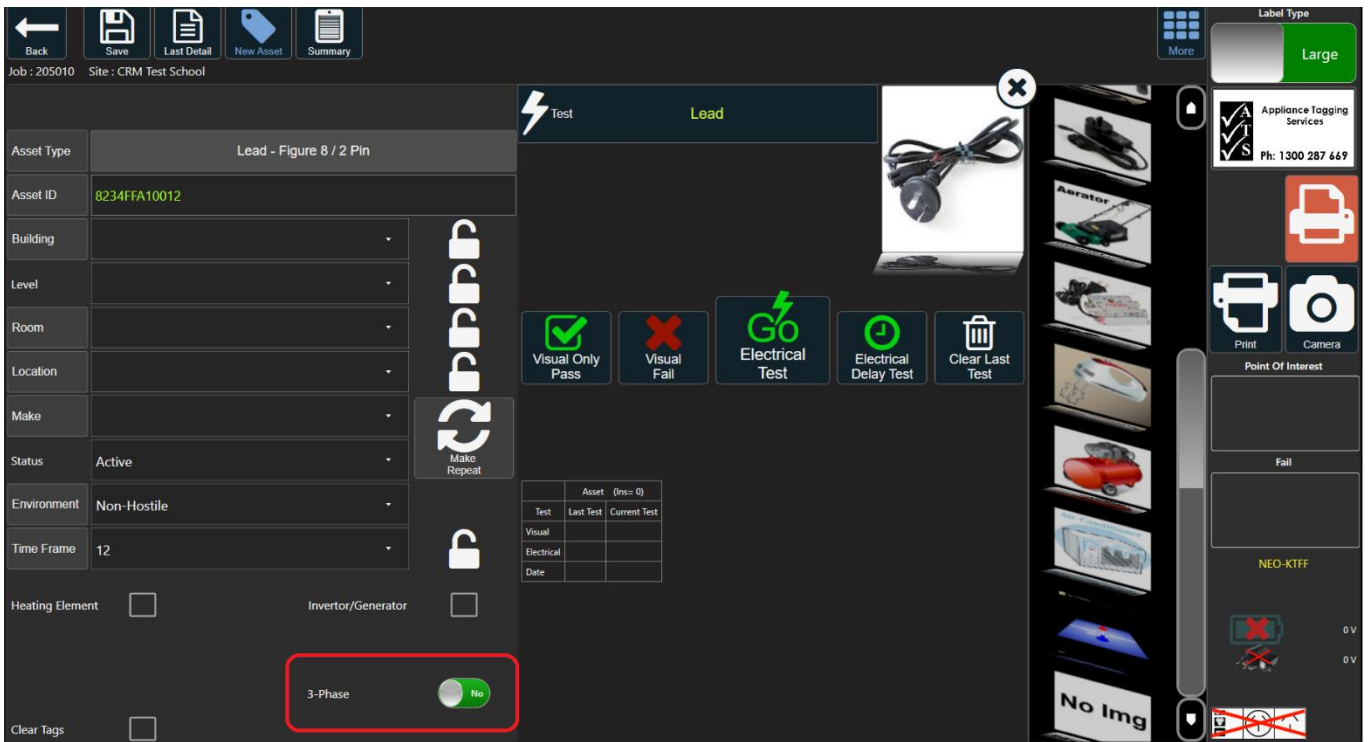
2. Plug the 3-phase adaptor box into the Trinity box (grey cube).



3. Plug the 3-phase appliance into the 3-phase adaptor box.



4. Select the appliance.



5. Toggle **3-Phase** to 'Yes'.



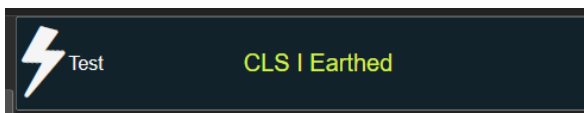
6. The asset type name is automatically updated to end with '3 phase'. For example:



7. Press .

8. Press .

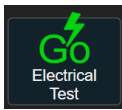
9. Select test type '**CLS 1 Earthed**'.



10. The probe icon flashes in the bottom right corner.

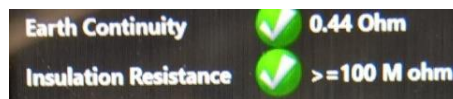


11. Connect the earth probe to the appliance.



12. Press  and test as normal.

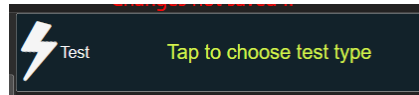
13. Test results are displayed at the top of the screen.



Microwave Testing

Microwave Leakage Test

1. Select asset type 'Microwave Leakage Test'
2. Change the electrical test type to MLT.

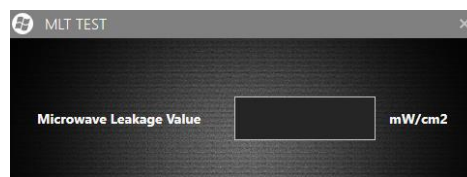


3. Carry out the test using a microwave leakage detector. For example:

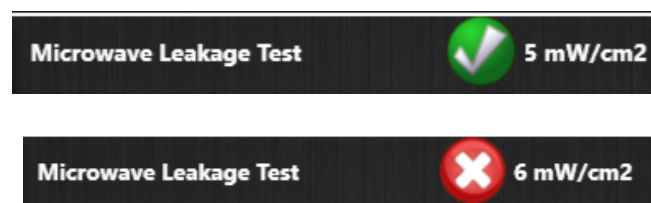


4. Press .

5. Enter the Microwave Leakage Value as shown on the device and save.



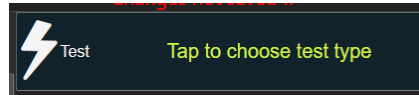
6. Test results are displayed at the top of the screen.



Microwave Power Output Test

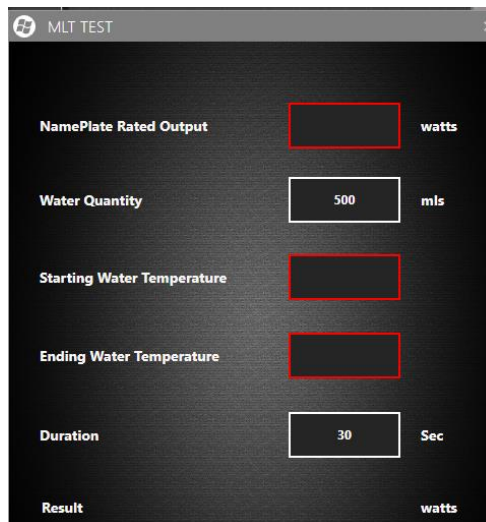
A POT test uses a container of water inside the microwave.

1. Select asset type 'Microwave Power Output Test'.



2. Press  .

3. Enter the required values for the test and save.

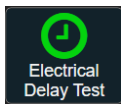


| | | |
|----------------------------|----------------------------------|-------|
| NamePlate Rated Output | <input type="text"/> | watts |
| Water Quantity | <input type="text" value="500"/> | mls |
| Starting Water Temperature | <input type="text"/> | |
| Ending Water Temperature | <input type="text"/> | |
| Duration | <input type="text" value="30"/> | Sec |
| Result | <input type="text"/> | watts |

4. Test results are displayed at the top of the screen.



Delay Test



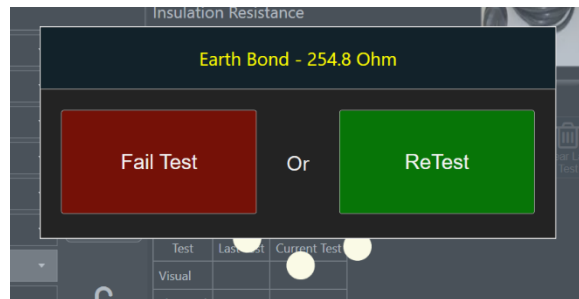
1. If a delay is needed to carry out the test press .

Note: The delay time is determined by the 'Test Delay Time' in '[Settings](#)'.

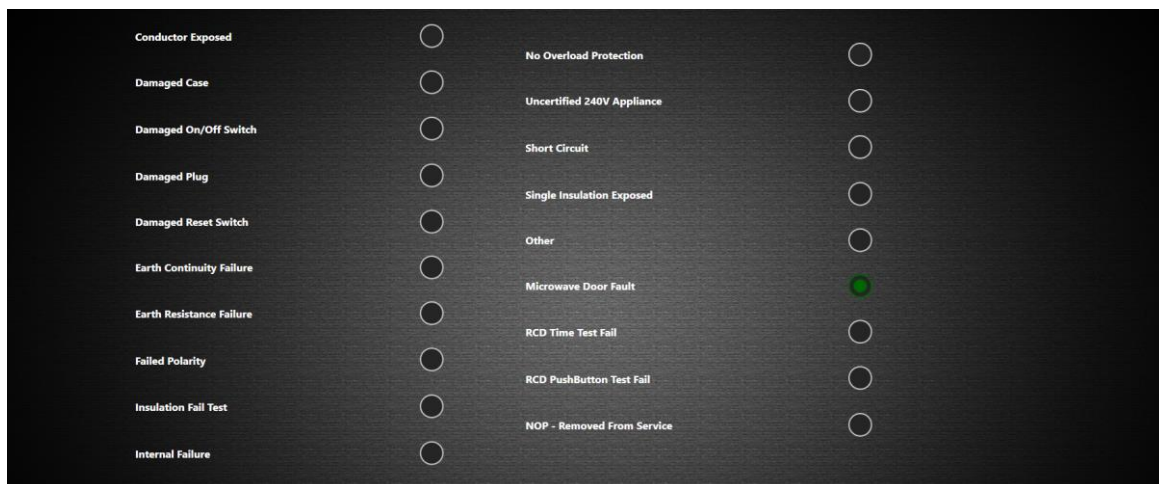
2. If the test is not carried out in the determined amount of time, the test will fail.

Failed Tests

1. If the test fails, select either Fail Test or select to ReTest



2. Enter the reason for failure and save.



3. It is compulsory to take a photograph of the failed asset. Refer to the section '[Photographing Assets](#)'.

RCD Testing

IMPORTANT:

- Do not test RCDs on a generator or inverter that is not earthed.
- When testing a portable RCD, ensure an isolation transformer is connected to avoid tripping the RCD in the switchboard.

Using Neo

1. Ensure Neo is switched on and connected to power using an AC plug.
2. Connect the RCD to Neo using the relevant adaptor cable.

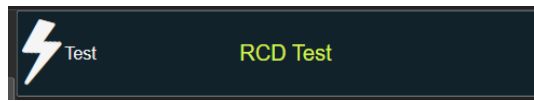
Using Neo and Trinity

1. Ensure Neo and Trinity are switched on and Neo is connected to power using an AC plug.
2. Connect the RCD to the relevant socket on Trinity (this has an illuminated red light next to it).



RCD Trip Test

1. Select test type 'RCD – Fixed' or 'RCD – Portable' depending on the asset being tested.



2. Choose the required phase angle for the RCD test or choose 'ALL' to select all.



3. Press .

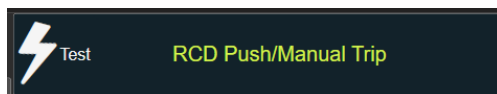
4. Enter the RCD information:

| RCD Information | |
|-----------------|---|
| Switchboard | |
| Circuit Info. | |
| Pole No. | |
| RCD Rating | ▼ |
| Current | ▼ |

Note: Remember to reset the RCD switch after each phase angle test to continue with the testing.

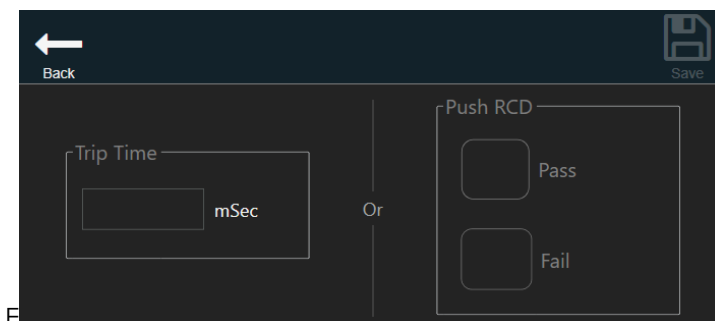
Manual Trip Test

1. Select test type 'RCD Push/Manual Trip'.



2. Press .

3. Enter a trip time or choose a Push RCD Pass or Fail.



4. Save the details.

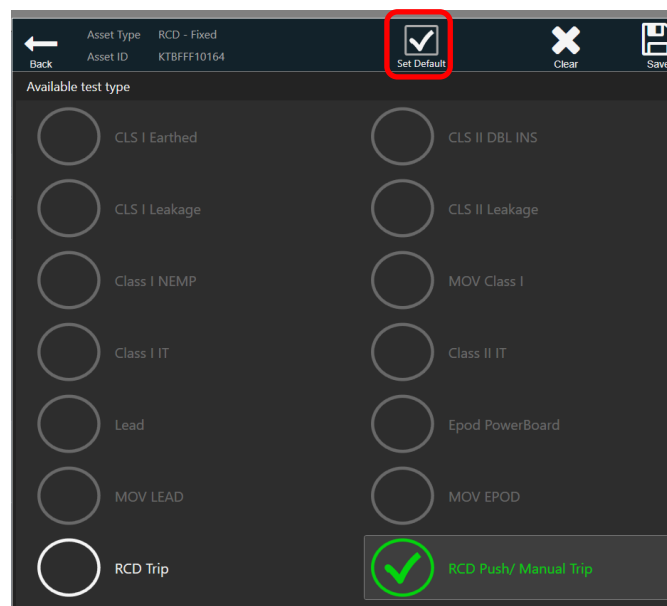
Group RCD for Push Button Testing

- It is possible to group RCDs for a push button test.
- As you scan RCD's they will be added to a list and can then all be passed at once.
- Any RCD that fails should be removed from the list before passing the others.
- After passing the RCDs, the small labels can be printed from the summary page.
- Failed RCD's still need to have the required information added as normal.

