



## FlexPatrol® Quick Start User Guide

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## Overview

The FlexSystems FlexPatrol application is specifically developed for the Windows Mobile 5.0, 6.0 and 6.1 PDA Operating System. Although the standard Windows mobile device includes applications such as Outlook, Pocket Work, Pocket Excel, Notes, etc. the features defined in this document are relevant to FlexPatrol only.

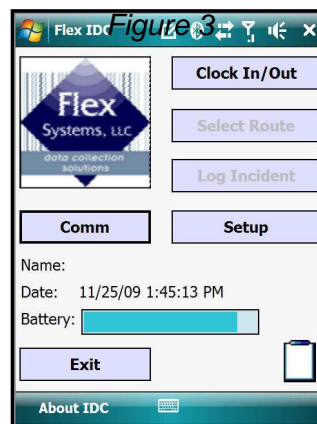
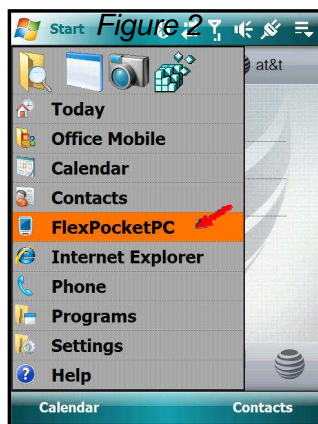
## Using FlexPatrol

### Starting FlexPatrol

If FlexPatrol isn't already running on the PDA, it may be necessary to start the program.

1. To start FlexPatrol, select "Start" in the upper left of the Windows Mobile Home Screen. (Figure 1)
2. If using another brand or model of Windows Mobile device, select the "FlexPocketPC" program from the drop down menu. (Figure 3)
3. FlexPatrol should start and display the FlexPatrol home screen (Figure 4)

**Note:** If either "Intermec Launcher" or "FlexPocketPC" does not appear in the dropdown menu, select "Programs" and then select "Intermec Launcher" or "FlexPocketPC" respectively from the program list.



### FlexPatrol® Home Screen

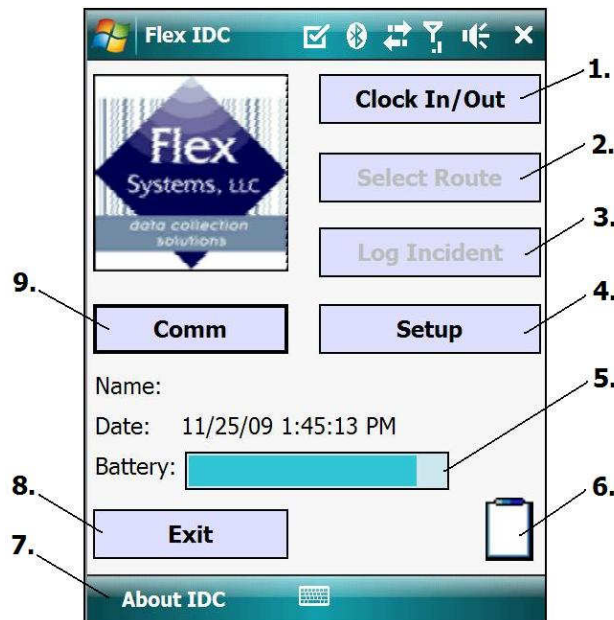
The available buttons and data fields on the home screen are as follows: (Figure 5)



## FlexPatrol® Quick Start User Guide

1. **Clock In/Out Button** - Used to Login an authorized user.
2. **Select Route** - Once logged in, the “Select Route” text will turn from grey to black and be available for selection
3. **Log Incident** - Once logged in, the “Log Incident” text will turn from grey to black and be available for selection.
4. **Setup** - The setup button accesses the settings for the PDA. Note: this is password protected
5. **Battery Status** - Bar graph that indicates current battery level.
6. **Data Status** - Either empty (as shown) or with a red checkmark to indicate that there is data on the device that needs to be downloaded
7. **About** - When selected, it displays the current version information of Flex PDA software
8. **Exit** - Will exit the Flex Program on the PDA
9. **Comm** - Communications button

