



USER GUIDE

Mobile Application

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INTRODUCTION

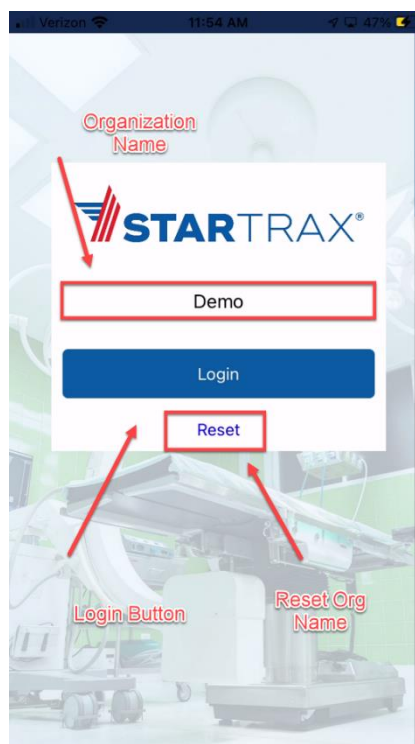
The STAR TRAX® system is an asset tracking Software as a Service (SaaS) platform. The platform uses 4 components to allow you to track, identify and manage your assets within your workflow. The system utilizes RFID Tags, an RFID Scanner, a mobile app and a web portal to create a powerful platform to augment your existing processes. In this guide we will outline some of the standard processes that users will be able to perform when interacting with this system.

GETTING STARTED

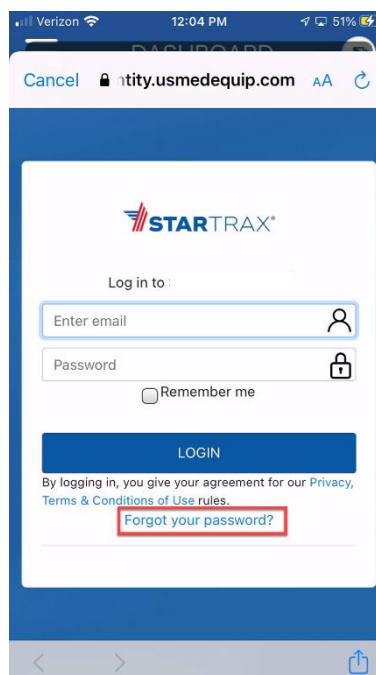
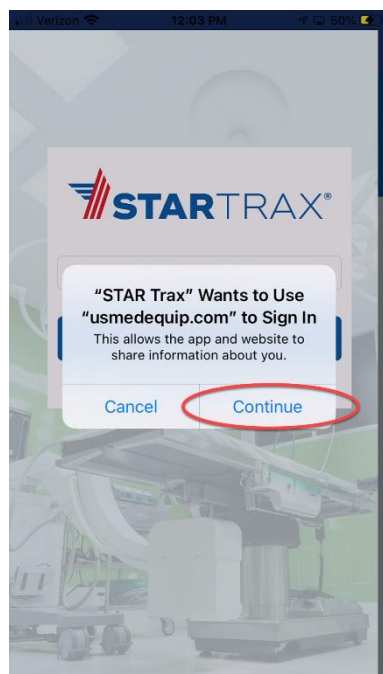
The standard default password to unlock the mobile device is 123456.

**If the passcode has been changed and it needs to be reset please reach out to our support team via the web portal or at startraxsupport@usmedequip.com

The Mobile application can be found in the home bar once you have unlocked the device. During initial login you will be prompted for your Organization Name. This will be stored for future use. If for any reason you need to change the Organization Name press the reset option under the login button. To proceed enter your email address and password, then click **LOGIN**.

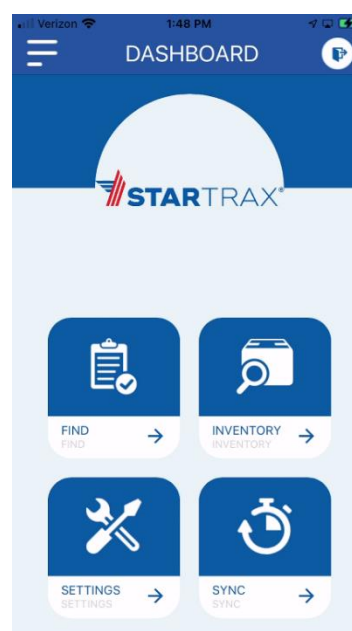
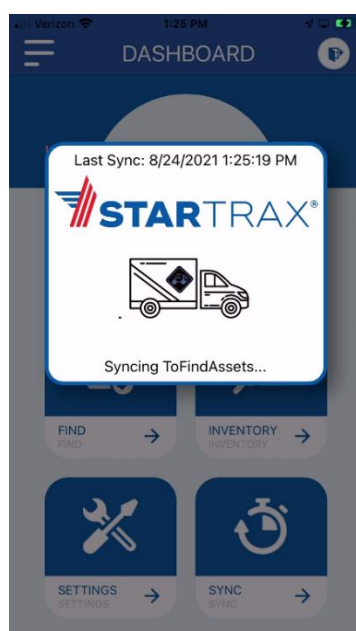


You will be prompted to **Continue** to a sign in page. This will open a login screen from Safari. Here you will enter your username (email) and password.