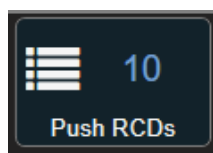
1. Press the existing test type to change it to RCD Push / Manual Trip.



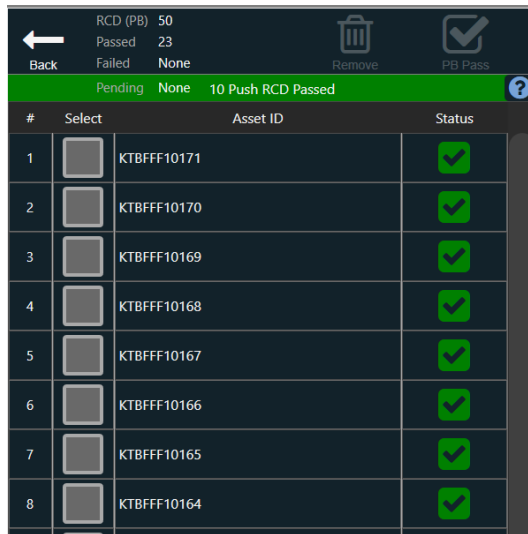
2. Set it as the default test type.



3. As each RCD is scanned, the list count will grow.

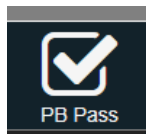


4. When all have been added, press on the List button to display the RCDs.



5. Test the RCDs and remove any that fail (if any) by selecting their checkbox and pressing remove.

6. Press 'PB Pass' to pass all items in the list. You do not need to select them individually.



7. Press 'Back'.

8. From the 'Summary' page, select the RCDs to group and print small tags.

| # | Open | Asset Id | Name | Location | Environment | TF | Select | Summary for 07-Jun | | | Complete Summary | | | |
|----|--------------------------|-------------|-------------|----------|-------------|----|-------------------------------------|--------------------|------|-------|------------------|------|-------|----|
| 1 | <input type="checkbox"/> | KTBFFF10171 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | Std | 3 Ph | Total | Std | 3 Ph | Total | |
| 2 | <input type="checkbox"/> | KTBFFF10170 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | RCD | 10 | 0 | 10 | 60 | 0 | 60 |
| 3 | <input type="checkbox"/> | KTBFFF10169 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | MLT | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | <input type="checkbox"/> | KTBFFF10168 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | POT | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | <input type="checkbox"/> | KTBFFF10167 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | SwBd | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | <input type="checkbox"/> | KTBFFF10166 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | Other | 2 | 0 | 2 | 36 | 0 | 36 |
| 7 | <input type="checkbox"/> | KTBFFF10165 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | Total | 12 | 0 | 12 | 96 | 0 | 96 |
| 8 | <input type="checkbox"/> | KTBFFF10164 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | Pass | | 12 | | | | 87 |
| 9 | <input type="checkbox"/> | KTBFFF10159 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | Fail | | 0 | | | | 9 |
| 10 | <input type="checkbox"/> | KTBFFF10142 | RCD - Fixed | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | Repaired | | 0 | | | | 0 |
| | | | | | | | | New Supply | | 0 | | | | 0 |
| | | | | | | | | Clear Tag | | 0 | | | | 0 |

Photographing Assets

It is now compulsory to provide a photo for all test failures.

The option of 'Camera not connected' has been removed.

The Camera screen will be displayed automatically when the tag is printed so you can photograph the failed item.

Use one of the following options that suits you best for collecting images:

- The laptop camera
- A plug-in webcam
- A phone camera – synced to your laptop
(Consult your phone manual for options on pairing & syncing your photos with your computer)

Last used camera in image capture screen is now remembered and pre-selected the next time.

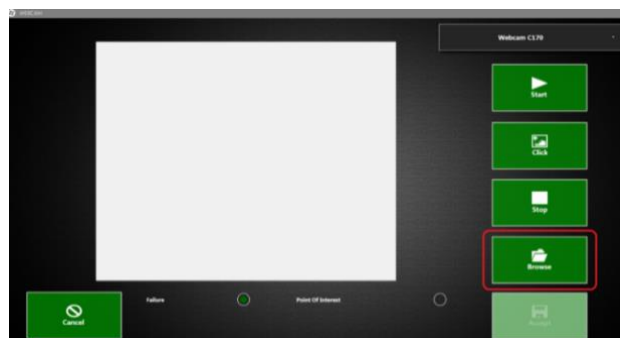
There is also a refresh button beside the camera list box to refresh the list if the webcam was not plugged in already.

Note: Neo supports new High Efficiency image formats (for example HEIC/HEIF).

Using a Phone / Tablet / Laptop Camera

1. Click the camera icon on the right-hand side.

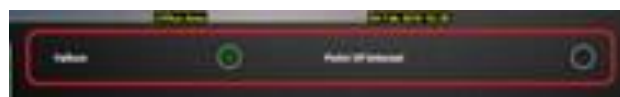
2. Click  to locate the photograph.



3. Click **Open**.

4. The photograph appears on the screen.

5. Press either 'Failure' or 'Point of Interest' at the bottom of the screen.



6. Press  .

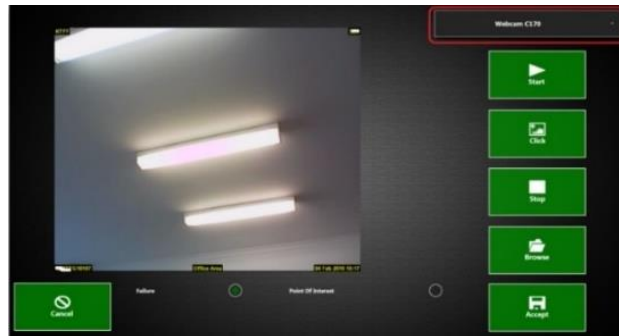
7. The photograph displays in the 'Fail' or 'Point of Interest' box depending on the option chosen.





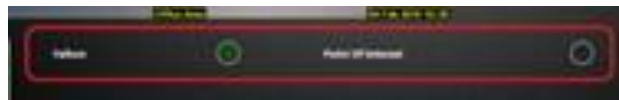
Note: It is only possible to have one photo for each failed item.

Using a Webcam

1. Ensure the correct webcam is selected on the camera window. Use the dropdown arrow if necessary to select an alternative.



2. Press .
3. Move the tablet to the view the required image.
4. Press .
5. Press either 'Failure' or 'Point of Interest' at the bottom of the screen.



6. Press .
7. The photograph displays in the 'Fail' or 'Point of Interest' box depending on the option chosen.



Note: It is only possible to have one photo for each failed item.

Change Photo to Fail / Point of Interest

1. To reassign a photo to a fail or point of interest, press and hold on the photo on the asset screen.



2. Press the required radio button to reassign the photo as either a fail, point of interest or assign as both.
3. Press **Accept**.

Delete a Photograph

1. Press and hold on the photo on the asset screen. A photo pop-up window opens.



2. Press . The photograph is removed from the asset.

Earth Calibration for Leads

Requirements:

- Normal IEC lead
- Asset (for example, a heat gun so Earth can be measured)
- Long leads (if using any)

There are 2 parts:

- Obtain the reading without connecting Trinity
- Obtain by connecting Trinity



1. Press



2. Press

Obtain Readings without Trinity

It is necessary to connect one by one on Neo.

1. Connect the normal IEC lead to the Neo.
2. Press **Test**.
3. Connect the asset (e.g. heat gun) to the Neo.
4. Connect the Earth probe to the asset.
5. Press **Test**.
6. Connect the long lead to the Neo.
7. Press **Test**.
8. Connect the asset on the long lead.
9. Connect the Earth probe to the asset.
10. Connect the long lead to Neo to measure Earth of the asset.
11. Press **Test**.

12. Example results shown below.

| Tests on Neo (Red Box) only (No Trinity) | | | |
|--|------|------|-------|
| Lead | TEST | 0.61 | CLEAR |
| Asset | TEST | 0.6 | CLEAR |
| Long Lead 1 | TEST | 1.07 | CLEAR |
| Long Lead 2 | TEST | | CLEAR |
| Long Lead and Asset | TEST | 1.5 | CLEAR |
| Tests on Trinity (Redbox + Trinity) | | | |
| Lead | TEST | | CLEAR |
| Asset | TEST | | CLEAR |
| Long Lead 1 | TEST | | CLEAR |
| Long Lead 2 | TEST | | CLEAR |
| Long Lead and Asset | TEST | | CLEAR |

Connect IEC Lead to only NEO (Redbox) without trinity, Normal IEC Lead (Not Long Lead), and then press Test
Connect Asset directly on NEO (Without trinity) and connect the earth cable as well and then press Test
Connect Long Lead1 directly on NEO (Without Trinity) and then press Test
Connect the same asset tested before on the Long lead1 and connect the long lead only on NEO/ Witho... and then press Test

Cancel & Exit Save & Exit

Obtain Readings with Trinity

It is necessary to connect one by one on Trinity.

Important: Ensure Trinity is connected to Neo properly. Refer to the section '[Neo Hardware](#)'.

1. Connect the normal IEC Lead on the Trinity,
2. Press **Test**.
3. Connect the asset to the Trinity
4. Connect the Earth probe to the asset.
5. Press **Test**.
6. Connect the long lead to the Trinity
7. Press **Test**.
8. Connect the asset on the long lead.
9. Connect the Earth probe to the asset.

10. Connect the long lead to the Trinity to measure Earth.

11. Press **Test**.

12. Example results shown below.

| Tests on Neo (Red Box) only (No Trinity) | | | |
|--|------|------|-------|
| Lead | TEST | 0.61 | CLEAR |
| Asset | TEST | 0.6 | CLEAR |
| Long Lead 1 | TEST | 1.07 | CLEAR |
| Long Lead 2 | TEST | | CLEAR |
| Long Lead and Asset | TEST | 1.5 | CLEAR |

| Tests on Trinity (Redbox + Trinity) | | | |
|-------------------------------------|------|------|-------|
| Lead | TEST | 0.82 | CLEAR |
| Asset | TEST | 0.76 | CLEAR |
| Long Lead 1 | TEST | 1.42 | CLEAR |
| Long Lead 2 | TEST | | CLEAR |
| Long Lead and Asset | TEST | 1.09 | CLEAR |

Callout boxes in the image:

- Connect the same Normal Lead (Not Long Lead) used before on the Trinity and then press Test (points to Lead row in Neo section)
- Connect the same Asset (Heat gun) used before on the Trinity and then press Test (points to Asset row in Trinity section)
- Connect the same Long Lead 1 used before on the Trinity and then press Test (points to Long Lead 1 row in Trinity section)
- Connect the same Asset (Heat Gun) used before on the long Lead and then connect the Long lead to trinity and then press Test (points to Long Lead and Asset row in Trinity section)

13. Ensure the values are higher when using Trinity is connected than on Neo alone

14. Press **Save & Exit**.

Unable to save

- Values using Neo alone are higher than with Trinity. It is necessary to perform the required tests again.
- In the example above, the 'Long Lead and Asset' value without Trinity is higher. It is necessary to redo this test with and without Trinity.

Test Results

View Test Results

1. Test results are displayed on the screen and are updated as the test is happening.
2. The results grid is populated with test results and date.

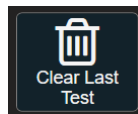


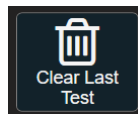
| Asset (Ins- 1) | | |
|----------------|-----------|-------------|
| Test | Last Test | CurrentTest |
| Visual | | Pass |
| Electrical | | |
| Date | | 16 Sep 2015 |



| Asset (Ins- 1) | | |
|----------------|-----------|-------------|
| Test | Last Test | CurrentTest |
| Visual | | Fail |
| Electrical | | |
| Date | | 16 Sep 2015 |

Clear Test Results



1. To remove the last test results, press .
2. Press **OK** on the pop-up message to confirm deletion.
3. The test results disappear from the results area and grid.
4. Re-test the asset if required.

Print Test Labels

Automatic Printing


Labels can be set to print automatically when the test is completed. Refer to section '[Settings](#)'.

If these options are not switched on, it is necessary to manually print the labels. Refer to section '[Manual Printing](#)'.

Manual Printing


Labels can be printed from the asset screen or from the 'Summary' screen .

