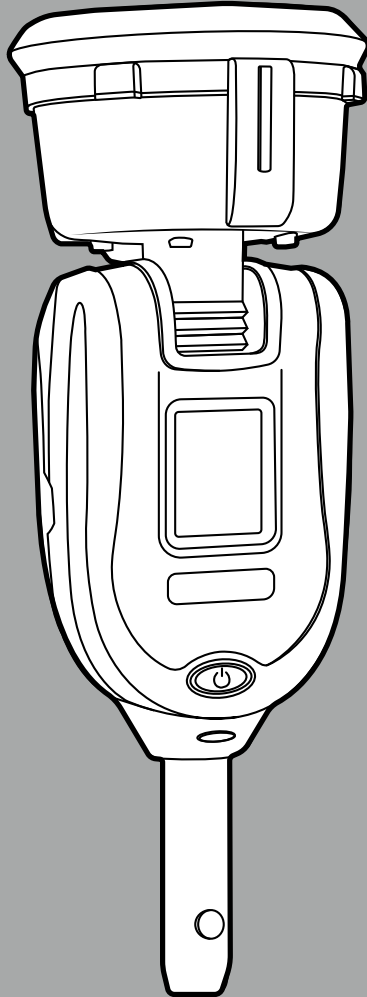




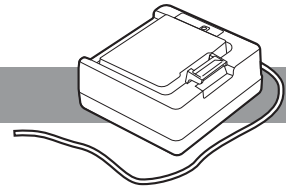
FREQUENTLY ASKED QUESTIONS



No Climb Products Ltd.
163 Dixons Hill Road, Welham Green.
Hertfordshire, AL9 7JE, United Kingdom
Tel +44 (0)1707 282 760

detectortesters.com





How long does it take to fully charge the battery?

1 to 1.5 hours

How long does it take to charge the battery to 50%?

30 to 40 minutes

When charging the battery for 30 minutes, to what % is it charged?

~50%

How many smoke only tests do you get from a full battery?

~550 (20 second tests)

How many standard heat only tests do you get from a full battery?

~100 (30 second test)

How many high heat only tests do you get from a full battery?

~55 (50 second test)

How many combined smoke-heat only tests do you get from a full battery?

~80 (30 second test)

How can you check the battery charge level on a battery?

1. View battery level on the screen of the unit or the App.
2. Click the button on the battery and view the LED feedback:

0 LEDs = flat battery

1 LEDs = 0-25%

2 LEDs = 26-50%

3 LEDs = 51-75%

4 LEDs = 76-100%

How do I know when the battery needs charging?

1. View battery level on the screen of the unit or the App.
2. Click the button on the battery and view the LED feedback:

0 LEDs = flat battery

1 LEDs = 0-25%

2 LEDs = 26-50%

3 LEDs = 51-75%

4 LEDs = 76-100%

How many charge cycles do you get out of a battery before it needs replacing?

300 cycles ~ 70% of capacity

Can you plug the USB-C from the charger directly into a laptop to charge? Do you need the wall PSU?

It must be plugged into a wall using our charger. A USB port does not have the correct voltage output to charge our battery

Can you use any car PSU to charge the battery?

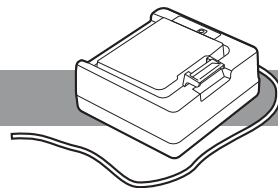
No. Only approved chargers from Detectortesters are compatible (Part No. TESTIFIRE-CHA-001)

How do you know the charger is charging the battery?

The status LED on the charger dock will flash green every 1 second to indicate a battery is connected and charging

How do you know when the charger has fully charged the battery?

The status LED on the charger dock will remain solid green to indicate when a battery has reached full charge



How do you know when the battery is faulty?

The status LED on the charger dock will flash red every one second to indicate a battery fault. Try removing and reinserting the battery into the charger dock. If the problem persists the battery may be faulty

How do you know when the charger is faulty?

The charger can tell if the voltage from the plug is not correct or if the battery has developed a fault. It will signal with a flashing red LED every 1 second

How quickly does the battery discharge if not in use?

