Track'Em Frequently Asked Questions

Question: Can I run Track'Em over my network so anyone on my network can run reports and add / edit data?

Answer: YES! In order to run Track'Em over a network, you should install Track'Em on your network server and also on any PC that needs to use the Track'Em database. You do NOT need to change any of the default file settings related to the use of the portable scanner. Consult the User's Manual for additional details.

Remember, your license allows you to run Track'Em on unlimited PC's in the same physical location (building). If you need to run Track'Em in a different location (building), you need to purchase an additional license.

Question: I do not know how to recharge the battery on the portable scanner. What should I do?

Answer: The COMMUNICATIONS CABLE that comes with the PT630 has two ends. One end is a modified RJ-45 interface. Plug it into the scanner. The other end is a USB interface. A small female connector is located beside the USB interface. Plus the POWER ADAPTER that came with the HT630 into that female connector.

Question: I cannot get the portable to communicate with the PC. What should I do?

Answer: There are several possible problems. Make sure you have selected the proper COM port number using the steps described in the section titled Track'Em PDT Software – Communications Setup of the Track'Em User's Manual. The most common problem is that the incorrect COM port number is selected.

Complete the steps describing in that section regarding PT Comm installation and USB driver setup.

Make sure you do not have Unitech's PT Communications program open. Track'Em automatically opens this program and having it already open will cause a conflict.

Question: I need to enter data for my existing barcodes into the system. How do I do that?

Answer: Consult the Getting Started Guide provided with Track'Em.

Question: Do I have to enter a STATUS on the portable when tracking Assets?

Answer: The STATUS field is optional. However, you may wish to experiment with this field and review the resulting reports.

Question: I have trouble keying locations and statuses into the portable. What can I do to make this easier?

Answer: Try creating barcodes for commonly entered locations and statuses. These values can be keyed into or scanned into the scanner.

Question: I need to use my portable to collect information about assets and inventory throughout the day. Can I save some information while uploading other types of records?

Answer: Yes. Only after data is uploaded is it erased from the portable scanner.

Question: How do I deplete inventory records from the database?

Answer: Move inventory to a LOCATION record that has the field LOCATION USES INVENTORY set to TRUE (checked).

Question: I've customized Track'Em and now I need to move it to another PC. What file to I move?

Answer: The file named TrackEm3.mdb contains all of the data and customization. You need to run the installation CD on the 2nd PC, and then copy this file over. Remember, your license allows you to run Track'Em on unlimited PC's in the same physical location. If you need to run Track'Em in a different location, you need to purchase an additional license.

Question: I've installed a barcode printer and now all of my Track'Em reports no longer print properly. What do I do?

Answer: You need to reset the DEFAULT PRINTER to a printer that uses normal 8.5 x 11 paper.

Question: I've installed Track'Em Deluxe Add-On, but the labeling printing module will not work properly. What do I do?

Answer: You need to install the BARTENDER software. Also, make sure the values on the SETUP LABEL SOFTWARE (found on Label Printing Menu) are valid.

Question: I cannot import data to Track'Em. What could be wrong?

Answer: Make sure you have specified the same number of fields as you have columns in your data file. Make sure the data types are correct for each column. Text fields cannot contain double quote marks (").

Question: I've noticed a lot of sample data in the Track'Em database. How do I delete those sample records so that I can start using Track'Em?

Answer: Use the ERASE TABLES option located on the ADVANCED SYSTEM ADMIN MENU.