

USER MANUAL



MC55A MOTOROLA™ FRED MOBILITY USER MANUAL

March 2014



FRED

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SECTION 1

FRED MOBILITY HANDHELD SCANNER

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OVERVIEW

Fred Mobility is a wireless laser terminal that communicates directly with your computer from wherever you are. Any tasks that you perform at the shelf face go directly into your point of sale system — fast and accurately, every time. You and your staff can maintain and review all stock levels and prices without having to go back to the computer – which means more time out on the floor serving your customers.

Stock updates on the spot

- Change the price or stock level and print new labels – all while you are at the shelf, with data automatically transmitted back into the point of sale system
- Have instant access to your stock records, with quick scan checks that query the point of sale back office and report the product name, quantity on hand and current sell price.
- Scan products straight out of the box and place them on the shelf, with electronic receipt for your business and your POS records updated at the same time.
- Create an electronic order by scanning any products that need replacement. Type in the quantity required and the system transmits the request instantly to Fred Office.
- Order on the spot with confidence from your sales representative.

Logging into Fred Mobility

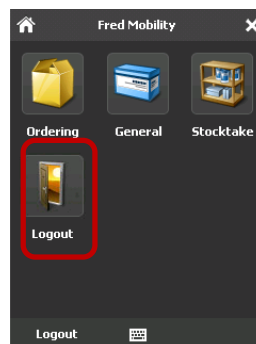
A new system user (Mobility) is now the default login on the Fred Mobility device and will prefill a generic username and password. Alternatively, you can use to login by using the drop-down menu to select your username. The username selected on the device will show up in history records to allow actions to be easily audited.

Logging out of Fred Mobility

Use the **[Esc]** key on the device or tapping the **[Back]** button from whatever screen you are in until you return to the Fred Mobility main screen

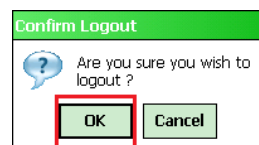
To logout of your Fred Mobility device:

- 1) Navigate to Fred Mobility main options screen, and then tap **[Logout]**.



Fred Mobility displays a confirmation message.

- 2) Tap **[OK]** to confirm logout.



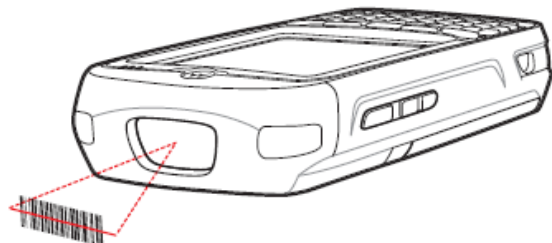
- 3) Return your Fred Mobility device to the charger.

Scanning items

The Fred Mobility device captures a picture of the entire bar code.

To scan items using the handheld scanner:

- 1) Aim the scan window at the bar code.



- 2) Press the Scan button .

Ensure the red scan beam covers the entire bar code.

The Scan/Decode LED lights red to indicate that scanning is in process, then lights green and a beep sounds, by default, to indicate the bar code was decoded successfully.

- 3) Release the Scan button.

Using the Stylus

The stylus selects items and enters information. The stylus functions like a mouse.

Tap	Function
Tap	Touch the screen once with the stylus to open items and select.
Double Tap	Touch the screen twice with the stylus to open items and select options.
Drag	Hold the stylus on the screen and drag across the screen to select text and images. Drag in a list to select multiple items.
Tap-and-hold	Tap and hold the stylus on an item to see a list of actions available for that item. On the pop-up menu that appears, tap the action you want to perform.

TABLE 1: STYLUS FUNCTIONS

Fred Mobility Main Options

Once you log into Fred Mobility using the default login or your Fred Office username and password, the Main Options screen or node will appear (Figure 1).

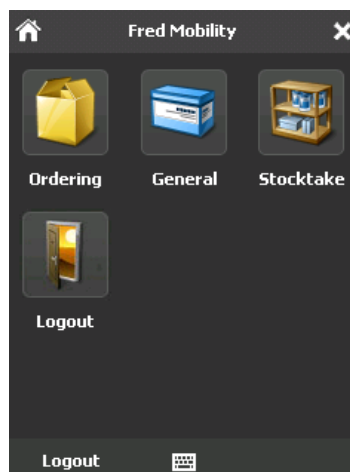


FIGURE 1: FRED MOBILITY OPTIONS ON THE MAIN SCREEN

Option	Description	Page
Ordering	Allows you to create a new draft, edit an existing draft or receive Wholesale Supplier and Transfer invoices.	9
General	Allows you to configure various stock card options, update item information and print and Queue labels.	16
Stocktake	Allows you to perform a Scan & Count (stocktake any items), a Rolling stocktake (system will suggest items to update) or a Batch stocktake (allows for detailed reporting).	24
Logout	Logs the current user out of Fred Mobility. Once you have logged out return the device to the charger.	7

TABLE 2: FRED MOBILITY OPTIONS QUICK REFERENCE TABLE

Numeric keypad function keys

This section outlines the most important function keys to become familiar with in order to effectively use your new Fred Mobility Device. The numeric keypad contains application keys, scroll keys, and function keys. The keypad is color-coded to indicate the alternate function key (blue) values.

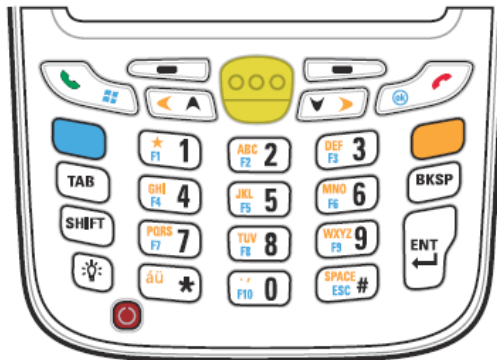



FIGURE 2: NUMERIC KEYPAD

Button(s)	Function
 Blue Key	Use this key to launch applications or access items (shown on the keypad in blue). Press the Blue key once to activate this mode, followed by another key. A single press illuminates the key and displays the following icon at the bottom of the screen, until a second key is pressed: 
 Orange Key	<p>Use this key to access the secondary layer of characters and actions (shown on the keypad in orange). Press the Orange key once to lock the keypad into Alpha state. A single press illuminates the key and displays the following icon at the bottom of the screen: </p> <p>Press the Orange key a second time to return to the normal state. Press the Orange key, then the Shift key to add a temporary shift (that applies only to the next key pressed) to the orange lock state. This displays the following icon at the bottom of the screen: </p>
 Talk/Start Menu	Use this key in conjunction with the Blue key to instantly display the Start menu from any application without tapping the screen. This function is user programmable.
 Scan (yellow)	Activates the scanner/imager in a scan enabled application.
 End/OK	Use this key in conjunction with the Blue key as an OK or close button. This function is user programmable.
 Scroll Up and Left	Moves up one item. Moves left one item when pressed with the Orange key.
 Scroll Down and Right	Moves down one item. Moves right one item when pressed with the Orange key.

