

Handy Terminal Stock management Manual Document Documentation EN Blueprint for NKI

R1

Made for: PT NIPPON KONPO INDONESIA

By: TOMAS TECH CO.,LTD.



TOMAS TECH

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Introduction

This manual explains each handy terminal, how to set it up with a PC, how to check the operation, and how to communicate with a PC.

Please read before starting work.

For safe use of this device

To use this device correctly and safely, be sure to observe the following safety precautions when operating this device. TOMAS TECH cannot be held responsible or warranted for any damage caused by using the product in violation of these precautions.

◆How to read the symbols

In this manual, the items to be observed in order to use the device safely are classified as follows.



Danger

If you ignore the information on this label and handle it incorrectly, there is a risk of death or serious injury.



Warning

This indicates the contents that may cause injury if the contents of this display are ignored and the product is handled improperly.



Caution

It indicates that property damage may occur if the product is handled improperly, ignoring the contents of this display.



The symbol represents a "caution" that it should be aware of.



The symbol represents an "instruction" that it must execute.



The symbol represents a "prohibition" that must not be done.




The symbols represent the "information" needed to deepen your understanding of this book.



The symbol represents "prohibited handling" by anyone other than a service person.



The symbol indicates that grounding is required during installation.

Reference  Indicates chapters to refer to and other manual references.

For safe use

◆General caution



Caution

In the unlikely event that this device breaks down, take sufficient safety measures to prevent various damages before use.

Please note that we cannot guarantee the function and performance of products that are used or modified outside the specifications shown in the specifications.

Do not disassemble this device unnecessarily. There is a risk of failure or damage.

Do not allow the device to get wet with water. It may lead to damage to this device.

Please use within the environmental conditions of this device. In addition, even within environmental conditions, equipment may be damaged in an environment where condensation forms due to sudden temperature changes. Do not drop the device or hit it with strong force. Also, if the wiring from this device is likely to be subject to excessive impact, consider how to protect the wiring. It may lead to damage to this device and other devices.

Do not operate the device in a place with flammable or explosive gas or vapor. It is very dangerous to use this device in such an environment.

When using this device in combination with other devices, the functions and performance may not be satisfactory depending on the usage conditions and environment, so please consider carefully before using.

◆For proper use



Caution

When installing this device, turn off the power of the device. Do not short-circuit each wiring or terminal.

When installing this device, be sure to perform protective grounding to prevent electric shock.

Be sure to check that the power supply voltage of the device matches the voltage of the power supply before turning on the device.

Only our customer service or equivalent handlers should install this equipment.

To supply power to this device, connect it via a protection circuit such as a switchboard breaker or an earth leakage breaker.

Since this device is an electronic device, when installing various devices, investigate the installation environment (primary power supply system noise, drive device system noise, electrostatic discharge noise, etc.) and take countermeasures. It may cause system malfunction or damage to various devices.

Revision History

Date	Version	File name	Details
15/Mar2025	R1	Handy Terminal Stock management Manual Document Documentation EN Blueprint for NKI_R1	First edition

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1. Overview

We propose a stock management system to PT NIPPON KONPO INDONESIA. In the current operation, we aim to improve work efficiency and work accuracy by replacing the work managed by paper and whiteboard with a system. The expected effects of introducing an inventory management system are as follows.

1. Work efficiency and work accuracy can be improved by supporting work at the handy terminal at the time of warehousing and warehousing. In addition, the inventory status can be grasped in real time.
2. By managing the product location, the location can be used effectively. In addition, it is possible to thoroughly implement the FIFO.
3. By managing the ordering points, it is possible to eliminate excess inventory and out of stock.
4. By managing the materials and goods tracking, it is able to trace back to find material lot numbers, suppliers, and processes when found problematic products.

2. Handheld functions

2-1-1. Login screen

The image displays two states of the 'User Login' application. The top state shows the initial login screen with a blue header 'User Login', a 'Username' text box, a 'Password' text box, and a blue 'Login' button. The bottom state shows the screen after a failed login attempt. The 'Username' box contains 'pc1' and the 'Password' box contains '....'. A warning dialog is displayed in the center, featuring a yellow warning icon, the text 'WARNING', and the message 'Invalid username or password'. Below the message is a green 'Ok' button. An on-screen keyboard is visible at the bottom of the screen, and the text 'Version 1.1.1' is in the bottom right corner.

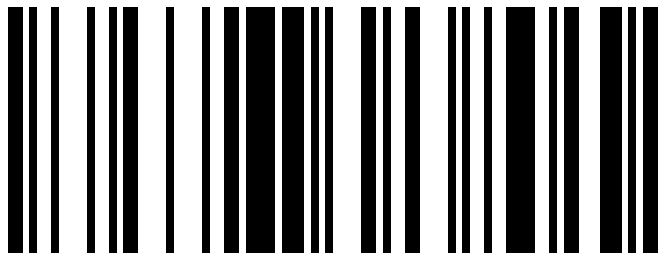
Login Instructions

1. Scan or Click the Username text box.
2. On-screen keyboard will automatic show up.
3. Enter the staff ID or Scan the QRcode or Barcode.
4. Enter the password.
5. Click "Login"



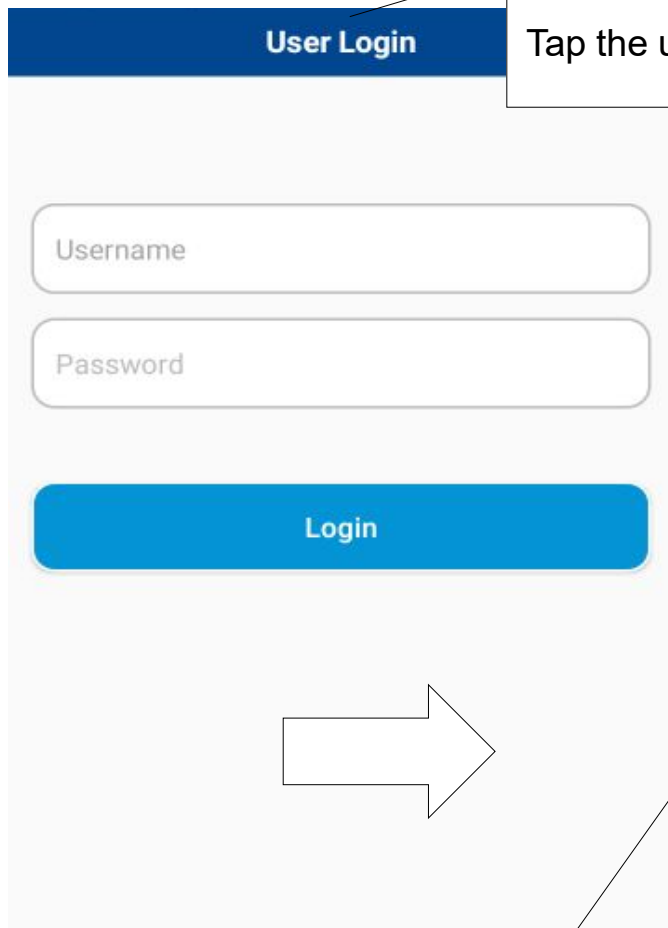
The warning dialog will be shown if login failed.

2.1.2 Example of Staff ID Qrcode or Barcode



2. Handheld functions

2-2-1. Settings mode



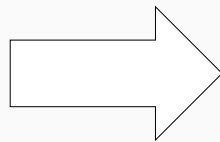
The User Login screen features a dark blue header with the text "User Login" in white. Below the header are two white text input fields with gray placeholder text: "Username" and "Password". At the bottom of the form is a large blue button with the text "Login" in white.

To enter the "Settings" screen.

Tap the upper title "User Login" 7 times.

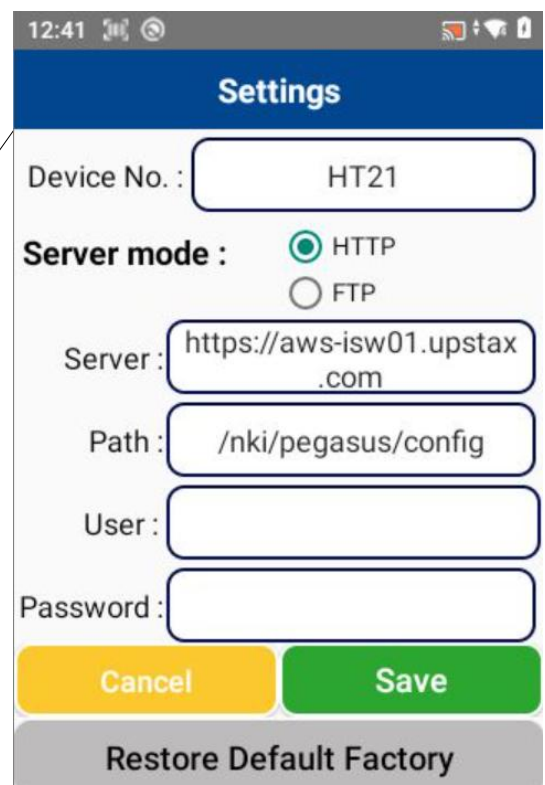


In case of upgrading new version or restore default settings. User need to enter the information in settings screen.



Instructions

1. Enter the information to each text box regarding to below table.
2. Click "Save" to apply the settings and restart the app.
3. Click "Cancel" to cancel any changed.
4. Click "Restore Default Factory" to remove all settings.



