DTS MOBILE APP USER MANUAL

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QUICK START OVERVIEW

Now that you have installed DTS, you are ready to begin using the system. This brief Quick Start Overview and the following User's Manual provide the general information needed to begin entering data into the system and start using DTS for the first time.

ACCESS GROUPS

This function allows users to create various groups with different levels of access and capabilities within the DTS system. Employees can then be assigned to these access groups to determine each individual's level of access. To access this function, select Admin→Access Groups from the main menu bar.

EMPLOYEES

This function allows users to be added into the system. Users are those who access the PC application, use the mobile handheld device, or have documents being assigned to them. To access the function, select Admin→Employees from the main menu bar.

LOCATION TYPE

This function allows users to create a skeleton of location hierarchies throughout the system. These location types are created in the parent-child format and are used to set up actual locations for items. On the menu bar, select Admin→Location Type.

ITEM TYPE

This function allows users to create a skeleton of item hierarchies throughout the system. These item types are created in the parent-child format and are used to set up actual items. On the menu bar, select Admin→Item Type.

CUSTOM IMAGES

The system allows the user to assign custom images for use throughout the system. These images reflect location/item types and are used to easily differentiate between two objects. On the menu bar, select Admin→Custom Images.

LOCATIONS

This function allows users to create locations where documents are stored or where documents are assigned. Locations are derived from the location-type hierarchy previously created. On the main menu bar, select Locations.

ITEMS

The system allows users to create items (documents, folders, etc.) that will be tracked with DTS. Items are derived from the item-type hierarchy previously created. On the main menu bar, select Items.

PRINTER ASSIGNMENT

This function allows the user to specify which Windows printer will be used for report printing, and which one will be used for label printing. This function must be set on each workstation before printing. On the menu bar, select Settings→Printer Assignment.

LABEL DESIGN

The system allows the user to create labels for employees, items, and locations. These labels typically have barcodes and can be used to audit and transfer documents. Sample label designs are included and can be modified. You must select a DEFAULT label design before printing is allowed. On the menu bar, select Admin→Label Designer. See Label Designer in this manual for a detailed explanation.

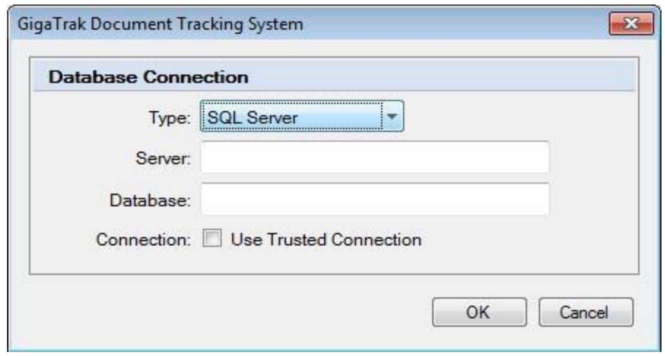
Once you have set up your initial data, you are ready to begin using DTS. Transfer documents and items to employees or locations and keep a complete history of chain of custody. Be diligent on usage, and the Document Tracking System will provide reliable tracking for all of your documents and items!

Remember to back-up your database daily!

GETTING STARTED

CONNECTING TO DATABASE

When the program first starts, you will be prompted to enter your SQL Server and Database name. Type in the server and database names in their respective fields in order to connect to your database. If you have not created the SQL database, please refer to the DTS Installation Guide for instructions on setting up your SQL database. This can be found on the Client Center portion of the GigaTrak website.

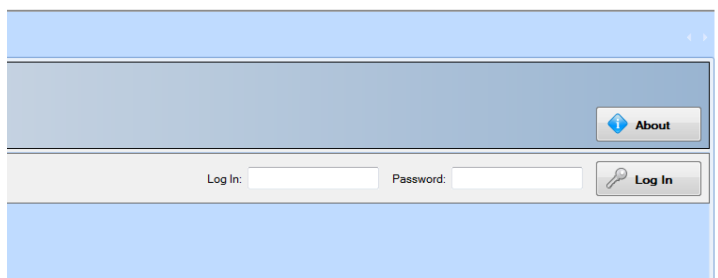


LOGGING IN

After entering the database information, you will be met with the Log-In information in the upper right corner. To start, there is only one administrative user.

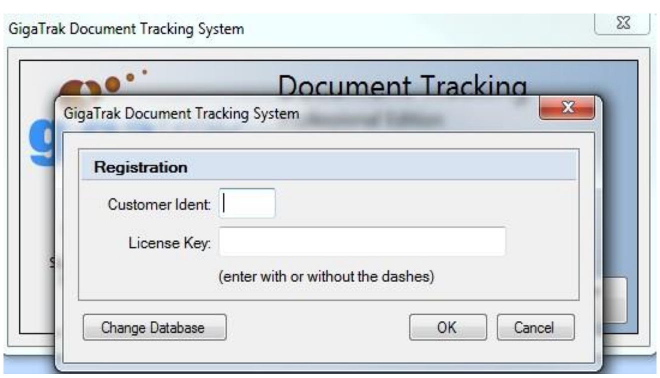
Username: admin

Password: adminuser



Once you are logged into the system as the administrator, you may add other users. After users are entered into the system, each user should log in with their own username and password. Please refer to the 'access groups' and 'employees' sections of this manual for more information regarding users in the DTS system.

REGISTRATION

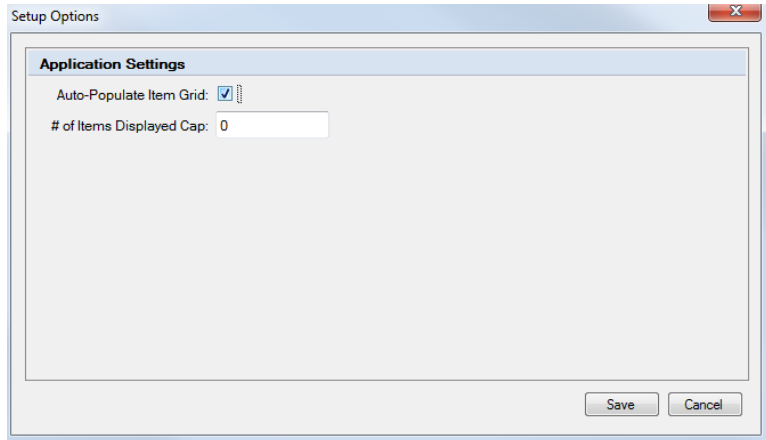


The registration process is used to assign a registration/license key to the program and the database. When the program is purchased, GigaTrak will provide the 4-digit Customer Identifier and the 16-digit License Key. Access to this screen is only available when the Admin login is used.

