



# ATS User Manual

Verizon Asset Tracking System



*HPK004 Contractor Kit*

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*This document contains training information specifically designed for the ATS application. ATS is designed and licensed by Hayton Systems specifically for telecommunications bar coding processes. Any required changes to this document or the application should be forwarded to Hayton Systems.*

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# Contents

<b>1.</b>	<b><u>INTRODUCTION</u></b>	<b>1</b>
<b>2.</b>	<b><u>KIT INFORMATION &amp; PARTS LIST</u></b>	<b>2</b>
<b>3.</b>	<b><u>QUICK INSTALLATION</u></b>	<b>4</b>
<b>4.</b>	<b><u>THE HANDHELD TERMINAL</u></b>	<b>7</b>
4.1	<u>STANDARD APPLICATIONS</u>	9
4.2	<u>SCANNING NOTES</u>	9
4.3	<u>ENTERING TEXT</u>	10
4.4	<u>SET DATE AND TIME</u>	11
<b>5.</b>	<b><u>APPLICATION LAUNCHER AND RESTORER</u></b>	<b>12</b>
<b>6.</b>	<b><u>START ATS AND ENTER THE SETTINGS</u></b>	<b>13</b>
6.1	<u>MAINTAINING THE LIST OF USERS</u>	14
<b>7.</b>	<b><u>TRACKING ASSETS</u></b>	<b>15</b>
7.1	<u>DATA VIEW</u>	15
7.2	<u>INPUT FIELDS BY TRANSACTION TYPE</u>	16
7.3	<u>EDITING RECORDS</u>	17
7.4	<u>GRID VIEW</u>	18
7.4.1	<u><i>Marking Records</i></u>	19
7.4.2	<u><i>Marking A Range of Records</i></u>	20
8.	<u>UTILITIES</u>	21
8.1	<u>AUDIT DOWNLOAD</u>	23
8.2	<u>FIND</u>	24
<b>9.</b>	<b><u>TRANSACTIONS</u></b>	<b>25</b>
9.1	<u>RETIREMENT (X)</u>	25
9.2	<u>TRANSFER (T)</u>	25
9.3	<u>SWAP-IN (I), SWAP-OUT (O)</u>	25
9.4	<u>MOVE (M)</u>	25
9.5	<u>GROSS ADD (G)</u>	25
9.6	<u>CHANGE BSN (C)</u>	25
9.7	<u>CHANGE P/I</u>	26
9.8	<u>TO REPAIR (Z)</u>	26
9.9	<u>FROM REPAIR (R)</u>	26
9.10	<u>SPOT AUDIT</u>	26
9.11	<u>BAY AUDIT (B)</u>	26
9.12	<u>WHOLE OFFICE</u>	27
9.13	<u>TRANSACTION FIELD TABLE</u>	28
<b>10.</b>	<b><u>TROUBLESHOOTING</u></b>	<b>29</b>
10.1	<u>RESETTING YOUR SPT 1700 TERMINAL</u>	29
10.1.1	<u><i>Performing a Soft Reset</i></u>	29
10.1.2	<u><i>Performing a Hard reset</i></u>	29

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<a href="#"><u>APPENDIX A – GRAFFITI CHARACTERS</u></a>	31
<a href="#"><u>APPENDIX B – COMMON ERRORS</u></a>	33
<a href="#"><u>GLOSSARY</u></a>	34

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# 1. Introduction

The Asset Tracking System (ATS) uses unique bar coded serial numbers and specific transaction codes to track capital assets when they are placed, moved, or removed. ATS supports tracking assets down to the card slot level.

## **ATS Overview**

ATS operates on the Symbol SPT1800 and uses the Palm Operating System. ATS terminals include some standard Palm “organizer” functions plus an integrated class II laser scanner for bar code input. The terminal’s processing and storage capabilities allow ATS to provide greater data integrity, superior data communications capability, and greater application capability. This combination of features allows ATS to support on-line validations for improved data accuracy.

In addition to basic asset tracking functions, ATS includes many valuable features such as “live” validations for Bay and Spot audits, lists of common part numbers, and easy record editing. This easy-to-use system provides users with an intuitive application that promotes highly accurate data collection.

## **Target Users**

This application and training manual are intended for all end users including COE Installers, CO Maintenance, COEP, and Inventory Management personnel. This document is designed to be a self-paced training manual and reference guide.

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## 2. Kit Information & Parts List

Your ATS kit comes with everything you need to start tracking company assets. In addition to the complete kits you can also order spare parts.

<b>Verizon Contractor Kit</b>		<i>Part # HPK-004</i>
<b>Description</b>	<b>Part #</b>	
Symbol SPT1800 with slip case	H15019	
Modem Cradle (with cable)	H15004	
Cradle Power Supply	H15008	
Power Supply Cord (for Cradle)	H15009	
Spare Battery (Lithium Ion)	H15016	
Stylus 5 Pack	H15013	
Vehicle Charging Adapter	H15017	
Modem Adapter (9-pin to 25-pin)	H15012	
Serial/Charging Cable	H15010	
SPT1800 Soft Case for Terminal and Cables	H15007	
Hard Carrying Case (for the entire kit)	H15006	
Desktop Software CD	H21700	
ATS License and Support Agreement	H21000	
User's Manual	H21600	

<b>Options &amp; Spare Parts List</b>		
<b>Description</b>	<b>Part #</b>	
Modem Cradle (with cable)	H15004	
Hard Carrying Case (for the entire kit)	H15006	
SPT1800 Soft Case for Terminal and Cables	H15007	
Cradle Power Supply	H15008	
Power Supply Cord (for Cradle)	H15009	
Serial/Charging Cable	H15010	
Spare Battery (Lithium Ion)	H15016	
Modem Adapter (9-pin to 25-pin)	H15012	
Stylus 5 Pack	H15013	
Vehicle Charging Adapter	H15017	
Symbol SPT1800 2D Scanner	H15019	
Jazz 150 Power Inverter	H15031	

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## Kit Information & Parts List, Continued

The Contractor Kit contains these components. Contact Hayton Systems to reorder components or accessories.



