

## NozzleTrak Frequently Asked Questions:

### What is needed to start using NozzleTrak?

To use the Emco Wheaton Retail Corp. NozzleTrak system you will need a Windows Live Account.

Here's the link to setup an account if you don't already have one:

<http://explore.live.com/windows-live-get-started>

We suggest you setup the account with your existing email account otherwise you must create a Hotmail account to use for Windows Live.

There are several options for accessing Windows Live Messenger which is used to communicate with our NozzleTrak system.

1. The preferred method is to download the Windows Live Messenger program on your PC:

<http://explore.live.com/windows-live-messenger-get-started?os=other>

Once the program is installed simply add the NozzleTrak contact via email address, the address is [nozzletrak@emcoretail.com](mailto:nozzletrak@emcoretail.com)

New accounts are allowed access within 24 hours; if you require immediate access please call Emco IT direct at 252-243-8274.

2. If you prefer or are not allowed to install Windows Live Messenger you can use the web version of Live Messenger via your browser:

<http://explore.live.com/windows-live-messenger-web-im-using?os=other>

3. You can also use a smartphone to access Live Messenger:

<http://www.windowsliveformobile.com/>

Enter your smartphone number in the "Give it a try" box and it will send you a text message with a link for setup.

### How do I use NozzleTrak?

Double-click on the NozzleTrak contact icon to start a conversation session with the NozzleTrak Service:

#### To Check Warranty Status Only:

Simply type in an Emco Wheaton Retail Corp. serial number and press enter to send it. The service will receive the serial number you typed and check the database for the expiration date. It will then send a message back to you stating "**S/N Expired on DD/MM/YY**" or "**S/N is Under Warranty until DD/MM/YY**". If you type and send a message that is not in our serial number format (1 Letter Followed by 5 Digits) you will receive a message back stating "**Invalid Serial Number or Request**". When checking multiple serial numbers, you should wait for a response from NozzleTrak before sending the next serial number.

#### To Check Warranty Status and Record a Replacement Serial Number:

Type in the serial number for the returned product followed by a period (".") followed by the replacement serial number (ex. **W22222.W33333**). You will receive a return message stating "**W22222 Replaced by W33333**". You will receive various other messages if the returned product serial number has expired or was not found, the replacement serial number must be found and not expired as well.

**To Undo or Void a Replacement:**

Type in the returned serial number followed by an exclamation point (!) followed by the replacement serial number (**ex. W22222!W33333**). The system will void this replacement request from the log. You will receive a return message stating “**Voided Replacement of W22222 by W33333**”.

**NozzleTrak Frequently Asked Questions (continued)****Help**

To receive a few short messages on how to use NozzleTrak, type and send the message **Help**.

**Are my messages being logged?**

All messages are logged. You may be blocked from using the service if you send inappropriate messages or try to abuse the service.

**Why is the response time slow sometimes?**

The average response time is usually 1-5 seconds. Your response time may be slower if you are trying to access other sites on the Internet during the conversation session. Stop any browsing, downloads or media streams (i.e. Internet radio stations) while you are using the NozzleTrak Service. Heavy Internet traffic can also slow down the response time. You may also notice that the first inquiry takes longer than subsequent ones. This is because MSN has to set up a connection to its switchboard server when you start a new conversation. Leaving the conversation window open could save you a few seconds each time you need to inquire. One other tip is to change the away setting. Click on the Tools Tab of Messenger and then click Options, now click the Preferences Tab. Uncheck the box which states “Show me as “Away” when I’m inactive for 5 minutes”.

**When is NozzleTrak available?**

The NozzleTrak Service is available from 7:00 AM ET to 10:00 PM ET, 7 days a week. We may occasionally have the service down on Saturday or Sunday for routine service and/or upgrades.