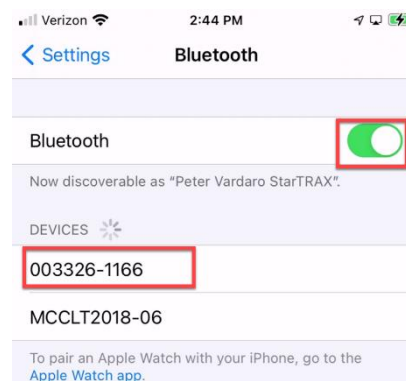
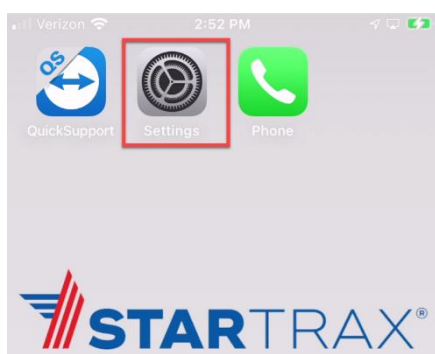
If you do not remember your password you can use the self reset system by selecting **‘Forgot your password?’**

When a user logs in the app will perform a **sync**. You will see an animation playing while the sync is being performed. The data sync may take up to a minute to complete. Once the sync is complete the app will open to the **Dashboard**.



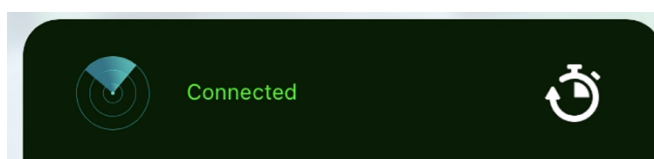
CONNECTING TO THE SCANNER

The RFID scanner connects to the device via a wireless Bluetooth connection. To establish a Bluetooth connection to the device we will first press the trigger to wake the scanner from sleep mode. Then go to the Setting app on the mobile device and select Bluetooth. Make sure the toggle switch for Bluetooth is on and you will see a list of possible devices in the list. The TSL 1166 scanner names will be in the format of device serial number – 1166 as shown below. Select the device and the connection will be established automatically. No pairing code will be required.



CONNECTION STATUS MENU

At the bottom of the Find and Inventory screens there is a dark green menu bar with two icons.



The radar icon on the left indicates the status of your connection to the scanner.

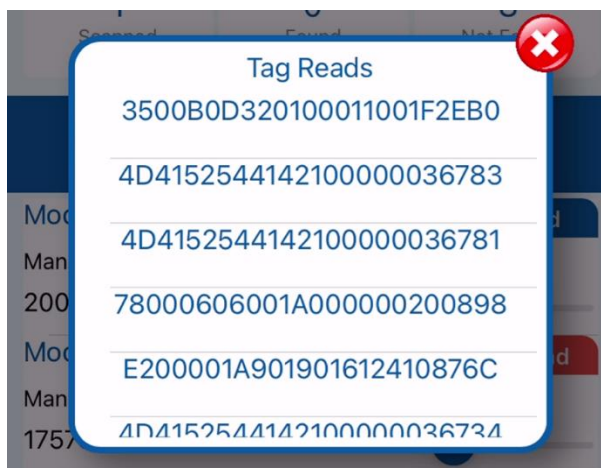
Searching – means the app is searching for a device to connect to.

Available - The device can connect but has not established a connection.