H15019  
Symbol  
SPT1800  
Scanner



H15004  
Modem Cradle  
(with cable)



H15008  
Power Supply  
H15009  
Power Supply  
Cord



H15006  
Hard Carrying  
Case (for the  
entire kit)



H15016  
Spare Battery  
(Lithium Ion)



H15013  
Stylus 5 Pack



H15012  
Modem Adapter  
(9-pin to 25-pin)



H15010  
Serial/Charging  
Cable



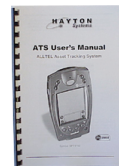
H15007  
Soft Pouch for  
Terminal and  
Cables



H15017  
Vehicle Charging  
Adapter



H21700  
Desktop Software  
CD





H21600  
Manual and  
Quick Start  
Guide



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## 3. Quick Installation

The ATS kit includes all of the parts needed to begin operating. Unpack the kit and follow these steps:

1. Plug one end of the **phone cord** into the **LINE IN port** on the back of the **cradle** and the other end into a wall jack.
2. Plug the **power supply** into the back of the cradle (plug marked “**9 VDC**”). Plug one end of the power cord to the power supply and the other end into a wall outlet.
3. Place the **spare battery** into the charging slot on the top of the cradle (**contacts down and facing the back of the cradle**). Gently push - **DO NOT FORCE** - the battery down until the charging light illuminates (leftmost light on the cradle). A red light means the battery is charging and a green light means it is fully charged.
4. Remove the **terminal** from the yellow carry **pouch**. Place it in the cradle for approximately 30 minutes to charge the battery fully. The status light for the battery being charged inside the terminal is the rightmost light on the cradle. Again, red means charging, green means fully charged.
5. Once the battery in the terminal is fully charged you are ready to start setting up the terminal. Press the red button on the terminal to turn it on.
6. Remove the yellow **stylus** from the back of the terminal.
7. Using the stylus, tap the **Application Launcher**  icon until the **All** category name shows on the upper right corner of the screen.
8. Using the vertical scroll bar on the screen if necessary, find the **Prefs**  icon . Tap on the **Prefs** icon.


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9. Set (if they are not correct) the date and time by tapping the desired “outlined” item on the screen then selecting the correct settings.

10. Pull down the drop menu by tapping on the **General** category in the top right corner of the screen.

11. Tap on **Digitizer** and follow the on-screen instructions to align the touch screen digitizer. **It is extremely important that this is done accurately.**

12. Tap the **Application Launcher**  icon until the **All** category name shows on the upper right corner of the screen.

13. Using the vertical scroll bar on the screen if necessary, find the **Restorer**  icon . Tap the **Restorer** icon then tap **OK**.

14. Once Restorer has finished running, it will automatically launch **ATS Register**. NOTE: If ATS Register has been run previously, it will not launch automatically at this point. You may launch ATS Register at any time by tapping on its icon from the Application Launcher.

15. Complete the information required in ATS Register. This should all be self explanatory except for **Logon** and **Password**. Please contact your Verizon liaison for guidance regarding this information.

16. Check (by tapping) the **ATS West** and/or **ATS East** boxes as desired. This instructs the terminal to download one or both of the Verizon ATS versions.

17. Tap **Send**. A screen will appear affording you the opportunity to check your connection settings or to **Update**. If you do not need to enter a pre-dialing string (such as dialing 9 to get an outside line), proceed to step 20.

18. To set a pre-dialing string, tap **Connection Settings**. Restorer will

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have ensured that all the settings on the Network screen are correct. Tap on the “outlined” phone number. On the **Phone Setup** screen, tap the check box for **Dial Prefix**. That will ensure that a 9 (and subsequent pause) will be dialed prior to dialing out.

19. Tap **OK**, then tap **Done**.

20. Place the terminal in the cradle. Tap **Update**.

21. Once the update is complete, you may see a welcome screen for the ATS version you have downloaded. If you asked (checked the boxes) for both ATS versions, neither will run automatically. Instead, you will see the Application Launcher. Select the ATS version you wish to run at this point.

22. Follow any additional on-screen instructions that may be presented to you.

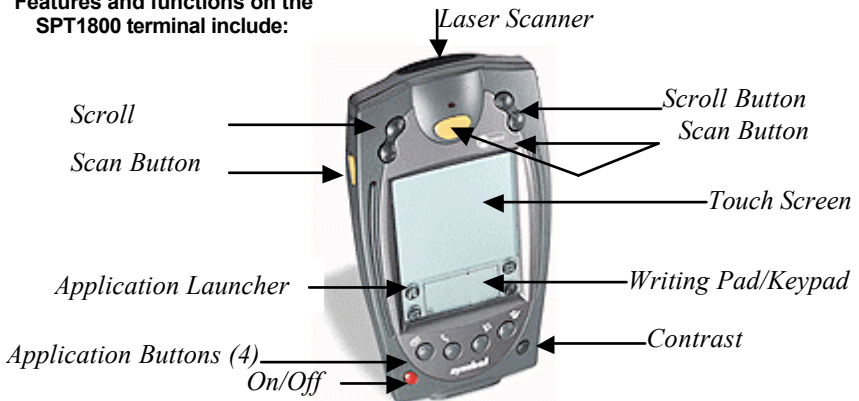
You are ready to explore ATS.

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## 4. The Handheld Terminal

Touch screen technology allows you to hand-enter data using the writing pad (located on the bottom of the screen) or the on-screen keyboard. Your terminal also comes with some standard “organizer” applications (see “Standard Applications” in this section).

**Features and functions on the SPT1800 terminal include:**



### Application Buttons

These four buttons activate normal Palm functions. However, in ATS these buttons activate function unique to ATS. These buttons are **GRID**, **DATA**, **UTIL**, and **HELP**.

### Application Launcher

Press this button to see a menu of the applications and to switch between application categories. The terminal stores applications in three areas or categories. The categories are: Main, VERIZON, and System. Do not modify or move applications in these categories.

### Contrast

This button allows you to adjust the display contrast for your current lighting conditions.

### **DATA**

Switches to DATA view. This view acts as the main ATS data input and edit screen.

### **GRID**

Switches to GRID view. This view acts as a quick reference to view the most pertinent data for the stored records.

### **HELP**

Provides additional operating information for the user.

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**Laser Scanner**

This laser scanner reads and decodes bar codes. Do not look directly into the scanning beam!

**On/Off**

Press this red button to turn the unit on and off. Press and hold the On/Off button to turn the backlight on or off. Use the backlight in low-light conditions but also remember that using the backlight requires more battery power.

**Scan Buttons**  
(3 buttons)

The three yellow scan buttons activate the internal laser scanner used to read bar codes. All three buttons serve the same purpose. Use the button that is most convenient.

**Scroll Buttons**  
(2 buttons)

The two scroll buttons allow you to scroll through lists, data entry fields, and sometimes between screens. Use the button most convenient for you (both work the same way).

