NEO & TRINITY

Troubleshooting

Version Control

Version Number	Date	Changed by
1	2nd February 2017	Nicola Latter
2	6th February 2017	Kevin Wilson
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9	30th May 2018	Nicola Latter

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Neo Hardware Issues

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.

1. Turn the power off,

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

On / off switch

3. Once the labels start to feed out of the printer, let go of the button. Wait for the feed to stop.

4. Switch the printer off and on again.

5. The gap has now been set.

6. 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**.
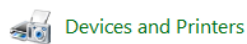
3. Right click on the printer used for printing labels. Select **Printer Properties**.
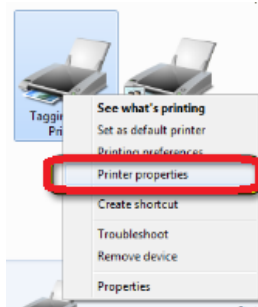
4. Click on the 'Sharing' tab.

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.

1. From the Start menu or Control Panel, select **Devices and Printers**.
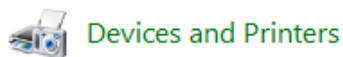
2. The wizard scans for printers.

3. Select **Add a Printer**.

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

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

6. Click **Next**.

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

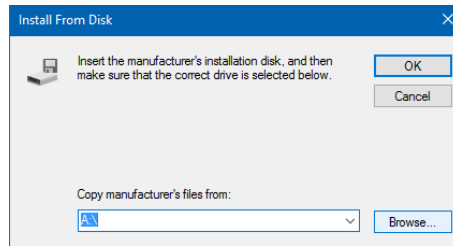8. Click **Next**.
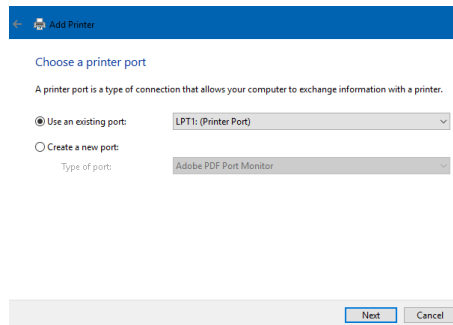
9. Select **Have Disk...**
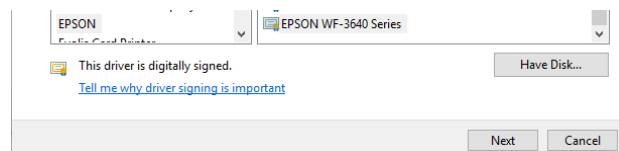
10. Select **Browse...**
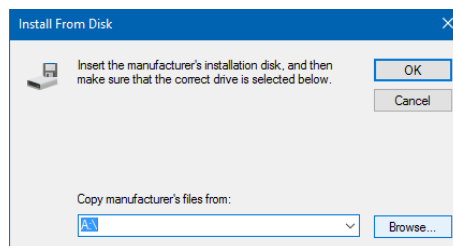
11. Navigate to the Seagull folder on C:\