Figure 5





## Logging In/Out

### Logging In

1. Make sure Flex is running on the PDA and at the Home Screen. (Figure 6) (If not, see Page 2 starting FlexPatrol)
2. Select the “Clock In/Out” box in the upper right of the screen (Figure 6)
3. The Clock In Out screen will appear (Figure 7)
4. Scan your Operator Barcode / badge (Figure 8)
5. The system will display a “Clock in: <your name>” and require you to verify that the correct person is being logged in. (Figure 9)
6. Once you have clicked “OK” to verify the correct login. The Home screen will reappear with your name and login time, as well as the “Select Route” and “Log Incident” (if activated) boxes will have turned from grey to Black. (Figure 10)

Figure 6

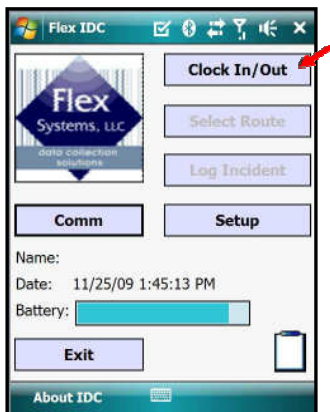


Figure 7

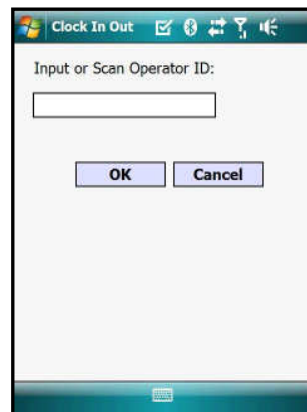


Figure 8



Figure 9

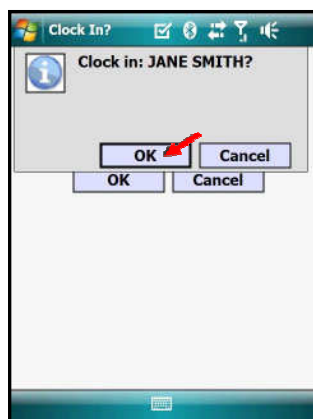
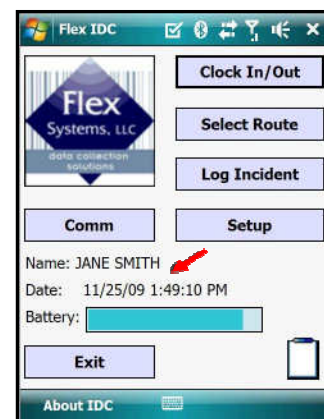


Figure 10



## Logging Out

1. Select the “Clock In/Out” box in the upper right of the screen (*Figure 11*)
2. The system will display a “Clock Out: <your name>” and require you to verify that you would like to log off of the system. (*Figure 12*)
3. Once you have clicked “OK” to verify Log Off, the Home screen will reappear with no information in the Name and Date fields. (*Figure 13*)

Figure 11



Figure 12

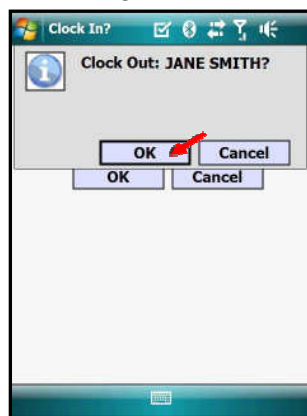


Figure 13



## Selecting a Route

1. Log in to the PDA (See Logging In procedure above)
2. Click on the “Select Route” box in the upper right of the Screen (*Figure 14*)
3. Select the route name from the list that you would like to work on and then click on the “Select Route” box at the bottom of the screen (*Figure 15 and 16*)