1. In the unit it will last several months 100%-0%. There is a small power requirement from the drop detection function.
2. Out of the unit the battery will last ~24 months 100%-0%. 9% reduction in first month and reducing after each month.

When should you charge the battery? At what level?

The battery can be charged at any level. It will not effect its lifespan.

How do you care/look after the battery? And safely.

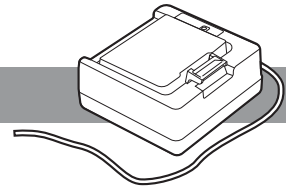
From [Safety Data Sheet](#):

HANDLING AND STORAGE

When used correctly, Lithium-Battery-Packs / Rechargeable Lithium-Batteries provide a safe and dependable source of power. However, if they are misused or abused, leakage, venting, or in extreme cases explosion and / or fire may result.

Storage

- Store unused batteries in their original packaging and keep them away from metal objects which may short circuit them.
- Storing unpackaged cells together could result in cell shorting and heat build-up
- Store and display batteries in their original packaging in well ventilated, dry and cool conditions
- Avoid storing or display batteries in direct sun or in places where they get exposed to rain
- The normal storage of Lithium-ion Polymer Battery Pack is made at temperature between +10°C and +25°C, never exceeding +30°C In this way the maximum shelf-life (i.e. max retention of cell performances after storage periods) of Lithium-Ion-Battery Pack is achieved
- Storage temperatures above room temperature will increase the rate of self-discharge, reducing the available capacity of the cell. Humidity above 95% R.H. and below 40% R.H. should also be avoided for sustained periods, as these extremes are detrimental to batteries
- Storing the cells / batteries at low temperature is also suggested, but attention must be paid when transferring the cells to warmer environments, because of the possibility of having water condensing on to the cells (risk of short circuits)



- Do not stack battery cartons on top of each other exceeding a specified height. The height is clearly dependent on the strength of the packaging. As for general rule this height should not exceed 1.5 m for cardboard packages or 3 m for wooden cases. The above recommendations are equally valid for storage conditions during prolonged transit. Thus, batteries should be stored away from ship engines and not left for long periods in unventilated metal box cars (containers) during summer.

What type of battery is it?

Lithium-Battery-Pack

Can I use any other batteries?

*No. Only approved battery packs from Detectortesters are compatible
(Part No. TESTIFIRE-BP-001)*

Can I buy a spare battery?

*Yes. Spare batteries can be purchased directly from Detectortesters or your local authorised retailer
(Part No. TESTIFIRE-BP-001)*

Why don't you include a spare battery?

The Testifire XTR2 battery pack will deliver a full day of testing across a combination of smoke and heat tests

Why would you need to update the firmware?

By choosing to update your firmware your Testifire XTR2 will benefit from performance and stability improvements, new features and bug fixes

When do you have to update the firmware? Will you be notified?

The DT Connect App will issue a notification to your mobile device when a new firmware update is available for your Testifire XTR2. In addition, email addresses registered with a DT Connect account will receive email notification.

How do you update firmware? What is involved?

Testifire XTR2 firmware can be updated using the DT Connect App. The update is downloaded to the connected smart phone device and installed on Testifire XTR2 wirelessly over Bluetooth. Mobile data charges apply. Do not disconnect from the App or power off your Testifire XTR2 during the firmware update.

How long does a firmware update take?

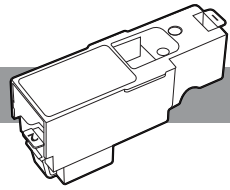
Firmware updates typically takes about 10 minutes.

How do I know when the update is complete and it is safe to disconnect or power off my tester?

The DT Connect App will confirm when the update is complete and the LCD display on Testifire XTR2 will return to the test selection screen

Do I have to update my firmware?

Firmware updates are strongly recommended to ensure your tester maintains optimal performance and compatibility with DT Connect



How many smoke tests do you get out of the generator before it needs replacing?