12. Select the TSC.inf file.
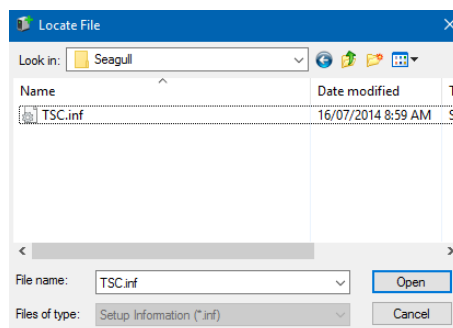
13. Click **Open**.

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**.
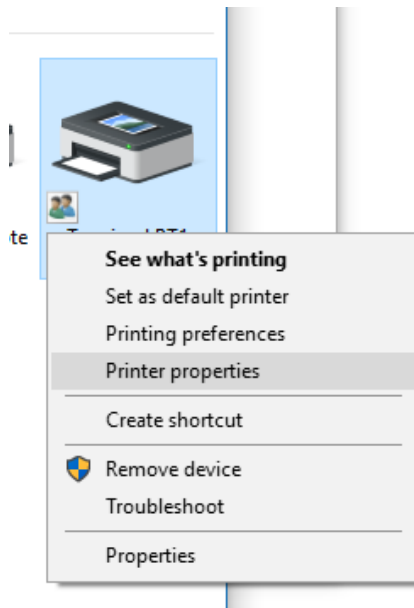
17. On the **Ports** tab, select the USB port the printer adapter is using.
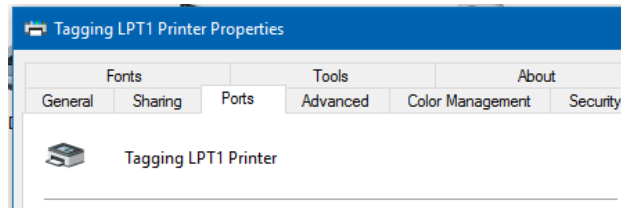
Printer missing in Control Panel

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.**
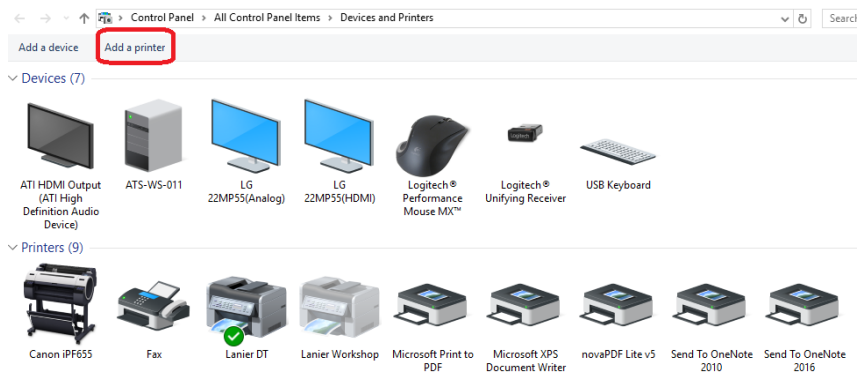
5. Select the required printer from the list.
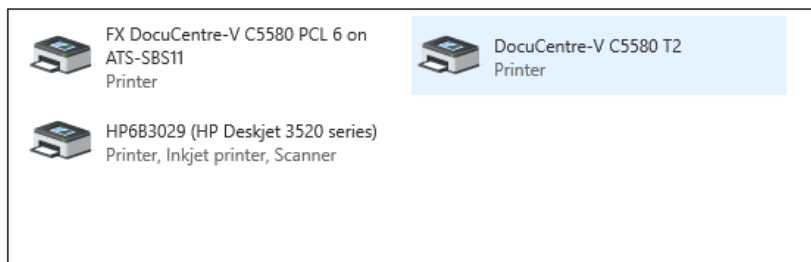
6. Click **Next**.