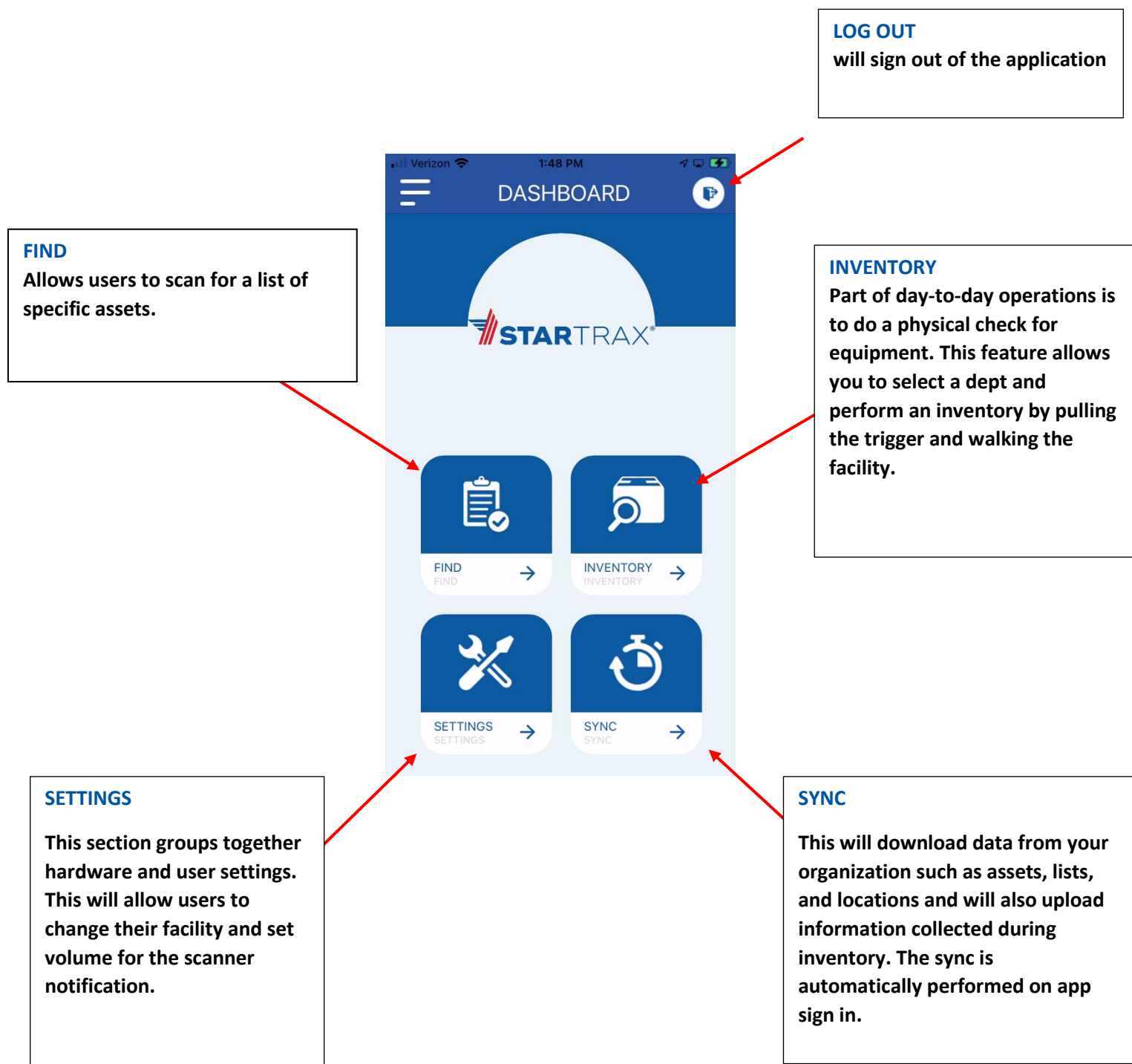
Connecting - Bluetooth connection is in the process of being established.

Connected – There is an active Bluetooth connection

On the left the stopwatch icon will produce a window that will show all raw scan data. This can be very helpful in determining what other RFID tags are in your area.

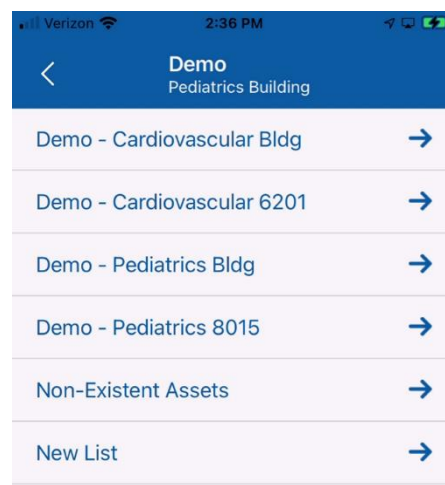
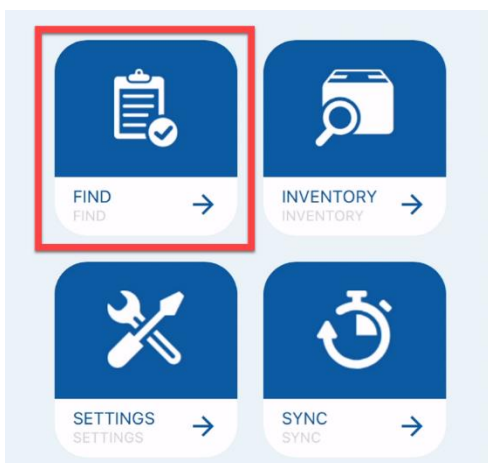


