AlcoTrack™

Calibrated Handset Exchange
Quick Guide

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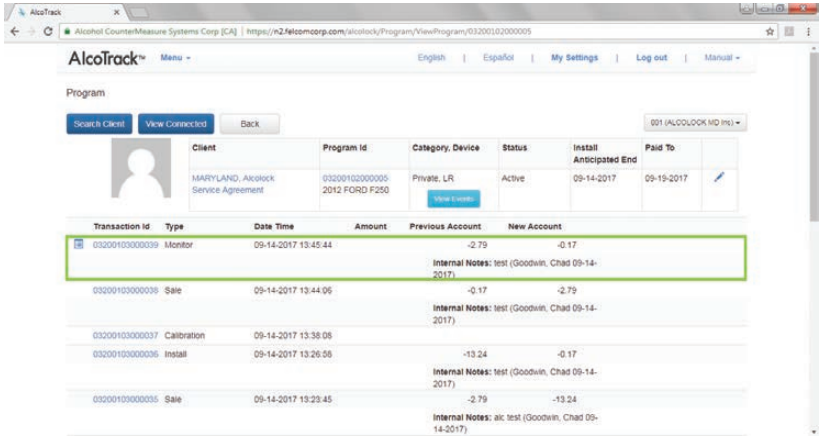
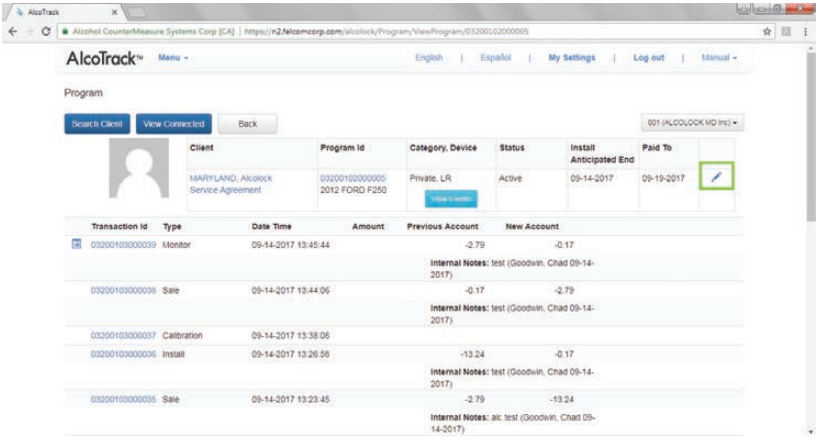
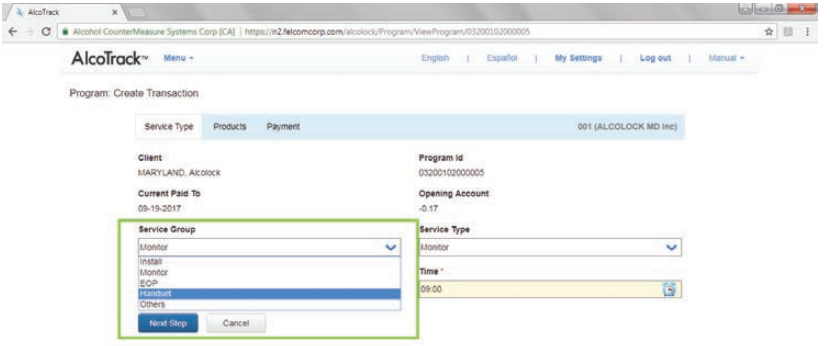
1. Complete a *Monitor* procedure in ALCOTRACK and on the handset.



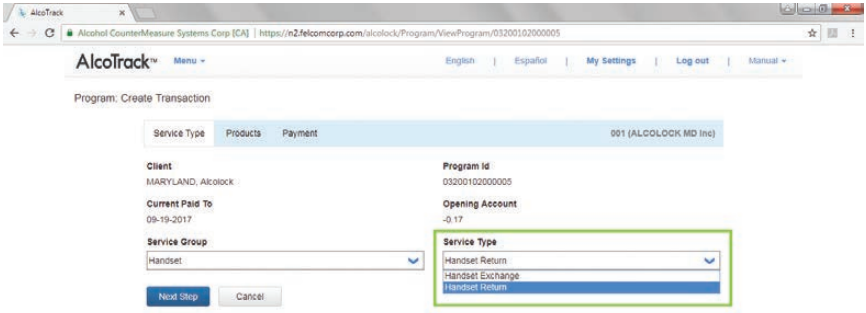
2. Click the Pencil icon to create a new transaction.



