U COUNT COUNTER APP GUIDE

A GUIDE ON HOW TO SET UP YOUR DEVICE TO COUNT INCLUDING HOW TO USE THE FIGURE LASER

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U Count Counter App Guide

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Contents

Main Menu

On the Main Menu, you have several options:

- **Help Question Mark** – Available on several menus to assist the user if required (can be skipped or switched off).
- **Language Select** – Change to required language.
- **Log Off** – If the User is finished with the device, they MUST log off.
- **Timesheet** – This option is to track Inventory colleague's hours but is not currently in use.
- **Regular Count** – To return to counting, select this option.
- **Verify** – This option allows you to check the Accuracy of a particular area.
- **Piece Count** – Use this option if you want to check the total quantity of an area against what the device says was counted.
- **Blind Piece Count** – Use this option if you want to check the quantity of an area without knowing how many items have been counted on the machine.
- **2Count Validation** – Use this option if you want to verify any alterations made using 2Count mode.
- **Data** – Here you will be able to see all counted areas and re-send if an area did not transmit properly.
- **Send** – To send any unsent transmissions for the first time. If no data is present, the option will not be available.
- **2Count** – This option allows you to complete a second count against areas, to compare with the first count.
- **Share** – This option allows you to generate a QR code you can utilise to download the event to other devices to save using the internet.
- **Refresh Products** – This option allows you to update the product file on your device, if there have been any changes since the original download.
- **Report Bug** – Use this option to report a bug in the U Count app.
- **Pairing** – Select to pair your Figure Laser.
- **Settings** – This menu contains some additional app settings such as Bluetooth settings.

Connect to Wi-Fi

1. After powering on your device with the Power Button, select Settings and then Wi-Fi.

2. Proceed to select the correct network and enter password to connect.

3. Note: the device should be kept connected to Wi-Fi at all times to transmit data and receive App updates where required.

How to Download Your Event – Primary Method

There are two methods to downloading the event to your handheld device, the primary is scanning the QR code from the Web-UI and the secondary is manually entering the event code details provided.

NB. If the handheld device you're using does not have an internal scanner you will need to advance to the section on page 4 to pair the figure laser before your able to scan the QR code.

1. The primary method to download the Event to your handheld machine is to scan the QR code on the '**Event Connection Code**' page of the WebUI.

2. After scanning the QR code and confirming, your Event will download.

3. You will then see the event downloading with a progress percentage.

4. **Do not** hit the back arrow or you will need to start again.

How to Download Your Event – Secondary Method

1. Open the Counter App on your device by tapping on the icon.

2. The first step is to **Recreate Handheld Files** on the WebUI. Please refer to page 3 of the **U Count WebUI Guide** for full instructions.

3. After the files have been created and once the App is open – click on '**Get Event**' to set up your specific event on the App.

4. You will then be prompted to either scan or enter event details.

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How to Download Your Event – Secondary Method (continued)

5. You then have to select a '**Mode**' – select '**Download from Internet**'.

6. Once selected, press '**Next**'.

7. Once a mode is selected, you need to select the '**Server**', also know as the '**Lane**'. This must match the Lane on the event details you will have been provided.

8. Once selected, press '**Next**'.

9. Enter your unique '**Event Code**' to download your event programme to the device.

10. You can enter the Event Code by using the device keypad or tapping on the **Virtual Keyboard** icon and entering on the screen. **Tick** to save.

11. Once entered, press '**Next**'.

12. Once you have downloaded your event to the device, you will see an option to share your event with another device. Simply scan the QR code on screen with the new device and it will also download the event.
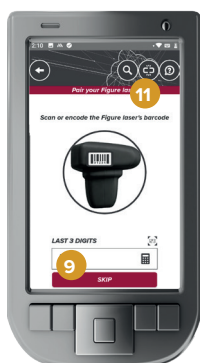
Connecting Figure Laser (if applicable)

1. To connect your **Figure Laser (FL)**, press the pairing option on the **Main Menu**.

2. Switch your Figure Laser on by pressing the **blue button** once.

3. Use your handheld device to scan the barcode on the Figure Laser – if your handheld device does not have an internal laser, you can key in the last three digits of the Figure Laser's barcode instead, using the on screen digital keypad.