120,000 seconds of smoke per generator. This gives 8000 tests for 15 seconds of smoke with a 30 seconds test cycle duration. Testifire XTR2 will inform you when the generator should be changed and the DT Connect App will give an accurate percentage reading of remaining life

When do you need to replace the smoke generator? How do you know?

Testifire XTR2 will display the low smoke generator icon along the top of the LCD display when the smoke generator has 10% capacity left and the DT Connect App will give an accurate percentage reading of remaining life

The smoke generator looks like a Solo371 generator? Is it the same, can you use it in this new tester?

A Solo 371 generator can be used in Testifire XTR2 however, Testifire XTR2 generators cannot be used in Solo devices.

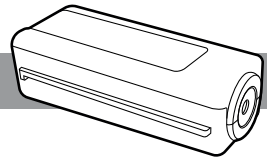
Can I purchase a replacement smoke generator?

Yes. A spare smoke generator can be purchased directly from Detectortesters or your local authorised retailer (Part No. TESTIFIRE-GEN-001)

Can I fit a replacement smoke generator myself?

Yes. The Testifire XTR2 smoke generator can be replaced as follows:

1. Ensure the unit is switched off and the battery is removed
2. Remove the TES3 smoke cartridge from the smoke generator
3. Disengage Clip 1 and lift. Repeat for Clip 2 to remove the used generator
4. Insert the new generator firmly into the recess, engaging clips 1 and 2
5. Insert the TES3 smoke cartridge and battery pack



The cartridge looks like a Solo ES3 cartridge, is this the same cartridge?

No. Despite their physical similarities Testifire XTR2 uses a unique smoke cartridge. The new TES3 cartridge features a larger test capacity providing 800 bursts of smoke and can be purchased in packs of 12 from Detector testers or your local authorised retailer (Part No. TES3-3PACK-001, TES3-6PACK-001)

Can you use the Solo ES3 cartridge in this tester?

Yes. Solo ES3 smoke cartridges can be used in the Testifire XTR2 you would get the same test capacity as when using the cartridge in a Solo 365.

How many tests do you get from TES3 cartridges before they need replacing?

TES3 cartridges can deliver 800 bursts of smoke giving the ability to test an average of 500 detectors. Testifire XTR2 will inform you when the smoke cartridge should be changed and the DT Connect App will give an accurate percentage reading of remaining life

Can I use my existing Testifire smoke capsules?

No. Testifire XTR2 uses a unique smoke cartridge and is not compatible with older TS3 capsules

How long will my TES3 last if unopened?

The shelf life of TES3 varies depending on the storage conditions it is exposed to. If stored within the recommended temperature range, the shelf life of a TES3 cartridge will extend to several years. The specified range is -10°C to 50°C (+14°F to 122°F)

I've left my smoke cartridge inserted and not used for a while, will it still work?

Partially used cartridges can continue to be used but may require a manual purge before use

Are smoke cartridges re-fillable?

No. Empty smoke cartridges cannot be refilled and should be recycled accordingly to local waste disposal guidelines

How do the cartridges generate smoke?

Fluid is passed over a hot element, vapourizing the fluid into particles mimicking behaviour of real smoke to a detector

Are the TES3 cartridges hazardous?

No. Unlike aerosol smoke canisters, TES3 cartridges are non pressurised and non-hazardous, supporting safe storage and transportation



With the smoke only setting, how long does it take before detectors go into activation?

Test times will vary based on detector type, age, condition and integration mode. In a controlled lab environment Testifire XTR2 typically takes between 6 and 30 seconds to activate a wide range of smoke detectors from industry leading manufacturers

With standard heat testing setting, how long does it take before detectors go into activation?

Test times will vary based on detector type, age, condition and integration mode. In a controlled lab environment Testifire XTR2 typically takes between 10 and 50 seconds to activate a wide range of heat detectors from industry leading manufacturers

With a combined smoke-heat setting, how long does it take before detectors go into activation?

Test times will vary based on detector type, age, condition and integration mode. In a controlled lab environment Testifire XTR2 typically takes between 10 and 45 seconds to activate a wide range of multi-sensor detectors from industry leading manufacturers

When should you use the hi-heat setting?