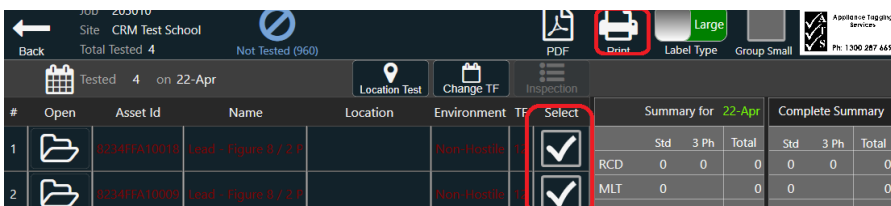


1. Press  on the asset screen.

Or:



- Press  at the top of the asset screen.
Select required assets and press print.



2. The label(s) prints from the Neo machine.

Label Logo

The default logo is displayed at the top of the asset screen. It is possible to change this in '[Settings](#)'.



Use the toggle to change the label size Large / Small.

Change the Default Printer

Refer to the 'Neo Printer Setup' manual for details on how to set up the printer.

Refer to section '[Settings](#)' to change the default printer.


Note:

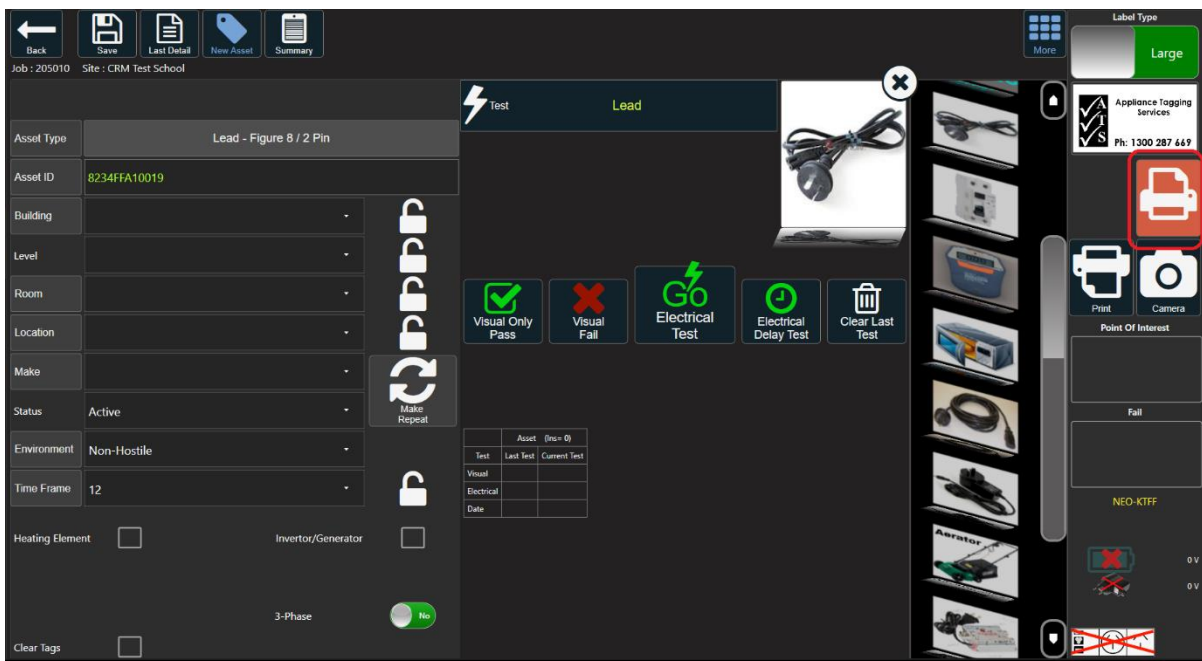
- If you go into Settings to change the printer, the one displayed is the selected one.
- Previously, the first printer in the list was displayed. If the save button was pressed, the printer would unintentionally be changed.

Label Backup Function

Some older model tagging printers have an issue when powered off and back on again. The first label is not pulled back after power is restored. This causes the first label to print across 2 labels which is a waste, and the label must be reprinted.

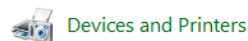
This is an issue in the printer firmware which cannot be updated due to the age of the printer.

To get around this issue and prevent wasting labels use the red printer icon  in the right-hand column. This pulls the label back a predefined distance.

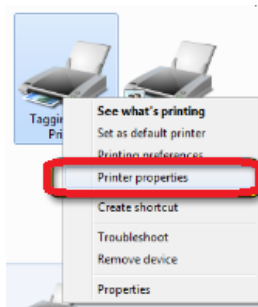


IMPORTANT: To enable this to work it is necessary to share the printer in the control panel printer setup.

1. Go to 'Control Panel' and select 'Devices and Printers'.



2. Right click on the printer used for printing labels. Select **Printer Properties**.



3. Click on the 'Sharing' tab.



4. Select the 'Share this printer' checkbox.

5. Enter the share name **NEO**.

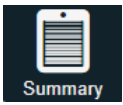
6. Click **Apply**.

7. Click **Ok**

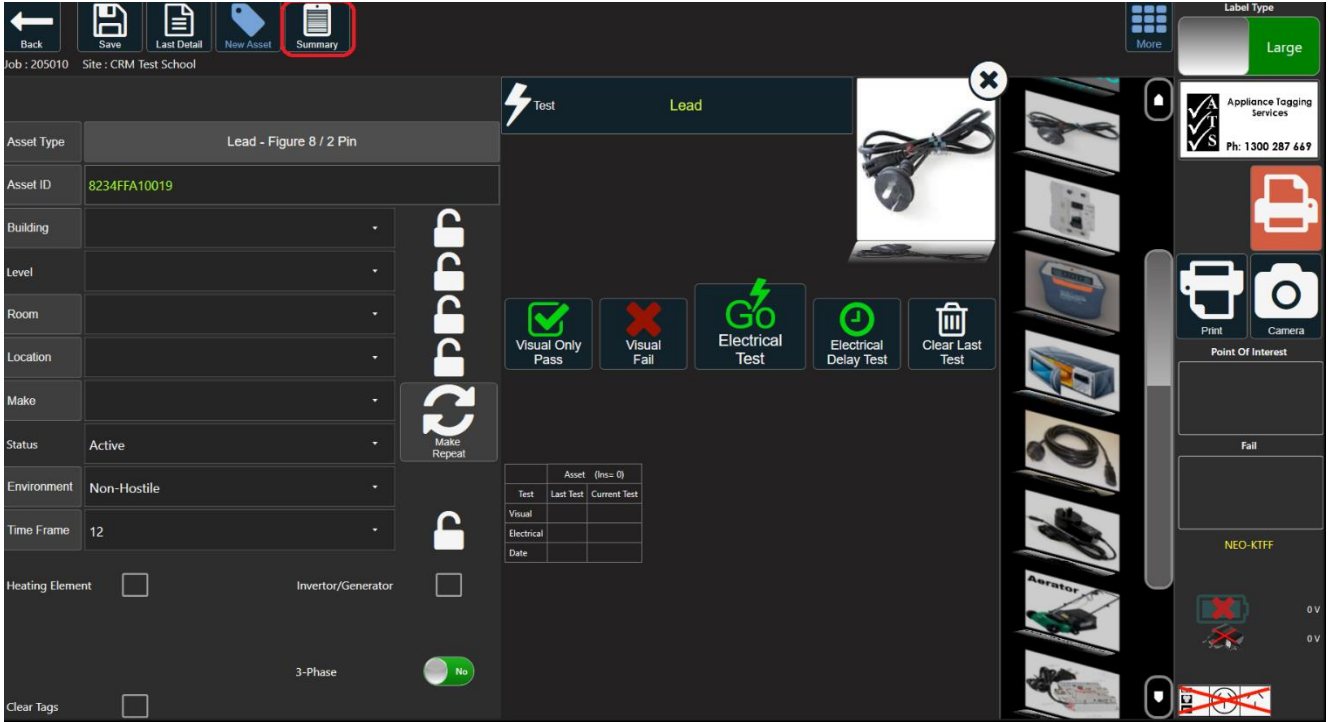
8. A symbol displays indicating the printer is now shared. The actual symbol may vary depending on the version of Windows.



View Inspection Details

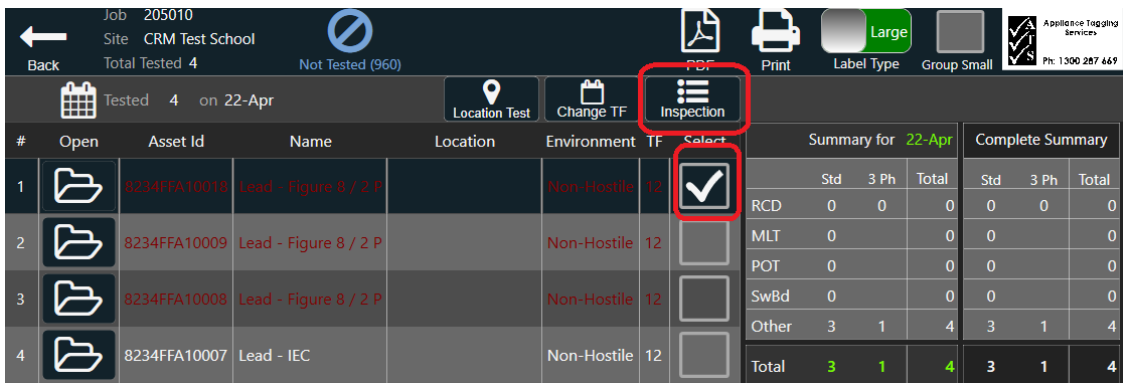


1. Press **Summary** at the top of the asset screen.



2. The screen displays test result data.

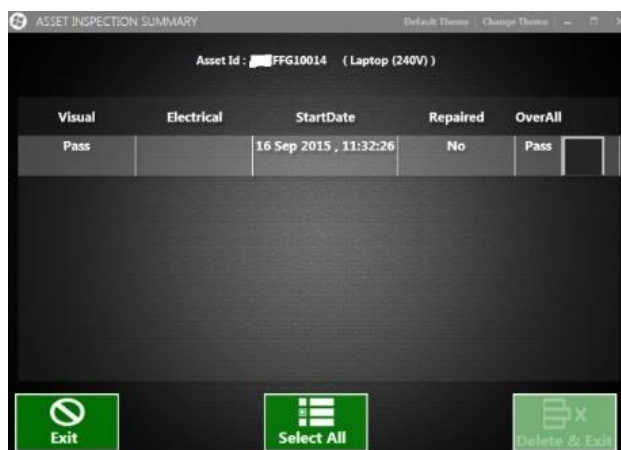
- Failed assets are listed in red
- Passed assets are listed in white




3. Select an asset and press **Inspection**.

Note: It is only possible to view an Inspection for one asset. If more than one asset is selected in the list, the 'Inspection' button is inactive.

4. The 'Asset Inspection Summary' window opens.



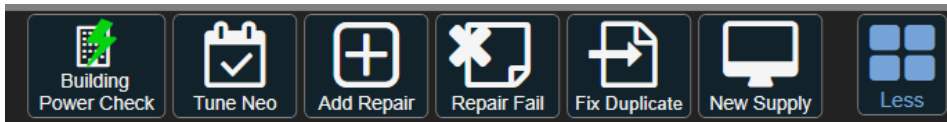
5. To delete the inspection, select and press  **Delete & Exit**.

Repairs / Supply

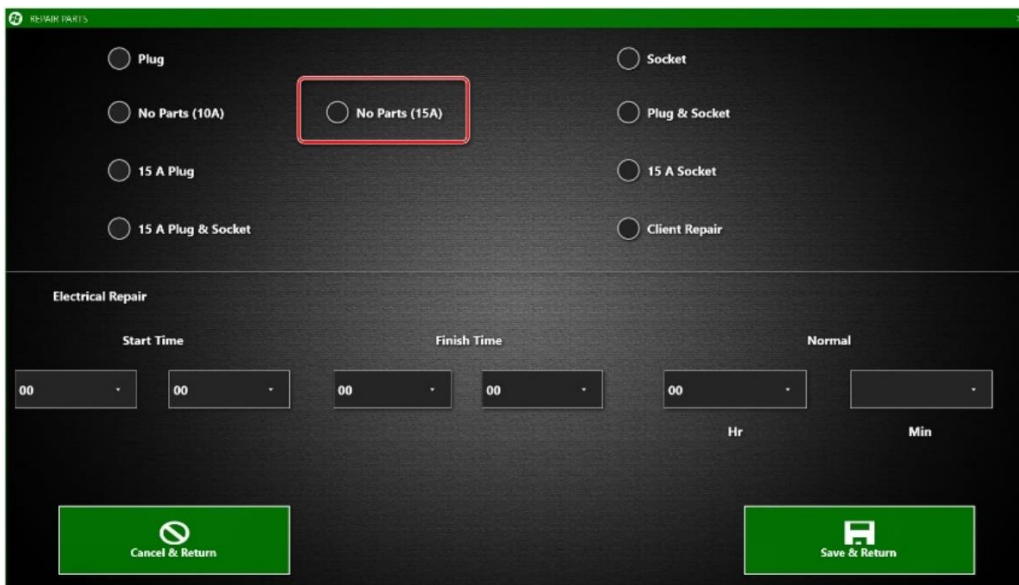
Repair a Failed Asset



1. Press **More** in the top right corner.
2. A row of icons appears.



3. Press **Add Repair**.
4. The 'Repair Parts' window opens.



5. Select the part that has been repaired.

Note: There is now an option for 'No Parts 15A'. The original 'No Parts' has been renamed 'No Parts (10A)'.