Figure 14



Figure 15

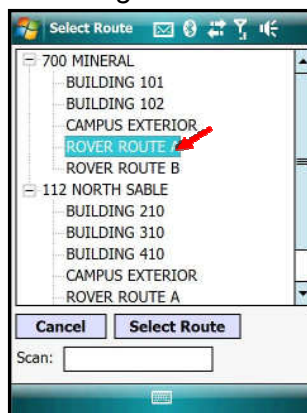
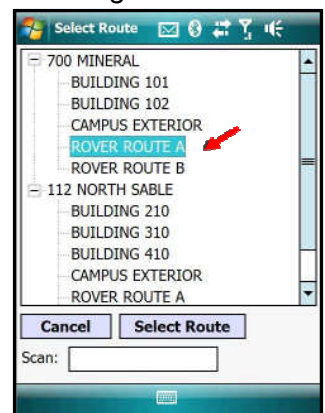


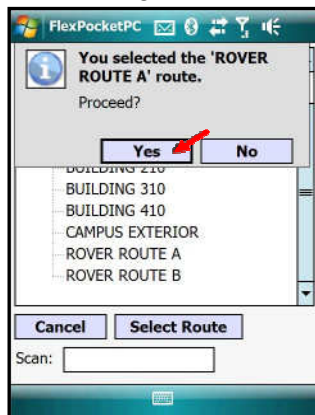
Figure 16



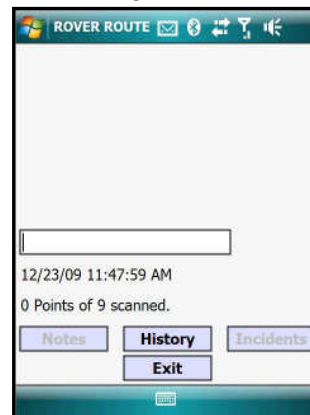
**Selecting a Route (Cont.)**

4. A route verification box will appear. Click “Yes” if the Route Name is correct and “No” if you would like to reselect the route (*Figure 17*)
5. You are now ready to begin your tour (*Figure 18*)

*Figure 17*



*Figure 18*

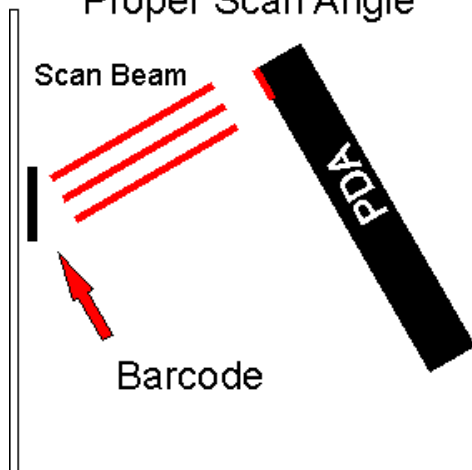


**Proper Barcode Scanning**

1. Point the PDA at the Barcode keeping a 4” – 6” gap between the PDA and the barcode. (*Figure 19*)
2. Keep the PDA at a slight angle (approx. 10 degrees) to the barcode (*Figure 19* and *20*)
3. Press one of the scanner buttons on the PDA and hold it down until you get confirmation “beep” from the device saying that it has read the barcode.

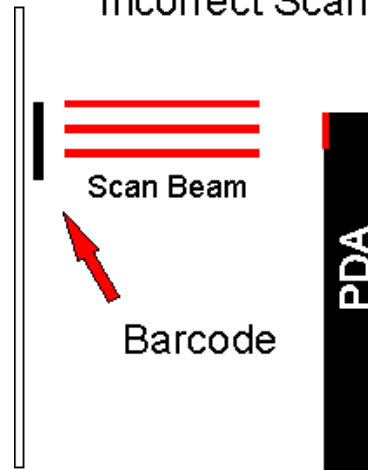
**Note:** You may need to move the device slightly closer or further away from the barcode for a proper reading.

