

A decorative graphic of binary code (0s and 1s) arranged in curved lines that sweep across the page from the top left towards the bottom right.

DigiQ Training Manual

Using the DigiQ System

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Author: Gavin Ireland FISTC



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1 Introduction

DigiQ is the new IOS internal print journey management software. It has been created to simplify the print journey through IOS, to reduce the amount of time spent on paperwork and reporting and to increase effectiveness and efficiency.

1.1 What does this mean to me?

What this means to those of us using the system, is a much simpler and quicker way of recording what we are doing and how much time we spend on it.

For management, this means much more accurate and timely reporting and cost accounting without having to compile reams of paper reports.

The way you do your job is not changing, just the tools you use.

1.2 Do I have to learn to use new technology?

Yes, but there's no need to worry. It really is simple. There's a scanning gun (like in the supermarket) to scan barcodes with and a touch-screen console if you need it; not to mention that you're also being trained.

1.3 What if I forget or I just don't get it?

Well, you'll have your training handouts to take with you, but as well as that, there will be:

- posters at the consoles
- on-screen help to guide you
- a printable manual to fall back on if you need in-depth explanations
- not forgetting, your colleagues around you who are all in the same boat.

2 Equipment

You should have already noticed new equipment appearing around the shop floor and their numbers will increase as time goes by. The aim is that each work position/device will have a console nearby.

2.1 Console

The consoles are touch-screen computer monitors. That means you don't need a PC, mouse or keyboard; all of the functions can be operated by touching what you see.



The screen is touch sensitive and only requires a light touch. If it doesn't appear to be responding to your touch, get someone else to confirm and if it's still not working report it to IT.

The screen will not start working if you press harder, that is likely to cause permanent damage.

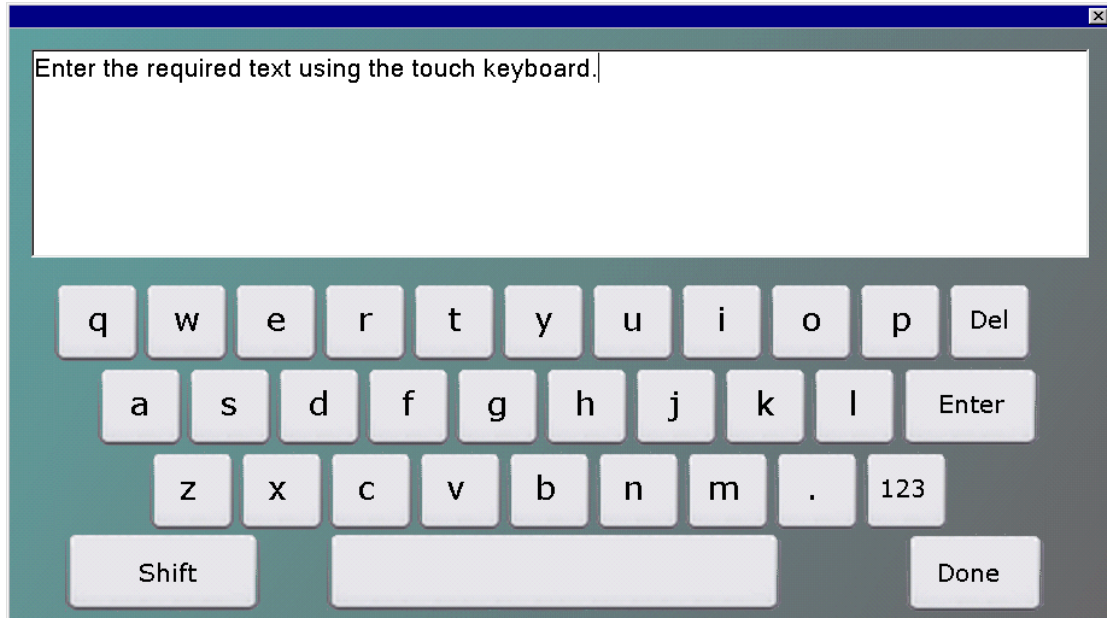
2.1.1 Drag and drop

Files (where appropriate) can be dragged and dropped onto devices to assign/begin a task.