The Settings screen has a dark blue header with the text "Settings" in white. Below the header are several settings fields: "Device No.:" with the value "HT21", "Server mode:" with radio buttons for "HTTP" (selected) and "FTP", "Server:" with the value "https://aws-isw01.upstax.com", "Path:" with the value "/nki/pegasus/config", "User:" (empty), and "Password:" (empty). At the bottom are three buttons: a yellow "Cancel" button, a green "Save" button, and a gray "Restore Default Factory" button.

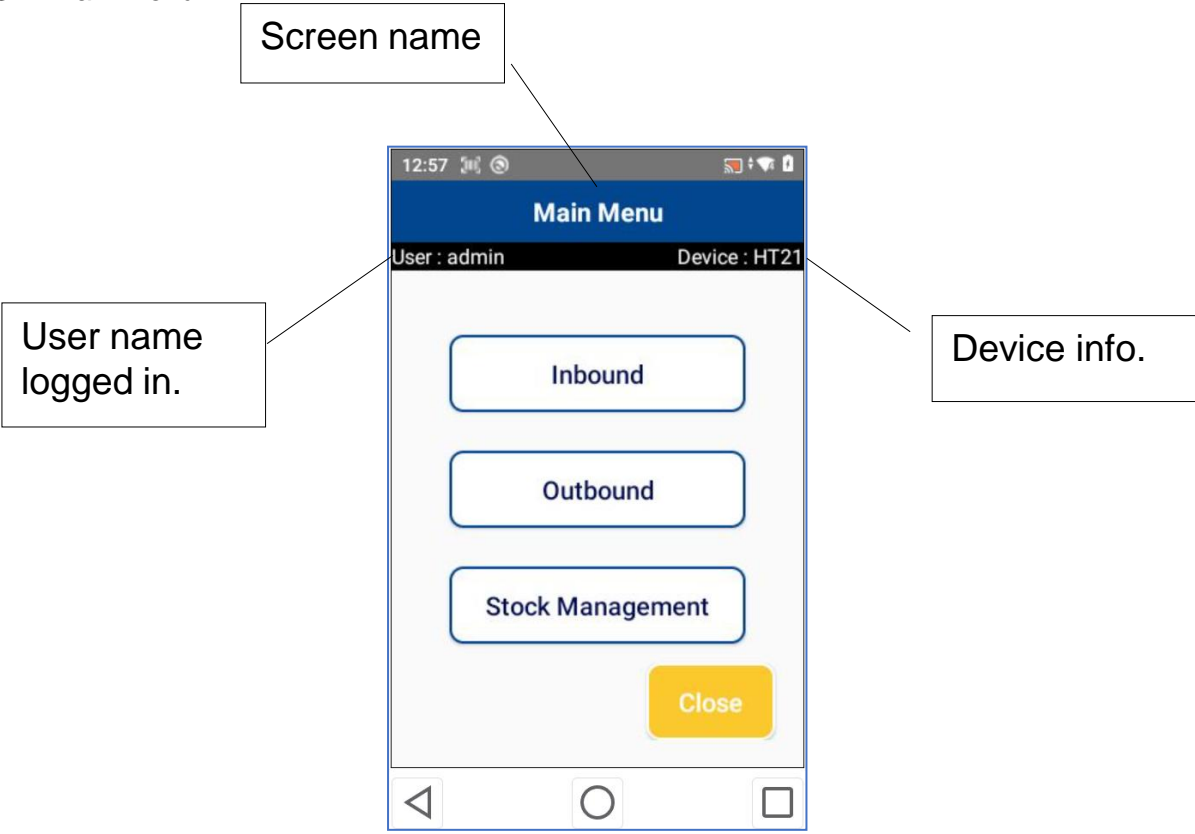
2. Handheld functions

2.2.2 Settings information

No	Item	Description	Example
1.	Device No.	Device name	HT01
2.	Server mode	Communication protocol	HTTP or FTP (HTTP default)
3.	Server	URL link to server instance.	https://aws-isw01.upstax.com
4.	Path	Application web configuration path	/nki/pegasus/config
5	User(optional)	Authenticate user account	
6	Password (optional)	Password for login	

2. Handheld functions

2-3-1. Main menu

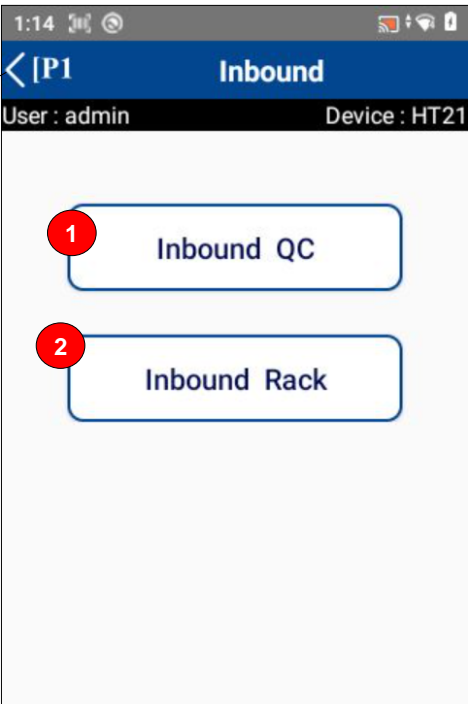


No	Menu	Description
1.	Inbound	Click to enter Inbound section.
2	Outbound	Click to enter Outbound section.
3	Stock Management	Click to Stock management functions.
6.	Close	Close the application.

2. Handheld functions

2-4-1. Inbound menu

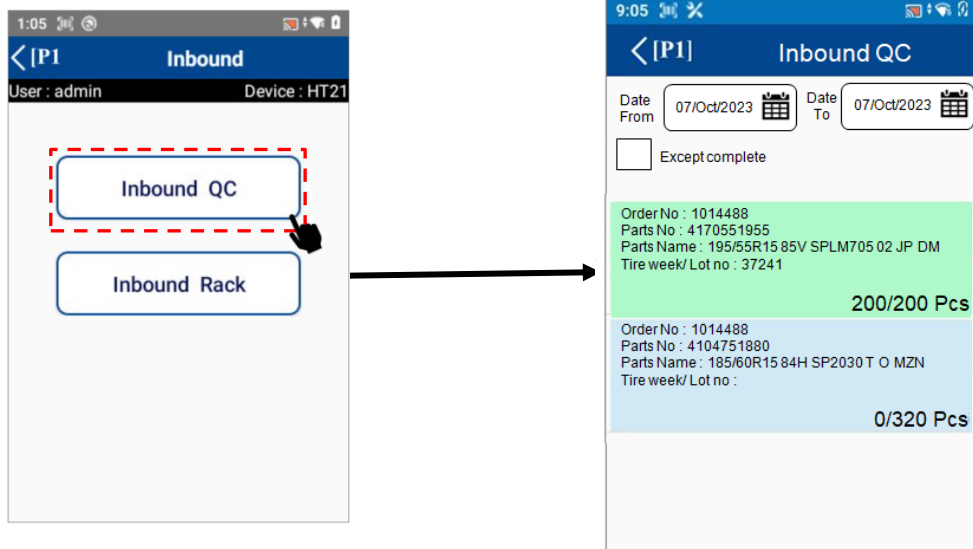
Click “<” to exit to main menu



No	Menu	Description
1	Inbound QC	Click to enter Inbound QC
2	Inbound Rack	Click to enter Inbound Rack

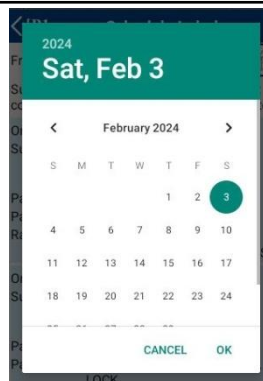
2. Handheld functions

2-4-2. Inbound QC



1. Select the desired information

Date From - To

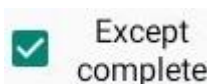
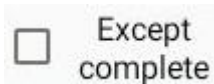


Date from: Default is current date.

Date to: Default is current date.

•Can be changed manually

Except complete:



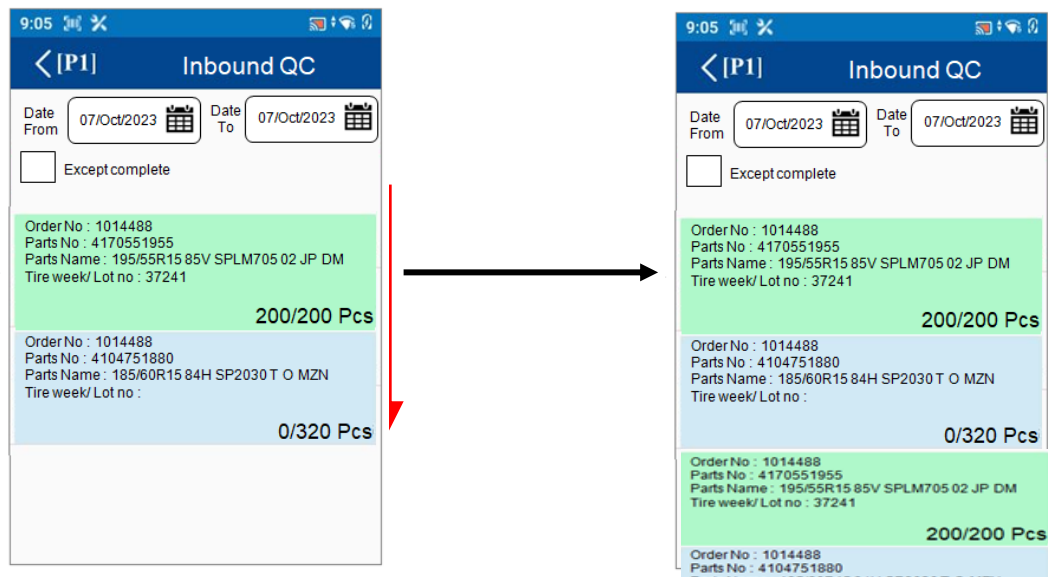
Color	Description
	WORKING
	COMPLETED
	NEW

If checked, the completed status Item list will not be displayed from the Item list.
Default is unchecked.