**Touch Screen**

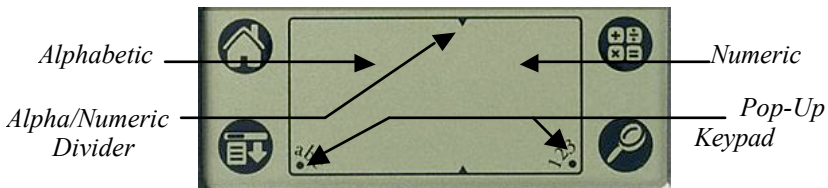
The main screen used to display information and enter data. Be sure to use only a recommended plastic-tipped stylus when writing on this screen.

**UTIL**

The utility functions provide functions such as record deletion, audit downloading, and mass record updating.

**Writing Pad / Keypad**

The writing pad allows you to use the handwritten Graffiti character set to enter data. Use the left side of the writing pad to enter alphabetic characters and the right for numeric characters. Writing Graffiti characters is very similar to writing normal characters but actually requires fewer strokes. See Appendix B for a complete set of the Graffiti characters. To view Graffiti templates touch the very bottom of the display and drag the stylus to the top of the display.



You can also enter data using a pop-up keypad. To activate a keypad touch the “abc” or “123” buttons on the bottom corners of the writing pad. Keypads make it very easy to enter special characters.

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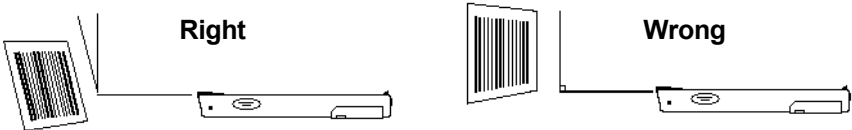
## 4.1 Standard Applications

The terminal includes several standard applications such as a phone list, to do list, daily planner, calculator, note pad, etc. Neither Verizon nor Hayton Systems support these standard applications. Verizon's host system does not backup data from standard applications (you are responsible for backing up your own data). You can use the Palm desktop software provided to allow your PC to communicate with the terminal.

Many third party applications exist for Palm terminals. We highly recommend that you not use these applications in your terminal. These applications could have a detrimental effect on the ATS application and the system may automatically remove these applications during an upload to the host.

## 4.2 Scanning Notes

The laser scanner works best when held at an angle to the bar code:



If a bar code does not immediately scan then try moving the scanning beam from the top of the bar code to the bottom.



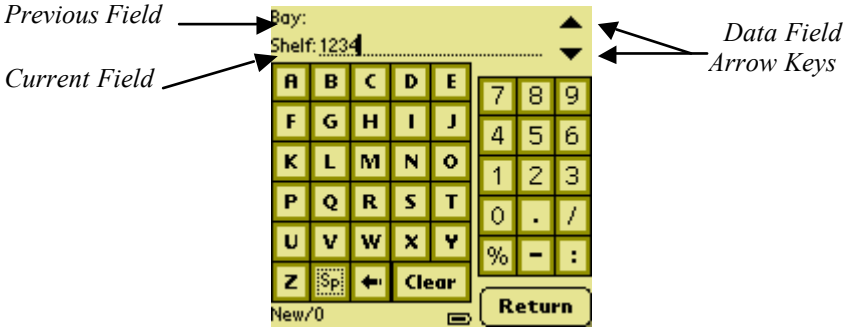
Moving the scanning beam through the bar code (especially "dirty" ones) gives the scanner a better chance to find "good spots" within the bar code.

The small asset tags scan best when they are between 1.5" and 3" from the end of the laser scanner. They also scan very well when the scanner is held at roughly a 30° angle to the tag.

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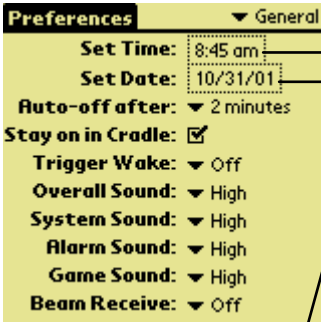
## 4.3 Entering Text

You can enter information into the data fields in three ways: (1) scanning bar codes using the internal laser scanner, (2) using the writing pad and hand-entering Graffiti characters, or (3) entering data characters using the pop-up keypad. Pop up the keypad by tapping the “abc” or “123” keys on the bottom corners of the writing pad. The custom keypad looks like this:



The custom keypad allows you to scroll through the current set of data fields and enter information. You can use the Data Field Arrow Keys to move between input fields. After entering data in the last data field press **Return** to return to the Data view. You can enter information for a single field or for multiple fields.

## 4.4 Set Date and Time



When you first turn on the terminal you must calibrate the screen digitizer and set the date & time.

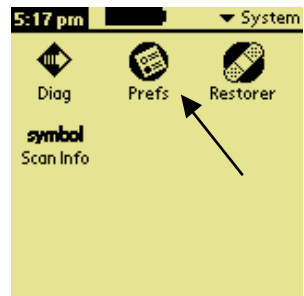
Tap Set Time or Set Date to display these screens:



Adjust the time values using the up/down arrows. Press **OK** to set the time.

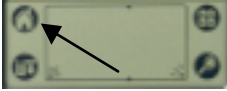
Select today's date (be sure to set select the correct year). Press **Today** to set the date.

In the future you can always adjust the date and time. From the application menu select the Prefs program (short for "Preferences") in the System category.



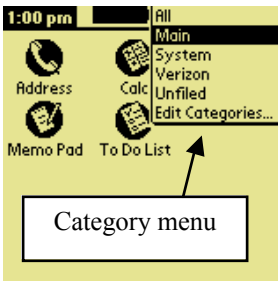
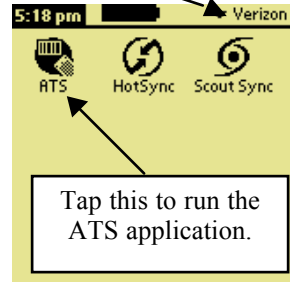
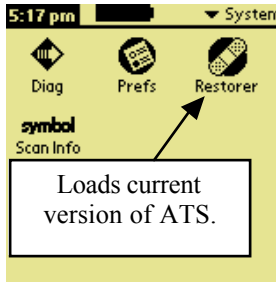
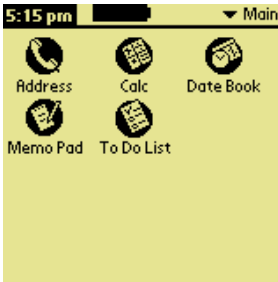


## 5. Application Launcher and Restorer



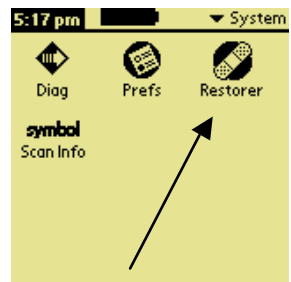
After setting the date and time press the application launcher button on the Writing Pad to display the application in the current category.