To reach the Registration screen, log in with the Admin login, and click the "about" button on the home menu. Click on "Change Registration/Database" button, then enter the Customer Identifier and License Key that you received from GigaTrak. This process only needs to be done once per database.

SETTINGS

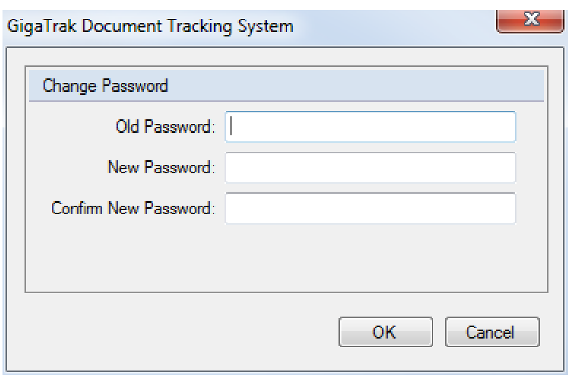
SETUP OPTIONS



There are two options in the Setup Options menu. The first option gives you an “Auto-populate Item Grids” checkbox. When this option is selected, the item grids will automatically display information when a Find screen is opened. If not checked, you must “extract” data first in order to view a listing.

The second option displays a textbox for the “# of Items Displayed Capacity”. If you have a very large number of documents tracked, you can set the number you would like to see at one time. For example, if you have 60,000 documents and set the “# of Items Displayed Capacity” at 2,000, only 2,000 random documents will be shown in the grid.

CHANGE PASSWORD



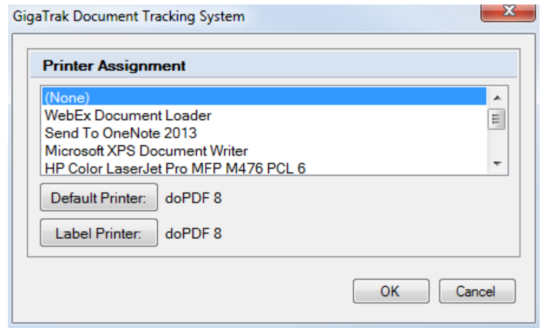
A user currently logged into DTS may change their password at any time. Select Settings→Change Password and the screen at the left appears.

Type in your current password in the “old password” textbox and then type in your new password twice. Then click “ok” to change the password. If the new passwords match, the system will save the new password and the screen will disappear. If the passwords do not match, the system will state that they do not match and ask to try again.

Passwords must be between five (5) and ten (10) characters long.

PRINTER ASSIGNMENT

The printer assignment process is used to set the printer that they system will use for printing reports and barcode labels. Select Settings→Printer Assignment to display the Printer Assignment screen.



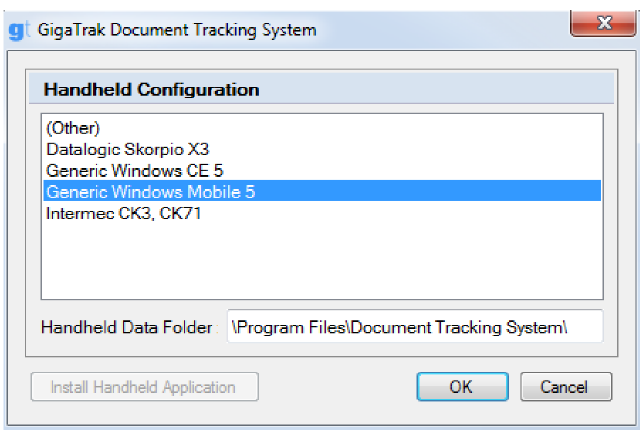
The available printers list will display all the printers currently on the Windows printer list. If you cannot find the printer you are looking for, check to make sure the printer is installed on your computer.

To select the report printer, select the printer of choice and click the "assign default printer" button. Any reports printed by this DTS workstation will be directed to this printer.

To select the label printer, if applicable, select the printer of choice and click the "assign label printer" button. Any barcode labels printed by this DTS workstation will be directed to this printer. If you do not have a label printer, assign the label printer to the same printer as the default printer.

This does not affect the Windows default printer selection.

HANDHELD CONFIGURATION



The Handheld Configuration screen is used to select the handheld device for use with the DTS PC application. To view this screen, click Settings→Handheld Configuration.

First, select your handheld from the list by clicking on the handheld's name. If your handheld is not listed, choose either "Generic Windows CE" or "Generic Windows Mobile 5", depending on your handheld's operating system.

Next, make sure Handheld unit is plugged in to the Host PC via the USB cable and connected via Windows Mobile Device Center or ActiveSync.

Finally, click on the "Install Handheld Application" button. This button will be disabled if there is no handheld connected to the computer, or if Windows Mobile Device Center is not open. Application will install to handheld automatically. Click "yes" to any default install locations.

IMPORTS

Import options are available for Documents, Locations and Employees. On each respective screen, click on the “Import” button to view applicable requirements.

You can also contact support@gigatrak.com to get a sample import file text. Any fields with an asterisk (*) are required.

To import Employees, you must already have Access Groups entered into the system and the Access group name must match exactly.

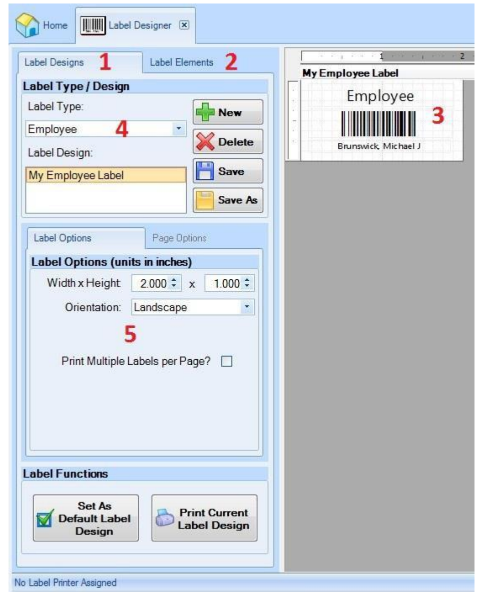
To import Locations, you must already have Location Types entered in to the system and the Location Type name must match exactly. Location Type fields cannot be imported but can be added after importing.