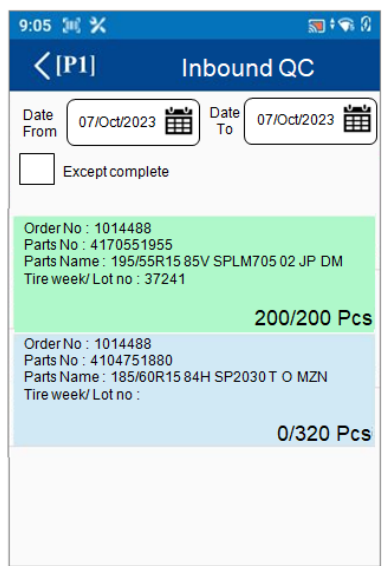
2. Handheld functions

2-4-2. Inbound QC

2. Please pull down the screen to refresh the information.



3. Click an item



Color	Description
WORKING	
COMPLETED	
NEW	

Color status identify

2. Handheld functions

2-4-3. Inbound QC [Inbound QC Detail Screen]

1. Click an item from schedule list.

Left Screen (Schedule List):

9:05 [PI] Inbound QC

Date From: 07/Oct/2023 Date To: 07/Oct/2023

☐ Except complete

Loading INS NO: 1014486
TICKET_NO: 004815863
Parts No: 4170551955
Parts Name: 195/55R15 85V SPLM705 02 JP DM
Tire week/ Lot no: 3724

200/200 Pcs

0/220 Pcs

Right Screen (Detail View):

10:28 [PI] Inbound QC

User: Administrator Device: HT001

Ticket No: 004815863

Actual / Plan : 0 / 320 pcs

No.	Parts no	BC Tire	Qty	Status
1	0000	37241A000	1	OK
2	0000	37241A001	1	OK
3	0001	37241A002	1	OK
4	0001	37241A003	1	OK
5				
6				

Clear[P3] Confirm[P4]

* Can be changed manually

2. Scan Ticket No

9:05 [PI] Inbound QC

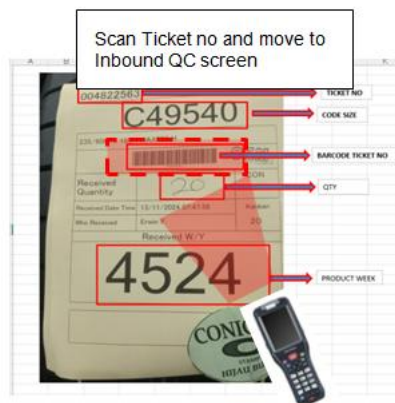
Date From: 07/Oct/2023 Date To: 07/Oct/2023

☐ Except complete

Loading INS NO: 1014486
TICKET_NO: 004815863
Parts No: 4170551955
Parts Name: 195/55R15 85V SPLM705 02 JP DM
Tire week/ Lot no: 3724

200/200 Pcs

0/220 Pcs



10:28 [PI] Inbound QC

User: Administrator Device: HT001

Ticket No: 004815863

Actual / Plan : 0 / 320 pcs

No.	Parts no	BC Tire	Qty	Status
1	0000	37241A000	1	OK
2	0000	37241A001	1	OK
3	0001	37241A002	1	OK
4	0001	37241A003	1	OK
5				
6				

Clear[P3] Confirm[P4]

2. Handheld functions

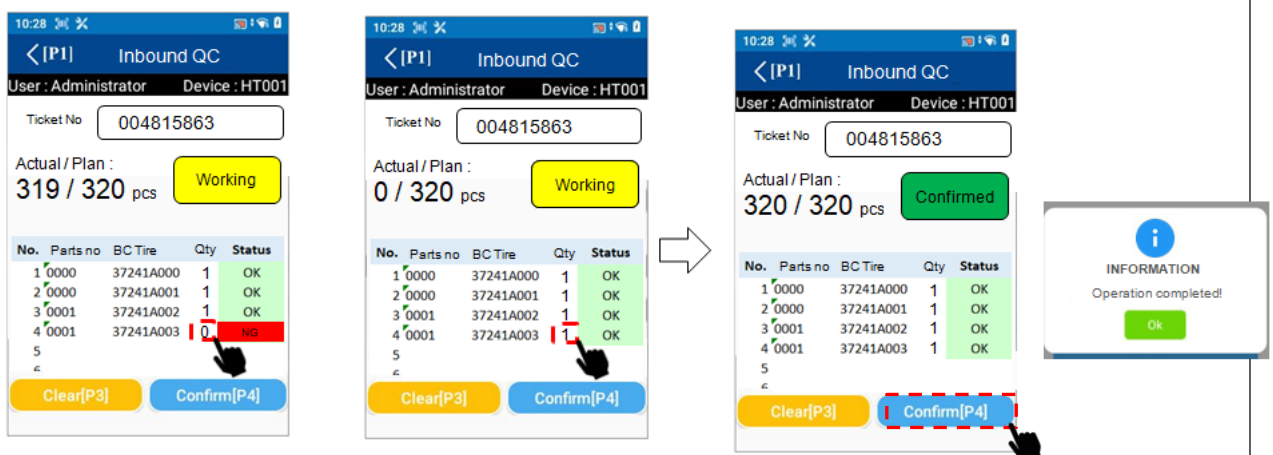
2-4-3. Inbound QC [Inbound QC Detail Screen]

3. When adjusting quantities.

- Click “Qty” when the change Inbound QC Qty.
- Specify the changed quantity.
- Click “OK” Confirm change Inbound QC Qty.

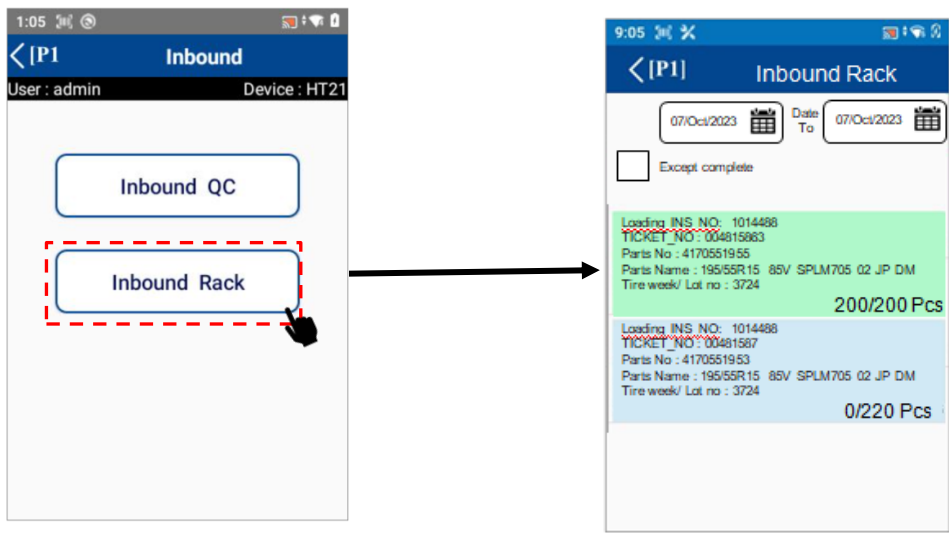


4. If you click to select a completed item



2. Handheld functions

2-4-4 Inbound Rack



1. Select the desired information

Date From - To

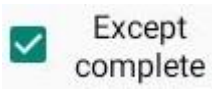
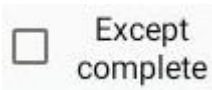


Date from: Default is current date.

Date to: Default is current date.

•Can be changed manually

Except complete:



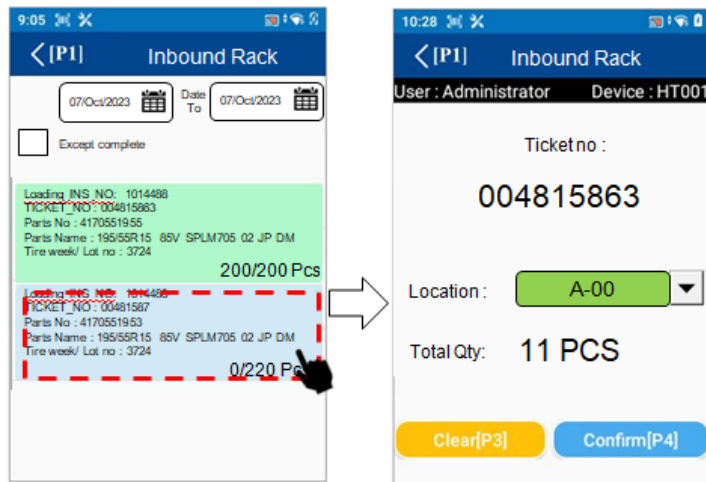
Color	Description
	WORKING
	COMPLETED
	NEW

If checked, the completed status Item list will not be displayed from the Item list.
Default is unchecked.