7. Click **Have Disk….**
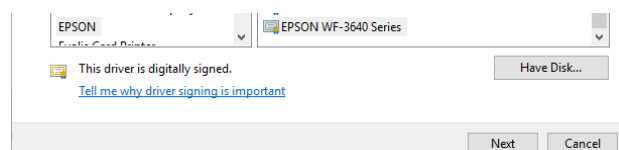
8. Click **Browse**…

9. Navigate to the Seagull folder on C:\

10. Select the TSC.inf file.
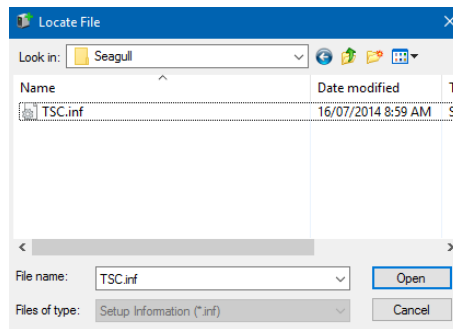
11. Click **Open**.

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.)
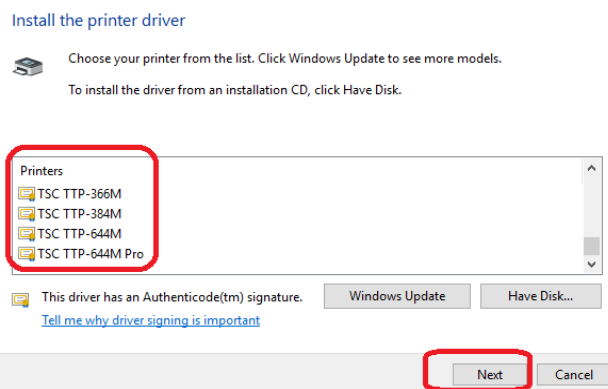
14. Click **Next**.

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**.
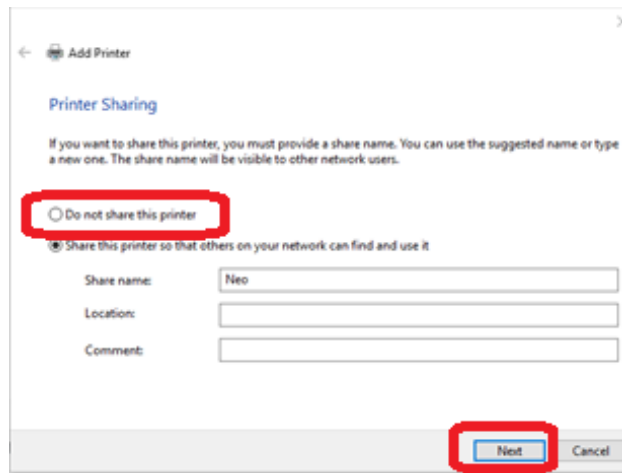
19. Click **Next**.

20. If required, select as the default printer.
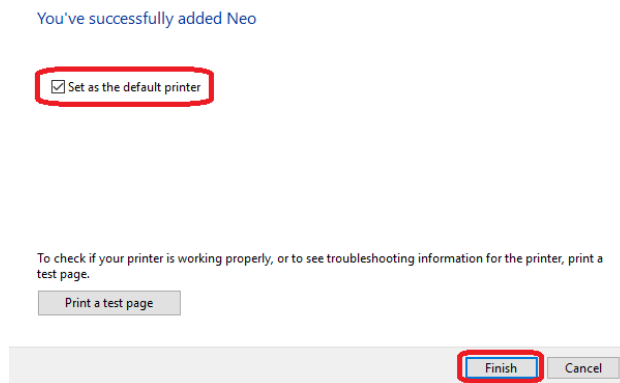
21. Click **Finish**.

Data Problems

Error: 'Error occurred in filename x''

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

1. Close Neo immediately.

2. Open Neo again. <u>Do not logon</u>.

3. On the logon screen, press '**Check Data Integrity**'.
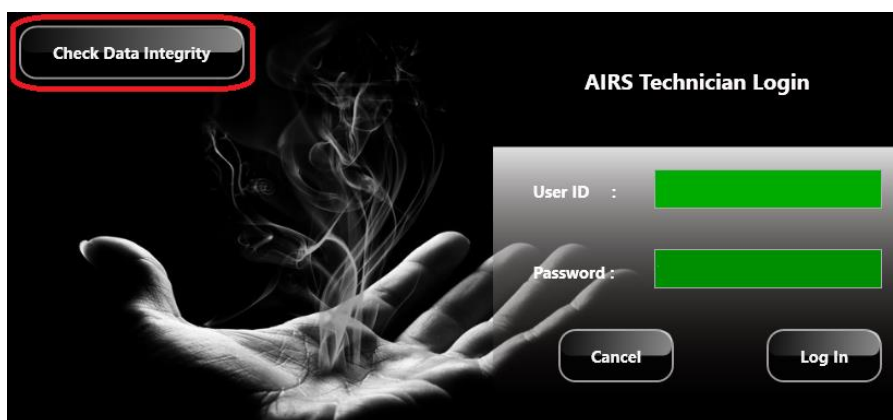
4. A message similar to the following appears:
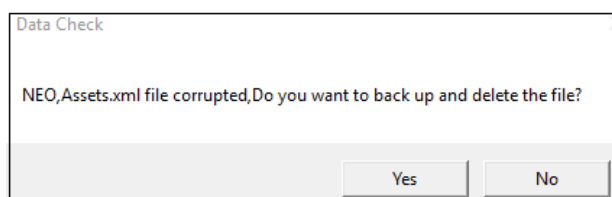
5. Press **Yes**.