4. The light on the FL will **pulse blue** whilst trying to connect.

5. You will see a progress percentage as the FL connects to your device.

6. If you get the pairing request, please accept by clicking **pair**.

7. The light will turn **solid blue** when the connection is established and the Figure Laser will beep.

8. Upon connection, you should be returned to the Main Menu – if not, you can simply press the back arrow to return.
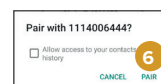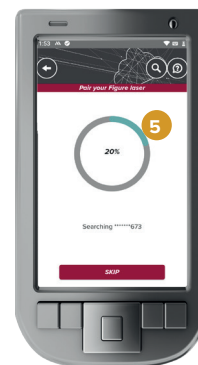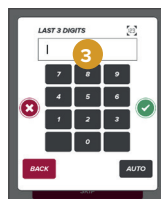
9. You can select '**skip**' if you do not need to connect a Figure Laser.

10. You can pair the Figure Laser at any time from the **Main Menu**.

11. If you want to disconnect the Figure Laser to use a different one, you can press the disconnect button at the top right of the screen.

12. An alternative way to connect your Figure Laser is to **manually search** for Bluetooth devices.

13. To do this, tap on the **Magnifying Glass icon** at the top of the screen. The device will then search for nearby devices.

Connecting Figure Laser (continued)

1. You can identify your Figure Laser by its **10-digit barcode number** – you can find this on a sticker, usually underneath the laser window or on the side of the FL.

2. When you have identified your Figure Laser, *either* **swipe to the right on the barcode number** and click on the **link icon** to connect or **tap on the barcode to connect**.

3. The pop up will then appear, asking you to **confirm** the connection. Simply tap on '**Pair**' to connect. Your Figure Laser will then connect.

4. If you are having any issues connecting the FL, wait at least **30 seconds** for the connection to be made before attempting troubleshooting on page 16.
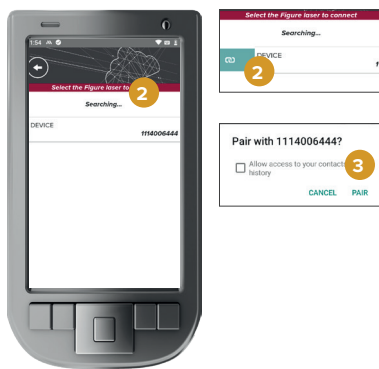
Enter Name

1. When the download is completed, you will be prompted to enter your **Counter ID – this is the unique ID that was created for you when you first logged into the WebUI with the generic Badge ID. You can retrieve or create an employee's Counter ID from the 'User Management' screen on the WebUI.**

2. Tap on the virtual keyboard icon and then enter your Counter ID. Tap on 'ABC' if you need to enter letters.

3. Press the **green tick**.

4. Then enter again to confirm.

5. You will then be logged into the Event on your handheld device.

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Starting an Area Ticket

1. After logging in with your Full Name, you will then be able to start counting.

2. Select '**Count**' from the Main Menu and you can then scan your first Area Ticket.

3. Scan the **Area Ticket** – or key in. **Note**: You will need to key it in **twice** for confirmation.

4. Tap on the keypad icon to open the virtual keyboard if required.

5. After opening the **virtual keyboard**, you can click on '**ABC**' to enter letters, if keying in an area with letters in it. Note this option will only be available if enabled in your customer programme.

6. Tap on '**123**' to go back to the number keypad.
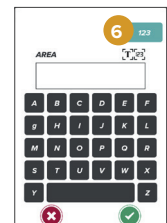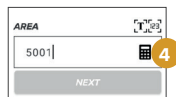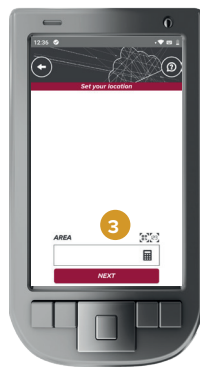
Scanning Item/Barcodes

1. After you have scanned into the **Area** – you are able to scan your first barcode.

2. If the barcode will not scan, you can type it in by tapping on the **Keypad** symbol.

3. You must then press the **green tick** to save.

4. Entering the next barcode without entering a quantity will give this barcode a quantity of '1' unit automatically (AQ).
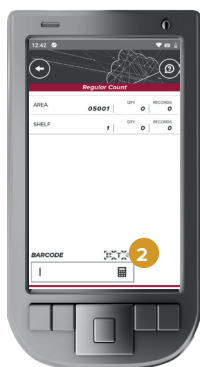
MQ & AQ

- **AQ** (Auto-Quantity/Single Scan)
- **Single Scan**: Scanning each individual barcode
- **MQ** (Multi-Quantity/Multi-Scan)
- **Multi-Scan**: Scanning a barcode and entering a quantity

Barcode Detail and Quantity – with Figure Laser

If not using a Figure Laser, please skip to next section.