Hi-Heat mode is intended to test heat detectors with an activation point of 90 degrees or higher only

Is testing now faster compared with the current Testifire?

Smoke generation on Testifire XTR2 is significantly faster and more efficient than

older Testifire models, however activation time will vary based on detector type, age, condition and integration mode.

Is heat testing faster with the hi-heat setting?

Both settings increase the heat output at a similar rate. Applying excess heat beyond the detectors configured mode will not necessarily result in faster activation.

Using the hi-heat setting unnecessarily will significantly reduce the Testifire XTR2 battery life.

Heat detectors configured in ""rate-of-rise"" mode will not benefit from a higher maximum heat output.

Heat detectors configured with an integration period wait a predefined amount of time before entering alarm and will not necessarily benefit from a higher maximum heat output. Using the hi-heat setting incorrectly will risk melting standard detectors.

With a black cup, how do you know that the detector has gone into activation?

Testifire XTR2 features optical LED recognition technology. When the detector is activated, the optical LED reader inside the tester cup will sense the detector activation LED and automatically end the test. The status LED's will flash triple green to signify the test has been successful and you should remove Testifire XTR2 by gently lowering it. If after two minutes the test has not completed, Testifire XTR2 will time-out and the test will be recorded as failed. The status LED will flash triple red to signify the test has been unsuccessful and you should remove Testifire XTR2 by gently lowering it.



Can you lower the tester from the detector so see/check if the detector has gone into activation (rather than rely on the LEDs)?

Testifire XTR2 can be lowered from the detector for up to 2 seconds during a test. This is known as the “peek” period and allows a quick view of the detector without aborting the current test. Note that removing the detector from the test cup for 2 seconds or longer will abort the current test

What is clearing?

Clearing mode reduces reactivations by blowing clear through the detector to remove any lingering smoke following a test

When does the automatic clearing come on?

Clearing will begin automatically after a successful Smoke, Combined or Sequential test. Testifire XTR2 does not need to be lowered and replaced over the detector for clearing to begin. Simply continue to hold Testifire XTR2 over the detector and Clearing will begin

How do you stop clearing?

Clearing will stop automatically when the detector is removed from the Testifire XTR2 test cup

Is there a clearing only setting?

Yes. A manual clearing function is available via the DT Connect App.

How long is the delayed start timer and can I make it longer/shorter?

By default, the delayed start timer is set to 20 seconds. This can be decreased to 5 seconds or increased to 40 seconds via the DT

Connect App only

How is smoke produced when using the delayed start function and can I make it longer/shorter?

Smoke is produced for 20 continuous seconds after the delayed start timer reaches zero and cannot be increased/decreased at this time

Can I test CO detectors and can I use my existing TC3 cartridges?

No. Testifire XTR2 is a Smoke and Heat detector tester only and cannot be used to test CO detectors. TC3 cartridges are not compatible

Can I use my existing Solo poles or do I need to buy new ones?

Yes. Testifire XTR2 is compatible with all existing Solo access poles

Are battery batons from the existing Testifire compatible, or can I use a Solo 370 battery pack?

No. Existing Solo battery batons and Solo 370 battery packs are not compatible with Testifire XTR2

On the device display, what do the icons stand for?

Refer to user manual for a full description of each icon on the Testifire XTR2 LCD display

What temperature is standard heat?

Standard heat delivers up to 95 °C at centre of cup and takes approximately 20 seconds to reach this temperature.

What temperature is hi-heat?

Hi-Heat delivers up to 115 °C at centre of cup and takes approximately 20 seconds to reach



this temperature.

Can I change testing status via the App?

Yes. Using the DT Connect App, the test mode can be selected from the job screen by tapping the “Change Test” option in the top left hand corner

Why won't the tester activate my detector?

Verify that smoke or heat is being produced by placing your hand in the test cup before repeating the test. Check Testifire XTR2 for errors, then verify if the detector is faulty by testing an alternative Detector.

Can I test ASD systems?