Button(s)	Function
	Accesses the command or menu above it on the screen.
Soft Keys	
	Produces an asterisk in default state. Press and release the orange key, then press the Star key to create special characters.
Star	
	<p>In default state, produces the numeric value on the key.</p> <p>In Alpha state, produces the lower case alphabetic characters on the key. Each key press produces the next alphabetic character in sequence.</p> <p>Press the SHIFT key in Alpha state to produce the upper case alphabetic characters on the key.</p>
Alphanumeric	
	Produces a backspace.
Backspace	
	Press and release the SHIFT key to activate the keypad alternate SHIFT functions.
SHIFT	<p>A single press displays the following icon at the bottom of the screen, until a second key is pressed: </p> <p>Press the Orange key, then the Shift key to add a temporary shift (that applies only to the next key pressed) to the orange lock state. This displays the following icon at the bottom of the screen: </p>
	Executes a selected item or function.
Enter	

TABLE 3: MAIN NUMERIC KEYPAD FUNCTION KEYS ON THE FRED MOBILITY DEVICE

SECTION 2

ORDERING

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- **Receiving Invoices**12
 - Receive Wholesale Supplier Invoices12
 - Receiving Transfer Supplier Invoices13

WORKING WITH DRAFTS

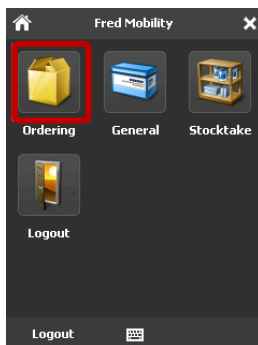
Creating New Drafts

To create new drafts:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

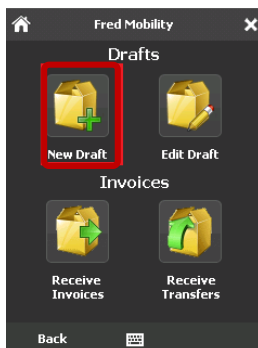
The **Fred Mobility** main screen appears.

- 2) Tap **Ordering**.



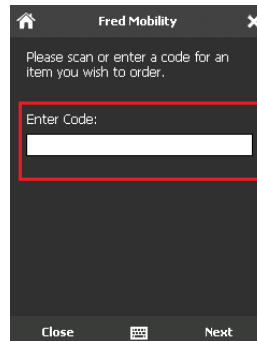
The **Drafts** screen appears.

- 3) Tap **New Draft**.




The next screen appears.

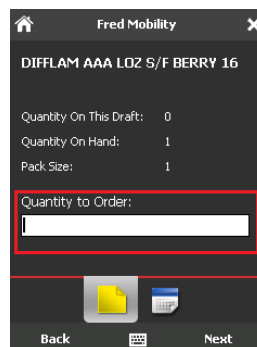
- 4) Scan the item or enter a code for an item you wish to order.



The next screen appears.

Note: The **Quantity on Draft** relates to the quantity on the existing draft only (not all drafts).

- 5) Enter the quantity to add to the draft and press the **[ENTER]** key on your Fred Mobility device.
- 6) To lower the **Quantity on This Draft**, tap the keyboard icon  and enter a negative **Quantity to Order** (for example: **2**) and press the **[ENTER]**.



Note: The quantity entered will add or remove from the existing **Quantity on Draft** figure — it does not overwrite.

- 7) Repeat the process for all items to be added to the new draft.
- 8) Once complete logout of Fred Mobility and return your device to the charger.

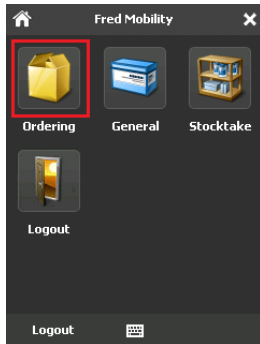
Editing Existing Drafts

To edit existing drafts:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

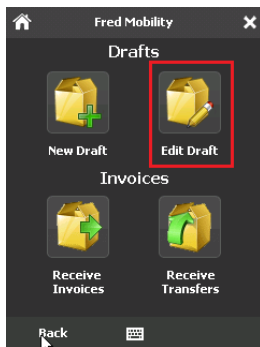
The **Fred Mobility** main screen appears.

- 2) Tap **Ordering**.



The **Drafts** screen appears.

- 3) Tap **Edit Draft**.



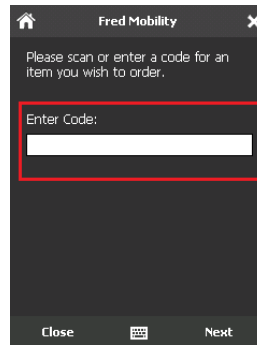
Fred Mobility displays the oldest draft at the top of the list with the most recent at the bottom.

- 4) Select the draft to edit, and then tap **Edit**.

The next screen displays.




- 5) Scan the item or enter a code for an item you wish to order or adjust.

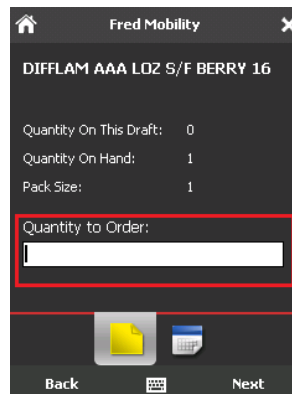


The next screen appears.

- 6) Enter the quantity to add to the draft and press the **[ENTER]** key on your Fred Mobility device.

Note: The **Quantity on Draft** relates to the quantity on the existing draft only (not all drafts).

- ▶ To lower the **Quantity on This Draft**, tap the keyboard icon  and enter a negative **Quantity to Order** (for example: **2**) and press the **[ENTER]** key.



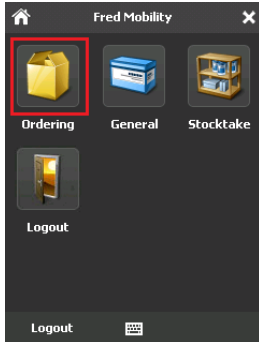
Note: The quantity entered will add or remove from the existing **Quantity on Draft** figure — it does not overwrite.

- 7) Repeat the process for all items to be added to the new draft.
- 8) Once complete logout of Fred Mobility and return your device to the charger
- 9) To complete your order, log into Fred Office.

Deleting Existing Drafts

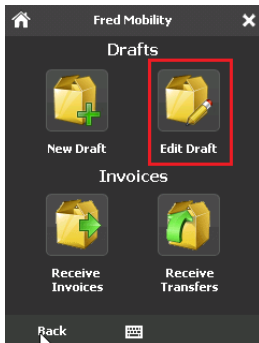
To delete existing drafts from the Fred Mobility device:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.
The **Fred Mobility** main screen appears.
- 2) Tap **Ordering**.



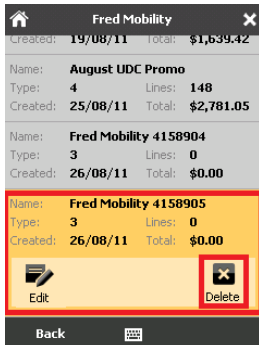
The next screen appears.

- 3) Tap **Edit Draft**.



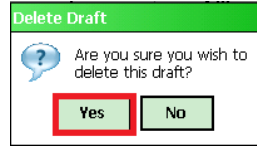
Fred Mobility displays the oldest draft at the top of the list with the most recent at the bottom.