1. Upon scanning the **barcode**, you will see the product information on the screen.

2. You can then begin to enter quantities with the **Figure Laser** in MQ mode.

Primary Function	**Blue** Button: Short press to launch the imager/laser	**Red** Button: Quantity 1	**Yellow** Button: Quantity 2	**Green** Button: Quantity 3	**Red** & **Yellow** Buttons: Quantity 12	**Green** & **Yellow** Buttons: Quantity 6
Secondary Function	Switches on the Figure Laser	**Long Press:** to cancel the previous entered quantity	**Long Press:** to activate the torch	**Long Press:** to complete an Area	N/A	N/A

3. To AQ count you can simply continue scanning barcodes without the need to enter any quantities – a quantity of 1 will automatically register for each barcode scanned.

4. When you start entering **Quantities**, you will see the numbers you have entered at the bottom of the screen, for that specific barcode.

5. Long pressing the red button on the FL at this stage will remove the last individual **Quantity** entered – in this case, the 1.

6. After long pressing the red button on the FL, the 1 has been removed and the active quantity for this barcode is now 18 instead of 19.

7. If you continue to long press the red button on the FL, it will continue to remove the last entered quantity.

8. Once you have finished entering quantities for this barcode, simply scan the **next barcode**.
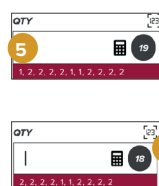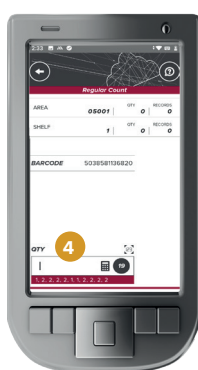
Barcode Detail and Quantity – with Figure Laser (continued)

1. The previous barcode and total quantity will be shown below the **Barcode/Quantity** field.

2. Long pressing the **arrows** icon next to the quantity will open the **detail list for the current area**.

3. All barcodes and total quantity in the current area will be shown in the list.

4. To delete a barcode, **swipe to the left** on the chosen barcode and a **Bin** symbol will appear.

5. Simply tap on the symbol to **delete that barcode entry**.

6. Swiping to the right will allow you to **edit the quantity** of a barcode you have counted.

7. Simply press on the **pencil** symbol and you will be able to replace the existing quantity with the correct quantity.

8. Press '**Validate**' to confirm.

9. Keying in a quantity of **99 or higher** will prompt a message asking you to confirm the quantity, as it is high.

10. HALO stands for **High Amount Lock Out** and is in place to prevent any quantities over 99 being entered in error.

11. If your quantity is correct, you can override the HALO and approve by pressing the **green tick** to accept the quantity.

12. Press the **red X** to reject the quantity and re-key.

Barcode Detail and Quantity – with Figure Laser (continued)

1. Keying any '**double digit**' quantity, e.g. 44, will also give a **HALO** alert.

2. This alert is in place to highlight any accidental double digits, e.g. the intended quantity was '4' in this case.

3. If your quantity is correct, you can override the alert and approve by pressing the **green tick** to accept the quantity.

4. Press the **red X** to reject the quantity and re-key.

5. If you scan a barcode that is not recognised, you will see a message telling you 'Not On File' – this means that barcode is not in your Product Master File. You can press on the red X button to clear the error message, and then press Clear on the Virtual Keyboard to clear the unrecognised barcode from the screen.