Yes. Delayed Start mode can be used with the Testifire XTR2 ASD adaptor to test Aspirating Smoke Detection systems (Part No. TESTIFIRE-ADAP-001)

What do the LED colours mean?

Solid Blue - Smoke Standby - Indicates the next test will be Smoke

Solid Red - Heat or Hi-Heat Standby - Indicates the next test will be Heat or Hi-Heat

Alternate Solid Blue-Red - Combined Smoke-Heat Standby - Indicates the next test will be a Combined Smoke and Heat

Solid Orange - Smoke or ASD Standby - Indicates the next test will be a Delayed Start smoke test (for ASD and flat detectors)

Solid White - Clearing Standby - Indicates the next operation will be Clearing

Flashing Blue - Smoke or ASD Testing

- Indicates Smoke or ASD test is being performed

Flashing Red - Heat or Hi-Heat Testing - Indicates Heat, Hi-Heat or sequential test is being performed

Flashing Blue-Red - Combined Smoke-Heat Testing - Indicates a dual Smoke and Heat test is being performed

Flashing White - Clearing Testing - Indicates Clearing is being performed

Flashing Orange - Smoke or ASD Delayed Start Timer period before test commences

Triple Green Flash - Smoke, ASD, Heat, Hi-Heat Test Result Pass Result when detector LED is sensed. Shown until head is removed from detector

Triple Red Flash - Pause Smoke, ASD, Heat, Hi-Heat Test Result Fail Result at test time-out. Shown until head is removed from detector

Solid Purple - All Error Indicates an error has occurred. Shown until user acknowledge or shut-down

What can I do if I can't get a seal around the detector?

The Testifire XTR2 will still create smoke and/ or heat without a perfect seal. The automated detector LED detection may not function if too much ambient light is present in the test cup. In this case, use the DT Connect App to override the rest result with a manual pass/ fail.



What type of detectors should I use a sequential test on?

Sequential testing is to be used on multi-sensor detectors that do not have dual channel notification. This enables you to test each sensor (heat and smoke) one after the other and receive a separate notification for each activation at the fire panel.

How does a sequential test work?

The sequential test mode will perform a heat test followed by a smoke test, and then clearing mode. Between tests, Testfire XTR2 will wait a maximum of 30 seconds for the detector to auto-reset and the test cup to become dark before proceeding to the smoke test. If 30 seconds is exceeded, the tester will end the Sequential test

What can I do if the detector doesn't reset during a sequential test?

Put the fire panel into test mode to ensure the detector automatically resets after a test. If testing in fire mode, another person is required at the panel to manually reset the system

How long is the warranty period?

2 year warranty this is for the head unit and charger kit.

What are the warranty periods for spares / consumables?

12 months

What do I do when the product fails during the warranty period?

Contact product support on support@detectortesters.com to raise an RMA

Is accidental damage or theft covered in the warranty?

No. Refer to warranty terms and conditions

How do you know the product has been dropped? Dropped from height?

The product will display error 24 Drop Detected

The warranty team can view information on drops for each unit by serial number on the cloud database.

This will include information such as

- Total number of drop events captured*
- Average severity seen in its life*

Can you repair the product yourself?

Users can clean, maintain and change serviceable items in the field only. Self repairs will invalidate the warranty

How much is it to repair the testers?

Go to our Website for Repair Bundle prices

What's the process for getting the product replaced?

User raises an RMA with Product Support and return the product to their nearest authorised service centre

Do you issue loan units whilst the product is being replaced?

Unfortunately we are unable to provide loan units during a repair

How can I keep my tester in top working order

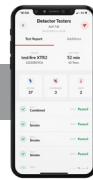
Refer to user manual for cleaning guides and help video in DT Connect App

Does the product need an annual service?

No. There is no need to return Testifire XTR2 for an annual service or calibration

My tester is asking me to clean the IR sensor. What does this mean?

This message appears when the infrared sensor inside the test cup is too dirty and cannot self-calibrate. You should clean the sensor with a lint free dry cloth



Can I register a new technician from the App?