ANATOMY OF THE DASHBOARD

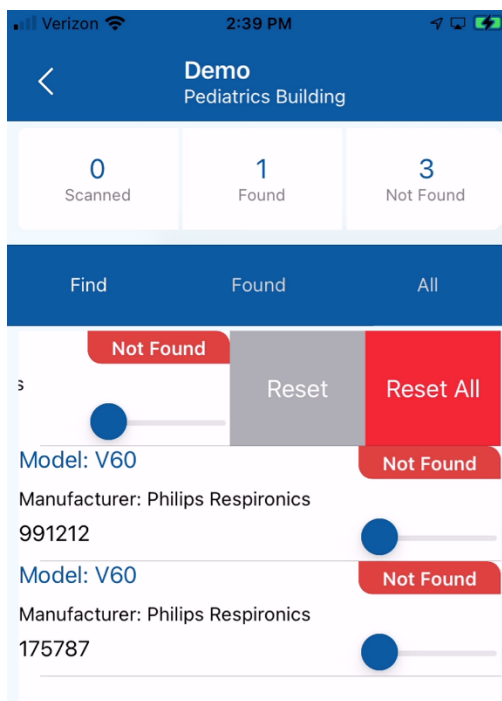


FIND

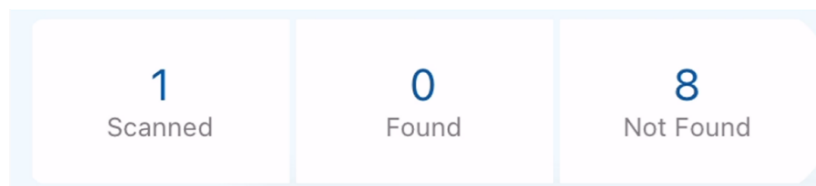
Find Lists are lists of assets that need to be located. A find list can only be prepared from the web interface. Once a List has been created you can find your List in



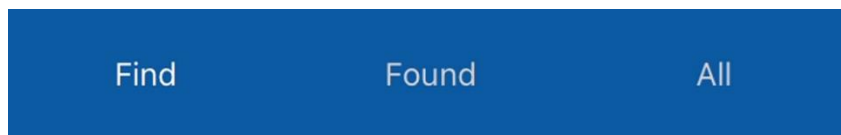
If you are recycling a list for regular use. When you open the list you can swipe left on an asset and select the 'Reset' or 'Reset All' option to reset the asset status or all assets on the list.



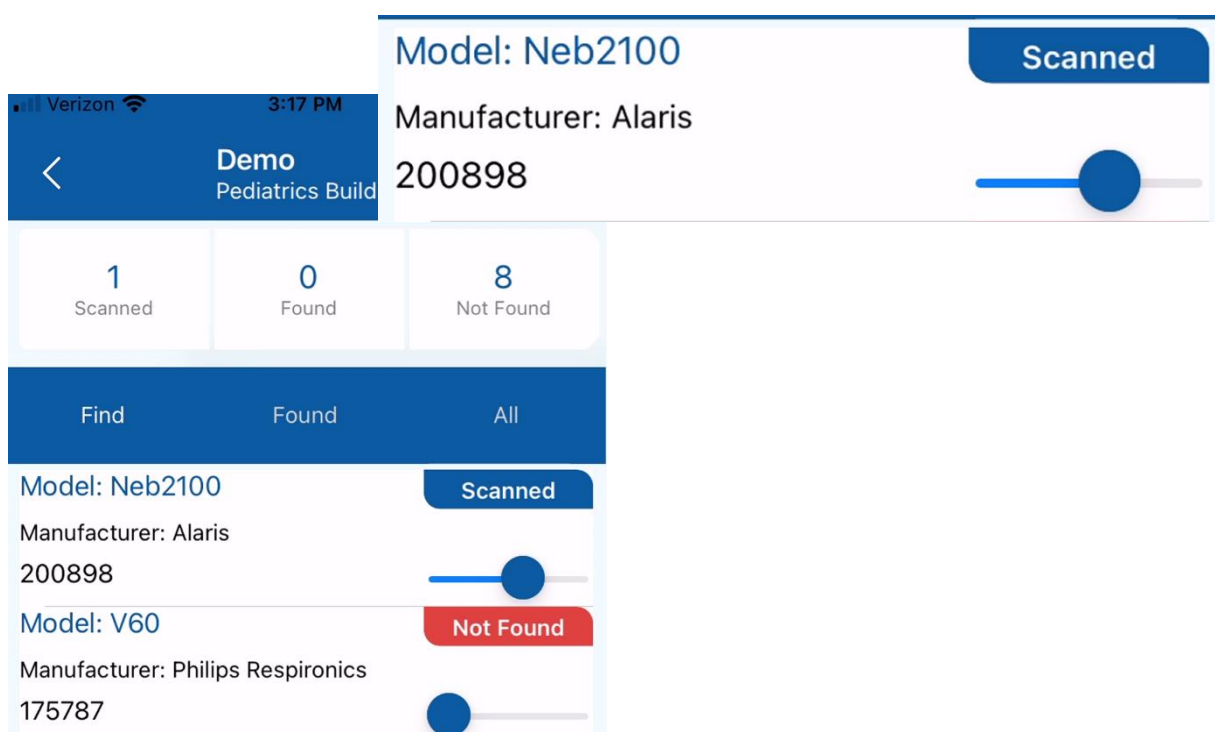
At the top of the list is a counter of Assets in different statuses. This counter will update as you continue to scan.