6. If you are certain the barcode has been scanned correctly, you can alternatively press the green tick to accept the unrecognized barcode. You may then be asked to enter more information to validate the barcode, such as SKU or Price.
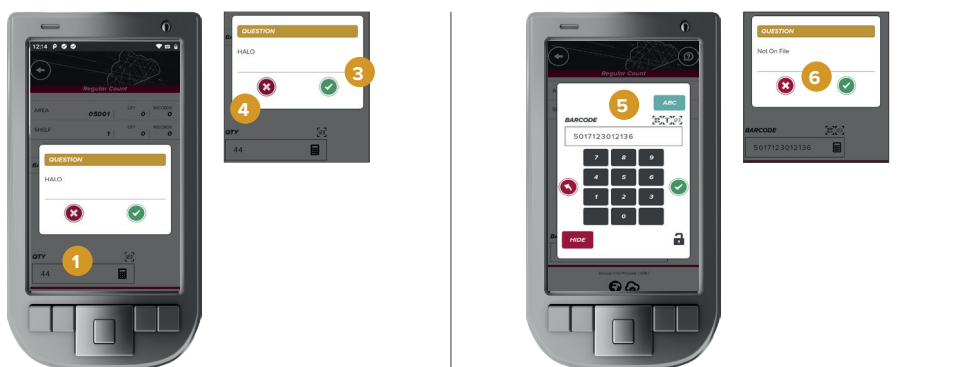
Closing Your Area – with Figure Laser

1. If you have finished counting and want to close your Area, press and hold the **Green Button** on your FL after the last Quantity has been entered for the final barcode, until you hear two beeps.

2. Either scan a new **Area** or press the **Back** arrow for the Menu.

3. After closing the area, you will see the **Totals Screen** and from here you can scan/key a **new Area**.

4. You can also resume the area you have just closed by pressing the **return symbol** at the top right of the screen.

5. Pressing this symbol will give you a prompt, asking if you want to go back into the closed Area.

Barcode Detail and Quantity – with Handheld Device Only

If using a Figure Laser, please skip to next section.

1. Upon scanning the **barcode**, you will see the product information on the screen.

2. You can then begin to enter quantities with the **digital keypad** in **MQ** mode (**or physical keypad depending on device type**).

3. To open the digital keypad, tap on the **keypad image** on screen.

4. When you start entering **Quantities**, you will see the numbers you have entered at the bottom of the screen, for that specific barcode.

5. You can then enter small quantities at a time, using the **+** symbol, or enter the entire quantity for the barcode.

6. Press the **green tick** when you are finished entering quantities for the barcode.

7. You can press the **clear** button to delete the last entered quantity, in this case, the 1.

8. After pressing **clear** the 1 has been removed and the active quantity for this barcode is now **18** instead of **19**.

9. If you continue to press **clear**, the previous quantity entered will be removed.

10. In AQ mode to AQ count you can simply continue scanning barcodes without the need to enter any quantities – a quantity of 1 will automatically register for each barcode scanned.

11. Once you have finished entering quantities for this barcode, simply scan the **next barcode**.

Closing Your Area – with Handheld Device Only

1. Press the **Green Tick** on your digital keypad after entering your quantity(s) for that barcode.

2. If you don't want to enter further quantities for this barcode, press the **Green Tick** once more to close the quantity field for that Area.

3. Press the **back arrow** at the top left of the screen to close the Area and see the totals.

4. Either scan a new **Area** or press the **back arrow** for the Menu.

5. After closing the area, you will see the **Totals Screen** and from here you can scan/key a **new Area**.

6. You can also resume the area you have just closed by pressing the **return symbol** at the top right of the screen.

7. Pressing this symbol will give you a prompt, asking if you want to go back into the closed Area.

Returning to the Main Menu

1. If you are at the **Area Totals** screen and you want to go to the **Main Menu**, press the **back arrow**.

2. This is not permanent – you can go back to the **Count** screen at any time from the **Main Menu**.

Multiple Transmission Area Warning

1. Scanning or keying an area that has **already been counted** will give a warning.

2. Press the **red X** to go back or the **green tick** if you want to add more items to the area.
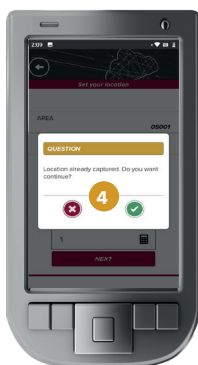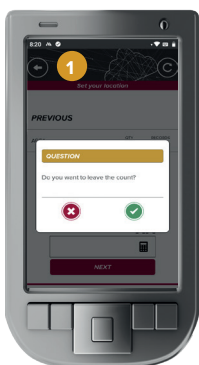
Verify – Area Ranges

1. To conduct **Accuracy Checks** (verification) on any Area that has already been counted, select '**Verify**' from the Main Menu.

2. You will see the list of **Area Ranges** you have created for the event.

3. To return to the previous screen, tap the **back arrow** at the top left of the screen.

4. You can see what percentage of these **Area Ranges** has been counted and also what percentage has been checked (verified).