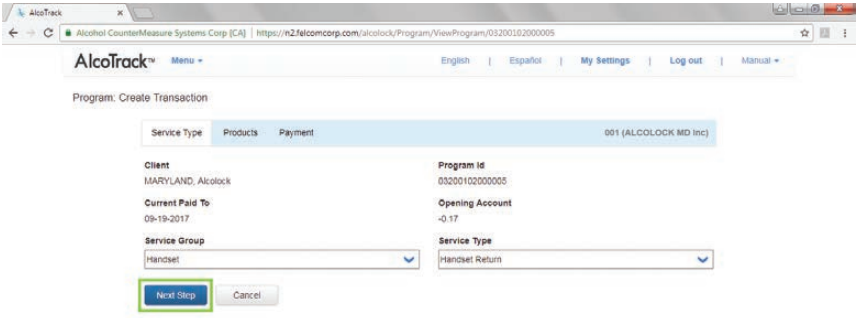
3. In the *Service Group* field, select Handset from the drop-down menu.



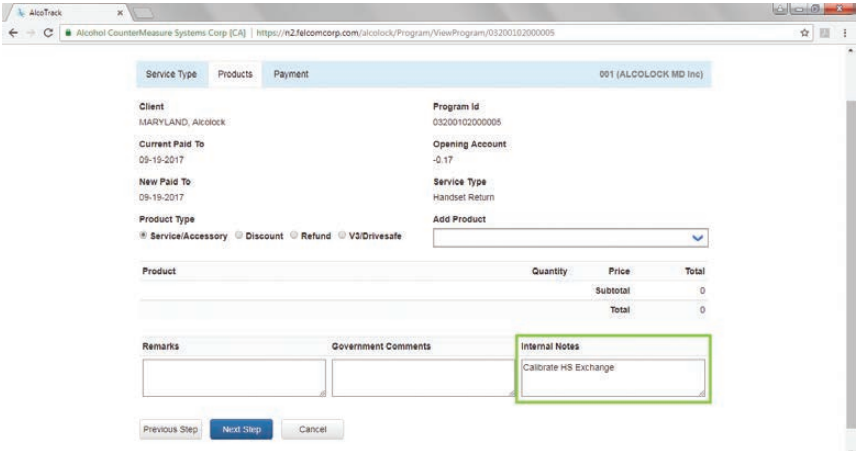
4. In the *Service Type* field, select Handset Return from the drop-down menu.



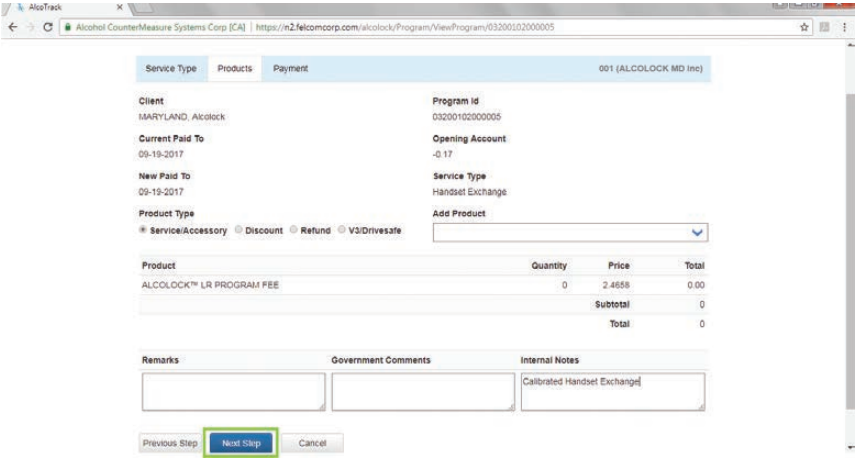
5. Select Next Step.