- 4) Select the draft you wish to delete, and then tap **[Delete]**.



A confirmation message appears.

- 5) To delete the draft, tap **[Yes]**.



- 6) Repeat the process for all drafts to be deleted.
- 7) Once complete logout of Fred Mobility and return your device to the charger.

RECEIVING INVOICES

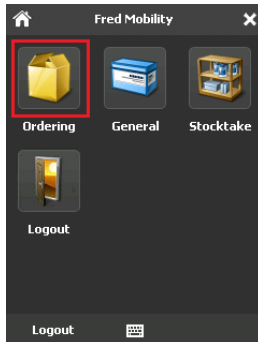
Receive Wholesale Supplier Invoices

To receive a Wholesale Supplier Invoice:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

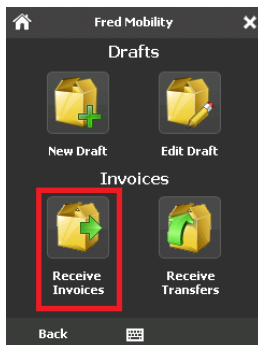
The **Fred Mobility** main screen appears.

- 2) Tap **Ordering**.



The next screen appears.

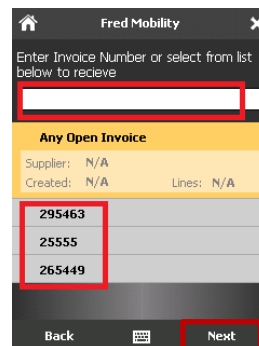
- 3) Tap **Receive Invoices**.



The next screen appears.

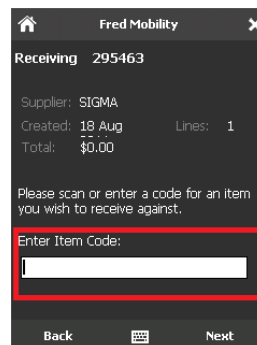
- 4) Do one of the following:

- Enter the invoice number.
- or-
- Select from the list of displayed invoices and press the **[ENTER]** key on your Fred Mobility device.
- or-
- Scan any product to start receiving items off any open invoice.



The next screen appears.

- 5) Scan the item or enter a code for an item you wish to receive and then tap **[Next]**.



The next screen appears.

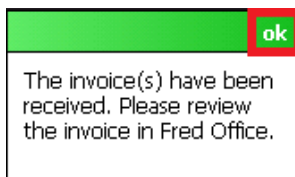
- 6) Do one of the following:
 - ▶ To receive items individually, simply scan the next product barcode.

Fred Mobility will automatically receive “1” and recognise another barcode has been scanned.
 - ▶ To receive multiple items, enter the quantity to receive and press the **[ENTER]** key on your Fred Mobility device.

Note: The quantity entered reduces the **Quantity Outstanding** figure — it does not overwrite. If an error is made and too many items received, log in to Fred Office and manually adjust the quantity received (this cannot be done in Fred Mobility).

- 7) Continue scanning items until all items are received.

Once all items have been received Fred Mobility displays a message.
- 8) To finish, tap **[OK]** then logout of Fred Mobility.



- 9) To complete your invoice, log into Fred Office.

For further assistance with this function please refer to the **Fred Office F1 Integrated Help** by pushing the **[F1]** key while in Fred Office.

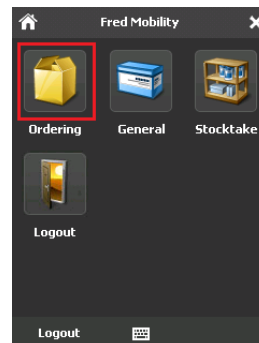


Receiving Transfer Supplier Invoices

To receive Transfer Supplier Invoices:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

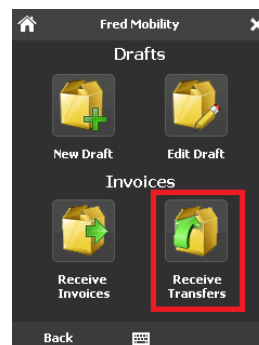
The **Fred Mobility** main screen appears.



- 2) Tap **Ordering**.

The next screen appears.

- 3) Tap **Receive Transfers**.



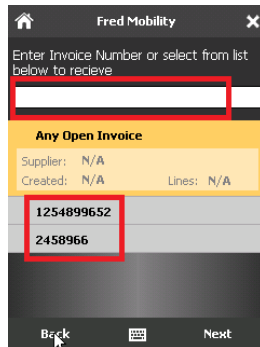
The next screen appears.

4) Do one of the following:

▶ Enter the invoice number.

-or-

▶ Select from the list of displayed invoices and press the [ENTER] key on your Fred Mobility device.



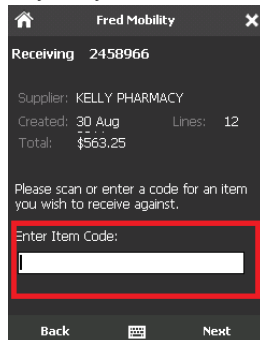
The next screen appears.

5) Do one of the following:

▶ To receive items individually, simply scan the next product barcode.

Fred Mobility will automatically receive 1 and recognise another barcode has been scanned.

▶ To receive multiple items, enter the quantity to receive and press the [Enter] key on your Fred Mobility device.

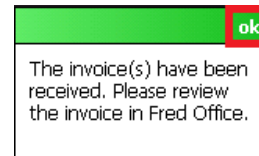


Note: The quantity entered reduces the **Quantity Outstanding** figure — it does not overwrite. If an error is made and too many items are received, you will need to log in to Fred Office and manually adjust the quantity received (this cannot be done from Fred Mobility).

6) Continue scanning items until all items are received.

Once all items have been received, Fred Mobility displays a message.

7) To finish, tap [OK] then logout of Fred Mobility.



8) To complete your transfer, log into Fred Office.

SECTION 4

GENERAL OPTIONS

In this section:

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▪ Printing Labels	17
▪ Queuing Labels.....	18
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GENERAL OPTIONS CONFIGURATION

The **General** option from the Fred Mobility main screen allows you to configure various item stockcard options to update via Fred Mobility.

- 1) Use **Options** to configure the options you will be prompted for when you choose **Scan**.

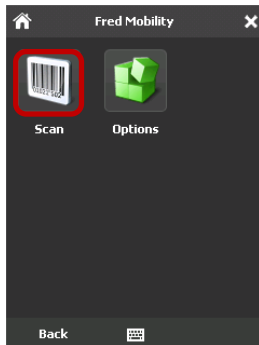


FIGURE 3: GENERAL SCREEN

- 2) Select the checkbox options you wish to be prompted for or deselect the checkbox options to not be prompted (Figure 4). You must tap **[Save]** for changes to take effect.