5. To view the **Areas** in any **Area Range**, simply swipe the screen to the **left**, on the Area Range you want to view.

6. Tap on the **clipboard icon** to view areas.
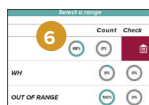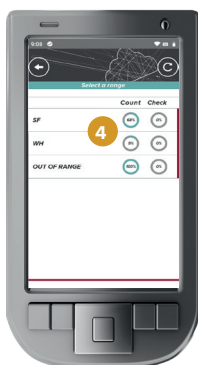
Verify – Area List

1. After selecting the **Area Range** you want to view, you will see the list of Areas in that Area Range.

2. Swipe the screen up to move down the list.

3. At the bottom of the screen, you can see what percentage of this Area Range has been counted and checked (verified).

4. If you want to **check/verify an area**, swipe that area to the **left**.

5. Tap on the **clipboard icon** to view the products that were counted in that area.

6. To refresh the data, tap on the **button at the top right** of the screen.

7. After selecting the Area you want to **verify/check**, you will see the barcodes list in the order they were counted originally.

8. To return to the previous screen, tap the back arrow at the **top left** of the screen.

9. If the product has been counted with the correct quantity, simply tap on the **barcode number** and a green tick will appear, to indicate this product has been **checked/verified**.

10. To **delete** a product, swipe to the **left** and select the **bin symbol**.

11. To **edit the quantity** for a product, swipe to the **right** and select the **pencil symbol** (process on page 7).

12. If you **edit a product quantity** or **delete a product**, you will be prompted with a **confirmation** message.

13. Simply press the **green tick** to confirm.

Verify

1. If you edit a **product quantity**, a green tick will appear next to the product to indicate it has been **checked/verified**.

2. You will also see the **old quantity** and the **new quantity**, to indicate that the amendment is pending.

3. The amendment may need to be approved on the WebUI – please see WebUI guide for process.

Verify (continued)

1. After you have **checked/verified** an **Area**, you will see a **green tick** next to the Area in the list.

2. You will also see the updated **Count and Check (verified) percentages**.

3. The percentages on the Area Range list will also update to reflect the verification you have just completed.

4. If they do not update immediately, you can use the **refresh button** at the top right of the screen.

5. To leave **Verify** mode and return to the **Main Menu**, press the **back arrow** at the top left of the screen.

Re-sending Transmissions/Areas

1. If an **Area** is showing on the WebUI as uncounted – you can **re-send the area/transmission** from the device.

2. Select the **Data** option on the **Main Menu**.

3. Tap on the area you wish to re-transmit and click the **Send** button. There is a **Select All** button if required.

4. The **Sync** symbol should then change to a **tick** on a cloud.
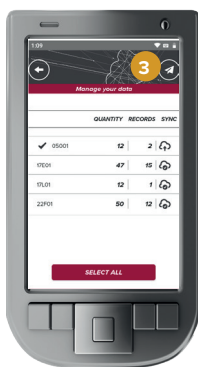
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Logging Off

1. If you are finished with the device and are going to log off, you will receive a warning after selecting **Log Off**.

2. Simply press the **green tick** to confirm log off or the **red X** to cancel.

3. Another user will then be able to use the device on the same event.

4. It is important to **always log off** when you are finished, as it prepares the device for the next **Event** and also resets the **Figure Laser** to be paired with another device.

5. After logging off, you can then Log In as another user or log back in under the previous user.

6. If the **Event** is completed, you should also **Close Event**, after confirming with the tick.

7. This will prevent accidentally logging into the wrong event.

Figure Laser Troubleshooting

Cannot Connect Bluetooth Figure Laser

If your Figure Laser won't connect via Bluetooth, you can try the troubleshooting steps below to resolve:

- Back out to the Main Menu and try pairing process again (select pairing).
- Remove the battery from the Figure Laser, replace and wait 30 seconds to try again.
- Go to Bluetooth Settings and 'forget' the Figure Laser device – attempt to pair again (see below).
- If all above steps fail, please reach out to the relevant support team.

Removing the Figure Laser Battery

If you have to remove the Figure Laser battery in an attempt to get it to connect to Bluetooth, see below steps:

1. Before removing, ensure the latch is unlocked.
2. Lift the battery out from this side – it is also reinserted this way.
3. Ensure when reinserted that the battery is flush and not protruding. You will need to hold it in whilst you lock the switch.