**Proper Scan Angle**



*Figure 20*

**Incorrect Scan Angle**





## Data Entry

1. Scan the location barcode
2. Depending on the location scanned, various questions will appear and require an action.
3. Answer the questions as they appear until the question set is completed
4. Move on to the next point on the route and repeat

## Question / Data Entry Types

Below are samples of the most common question types you will see when using FlexPatrol.

**Yes / No** - (Figure 21)

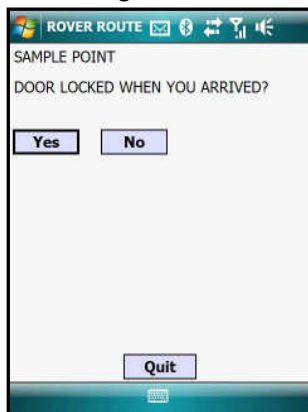
**Multiple Choice** – Only one of the available fields can be selected (Figure 22)

**Multiple Select** – Can Select any combination of the available choices (Figure 23)

**Alpha Entry** – Require Letter only answers with a predefined maximum length (Figure 24)

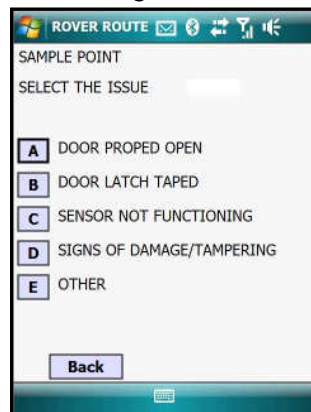
**Numeric Entry** – Requires number only answers with a set level of detail (Figure 25)

Figure 21



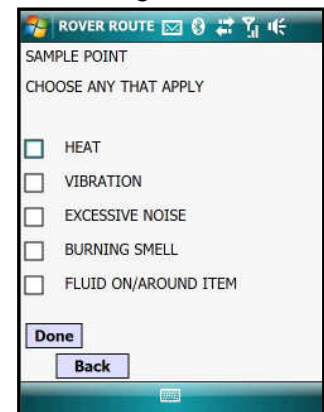
Yes / No

Figure 22



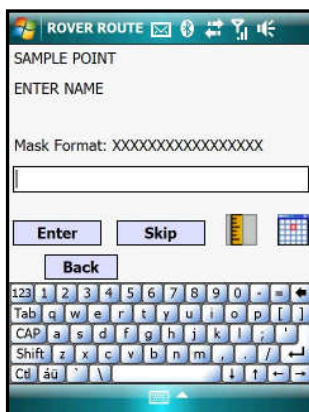
Multiple Choice

Figure 23



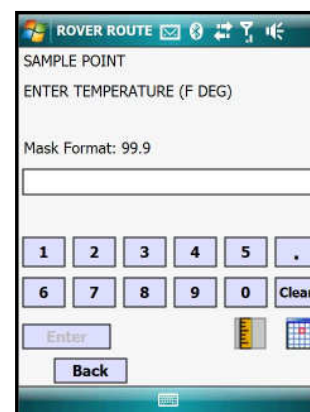
Multiple Select

Figure 24



Alpha Entry

Figure 25



Numeric Entry

## Adding a Note

While in a route and after scanning and answering the questions to at least one location you can enter a note.