6. A message appears indicating the data check has finished.

7. Logon to Neo again and continue testing.

Data corruption / unable to run program

Uninstall / disable anti-virus

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.

1. Click the 'Start' icon .

2. Click **Settings.**
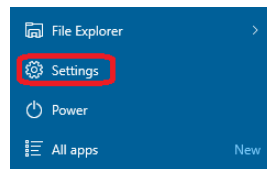
3. Click **Update & Security.**

4. Select **Windows Defender** from the menu (or the relevant antivirus program).
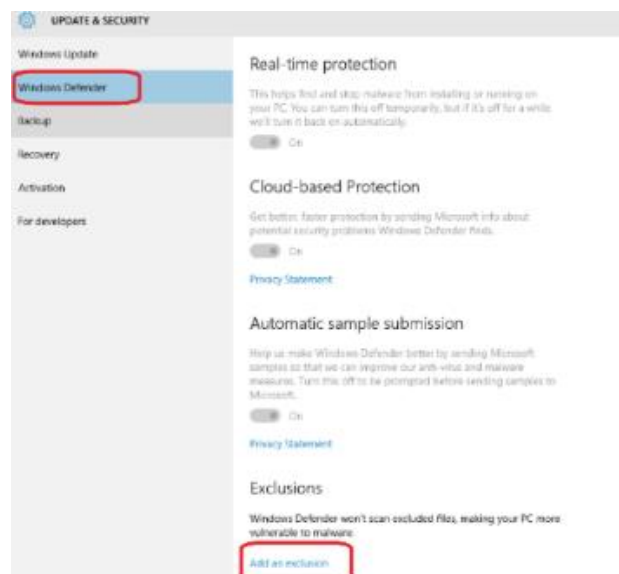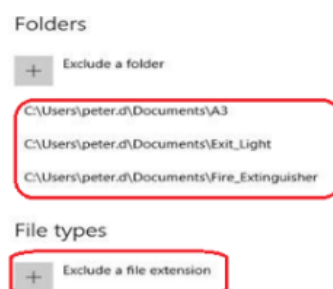
5. Select **Add an exclusion**.

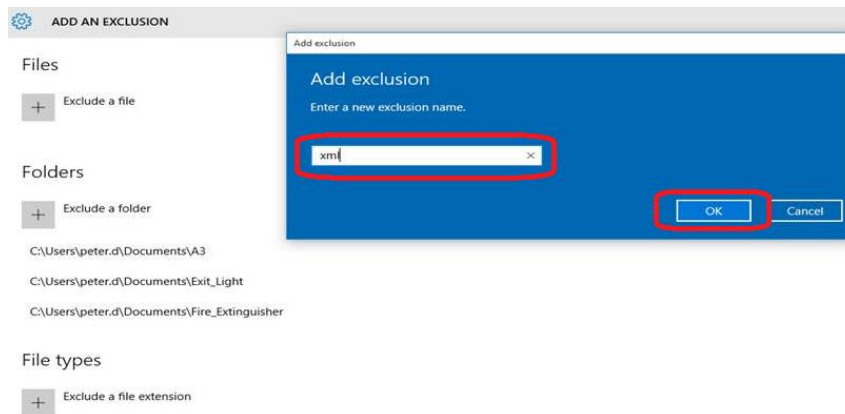6. Select **Exclude a folder**.
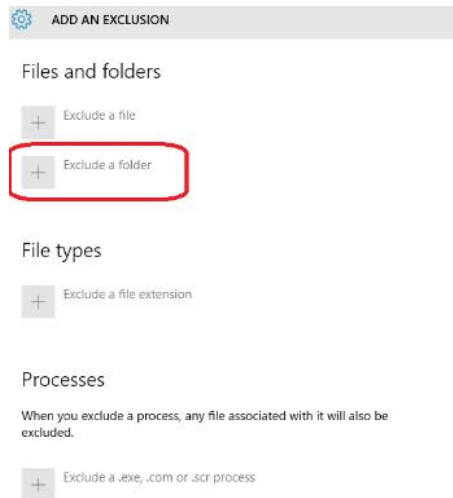
7. Select the 'A3' folder from Documents.