6. Enter the start and end time for the repair using the dropdown menus.



7. Press **Save & Return**.
8. Repeat the electrical test to ensure the repair is successful.

Note: The 'Inspection' report for the asset in the 'Summary' section shows that the asset failed the first test, has been repaired and now passed the test.

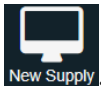
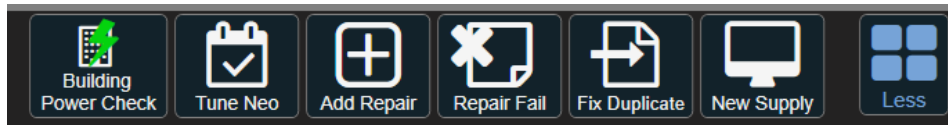
| Visual | Electrical | StartDate | Repaired | OverAll |
|--------|------------|------------------------|----------|---------|
| Pass | | 17 Sep 2015 , 11:12:53 | Yes | Pass |
| Fail | | 17 Sep 2015 , 11:09:05 | No | Fail |

Exit Select All Delete & Exit

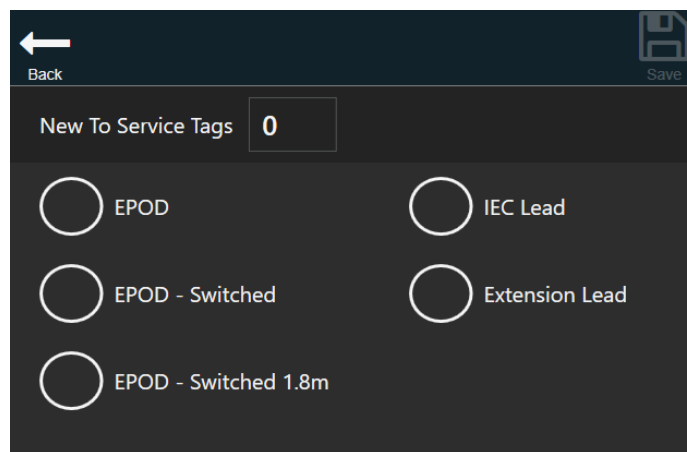
Supply a Part



1. Press **More** in the top right corner.
2. A row of icons appears.



3. Press **New Supply**.
4. The 'New Supply' window opens.



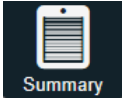
5. Select the part being supplied and save.

Note: If the part being supplied is the same asset type as the failed one, an extra checkbox appears to confirm this is a replacement 'Replace existing x with new x'. Press in the checkbox if this is the case. Otherwise, leave the box blank.

6. An asset is created with details copied from the previous asset.
7. The supplied asset can now be tested.

Reports

Daily Summary Report



1. Press **Summary** at the top of the asset screen.
2. The screen displays test result data.
 - Failed assets are listed in red
 - Passed assets are listed in white

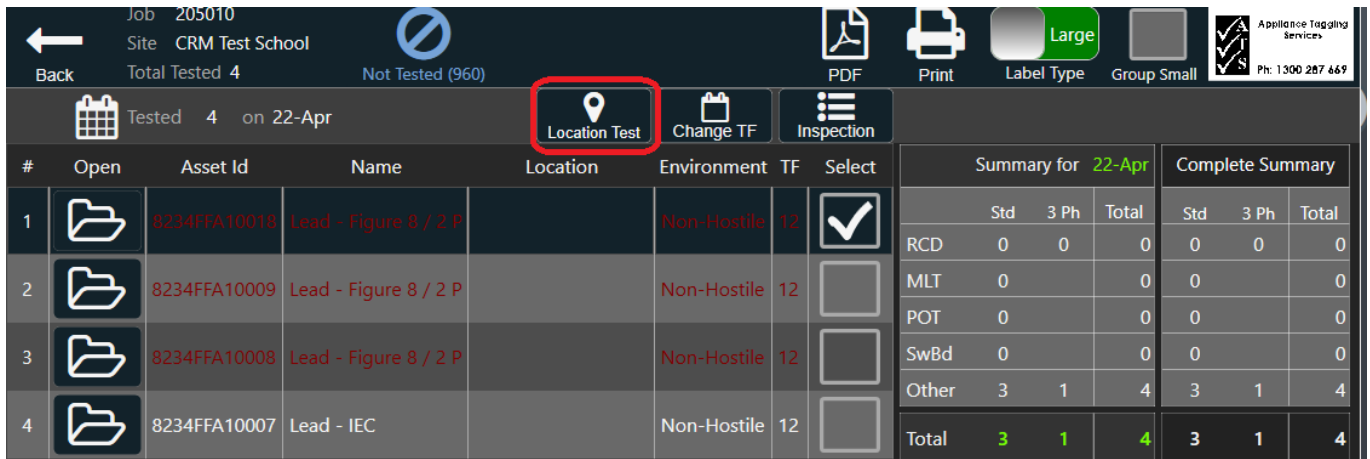
| # | Open | Asset Id | Name | Location | Environment | TF | Select | Summary for 22-Apr | | | Complete Summary | | | |
|---|------|--------------|-----------------------|----------|-------------|----|-------------------------------------|--------------------|------|-------|------------------|------|-------|---|
| | | | | | | | | Std | 3 Ph | Total | Std | 3 Ph | Total | |
| 1 | | 8234FFA10018 | Lead - Figure 8 / 2 P | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | RCD | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | | 8234FFA10009 | Lead - Figure 8 / 2 P | | Non-Hostile | 12 | <input type="checkbox"/> | MLT | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | | 8234FFA10008 | Lead - Figure 8 / 2 P | | Non-Hostile | 12 | <input type="checkbox"/> | POT | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | | 8234FFA10007 | Lead - IEC | | Non-Hostile | 12 | <input type="checkbox"/> | SwBd | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | Other | 3 | 1 | 4 | 3 | 1 | 4 |
| | | | | | | | | Total | 3 | 1 | 4 | 3 | 1 | 4 |



3. Press **PDF**.
4. Choose where to save the report.
5. Open the report from the chosen location.

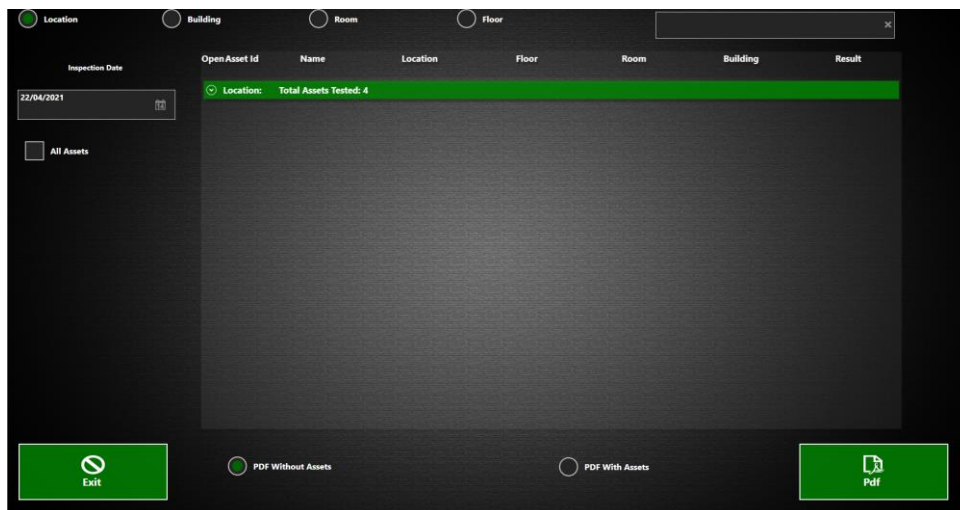
Location Reports


1. Press  at the top of the asset screen.
2. Press .







| # | Open | Asset Id | Name | Location | Environment | TF | Select | Summary for 22-Apr | | | Complete Summary | | | |
|-------|------|--------------|-----------------------|----------|-------------|----|-------------------------------------|--------------------|------|-------|------------------|------|-------|---|
| | | | | | | | | Std | 3 Ph | Total | Std | 3 Ph | Total | |
| 1 | | 8234FFA10018 | Lead - Figure 8 / 2 P | | Non-Hostile | 12 | <input checked="" type="checkbox"/> | RCD | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | | 8234FFA10009 | Lead - Figure 8 / 2 P | | Non-Hostile | 12 | <input type="checkbox"/> | MLT | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | | 8234FFA10008 | Lead - Figure 8 / 2 P | | Non-Hostile | 12 | <input type="checkbox"/> | POT | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | | 8234FFA10007 | Lead - IEC | | Non-Hostile | 12 | <input type="checkbox"/> | SwBd | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | | | | | | | Other | 3 | 1 | 4 | 3 | 1 | 4 |
| | | | | | | | | Total | 3 | 1 | 4 | 3 | 1 | 4 |

3. The following window opens:



4. Use the buttons at the top to choose to display the report by location, building, room or floor.
5. Change the inspection date as required.
6. To create a PDF, use the buttons at the bottom to choose to display the report with or without asset details. Press . Select where to save the report.

7. To view asset details on screen, press the dropdown arrow  for the required location. Press .

| Location: | | Total Assets Tested: 4 | | | | |
|---|--------------------------------------|------------------------|--|--|--|------|
|  | 8234FFA10008 Lead - Figure 8 / 2 Pin | | | | | Fail |
|  | 8234FFA10009 Lead - Figure 8 / 2 Pin | | | | | Fail |
|  | 8234FFA10018 Lead - Figure 8 / 2 Pin | | | | | Fail |
|  | 8234FFA10007 Lead - IEC | | | | | Pass |

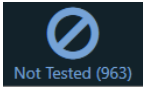
Example: Location Report - Without Assets

| Tested Assets | |
|---------------|-----------------------------|
| Date: | 11 November 2015 |
| Site Code: | EX |
| Business: | Ainslie DEC Testing Company |
| Location | Total Assets Tested |
| Desk | 7 |
| | 12 |
| Kitchen | 6 |

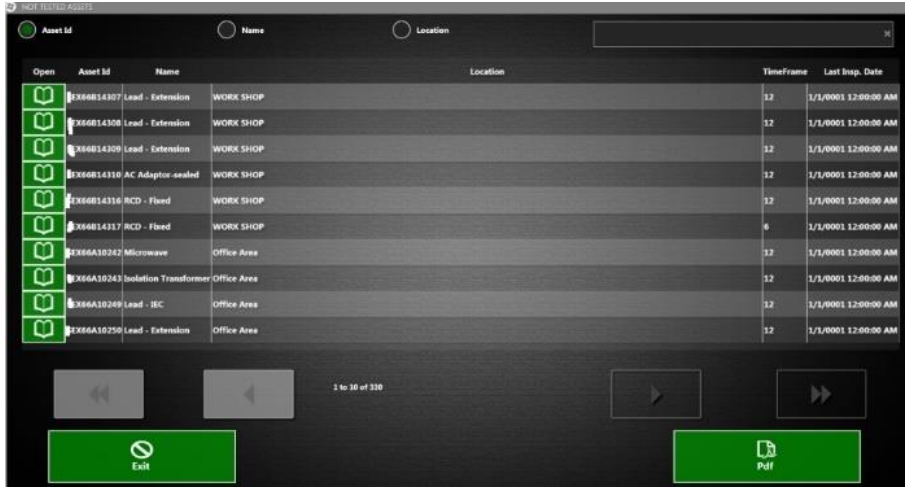
Example: Location Report - With Assets

| Tested Assets | | | | | |
|---------------|-----------------------------|------------------------|----------|-------|-----------|
| Date: | 11 November 2015 | | | | |
| Site Code: | EX | | | | |
| Business: | Ainslie DEC Testing Company | | | | |
| Location: | Desk | Total Assets Tested: 7 | | | |
| Id | Name | Room | Location | Floor | Building |
| EXFFG10034 | Laptop (240V) | 7A | Desk | 1 | Main Hall |
| EXFFG10037 | EPOD / PowerBoard | 7A | Desk | 1 | Main Hall |
| EXFFG10038 | EPOD / PowerBoard | 7A | Desk | 1 | Main Hall |
| EXFFG10039 | EPOD / PowerBoard | 7A | Desk | 1 | Main Hall |
| EXFFG10035 | EPOD / PowerBoard | 7A | Desk | 1 | Main Hall |
| EXFFG10014 | Laptop (240V) | 7A | Desk | 1 | Main Hall |
| EXFFG10016 | Laptop (240V) | 7A | Desk | 1 | Main Hall |
| Location: | Total Assets Tested: 12 | | | | |
| Id | Name | Room | Location | Floor | Building |
| EXFFG10044 | Lead - Extension | | | | Main Hall |
| EXFFG10043 | Computer - PC/Desktop | | | | Main Hall |
| EXFFG10045 | Lead - IEC | | | | Main Hall |
| EXFFG10042 | Powerboard | | | | Main Hall |
| EXFFG10041 | Powerboard | | | | Main Hall |
| EXFFG10046 | Lead - IEC | | | | Main Hall |
| EXFFG10047 | Lead - IEC | | | | Main Hall |

Not Tested Assets Report



1. Press **Not Tested (963)** at the top of the 'Summary' screen.
2. The 'Not Tested Assets' window opens.
3. A list of untested assets at that site is displayed.



4. Press to display asset details.
5. Use the box in the top right to search for an asset. Press the relevant button to search by Asset ID, Name or Location.