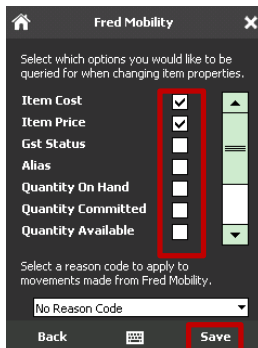


FIGURE 4: GENERAL OPTIONS SCREEN

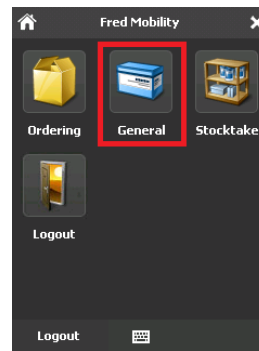
Changing Retail Prices and Queue Labels

To update Retail Prices and Queue Labels:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

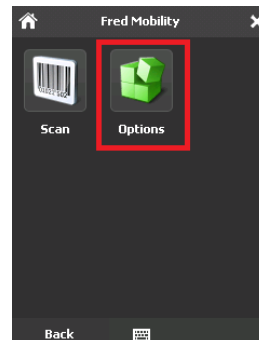
The **Fred Mobility** main screen appears.

- 2) Tap **General**.



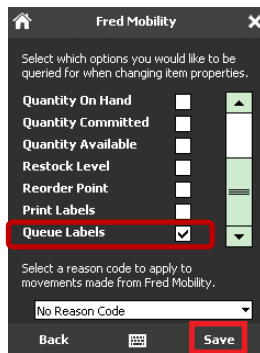
The next screen appears.

- 3) Tap **Options**.

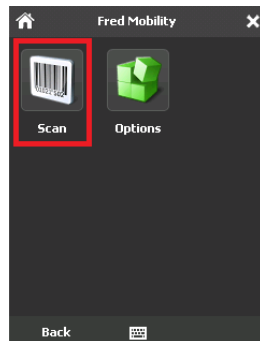


The next screen appears.

- 4) Deselect all checkboxes and select only the **Queue Labels** checkboxes.

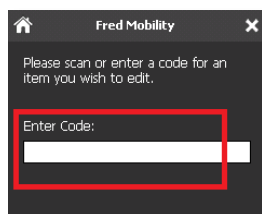


- 5) To finish, tap **[Save]**.
The next screen appears.
- 6) Tap **Scan**.



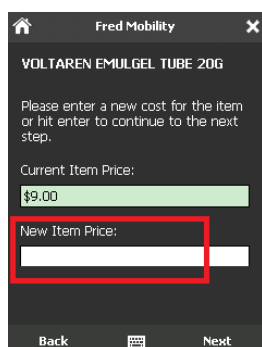
The next screen appears.

- 7) Scan the item or enter a code for an item you wish to scan.



The next screen appears.

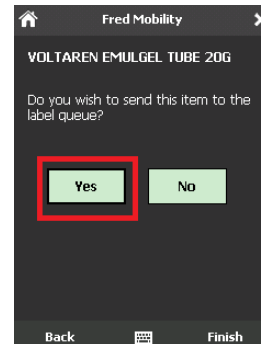
- 8) Enter the **New Item Price** and press the **[ENTER]** key on your Fred Mobility device.



Note: If no figure is entered, the Current Item Price will be maintained.

Fred Mobility displays a confirmation message.

- 9) To send the item to the **Label Queue**, tap **[Yes]**.



- 10) Repeat the process for all items to be updated.
- 11) Once complete logout of Fred Mobility and return your device to the charger.

Printing Labels

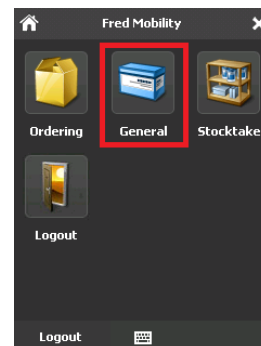
This option prints labels directly from the Fred Mobility device rather than queue them for printing later.

To print labels:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

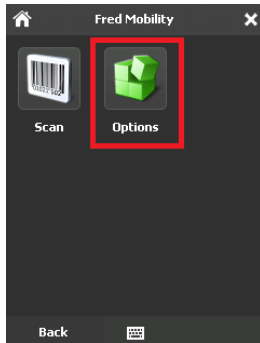
The **Fred Mobility** main screen appears.

- 2) Tap **General**.



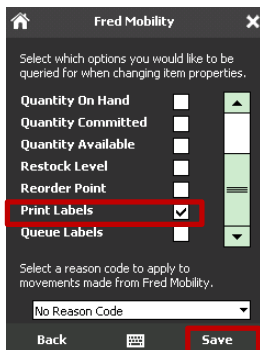
The next screen appears.

- 3) Tap **Options**.



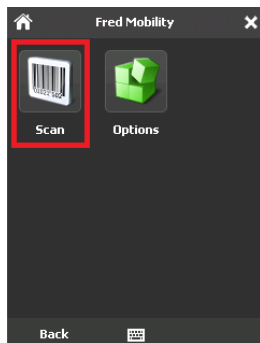
The next screen appears.

- 4) Select the **Print Labels** checkbox and deselect all other options.
- 5) To finish, tap **[Save]**.



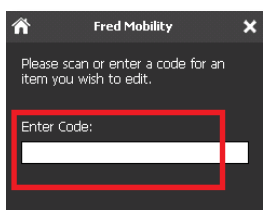
The next screen appears.

- 6) Tap **Scan**.



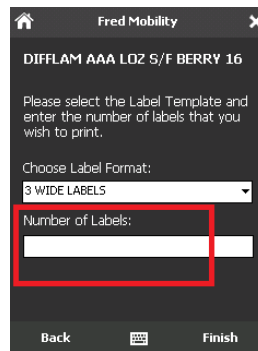
The next screen appears.

- 7) Scan the item or enter a code for an item you wish to scan.



The next screen appears.

- 8) In the **Choose Label Format** field, use the drop-down menu to select the label format.



- 9) In the **Number of Labels** field, enter the label count and then press the **[ENTER]** key on your Fred Mobility device.

The next screen appears.

- 10) Repeat the process for all items you wish to print labels for.
- 11) Once complete logout of Fred Mobility and return your device to the charger.

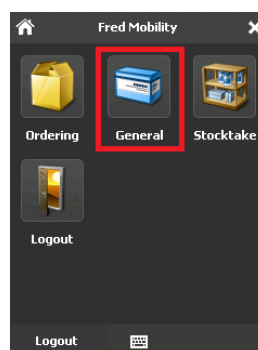
Queuing Labels

To queue labels:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

The **Fred Mobility** main screen appears.

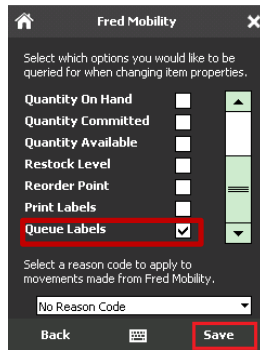
- 2) Tap **General**.



The next screen appears.

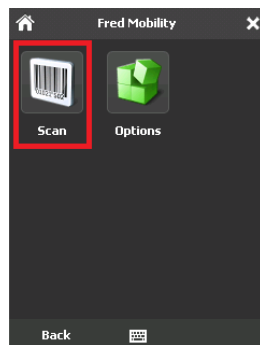
- 3) Select the **Queue Labels** checkbox and deselect all other options.

- 4) To finish, tap **[Save]**.



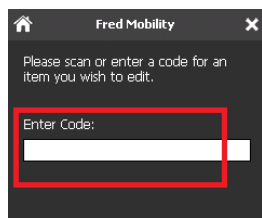
The next screen appears.