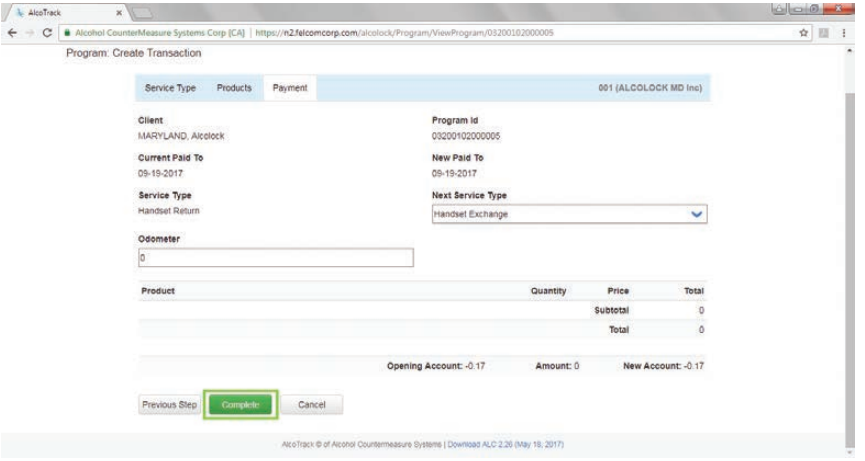
6. In the *Internal Notes* field, enter “Calibrated HS Exchange”.



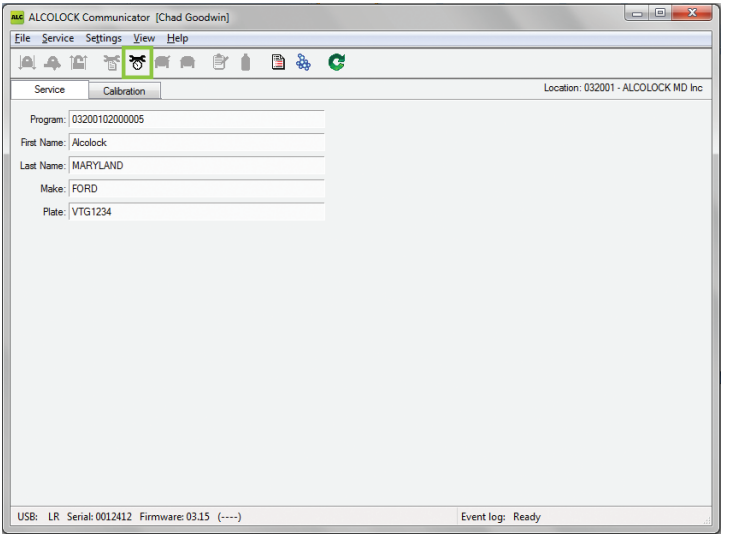
7. Select Next Step.



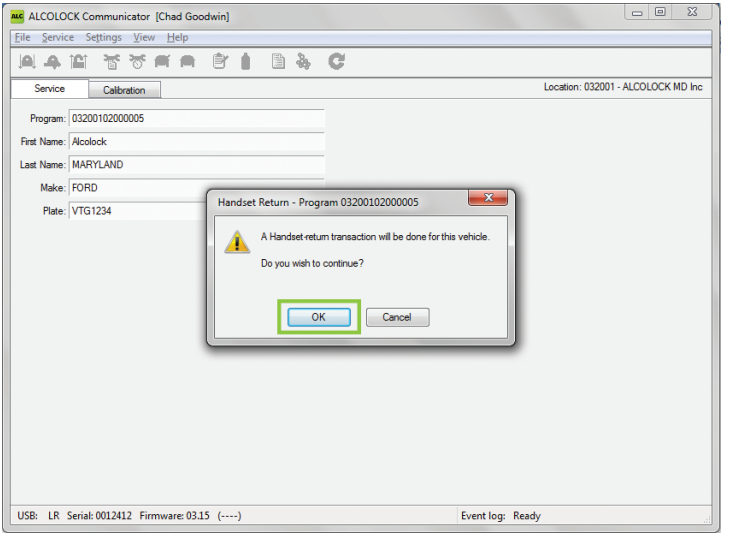
8. Select Complete.



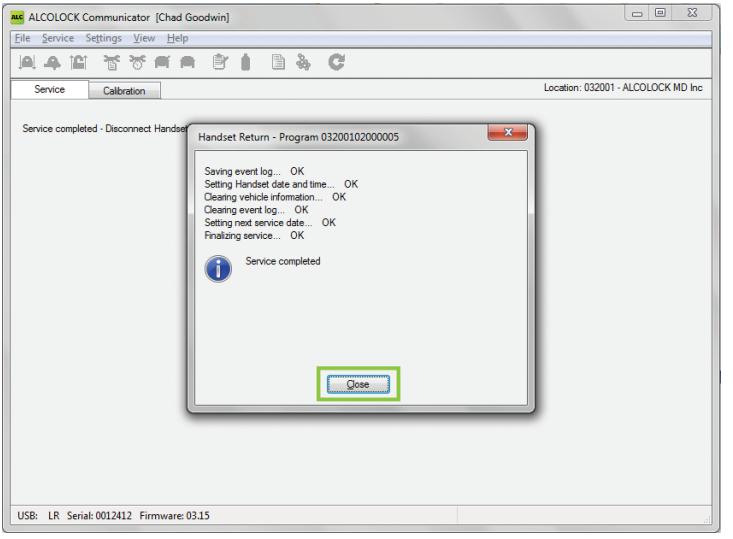
9. Plug in the handset. In ALC, once the client information appears, select the Handset Return icon.