Yes a new technician can register through the App. They will need the company code to link their profile to the correct company and they will need to select whether they are an full time employee or a contractor to be given the correct user access rights.

What software version on the mobile do you need to run this App?

Apple iPhone with iOS 12 or later
Android OS 8 or later

Where can I download the App from?

DT Connect App is available on Google Store and Apple App Store.

Can anybody just download the App and use any tester?

No - users need to be registered and can only use devices that are registered to their company.

How do I know that I can use my company's tester?

Tester device needs to be registered to your company on the cloud portal under devices. If this is not the case you need to:

- Log in to service portal
- Click on Devices at the top of the page
- Click on "+Add New Device" at top right of the page under sign out
- Insert device serial number (this can be found on the device settings under device information)

Why does the App ask for location data? If I don't agree, what is the impact?

Location data is used to search for nearby locations to allow you to choose a site location when creating a test - this is to ensure compliance as location is proof of presence on the report.

If you do not agree, you will not be able to start a test job and you will receive a pop up directing you to your mobile settings

I previously did not allow the App location or camera access, how do I switch it back on / allow it again?

On Android: Go to settings - Apps - Select detectortesters-connect - permissions - change permissions

On Apple: Go to settings > Privacy & Security > Location Services > DT Connect > Allow Location Access While using the App

Are there any specific password requirements for the App (and Cloud Portal)?

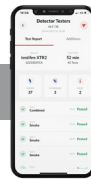
There is a password complexity requirement of 9 characters and alphanumeric combination.

Forgot my password? What do you do?

Select forgot password - insert email address of account - click on reset link sent via email (check your spam folder) - follow prompt to reset your password

Do you need a mobile for this new tester?

Yes, a mobile is required to pair with Testfire XTR2 using the DT Connect app. After initial pairing Testfire XTR2 can be used without connecting to the DT Connect app.



What radius in meter and feet does the google location finder cover?

~150 meter 490 feet

Does the google location finder work in all countries?

Google location finder is supported in all countries. More information can be found on the google website here: <https://developers.google.com/maps/coverage>

Does the postcode look-up / address finder work in all countries?

Postcode lookup is only supported in the UK at present

On the My Test Job screen, what does the number refer to, on the top right?

The 10 character number displayed in the top right under the settings cog is the serial number of the connected device

Why do you need to pair the device with a mobile? Is it easy?

Pairing the device automates the capturing of test results and facilitates the creation of test reports for the jobs carried out - once device is registered to the company on the portal, all you need to do is click on "connect device" - select correct device and you are paired

How often do you have to pair the mobile with the device?

DT Connect app is required to pair to the Testifire XTR2 before first use. After first pairing the Testifire XTR2 can be used without connecting to the DT Connect app.

Why do I need to be registered as user?

Registration as a user allows you to use the App to easily create test reports for the jobs

being carried out. This is also a compliance requirement as any job reported created needs to be associated with a registered technician. Refer to Privacy & Terms of Services.

If I am registered as a user, can I opt out from emails?

You have not opted into any marketing communications by registering for DT Connect. Refer to Privacy & Terms of Service.

What type of emails will I receive?

Only emails related to management of your DT Connect account will be sent to the registered email address when requested

How do you start testing?

Log in on App - turn on device - pair App to device - click create test - search and select location - select test - press start test on App - use tester device to start test

How do you select the location?

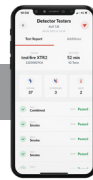
App will suggest nearby locations based on google location finder. Alternatively select "Can't see location?" And insert address of site.

How do you change the test mode? For example, changing from smoke detector to heat detector testing?

Once test job is created, the test type can be changed by selecting "Change Test" top left of the mobile screen

Is each individual test time stamped?

The time of each individual test is time stamped and will be shown on the final test report



Can you add notes for the individual tests?

Yes, notes can be added to individual tests and in general commentary for test report

Does the App record results for individual detectors? Is it an asset list with asset history.

Test report will record the results of each test carried out if in the notes of each test something is added to identify the individual detectors then this can form an asset list

Where can I add a job ID / work order for my client?