To enter a note:

1. Select the “Note” box (Figure 26)
2. Enter the desired note, up to 200 characters (Figure 27)
3. Select the “OK” box to complete and return to the previous screen (Figure 28)

Figure 26

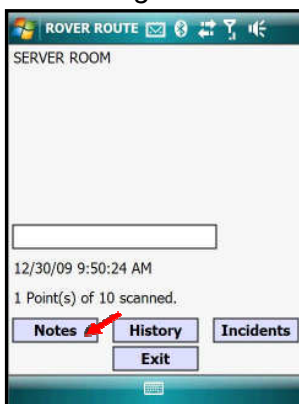


Figure 27

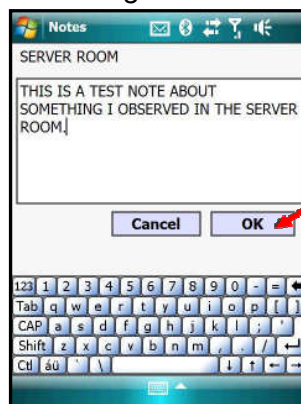
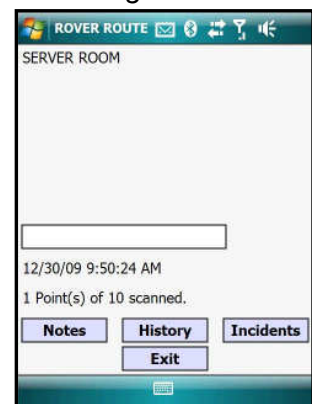


Figure 28



## Adding an Incident

While logged in to the PDA, an Incident can also be recorded.

To enter an Incident:

1. If logged in at the FlexPatrol home screen, select the “Log Incident” box (Figure 29)
2. If logged in to the PDA and currently on a route, select the “Incidents” box (Figure 30)
3. Select the Incident category and sub-category(s), then select the “Done” box (Figure 31)
4. Answer the relevant questions regarding the incident including: people involved, items involved and vehicles involved.

Figure 29

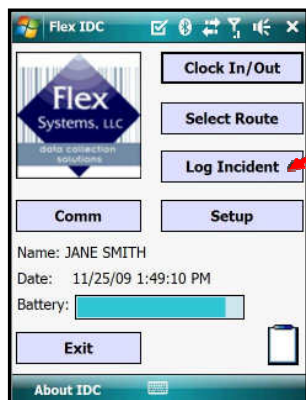


Figure 30

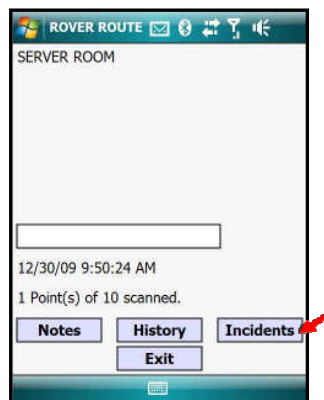


Figure 31







### Exiting a Route

To exit a route:

1. Click on the “Exit” box at the bottom of the PDA screen. (Figure 32)
2. If there are any missed points remaining, the PDA will list them and ask if you would like to “Quit Route” or “Continue Route” (Figure 33)
3. Choosing “Quit Route” will require an “Exit Reason”. Choose “End Route” from the list and a reason code that applies. Then select the “Done” box at the bottom of the screen. (Figure 34)
4. The FlexPatrol home screen should appear (Figure 35)