Palm terminals allow you to group applications in categories. Each press of the Application Launcher button displays the next category of applications. The current category name appears in the upper right of the screen.



You can also tap the category title (upper right) and the terminal displays a list of all categories. You can then select the desired category from the list.

The terminal must connect to the server and download the current version of ATS. This method of loading the application ensures that you always have the most current ATS version. To load the current ATS application, select Restorer from the System category.



Place the terminal in the cradle and the Restorer will connect to the server. Follow the instructions and the Restorer will download the latest version of ATS and prompt you to calibrate the display digitizer.

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## 6. Start ATS and Enter the Settings

Now that the Restorer loaded a current version of ATS, you can begin actually using ATS. The terminal automatically starts ATS after running the Restorer.



← If a new version of ATS was loaded then you see this message.

Otherwise you see the normal "Welcome!" screen. →



**OK** goes to Welcome! Screen. →

**OK** moves you to Settings screen. Tap **Quit** to exit ATS.



Set your user name and work order information. **Be sure to verify these settings each time the terminal is used!!** Tap the user's initials on the top line of any other ATS screen to access these "Settings."

Tap **Return** after entering all "Settings" data. Exit ATS by tapping **Quit**.

### User

Select your user name from the drop-down list or tap the "Edit Users..." line to enter the "Users" section. The "Users" section allows you to add, edit, or delete users.

### Plant, Subplant

The "Plant" field must be four characters and "Subplant" must be three characters.

### Other Fields

Each field contains a list of valid entries. Choose the desired entry from the list.

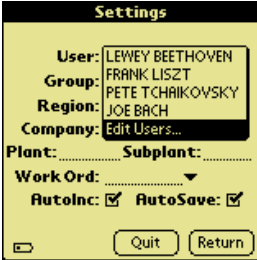
### **Return** Button

After entering the required data press **Return** and ATS stores the settings and displays the system help screen. You will then be ready to use ATS.

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## 6.1 Maintaining the List of Users

The “Users” section allows you to maintain the list of users. You can add a new user, edit an existing user, or delete a user.



From the “Settings” screen tap the User field to display the list of users. Next, select “Edit Users...” from the list of users. ATS then puts you in the “Users” section.

The “Users” section allows you to add a new user, edit user information, or delete a user from the list. **Return** returns you to the “Settings” screen.



### Adding or Editing a User



Tap **New...** to create a new user, or **Edit** to edit an existing user. Use this “Edit User” screen to enter or edit the user’s information. Tap **OK** to store the user data and return to the “Users” screen.

### Deleting a User

Highlight the user name to delete and press **Delete...**. ATS then prompts you to make sure you want to delete the user. Press **Yes** to delete the user.

### Returning to the Settings Section

When finished press **Return** to return to the “Settings” screen. The drop-down user list will show the updated users list.

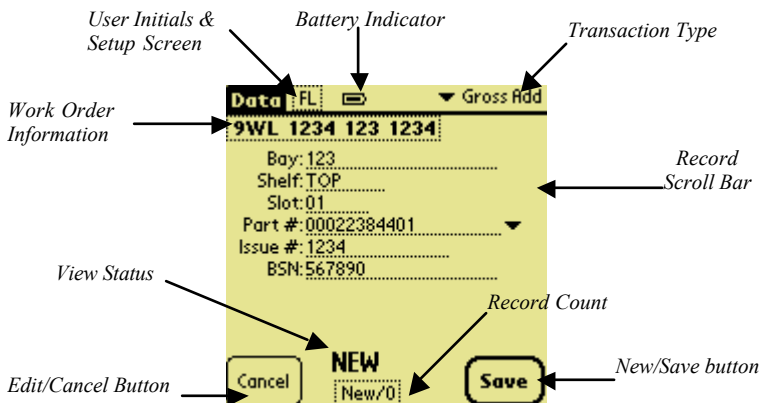
## 7. Tracking Assets

ATS uses two data viewing modes (DATA and GRID views). Use the buttons on the bottom of the terminal to access the DATA and GRID views.

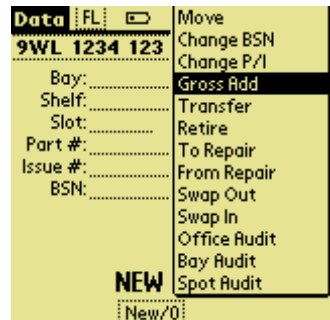


### 7.1 DATA View

In DATA view you can enter or edit records. DATA view shows all of the data fields for each record. The number and type of data fields varies depending on the transaction type. The DATA view screen contains the following elements:



To enter a new record, first select the transaction type by tapping the transaction type field in the upper-right corner of the screen. Select the transaction type from the list and ATS displays the input fields for that transaction type. The transaction type for new records defaults to the transaction type used on the previous record. Also, if you exit and re-enter ATS the transaction type is set to “Move.”



## 7.2 Input Fields by Transaction Type

**Data** FL  Gross Add

9WL 1234 123 1234

Bay: 123  
Shelf: TOP  
Slot: 01  
Part #: 00022384401  
Issue #: 1234  
BSN: 567890

Cancel **NEW** Save  
New/0

←  
Gross Add  
Move  
Transfer  
Office/Bay/Spot Audit

Change BSN →

**Data** FL  Change BSN

9WL 1234 123

Bay: |  
Shelf: .....  
Slot: .....  
Part #: .....  
Issue #: .....  
Old BSN: .....  
New BSN: .....

**NEW**  
New/0

**Data** FL  Change P/I

9WL 1234 123

Bay: |  
Shelf: .....  
Slot: .....  
BSN: .....  
New part #: .....  
New issue #: .....

**NEW**  
New/0

← Change Part/Issue

Retire →

**Data** FL  Retire

9WL 1234 123

BSN: |

**NEW**  
New/0

**Data** FL  To Repair

9WL 1234 123

Budget ctr: .....  
Part #: .....  
Issue #: .....  
BSN: .....  
ERO #: .....  
Do you want a replacement? Yes No

**NEW**  
New/0

← To Repair

From Repair →

**Data** FL  From Repair

9WL 1234 123

ERO #: .....  
Bay: .....  
Shelf: .....  
Slot: .....  
Part #: .....  
Issue #: .....  
BSN: .....