Job ID can be added in the notes or in the Job Title free text space of the App

What happens if I forget to submit the test job at the end?

The job will remain open and will be submitted automatically after 7 days

Can you pause the App / clock, for when you taking a break?

If a test has been created, it is currently not possible to pause the clock while taking a break. For compliance purposes time is taken from when started the job on site until finished.

Can I override a test result? For example, the test activated the detector, but the tester did not see the RED LED.

Yes - you can select override and force fail or pass to a test with the addition of comments to explain why.

What do you do if the tester continuously fails to see the RED LED?

Check the unit is in the correct LED detection mode (Solid LED or Blinking LED).
Check for a good seal around the detector

with the membrane.

Check the standoff plate inside the cup is wiped clean of any dirt & there is no dirt under the standoff plate. It may need replacing if scratched.

The App can be used to overwrite a test as PASS and enter in a comment/reason.

Where can I get help for my tester and the App?

For help videos in the App - Settings - Help - Guidance videos

For support contact details in the App - Settings - Error History - Contact OR Visit Support

Can I stop push notifications?

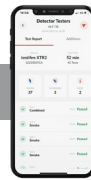
Yes - push notifications can be switched on or off through settings section of the App

What is the Connect Company function for?

This function allows a user to join another company as a contractor. All test reports can then be linked to the correct company account. (Compliance)

Some of my test reports in the App seem to have disappeared, what can I do?

The app, stores test job reports for the past 7 days. The complete history can be found on the cloud portal.



Why won't my App open?

Check your device meets the minimum requirements for OS, App permissions are enabled, App is updated - if not please reinstall the App any phone company restrictions. If it still does not open please contact support.

Can I use a website rather than the App?

No - The tests can only be recorded via the App

Is the App secure?

We have taken strong measures to ensure the security of our system and have worked with NCC group; a global cyber and software resilience business operating across multiple sectors, geographies and technologies to do so. They are a NCSC-approved CHECK company offering penetration testing of IT systems to identify potential vulnerabilities and recommend effective security countermeasures. We have carried out a thorough pen test of our:

- Web application (Cloud & Admin Portal)
- Mobile application
- Server Database

Findings have not shown any high-risk component in our system

Is the App Free?

You can download it at no cost on the google play or App store. To use the App, Cloud Portal and the Device a monthly subscription may apply.

Can I delete the App and still use the tester?

No - the tester needs to be linked to a mobile device via the App

I've lost the tester linked to my phone, what can I do?

Contact detectortesters support to report lost device

Can I use multiple testers with the same App?

Multiple testers can be linked to a company. A single user can use any one of the testers at a time.

Why can't I pair my Tester to the App?

Add tester to your company account on the portal; login - devices tab - add new tester - enter tester serial number (found on device under settings). Once tester is added to your account on the portal; go on the App (ensure bluetooth is enabled on mobile) when in the proximity of the tester (make sure tester is on) - click connect device and select the tester.

Can I download the App for my tablet?

Yes - App can be downloaded to tablet as long as it supports minimum requirements

Will I lose my data if I delete the App?

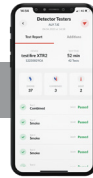
Users with admin rights would be able to access the data through the cloud portal

I'm having issues connecting my device to the App, what should I do?

Check the following:

- mobile Bluetooth is on
- enable App permissions; nearby devices

If issue is still not resolved please contact detectortesters support

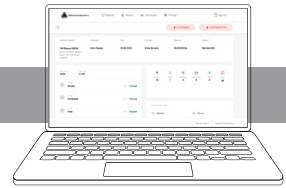


What happens if my phone has no network or lost connectivity during a test?

Test results will be uploaded once network connectivity is established again

What type of report format can I send through the App ?

App sends reports only in PDF format, as this feature is to provide customer with a job report



How do I register as a new company and user?

Please go to detectortesters-connect.com and click on “create account” and follow the instructions.

How do I add a new technician to my company ?

