Faulty Item Exchange (FIX) Lockers

Optional Feature for Traka Lockers with TrakaWEB

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Faulty Item Exchange (FIX) mode allows valid users to deposit a faulty device into an empty locker compartment and then to obtain a like-for-like spare device. FIX incorporates fault logging so that details of the fault are managed through TrakaWEB.

Traka's "Faulty Item Exchange" mode (FIX) is a very powerful cost option that allows the end user to deposit faulty devices such as radios and weapons into a locker compartment, and obtain a replacement device from the Traka locker system. A FIX system is most useful for organisations where a large number of devices are permanently allocated to specific individuals, and the organisation needs an efficient process to manage any faults that may occur with the devices.

FIX allows users to deposit a faulty device, to record the nature of the fault, and to obtain a working device so they can continue doing their job.

Managers/Supervisors are then able to rectify the faulty items. Optionally, FIX can also allow the user to retrieve their original device once it has been repaired.

Depositing a faulty device

When a user wishes to return a faulty device, they must select a fault category and they will be offered a compartment to return the device. Once the device is returned and the compartment door is closed, a replacement unit in another compartment will be issued to the user.
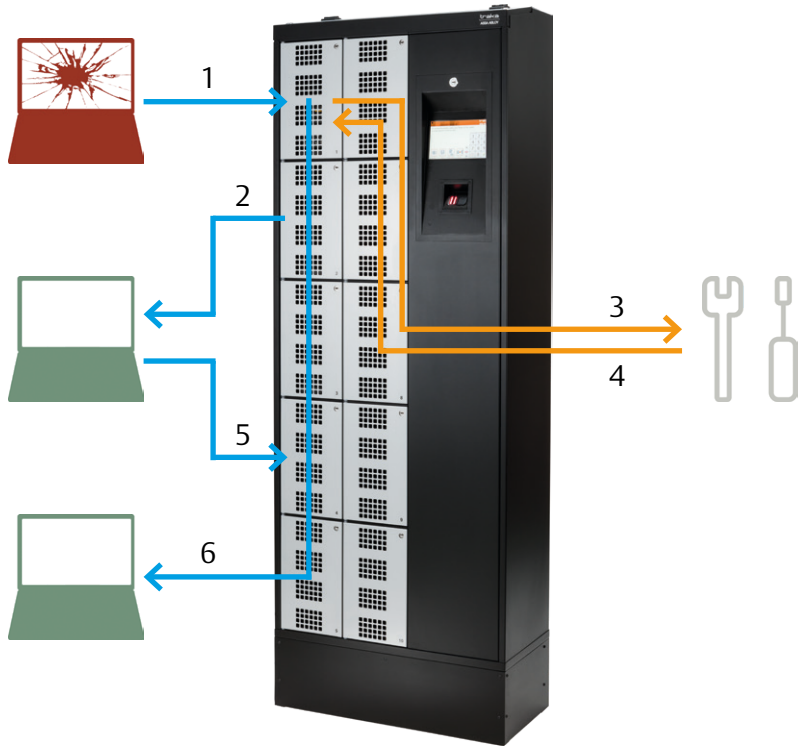
Repairing the device

The system administrator receives a notification that a device has been logged as faulty. After repairing the device, the system administrator will remove the fault status, making the device available for future use. If the asset cannot be repaired, then a new device should be purchased and placed in the locker system.

Optional: returning the repaired device to its original "owner"

If this option is configured, the system will notify the original user that their device is repaired and available for collection. The users will identify themselves at the locker, return the device they were using temporarily, and retrieve their original device, now fully repaired. If this option is not used, the repaired device becomes part of a pool of spare devices for future use by other users.

Available on Traka Touch RFID Locker Systems with TrakaWEB Pro or Pro Plus. Not available on non-RFID or standalone Traka Touch locker systems.

1. A FIX locker system enables a user to deposit a faulty asset in the locker, categorising the fault on the Touch screen, and ….

2. Obtain a fully working asset in exchange so the user can return to their work in the shortest possible time.

3. An administrator is alerted to remove and repair the faulty device, then…

4. Return it to the locker system ready for future use (or if it is beyond repair, supply a new item instead).

The system can be configured so that the user will keep the device they've just obtained from the FIX locker. The repaired item becomes available for some future user.

5. Optionally, the system can be configured so that, once their own device has been repaired, they can return the loan device and…

6. Retrieve their original device, now fully working.

Capabilities & constraints

FIX is an optional operating mode for any Traka Touch locker with RFID-based asset detection, operating in conjunction with the TrakaWEB locker management software

- FIX functionality can be used with various types and sizes of Traka locker systems, and many different types of managed assets, including radios, laptops, tablets, retail PDAs & scanners, and weapons.

- Can be configured with fully automated self-service of the replacement asset, or administrator managed allocation of an appropriate, available asset.

- Can be used with PIN, reader or biometric (finger-reader) user identification.

- All assets managed/issued by a FIX Locker must be the same Item Type (1 Item Type per Touch locker system).

- Requires connection to TrakaWEB (Must be a Pro or Pro Plus licence). TrakaWEB can manage other Traka lockers & cabinets, in addition to one or more FIX lockers.

- FIX includes a tailored version of Fault Logging (which does not need to be purchased separately). When a faulty item has been repaired and returned to the locker system, the fault status must be cleared within the TrakaWEB software (not at the Touch screen on the locker system).

- Any FIX locker system will normally need just one empty compartment. Whenever a faulty item is placed in the locker (for repair), a working item is removed by the user. Whenever an administrator removes a faulty item, it is repaired and returned, or replaced by a new item.

- All assets that might need to be used within the FIX locker system must be fitted with an RFID tag (so that the system can detect them) and must be set up within TrakaWEB, prior to being used within the exchange process.

- Part Number GP-2-0289 "Enable FIX"

> Cannot be used with any other Traka Touch or Web optional features/functionality.

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