**NEW**  
New/0

**Data** FL  Swap Out

9WL 1234 123

Swap ID: .....  
Part #: .....  
Issue #: .....  
BSN: .....

**NEW**  
New/0

← Swap-Out

Swap-In →

**Data** FL  Swap In

9WL 1234 123

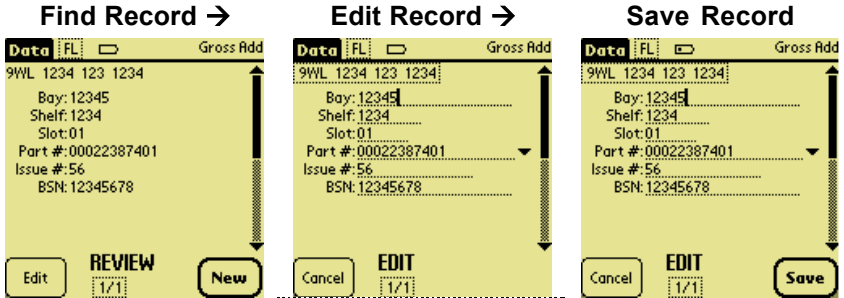
Swap ID: | .....  
Bay: .....  
Shelf: .....  
Slot: .....  
Part #: .....  
Issue #: .....  
BSN: .....

**NEW**  
New/0

To enter a part # scan a bar code, key the number, or select a part # from a pull-down list. ATS uses a list of common part #s to verify your entry. The terminal downloads the part # list during any host communications session.

## 7.3 Editing Records

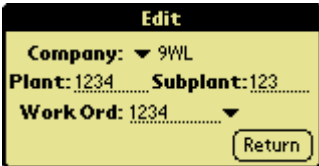
Use the DATA view to edit stored records. Before you can edit a record you must first find and display it. Use the scroll bar on the right side of the screen or the toggle buttons on the top of the terminal to find the desired record.



To modify the data press **Edit** to move from review to edit mode.

When you make a change to the record ATS displays the **Save** button.

To update the record press **Save**. To discard the changes press **Cancel**.



In edit mode you can also modify the work order related data. Tap the work order number and ATS displays the work order edit box on the bottom of the display.



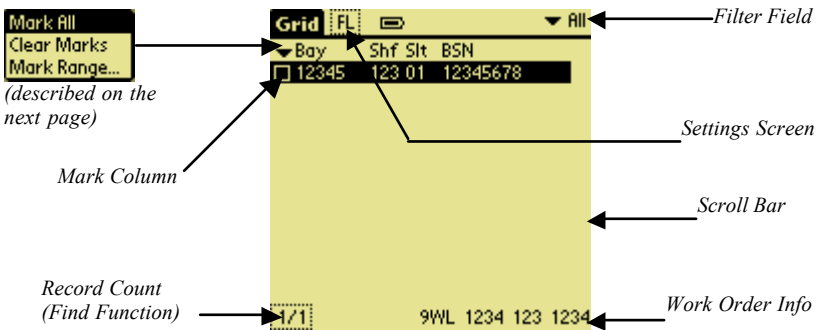
If you are not in edit mode then tapping either the work order number or the initials activates the **Settings** screen.

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## 7.4 GRID View

GRID view provides a quick reference to view stored records, view search results, or mark records. GRID view provides only the most pertinent data for each record. Press the **GRID** key to select GRID view.

This diagram describes the GRID view screen components:



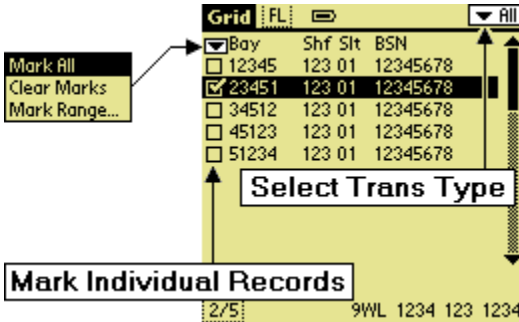
To see all of a record's data, highlight the record and press **DATA**. You can use the scroll bar to quickly move through the records. The top/bottom scroll bar arrows move up/down one record at a time. The bar above/below the scroll position indicator scrolls up/down by one page.

You can also access the Settings screen and the Find function. To access the Settings screen tap the initials field on the top screen row. To activate the find function, tap the Record Count field on the bottom left corner of the display.

GRID view can display all records or a subset of records. The Filter field shows the types of records being displayed. To view a different set of records tap the Filter field and select the type of records from the drop list. "Custom" means that you used the Find function to display data for a specific field. The record count indicator then displays "## of Found" to identify the subset of records being displayed ("##" shows the record number currently highlighted).

## 7.4.1 Marking Records

ATS allows you to select a record set, mark records, and then edit or delete those records. The record set can include all records or only records with the specified transaction type. You can mark records one by one, mark all records, or mark a range of records. To define a record set either select “All” or the desired transaction type from the drop list (“Select Trans Type”).



Tap the checkbox next to a record to mark that record. You can also use the drop list to Mark All, Clear All, or Mark Range of records.

To mark individual records tap the checkbox next to each record to individually mark or unmark that record.

**Mark All** This option marks all of the records in the current record set. If you want to mark most of the records in the record set you may want to select “Mark All” and then unmark the records to exclude.

**Clear Marks** Select this option to unmark all of the records.

**Mark Range** This option prompts you to mark the first and last records in a group. It then marks that entire block of records.

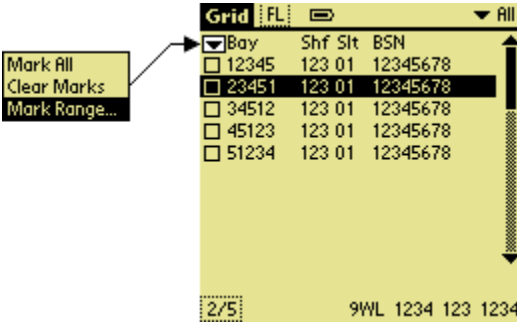


After marking a set of records you can press the **UTIL** button and use these functions on your marked records.



## 7.4.2 Marking A Range of Records

ATS allows you to mark records one-by-one, to mark all records, or to mark a selected range of records.



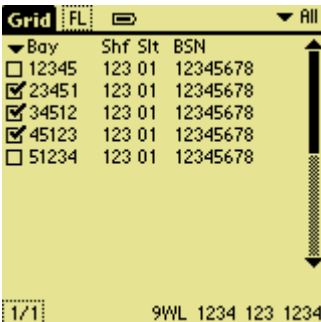
To mark a range of records tap the down arrow next to “Bay” and select the “Mark Range...” option.