Figure 32

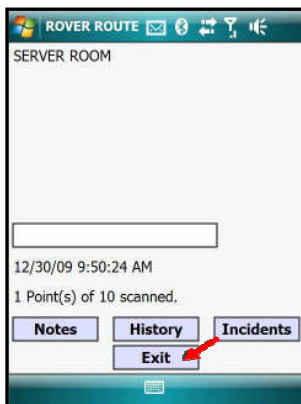


Figure 33

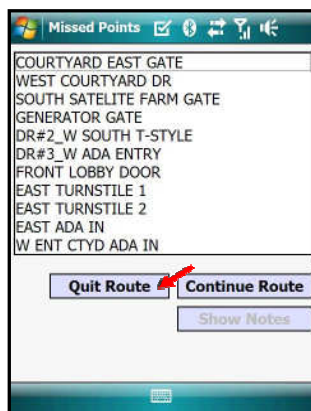


Figure 34

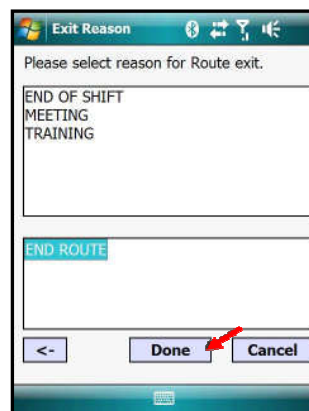
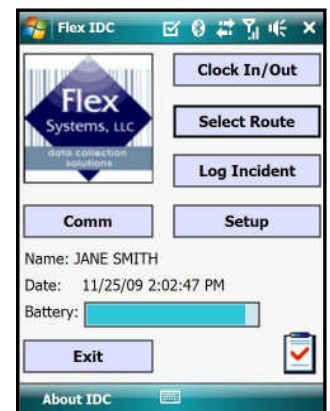


Figure 35



### PDA Care between Scans or Routes

**The PDA will automatically turn itself off after a period of time to conserve battery power. It is good practice to turn off the PDA when not in use:**

1. Tap the “Power Button” on the device to put the device into sleep mode  
**Important!** This will keep any buttons from accidentally being depressed and causing an error or mis-read on the PDA, especially if you holster the PDA between scans.
2. To “wake” the device, simply depress one of the scan buttons or power button. Tapping the screen gently with the stylus will also power the unit up.(If this feature has been enabled)



### Comm – PDA to PC Data Communications

To “Comm” the PDA (*Move collected data off of the PDA to the PC*):

1. At the FlexPatrol home screen, select the “Comm” box in the middle left of the screen (*Figure 36*)
2. **If using ActiveSync** communication, select the “Start” box (*Figure 37*)
3. **If using FTP** communication, select either the “Start Local” or “Start Remote” box at the bottom of the page. (*Figure 38*)
4. Once the data has been transferred FlexPatrol will return to the home screen and the red checkmark located in the clipboard will no longer be there, indicating that the data has been moved off of the device (*Figure 39*)

**Important!:** It is a good practice to “Comm” the device as often as possible (at least once a day) to insure that the collected data is off the device and that reports are accurate.

**Important!:** Once to have placed the PDA in the docking station allow a brief period for the unit to establish a connection typically shown as two arrows on the top line of the screen.



Figure 36

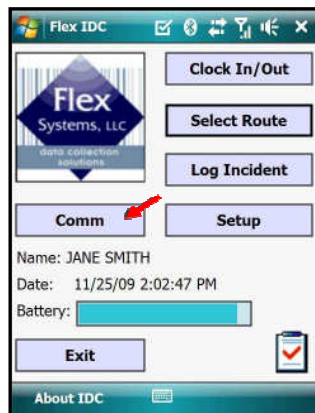


Figure 37

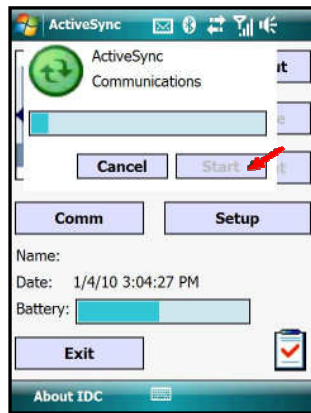


Figure 38

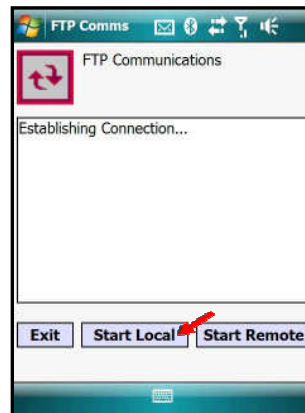
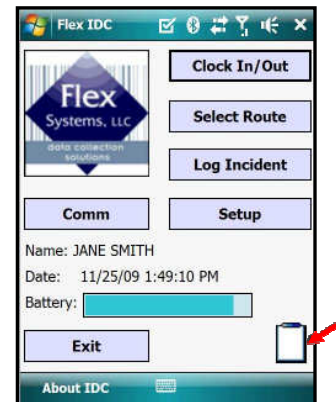


Figure 39



ActiveSync Comm

FTP Comm



### Proper Battery Care

To insure extended battery life, place the handheld device on the charger any time it is not in use.