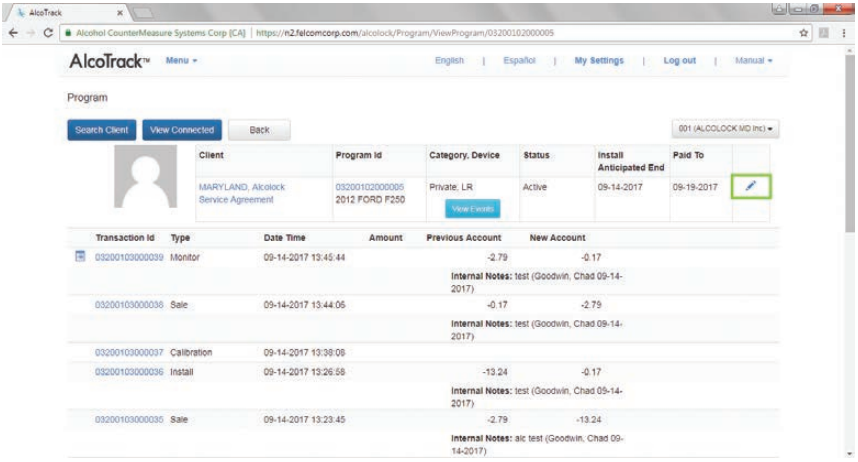
10. A pop up will appear asking “Do you wish to Continue?”. Select OK.



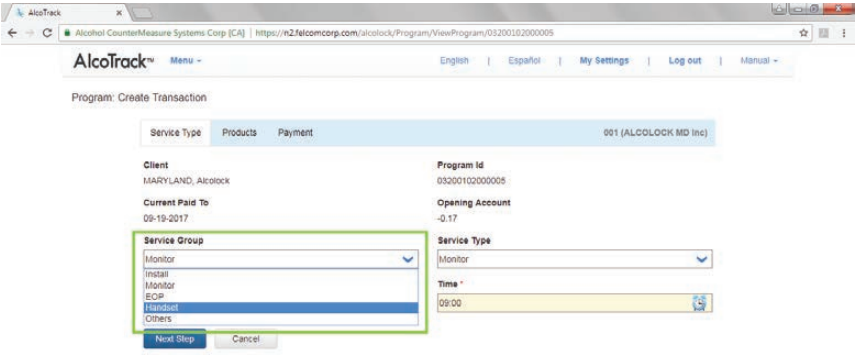
11. Once the handset beeps twice, click Close. Disconnect the handset.



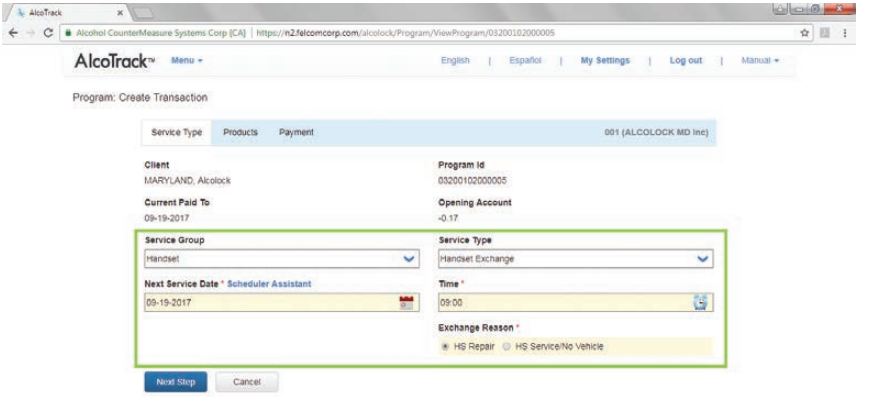
12. Connect the new handset to the download station. In ALCOTRACK, click the Pencil icon to create a new transaction.