To import Documents, you must already have Item Types entered in to the system and the Item Type name must match exactly. Item Type Fields cannot be imported but can be added after importing.

File format for importing can be a TXT (Tab delimited) or CSV (Comma delimited) file. On the respective page, click on the “Import” button and then “Import File”. You can view import errors by clicking on the “View Log File” button.

ADMIN

LABEL DESIGNER



The label designer process is used to design labels for the various process in the system that print barcode labels. Because the DTS system uses unique items types, the label designer allows users to create unique labels for each item type and location type individually. To access the label designer, click Admin→Label Designer.

LABEL DESIGNER SETUP

1. The 'label designs' tab brings you to several label and page options.
2. The 'label elements' tab gives you a list of text, barcode, and shape/image options for the current label type.
3. On the right-side of the screen, the current label design is shown. When adding label elements to the label, they will appear here.
4. Clicking the label type drop-down will give you access to generic employee, item, and location labels, but also to item types and location types you have entered.
5. The label options box allows you to alter orientation, width, and height. If you check the 'Print Multiple Labels per Page' checkbox, you will be able to select the 'page options' tab, which gives you settings for multiple label printing. Below this section, the "default label and print" button will allow you to set the label to the default, or print the design.

CREATING A LABEL

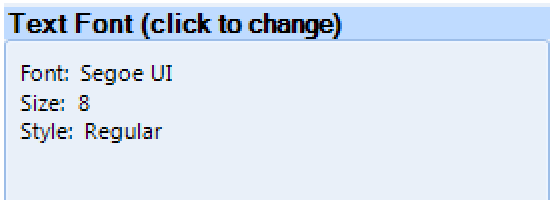
To actually create a label, first select the label type on the 'label' designs tab. Once you select a label type, the label on the right will go blank if there is no default label, such as with any item-type or location-type labels. Employee, location, and item will each have a default label.

After your label type is created, select your width and height, which should match whatever label type you have loaded in your label printer as well as your label printer's preferences. If a regular printer is assigned as your label printer, you may have to adjust the margins to get a proper label.

Once label options have been set, click the 'label elements' tab to begin adding elements to your label on the right. There are three tabs (text, barcode, and shape/image). These tabs determine the font that goes onto the label—either font that is readable with the human eye, or font readable with a barcode scanner.

Text

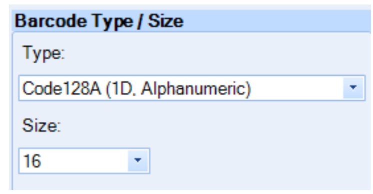
The elements listed in the 'element data source' are elements available to be added to the current label type. Any non-data-bound items will prompt a text box, and the text that you enter will be added to the



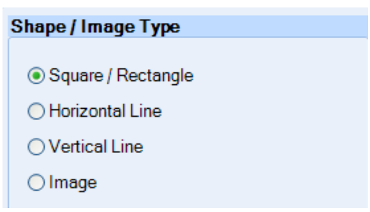
label. The 'center' checkbox allows users to center elements added to the label. In addition, users can add a border with a specified border width. Selecting a data-bound element will add the item to the label. For example, if the element data source 'location barcode' is added to the label, it will show the actual label text upon printing, since the text tab was selected.

Barcode

Selecting the barcode tab and adding elements to the label design will add elements readable by barcode-scanner to the design. The type of barcode and size can be selected before adding the barcode to the label.



Shape/Image



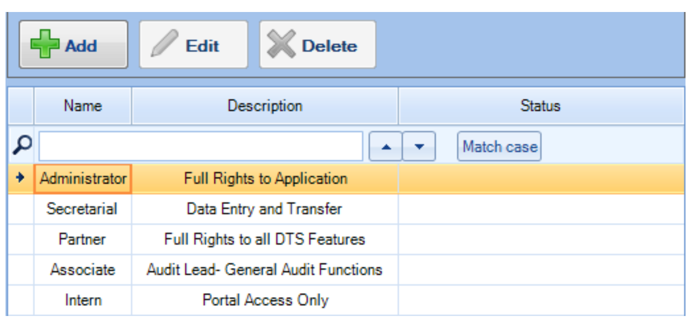
The system allows users to add various shapes/images to a label design. Select an element from the list (square/rectangle, vertical line, horizontal line, or image) and then click the "add to label" button to add it on the label design.

Once you are done adding elements to the label, click on the 'label designs' tab and then click on the "set as default label design" button in the label functions section at the bottom. Then, select the "save" or "save as" button to save your label design.

To print a label for an employee, item, or location, go to the corresponding tab. Select the employee, item, or location for which you want to print a label and right-click. From the drop-down menu, select "print label for…" and it will be sent to your label printer.

ACCESS GROUPS

Employees are people that will need to log into the DTS system or people to whom documents and items can be assigned. Before entering employees, you must create access groups. By creating access groups and assigning various employees to each group, you have control over what the users can and cannot do within the application.



By default, only one access group is created--administrator. This access group has full access to the entire program. You will be unable to delete this access group from the DTS system. In addition, you will not be able to remove the admin login from this group. You can change the bar code, password, first and last names of the admin login.

You can create any number of access groups without limit to how many people you can assign to each access group.