- Step - 1. Touch the file.
- Step - 2. Without removing your finger from the screen, drag your finger to the required device.
- Step - 3. Remove your finger from the screen.

2.1.2 Entering text/numbers

Should any areas on the screen require you to enter text and/or numbers, touching that field will make an on-screen keyboard appear.



Enter the required details and touch the 'done' button on the touch keyboard.

2.2 Hand scanner

Each console has a hand scanner attached. You use the scanner to select the appropriate device, person and job bag.



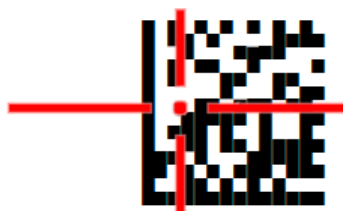
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2.2.1 Correct aiming

When you squeeze the trigger to scan, the scanner projects a red laser aiming pattern.



It doesn't matter if the barcode is perfectly straight, as long as it all falls within this aiming pattern.

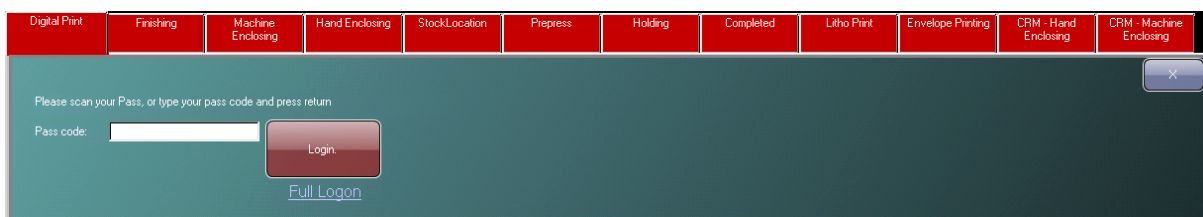


2.2.2 Technique

To make sure that your scans are successful, there is a recognised 'best practise' technique.

- Step - 1. Hold the scanner close to the barcode.
- Step - 2. Squeeze and hold the trigger.
- Step - 3. Move the scanner slowly away; making sure that the barcode stays within the red laser marks.
- Step - 4. When the scanner 'beeps' release the trigger.

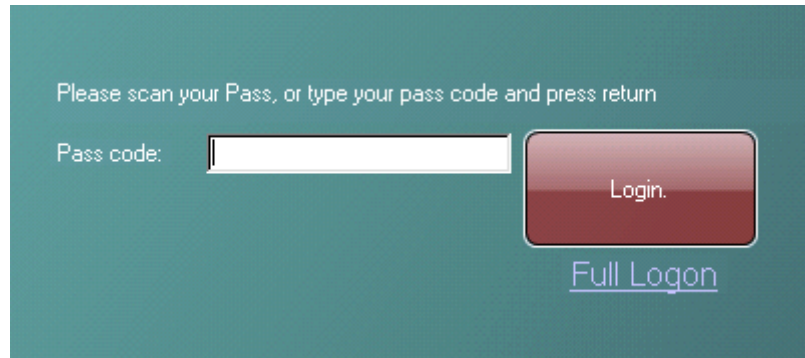
2.3 Identifying



At various points in the processes, the system will need to verify your identity and it does this by asking you to login:

- Manually entering your passcode, or
- By scanning your ID card barcode

2.3.1 Passcode logon



Where the option is available and the scanner is not (or it is more convenient to type):

- Step - 1. Touch the passcode login field on the screen.
- Step - 2. Enter your passcode (from the back of your ID pass) using the on-screen keyboard.

2.3.2 Scan logon

- Step - 1. Use the scanner to scan the bar code on the back of your ID card.



3 Using the system – Laser print

Unlike most of the DigiQ users, you will have the option of using a mouse and keyboard or the touchscreen interface.



This section shows the simplest procedure. Please refer to the appendices for further information.

3.1 Touchscreen or mouse and keyboard?

The ‘touchscreen’ view gives you much bigger list items to allow you to select the correct one, whilst the ‘mouse and keyboard’ view gives you a list view from which you use your mouse to select and action.