- 5) Tap **Scan**.



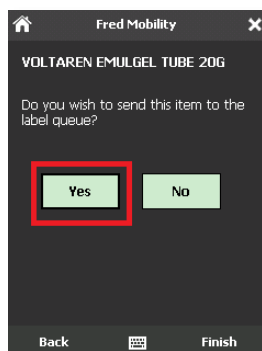
The next screen appears.

- 6) Scan the item or enter a code for an item you wish to scan.



Fred Mobility displays a confirmation message.

- 7) To send the item to the **Label Queue**, tap **[Yes]**.



- 8) Repeat the process for all items to be queued.
- 9) Once complete logout of Fred Mobility and return your device to the charger.

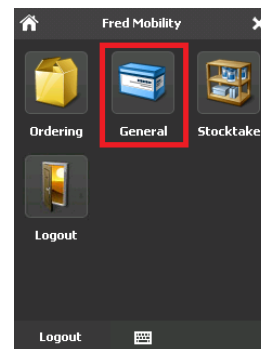
Updating Committed Quantities

To update Committed Quantities:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

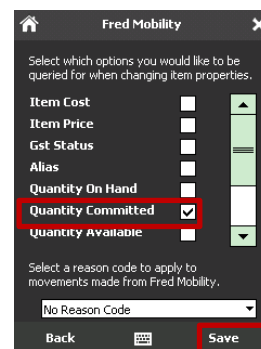
The **Fred Mobility** main screen appears.

- 2) Tap **General**.



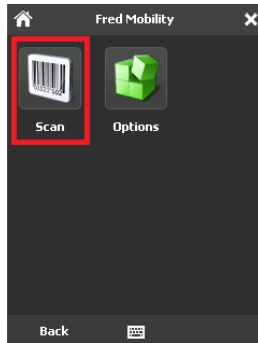
The next screen appears.

- 3) Select the **Quantity Committed** checkbox and deselect all other options.
- 4) To finish, tap **[Save]**.



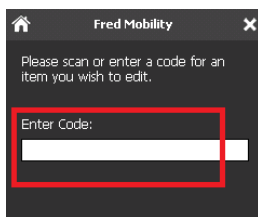
The next screen appears.

- 5) Tap **Scan**.



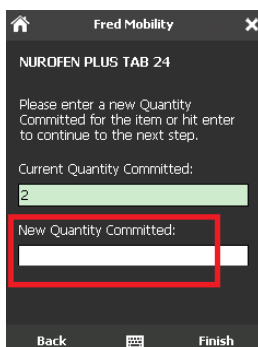
The next screen appears.

- 6) Scan the item or enter a code for an item you wish to scan.



The next screen appears.

- 7) Enter the committed quantity and then press the **[ENTER]** on your Fred Mobility device.



Note: The quantity entered will overwrite the **Current Quantity Committed**. If no figure is entered, the **Current Quantity Committed** will be maintained.

The next screen appears.

- 8) Repeat the process for all items to be updated.
- 9) Once complete logout of Fred Mobility and return your device to the charger.

Setting Restock and Reorder Points

To set Restock and Reorder Points:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

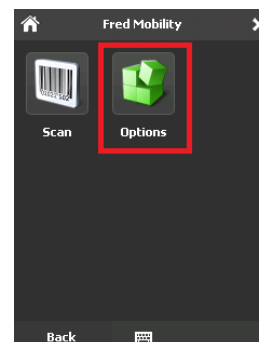
The **Fred Mobility** main screen appears.

- 2) Tap **General**.



The next screen appears.

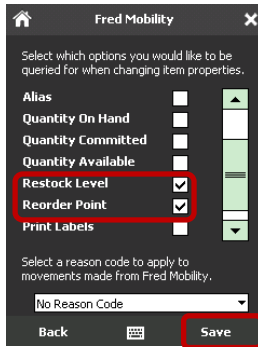
- 3) Tap **Options**.



The next screen appears.

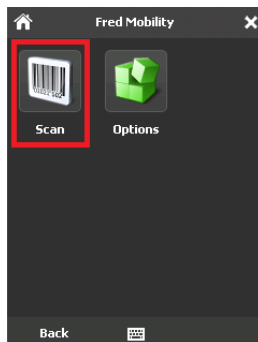
- 4) Select the **Restock Level** and **Reorder Point** checkboxes.

- To finish, tap **[Save]**.



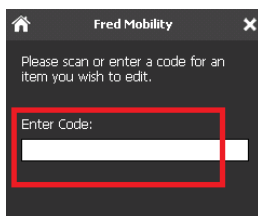
The next screen appears.

- Tap **Scan**.



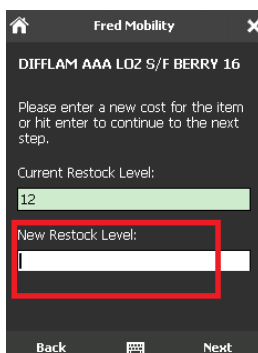
The next screen appears.

- Scan the item or enter a code for an item you wish to scan.



The next screen appears.

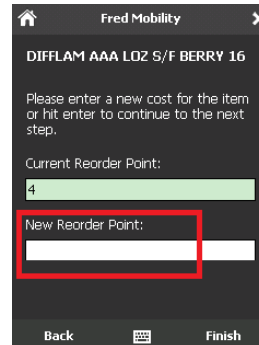
- Enter the **New Restock Level** and then press **[ENTER]** on your Fred Mobility device.



Note: The figure entered will overwrite the **Current Stock Level**. If no figure is entered, the **Current Stock Level** will be maintained.

The next screen appears.

- Enter the **New Reorder Point** and then press **[ENTER]** on your Fred Mobility device.



Note: The figure entered will overwrite the **Current Reorder Point**. If no figure is entered, the **Current Reorder Point** will be maintained.

- Repeat the process for all items to be updated.
- Once complete logout of Fred Mobility and return your device to the charger.

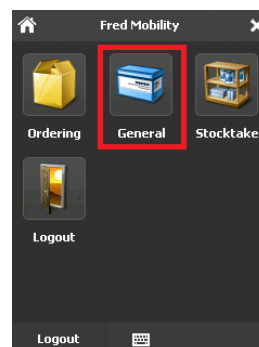
Updating Quantity on Hand

To update **Quantity on Hand**:

- Login to Fred Mobility using the default login or your Fred Office username and password.

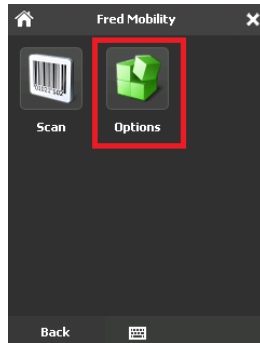
The **Fred Mobility** main screen appears.

- Tap **General**.



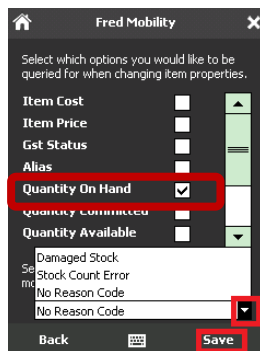
The next screen appears.

- 3) Tap **Options**.



The next screen appears.