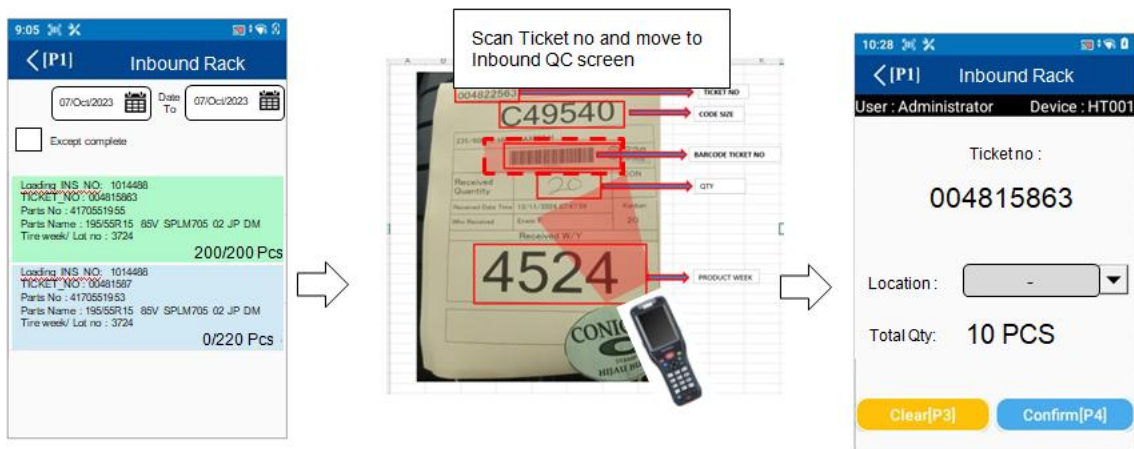
2. Handheld functions

2-4-5. Inbound Rack [Inbound Rack Detail Screen]

1. Click an item from schedule list.



2. Scan Ticket No

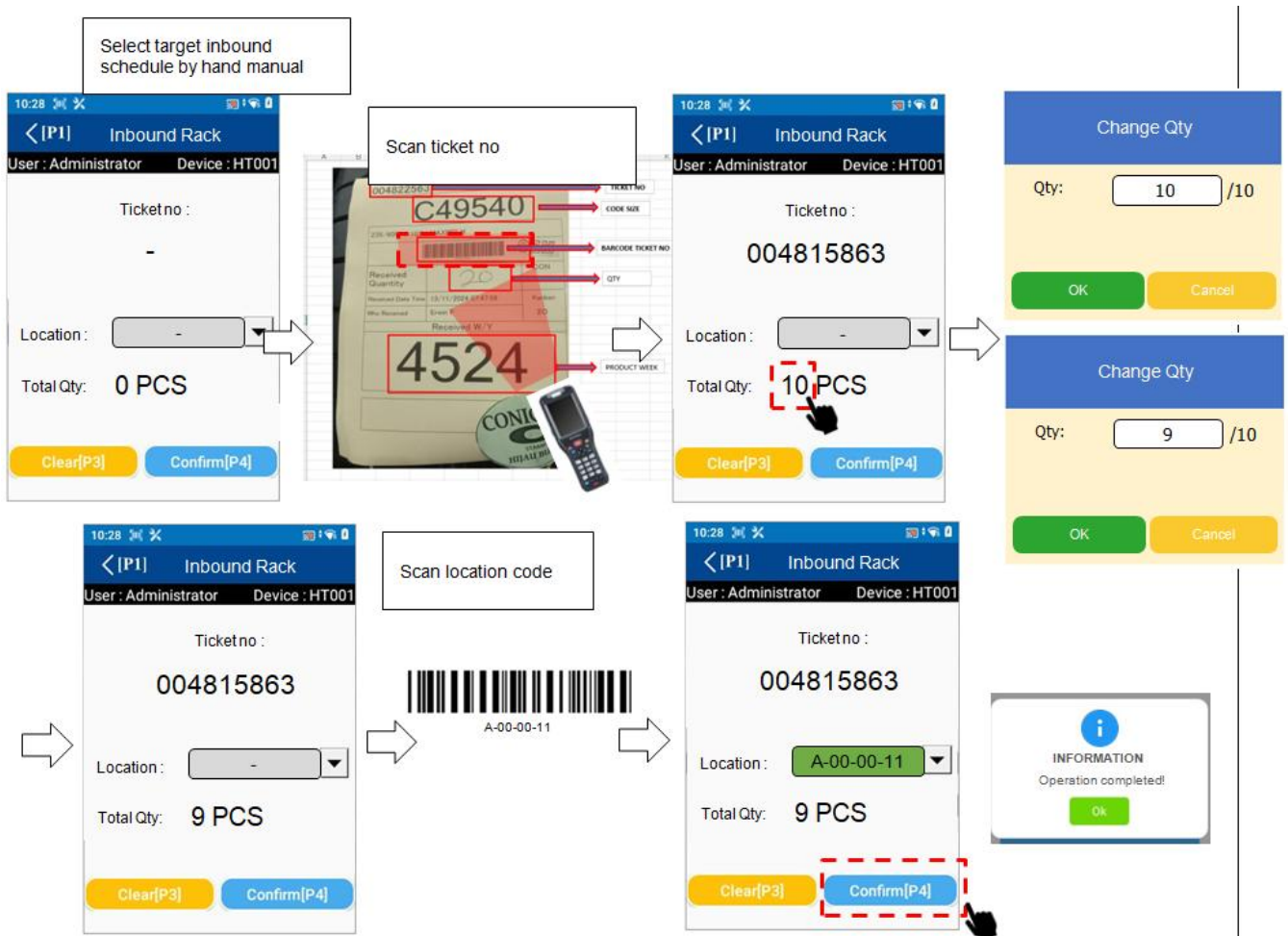


2. Handheld functions

2-4-6. Inbound Rack [Inbound Rack Detail Screen]

3. When adjusting quantities.

- Click “Qty” when the change Inbound Rack Qty.
- Specify the changed quantity.
- Scan barcode location no. Or Manual select location no.
- Click “OK” Confirm change Inbound Rack Qty.

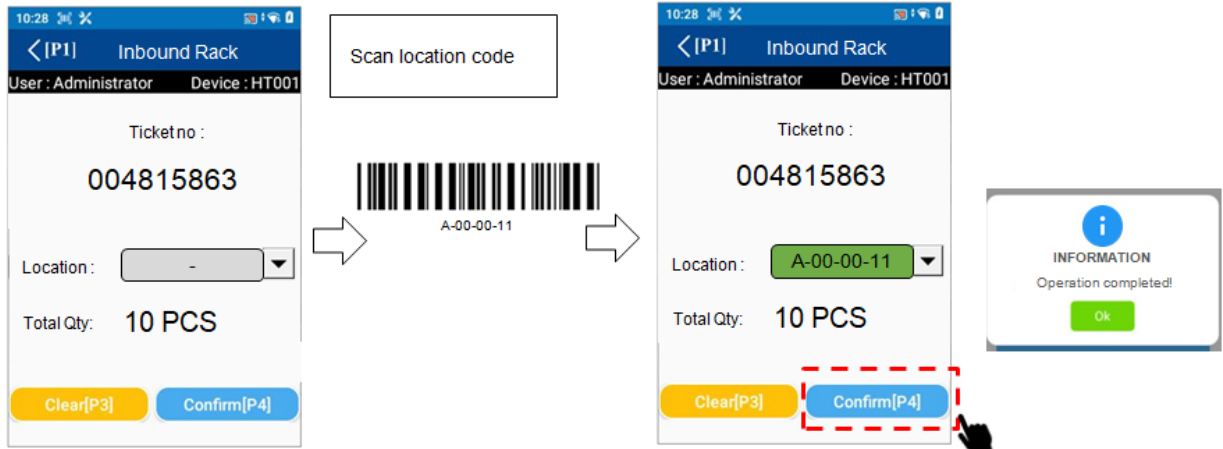


2. Handheld functions

2-4-6. Inbound Rack [Inbound Rack Detail Screen]

4. If you click to select a completed item

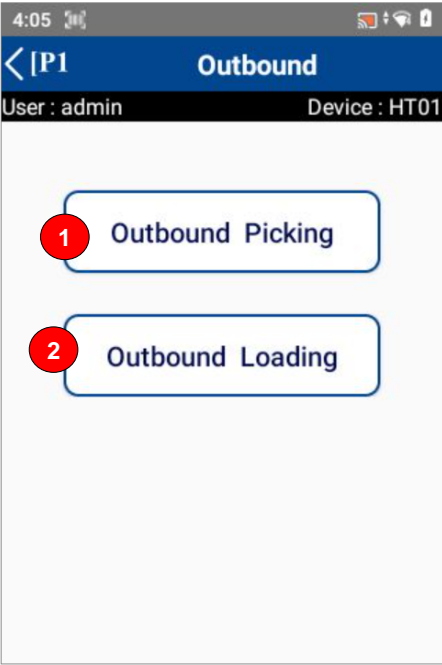
- Scan barcode location no. Or Manual select location no.
- Click “Confirm” Confirm location inbound