Next, mark a range of records by selecting the first and last records in the group.



Tap **OK** and then tap a record from the list. This record will be the first in the group of marked records.

After you select the first record the terminal displays this message. Tap **OK** and then tap a record from the record list. This record will be the last in the group of marked records.



If you marked record “23451” as the first record in the group and “45123” as the last then the list would look like this. You can also manually mark and clear records as needed.

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## 8. Utilities



The Utilities screen provides access to several very powerful ATS functions. Press the **UTIL** button to access the Utilities screen.

### Audit Download...

This function allows you to place a request for existing database records to be downloaded for audit validation. This download is used in conjunction with Spot audits and Bay audits. See [Audit](#) section for more details.

### Delete All Records...

This function deletes all the records stored in the terminal. ATS prompts you to confirm the delete before actually deleting the records.

### Delete Marked Records...

GRID view allows you to mark records using the checkbox next to each record line. You can then press this button to delete all marked records. You can also use the pull down list in the GRID view to mark and unmark records. ATS prompts you for a conformation prior to deleting any records.

### Find...

This function allows you to search for records based upon selected field criteria. See the [Find](#) section later in this manual for more details.

### Log...

This function displays a reference list of the last ten uploads. You cannot modify this information. The information displayed includes the user ID, time/date stamp, and the number of records uploaded.

### Mass Update...

This function allows you to define changes for select records. A screen similar to the Find screen allows you to define the record type to modify. This function also allows you to replace selected data in the records matching the search criteria.

Select the field type that you want to update, enter the current value to change, enter the new field value, and tap **Update...**. **Caution!!** This function could cause unwanted changes if you don't verify the change request prior to updating.

### Upload...

Use this option to communicate with the host computer. Be sure that you have the proper Dial Settings (see Installation section). Communication options include dial-up or direct connection with the host. Your kit includes all the hardware needed for either type of connection.

### Version...

Tap this field to view details about your version of the ATS application.

### WO Download...

This function allows you to download information associated with a specific work order. Simply enter a valid work order number press **Send...**. The terminal will receive the work order information from the host computer.

## 8.1 Audit Download

The Audit Download function allows you to download database records for audit validation. This option is only available for Spot and Bay audits due to the potentially large number of records needed for a complete audit. You can download up to 2,500 records.

← Bay Audit

Spot Audit →

Use the download request screen to input download details including company, plant, sub-plant, and bay(s). The Spot Audit also includes fields for part number and issue requests. Tap region, company, and plant to activate the “Settings” screen and you can then select the desired entries for these fields. You can also use ‘%’ for wildcard entries (for example, ALUF-01%, CXR-1%, etc.).

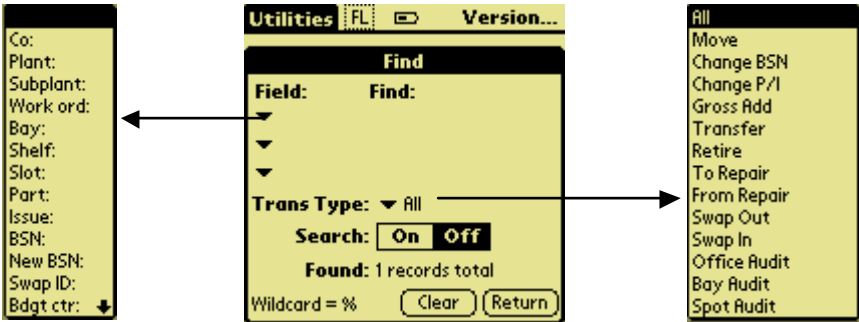
**Caution!** Using ‘%’ excessively may generate so many records that the terminal may not be able to store them in memory.

Press **Send...** or the Sync button on the cradle to send the download request to the host computer. ATS first warns you that it will delete any existing validation data and that you must prepare the terminal to communicate (either place the terminal in the cradle or connect the communication cable). Do not disturb the terminal during a communications session (watch the status bar for download progress). ATS prompts you when the download is complete and displays the number of records downloaded.

ATS displays an error message if the terminal cannot hold the number of records generated by the audit query. This message includes a list of records requested, number of records associated with each request, and a statement that the request was too large. You must then narrow the request and re-submit it. Press **Return** to return to the main “Utilities” screen.

## 8.2 Find

The Find function allows you to search for records based on selected field criteria. This diagram shows the Find screen and its drop lists:



*Select specific search fields*

*Search for specific transaction types.*

ATS allows you to use up to three different fields when searching for stored records. For example, you could search for all records in a specific Bay, in a specific Bay and on a specific Shelf, or in a Bay on a Shelf and in a Slot. A drop list allows you to choose the search fields. You can use one, two, or all three fields to narrow the search. Select the search field, enter the search data, and then tap **On** to perform the search.

The **Found** field changes after the search is finished. If no records match the search criteria then ATS displays an error message. To view the records found tap **Return** and select GRID view. You can also further narrow your search by limiting the search to records with a specific transaction type. To perform a transaction type search tap the pull down menu next to the **Trans Type** field and select the transaction type. Tap **On** to start the search. **Note:** the transaction search overrides any field search defined.

Tap **Clear** to erase any search fields and turn off the Find feature. Tap **Return** to return to the main "Utilities" screen. **Note:** you can tap on the record indicator in either DATA or GRID view to activate the Find feature.

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## **9. Transactions**

### **9.1 Retirement (X)**

Use this transaction to physically retire/remove equipment from service or from the office. Only the BSN field is required.

### **9.2 Transfer (T)**

Use this transaction when moving cards from one plant code to another. This transaction is used by C-to-C work order activity at the receiving end only. No scanning is required at the sending office. Do not use this transaction in place of an Add or Move transaction.

### **9.3 Swap-In (I), Swap-Out (O)**

Use these transactions for non 1-to-1 card change-outs that do not accompany a work order (example, 3 cards for 1 card). Use Swap-In and Swap-Out transactions in conjunction with each other. Contact COEP Help desk for further assistance.

### **9.4 Move (M)**

Use this transaction when moving equipment between locations within the same plant code, between different sub-plants with the same plant code, or from an ICP cabinet to a working bay. This transaction is used mainly for cards received from supply with the pink labels affixed to the boxes and any equipment moved within the office.

### **9.5 Gross Add (G)**

Use this transaction to place new equipment (or considered to be new) in an office, or to scan equipment that was not bar coded (use region blanket work order when entering non-labeled equipment). Do not use blanket order for plug-in cards. Contact the local Help desk for the region specific blanket work orders.