- 4) Select the **Quantity On Hand** checkbox and deselect all other options.
- 5) Tap the drop-down arrow and select a **Reason Code**.
- 6) To finish, tap **[Save]**.



TIP! To select a reason code, you must have a reason code set up in Fred office.

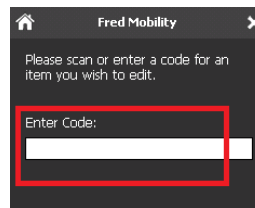
To set up reason codes in Fred Office go to **Tools menu > Reason Codes**.

The next screen appears.

- 7) Tap **Scan**.

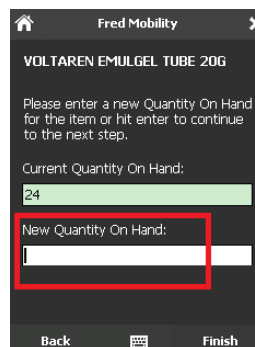
The next screen appears.

- 8) Scan the item or enter a code for an item you wish to scan.



- 9) The next screen appears.

- 10) Enter the **New Quantity On Hand** and then press **[ENTER]** on your Fred Mobility device.



Note: The figure entered will overwrite the **Current Quantity On Hand**. If no figure is entered, the **Current Quantity On Hand** will be maintained.

- 11) Repeat the process for all items to be updated.
- 12) Once complete logout of Fred Mobility and return your device to the charger.

SECTION 5

STOCKTAKING

The **Stocktaking** option on your Fred Mobility device allows you to perform either a:

- **Scan & Count.** Stocktake any item;
- **Rolling Stocktake.** Where the system will suggest items to update;
- **Batch Stocktake.** To allow detailed reporting. If you wish to perform Stocktake reporting after your stocktake, use the Batch stocktake feature as it provides the most detailed analysis and reporting via Fred Office.

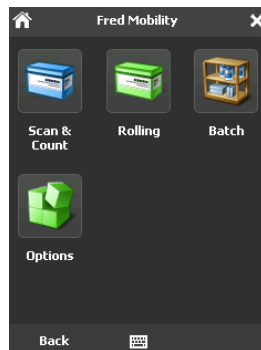


FIGURE 5: STOCKTAKE SCREEN

In this section:

- **Stocktaking24**
 - Using Scan and Count.....24
 - Performing a Rolling Stocktake25
 - Performing a Batch Stocktake26

STOCKTAKING

Using Scan and Count

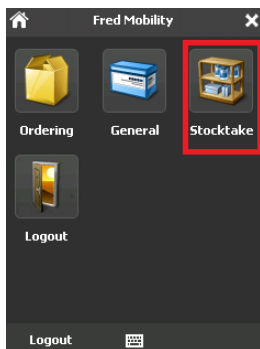
The **Scan & Count** feature allows you to perform an ad-hoc stocktake. This feature is not recommended if you wish to perform Stocktake Reporting. In these instances it is recommended to use the Batch function as this allows for reporting via Fred Office (See *Performing a Batch Stocktake*, page 26).

To use Scan & Count:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

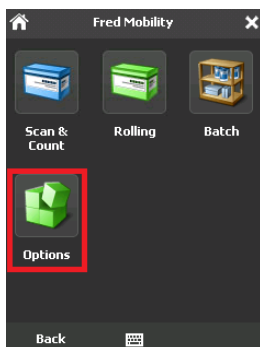
The Fred Mobility main screen appears.

- 2) Tap **Stocktake**.



The next screen appears.

- 3) Tap **Options**.

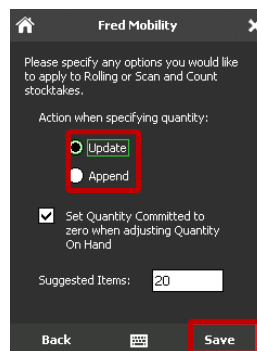


The next screen appears.

- 4) Select from one of the following options:

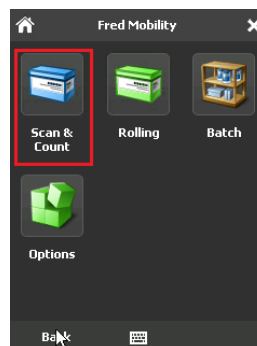
Select this option...	To...
Update	Overwrite the current Quantity On Hand .
Append	Add to the current Quantity On Hand .

- 5) Tap **[Save]**.



Note: For the purposes of this procedure the default setting of **Update** will be used.

The next screen appears.

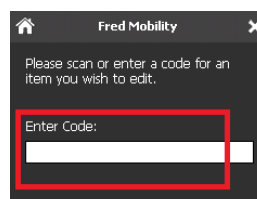


The next screen appears.

- 6) Tap **Scan**.

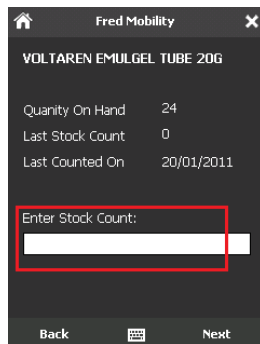
The next screen appears.

- 7) Scan the item or enter a code for an item you wish to scan.



The next screen appears.

- 8) Enter the **Stock Count** and then press **[ENTER]** on your Fred Mobility device.



Note: Based on the options previously set in **step 4**, this will update or overwrite the existing item quantity.

- 9) Repeat the process for all items to be updated.
- 10) Once complete logout of Fred Mobility and return your device to the charger.

Performing a Rolling Stocktake

The Rolling Stocktake feature will prompt you to stocktake various items in your store. It commences with those items which have never been counted then moves to those with the oldest, last counted dates. This is a great way to ensure all items are regularly updated.

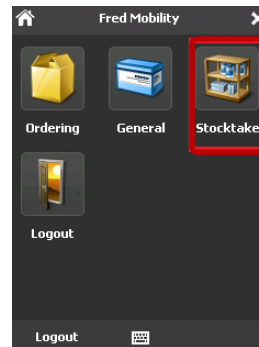
This feature is not recommended if you wish to perform Stocktake Reporting. In these instances, it is recommended to use the Batch function as this allows for reporting via Fred Office (see *Performing a Batch Stocktake*, page 26).

To perform a Rolling Stocktake:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

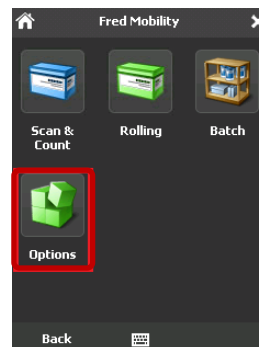
The Fred Mobility main screen appears.

- 2) Tap **Stocktake**.



The next screen appears.

- 3) Tap **Options**.

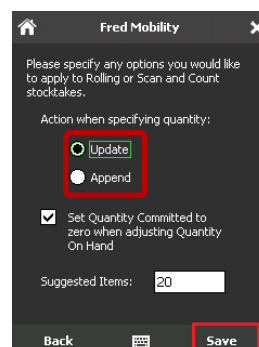


The next screen appears.

- 4) Select from one of the following options:

Select this option...	To...
Update	Overwrite the current Quantity On Hand
Append	Add to the current Quantity On Hand
In this field...	Do this...
Suggested Items	Enter the number of items.