2. Handheld functions

2-4-7. Outbound menu

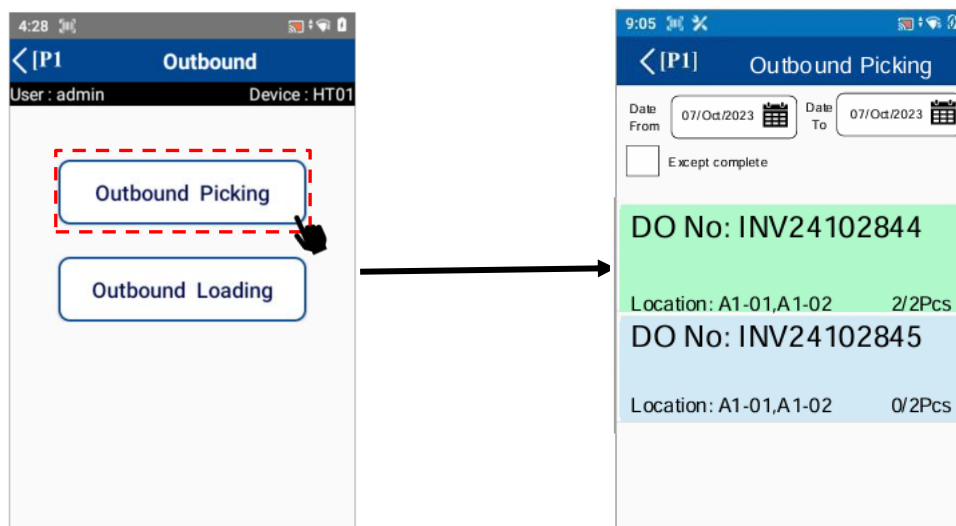
Click “<” to exit to main menu



No	Menu	Description
1	Outbound Picking	Click to enter Outbound Picking
2	Outbound Loading	Click to enter Outbound Loading

2. Handheld functions

2-4-8. Outbound Picking



1. Select the desired information

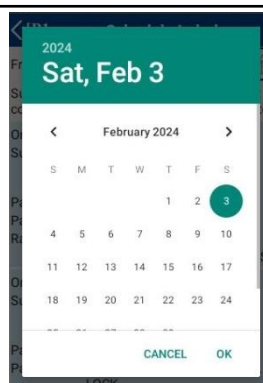
Date From - To



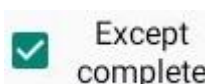
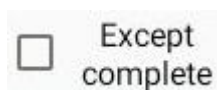
Date from: Default is current date.

Date to: Default is current date.

•Can be changed manually



Except complete:



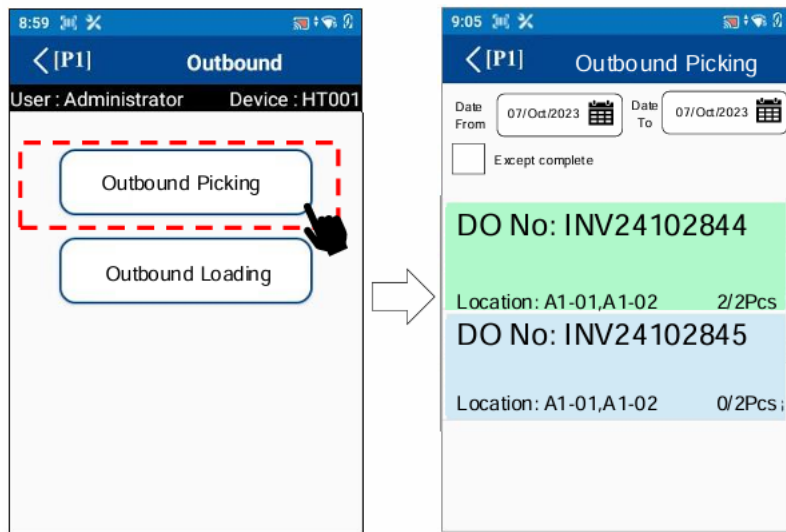
Color	Description
	WORKING
	COMPLETED
	NEW

If checked, the completed status Item list will not be displayed from the Item list.
Default is unchecked.

2. Handheld functions

2-4-9. Outbound Picking [Outbound Picking Detail Screen]

1. Click an item from schedule list.



2. Scan DO Number (Picking List)



No	Topic	Description
1	Stock Qty “OK”	The green bar indicates the stock quantity that is sufficient for the order.
2	Stock Qty “NG”	The red bar indicates the stock quantity that is lower than the order quantity.

2. Handheld functions

2-4-10. Outbound Picking [Outbound Picking Detail Screen]

3. When Outbound Rack Quantities.

- Scan the ticket number following the FIFO system guidelines.

The diagram illustrates the process of scanning a ticket number to update outbound picking quantities. It consists of three main components: an initial screen, a scanning action, and a final updated screen.

Initial Screen (Left): The 'Outbound Picking' screen shows a list of items with columns: No, PartNo, Location, Ticket No, QTY, and Status. The 'DO No' is 0000001. The list contains two items:

No	PartNo	Location	Ticket No	QTY	Status
1	C48430	A03			
	2124			1	
2	C48450	A01			
	2124			2	

The 'Total' is 0/3. Buttons 'Clear [P3]' and 'Confirm [P4]' are at the bottom.

Scanning Action (Middle): A handheld device scans a ticket label. The label contains the following information:

- Ticket No: 004822563
- CODE SIZE: C49540
- BARCODE TICKET NO: [Barcode]
- QTY: 20
- PRODUCT WEEK: 4524

Arrows indicate the mapping of these values to the corresponding fields in the final screen.

Final Screen (Right): The 'Outbound Picking' screen is updated with the scanned ticket numbers and quantities. The 'DO No' remains 0000001. The list now shows:

No	PartNo	Location	Ticket No	QTY	Status
1	C48430	A03	004580913		
	2124			1/1	OK
2	C48450	A01			
	2124			2	

The 'Total' is 1/3. Buttons 'Clear [P3]' and 'Confirm [P4]' are at the bottom.

- Click "Confirm" Save outbound and update stock

The diagram shows the final step of the outbound picking process. It consists of two main components: the updated screen and a confirmation message.

Updated Screen (Left): The 'Outbound Picking' screen is updated with the scanned ticket numbers and quantities. The 'DO No' is 0000001. The list now shows:

No	PartNo	Location	Ticket No	QTY	Status
1	C48430	A03	004580913		
	2124			1/1	OK
2	C48450	A01	004580060		
	2124			2/2	OK

The 'Total' is 3/3. The 'Confirm [P4]' button is highlighted with a red dashed box and a hand icon pointing to it.

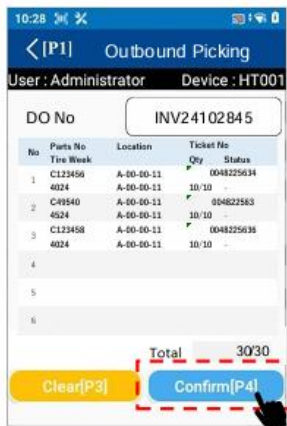
Confirmation Message (Right): An 'INFORMATION' dialog box with the text 'Operation completed' and an 'Ok' button.

2. Handheld functions

2-4-11. Outbound Picking [Outbound Picking Detail Screen]

4. When Outbound Rack Quantities.

- Scan the ticket number following the FIFO system guidelines.

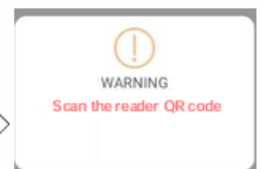
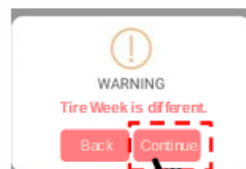
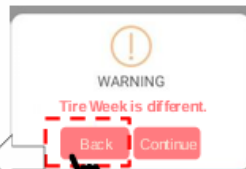


If the Parts No. ~~or Tire Week~~ differs from the Plan, it is not acceptable.

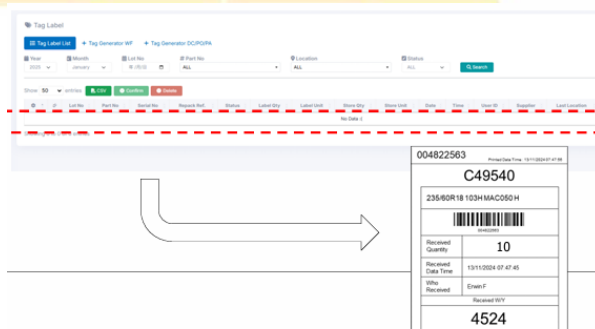
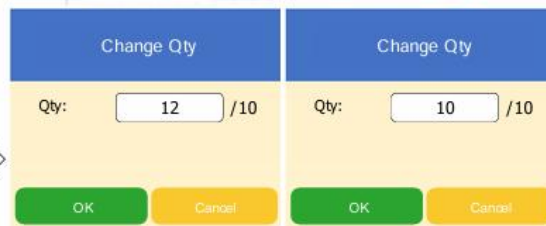
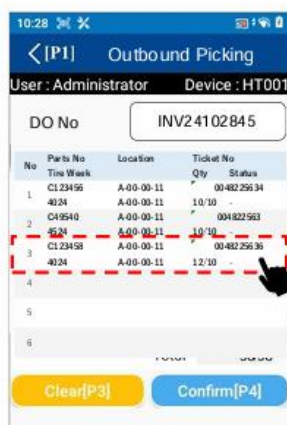


If the Parts No. or Tire Week differs from the Plan, it is not acceptable.