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

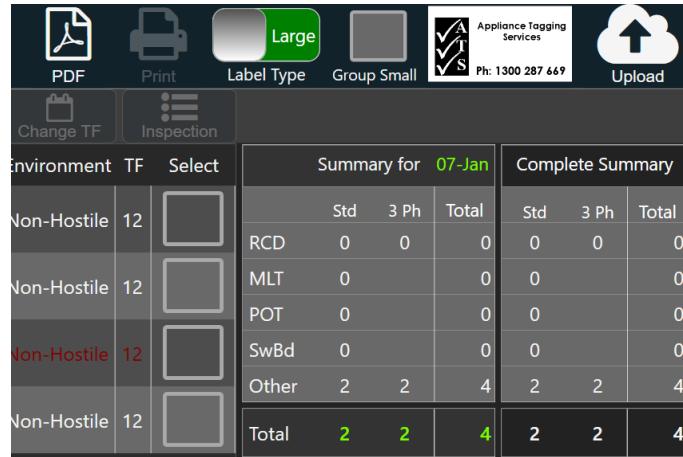


7. Press .
8. Choose the required location to save the file. Press **OK**.


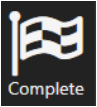
Upload Test Results and Complete a Job

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

1. Once all required assets have been tested, go to the 'Summary' screen.



| Environment | TF | Select | Summary for 07-Jan | | | Complete Summary | | | |
|-------------|----|--------------------------|--------------------|------|-------|------------------|------|-------|---|
| | | | Std | 3 Ph | Total | Std | 3 Ph | Total | |
| Non-Hostile | 12 | <input type="checkbox"/> | RCD | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Hostile | 12 | <input type="checkbox"/> | MLT | 0 | | 0 | 0 | | 0 |
| Non-Hostile | 12 | <input type="checkbox"/> | POT | 0 | | 0 | 0 | | 0 |
| Non-Hostile | 12 | <input type="checkbox"/> | SwBd | 0 | | 0 | 0 | | 0 |
| Non-Hostile | 12 | <input type="checkbox"/> | Other | 2 | 2 | 4 | 2 | 2 | 4 |
| | | | Total | 2 | 2 | 4 | 2 | 2 | 4 |

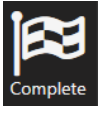
2. Press  in the top right corner.
3. Press **OK** on the pop-up message 'File Upload Completed'.
4. Press .
5. The job disappears from the list.
6. A closure email is sent. Ensure there is an internet connection to enable the email to send.

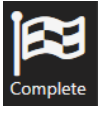
Notes:

- 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.

Complete a Job with No Data

- Search for the job number in Neo. Do not download or upload.



- Press  on the 'Available Clients' screen.
- Neo sends the 'close' email as normal. Ensure there is an internet connection to enable the email to send.

IMPORTANT

- **ENSURE THE NEO BOX AND SOCKET BOX (TRINITY) ARE TURNED OFF AT THE END OF A JOB TO AVOID THE BATTERY DRAINING.**

Missing Data

Scenario 1 – Potential data corruption

- If somehow, data is missing, then the 'Data Missing' button will pop up.
- Click this button to get an idea of what is wrong.
- Contact Support for assistance.

| Summary for 13-Jan | | | Complete Summary | | |
|--------------------|-----------|----------|------------------|-----------|----------|
| Std | 3 Ph | Total | Std | 3 Ph | Total |
| RCD | 0 | 0 | 0 | 0 | 0 |
| MLT | 0 | 0 | 0 | 0 | 0 |
| POT | 0 | 0 | 0 | 0 | 0 |
| SwBd | 0 | 0 | 0 | 0 | 0 |
| Other | 29 | 0 | 46 | 29 | 0 |
| Total | 29 | 0 | 46 | 29 | 0 |
| Pass | | 34 | | | 34 |
| Fail | | 12 | | | 12 |

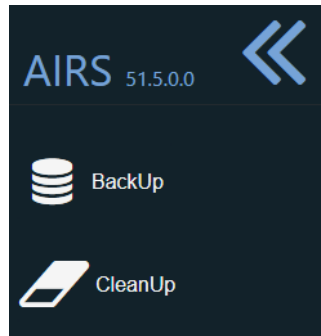
Scenario 2 – Missing test after repair

- If a repair has been done however inspection has not been recorded in AIRS, it will give pop up with message 'Repair Test Missing'.
- Click this button to see a list of all the assets that have been repaired but the tech forgot to do the test in AIRS.

| Summary for 13-Jan | | | Complete Summary | | |
|--------------------|----------|----------|------------------|----------|----------|
| Std | 3 Ph | Total | Std | 3 Ph | Total |
| RCD | 0 | 0 | 0 | 0 | 0 |
| MLT | 0 | 0 | 0 | 0 | 0 |
| POT | 0 | 0 | 0 | 0 | 0 |
| SwBd | 0 | 0 | 0 | 0 | 0 |
| Other | 9 | 0 | 9 | 9 | 0 |
| Total | 9 | 0 | 9 | 9 | 0 |
| Pass | | 7 | | | 7 |
| Fail | | 2 | | | 2 |

BackUp and CleanUp

1. Press  in the top left corner.
2. The following menu opens:



3. Select either the Backup or CleanUp icon.
4. Press the back arrow to close this menu.


View Data in the Portal

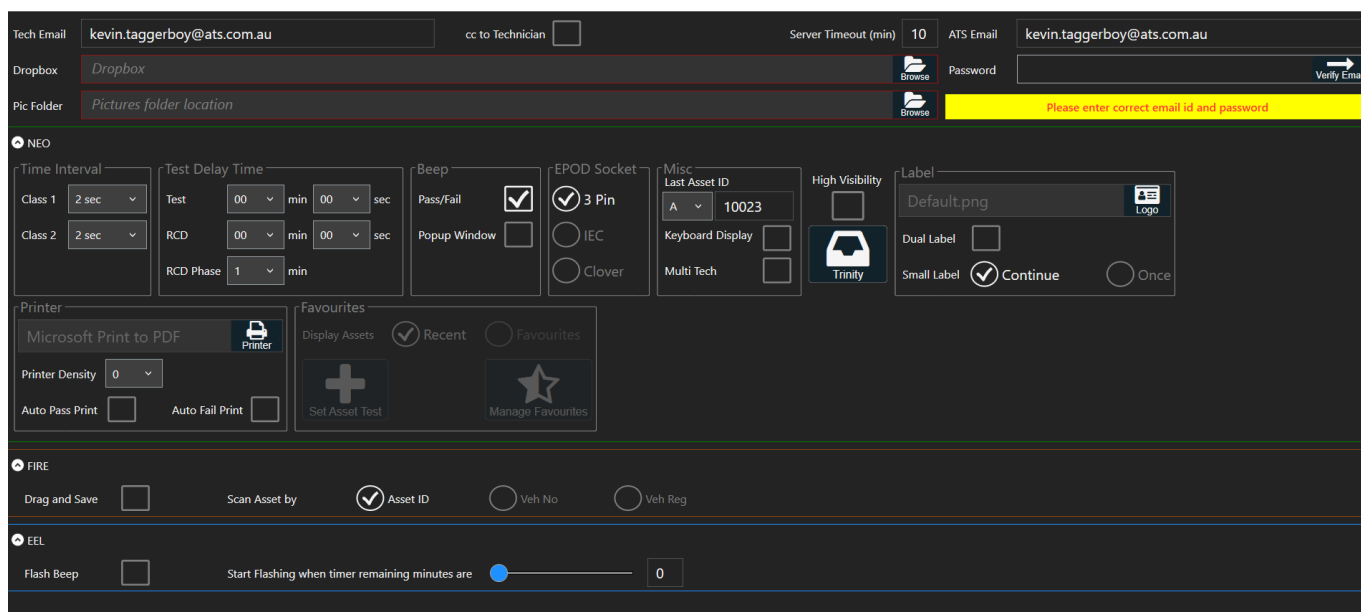
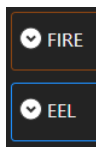
Once a job is uploaded and completed, it is possible to view asset data and run reports in the AIM Portal.

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

Settings



1. Press  in the left sidebar.
2. The Settings screen now combines settings for Neo, Fire and EEL. These sections can be opened and closed using the arrows.



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.

Time Interval

- Use the dropdown to select the time taken to do a power-up test for a Class 1 and Class 2 asset.
- If 'Unlimited' is selected, it is necessary to manually stop the test.

Test Delay time

- This is the default time used when 'Delay Test' is chosen on the asset screen.
- This could be necessary if the asset is not located close to the Neo hardware.
- Use the dropdown arrows to select a time value for delaying different test types.

Beep

- Select whether the tablet is to beep to indicate when a test passes or fails.
- Select whether the tablet is to beep to indicate a pop-up window is opened.

Misc.

- Select if an onscreen keyboard display is required.
- Multi Tech - use this option if more than one electrician visits the site.

Last Asset ID

- This shows the last asset ID to be assigned.
- Asset IDs are automatically assigned consecutively.
- The numbering system can be altered here if necessary.

Label


- Select the label logo.
- Press in the box if dual label printing is required.
- Small Label – select Continue or Once.

Printer

- Select the printer to be used. Refer to the 'Neo Printer Setup' if the required printer is not listed.
- The printer displayed is the one currently selected.
- Printer Density - use the dropdown arrow to select a darkness level for label printing.
- Auto Pass Print / Auto Pass Fail - select automatic printing of labels when an asset passes or fails the electrical test.


Favourites

- This section will only be enabled if a NEO job is open as these options relate to the type of job that is open (Standard, DEC, SES).
- Display Assets - use this to change the asset icons displayed on the asset screen. Select either Recent or Favourites.
- Set Asset Test - change the default test type for an asset.
- Manage Favourites – add or edit favourites.
- See section '[Manage Favourite Assets](#)' for more details.

3. Press  in the top right corner.

Close the Neo App



1. Press  in the bottom left corner of the screen to close the app.
2. Select **Yes** on the confirmation message.

IMPORTANT

ENSURE THE NEO APP IS CLOSED BEFORE SHUTTING DOWN THE PC TO AVOID DATA LOSS.

ENSURE THE NEO BOX AND SOCKET BOX (TRINITY) ARE TURNED OFF AT THE END OF A JOB TO AVOID THE BATTERY DRAINING.

FAQs

| QUESTION | ANSWER |
|---|--|
| How to install Team Viewer. | Download from the 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 The existing Updater must be uninstalled first. See below. |
| How to uninstall the ATS Updater. | Start - Settings – System – Apps & Features Search for ATS Updater Click on the program name. Click Uninstall . |
| When testing an IEC lead on its own or an extension lead, can a Class 2 Leakage test be done instead of the lead test? | It is still necessary to do the full standard lead test even when it is not a dual test, as polarity needs to be tested. |
| How to set the gap sensor. | Refer to the 'Neo Printer Setup' manual. |

Troubleshooting

Neo Hardware Issues

IMPORTANT:

- To troubleshoot Neo hardware issues, all solutions should be performed without Trinity. Disconnect the DB9 connector and check in the Neo software that a red cross is displayed on Trinity.
- Ensure mains power is only connected to Neo and there are no wire connections between Neo and Trinity.

Error messages

'Check fuse'

- Ensure the fuse is not blown.
- Check the fuse is not over tightened. This can cause it to be turned past the contacts.
- Connect to a different power supply socket (use different GPO) to power your equipment.
- Ensure the power supply is on and connected properly to Neo.

'No mains power' or 'Check mains polarity'

- Use the solution as per 'Check fuse' above.
- Try the tests with 2-3 different assets.
- Perform a class 2 leakage test without any asset connected only on Neo (no Trinity).
- Connect to a different power supply socket (use different GPO) to power your equipment.
- If using a new extension lead, try a different one in case it is faulty.

'Low AC adapter voltage (between 1V- 6V)' and not charging

- Use the solution as per 'Check fuse' above.
- Ensure the AC adapter is properly connected on the power supply.
- If possible, connect a different Neo AC adapter to verify the actual AC adapter has no issues.

'Byte3' often indicates a USB issue within the computer

- Check the USB connection.
- Perform the test without hub and direct connection to PC.
- Start the Neo software and hardware.
- If unsuccessful, restart the PC.

Problems

Constantly failing earth continuity of leakage test

- Use the solution as per 'Check fuse' above.
- Ensure the earth probe is properly connected/ if possible change the probe.
- Try the tests with 3-4 different types of assets.
- Try connecting to the different earth parts of the asset.
- If using extra-long leads, ensure the settings are correct in the 'Long Leads' section in Settings. Repeat the test without the long leads attached.
- Replace the plug or extension lead used to power up the unit (trolley).

Red cross on AC adapter, battery

- If the AC adapter is connected correctly this may indicate a problem in the USB connection to the hardware.
- Change the USB port on hub.
- Try connecting without hub, Connect the USB cable from Neo directly on PC.
- Restart the Neo software.
- Restart the PC.

Constant failures on leads or EPODs

- Connect leads directly on Neo.
- Test with 3-4 different leads and EPODs.
- Ensure leads are properly pushed into the Neo sockets.
- If using extra-long leads, ensure the settings are correct in the 'Long Leads' section in Settings. Repeat the test without the long leads attached.

Scanner does not scan properly. Asset is not displayed when scanning.