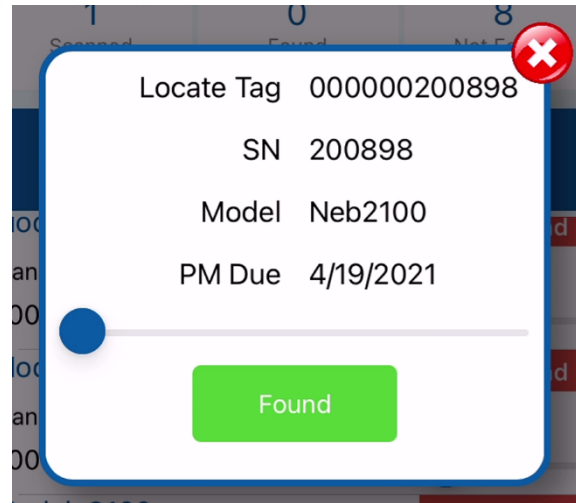
To see assets in different statuses, tap on the blue links above the list.



Assets will move from Not Found > Scanned > Found. When the scanner finds equipment, the icon will change from Not Found (Red) to Scanned (Blue). The list will dynamically sort to bring the strongest signal to the top of your list. The signal strength is represented with the slider on each line.



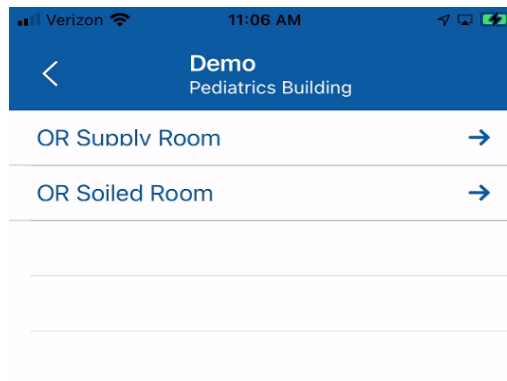
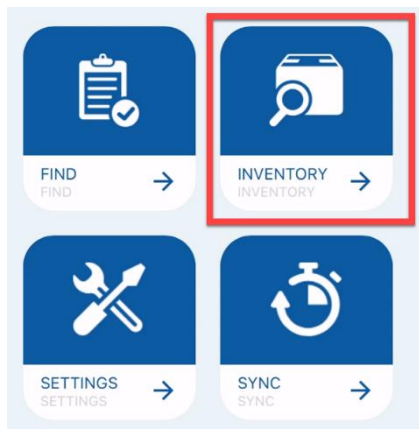
Tapping on asset will bring up a locate menu. In this screen you can see some details on the asset and you will only be searching for this particular item. When you have found the asset, you can mark it as Found here to remove it from the list of items that need to be found.