EMPLOYEES

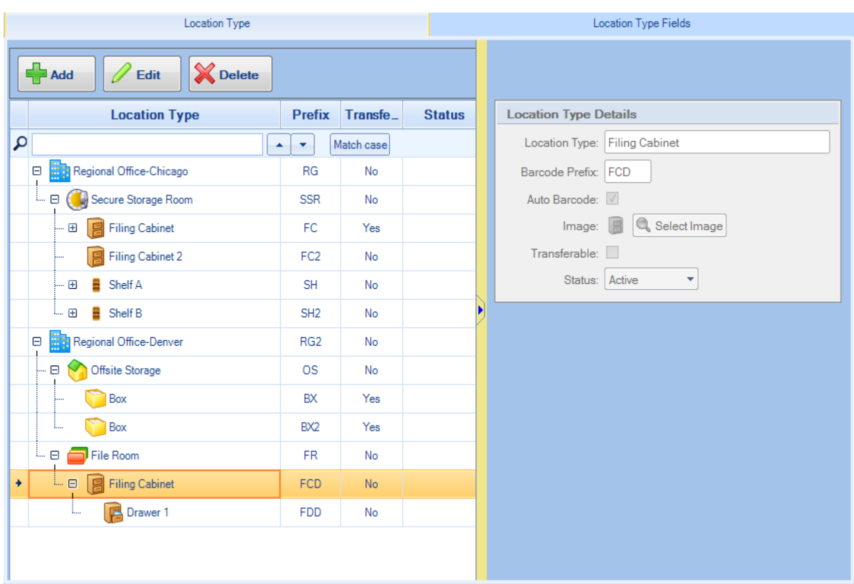
Once access groups have been established, you will be able to create and assign employees/users to these access groups via the Admin→Employees screen.

Begin by clicking the "add" button, and the add/edit details panel will appear on the right side of the screen. Enter in a barcode, first name, last name, and then select an access group. The login and password should only be entered if the employee/user will be given access to DTS on the PC. If you do not enter a login and password for the employee, you can still check out items to him/her, however they will not be able to log in to the PC.

CUSTOM IMAGES

The system allows users to create custom images that tie to the various item and location types. These custom images help to distinguish between the various types. DTS comes with various images for employees, locations, and items; however other images can be added in for use in the system. To access these images, select Admin→Custom Images.

LOCATION TYPE



In order to enter actual locations into the system, you must first have a location type. The location type establishes a template used to enter actual locations. The location types are set up as a hierarchy in a parent-child format. To begin entering location types, select Admin→Location Types.

Before creating location types, you should take into consideration how many buildings, rooms, locations, and people that will be assigned items. You can make the hierarchy as simple or as complex as you want, but it is difficult to change once created. To design a good hierarchy, plan it out beforehand.

Start by clicking the "add" button to expand the add/edit panel. Once it is expanded, it will come up with the details at the right. You must enter a location type, a barcode prefix, select a custom image, and check if you want it to be transferable. When entering a new location type, it will automatically default the status to being active. ***NOTE**: The barcode prefix is a set beginning to a barcode, so every location of that type starts with the same barcode.

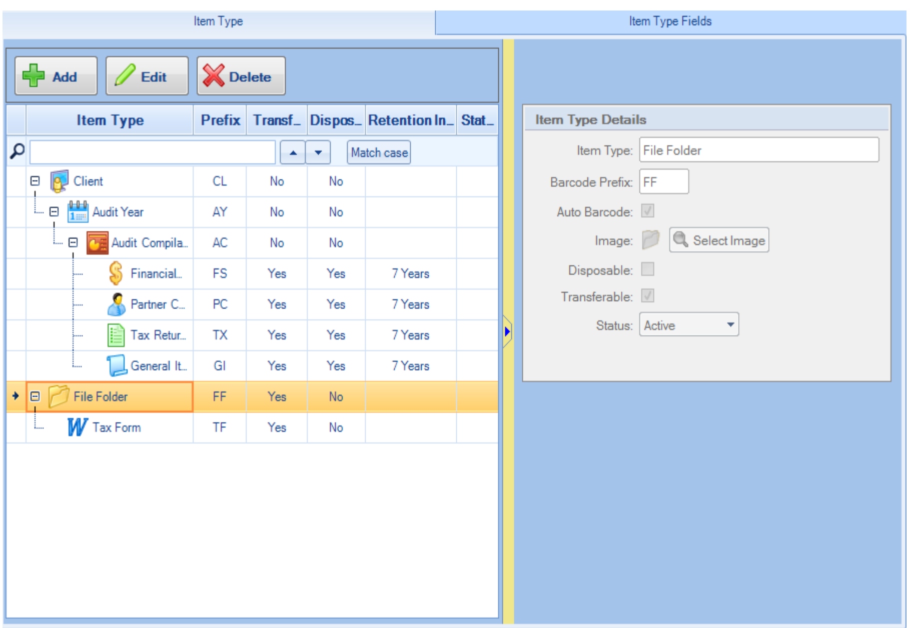
After creating the first location type, you can add a child below it. Click "add", then "add child". Then add the location type details for that child. You are allowed to assign any child to any parent above it, as long as it is a transferable location. Remember these are not actual locations, but location types.

LOCATION TYPE FIELDS

Type fields are optional fields that can be added to a specific location type, as either mandatory or optional fields to be entered. When you create that location, you will see the fields in the add/edit panel.

To create a new location type field, go to the second tab, 'location type fields' and click "add". When the panel expands, the image at the right will appear. You will be prompted to pick the field type, type the field name, and check if this information is required when adding an actual location to the system.

ITEM TYPE



The item type hierarchy works similarly to the location hierarchy. In order to enter actual items into the system, you must first have an item type. The item type establishes a template used to enter actual items. The item types are set up as a hierarchy in a parent-child format. To begin entering item types, select Admin→Item Types.

Before creating item types, you should take into consideration how many items and objects that you will be tracking. You can make the hierarchy as simple or as complex as you want, but it is difficult to change once created. To design a good hierarchy, plan it out beforehand.

Start by clicking the "add" button to expand the add/edit panel. Once it is expanded, it will come up with the details at the right. You must enter an item type, a barcode prefix, select a custom image, and check if you want it to be transferable or disposable. When entering a new item type, it will automatically default the status to being active. ***NOTE**: The barcode prefix is a set beginning to a barcode, so every item of that type starts with the same barcode.

An image that represents the Item Type will need to be selected. There are a number of images to choose from in the system or you can upload your own under Admin-Custom Images.

Each type of item can also have a retention interval set. Users can then use report filters to search by Retention Dates to see what items may need to be removed, in-activated, or destroyed from the system. The system does not automatically change the item once it hits a retention interval.