If worker want to pick something with a different product week, scan the administrator QR code. After scanning the administrator QR code, you can pick even if it is not the recommended product week.



Original label is qty 12 pcs
When next scan, Original label must be 2pcs



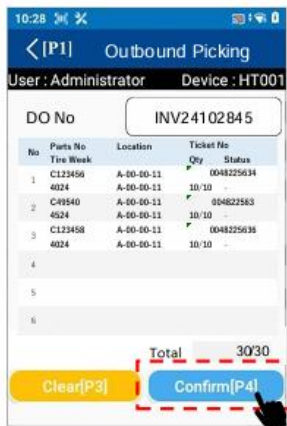
For Outbound label

2. Handheld functions

2-4-11. Outbound Picking [Outbound Picking Detail Screen]

5. When Outbound Rack Quantities.

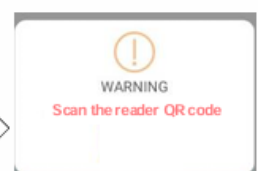
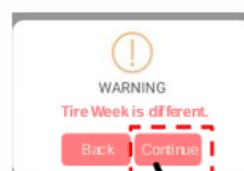
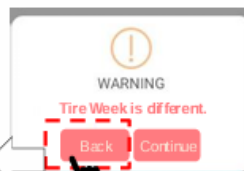
- Scan the ticket number following the FIFO system guidelines.



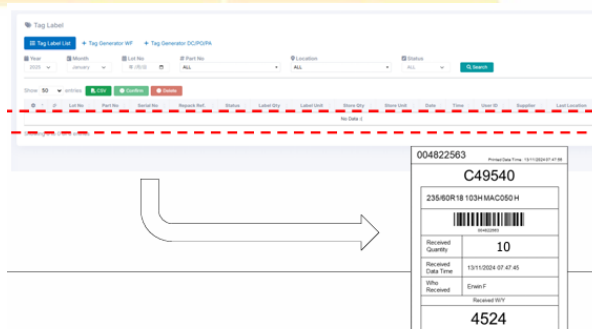
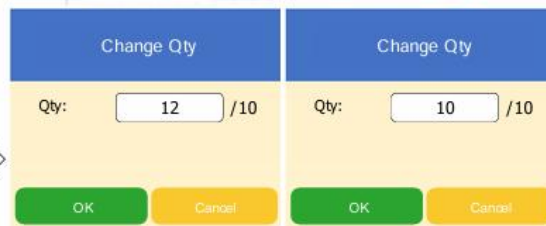
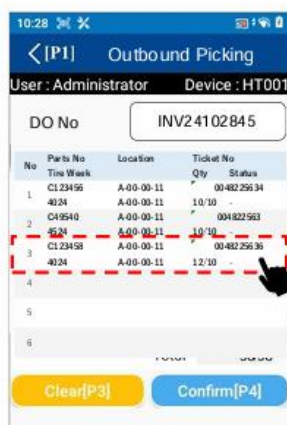
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If the Parts No. or Tire Week differs from the Plan, it is not acceptable.
If worker want to pick something with a different product week, scan the administrator QR code. After scanning the administrator QR code, you can pick even if it is not the recommended product week.



Original label is qty 12 pcs
When next scan, Original label must be 2pcs



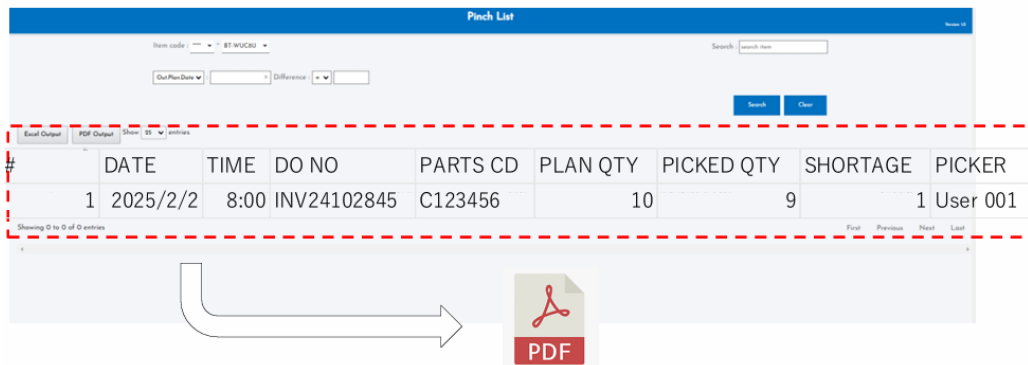
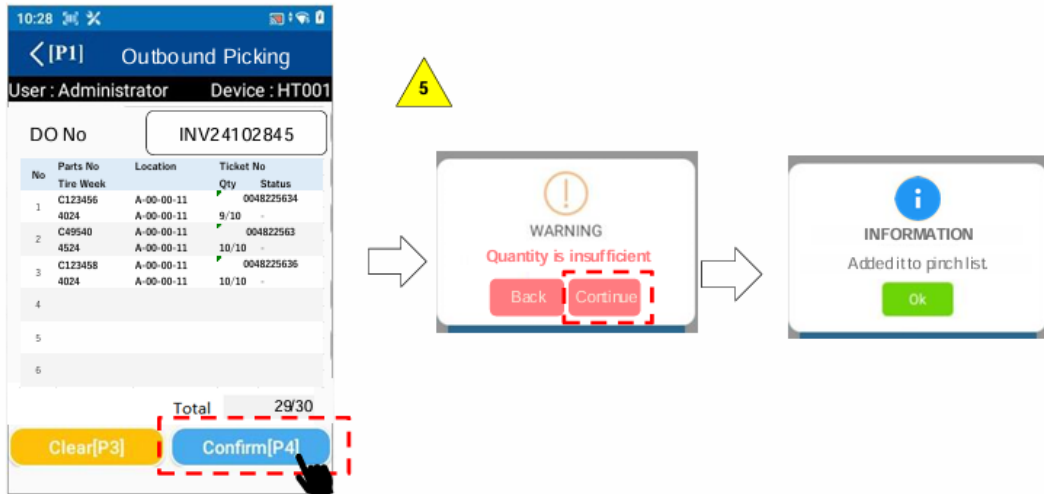
For Outbound label

2. Handheld functions

2-4-12. Outbound Picking [Outbound Picking Detail Screen]

6. When Outbound Rack Quantities.

- Quantity is insufficient, Added it to pinch list.



The information on the number of missing items will be updated in the pinch list.

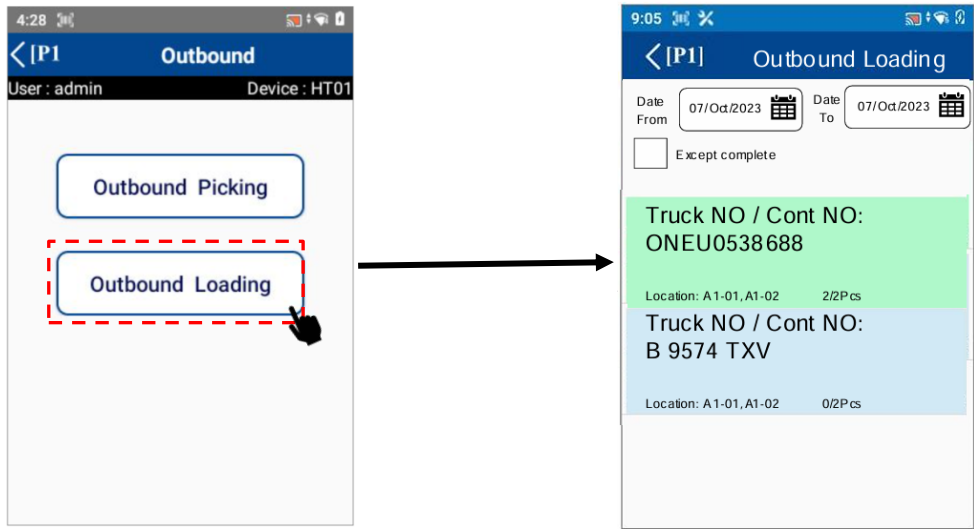
The pinch list can be printed as a PDF.

Pegasus System - Pinch list

#	DATE	TIME	DO NO	PARTS CD	PLAN QTY	PICKED QTY	SHORTAGE	PICKER
1	2025/2/2	8:00	INV24102845	C123456	10	9		1 User 001

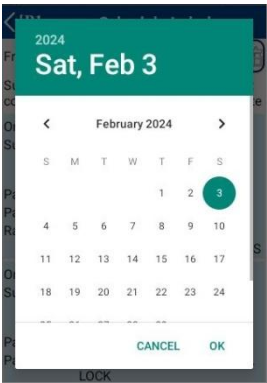
2. Handheld functions

2-4-13. Outbound Loading



1. Select the desired information

Date From - To

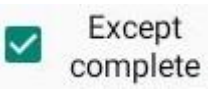
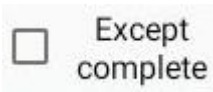


Date from: Default is current date.