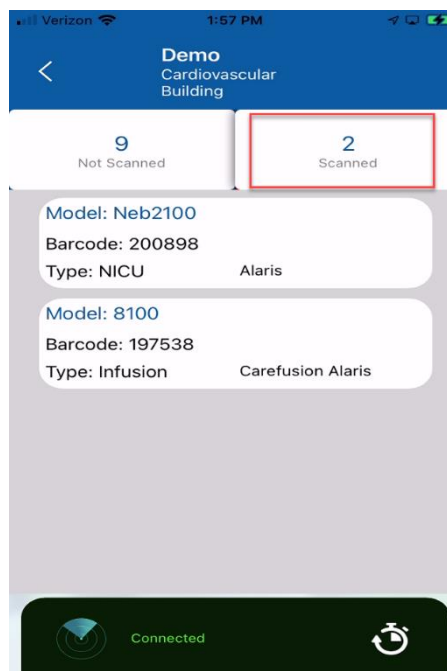
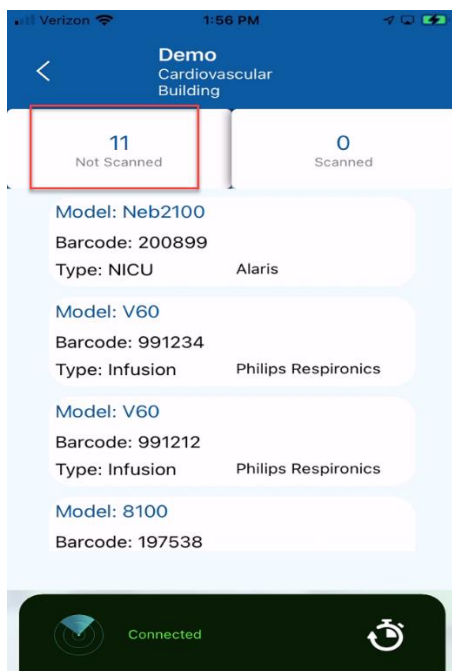
There is no need to perform a sync with the Find lists data is updated in real time to the web portal.

INVENTORY

The inventory module allows users to select a location and scan all assets in that location. Select inventory from the dashboard menu then select the location you will be performing an inventory for.



A list of items expected at the facility will populate. By default, the items that have not been scanned will display under the **Not Scanned** tab.

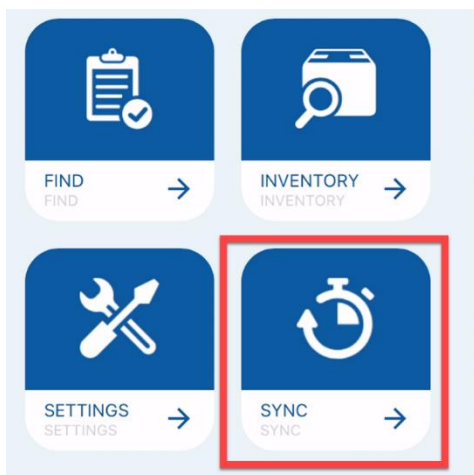


As you come within range of tagged assets they will drop off from the **Not Scanned** tab and move to the **Scanned** tab. Click the **Scanned** tab to see the items that have already been scanned.

To complete your inventory, you will need to perform a sync. This will record the assets you have scanned for reporting on the web portal.

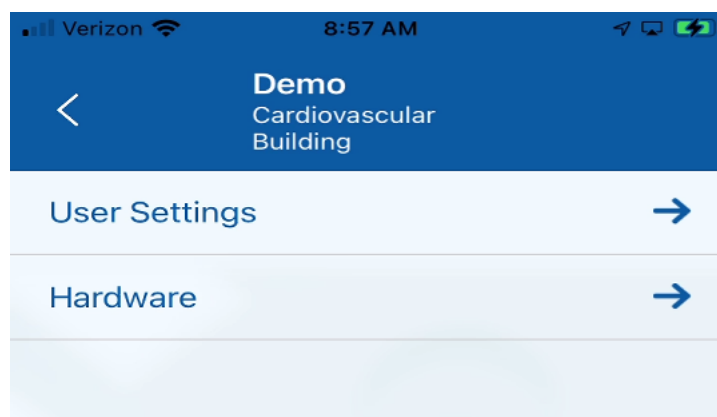
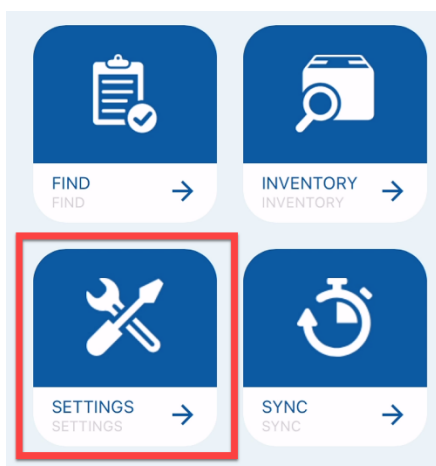
SYNC

Sync will upload and download data to and from the mobile device. Sync is automatically started on app login and must be performed after an inventory.