If the Item Types are able to be moved or transferred (checked out) to a Person or Location, mark the box for “Transferable”. If the item cannot be moved and has one home location, do not mark.

After creating the first item type, you can add a child below it. Click “add”, then “add child”. Then add the item type details for that child. You are allowed to assign any child to any parent above it, as long as it is a transferable item. Remember these are not actual items, but item types.

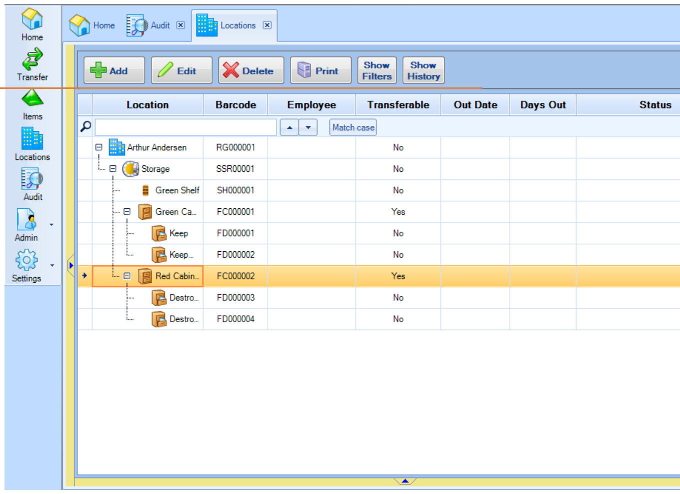
ITEM TYPE FIELDS

Type fields are optional fields that can be added to specific item types, as either mandatory or optional fields to be entered. When you create that item, you will see the fields in the add/edit panel.

To create a new item type field, go to the second tab, ‘item type fields’ and click “add”. When the panel expands, you can enter the details of the custom field. You will be prompted to pick the field type, type the field name, and check if this information is required when adding an actual item to the system. They greyed out fields are automatic fields that will be tracked. Press “Add” to create a new custom field. First, pick the field type. You can pick: check box, combo box, date, date and time, multi-line text box, numeric text box, text box or time. The user will then be required to enter data that matches the field type. Enter the name of the field. Mark whether the field is required or not.

MANAGING INFORMATION

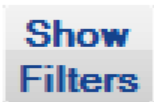
LOCATIONS



Once location types have been entered, you can begin to enter actual locations. These are the actual buildings, rooms, shelves, etc. that you are going to be tracking documents between. On the main menu bar, select "locations".

To add a new location, press the "add" button on the function bar. On the right side of the screen a panel will appear. From the drop-down menu, select the location type to which you will be adding an actual location. ***NOTE:** You must first add to the highest parent in the hierarchy, before adding anything to the lower children.

SHOW FILTERS

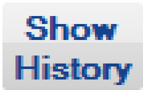


The filters panel can be used when you want to filter information in the data grid by general filters, retention filters, item types, or location types (depending on the tab you are in).

To access the filters panel, you can select the yellow arrow on the left side of the screen, or you can click "show filters" button at the top of the screen.

When selected to view, the panel will expand from the left. Depending on what is selected for the 'filter by' option, you will be prompted to type in the search field or select from a drop-down menu.

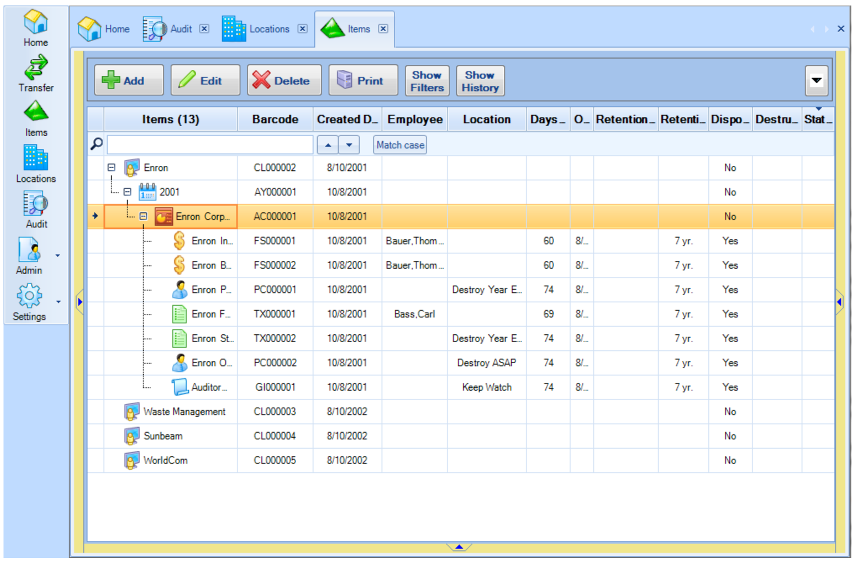
SHOW HISTORY



The history panel is used when you would like to show the history of the selected location on the current screen. To access the history panel, you can select the yellow arrow at the bottom of the screen, or you can select "show history" button at the top of the screen.

When selected, the bottom panel will come up, splitting the screen. When using the history panel, the data will reflect the location highlighted in the top panel. The top panel will list the actual locations in your database.

ITEMS



Once an item-type hierarchy has been established, you can enter the actual items that will be tracked and transferred between locations and employees. Items work the same way that locations do—many items can be assigned to a single item type, but each one will be unique and have a unique barcode. On the main menu bar, select "items".

To add a new item, press the

"add" button on the function bar. On the right side of the screen a panel will appear. Type the item name, select its assignment (employee, location, or none), the date it was created, the retention date, the destruction date, any pertinent notes, and the status (defaults to active).

If an item hits it's Destruction Date, the user will be prompted for the item to change to "Destroyed". Destroyed items maintain a history in the system but will not show with active items. Users will need to manually search by status of Destroyed to see such items. If needed, users can then manually delete destroyed items to remove them from the system.

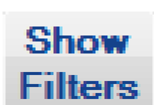
***NOTE:** The option to select an item's assignment only appears upon adding a brand new item. If upon adding you opted to set the item assignment at "none" and then wanted to add a location/employee, you will not be able to add the information here. Instead, you would need to use the "transfer" button to move the employee/location to where you want it assigned.