8. Click **Exclude this folder**.
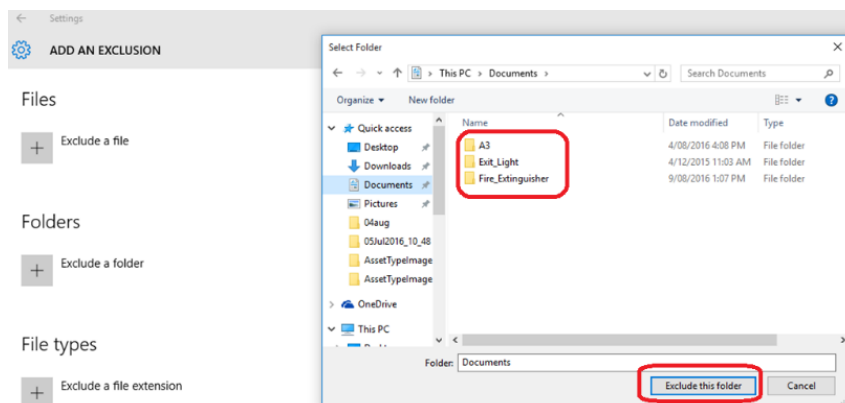
9. Repeat the above steps for the **Fire_Extinguisher** and **Exit_Light** folders.

10. Folders will be listed as excluded.
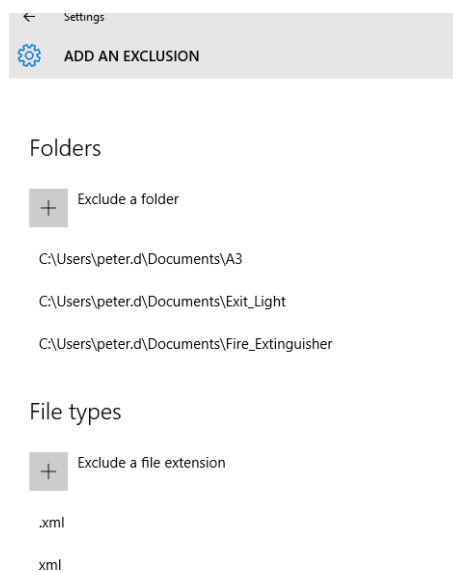
11. Select **Exclude a file extension**.

12. Enter type **xml**

13. Click **OK**.

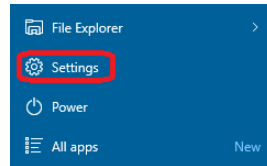14. Repeat for type **.xml** (with a dot before the letters).
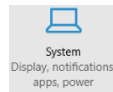
15. File extensions are listed as excluded.

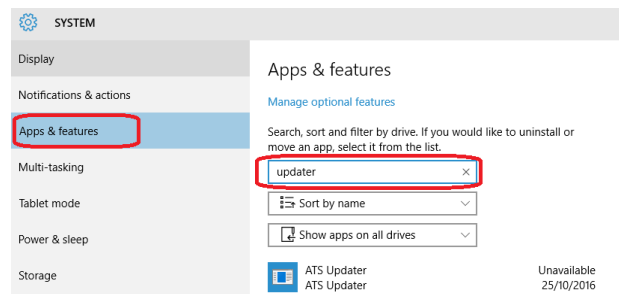# How To.......