Date to: Default is current date.

•Can be changed manually

Except complete:



Color	Description
	WORKING
	COMPLETED
	NEW

If checked, the completed status Item list will not be displayed from the Item list.
Default is unchecked.

2. Handheld functions

2-4-14. Outbound Loading [Outbound Loading Detail Screen]

1. Click an item from schedule list.

2. Scan Truck Number or Cont. Number Loading List)

Scan Lording list list move to outbound screen

No	PartNo	Location	DO No	Ticket No
1	C48430	A03		0/1
	2124		1	0/1
2	C48450	A01		0/2
	2124		2	0/2
Total :				0/3

No	Topic	Description
1	Stock Qty "OK"	The green bar indicates the stock quantity that is sufficient for the order.
2	Stock Qty "NG"	The red bar indicates the stock quantity that is lower than the order quantity.

2. Handheld functions

2-4-15. Outbound Loading [Outbound Loading Detail Screen]

3. When Outbound Load Quantities.

- Scan the BC Tire number

3:26 [P1] Outbound Loading
User : admin Device : HT01

Truck No/
Cont No EGSU1367194

No	PartNo	Location	DO No	Ticket No
Tire Week QTY Status				
1	C48430	A03		
	2124	1	0/1	-
2	C48450	A01		
	2124	2	0/2	-

Total : 0/3

Clear [P3] Confirm [P4]



3:29 [P1] Outbound Loading
User : admin Device : HT01

Truck No/
Cont No EGSU1367194

No	PartNo	Location	DO No	Ticket No
Tire Week QTY Status				
1	C48430	A03	004580913	
	2124	1/1		OK
2	C48450	A01		
	2124	2	0/2	-

Total : 1/3

Clear [P3] Confirm [P4]

- Click “Confirm” Save outbound and update Status Loading Complete

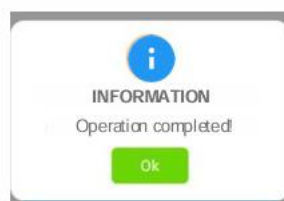
3:30 [P1] Outbound Loading
User : admin Device : HT01

Truck No/
Cont No EGSU1367194

No	PartNo	Location	DO No	Ticket No
Tire Week QTY Status				
1	C48430	A03	004580913	
	2124	1/1		OK
2	C48450	A01	004580060	
	2124	2/2		OK

Total : 3/3

Clear [P3] Confirm [P4]



2. Handheld functions

2-4-15. Outbound Loading [Outbound Loading Detail Screen]

- Click “Confirm” If the number of scan loadings is less than the number of orders, a notification message will be displayed.

3:29 [P1] Outbound Loading

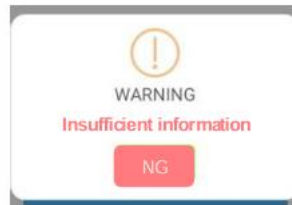
User : admin Device : HT01

Truck No/ Cont No EGSU1367194

No	PartNo	Location	DO No	Ticket No
1	C48430	A03	004580913	
	2124		1/1	OK
2	C48450	A01		
	2124	2	0/2	-

Total : 1/3

Clear [P3] Confirm [P4]



- If the scanned BC tire does not match the plan, a notification message will be displayed.

3:29 [P1] Outbound Loading

User : admin Device : HT01

Truck No/ Cont No EGSU1367194

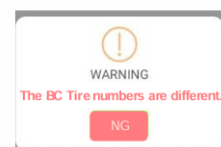
No	PartNo	Location	DO No	Ticket No
1	C48430	A03	004580913	
	2124		1/1	OK
2	C48450	A01		
	2124	2	0/2	-

Total : 1/3

Clear [P3] Confirm [P4]



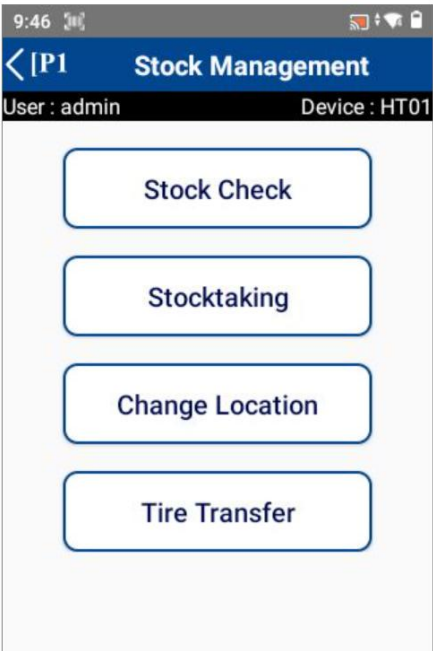
Scan BC tire code



If the BC Tire differs from the Plan, it is not acceptable.

2. Handheld functions

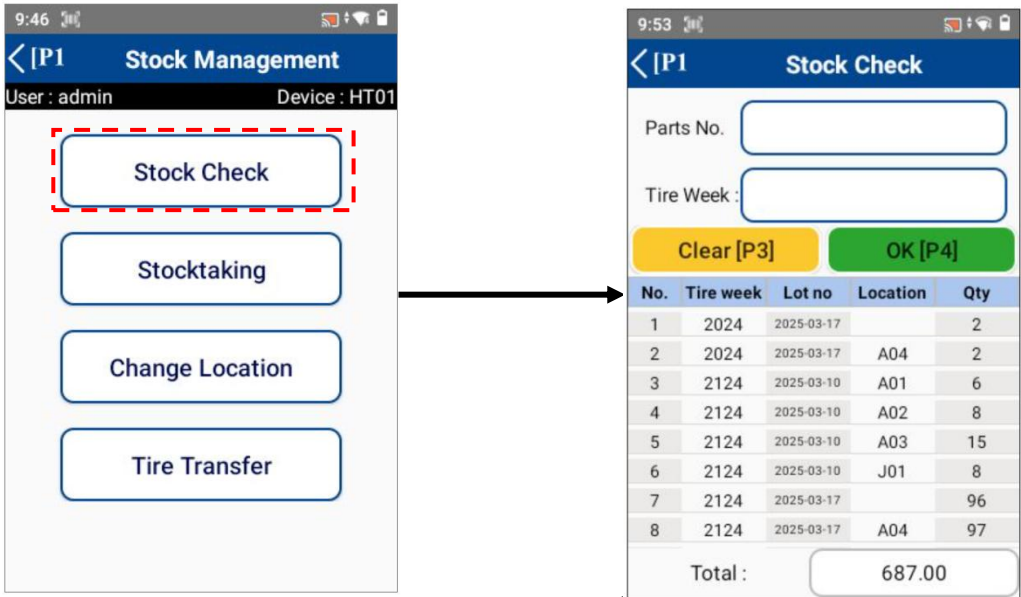
2-5-1. Stock management



No	Menu	Description
1.	Stock Check	Click to enter Stock Check screen.
2.	Stocktaking	Click to enter Stocktaking screen.
3.	Change Location	Click to enter Change Location screen. User able to changes or repack the package.
4.	Tire Transfer	Click to enter Tire Transfer screen.

2. Handheld functions

2-5-2. Stock Check

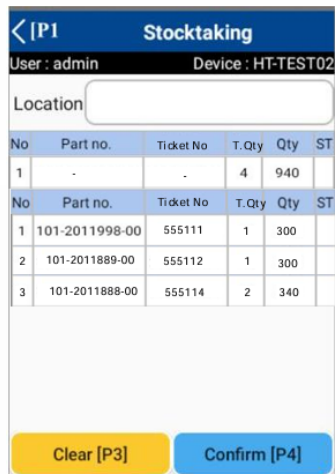
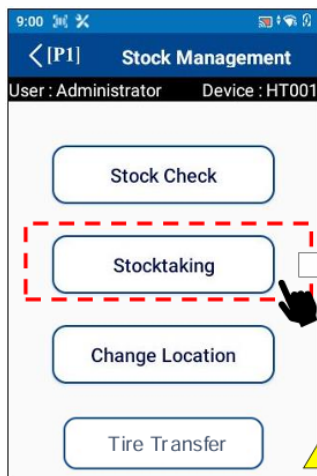


Instructions

1. Scan Parts Number
2. Stock information will be shown on screen table.

2. Handheld functions

2-5-3. Stocktaking



This is the screen that transitions after select Stocktaking from Stock management menu.