CUT AND PASTE

While on the items page, you have the option to cut and paste any child to any parent. To cut a child item, right click on the item and select "cut item…(move item to new parent)". Once you do this, you will receive a confirmation box and then a gray area and yellow border will appear around the item, signifying that it has been cut.

To paste the item, select a parent item, and then right click and select "paste". After selecting "ok", the child item will be transferred to the new parent. Any employee assignments or any current settings will be transferred to the new parent.

SHOW FILTERS



The filters panel can be used when you want to filter information in the data grid by general filters, retention filters, item types, or location types (depending on the tab you are in).

To access the filters panel, you can select the yellow arrow on the left side of the screen, or you can click "show filters" button at the top of the screen.

When selected to view, the panel will expand from the left. Depending on what is selected for the 'filter by' option, you will be prompted to type in the search field or select from a drop-down menu.

The operation field allows you to select either "and" or "or". If you select "and", and multiple filters are added, an item must match all of the criteria entered for the search to appear in the grid. If "or" is selected, and multiple filters are added, an item can match the criteria but doesn't necessarily need to meet every filter.

SHOW HISTORY

The history panel is used when you would like to show the history of the selected item on the current screen. To access the history panel, you can select the yellow arrow at the bottom of the screen, or you can select "show history" button at the top of the screen.

When selected, the bottom panel will come up, splitting the screen. When using the history panel, the data will reflect the item highlighted in the top panel. The top panel will list the actual items in your database.

AUDIT

Audits are performed with the handheld, and cannot be done on the PC alone. The audit function is used to take inventory of where or with whom items are located. See the Handheld section of this manual for information regarding the audit feature.

TRANSFER

Transfer is the function used to move documents or items from one employee/location to another. This function will be the primary tool for managing information, assigning items to employees/locations, and assigning employees to locations, with the intent of that individual tracking items at that location. To transfer items of documents, select “transfer” on the main menu bar.

Transfer can work in a variety of ways. Transfer can assign items to employees, or assign employees to locations, rendering them in charge of all items currently at this location. To transfer an item to a location/employee, first enter the employee/location barcode in the “transfer to” textbox. Then enter the item barcode in the next field. Clicking the “transfer” button will assign the items.

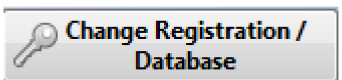
ADDITIONAL FUNCTIONS

There are several other functions built into DTS that are not always used. This section will outline their functionality and provide information on them.

ABOUT SCREEN

To get to the About screen, click on the “Home” button and then click on “about”. Your version, customer identification, and number of licensed users will appear. There are two buttons available on this screen: “Change registration/database” and “check for update”.

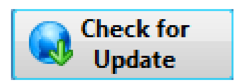
CHANGE REGISTRATION/DATABASE



After clicking this button on the About screen, a dialogue box will appear containing your customer identification and license key, which is explained earlier in this manual. To change the registration, simply enter in the new information provided by GigaTrak.

CHECK FOR UPDATE

Clicking the “check for update” button will query the GigaTrak server. If an update is available, it will automatically download any available database updates or PC updates and apply them.



HANDHELD APPLICATION

The following describes the basic operation of the mobile Document Tracking System application.

DTS MOBILE HANDHELD APPLICATION

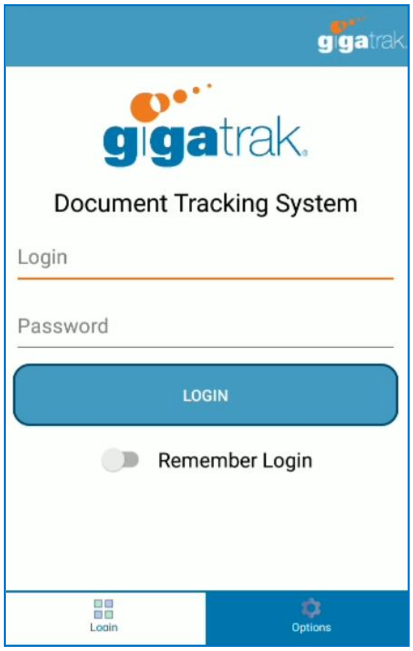
Two types of handheld applications are available, batch mode and wireless. Batch mode is Android only.

BATCH VS WIRELESS HANDHELD

Batch handheld units hold data in a mobile database file that gets transferred back and forth between the handheld and the host PC. The handheld must be docked with the host PC to perform the transfer. The data on the handheld is a snapshot of the data on the host PC. If there are multiple users changing data on the host database, the handheld data may be outdated in a short period of time. Therefore, it is important to synchronize the handheld with the host PC often, so that it has current information.

Wireless handheld units communicate with the host database in real time. This requires the host database to be Microsoft SQL Server or be on our Cloud solution. Your facility will have to have a wireless infrastructure in place for communication. No data is stored on the handheld.

DTS HANDHELD APPLICATION FUNCTIONS - Wireless



When the handheld application is first started, a user login will be required. Enter the employee username and password. Employee login credentials are first created on the PC interface under Admin→Employees.

The user login is tied to the records recorded by the handheld. If a different employee uses the handheld he/she should enter their own barcode login credentials before recording transactions. To change the user profile, select icon in the upper left hand corner and enter a different employee login

.

TRANSFER

The transfer function is used to assign documents and other items to either an employee or location.

Scan or enter the barcode of the employee/location that is receiving the items. If the barcode matches a record in the database, the appropriate name will be displayed under the scan box.

If you are using a devices camera to capture the barcode, click on the “Scan” button to bring up the built in camera. Once the camera focuses on the barcode, it will return back to the screen with the barcode input in the correct field.