Uninstall a program

1. Click the 'Start' icon [■■].
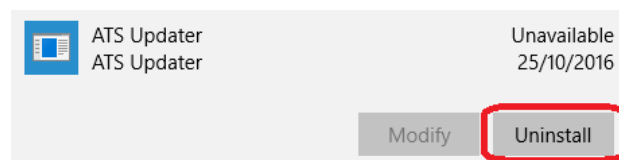
2. Click **Settings.**

3. Click **System.**

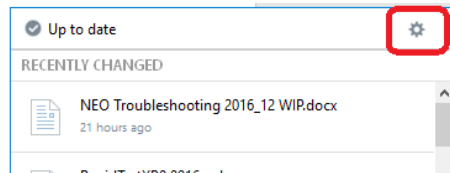4. Select **Apps and Features** from the menu.

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

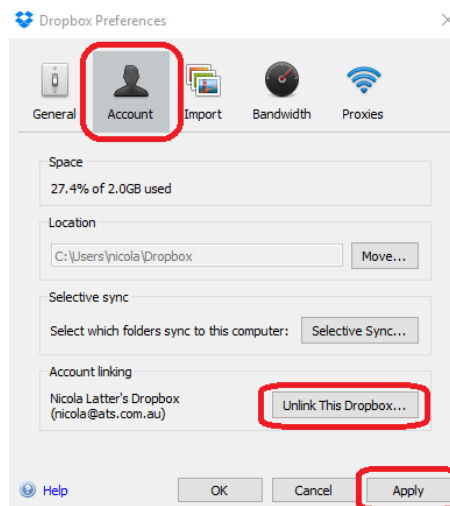6. Click on the required program name in the list.

7. Click **Uninstall**.

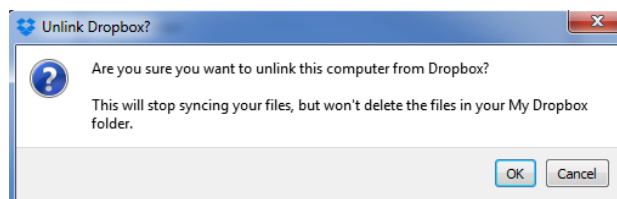## *Change the linked Dropbox account on a PC*

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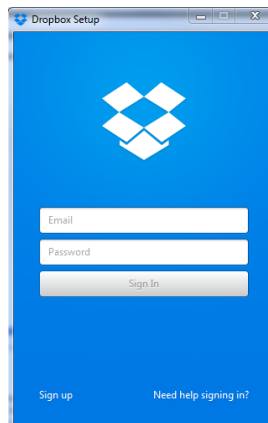
2. Click on the Settings icon.

3. Select **Preferences** from the pop-up menu.

4. Select the 'Account' tab.

5. Click **Unlink this Dropbox**.

6. Click **Apply**.

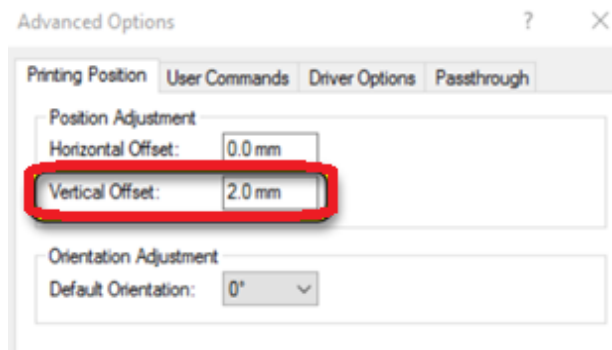7. Click **OK** on the confirmation message.

8. The Dropbox login screen automatically opens.

9. Enter email and password to sign in.

Adjust the label printing position

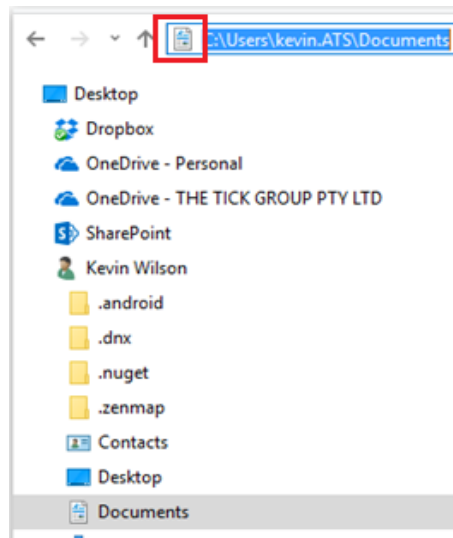Use the 'Offset' setting in the printer setup.