- Asset ID is not recognised. This is due to an incorrect keyboard layout being selected for the tablet. This is common following a Windows 10 upgrade or on a new Windows 10 PC when the keyboard default is set to UK.
- Verify the asset ID:
 - Open Notepad.
 - Scan the asset code into it.
 - Ensure the asset code starts with **!** and ends with **#**, for example **!4614A5D48595#**
 - If the **!** and **#** are not there or are different, for example, **!** and **£**, the scan will not work.
 - If the codes are missing completely the scanner will need to be programmed to add them. This would only occur with a new scanner which has not been configured at the office.
- Change the default keyboard:
 - Go to Control Panel.
 - Select 'Language'.
 - In the 'Options' menu, remove all keyboards other than US. If for any reason additional keyboard layouts are required, ensure the US keyboard is the default.

Wi-Fi icon is red

- Indicates Wi-Fi is not connected. Tap on the icon to attempt to reconnect.
- Also see section '[Could not search the job and Wi-Fi in Neo is off \(red\)](#)'

Neo Software Issues

Errors

'Device not connected'

- Check all connections to ensure Neo is connected properly.
- Check USB connections and hub.
- Try connecting without the hub.
- It may be necessary to restart the application or PC if the issue is USB related.

'Duplicate assets will be created after some assets'

- Change the last asset ID in Settings. Increase ID or change character to the next one.

Icons



The adaptor has been disconnected. Connect to a power point or Neo.



The battery is low. Connect to a power point or Neo.



No connection between the serial port and the socket box. Connect the hardware as per the diagram in section 'Neo Hardware' in the Neo User Manual.

Problems

Required makes, asset types or logos are not available.

- ATS Updater program is out of date.
- Uninstall the current version of the ATS Updater. Download and install the latest ATS Updater. Refer to the section [FAQs](#).

Data not uploading or downloading.

- Ensure the date format is set to day-month-year on the tablet in control panel.
- Ensure the tablet is connected to the internet. The Wi-Fi icon should be green. If it is red, tap on the icon to attempt to reconnect.

Could not search the job and Wi-Fi in Neo is off (red)

- Disconnect and connect the Wi-Fi again.
- Tap on the Wi-Fi icon in Neo to attempt to reconnect.
- If Neo is still displaying no Wi-Fi, restart the PC.
- Ensure the Wi-Fi connection has internet access.
- Some mobile phone hotspots can be unreliable. Try changing location or test on a different Wi-Fi connection if possible.

Printing Problems

Label printing over 2 labels or printing stops with red error light

It is necessary to set the gap sensor.

6. Turn the power off,
7. Hold 'Pause' whilst turning the power on.




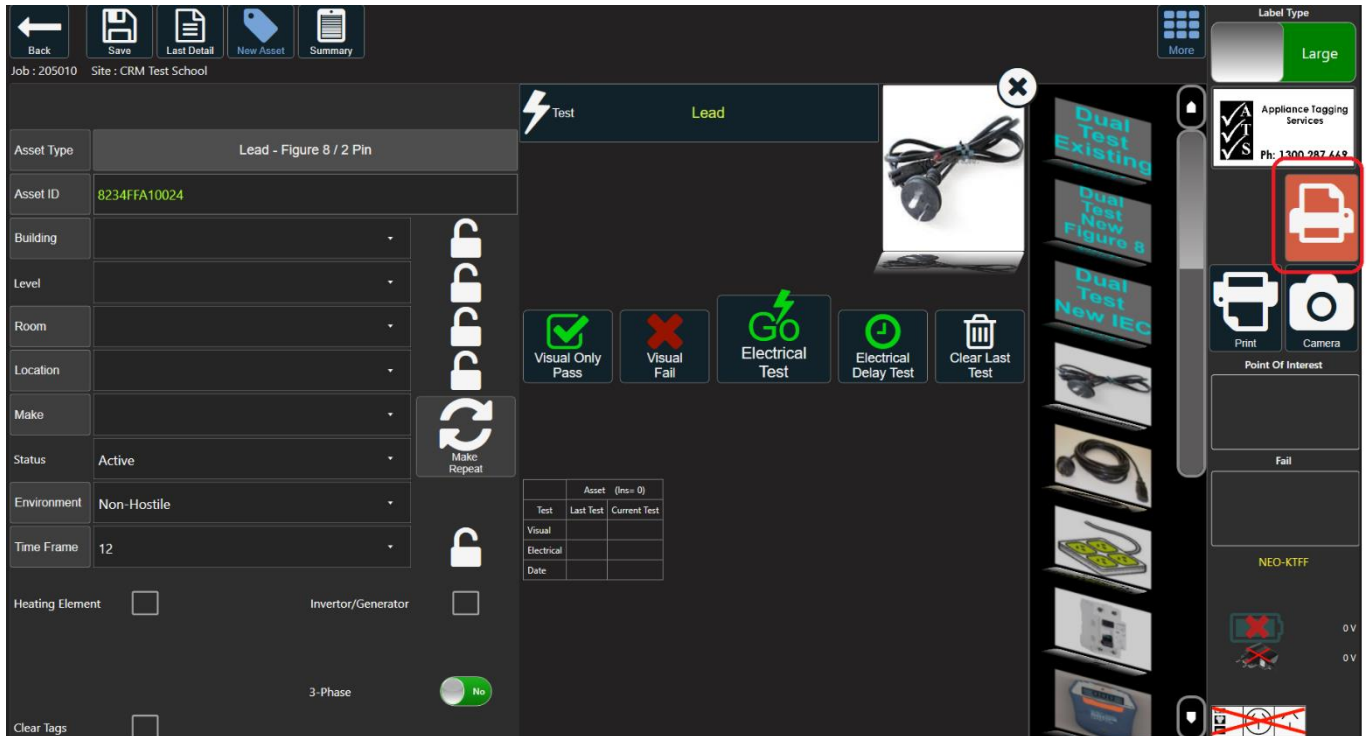
8. Once the labels start to feed out of the printer, let go of the button. Wait for the feed to stop.
9. Switch the printer off and on again.
10. The gap has now been set.
11. Wind back the labels to avoid wastage.

No text printing on the label – only barcode and logo

It is necessary to uninstall / disable the anti-virus software. Follow the same solution detailed in the section ['Data corruption / unable to run program'](#).

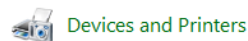
Label not pulled back after power restored

This can happen on some older printer models especially. Click the label backup icon . This pulls the label back a predefined distance.

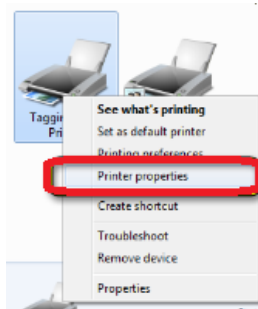


IMPORTANT: To enable this to work it is necessary to share the printer in Control Panel printer setup.

1. Go to Control Panel.
2. Select **Devices and Printers**.



3. Right click on the printer used for printing labels. Select **Printer Properties**.



4. Click on the 'Sharing' tab.



5. Select 'Share this printer' checkbox.

6. Enter the share name **NEO**.

7. Click **Apply**.

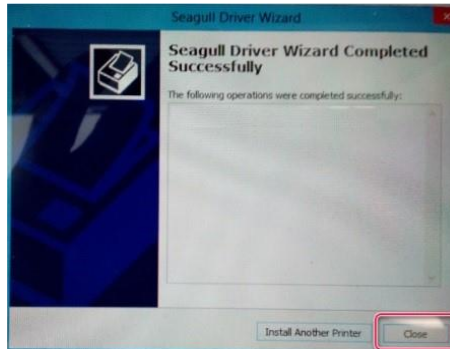
8. Click **Ok**

9. A symbol displays indicating the printer is now shared. The actual symbol may vary depending on the version of Windows.



Printer installation fails

The installation gets to the final stage, but no printers are shown as successfully installed. (This applies mostly to Windows 10.) Restart the PC if the printer has just finished as sometimes it may not appear until rebooted.

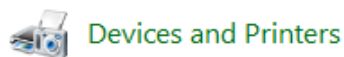


- Install an alternative printer driver by following the link on the Neo website:

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

- Or follow the instructions below to install from Control Panel.

18. From the Start menu or Control Panel, select **Devices and Printers**.



19. The wizard scans for printers.

20. Select **Add a Printer**.

21. Select **The printer I want isn't listed**.

The printer that I want isn't listed

22. On the next pop-up, select **Add a local printer or network printer with manual settings**.

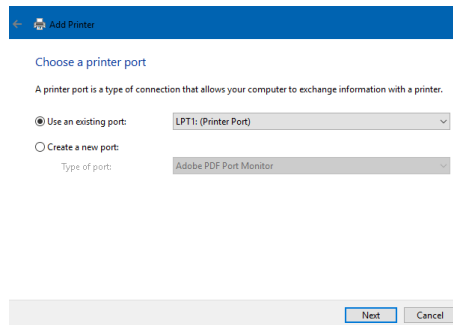
Add a local printer or network printer with manual settings

Next

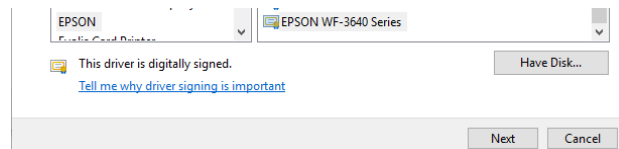
23. Click **Next**.

24. Leave the selection on **Use an existing port:**

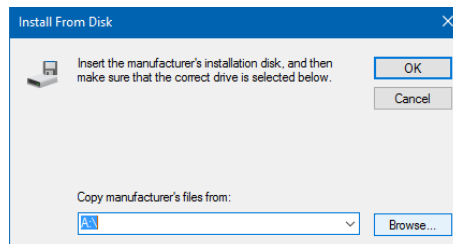
25. Click **Next**.



26. Select **Have Disk...**

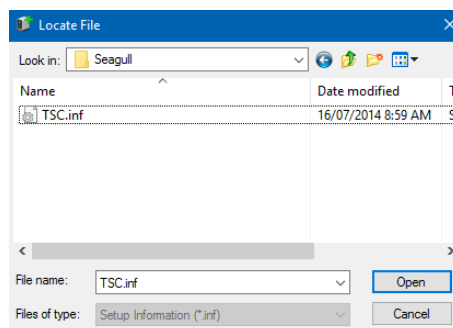


27. Select **Browse...**



28. Navigate to the Seagull folder on C:\

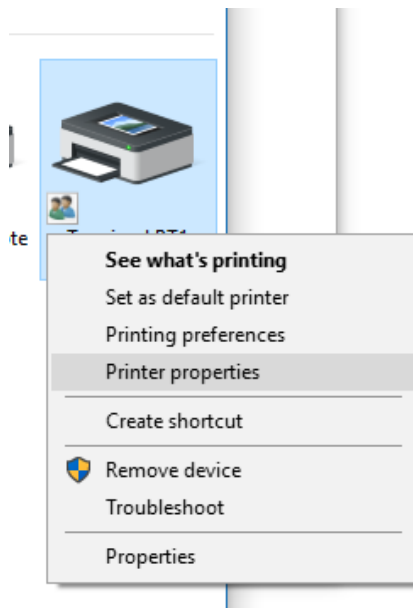
29. Select the TSC.inf file.



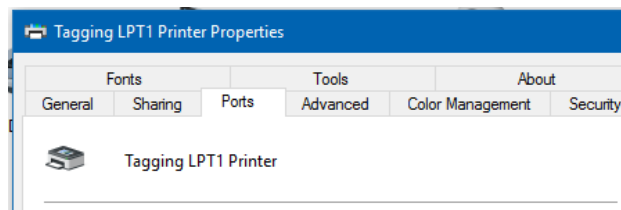
30. Click **Open**.

31. Click **OK** and follow the steps to complete the wizard.

32. Once complete, the printer should appear in printer list.
33. Right click on the printer icon and select **Printer Properties**.



34. On the **Ports** tab, select the USB port the printer adapter is using.



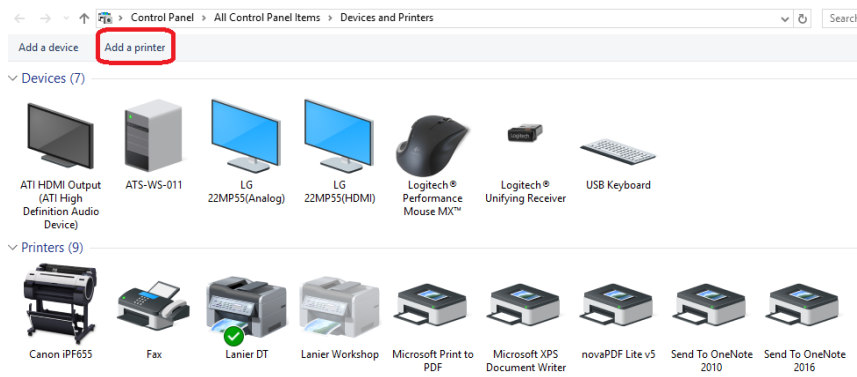
Printer missing in Control Panel

The printer can sometimes be missing after Windows updates. It is necessary to add the printer again.

1. Navigate to C:\ on the PC.
2. Ensure there is a folder called 'Seagull'.

Note: If the folder does not exist, the printer has not been previously installed or the driver folder has been deleted. Refer to the 'Neo Printer Setup' manual to install the printer.