Portal: Login to portal with admin account credentials - go on technicians tab - add new user - insert new user details - add user - this will send a link to new user’s email - new user can then claim their account through link and set up their password

Is my password the same the same as for the App?

Yes the account credentials are the same across App and Portal

How do I request a new password?

“Login to portal - go to settings - click on change password - insert old password and new password

Select forgot password insert account email and get a reset password link”

Can I send someone their new password via the portal?

No

Can everyone use the portal and access the test reports?

Admin access users can access the portal and all test reports. Non admin users cannot access portal.

What is the Admin Access tick box? What does it do?

Admin access allows you to manage the company portal account:

- set up new devices
- set up new technicians
- access all reports
- edit details; company or profile details

For how long do I have access to the portal and the test reports?

Admin users have indefinite access to the portal as long as the subscription is maintained. Some features may only be available subject to a monthly subscription.

What does the web portal do? What is it used for?

*Portal holds records of all the job reports produced by location and technician (digital record of all your reports)
All devices and technicians can be set up and managed from the portal.*

Who has access to the web-portal?

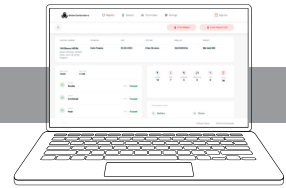
*Anyone with an admin access account
This can be done by setting up as a technician and granting them admin access.*

How can you brand the test report with your own brand?

Log in to cloud portal - go to settings - upload logo

Do you need to register the tester to a company in the portal? Why and how is it done?

Yes testers need to be registered on the portal. This is to ensure any testers are registered to one company only so that only the users from that company can use the tester.



Do you need to register your technicians to your company in the portal? Why and how is it done?

Yes technicians need to be set up on the company portal or else they would not be able to use the App. Technicians can set themselves up through the App and link their profile to a company via Company ID, this is for contractor job purposes.

When a technician leaves a company, can you stop them accessing the test reports?

When a technician leaves a company their account can be disabled by a user with account admin access to ensure that they are not able to access the reports.

Can I sell on the tester? Do I have to register the tester first?

Tester can be sold on however, you would need to unsubscribe and then delete the device from the cloud portal so that the device is no longer linked to your company and new user can add device to their account.

Can you assign technicians to teams? Group them into teams?

Currently cannot group technicians into groups or teams.

Can you control who (technicians) can use the tester?

No all technicians registered to your company can use any of the devices registered to your company

Can you edit the test reports in the portal? For example, incorrect spelling.

Only final notes can be edited in the cloud portal, the individual tests part of the report cannot be edited.

Where can you see the company ID?

Company ID can be found under settings next to your company name

What is the company ID for?

Company ID is used to link a user to said company for contracting purposes linked user will show up under technicians marked as contractor on the portal

Can I chose who to send the report to when using the portal ?

No portal will automatically send the report to the technician that carried out the job. They can then forward it on. Via the App you can choose who to send the report to.

How do I access CSV format reports ?

Click on reports - view - email report CSV

What happens to a technician's profile if they are inactive for a prolonged amount of time ? Would profile be automatically disabled ?

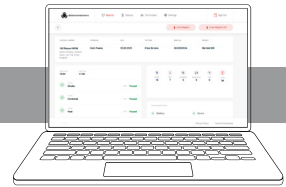
No - it will not be automatically disabled, admin user would need to disable or delete profile if needed

Can I customise the dashboard of the portal?

No - customisation is not currently possible

Why can I choose who to send report to via App but not on the portal ?

App is designed to facilitate the technician in recording and sending reports to the end customer. Portal is designed to be able to manage your reports as a company internally and as a back up for auditing and compliance evidence.



If technician profile gets set up on wrong company account, how can the profile be transferred to the correct company account ?

Either an admin can delete the profile from the wrong company account or you can contact support so that the technician profile can be deleted from the wrong company. The technician would then need to be re set up to the correct company.

How do you close a company account ? In case of duplication or shut down.

Contact support to deactivate a company account. Data for that account would be held for compliance purposes.

Can I access the service portal with technician account credentials ?

Only accounts with admin rights can access the portal.



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