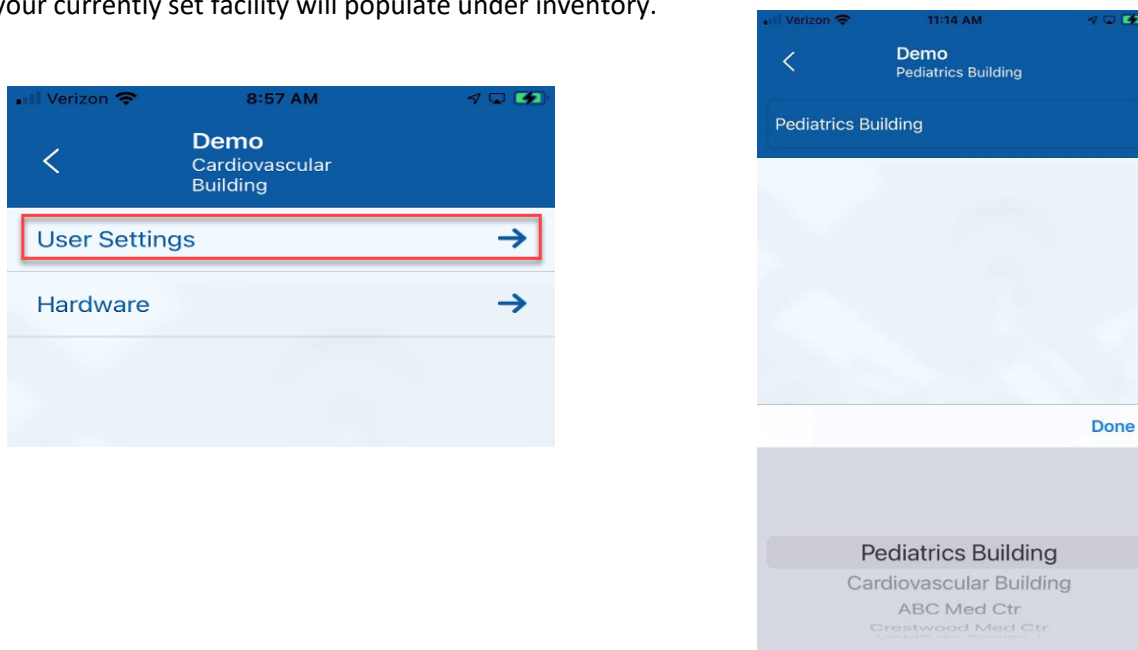
SETTINGS

The settings screen has User Settings for changing facility and hardware location for adjusting scan power and turning the volume on and off.



USER SETTINGS

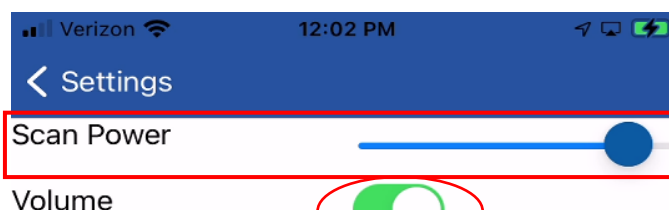
The primary function of user settings is to allow users to change their set facility. If you have access to multiple facilities, you will need to change your set facility in the user settings. Only inventory locations for your currently set facility will populate under inventory.



To change facility, go to settings, then user settings and select the facility from the drop-down box. Selecting a facility will force sync. You can now go back to the dashboard.

HARDWARE SETTINGS

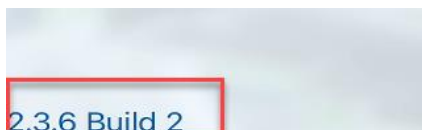
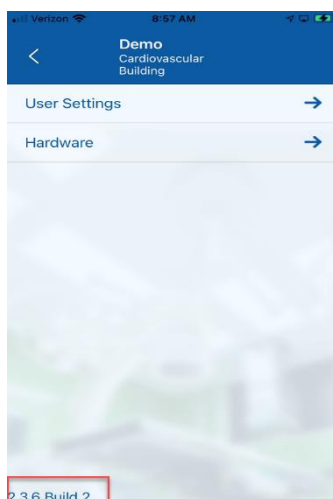
The Scan power is set to 100% by default. It can be lowered by moving the slider to the left.



This Volume toggle switch will turn scan beeping on and off.

ABOUT

The software version is displayed at the bottom of the settings screen.