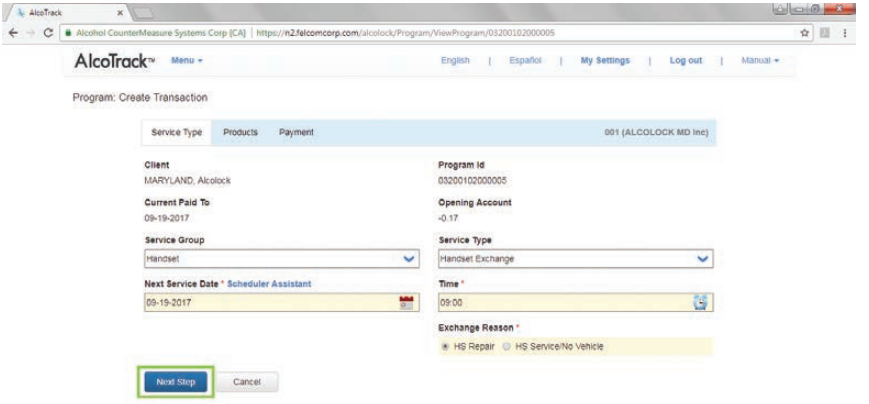
13. In the *Service Group* field, select Handset from the drop-down menu.



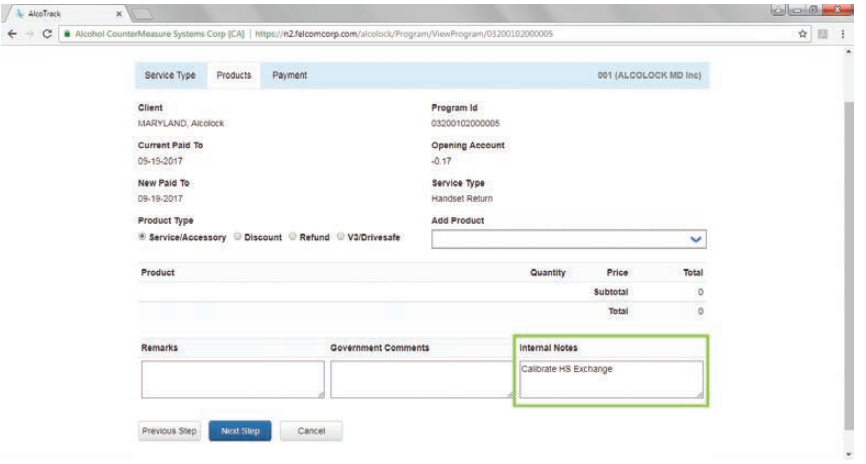
14. In the Service Type field, select Handset Exchange from the drop-down menu. Ensure that the *Next Service Date* and *Time fields* are correct. In the *Exchange Reason* field, select “HS Repair”.



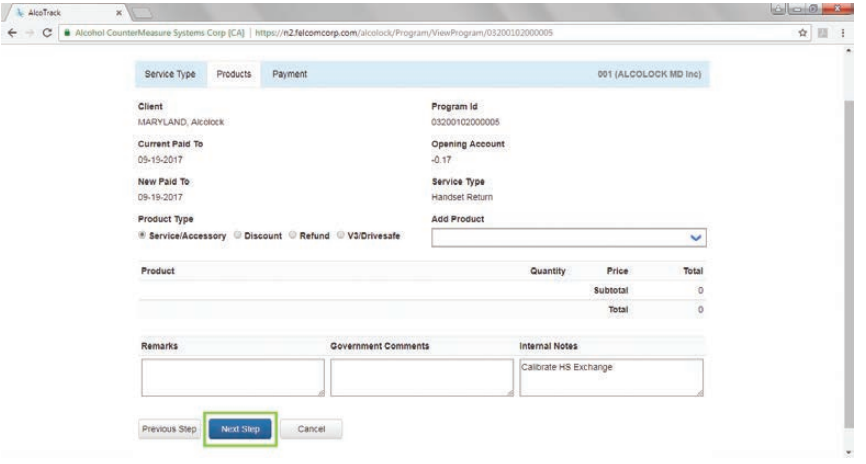
15. Select Next Step.