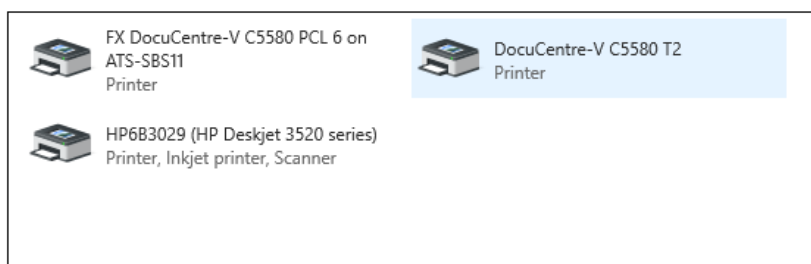
3. From the Start menu or Control Panel, choose **Devices and Printers**.
4. Select **Add Printer**.



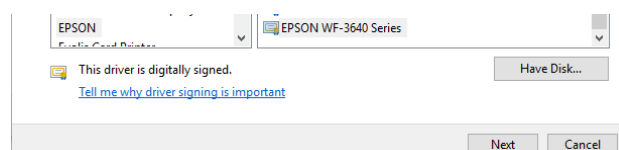
5. Select the required printer from the list.

Choose a device or printer to add to this PC

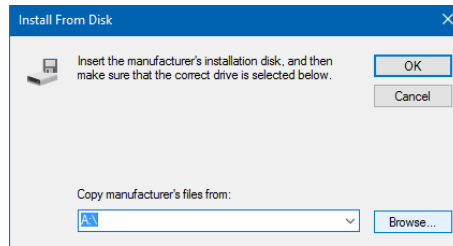
Select a device



6. Click **Next**.
7. Click **Have Disk...**

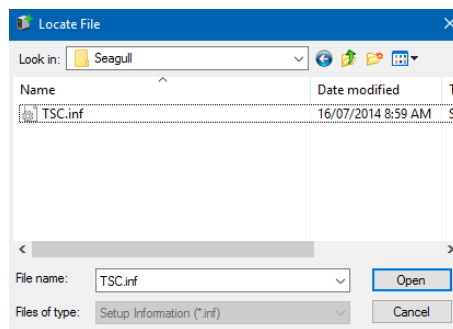


8. Click **Browse...**



9. Navigate to the Seagull folder on C:\

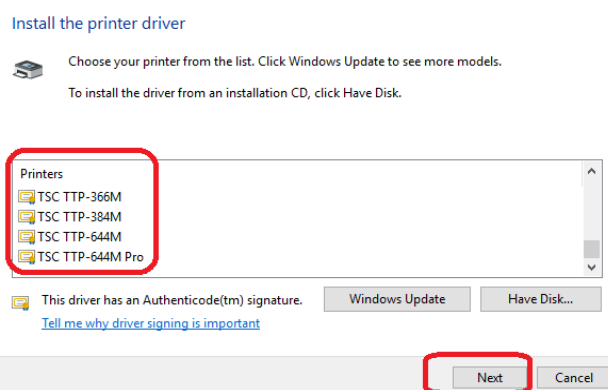
10. Select the TSC.inf file.



11. Click **Open**.

12. Click **OK**.

13. Scroll through the printer list to locate the required model. (The model should be on the label on the underside of the printer.)



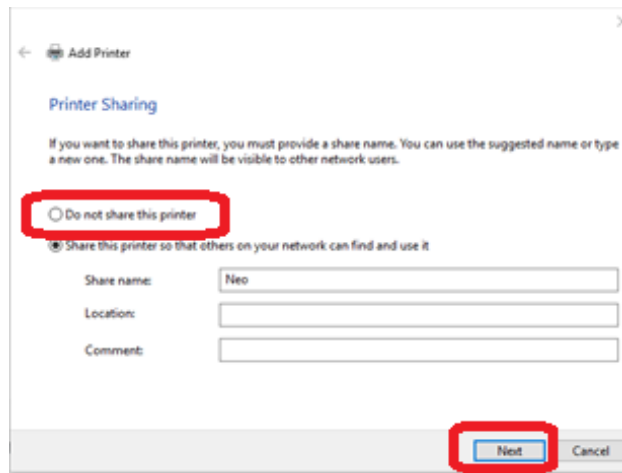
14. Click **Next**.

15. Enter a name for the printer.

16. Click **Next**.

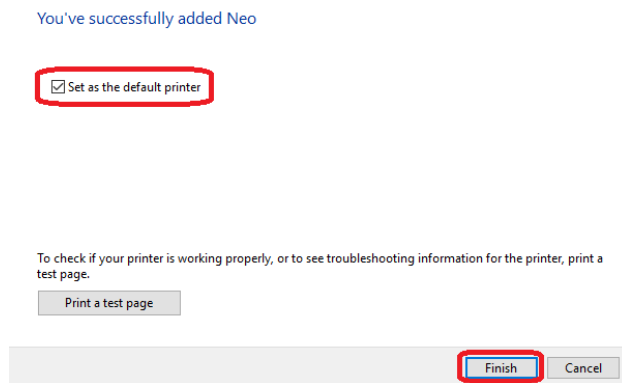
17. If prompted to allow installation, click **Install**.

18. Select **Do not share this printer**.



19. Click **Next**.

20. If required, select as the default printer.



21. Click **Finish**.

Data Problems

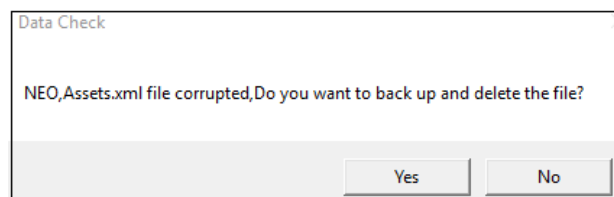
Error: 'Error occurred in filename x''

If the above error occurs, it indicates the data is corrupt in the file. Do not continue to test as this will also corrupt the backup files.

1. Close Neo immediately.
2. Open Neo again. Do not logon.
3. On the logon screen, press '**Check Data Integrity**'.



4. A message similar to the following appears:



5. Press **Yes**.
6. A message appears indicating the data check has finished.
7. Logon to Neo again and continue testing.

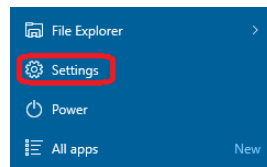
Data corruption / unable to run program

It is necessary to uninstall / disable the anti-virus software as this is preventing AIRS from accessing / writing to required files.

- If the PC is used only for testing and tagging, it is highly recommended to uninstall the antivirus. Refer to the section '[How to uninstall a program](#)'.
- Or, if the antivirus software is required on the PC, see below to exclude the AIRS folder from any antivirus checks. This example is for the built-in Windows Defender program. If using different antivirus or malware protection it will be necessary to consult the relevant applications operating instructions.

16. Click the 'Start' icon .

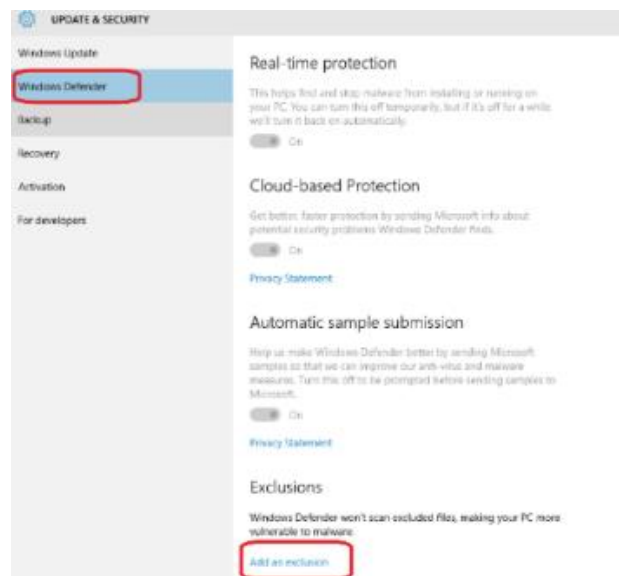
17. Click **Settings**.



18. Click **Update & Security**.

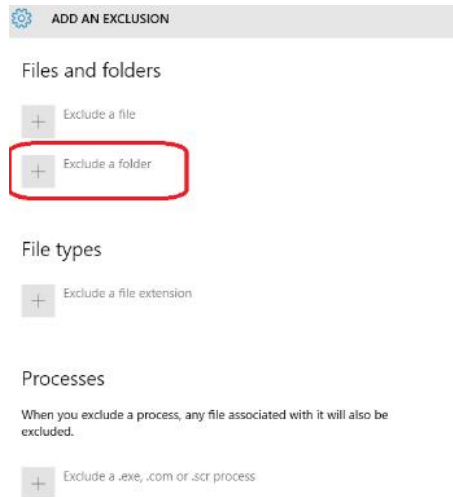


19. Select **Windows Defender or Windows Security** (depending on Windows version).



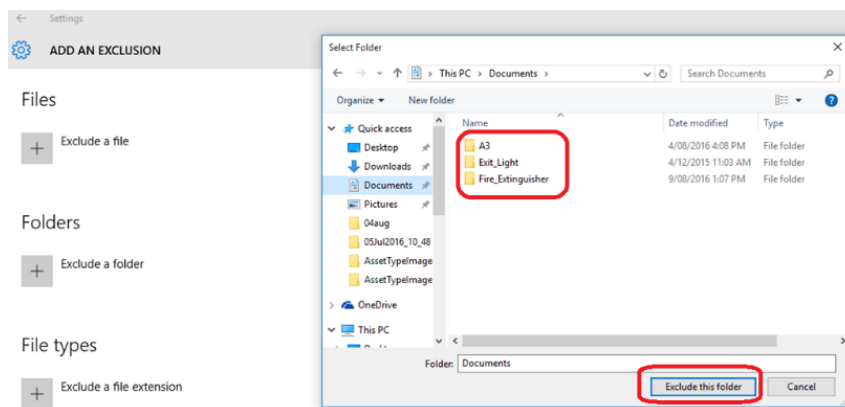
20. Select **Add an exclusion**.

21. Select **Exclude a folder**.



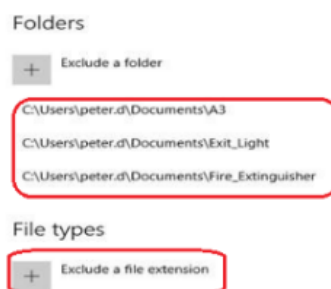
22. Select the 'A3' folder from Documents.

23. Click **Exclude this folder**.

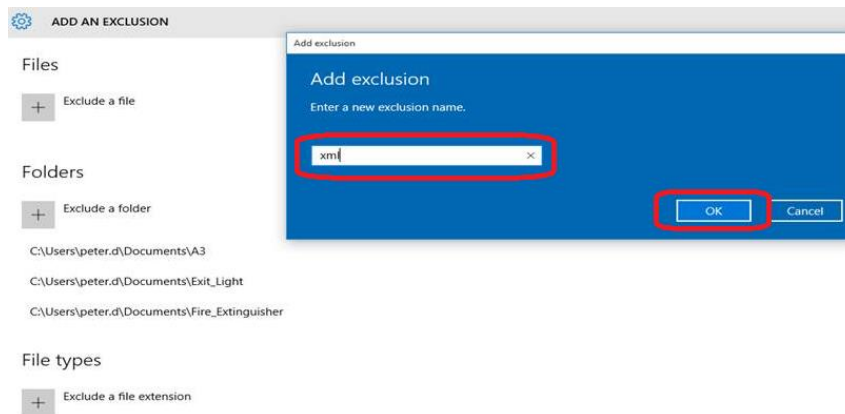


24. Repeat the above steps for the **Fire Extinguisher**, **Exit Light** and **AIRS** folders.

25. Folders will be listed as excluded.



26. Select **Exclude a file extension**.

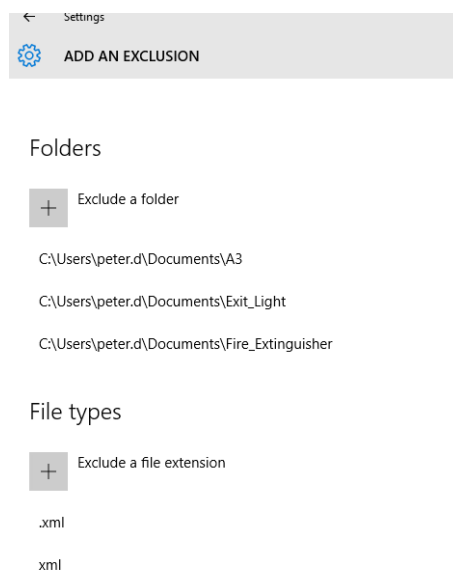


27. Enter type **xml**

28. Click **OK**.

29. Repeat for type **.xml** (with a dot before the letters).

30. File extensions are listed as excluded.

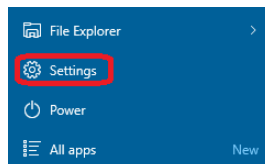


How To.....