**Important!** If the device is not charged over an extended period of time, the handheld device, could reset and **lose ALL of the data that has been collected.**

### Resetting the Device

If the handheld device becomes locked or the software inoperable, a “warm boot” can be performed on the device. This will reset the device with no fear of losing any collected data.

To reset the device:

1. Press and hold down the power button for approximately 5 seconds and release.
2. The handheld device should perform a reboot and automatically restart FlexPatrol.

Note: This process can take a few minutes to complete.

### Trouble Shooting

#### “No operator on file”

##### Problem:

Scan/Enter your FlexPatrol Operator number and receive the error “This Operator is not on Record”  
(Figure 40, 41)

##### Cause:

1. The barcode / operator number entered is incorrect / not an authorized operator on the PDA
2. The barcode / operator number is correct but the data files on the PDA have not been updated

##### Solution:

1. Try clocking in a second time to see if you get the same error. On occasion, the scanner can misread a barcode.
2. Dock and “Comm” the PDA to move the most recent files from the PC to the PDA.



3.

Figure 40

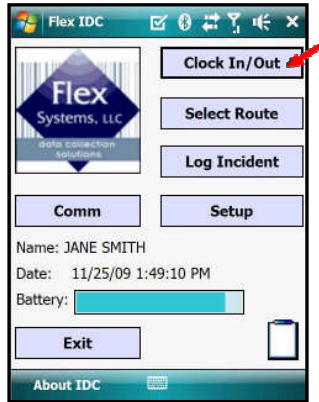
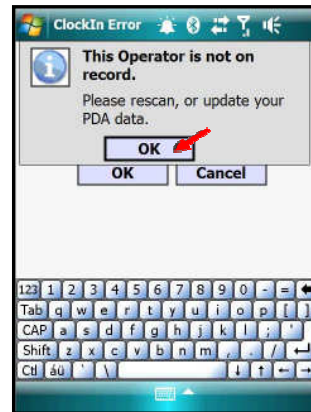


Figure 41



**“Could not find the Point on the Route”**

**Problem:**

Scan a location barcode while on a route and receive the error “Could not find the Point on the Route” (Figure 42, 43)

**Cause:**

- 1. The scanner misread the barcode location.
- 2. The barcode location is not part of the particular route you are on.
- 3. The location is on the route but the data files on the PDA have not been updated

**Solution:**

- 1. Try re-scanning the location barcode. On occasion, the scanner can misread a barcode.
- 2. Dock and “Comm” the PDA to move the most recent files from the PC to the PDA.

Figure 42

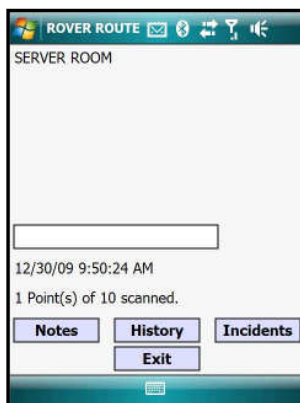
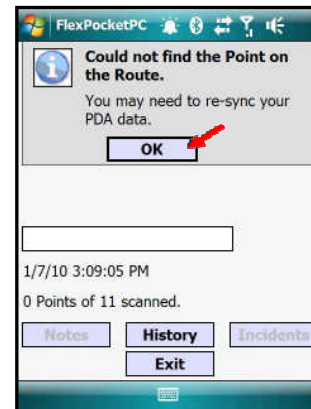


Figure 43





## FlexPatrol® Quick Start User Guide

Notes: