
Mango™

Mango File

Advantage Route Systems, Inc.

We deliver, so you can!

Version 4.0

Windows 2000/XP/7/8

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Advantage Route Systems, Inc. Proprietary

Advantage Route Systems, Inc.

147 South Broadway
Turlock, CA 95380 USA

Phone: 1.209.632.1122

Toll Free: 888.294.7688

Fax: 209.632.6868

Web Site: www.AdvantageRS.com

Email: info@AdvantageRS.com

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Chapter 1 – Introduction

Overview

The Mango File package is a sophisticated electronic document storage system that can integrate with RMA/Mango™ or be used as a stand-alone system. One component of the system allows you to scan documents into your PC and the other allows you to retrieve the documents at a later time. You may do the following with your documents:

- View
- Fax
- Print
- Send them to a customer

You can retrieve the documents by date, type, and account number or by an optional description. The system is simple-to-use in both the scanning and retrieval modes.

Why Use Mango File?

Storing documents and retrieving them can be a costly and timely project. There are many factors that add into the total cost of this process. These factors include:

- Cost of filing cabinets.
- Cost of file folders and labels.
- Time to set up file folders.
- Time to place new documents in the folders and file them into the proper location.
- Rental of floor space for filing cabinets.
- Time to retrieve and find the proper file folder.

- Time to make a copy of the document and send it to the required party.
- The costs associated when you cannot find misfiled documents.
- Time to file the folder back into its proper location.

The Mango File system eliminates these problems. This system will enable you to spend more time with your customers rather than spending time looking for their files and records. You can also retrieve documents more quickly and easily. Critical documents can be stored together to ensure that they are always safe. Furthermore, a few durable CD-ROM disks will replace drawers full of documents.

The cost savings are real and immediate. Large companies will recoup their investment in the Mango File in a matter of weeks. Smaller companies will also see a quick return on their investment. With the benefits of improved customer service, there is no limit to the value placed on Mango File.

How the System Works

Once you have the appropriate hardware and software, you need to complete the three steps below to put your new filing system to work:

1. Install the system.
2. Scan documents into the system.
3. If you are using RMA/Mango™, go to *Customer Information* in the RMA/Mango system and retrieve any stored documents. If you are not using RMA/Mango, use the browse function in Mango File to retrieve the documents.

The remainder of this manual will help you setup and use the system.

Chapter 2 – System Installation

Overview

It is important to understand the setup process before you begin to install the system. When you receive the Mango File system, the system will need to be unpacked and assembled. Depending on your purchase, the system should include:

Complete Kit: (with scanner and touch screen monitor)

- Scanner
- Touch screen monitor
- Mango File software
- Manual

Plug In System: (with scanner)

- Scanner
- Mango File software
- Manual

If you are using an existing computer then you will simply need to connect the printer/scanner supplied with the package.

The rest of this chapter will lead you through the entire setup process and will provide some training so that you may start to use Mango File as soon as possible.

System Requirements to Run Mango File

The following list is the minimum hardware required to run the Mango File system.

- 1.2 GHz processor or greater (2.0GHz recommended)
- 512MB RAM (1GB recommended)
- VGA monitor with video card
- 10GB hard disk drive
- 36X CD-ROM or greater
- Keyboard, mouse, and monitor
- Internet connection, Cable, or DSL (for technical support)
- Network connection card
- A TWAIN compliant scanner. See Appendix A for models that we have tested with the software. For best results, order a complete kit from ARS or only chose one of the approved units shown.

Make sure you have received all required items before you set up the system. If you believe that anything is missing, contact Advantage Route Systems or your reseller immediately.

Pre-Implementation Checklist

Complete the following steps before you implement Mango File at your site:

- Make sure that there is at least one 110v AC outlet near the location where the computer will be installed.
- Verify that a flat desk surface is available for the computer and scanner. It must be at least 6 square feet (3 foot by 2 foot). Good lighting should also be available in the area.
- Review the training materials when they arrive to familiarize you with the Mango File system. Be aware of any program limitations and procedures that must be followed to put the system into full use.

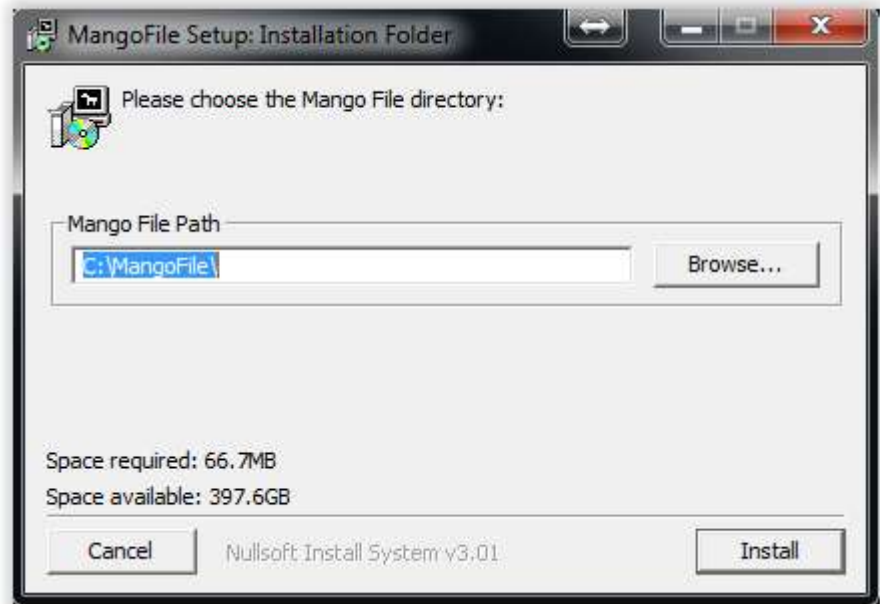
Hardware Installation

You will need to install the hardware that you will be using for the system. This involves connecting and testing you scanner to ensure that it functions correctly. For assistance with this process, refer to the appendix for materials on each scanner. Be sure to follow the instructions for the scanner / printer / multi-function unit so that you do not have any problems. You may also want to check out our Web site for the most current details.

Installing the Mango File Software

The Mango File software is extremely easy to install. Double click the MangoFile_Install.exe to launch the set up program.

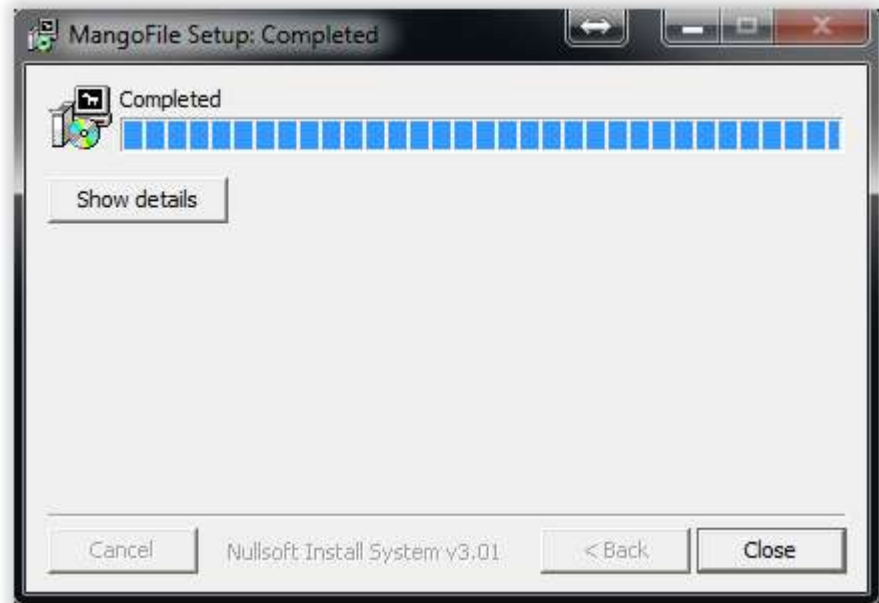
This will bring up a screen similar to the following:



Enter or browse to the installation folder and then click Install.

NOTE: It is recommended that you install Mango File under the RMA folder. i.e. c:\rma\mangofile.

The program will then install. Click Close to complete the installation.



Completed Installation

The hardware for your new Mango File should now be properly connected, the software should be installed, and the system should be ready to use. Refer to the documentation in the next section to customize the system to meet all of your company's needs.

End User Training

Before the system is turned over to other operators, they must be adequately trained to run the system. You may want to print out a list of the most important items they should know. Feel free to use pages from this manual to include in an abbreviated form to facilitate this process.

Chapter 3 – Program Operation

Overview

This section will explain how to set up the Mango File system software so that you can receive maximum benefit from the system. It will also explain how to use both the scanning and retrieval portions of the program.

This documentation will be divided into three main sections:

- The Scanning Software
- The Retrieval Process
- Additional Features

Pre-Implementation

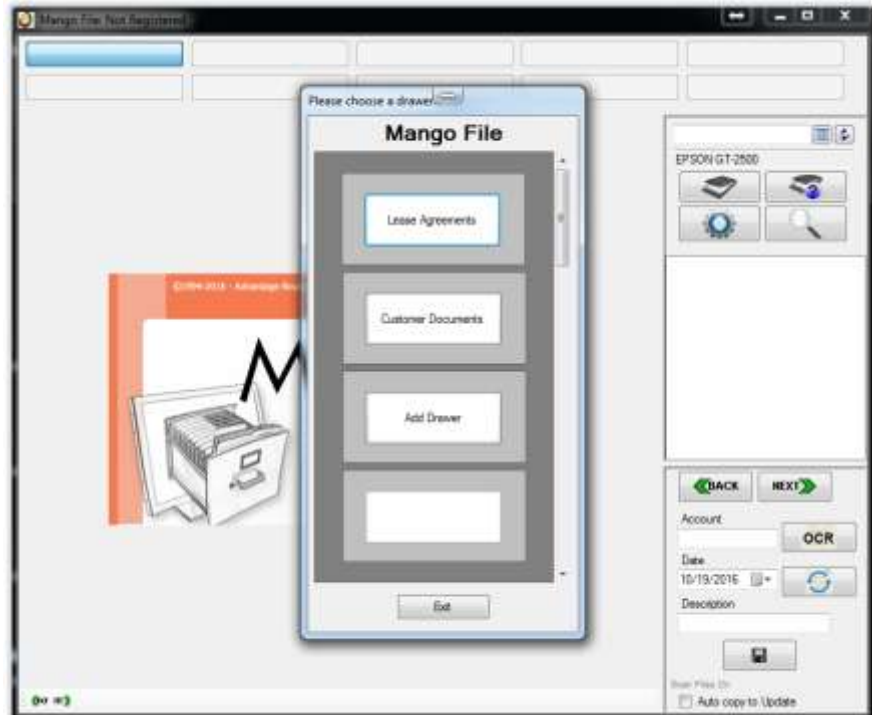
Before entering data into your Mango File system, it is a good idea to read through this chapter entirely to get an idea of how everything is structured. This may save you a lot of time in the future since we do not recommend that you change certain categorization labels once they have been entered into the system.

To use the system, you must set up certain features that allow you to integrate your Mango File with RMA/Mango. This set up process is done within the normal operation of the Mango File program. There is no specific set up program that you need to run in RMA/Mango.

The Scanning Software

To launch Mango File, go to the Windows Start Menu and select Programs, Mango and then Mango File. If you do not have RMA/Mango installed on your machine, follow the same process but select Mango File from the program menu instead of RMA/Mango. Or, an icon may be available on your desktop to access Mango File.

Assigning Drawer Names



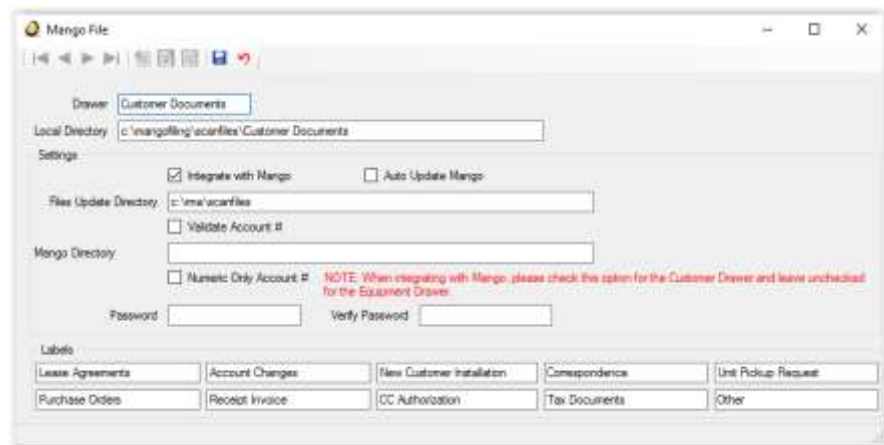
Click on *Add Drawer*. Each drawer should be labeled as a top-level category. Only four drawers are displayed on this screen at a time, but you can enter as many drawers as you need. If more than four drawers are present, you can use the scroll bar on the right side of this screen. For example, you may want to label one drawer “Company,” or “Customers,” etc. After you have entered the information and have multiple drawers, you will select one each time you enter Mango File.

NOTE: The *Add Drawer* will only be displayed the first time. Once drawers have been set up, your labels that you have specified will appear here for you to choose from.

Selecting Document Types

The next step is to enter detailed information for the cabinets. Here you will be able to enter type labels. As documents are scanned in you will have the option to choose which type label to store it in. Up to ten different types can be entered.

NOTE: If you are going to integrate Mango File with RMA/Mango you need to have your first drawer be devoted to customer documents, as RMA/Mango will only read Mango File documents that are placed within the first drawer.



The screenshot shows the 'Mango File' application window. The 'Drawer' field is set to 'Customer Documents'. The 'Local Directory' is 'c:\mangofiling\scanfiles\Customer Documents'. Under 'Settings', 'Integrate with Mango' is checked, and 'Auto Update Mango' is unchecked. The 'Files Update Directory' is 'c:\mangofiling'. There are checkboxes for 'Validate Account #' and 'Numeric Only Account #'. A red note states: 'NOTE: When integrating with Mango, please check this option for the Customer Drawer and leave unchecked for the Equipment Drawer.' There are fields for 'Password' and 'Verify Password'. At the bottom, there is a 'Labels' section with a grid of text boxes containing: Lease Agreements, Account Changes, New Customer Installation, Correspondence, Unit Pickup Request, Purchase Orders, Receipt Invoice, CC Authorization, Tax Documents, and Other.

Fields:

Drawer: The name assigned to this category.

Local Directory: Enter the name of the directory where scanned files can be located. A different directory should be indicated for each drawer.

NOTE: A good practice is to have the local directory be under the root of Mango File and in a 'scanfiles' folder. For example, if your drawer is named Customer Documents, then your local directory would be c:\MangoFile\scanfiles\customer Documents. Use the same procedure for any subsequent drawers you create.

Integrate with Mango: If you are currently running and wish to integrate Mango File, then check this box. This will allow you to view documents from the *Customer Information* screen within RMA/Mango.

Update Directory: Location where you want to copy the images over to be viewed from RMA/Mango. If you are using RMA/Mango, this must be entered.

NOTE: This directory should be the same as the *Mango File Document Directory* in RMA/Mango under *File/Local Settings*.

Validate ID/Account No.: Check this box if you want Mango File to access RMA/Mango customer information to verify that the entered account number is valid.

NOTE: Checking this box will slow down the process extensively. This requires the system to look up each name. We recommend not checking this box.

Mango Directory: Enter the directory name where RMA/Mango is located. For example, D:\RMA.

ID/Account Type: Choose **Alpha** if the customer account numbers in Mango are alphanumeric, and choose **Numeric** if the customer account numbers are numeric.

Type Labels: In the ten boxes available, enter the different topics where scanned documents will be stored. All ten fields must contain data in order to save.

Examples of common type labels are listed below:

- Customer Correspondence
- Lease Agreements
- Sales Tax Exemption Forms
- Returned Checks

NOTE: Once the type labels are saved, it is recommended that you DO NOT change them.

Buttons:



Scrolling: Scrolls through previously entered drawers.



Edit: Change or enter data into a drawer.



Add: Add additional drawers.



Save: Saves the data.



Delete: Deletes the drawer and its contents.



Cancel: Cancels any unsaved modifications to the drawer currently being modified.



Exit: Returns to the main program screen.

NOTE: After filling in the correct fields for the first drawer and saving, click *Add* to specify a new drawer. Continue this process until you have created all the drawers needed.

Mango Directory

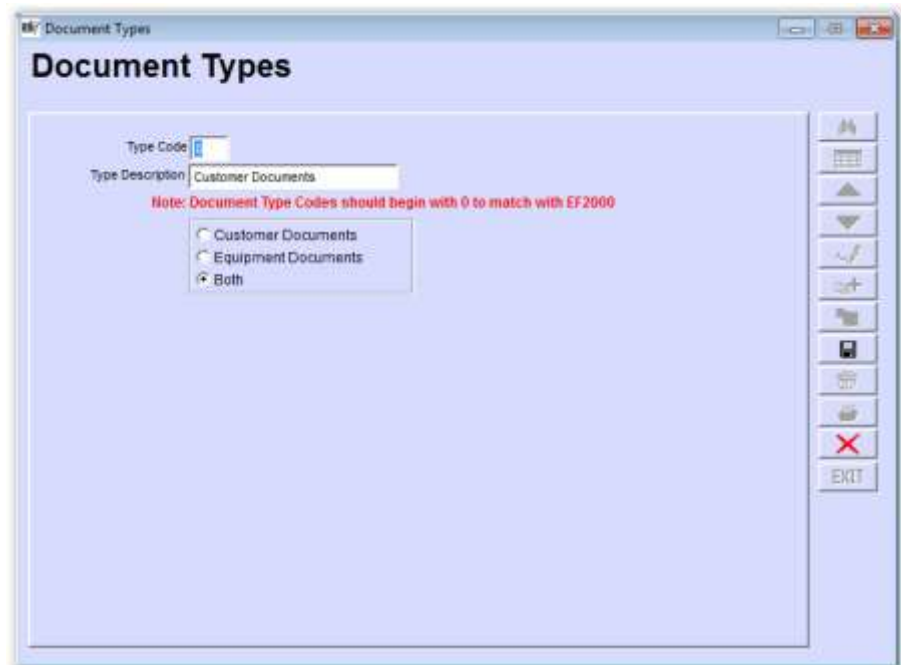
Enter the Mango File document directory in *File, Local Settings, Mango File Document Directory* as shown below.



NOTE: This directory should match the *'Update Directory'* in the FIRST drawer of Mango File.

Document Types

In order to save documents in RMA/Mango the document types you entered into Mango File must also be created in RMA/Mango. These can be entered under Modules, *Mango File, Scanned Documents*. For each type label that was created in Mango File enter them here as well, as shown below.



Fields:

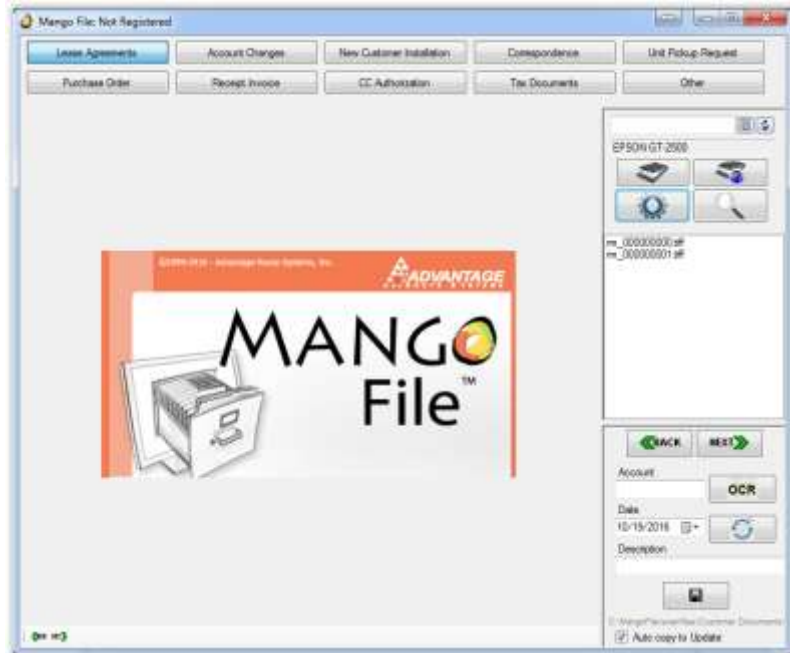
Type Code: A single alphanumeric code to identify the document.

Type Description: A description to describe the code above.

NOTE: Document Types should begin with '0' to correspond with the document types you set up in the first drawer of Mango File.

Main Program Screen

This is the main program screen that you will use to scan and retrieve documents.



From this screen you are able to:

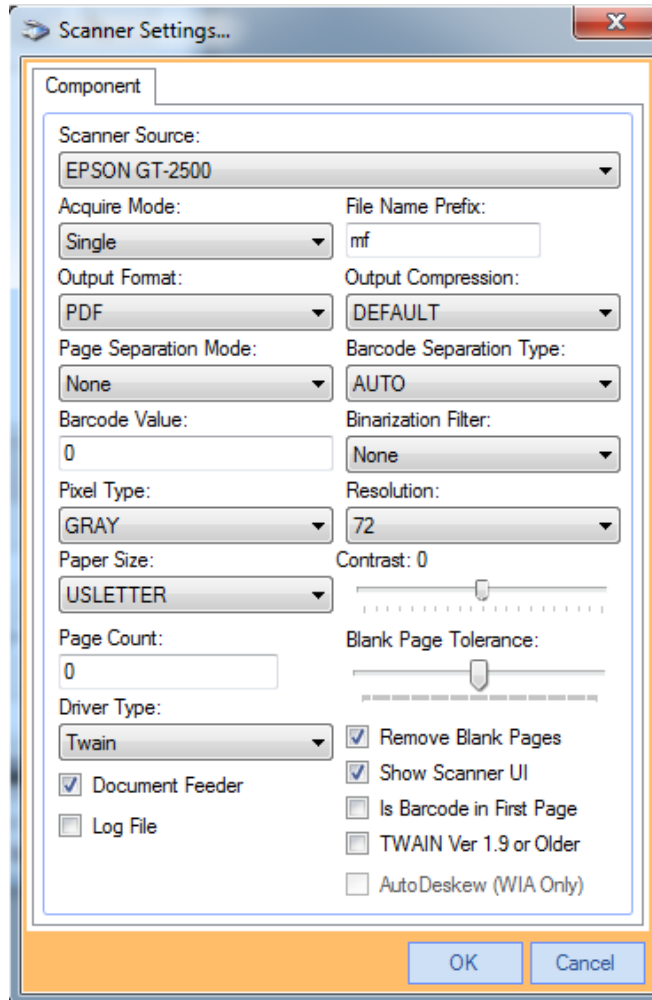
- Scan
- Select document types
- Assign account or ID numbers
- Assign a document date
- Include an optional document description
- View the document

Each of these options will be explained in more detail in this section.

Daily Scanning Procedures

Scanner Settings

Click the Scanner Settings button to configure your scanner.



NOTE: Advantage Route Systems has made every attempt to test as many scanners as possible. If the suggested settings below do not work for your scanner, you will need to try different configurations to see what works best. If your scanner comes with its own scanning software, check the box, "Show Scanner UI."

Scanner Source: Choose your scanner model from the dropdown list.

Acquire Mode: Choose Single for one-page document scanning, Append for multiple pages or Auto.

Output Format: Select the type of scan file to create. For document scanning, PDF is recommended.

Page Separation Mode: None is recommended.

Barcode Value: 0 is recommended.

Pixel Type: It is recommended to set this to grayscale or black and white.

Paper Size: Select the size of paper you are scanning from the list.

Page Count: NEED TO GET A DEFINITION ON THIS

Driver Type: There are two types of driver support, TWAIN and WIA. TWAIN is the most commonly used scanner driver and should be selected for most scanners. WIA will only be available if your scanner supports it.

Document Feeder: Check this box to use the scanner's document feeder if it has one.

Log File: This box will be checked on the advice of Advantage Route Systems Technical Support department to assist in troubleshooting technical issues.

File Name Prefix: Enter a prefix to use with the scanned image file name. You can use, for example, the Branch ID (0001_).

Output Compression: DEFAULT is recommended.

Barcode Separation Type: AUTO is recommended.

Binarization Filter: NONE is recommended.

Resolution: The higher the resolution, the better quality the scan will be. However, the file size will also be larger. Scans at 200 or 300 dpi provide sufficient quality and file size.

Contrast: Adjust the contrast + or – if necessary. The default is 0.

Blank Page Tolerance: NEED TO GET A DEFINITION ON THIS

Remove Blank Pages: Check this box if a blank page is in a batch of documents being scanned.

Show Scanner UI: Check this box to launch the scanning software that comes with your scanner.

Is Barcode in First Page: This option is not currently used in Mango File.

TWAIN Ver 1.9 or Older: Check this box if you are using an older version of the TWAIN driver. Refer to your scanner's settings for more information on determining your scanner's version.

Auto Deskew (WIA Only): Check this box to automatically fix images that may have scanned a bit crooked.

Flatbed Scanners

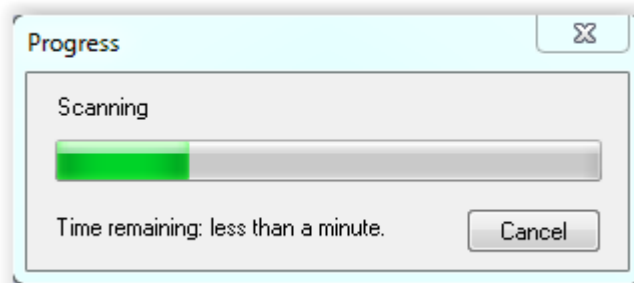
To start scanning, you will need to perform these steps:

- Place the document in the scanner



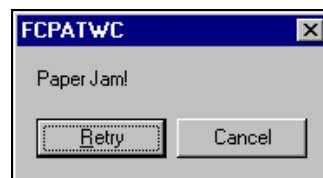
- Click the SCAN button ().

While the document is being loaded into your system, the transfer screen will appear.



After the scanning has been completed you may view the document. If you need to scan in additional documents simply repeat the steps above. If you want to zoom in on the scanned document, point your mouse in the center of the screen and left-click.

If the document jams or a problem occurs, a pop-up screen will appear to notify you of the problem.



Simply click *Retry* and the scanning process will start over.

NOTE: The above screen may vary with each scanner.

Multi Page Scanners

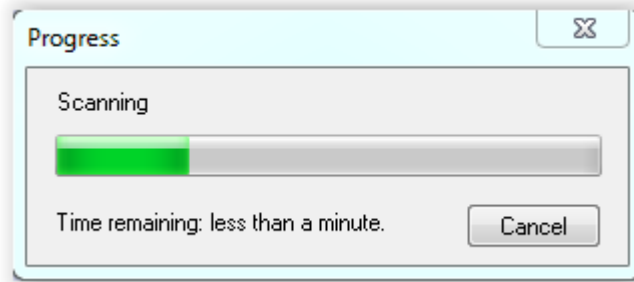
To start scanning, you will need to perform these steps:

- Place the documents in the scanner



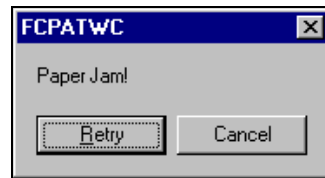
- Click the SCAN button ().

While the documents are being loaded into your system, the transfer screen will appear.



After the scanning has been completed you may view the documents. If you want to zoom in on the scanned document, point your mouse in the center of the screen and left-click.

If the document jams or a problem occurs, a pop-up screen will appear to notify you of the problem.



Simply click *Retry* and the scanning process will start over.

NOTE: The above screen may vary with each scanner.

Select Document Type

After the scanning is complete a document type will need to be assigned to each scanned document. The document types appear across the top of your screen. Click on the type to select the document type. Every document must be assigned a type to facilitate retrieval. Avoid using "other" or "miscellaneous" as this will not be very useful when retrieving the document at a later time.

NOTE: It is advisable to scan documents of the same type i.e. Lease agreements; Tax Information, etc. at one time so documents will not be misplaced under an incorrect document type.

Account Number (ID)

If you are using RMA/Mango, then each document must be assigned to a customer account number. This is needed so you can retrieve the documents by customer using the *Customer Information* option within RMA/Mango. If the document is simply a bill or contract, key in the account number as shown on the document, or assign one yourself.

If you want the account number that is already shown in the box, then press



the Enter key to go to the next field.

Document Date

The document date is also a required field. If today's date is the one that you want assigned to this document and it is not displayed, then click the button labeled *Today*.

NOTE: The **account number** and **date fields** are "sticky." This means that the system will automatically show the last value that you entered. If that is the desired value, click the enter key. If you want a different value, then type in that value.

Optional Document Description

You may key in an optional description to further identify the document. This description may be up to 46 characters long. This is especially useful at a later time when using the Browse feature, because it makes it easy to identify the document you are looking for.

NOTE: Certain characters may not be entered for the description. These characters include: * !, ...

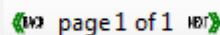
After the description is entered, hitting the Next key will save the document.

NOTE: You will want to make sure you have the Type Label selected that you wish the document to be saved under BEFORE you hit the NEXT key.

View Document

While viewing the document on the screen, you are given controls that allow you to look at various parts of the document more closely. Click on the area to zoom in to the area to look at it more closely.

To view previous pages in the document click the BACK key. To view the following page (or document) click the NEXT key as shown below.




If you are viewing a large document or file, it may take a few seconds before it will appear.

In those instances, a PLEASE WAIT message will appear on your screen while the next screen is loading.

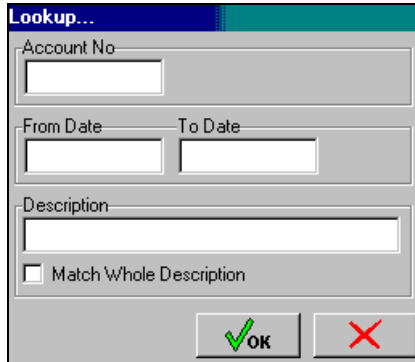


Retrieval Process

Mango File makes it easy to retrieve previously stored documents. This is done through the FAST FIND button . If you are using RMA/Mango with Mango File, then you may also retrieve previously stored documents under *Customer Information, Contacts* tab.

Fast Find Button

This is one of the most powerful features of Mango File in finding scanned documents.



The 'Lookup...' dialog box is a standard Windows-style window with a title bar. It contains the following elements:

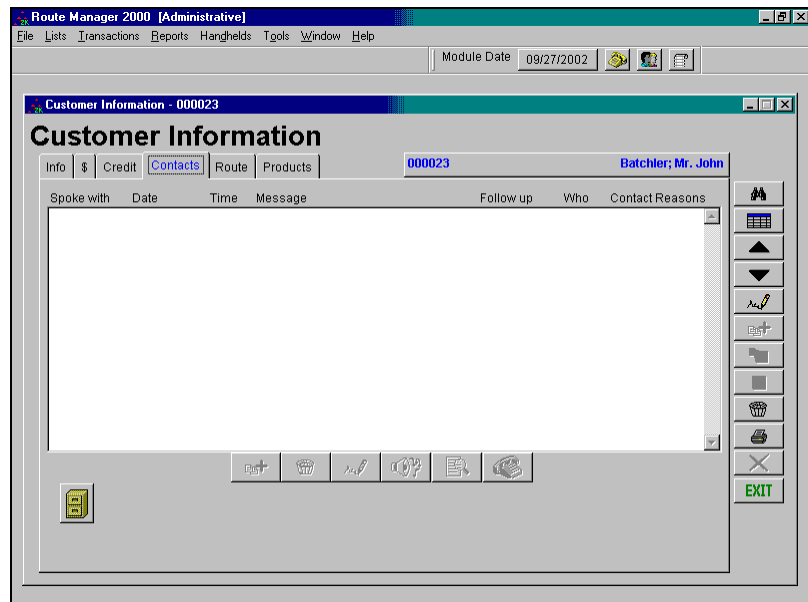
- Account No:** A text input field.
- From Date:** A date input field.
- To Date:** A date input field.
- Description:** A larger text input field.
- Match Whole Description:** A checkbox.
- Buttons:** 'OK' (with a green checkmark) and 'Cancel' (with a red X).

To use the FAST FIND function, enter the account number (if using RMA/Mango), date range, and description (optional) to bring up a particular document. If *Match Whole Description* is checked, then Mango File will only bring up matches that fit the entire description you have entered.

After clicking OK, the first document will appear on the screen. You may go to other documents listed under that account number by pressing the Next button.

Retrieval in RMA/Mango

If you have integrated RMA/Mango with Mango File, it is possible to retrieve documents via RMA/Mango. To do this, go to *Lists, Customer Information, Contacts* tab. The following screen will appear.



The screenshot shows the 'Route Manager 2000 [Administrative]' application window. The main window is titled 'Customer Information - 000023'. It features a menu bar with 'Info', 'Credit', 'Contacts', 'Route', and 'Products'. The 'Contacts' tab is active, displaying a table with the following columns: 'Spoke with', 'Date', 'Time', 'Message', 'Follow up', 'Who', and 'Contact Reasons'. The table is currently empty. The customer ID '000023' and name 'Batchler, Mr. John' are displayed in the top right corner. A toolbar with various icons is located at the bottom of the window, and an 'EXIT' button is visible in the bottom right corner.



Click the FILE button to access stored documents. To view one of the documents, simply click one and it will display in preview mode as shown below. You may then choose to print or fax a copy.

14 S. Rimelway Tulsa, OK 74103
918.294.7693 800.835.2926

ARS Water

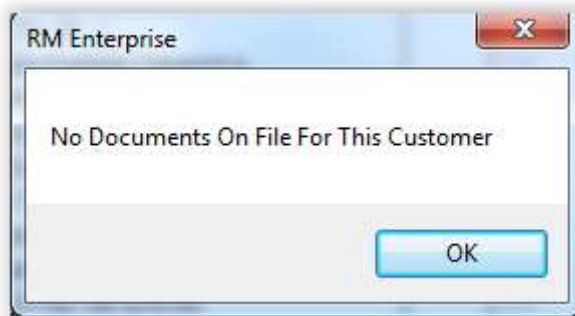
Fax

To: John Batchlor From: Customer Service
Fax: 510-564-3524 Pages: 1
Phone: 519-504-9807 Date: 10/27/2007
Re: Past Due Account CC:

Urgent For Review Please Comment Please Reply Please Recycle

• Comments:
This is regarding invoice # 5687. This bill is currently 90 days past due. Please remit payment now.

If no documents have been stored for this particular customer, a message will appear as shown below.



If such a message appears, click OK.

External File Viewer

Mango File includes the ability to attach external files of your choice to your customer's accounts. This option provides the added benefit of attaching files to each account without scanning them into the system. With this additional feature, you can attach any file type of your choice to RMA.

Configuring the File Viewer

This section will guide you through the additional configuration steps required to use this feature.

ARSDoc File

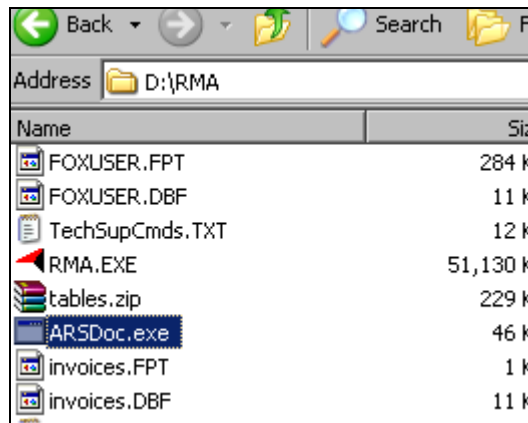
After you have purchased Mango File, you will need to download or locate the following file:

- ARSDoc.exe

This file is located within your Mango File directory, or can be downloaded from www.ARS247.com.

NOTE: Please contact ARS for detailed download instructions.

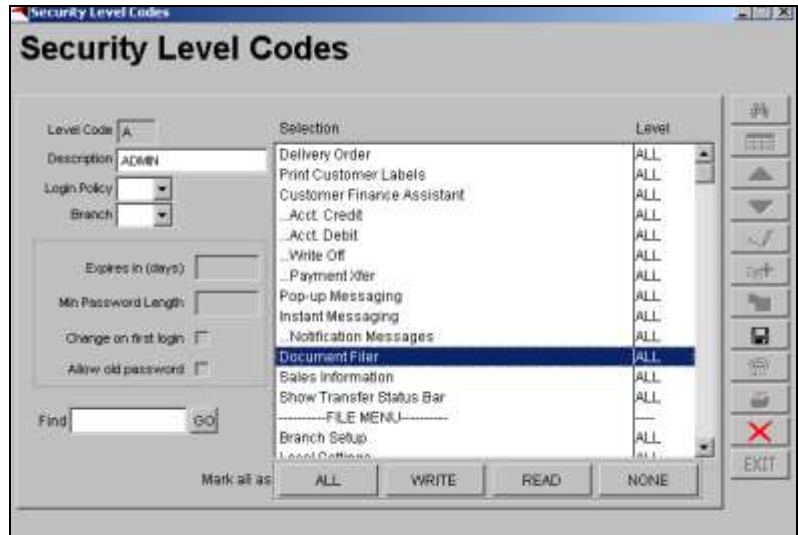
After you have obtained the 'ARSDoc.exe' file, copy it into the root of your RMA directory:




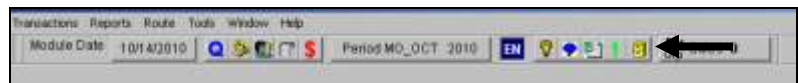
Security Level Codes

Login to your RMA program and navigate to *Lists > Employee Setup > Security Level Codes*.

Find the new security option 'Document Filer', and change the security level to *All* access within each *Security Level Code* that will use the option.



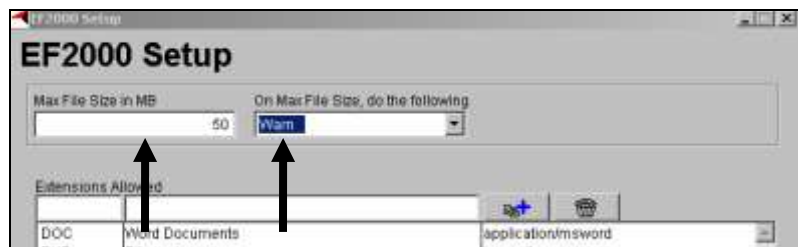
After you have completed the step above, a new *Filing Cabinet*  icon will be added to the *Module Toolbar* in RMA:



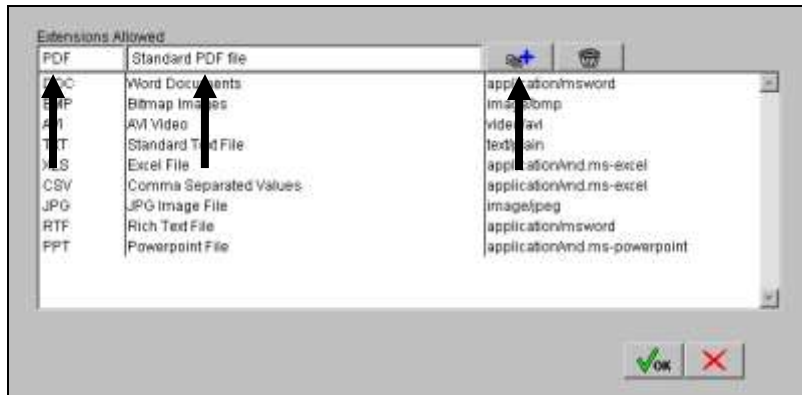
'Setup Mango File' Option

Before you can begin attaching files in RMA, you will need to define the acceptable file types. Navigate to *Modules > Mango File > Setup Mango File*.

Enter the maximum accepted file size (in MB), and the action that you would like to take if the file size is exceeded:



Enter a file extension, description, and click the **Add** key.



Repeat this process for all acceptable file extensions. Click **OK** to save your changes.

Attaching a File

To attach a file to a customer's account, follow the steps below:

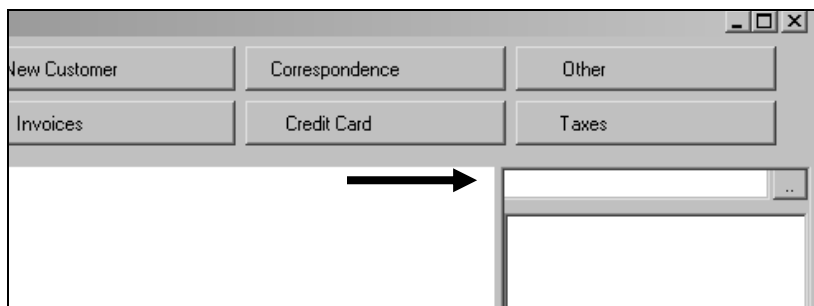
1. Click on the *Filing Cabinet* icon on the *Module Bar*:



2. Click on the applicable *Storage Cabinet* where you would like the attachment to be stored:

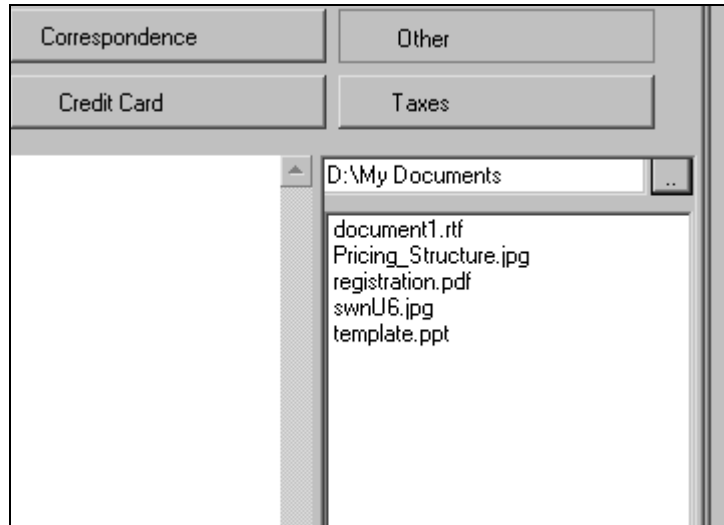


3. Enter, or click *Browse* , to locate the files in the desired directory:

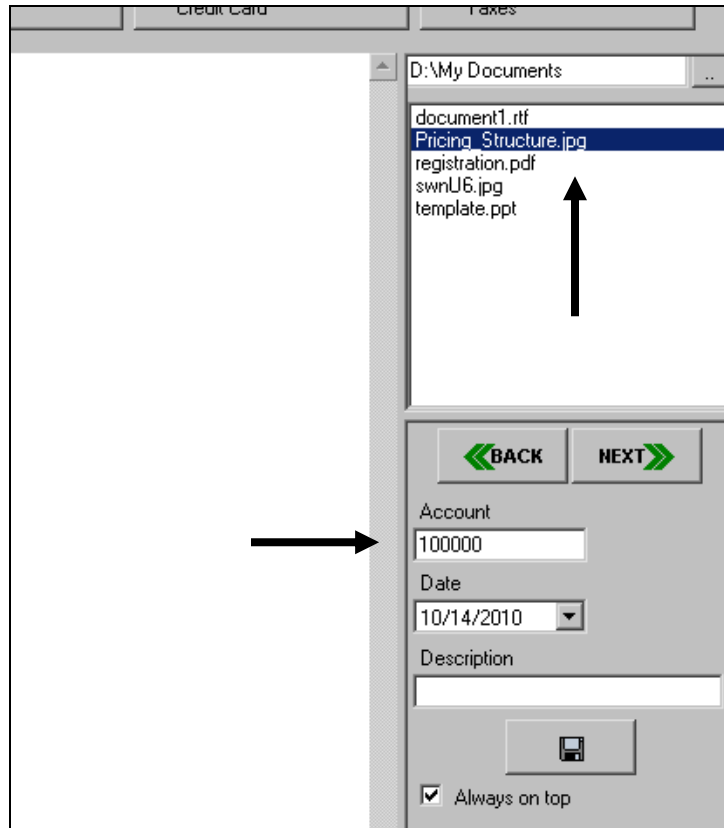


NOTE: When typing in the directory manually, click *Enter* on your keyboard to search for the files.

4. All files with accepted file extensions within the directory will be displayed automatically:



5. Highlight a file listed, and enter the account number that it will be associated with:



- Enter a unique description that will be displayed with the attached file in RMA:

Account

Date: 10/14/2010

Description: Current Pricing Offer


Always on top

D:\RMA_PROGS\RMA_500\DATA\
D:\RMA_PROGS\RMA_500\SCANFILES\

- Click **Save** to complete the process.

Viewing Attached Files

To view an attached file on any customer's account, navigate to *Customer Information*, and select the *Contacts* tab.

Click on the  *Filing Cabinet* icon displayed on the bottom of the *Contacts* tab:

Customer Information

A 100000 Robert Jordan

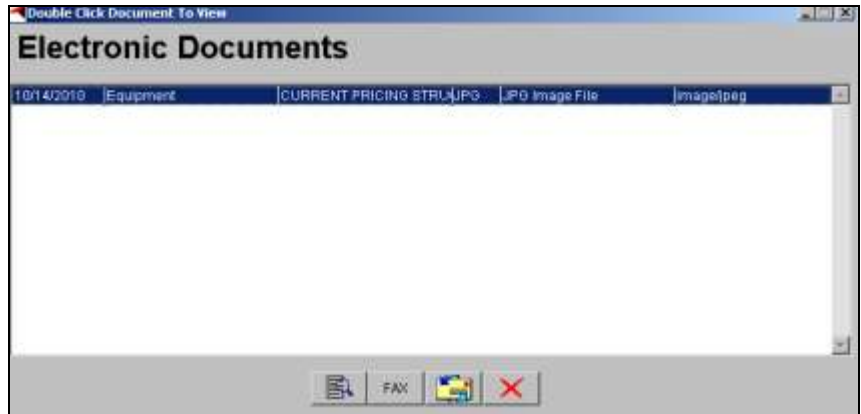
Info | Credits | **Contacts** | Route | Products | Orders

Spoke with	Date	Time	Message	FIU by	Follow-up	By	Reasons Completed
Add Def Prod	10/04/2010	15:22	Add Def Prod [535] P=\$2.95 Q=0.00		()	ADM	
Deleted Def P	10/04/2010	14:10	Deleted Def Prod [535] P=\$2.95 Q=0.00		()	ADM	
Default Product	10/04/2010	13:58	Def Prod Chng [710] P=\$3.00 Q=0.00		()	ADM	
Default Product	10/04/2010	13:56	Def Prod Chng [535] P=\$2.95 Q=0.00		()	ADM	
Deleted Def P	10/04/2010	08:17	Deleted Def Prod [535] P=\$2.95 Q=0.00		()	ADM	
Add Def Prod	10/04/2010	08:17	Add Def Prod [535] P=\$2.95 Q=0.00		()	ADM	
	10/01/2010	14:49	bjOut of Product		()	ADM	Need Product
	09/29/2010	15:02	Customer would like the items deliver		()	ADM	Need Product
	09/29/2010	14:21	Customer would like the items deliver		()	ADM	Need Product
Equipment Mo	08/15/2010	10:07	Equipment ID 920101120 Installed		()	ADM	
REMOVE ROU	06/07/2010	10:46	Step 1 Removed from route Route:		()	ADM	Y
Equipment Mo	06/07/2010	10:46	Equipment ID EQUIP1234 Removed		()	ADM	
Equipment Mo	06/07/2010	10:46	Equipment ID 920101120 Removed		()	ADM	
ePayment Mo	05/14/2010	14:43	Account number *100000* has setup		()		
Web Sign Up	05/14/2010	14:42	An existing customer signed up, with		()		
Add Def Prod	03/15/2010	14:59	Add Def Prod [535] P=\$2.95 Q=0.00		()	ADM	
Price List Price	03/15/2010	14:59	Def Prod Chng [515] P=\$5.75 Q=0.00		()	ADM	
	10/15/2010	08:23	RIA M. Delivered		()	ADM	Need Product

Contact Message Filter: Delivery Finance Other

No Reasons Ungrouped Reasons Select All

Double-click on any file listed to view it on your screen.



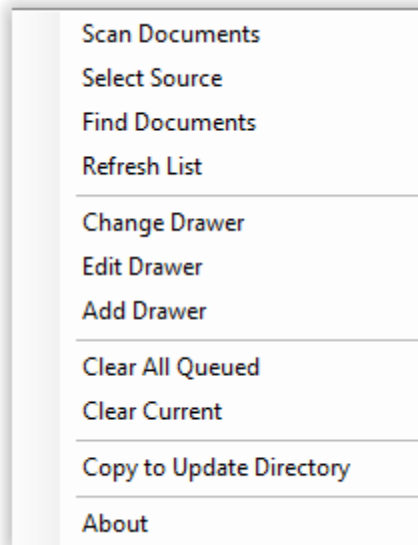
Each file will be opened using an associated third party program, as defined by your *Operating System*.

Additional Features

Utilities Button



Another function in the software is the UTILITIES button located on the main program screen. After clicking this button, the following screen will appear.



There are many options available from this menu. These options are described in more detail below.

Scan Documents

This option will scan your documents into the queue as described above in *Daily Scanning Procedures* on page 14.

Find Documents

This option will enable you to search for documents already scanned and saved in Mango File as described above in *Retrieval Process/ Fast Find Button* on page 19.

Save Then Go To Previous Document

This option allows you to save the current document shown on the screen and then move to the previous document in the queue (if applicable). This option is mainly used for changing the Type Label of where a scanned document is stored. i.e. originally saved under 'Lease Agreements', change Type Label to 'Account Changes' by pressing the 'Account Changes' button and then selecting this option.

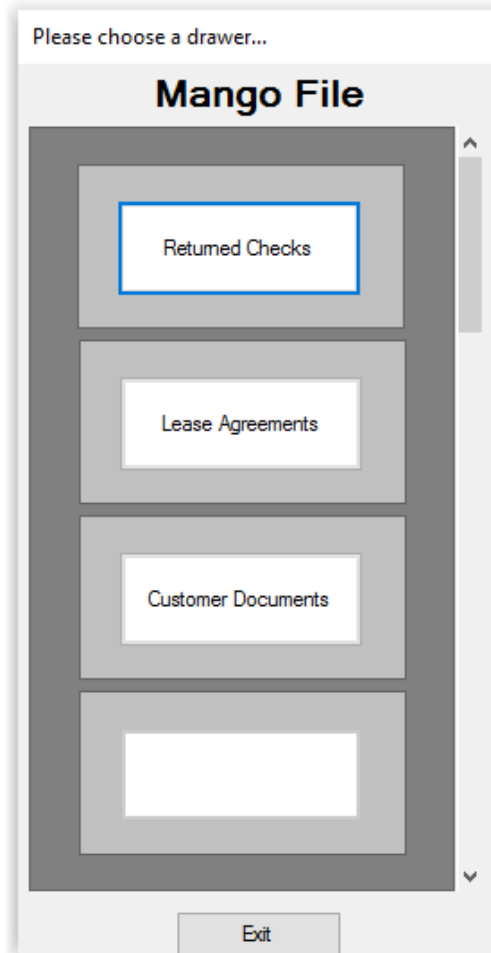
Save Then Go To Next Document

This option allows you to save the current document shown on the screen then move to the next document inline in the queue. If there is not a document waiting in the queue you will be sent to the main window where may scan in another document.

NOTE: You must make sure you have the correct Type Label selected before you use this function. Whichever Type Label is selected at the top of the screen is where the document will be saved.

Change Drawer

To scan information into another drawer, choose *Change Drawer*. This will return you to the screen displayed below. If more than four drawers are setup, use the scroll bar on the right side of the screen, to view additional drawers. To select a drawer, left-click on it.



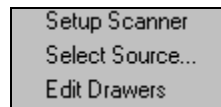
NOTE: You can also exit the Mango File program from this option by clicking the button labeled EXIT at the bottom of this screen.

Changing Your Drawer Order

To change the drawer order, position the mouse pointer over the drawer you want to move, hold down the Control key (Ctrl), and then click and hold down the right button on your mouse. Place the pointer over the drawer that you want to switch it with and release the button. The drawer you dragged is inserted and the rest drop down one. Repeat this process until all drawers are ordered as desired.

Setup

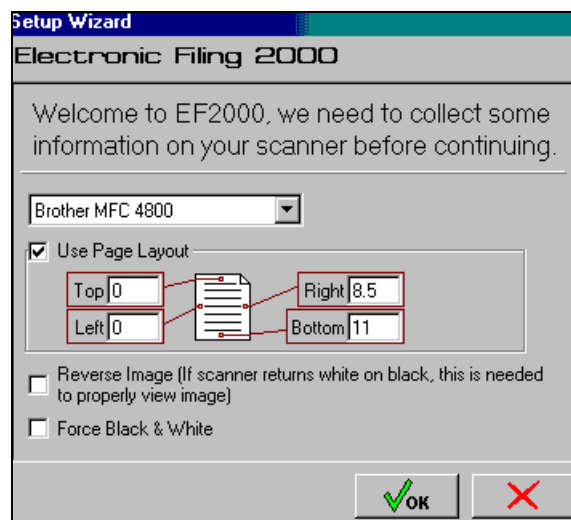
When you click *Setup*, the following screen will appear.



Each of these options on this menu is explained within the following paragraphs.

Setup Scanner

When you click *Setup Scanner*, the following screen will appear so you can change the scanner and page layout format.



The first box on this screen allows you to choose from six scanner types.

The check box *Use Page Layout* allows you to change the margins on all sides of the page for documents that are scanned in Mango File. For example if you are scanning in 8 ½" x 11" you will enter "0" for Top, "0" for Left, 8.5 for Right, and "11" for Bottom.

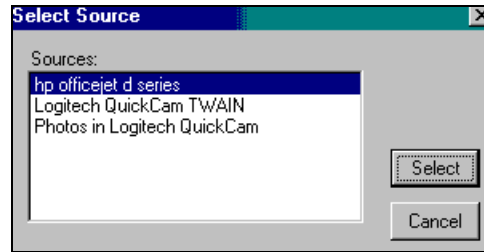
If *Reverse Image* (If scanner returns white on black, this is needed to properly view image) is checked Mango File will automatically adjust the document to be viewed correctly.

If *Force Black & White* is checked Mango File will automatically adjust any color documents to view only in black and white.

NOTE: The **only** time that the three check boxes will need to be changed is if "Other" is selected in the scanner type drop down list!

Select Source

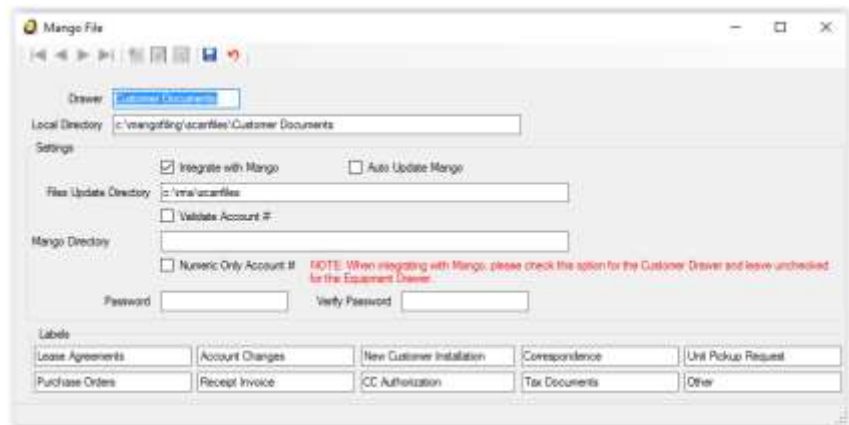
When you click *Select Source*, the following screen will appear to allow you to choose which piece of equipment to use.



Click on a source to highlight your selection and then click select. Click cancel to leave the setting as is and return to the previous menu.