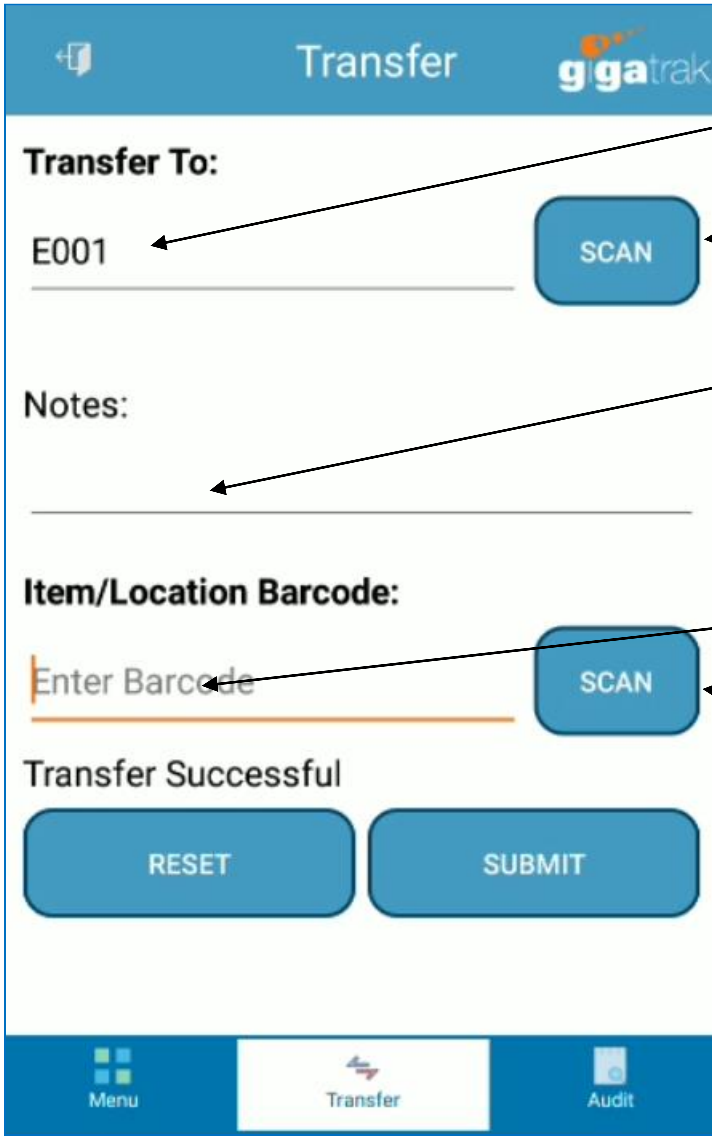
Next, enter/scan the item or location barcode that is being assigned. If the barcode matches a record in the database, the transaction will automatically be transferred to the new location/employee.

If you are using your devices camera to capture the barcode, click on the “Scan” button to bring up the devices camera. Once the camera focuses on the barcode, it will return back to the screen with the barcode input in the correct field.

If scanning or using the devices camera, once the barcode of the document is entered, the transaction will auto submit. If you have manually entered a barcode, you may need to press the “Submit” button to Transfer the item fully.

Press “Reset” at anytime to reset the entire page.

TRANSFER



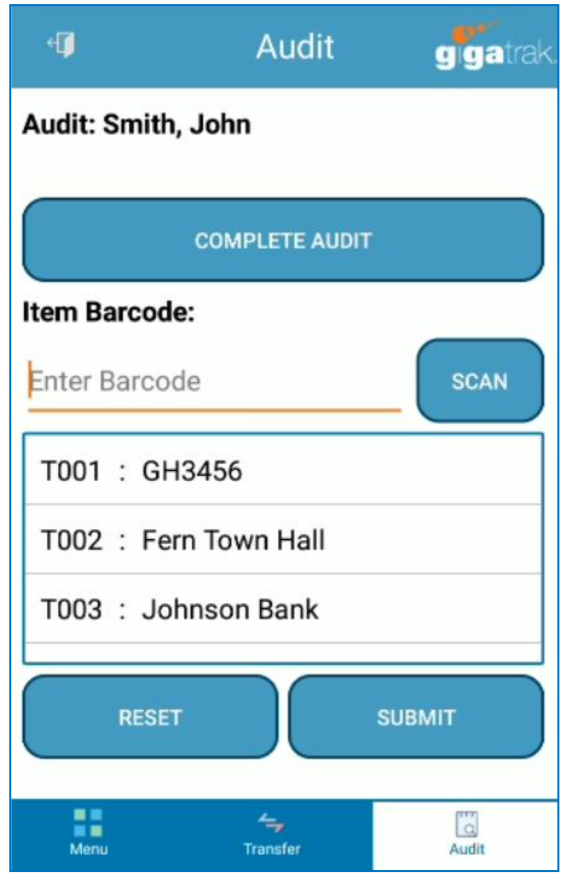
1. To perform a transaction, first enter the location or employee barcode in the "Transfer To:" field.
   If using your devices camera, click on the "Scan" button to capture the barcode.

2. Enter any optional notes.

3. Enter or Scan the Item or Location barcode to Transfer it.

   If using your devices camera, click on the "Scan" button to capture the barcode.

AUDIT



Audits are performed with the handheld and cannot be done on the PC alone. The Audit function is used to take inventory of where or with whom items are located. On the main menu, select “Audit”.

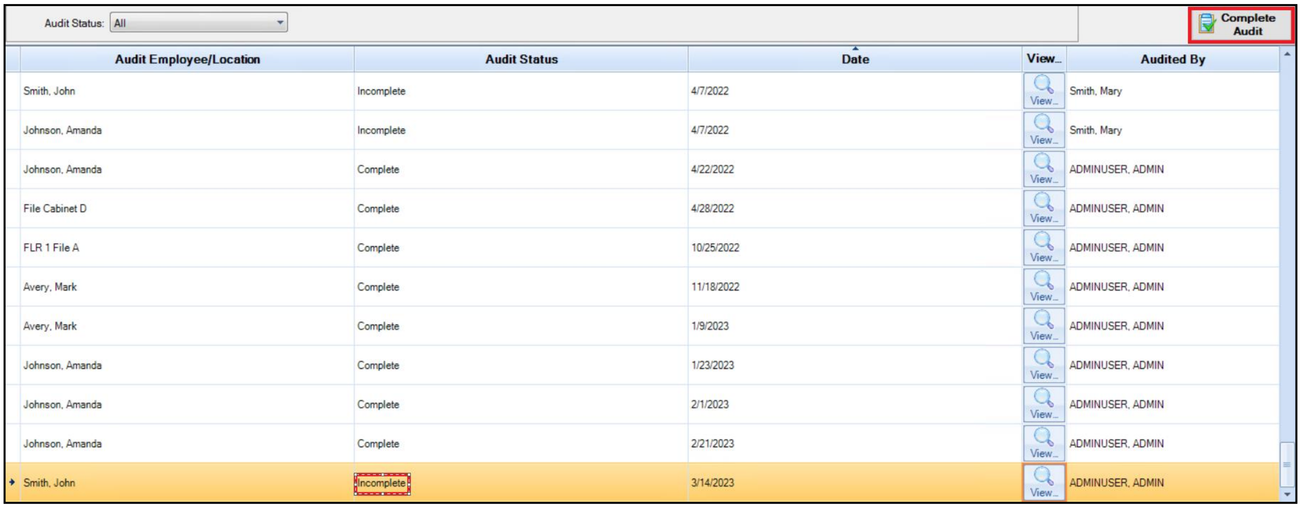
Scan or enter the barcode of the employee or location you would like to Audit. Once entered, a list of items that “should” be at that employee/location will appear in the grid. Next, in the “Item Barcode” field, start scanning or entering ALL barcodes found in that current audit location. You should scan/enter all items whether they are listed in the grid or not. If a barcode matches one listed in the grid, it will be removed from the list.

