



Pete Trap - DPFTS

F A Q

Frequently Asked Questions

1. *My username and password won't work on my device – what do I do?*
2. *I cannot proceed to Customer, Vehicle & Filter Information page.*
3. *I cannot proceed to Step 1-A from Customer, Vehicle & Filter Information page.*
4. *Part Number I pick does not have Pin Gauge Measurement?*
5. *At the end of Step 2, I cannot proceed to Step 3?*
6. *How do I pull up pending Work Orders?*
7. *What order are the Pending Work Orders listed?*
8. *I cannot find my Work Order. Where do I look for it?*
9. *Should I update to the newest Apple IOS software version on my iPad?*
10. *How do I send an email?*
11. *How do I create a new Work Order?*
12. *TrapTracker will not allow me to proceed to Step 3 when a Red Tag condition is encountered.*
13. *What does the End Process option do?*
14. *Once I choose the End Process option, will the Work Order still show up under the Pending option?*
15. *Will Deleted Work Orders show up when I Search for ALL Work Orders?*
16. *What does Pending mean?*
17. *Should I choose the End Process option for every Red Tagged filter I inspect?*
18. *Will my device need to connect to iTunes?*
19. *Will deleted Work Orders reload when I update Versions?*
20. *What Work Orders will show when Search All is chosen?*
21. *How do I print my completed worksheet to my wireless printer?*
22. *How do I attach my digital completed worksheet to email?*
23. *How do I download or update DPFTS?*



Pete Trap - DPFTS

F A Q

1. My username and password won't work on my device – what do I do?

Send an email to support@DPFTrackingSystem.com with the subject PASSWORD HELP, USERNAME HELP or GENERAL HELP identifying your name and your company name. Include any other comments that explain the issue.

2. I cannot proceed to Customer & Vehicle Information page.

Press the Start Button to login to DIESEL PARTICULATE FILTER TRACKING SYSTEM. You will be directed to the Customer & Vehicle Information page.

3. I cannot proceed to Step 1-A from Customer & Vehicle Information page.

1. Enter Phone Number.
2. Enter Part Number.
3. (Optional) Enter Pin Gauge Measurement if part number with no measurements is chosen.

4. Part Number I pick does not have Pin Gauge Measurement?

(Pin Gauge Measurement required to proceed)

Take a 1/32 inch pin and locate a clean portion of the DPF on the clean side and measure the length of a clean cell. Input this measurement in the Pin Gauge box.

5. At the end of Step 2, I cannot proceed to Step 3?

1. Check if any Red Tag conditions have been identified in Steps 1-A, 1-B, and 2.
2. TrapTracker will notify the cleaner that Red Tag issue/s have been encountered. Either the customer or the user will determine if they wish to End the Process or Continue depending on the DPF's condition and customers decision. The cleaner can proceed to Phase 3 by picking Continue. End Process will close out the Work Order.

6. How do I pull up pending Work Orders?

1. Press the PENDING option on the lower right hand corner.
2. Choose the Work Order you wish to proceed working on.
3. The order in which the Data is displayed is Work Order Number, Customer Name, Part Number, Serial Number, Status, and Time Stamp.

7. What order are the Pending Work Orders listed?

Pending Work Orders will list from most recent entered to oldest entered. For Example, two Work Orders are at a location, where one arrived at 9:15 am and the other at 9:30 am on the same day. The Work Order arriving at 9:30 am would be on the top of the list.

8. I cannot find my Work Order. Where do I look for it?

1. Press the PENDING option on the lower right hand corner.
2. Search for your Work Order.
3. Press the Search button at the top of the page.
4. Choose Search All Work Orders.
5. If your Work Order isn't in either location, then your Work Order is not on the database.



Pete Trap - DPFTS

F A Q

9. Should I update to the newest Apple IOS software version on my iPad?

Yes. You can update to the latest version of Apple IOS software.

10. How do I send an email?

1. Press Email.
2. Preset messages are available depending on filters condition. Press Send or customize your own message.

(NOTE: If no email address is entered, an email cannot be sent).

11. How do I create a new Work Order?

1. Press New in the upper left hand corner.
2. (Optional) Enter as much Customer information as possible.
3. Choose or Enter part number and a pin gauge if one isn't auto filled.
4. A time stamped Work Order will be created.

12. TrapTracker will not allow me to proceed to Step 3 when a Red Tag condition is encountered.

1. Choose Continue.
2. Press Step 3.

13. What does the End Process option do?

Pressing the End Process option will close Work Order shown.

14. Once I choose the End Process option and close out a Work Order, will the Work Order still show up under the Pending option?

No, however the closed Work Order will be listed when the ALL option is chosen under the Search function.

15. Will Deleted Work Orders show up when I Search for all DPFTS Work Orders?

No. Deleted Work Orders will be removed from the device. Contact DPFTS for Technical Support for data recovery services to recover deleted Work Orders.

16. What does Pending mean?

DPFTS will store Work Orders that are still in the DPF cleaning process as Pending Work Orders. This could cover DPFs that have been inspected, or Red Tagged, in the Air Clean Process, or in the Bake Process.



Pete Trap - DPFTS

F A Q

17. Should I Terminate every Red Tagged filter I inspect?

It will depend on the type of service center (dealership, independent repair shop, etc.). Before selecting End Process due to a Red Tag condition, make sure you are confident the information is correct and has been documented in DIESEL PARTICULATE FILTER TRACKING SYSTEM. An example of a definite Red Tag condition would be an oil soaked filter that is dripping with oil or a melted/cracked filter where the pin gauge doesn't drop to the bottom of the clean side. However, there are some Red Tag conditions that can be confirmed later by moving forward in the process. For example, visible black holes observed on the clean side in Step 1A can be confirmed as bypass during the Bypass Detection in Step 1-A cracks or melting can also be confirmed by moving to the Bypass Detection. A Red Tag condition should be reported to the end user (owner of the DPF). Ultimately, it is up to the end user as to whether they want to replace a Red Tag DPF.

18. Will my device need to connect to iTunes?

No. However, if you plug your device into iTunes, iTunes' standard backup and sync procedures may automatically begin and we recommend you allow the process to complete each time the iPad is connected to your computer.

19. Will deleted Work Orders reload when I update Versions?

No, they are bypassed and will not reload on the device.

20. What Work Orders will show when Search All is chosen?

All Pending and Closed Work Orders.

21. How do I print my completed worksheet to my wireless printer?

1. Verify you are connected to the wireless network.
2. Click Settings.
3. Verify Wi-Fi is connected to your wireless network name.
4. Select "Print" at the top menu.
5. Ensure your printer is listed under "Select Printer".
6. Select number of copies you wish to print (-/+ buttons).
7. Select "Print" at the top of the Printer Options screen.

22. How do I attach my digital completed worksheet to email?

Enter an email address in the email field on screen. On the Top Menu press/select the EMAIL option. Then select "ATTACH WORKSHEET TO EMAIL". Press SEND to email the system completed worksheet to the email specified.

23. How do I download or update DPFTS?

Download the free TestFlight app from the Apple App store. Provide your email address to support@DPFTrackingSystem.com. Include your NAME, COMPANY NAME and the PURCHASE DATE of the FSX DPF cleaning equipment. Once verified by FSX, you will receive a download link through your email registered with DPFTS. Open the TestFlight app and install the DPFTS, diesel particulate tracking system. Updates will be performed the same way.