The rest of the guide for Laser will assume that you are using ‘mouse and keyboard’.

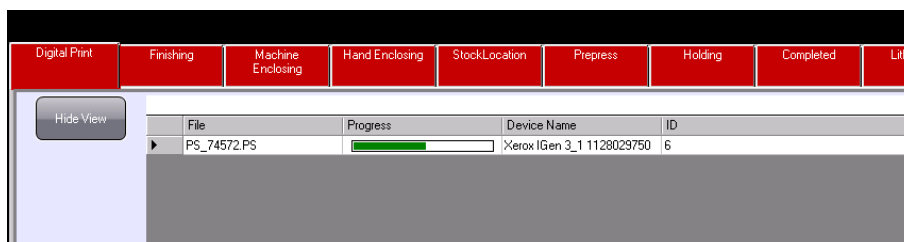
3.2 Running a print file

- Step - 1. Locate the required print file (refer to Appendix A for details of how to use the filter and search facilities)
- Step - 2. Either drag and drop the file onto the required printer below, or right-click and select ‘Send to device:’ then select the device.



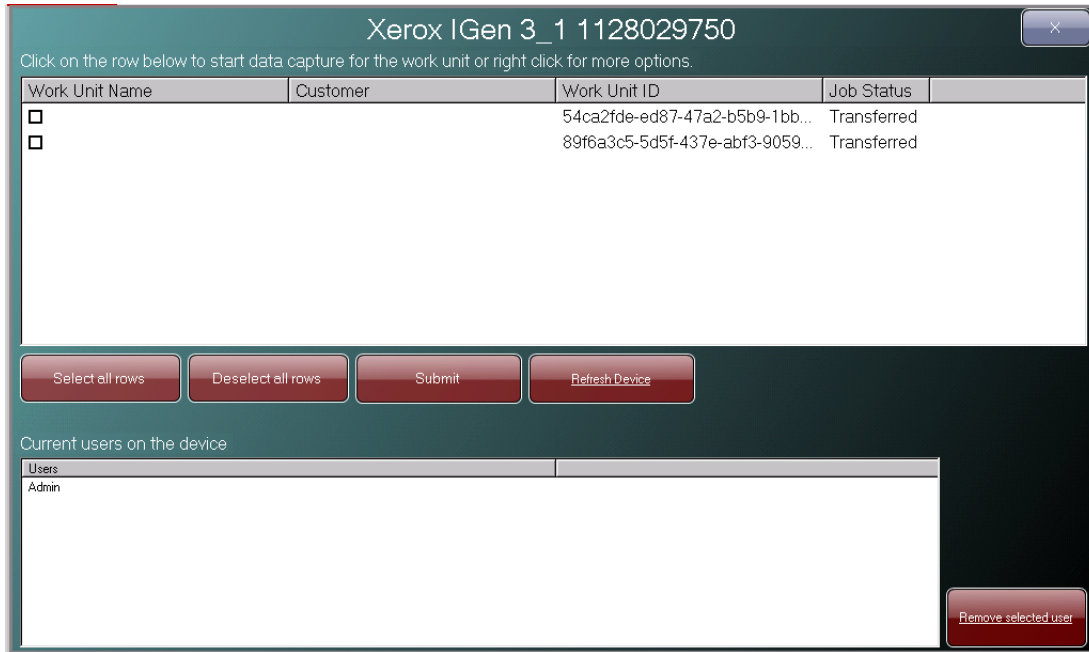
The system will ask you to logon here.

- Step - 3. The file is transferred to your chosen device.



Step - 4. Once the file is transferred you can begin to capture data and record time against this job.

Step - 5. Open the device screen (click on the icon at the bottom or select it from the menu on the right).



Xerox IGen 3_1 1128029750

Click on the row below to start data capture for the work unit or right click for more options.

| Work Unit Name | Customer | Work Unit ID | Job Status |
|--------------------------|----------|---------------------------------|-------------|
| <input type="checkbox"/> | | 54ca2fde-ed87-47a2-b5b9-1bb... | Transferred |
| <input type="checkbox"/> | | 89f6a3c5-5d5f-437e-abf3-9059... | Transferred |

Select all rows Deselect all rows Submit Refresh Device

Current users on the device

| Users |
|-------|
| Admin |

Remove selected user

Step - 6. The files currently waiting on that device are listed.