Parts No: No initial value information, List selection from Item master* Can be changed manually or scan label

Lot No: No initial value information.* Can be changed manually or scan label

Location : No initial value information . * Can be changed manually or scan label

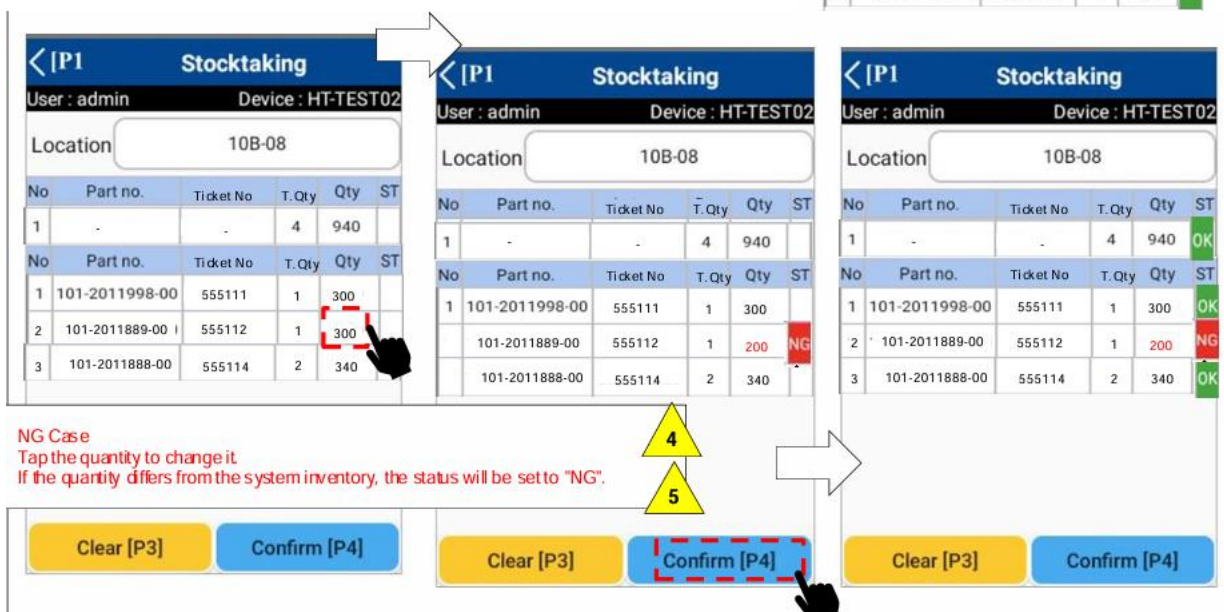
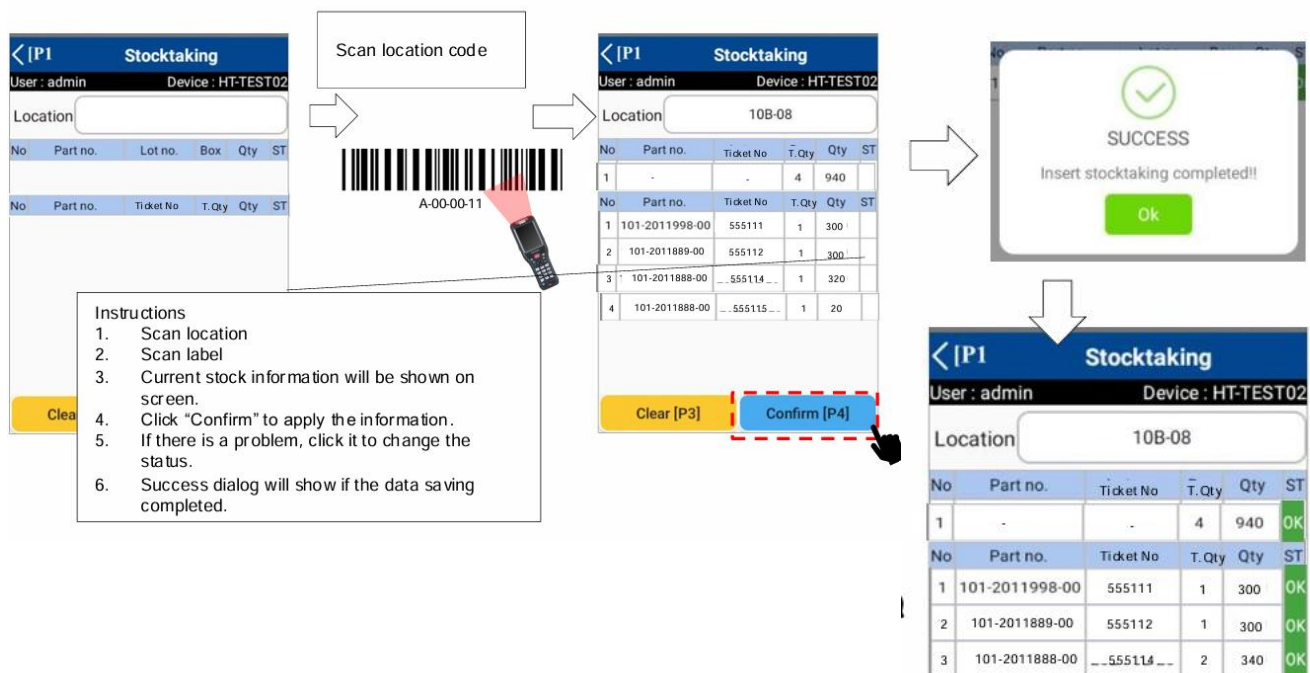
Qty : System quantity, No initial value information *The quantity in the system will be displayed.

Act qty : Actual quantity, No initial value information

Clear[P3]: Clear input contents

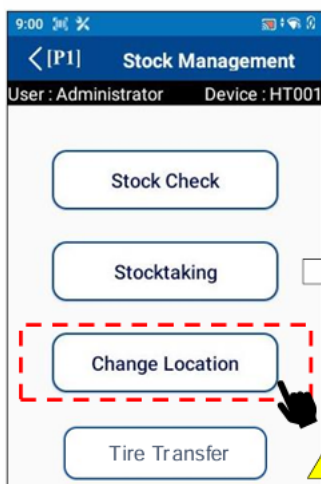
Confirm[P4]: Confirmation processing.

< (P1): Back to Main menu



2. Handheld functions

2-5-4. Chang Location



This is the screen that transitions after select Change Location from Stock management menu.

Parts No: No initial value information, List selection from Item master* **Can be changed manually or scan label**

Lot No: No initial value information.* **Can be changed manually or scan label**

Qty : No initial value information **Can be changed manually or scan label**

Old Location : No initial value information . * **Can be changed scan label**

New Location : No initial value information . * **Can be changed manually or scan label**

Clear[P3]: Clear input contents

Confirm[P4]: Confirmation processing.

< (P1): Back to Main menu



DEMO-PARTS-NO_B
Box no = 1
Qty per box = 200pcs
Label 1 piece




No	Menu	Description
1	Change location	Scan the tag label twice → Scan or Select dropdown list the destinate location
2	Confirm	Save data to new location
3	Clear	Clear screen

2. Handheld functions

2-5-5. Tire Transfer

9:00 [Signal] [Battery] [Wi-Fi]

< [P1] Stock Management

User : Administrator Device : HT001

Stock Check

Stocktaking

Change Location

Tire Transfer

5

This is the screen that transitions after select Tire transfer from Stock management menu.

Transfer Ticket No.: Scan transfer ticket number.

Parts No: * Scan the BC Tire code

BC Tire : * Scan the BC Tire code

Qty : * Scan the BC Tire code

Status : After pressing the Confirm button, "OK" or "NG" is displayed.

Clear[P3]: Clear input contents

Confirm[P4]: Confirmation processing.

< (P1): Back to Main menu

10:28 [Signal] [Battery] [Wi-Fi]

< [P1] Tire Transfer

User : Administrator Device : HT001

Transfer Ticket No. 004815863

No.	Parts no	BC Tire	Qty	Status
1	0000	37241A000	1	OK
2	0000	37241A001	1	OK
3	0001	37241A002	1	OK
4	0001	37241A003	1	OK
5				
6				

Clear[P3] Confirm[P4]

10:28 [Signal] [Battery] [Wi-Fi]

< [P1] Tire Transfer

User : Administrator Device : HT001

Transfer Ticket No.

No	Parts no	BC Tire	Qty	Status
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Clear[P3] Confirm[P4]



10:28 [Signal] [Battery] [Wi-Fi]

< [P1] Tire Transfer

User : Administrator Device : HT001

Transfer Ticket No. 004815863

No	Parts no	BC Tire	Qty	Status
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Clear[P3] Confirm[P4]

Scan BC tire code



10:28 [Signal] [Battery] [Wi-Fi]

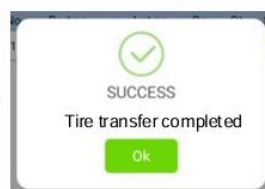
< [P1] Tire Transfer

User : Administrator Device : HT001

Transfer Ticket No. 004815863

No	Parts no	BC Tire	Qty	Status
1	C10001	123445670	1	OK
2				
3				
4				
5				
6				
7				
8				
9				
10				

Clear[P3] Confirm[P4]



10:28 [Signal] [Battery] [Wi-Fi]

< [P1] Tire Transfer

User : Administrator Device : HT001

Transfer Ticket No.

No	Parts no	BC Tire	Qty	Status
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Clear[P3] Confirm[P4]

No	Process	Description
1	Scan Ticket No	Scan ticket number to add new Bc Tire
2	Scan Bc Tire	Scan Bc Tire number to transfer new ticket number
3	Confirm	Save data and update stock
4	Clear	Clear screen

3. Q&A

#	Date	Question	By	Date	Answer	By
1						
2						
3						
4						
5						

4. Contact information



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If you have any questions, concerns, or questions regarding the specifications of this system and the contents of the manual, please contact us by phone or e-mail.
Tel: +66 (0) 2 336 0574 E-mail: info@tomastc.com

Item	Description
1. Service time	8 hours x 5 days (8:00 -17:00 Monday to Friday)
2. Onsite Hardware Maintenance	-
3. Onsite System Maintenance	-
4. Response after receive a call	On-line support within 24 hours / On-site support within 48 hours
5. Remote service	Yes
6. Phone service	Yes
7. Email service	Yes