### **9.6 Change BSN (C)**

Use this transaction for 1-for-1 equipment change-outs. Do not use this transaction in place of an Add, Move, or Repair transaction.

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## 9.7 *Change P/I*

Use this transaction to change the part # and issue # on a bar coded piece of equipment that is being upgraded in place. Do not use this transaction when removing or replacing older equipment with newer equipment.

## 9.8 *To Repair (Z)*

Use this transaction when sending equipment out for repair. This transaction requires the ERO number found on the paper ERO tag attached to the equipment before being sent. This transaction also requires a budget center code for the department returning the equipment. A drop list provides valid budget center codes. If you select “No” for “Do you want a replacement?” then the equipment will not be returned. Use this transaction in conjunction with the From Repair transaction.

## 9.9 *From Repair (R)*

Use this transaction when receiving equipment back from ERS. This transaction requires an ERO number found on the repair tag attached to the equipment returned. It also requires the bay, shelf, slot, part #, and issue information. The only exception is when equipment is received into an ICP cabinet in Regions that don’t track to the slot level for ICP cabinets.

## 9.10 *Spot Audit*

Use this transaction for random audits. As with all audits, contact the local COEP help desk prior to the audit. Spot Audit, when used with the download function, can provide on screen scanning validation. If the download was used, scan the bar code serial number first, the remaining fields will be populated with information currently stored in COEP. Edit the remaining fields as necessary.

## 9.11 *Bay Audit (B)*

Use this transaction to audit a complete bay. As with all audits, contact the local COEP Help Desk prior to the audit. Bay Audit, when used with the download function can provide on-screen scanning validation. If download was used scan the bar coded serial number first. The remaining fields will

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be populated with information currently stored in COEP. Edit the remaining fields as necessary. Scan the entire bay.

## **9.12 Whole Office**

Use this transaction for complete office auditing. As with all audits, contact the local COEP Help Desk prior to the audit. There is no download feature with this transaction. This transaction requires all data fields.



## 9.13 Transaction Field Table

	B	C	G	I	M	O	R	T	X	Z	1	2	3
Bay	X	X	X	X	X		X	X			X	X	X
BSN	X		X	X	X	X	X	X	X	X	X	X	X
Budget Ctr										X			
ERO #							X			X			
Issue #	X	X	X	X	X	X	X	X		X		X	X
New BSN		X											
New Issue #											X		
New Part #											X		
Old BSN		X											
Part #	X	X	X	X	X	X	X	X		X		X	X
Shelf	X	X	X	X	X		X	X			X	X	X
Slot	X	X	X	X	X		X	X			X	X	X
Swap ID				X		X							

Code	Transaction	Description
B	Bay Audit	Used for complete bay auditing
C	Change BSN	1-for-1 equipment change
G	Gross Add	Add new equipment in an office
I	Swap-In	None 1-for-1 card change-outs
M	Move	Move the location of equipment
O	Swap-Out	Card change-outs (without work order)
R	From Repair	Receive equipment back from repair
T	Transfer	Move cards to another plant code
X	Retirement	Physically retire/remove equipment
Z	To Repair	Send equipment out for repair

1	C h a n g e	P / I
2	O f f i c e	A u d i t
3	Spot Audit	

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# 10. Troubleshooting

## 10.1 Resetting Your SPT 1700 Terminal

If your SPT 1700 terminal “hangs” (no longer respond to buttons or the screen) you may need to perform a reset to get your SPT 1700 terminal running again.

### 10.1.1 Performing a Soft Reset

A soft reset tells your SPT 1700 terminal to stop what it’s doing and start over again. All records and entries stored in your SPT 1700 terminal are retained with a soft reset. After a soft reset the Palm Computing Platform Logo screen appears followed by the General Preferences screen.

To perform a soft reset, remove the battery cover and gently press the reset button, which is located under the battery cover.

### 10.1.2 Performing a Hard reset

A hard reset tells your SPT 1700 terminal to start over again and erase all records and entries stored in your SPT 1700 terminal. *Therefore, never perform a hard reset unless a soft reset does not solve your problem.*

To perform a hard reset:

1. Remove the battery cover.
2. Hold down the power button on the front of the SPT 1700 terminal.
3. While holding down the power button, gently press the reset button on the back of the terminal.
4. Release the reset button and then the power button.
  
5. When a message appears on the SPT 1700 terminal screen warning that you are about to erase all the data stored on your SPT 1700 terminal, do one of the following:

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a. Press the upper half of either of the scroll buttons on the front panel of the SPT1800 terminal to complete the hard reset and display the Digitizer screen

b. Press any other button to perform a soft reset.

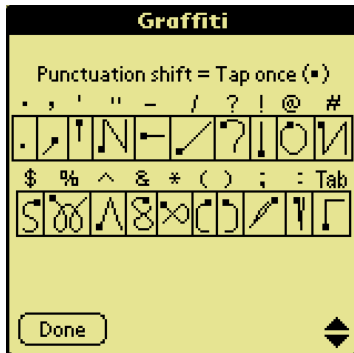
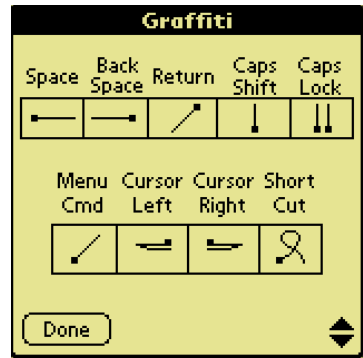
Note: With a hard reset, the current date and time are retained. Formats Preferences and other settings are restored to factory default settings.

# Appendix A – Graffiti Characters

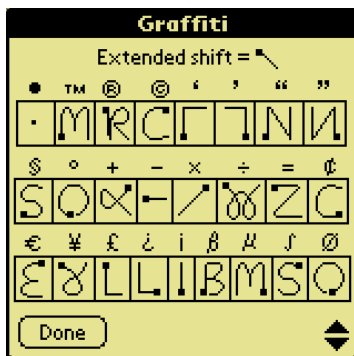
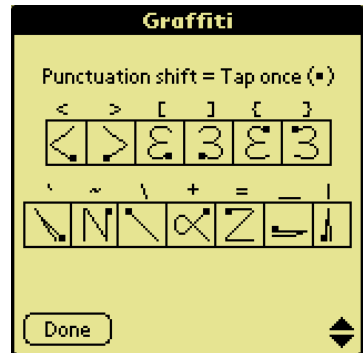
To view Graffiti templates touch the very bottom of the display and drag the stylus to the top of the display.