When finished scanning all items, press the “Complete Audit” button.

If you do not press the “Complete Audit” button, you can complete an Audit back on the PC version or the Audit will be paused to pick-up on a later time.

Pressing “Reset” will reset the screen but keep an Audit open if it has already been started.

Once finished scanning all items in an employee or location audit, return back to the PC version and click on the Audit icon.



Audit Employee/Location	Audit Status	Date	View...	Audited By
Smith, John	Incomplete	4/7/2022	View...	Smith, Mary
Johnson, Amanda	Incomplete	4/7/2022	View...	Smith, Mary
Johnson, Amanda	Complete	4/22/2022	View...	ADMINUSER, ADMIN
File Cabinet D	Complete	4/28/2022	View...	ADMINUSER, ADMIN
FLR 1 File A	Complete	10/25/2022	View...	ADMINUSER, ADMIN
Avery, Mark	Complete	11/18/2022	View...	ADMINUSER, ADMIN
Avery, Mark	Complete	1/9/2023	View...	ADMINUSER, ADMIN
Johnson, Amanda	Complete	1/23/2023	View...	ADMINUSER, ADMIN
Johnson, Amanda	Complete	2/1/2023	View...	ADMINUSER, ADMIN
Johnson, Amanda	Complete	2/21/2023	View...	ADMINUSER, ADMIN
Smith, John	Incomplete	3/14/2023	View...	ADMINUSER, ADMIN

Press “Find” to immediately see all Audits.Audits not completed on the mobile app can be completed on the PC interface. Highlight the Audit you would like to complete and press “Complete Audit” button in the upper right hand corner.

To View an Audit, highlight the Audit from the grid and press “View”. Audit results will appear in a new window. There are three possible Audit results;

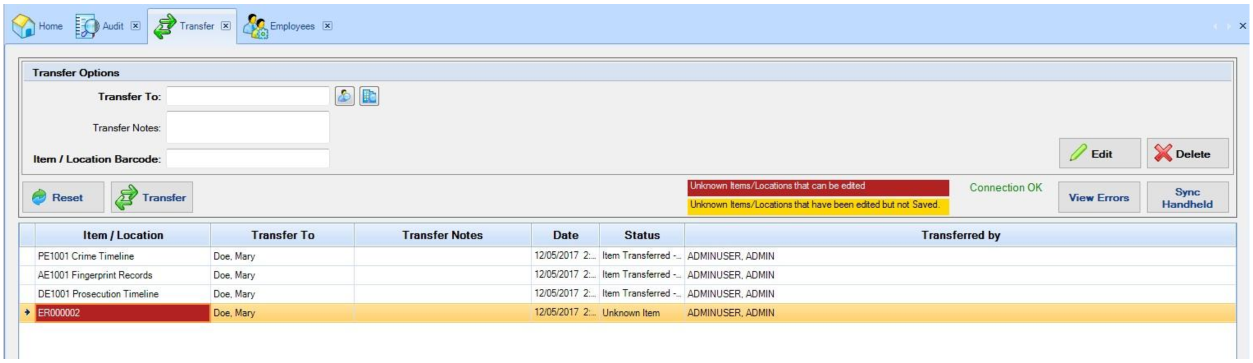
-Scanned and Found (was supposed to be there according to the system and was found there during the audit)
-Unscanned (was supposed to be there according to the system and was not found during the audit)
-Scanner but not Expected (was not supposed to be there according to the system but was unexpectedly found in the Audit location)

DTS HANDHELD APPLICATION FUNCTIONS – Batch Mode (Android Only; Self-Hosted Only)

When using the mobile app in Manual Batch mode, a sync is needed both before using the app and after using the app to download the transactions that occurred on the device.
Plug your device into the PC hosting the system. Make sure your device is in File Transfer Mode. Go to the Transfer icon the PC.
Press “Sync Handheld”.
Press “Ok” on the pop-up. Choose to Copy and Replace all files.
Press “Ok” once sync is complete.
Unplug the device and perform as many transactions as you wish. Once finished, follow the above instructions to download all transactions to the PC.

BATCH MODE SYNCING ERRORS

After you have synced your transactions, errors may occur on the Transfer screen.



Errors may occur when incorrect barcodes have been scanned and will appear in red. You can manually fix errors by double-clicking on the error and typing in the correct result. Once you have changed the error, be sure to press Save. You can also completely delete the error by highlighting the line item and pressing Delete.

You can clear the screen by pressing the “Reset” button.

SUPPORT

GigaTrak provides 90 days of telephone support for DTS, beginning on the date of purchase. GigaTrak will advise on installation issues, however the customer is largely responsible for network and SQL Server installation. Hours for support are 9:00AM-5:00PM CST, Monday-Friday. During this time, you are entitled to any updates or new releases issued by GigaTrak. By purchasing an extended support agreement, these services are also extended. Onsite support is available at additional cost. Please contact support via e-mail at support@gigatrak.com or via telephone at 262-657-5500 ext. 2 with any questions.