Step - 7. Select the required file.

Step - 8. Click the Submit button.

Step - 9. From here, follow the instructions in the next section.

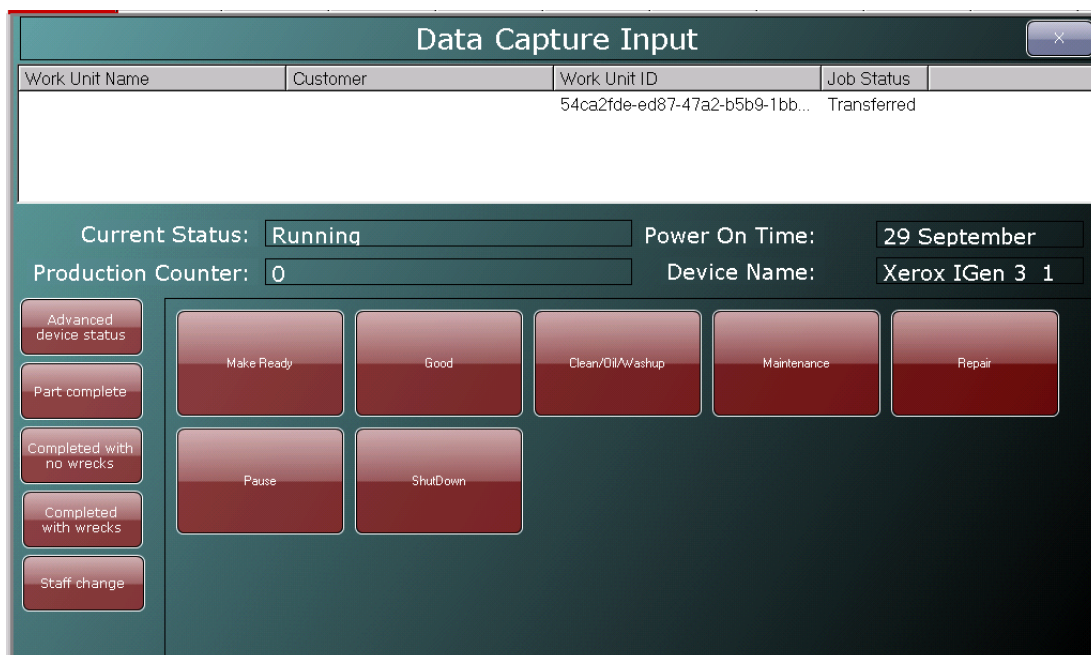
4 Using the system – All

The screens you see and the options available to you will depend upon which area you work in and what access level you have. Various screens are shown in this section as an example of what you may see.

4.1 Capturing data

So you've either located and transferred your print file and you're ready to process it, or you've selected your device and job, and identified yourself by scanning. Now you're ready to start capturing data relating to your work.

Step - 1. The Data Capture Input window is open.



Step - 2. A number of options are available to you now.

Step - 3. Touch the required option.

Touching any of the main options, such as Make Ready or Maintenance will cause the system to begin recording time against that activity.

4.1.1 Changing staff mid-job

If for any reason you need to change staff during an operation, to make sure that the system records such a change:

- Step - 1. Touch the Staff Change button.
- Step - 2. If the user is not already in the list, scan their ID.
- Step - 3. Select the new user from the list.
- Step - 4. Click Submit.
- Step - 5. Continue capturing data as before.

4.1.2 Completing the job



As you can see from the screen, you have three options:

- Part complete.
- Completed with no wrecks.
- Completed with wrecks.

Part complete allows you to enter the number complete/wrecks so far and submit it.

Completed with no wrecks will send the job to the next step of the journey immediately.

Completed with wrecks allows you to enter the number of wrecks and any relevant notes before submitting.