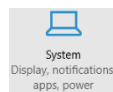
Uninstall a program

8. Click the 'Start' icon .

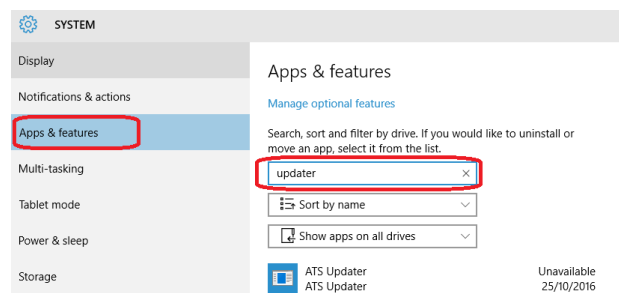
9. Click **Settings**.



10. Click **System**.

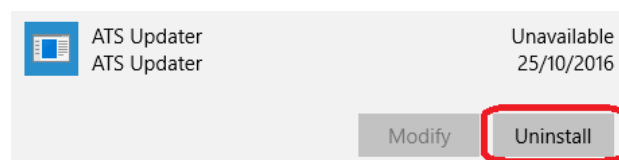


11. Select **Apps and Features** from the menu.




12. Enter a search term for the required program, for example 'ATS Updater'.

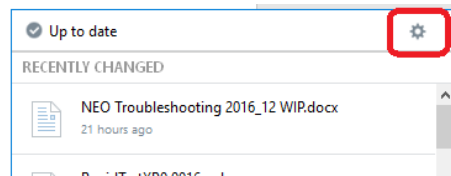
13. Click on the required program name in the list.



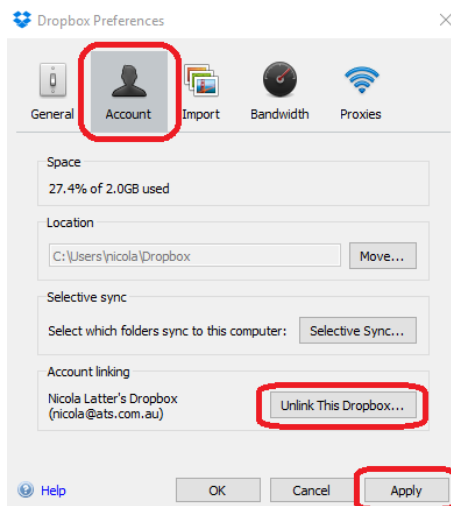
14. Click **Uninstall**.

Change the linked Dropbox account on a PC

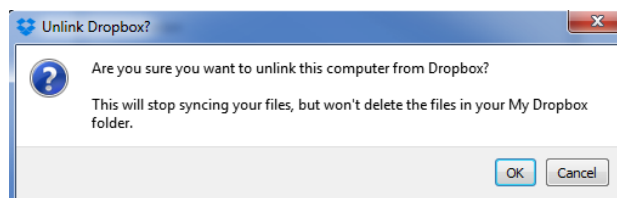
1. Click on the Dropbox icon in the task bar .
2. Click on the Settings icon.



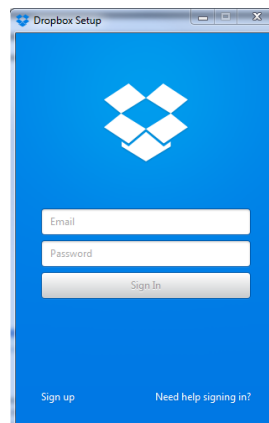
3. Select **Preferences** from the pop-up menu.
4. Select the 'Account' tab.



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



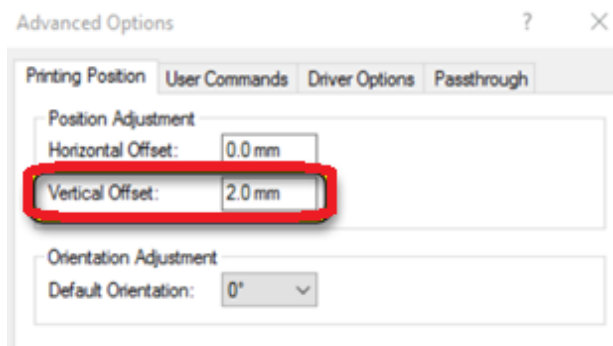
8. The Dropbox login screen automatically opens.



9. Enter email and password to sign in.

Adjust the label printing position

Use the 'Offset' setting in the printer setup.

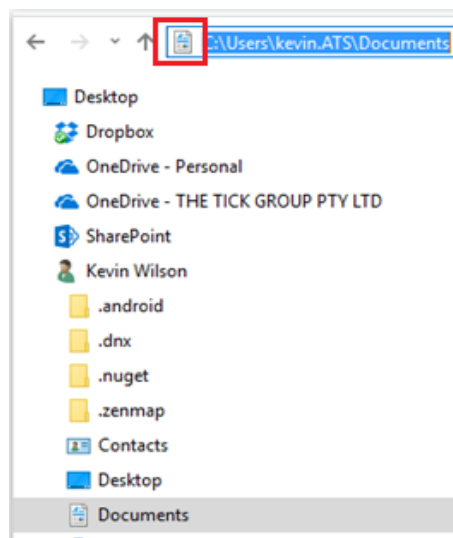



Change the location of the AIRS 'Documents' folder

To avoid data corruption, the main AIRS folders should not be stored in a shared folder location (for example, Dropbox or OneDrive).

Check the location of the 'Documents' folder

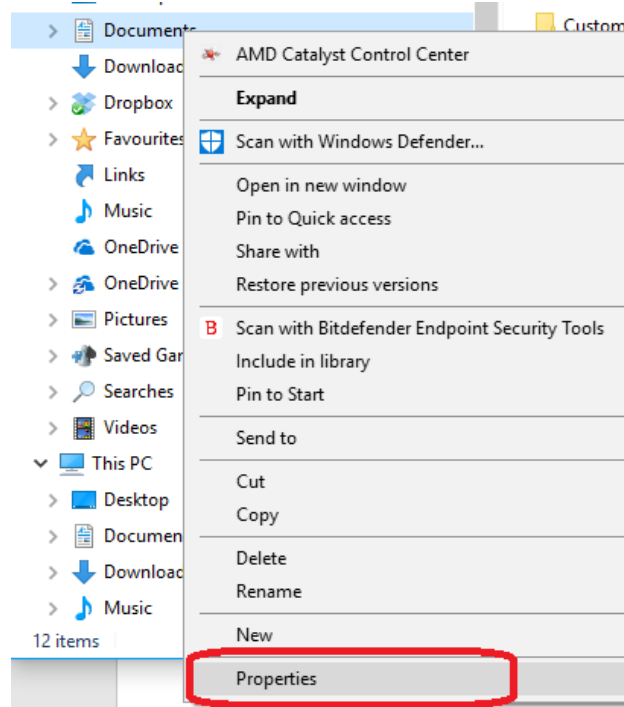
1. Navigate to the 'Documents' folder using File Explorer.



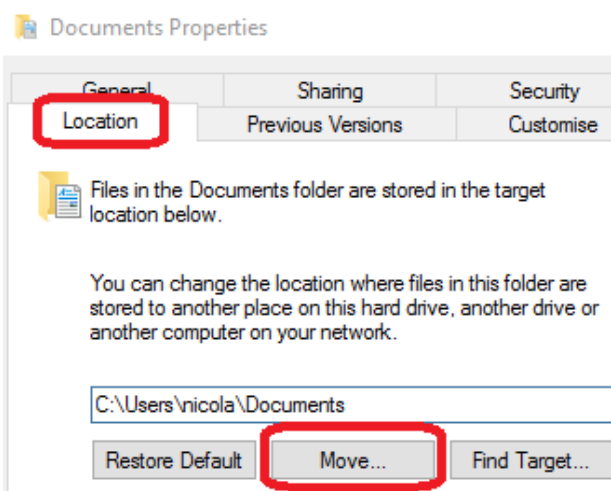
2. Click  in the address bar.
3. The location of the folder is displayed.
4. It is necessary to move the folder if it is located in a path showing OneDrive or Dropbox, for example:
C:\Users\kevin.ATS\OneDrive\Documents
C:\Users\kevin.ATS\DropBox\Documents

Change the location of the 'Documents' folder

1. Close all programs apart from File Explorer.
2. Right click on the 'Documents' folder.

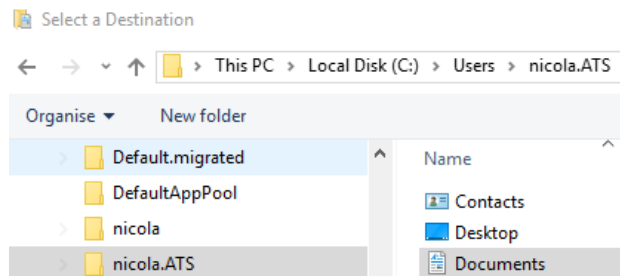


3. Click **Properties**.
4. Select the 'Location' tab.



5. Click **Move**.

6. Locate the place to move the folder to.




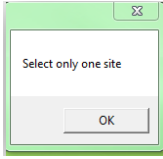
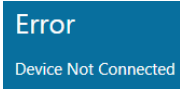
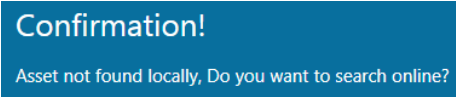
7. Click **Select Folder**.

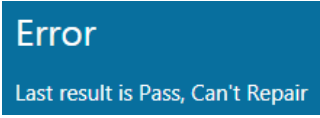
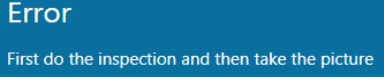
8. Click **OK**.


9. The folder is moved to the selected location.

10. It is now necessary to check the anti-virus settings again to ensure the correct folder is excluded. Refer to the section '[Uninstall / disable anti-virus](#)'.

Misc.

| ERROR | CAUSE | SOLUTION |
|--|---|---|
| <p>Error when logging on:</p>  | <p>User ID and / or password are incorrect.</p> | <p>User ID = your Tech Id Password = 1234</p> |
| <p>Unable to start the app.</p> | <p>Antivirus software is restricting access to necessary files.</p> | <p>Refer to the section 'Software Requirements (PC)'.</p> |
| <p>Data corruption.</p> | <p>Antivirus software is restricting access to necessary files.</p> | <p>Refer to the section 'Software Requirements (PC)'.</p> |
| <p>Unable to access printers.</p> | <p>Antivirus software is restricting access to necessary files.</p> | <p>Refer to the section 'Software Requirements (PC)'.</p> |
| <p>Wi-Fi icon is red.</p> | <p>The tablet is not connected to the internet.</p> | <p>Click on the Wi-Fi icon to retry the connection.</p> |
| <p>Error when selecting a job:</p>  | <p>More than one job is selected.</p> | <p>Deselect jobs and ensure only one job is selected.</p> |
| <p>Error when starting a test:</p>  | <p>Asset is not connected to the Neo hardware.</p> | <p>Check all connections to ensure the asset is connected properly.</p> |
| <p>Error when searching for an asset:</p>  | <p>Asset ID is not recognised.</p> | <p>Ensure the asset ID is entered correctly.</p> |

| ERROR | CAUSE | SOLUTION |
|---|---|---|
| <p>Error when trying to repair an asset:</p>  | <p>The asset has a test status of 'pass'.</p> <p>It is only possible to repair a failed asset.</p> | <p>Change the test status to fail if a repair is required.</p> |
| <p>Error appears when taking a photo:</p>  | <p>There are no test results for the asset.</p> | <p>Carry out the inspection and then take the photo.</p> |
| <p>A red cross appears at the top of the screen.</p> | <p>There is no power to carry out the test.</p> | <p>Check the RCD is switched on.</p> <p>Ensure the isolation transformer is switched on.</p> <p>Ensure the RCD is connected to a power point.</p> |
| <p>Data not uploading or downloading.</p> | <p>Date format could be incorrect on the tablet. It is likely to be set to month / day / year.</p> <p>Or no internet connection.</p> | <p>Ensure the date format is set to day-month-year on the tablet.</p> <p>Ensure the tablet is connected to the internet.</p> |
| <p>Labels are printing across 2 labels.</p> | <p>Printer has been powered off and on again.</p> | <p>Refer to the section 'Label Backup Function'.</p> <p>Or set the gap sensor. Refer to the 'Neo Printer Setup' manual.</p> |
| <p>Scanner does not scan properly. Asset is not displayed when scanning.</p> | <p>Asset ID is not recognised. This is due to an incorrect keyboard layout being selected for the tablet.</p> <p>This is common following a Windows 10 upgrade when the UK keyboard defaults.</p> | <p>Verify the asset ID:</p> <ul style="list-style-type: none"> • Open Notepad and scan the asset code into it. • Ensure the asset code starts with ! and ends with #, for example !4614A5D48595# • If the ! and # are not there or are different, for example ! and £, the scan will not work. <p>Change the default keyboard:</p> <ul style="list-style-type: none"> • Go to Control Panel |

| ERROR | CAUSE | SOLUTION |
|--|--|---|
| | | <ul style="list-style-type: none"> • Select 'Language' • In the 'Options' menu, remove all keyboards other than US. |
| <p>Error:</p>  | <p>Changes have been made and not saved.</p> | <p>Press 'Save' before continuing.</p> |
| <p>Required makes, asset types or logos are not available.</p> | <p>ATS Updater program is out of date.</p> | <p>Uninstall and reinstall the ATS Updater. Refer to the section 'FAQs'.</p> |

**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.**