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

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Change the location of the 'Documents' folder

1. Close all programs apart from File Explorer.

2. Right click on the 'Documents' folder.
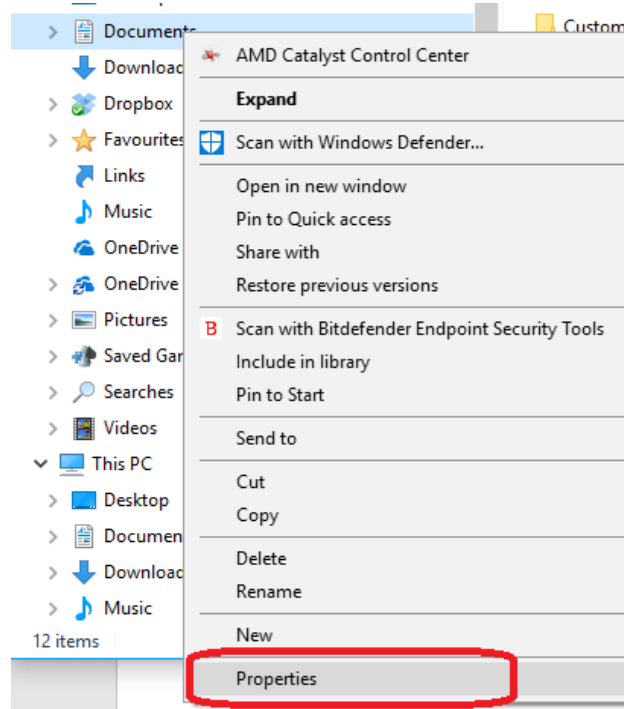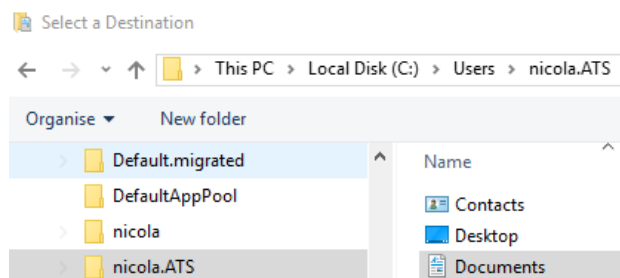

3. Click **Properties**.

4. Select the 'Location tab.
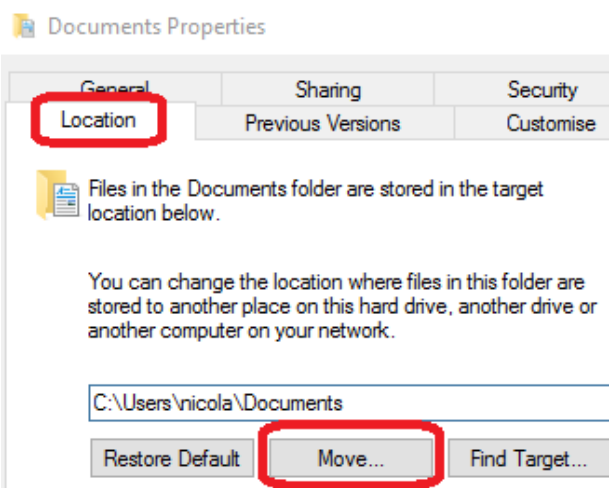
5. Click **Move**.

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'.

FAQs

QUESTION	ANSWER
How to install Team Viewer.	Download from the website: www.teamviewer.com/en/index.aspx
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 download the latest ATS Updater.	Download from the website: www.datatransformation.com.au/Software/updater/updater.htm The existing Updater must be uninstalled first. Refer to the section 'Uninstall a program'.
How to set the gap sensor.	Refer to the problem 'Label printing over 2 labels'.

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

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