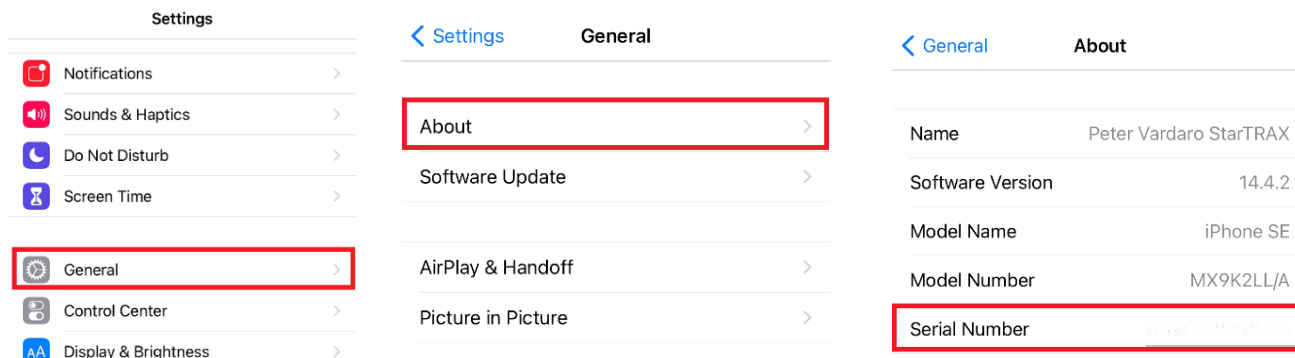


SUPPORT

To enter a support request please use the web portal or email the help desk at startraxsupport@usmedequip.com. The Support team manages the mobile devices with a mobile device manager. In order to perform certain installation and update function the device needs to be unlocked and connected to the internet. Please see below on some helpful information for working with the support team on your issue.

DEVICE IDENTIFICATION

For troubleshooting with the support team, you may be asked to provide the phone serial number. The serial number of the mobile phone is found in the about section of the phone settings. Go to settings > General > About



The serial number of the barcode scanner is found under the battery compartment, on the underside of the scanner.



REMOTE ACCESS

You may also be asked to initiate a TeamViewer Quick Support Session. This will allow a technician to see your screen while you are controlling the device.

On the main page of the device there is a blue and white icon.



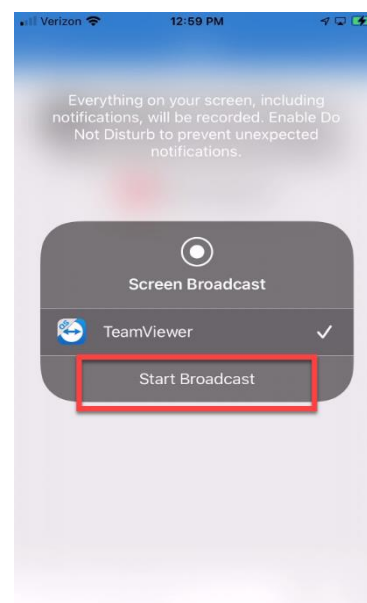
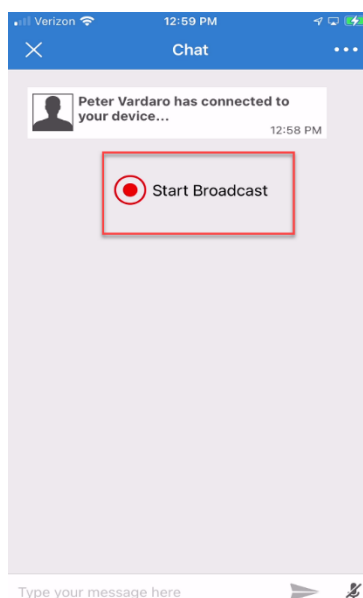
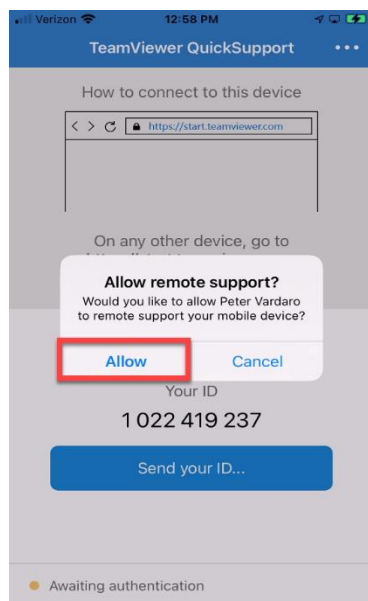
The technician will request this ID number.

Make sure this indicator says Ready to connect.



Ready to connect (secure connection)

You will then be prompted to allow remote control. Press the **Allow** button to continue. Then press the **Start Broadcast** button on the following screen and confirm the start of the broadcast once more by selecting **Start Broadcast** with the TeamViewer Icon selected.



/// SOLUTIONS ///

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