Appendix A. Logging on from the desktop

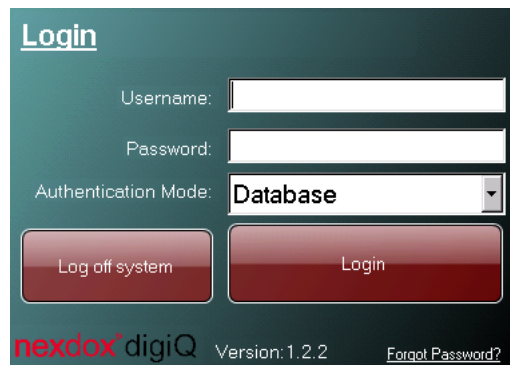
Generally, DigiQ will remain running on the consoles so that you can use it immediately. If someone has shut down DigiQ or it has been off for maintenance, you can re-start the system.

- Step - 1. Make sure that the screen is turned on.
- Step - 2. In the top left corner of the screen is an icon labelled '1 TSE'.
- Step - 3. Touch that icon to start the connection to DigiQ.



The connection should start straight away, if it does not try touching the icon again.

- Step - 4. The DigiQ login screen will open.



The screenshot shows a login interface with a dark teal background. At the top left, the word 'Login' is written in white. Below it are three input fields: 'Username:', 'Password:', and 'Authentication Mode:'. The 'Authentication Mode' dropdown menu is set to 'Database'. At the bottom of the form are two buttons: 'Log off system' and 'Login'. At the very bottom, the text 'nexdox digiQ Version: 1.2.2' is displayed, along with a link for 'Forgot Password?'.

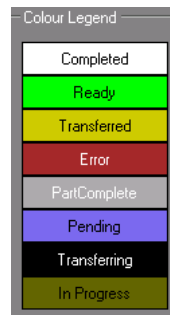
- Step - 5. Touch the **Username** field and enter your username with the on-screen keyboard.
- Step - 6. Press '**Done**'
- Step - 7. Touch the Password field and enter your password with the on-screen keyboard.
- Step - 8. Press '**Done**'
- Step - 9. Press the **Login** button.

Appendix B. Filtering and sorting file lists

When you're having to find a job from a list, rather than scanning the job, you can sort and filter the list to make it easier to find.

1. Statuses

The file statuses are highlighted by different colours, the key is below:



2. Sorting

| Status | Job Progress | Journey Status | Filename | Description | Quantity Remaining | NAV ID | Work Unit Status | Work Unit Number |
|--------|--------------|----------------|----------------------------|-------------|--------------------|--------|------------------|------------------------------|
| | | Ready | PS_74571.PS | Laser File | -1 | | Active | 54ca2fde-ed87-47a2-b5b9-1bb |
| | | Ready | Handover New_081010_v1.pdf | Laser File | -1 | | Active | 8597e444-4a5e-4b9e-809f-809f |

To sort alpha-numerically:

- Step - 1. Click the required column header once to sort ascending.
- Step - 2. Click the column again to sort descending.

3. Filtering



Standard Filter

Barcode

MIS ID

Customers Name

Filename

Quantity

Sub job Name

Description

Clear Filters

No Hand Scanner

Status

Active

Available

All Data

Transferred

By scanner

- Step - 1. Make sure that the No Hand Scanner box is not checked.
- Step - 2. Touch the Barcode field.

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Step - 3. Scan your barcode.

The field will be filled in and the results filtered automatically.

By touchscreen

Step - 1. Click or touch the filter bar on the left hand side to open the filter options.

The top section allows you to enter data or known parts of data to find the required file.

Step - 2. Make sure that the **No Hand Scanner** box is checked.

Step - 3. Touch the required search field and enter your search terms using the on-screen keyboard.

The results are filtered automatically as you type, so the list will reduce with each character that you type.

To return to the full list, touch the **Clear Filters** button.

Using the status selector, you can choose to display:

- Active
- Available
- Transferred, or
- All data.



Appendix C. Hold status

A job/file may be on hold because someone has deliberately put it on hold for some reason, or it may be that it has no 'Journey' information available to move it onto the next stage of its process.



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Appendix D. Viewing tasks by device