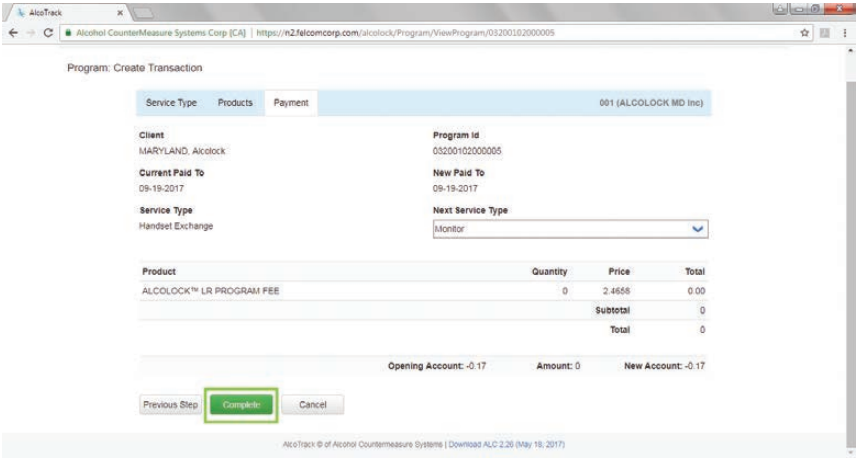
16. In the *Internal Notes* field, enter “Calibrated Handset Exchange”.



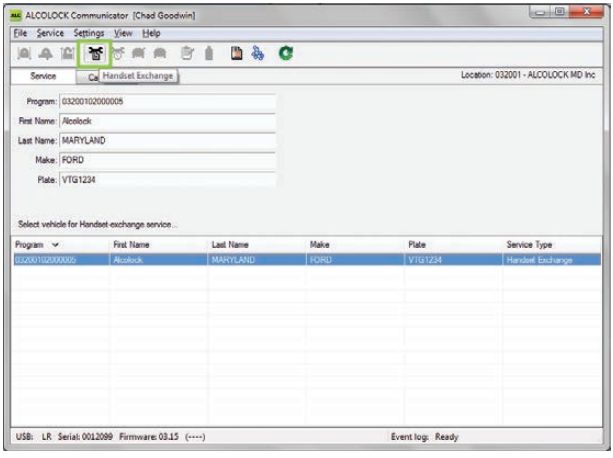
17. Select Next Step.



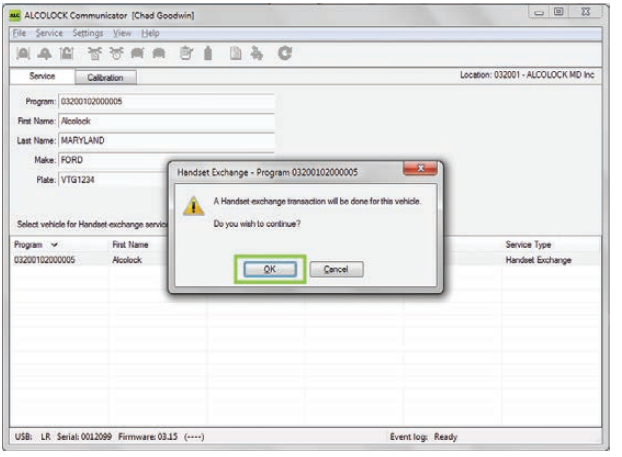
18. Select Complete.



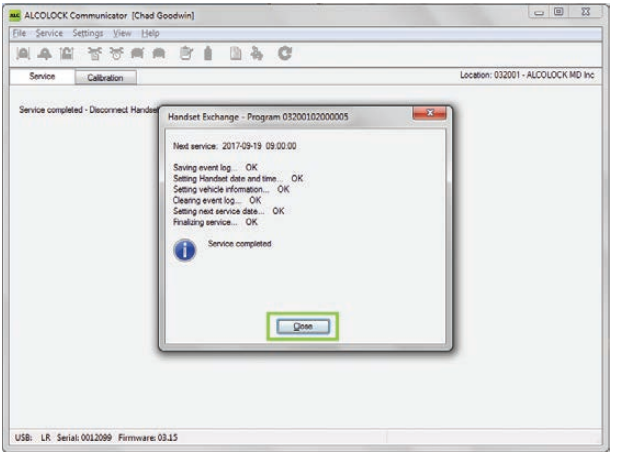
19. Plug in the handset. In ALC, confirm that the correct client information is highlighted, and select the Handset Exchange icon.



20. A pop up will appear asking “Do you wish to Continue?”. Select OK.



21. Once the handset beeps twice, click Close. Disconnect the handset.



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