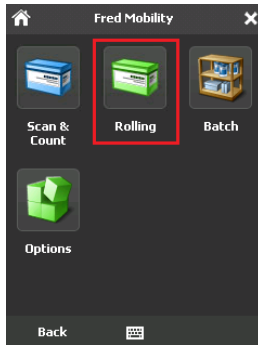
- 5) Tap **[Save]**.



Note: For the purposes of this procedure the default setting of **Update** will be used.

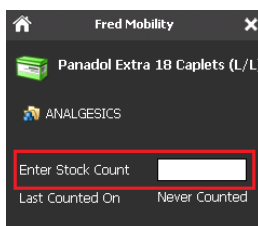
The next screen appears.

6) Tap **Rolling**.



The next screen appears.

7) Enter the **Stock Count** and then press **[ENTER]** on your Fred Mobility device.



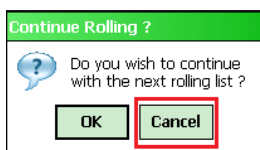
Note: Based on the options previously set in **step 4**, this will update or overwrite the existing item quantity; the item is “1 of 20”.

8) Repeat the process for all 20 items to be updated.

Once you complete Fred Mobility displays a confirmation message.

9) Do one of the following:

- To complete the Rolling stocktake, tap **[Cancel]**.
- To have another group of items suggested to stocktake, tap **[OK]**.



Performing a Batch Stocktake

The Batch stocktake feature is recommended if you wish to perform Stocktake Reporting. It provides the most detailed analysis and reporting via Fred Office.

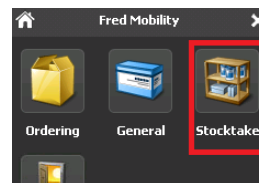
Note: The following procedure presumes you have already created the Batch within Fred Office. Please refer to the **Fred Office F1 Integrated Help** for further assistance with this function. Push the **[F1]** key while in Fred Office, then go to **Assistants > Suggest My Stocktake Procedure**

To perform a Batch Stocktake:

- 1) Login to Fred Mobility using the default login or your Fred Office username and password.

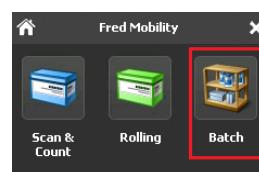
The Fred Mobility main screen appears.

- 2) Tap **Stocktake**.



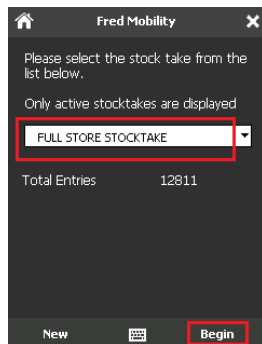
The next screen appears.

- 3) Tap **Batch**.



The next screen appears.

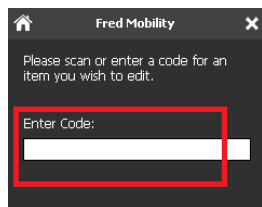
- 4) Tap the drop-down menu and select the **Stocktake Batch** previously created in Fred Office, and then tap **[Begin]**.



Note: Tap **New** to create a new batch if you have not created such.

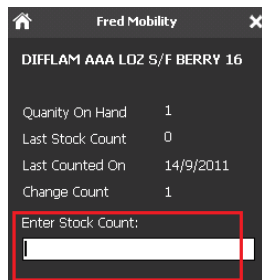
The next screen appears.

- 5) Scan the item or enter a code for an item you wish to scan.



The next screen appears.

- 6) Enter the **Stock Count** and then press **[ENTER]** on your Fred Mobility device.



The next screen appears.

- 7) Repeat the process for all items to be updated.
- 8) Once complete logout of Fred Mobility and return your device to the charger.

SECTION 6

TROUBLESHOOTING FRED MOBILITY

This section provides troubleshooting information for Fred Mobility users who are having issues with the handheld device.

In this section:

- **Device Troubleshooting 29**
- **Items not scanning..... 32**



DEVICE TROUBLESHOOTING

STEP 1: Reset Fred Mobility

If your Fred Mobility device is “*hanging*” or not responding, try the following:



A **Warm Boot** terminates an unresponsive application and clears the working RAM, preserving both the file system and the registry

To perform a warm boot:

- 1) Hold down the red **Power** button for approximately five seconds.
- 2) As soon as the MC55 starts to boot (and the splash screen displays), release the **Power** button.
- 3) Check if your Fred Mobility device is now working as expected. If your device is still not working, **Please proceed to Cold Boot**

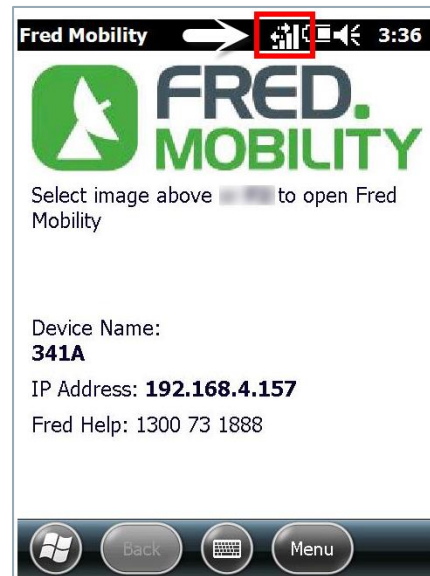
A **Cold Boot** forces all applications to close and clears working RAM and files not resident on the persistent flash memory.

To perform a cold boot:

- 1) On your Fred Mobility device, simultaneously press the red **Power** button and the  and  keys.
- 2) Check if your Fred Mobility device is now working as expected. If your device is still not working, please proceed to **Step 2**.

STEP 2: Check the wireless network connection

- 1) From the **Fred Mobility welcome** screen, confirm the wireless signal strength (it should appear as shown in the following image).



If there is a strong signal indicator, please contact Fred Help on **1300 731 888**.

- 2) If there is minimal to no signal strength, please proceed to **Step 3** (page 29).

STEP 3: Restart Fred Office Services

To Restart Fred Office Services:

- 1) Exit out of Fred Office on all computers.
 - ▶ To exit out of Fred Office, click the **File** menu, and then choose **Exit**.

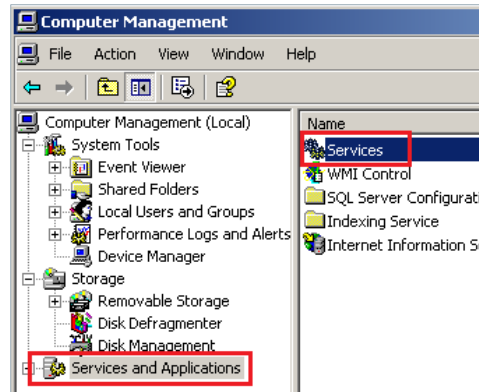
- 2) Go to your server computer.



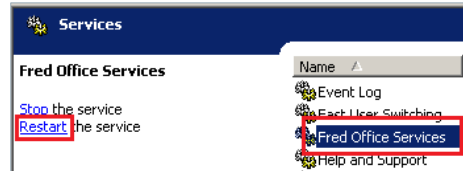
If you have an SBS (Small Business Server), call **Fred Help** on **1300 73 1888**.

