

Frequently Ask Questions

Tru-Test Data Link for Android App

ABOUT

What is Tru-Test Data Link?

Tru-Test Data Link is a free application for Android that enables you to use your Smartphone to easily download data stored on your Tru-Test *Bluetooth*[®] enabled EID readers or weigh scales.

What can I do with the Tru-Test Data Link app?

The Tru-Test Data Link enables easy data transfer from the yard. It is designed to download session files from Tru-Test devices to either upload directly to national traceability databases or email to your office.

The app has different capabilities depending on your regional setting:

- New Zealand – supports both direct upload to the National Animal Identification Traceability (NAIT) database and email capability
- Australia - supports both direct upload to the National Livestock Identification System (NLIS) and email capability
- Rest of the world – supports email capability.

Note that you will need to set your region when you first start the app.

How does Tru-Test Data Link app benefit me?

Tru-Test Data Link saves you time by removing the need to take your Tru-Test device to the office to download session files.

I'm not complying with any national animal identification and traceability scheme, can I still benefit from using the Tru-Test Data Link app?

Yes. The app is also really useful to transfer data back to your office, for record keeping or to pass on to a third party.

The sessions can be emailed in the CSV format as stored on the Tru-Test device.

Do I need the internet to use the Tru-Test Data Link app?

Yes, you will need internet (3G or Wi-Fi coverage) to use the app. However if you're not in 3G or Wi-Fi coverage, your transaction will happen automatically the next time you are, no need to check.

How far from my Tru-Test device can I be with my Android phone?

All Android phones have a *Bluetooth* range of up to 10 m (30 ft). We recommend that you are within the 5 m (15 ft) to connect to your Tru-Test device over *Bluetooth*.

INSTALLATION

Where can I get the app from?

The app is available to install from Google Play.

Go to <http://qr.tru-test.com/datalink> or scan the QR code below



How do I install the Tru-Test Data Link app?

Just tap “install” once it is downloaded from the Google Play store. It only takes a few seconds and the Android installer will step you through it.

Do I need to pay for Tru-Test Data Link app?

No, the app is FREE. We have designed this to provide greater flexibility in accessing and transferring data and to help our users get the most from their Tru-Test *Bluetooth*® enabled EID readers and weigh scales.

Will the Tru-Test Data Link app work on my phone?

If your phone is an Android phone running Android version 2.2 (Froyo) or later, it should work. Although we have successfully tested the Tru-Test Data Link app with a large number of handsets, there are manufacturer’s variances on some handsets, so we unfortunately cannot guarantee that it will work on every version of every phone.

What Tru-Test devices is the app compatible with?

The app is compatible with the XRS EID stick reader, and the XR3000 *Bluetooth*, ID3000 *Bluetooth* and EziWeigh7 weigh scales. It is also compatible with any Tru-Test weigh scale using a Tru-Test *Bluetooth* Dongle.

Do I need to do anything to my phone for the Tru-Test Data Link app to work?

You will need to do the following:

- Understand how to download apps to your phone. Click on the link - <http://support.google.com/googleplay/?hl=en> - for Google Play's Help Section.
- Set your region when you first start the app
- Make sure that you have your email set up on your phone and know how to access it on an Android phone. This information is usually contained in your phone's manual/setting menu, or contact your phone provider for help if required.

Do I need to set up my Tru-Test weigh scale or EID reader to use the app?

The XRS EID Stick Reader needs to be set to manual *Bluetooth*® which is easily done using the menu on the XRS or refer to the user manual for instructions. For all other Tru-Test devices, no setting changes are required to work with the app.

Do I need to set the Tru-Test Data Link app up to interact with NAIT/NLIS?*

The first time you use the app to upload to NAIT or NLIS you will be asked for your profile information. These will be saved for subsequent use.

You will need to enter the identification number of the person or company you are trading with. The app will remember all the login details you have entered before.

TROUBLE SHOOTING

How do I connect my phone to my Tru-Test device to use the app?

You need to connect your phone to your device using *Bluetooth*. Refer to the instructions for your phone for more detail on turning *Bluetooth* on or off.

Ensure your EID reader / weigh scale is in *Bluetooth* manual mode so the app can discover it and you are no more than 5 m (15 ft) away.

How do I know if my upload to NAIT/NLIS database is successful?*

The app will display feedback from NAIT or NLIS on the status of the transaction. If successful it will display a green thumb next to each record. The time to receive feedback can vary depending on the network connection and the loading on the NAIT/NLIS database.

What do I do if NAIT/NLIS rejects some of my animals?*

The NAIT/NLIS database can reject or give an error for some animals. The Tru-Test Data Link app will make you aware of this in the alerts page and allow you to email the affected session so it can be dealt with offline or in the office on a PC.



ADDITIONAL SUPPORT

What do I do if I need help with the Tru-Test Data Link app?

Contact your local Tru-Test Representative or your local rural store.