The dot on each character shows where each Graffiti stroke starts.



Some characters require you to tap the screen once to activate the shift mode



Graffiti also supports special characters (or use the pop-up keypad)



# Appendix A – Graffiti Characters

A		0			Space		
B		1			Backspace		
C		2			Return		
D		3			Caps Shift		
E		4			Caps Lock		
F		5			Menu Cmd		
G		6			Cursor Left		
H		7			Cursor Right		
I		8			Short Cut		
J		9			Space		
K		<b>Tap Once to use the shifted characters below:</b>					
L		.	.		( ) [ ]		
M		,	,		; /		
N		'	'		:		
O		"	"	N	Tab		
P		-	-		< > < >		
Q		/	/		[ ]		
R		_	_		{ }		
S		?	?		' /		
T		!	!		~ N		
U		@	@		\ /		
V		#	#	N	+		
W		\$	\$		=		
X		%	%				
Y		^	^		*		
Z		&	&				

## Appendix B – Common Errors

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1. Use valid Company, Plant, and Subplant codes. Refer to the bar code sign on the door for correct COEP codes. Do not use AWAS codes.
2. When installing a rack, shelf, and/or plug-in, bar code all of the equipment including the rack and the shelf. We need more than just plug-in formation. When tracking a rack/bay there is no need to input the shelf or slot field. When tracking a shelf there is no need to input the slot field.
3. Don't forget part number prefixes and suffixes. We need the whole part number. Examples: (1) GTD-5 part numbers start with FB0 and end with A, 1A, B0A, etc.; (2) Siemens cards are 5-digit with a 2-digit suffix; (3) Nortel cards start with NT and end with AA, AB, CA, etc.; (4) Fujitsu part numbers begin with FC96.


For multi-layer shelf enclosures shelf positions are numbered from bottom to top, left to right. The alpha designation is the first character, followed by a two-digit number and sometimes includes a 4<sup>th</sup> alpha character. Make sure you put the alpha character first in the slot field.

Example: Channel 14 in the B digroup of a 9004B D4 channel bank shelf should be bar coded as position (slot) C02. Channel 11 in A digroup would be slot B11 and channel 21 in A digroup would be slot A09.

4. Scan (do not type) the bar codes for Bay, Shelf, and BSN fields whenever possible. If you must type the Bay field then be sure to include the dash (-). Example: BATT-01, CLCE-01, ALUF-023, etc.
5. On Work Order Adds the work order field must be five numeric characters.
6. When retiring equipment from your office to be reused in other office (via COEI work order) be sure you retire the equipment. Do not move or transfer the equipment to the receiving office. The equipment in the receiving office should be a new Add.
7. Installing new equipment may require physically moving existing equipment. If so, scan the equipment being relocated using the Move menu option. Do not scan this equipment under the Work Order Add transaction.
8. Please do not scan equipment into bay "SPARE." Use the proper ICP cabinet (i.e., ICP-01, ICP-02). If no ICP cabinets exist in the office then use ICP. If non-ICP site equipment is taken to an ICP office it should be tracked as a move.

# Glossary

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<b>Asset Tracking</b>	Knowing what assets a company owns and where they are located. Assets tracked normally include computers, furniture, office appliances, telephones, etc.
<b>ATS</b>	Asset Tracking System. The name of the system and the application used to track your company's assets.
<b>Bar Code</b>	A series of bars and spaces used to encode information. Examples of bar codes include the UPC symbols used on retail products, and ISBN bar codes used on books and magazines.
<b>Battery Indicator</b>	The Battery Indicator  shows roughly how much battery life remains in the battery pack.
<b>BSN</b>	The (usually) 8-digit <u>B</u> ar coded <u>S</u> erial <u>N</u> umber. This is the identification number used on the asset.
<b>Categories</b>	The Palm terminal allows you to group applications into categories and step through these categories using the Application Launcher button.
<b>CO</b>	Central Office
<b>COE</b>	Central Office Equipment.
<b>COEMOD</b>	Central Office Equipment Model.
<b>COEP</b>	Central Office Equipment Property.
<b>Conduit</b>	A program used to communicate data between a Palm terminal and a host computer (normally a PC). Conduits normally handle synchronizing data between the two computers.
<b>Cradle</b>	The device that holds the handheld terminal and connects it to the communications lines and to external power. The cradle is used to charge the terminal and also allows the terminal to send and receive data.
<b>Dock</b>	Same as "Cradle."
<b>Download</b>	Moving data from a larger (or more important) computer system to another. That is, you would download data

# Glossary

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from your company's server to a user's handheld terminal.

## **ERO**

Equipment Repair Order.

## **ERS**

Equipment Repair Service.

## **Icon**

A small graphic image or picture that denotes a program function. These are normally used as shortcuts to select a specific program function.

## **Operating System**


The basic software on a computer that allows the computer to function. Examples of operating systems on PCs include Windows-95/98/NT/2000.

## **Graffiti**

A way of writing letters, numbers, and special characters that makes it easy for the Palm terminal to recognize and decode.

To view Graffiti templates touch the very bottom of the display and drag the stylus to the top of the display.

## **Restorer**

The "Restorer" program connects to the server and downloads the current version of ATS. This method of loading the application ensures that you always have the most current ATS version. To run Restorer tap the  icon from the "System" category.

## **Sync or Synchronization**

Synchronization is the process of integrating data between two systems, normally a Palm terminal and a PC. You might enter new address on your PC and enter appointments on your Palm terminal. During synchronization the two computers would exchange their differing data. When finished both computers would contain the same set of updated data.

## **Transaction Types**

Each data record includes a transaction type. The transaction type determine which data fields are appropriate for that record. This is a summary of the possible transaction types:



# Glossary

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B Bay Audit	Used for complete bay auditing
C ChangeSN	1-for-1 equipment change
G GrossAdd	Add new equipment in an office
I Swap-In	None 1-for-1 card change-outs
M Move	Move the location of equipment
O Swap-Out	Card change-outs (without work order)
R From Repair	Receive equipment back from ERS
T Transfer	Move cards to another plant code
X Retirement	Physically retire/remove equipment
Z To Repair	Send equipment to ERS for repair

## Upload

Moving data from a smaller (or less important) computer system to a larger system. That is, you would upload the data collected in your handheld terminal to the company's server.

## Writing Pad

The area on a Palm terminal where you would handwrite Graffiti characters to enter data. The writing pad is the box on the bottom of the Palm display.