- 3) Right-click on **My Computer** and then select **Manage**.

- 4) Click **Services and Applications**, and then double-click **Services**.



- 5) Select **Fred Office Services** and then select **Restart**.

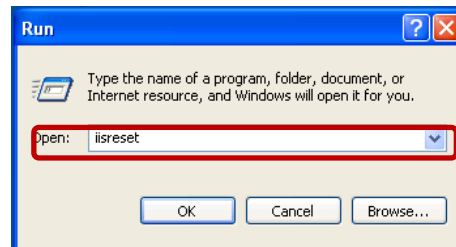


Note: You will need to wait until the “**Status**” column displays “**Started**”.

- 6) From the desktop, click **Start** and select **Run....**

The *Run* dialog appears.

- 7) In the *Run* dialog, enter ‘*iisreset*’ and then click [OK].

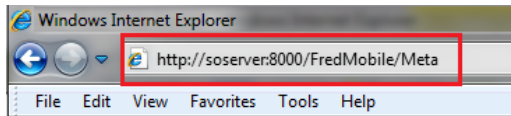


A black window appears to indicate services are being restarted.

- 8) Wait for this to close.
- ▶ If your device is still not working, please proceed to *Step 4* (below).

STEP 4: Check Fred Mobility Connection

- 1) Go to a store computer.
- 2) Open **Internet Explorer**  and in the **Address** bar, enter and go to the following web address: **http://<server name>:8000/FredMobile/Meta**



Note: Replace **<server name>** with your server name (e.g. fileserver or SOServer).

- ▶ If the connection works, your browser will display an XML page which begins with the following `<?xml version="1.0" encoding="utf-8" ?>` (shown below).

```
<?xml version="1.0" encoding="utf-8" ?>
<wsdl:definitions name="IMobileService" targetNamespace="http://tempuri.org/"
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/" xmlns:soap="http://schemas.xmls
xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecuriti
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:wsam="http://www.w3.org/2007/05/addressing/metadata" xmlns:tns="http:
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:tns10="http://loc
xmlns:wsp="http://schemas.xmlsoap.org/ws/2004/09/policy" xmlns:io="http://loc
xmlns:xsap="http://schemas.xmlsoap.org/ws/2004/08/addressing/policy"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:misc="http://schemas.microsoft.com/ws/2005/12/wsdl/contract"
xmlns:wsaw="http://www.w3.org/2006/05/addressing/wsdl"
xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/"
xmlns:wsa10="http://www.w3.org/2005/08/addressing"
xmlns:wsx="http://schemas.xmlsoap.org/ws/2004/09/mex">
<wsdl:import namespace="http://localhost/FredMobile" location="http://localhost:80
wsdl=wsdl0" />
<wsdl:types />
<wsdl:binding name="BasicHttpBinding_IMobileService" type="tns:IMobileService">
<soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
<wsdl:operation name="DeleteProfile">
```

- ▶ Check if your Fred Mobility device is now working as expected.



If your device is still not working, please contact Fred Help on **1300 731 888**.

ITEMS NOT SCANNING

If you cannot scan items, this may indicate one or more of the following issues:

- The item does not have a barcode to scan;
- The item is listed in an invoice to be received but now has new Alias/Barcode;
- There is no existing item stockcard in Fred Office (i.e. item is new and was ordered over the phone);
- The item was not found.

Below you will find a summary of the most common reasons a product cannot be scanned with Fred Mobility along with a brief summary of how to fix these issues.

Item does not have a barcode to scan

To fix this issue:

- 1) Login to Fred Office.
- 2) Search for the item via **Inventory > Items**.
- 3) Open the **Item Stockcard**.
- 4) Print a Label via the **Item Stockcard** toolbar.

Item is listed in an invoice to be received but now has new Alias/Barcode

To fix this issue:

- 1) Login to Fred Office.
- 2) Search for the item via **Inventory > Items**.
- 3) Open the **Item Stockcard**.
- 4) Add the new **Alias (barcode)** to the **Item Stockcard**.
- 5) Click **[Save and Close]**.

No existing item stockcard in Fred Office

To fix this issue:

- 1) Login to Fred Office.
- 2) Create an *Item Stockcard* from either **Inventory > Create Item Wizard**; or from **Ordering**.

Wrong item has been delivered in the order

N/A – based on your store procedure.

Item was not found

Some barcodes may not read correctly due to zeros at the start or end of the barcode.

To search for items:

- ▶ In Fred Office, go to **Inventory** and then search items based on item description.
 - If item is found, open the **Item Stockcard** and add the new **Item Barcode**.
- or -
 - If the item is not found, create a new item via **Create Item Wizard**.







TIP! Make sure you are searching "All" items not only active items.

Letters typing instead of numbers

To fix this issue:

- 1) Press the  button to toggle between the numeric and alphanumeric keyboard.

Note: By default, the keyboard is set to **Numeric (Orange button is OFF)**.

Buttons(s)	Description
 Orange Key	Alternate between numeric and alphanumeric characters. 
 Blue Key	Use this key to launch applications or access items (shown on the keypad in blue). 

SECTION 7

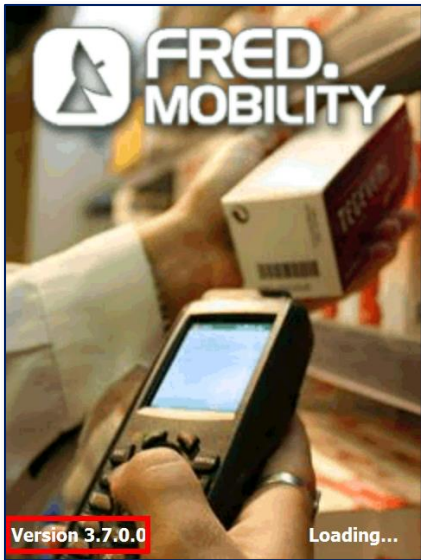
UPDATING FRED MOBILITY

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UPDATING FRED MOBILITY

Before troubleshooting Fred Mobility, ensure that the current Fred Mobility software version matches the current software version of Fred Office.



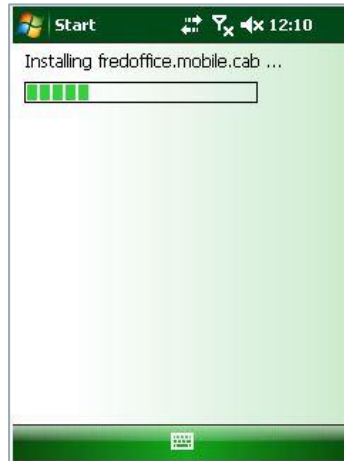
Fred Mobility updates are released generally around the same time when Fred Office updates become available. When Fred Mobility updates become available, the device will prompt you to update and install the latest software version.

To update the Fred Mobility software version:

- ▶ Click **[OK]** at the **Installation** prompt.



Fred Mobility will begin installing the new software.



Once complete, Fred Mobility displays a confirmation message.





1300 731 888 (Local Call Cost)

Fred Help Centre: <http://help.fred.com.au>

Email: help@fred.com.au

8.30am - 9.00pm (EST) Mon – Fri

8.30am - 5.00pm (EST) Sat, Sun & Public Holidays

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