Edit Drawers

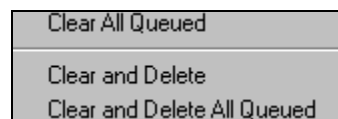
When you click *Edit Drawers*, the following screen will appear so you can modify or add new drawers and enter label information. Refer to page 9 for explanations of each field on this page.



NOTE: Once you have information entered in the type labels, it is recommended that you DO NOT change them. For instance, if you have a type called “Lease Agreements” and then you change that type label to “Complaints,” then all lease agreements will now be labeled as complaints.

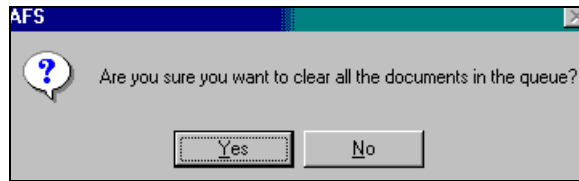
Document

Clicking on the Document option of the Utilities menu will show you the following window.



Clear All Queued

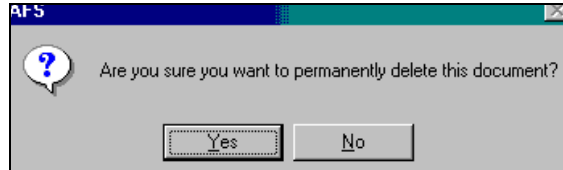
If you scan a document and decide that you do not want it or you want to clear out a few unneeded documents, use this option. Before the system will clear the documents, the message below will appear to verify this is what you want to do.



Click No to return to your document or Yes to clear the document from the queue. If the file has not been saved, you will have to rescan the document if you wish to use it. If the file has been saved, this does not delete the document, it only takes it out of the queue (cannot be viewed until it is recalled once more).

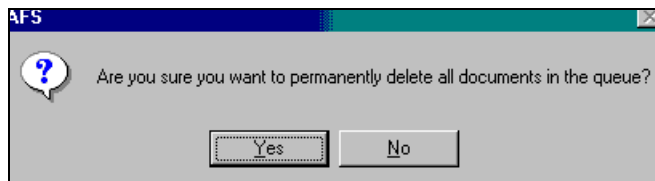
Clear and Delete

This option allows you to clear the current document being viewed and remove it from the Mango File directory; it also will delete the file from the Mango Update directory you have specified in Drawer Setup. Once you Click 'Yes' on the window that appears the document must be rescanned if you wish to have it in Mango File.



Clear and Delete All Queued

Delete all queued files will remove all of the currently queued documents in Mango File; it will also remove the files from the Mango Update directory you have specified in Drawer Setup. The text box below will appear to verify that you want to delete all the documents in the queue.

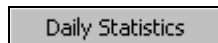


Click Yes to clear out the documents or No to cancel.

NOTE: It is important to remember that the two Delete options above will also remove the files from the appropriate Mango directory. If you wish to view these files in RMA/Mango **DO NOT** delete them.

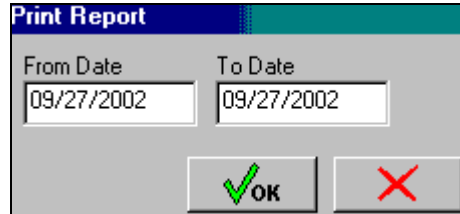
Reports

Selecting this menu item will bring up the following window.



Daily Statistics

Daily statistics will generate a report that gives the total of each type of file entered into the system for the specified date range.



Enter dates into the *From Date* and *To Date* fields to designate the days to include in the report.

Copy To Update Directory

Use this button to copy all information stored locally in Mango File to the Update directory of RMA/Mango you specified in the *Update Directory* Field in *Drawer Setup*. After selecting 'copy to update directory' this window will appear.



Yes: Selecting this option will update your RMA/Mango directory (specified in *Drawer Setup*) with any new files scanned into Mango File.

No: Selecting this option will update your RMA/Mango directory (specified in *Drawer Setup*) with all files located in the Mango File local directory.

Cancel: Selecting this option will do nothing and take you back to the main screen.

Verbose Warnings

This has been added for technical support reasons.

About Mango File

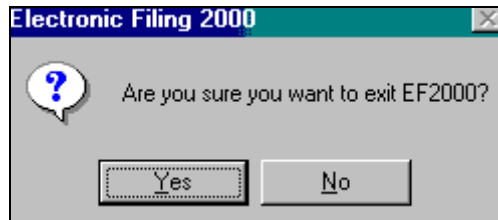
This screen below displays the contact information for Advantage Route Systems and the version number of your software.



If you contact technical support they will request the information listed above. You can use this option to obtain that information.

Exiting the Program

When you are finished using the Mango File program, there are two ways to exit the program. One way is to click the UTILITIES icon, selecting *Change Drawer* and then clicking the *Exit* key. This will bring up the screen below. Click Yes to exit the program or No to select another drawer.



Another simple way to exit the program is clicking the "X" button located in the upper-right hand corner of your screen (as shown below).



If you have new scanned files in Mango File and have not used the *Copy to Update Directory* option, the program will prompt you to do so when you attempt to exit.

NOTE: To minimize the Mango File program, click one of the other two buttons located on this toolbar.

Chapter 5 – Technical Specifications

Overview

This chapter contains technical information about the product including:

- Data File Naming Conventions
- Data File Storage Locations
- Data File Formats

This information may be valuable when troubleshooting.

Data File Naming Conventions

Each time a document is scanned, it is saved in a unique file on the hard disk drive or other data storage location. This file name completely identifies the document so that no indexes or other external data is required. This gives the user complete flexibility so they can retrieve the documents in any number of ways within the RMA/Mango system or outside of it.

The naming convention used in the Mango File program is:

123456789012345678901234567890123456789012345678901234567890123

042366T9912129898Save this document with customer signature.erm

The file name shall consist of a total of 63 bytes. A name such as the following will be used. All files will end in an .erm extension. The file extension stands for Electronic Mango.

Refer to the following chart to view the coding sequence:

Variable	Size	Note
Cust_id	6 bytes	Customer Account Number
Doc_type	1 byte	The document type code (see following section)
Doc_Date	6 bytes	The date of the document – not necessarily the date it is scanned
Random_id	4 bytes	A random number generated to make the ID unique.
Supp_message	46 bytes	Message comment for file.

Doc_type Codes

There will be up to 36 Standard Doc_type codes. The following will be used in initially:

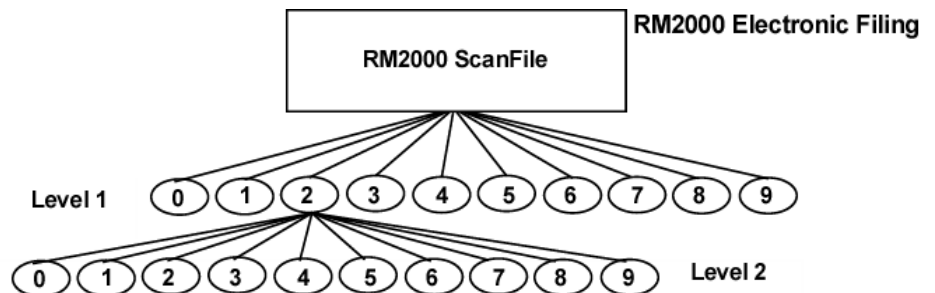
- 0 – Lease Agreement
- 1 – New Customer Information Sheet / Account Changes
- 2 – New Customer Installation Checklist / Satisfaction Sheet
- 3 – Correspondence
- 4 – Unit Pickup Request / Change / Exchange
- 5 – Purchase Order
- 6 – Receipt / Invoice Copies
- 7 – Credit Card Authorization
- 8 – Name and Address Changes
- 9 – Other (includes old route cards, coupons, refund notices, etc.)

NOTE: The user can change these codes on initial setup. However, once a drawer is in operation, the document type cannot be changed, but new drawers can be added.

Data File Storage Locations

All data files (scanned images) are stored in a single sub-directory of the hard drive. They are stored in a folder called: MangoScanFiles. It may be located on any drive of the customer's choice. This folder has up to 100 subfolders for the sorting and storage of documents.

All scanned files will be placed into one of the level 2 sub-folders according to the following scheme:



The account number is used as a reference point. The 4th position of the account number determines the Level 1 sub folder. The 5th position of the account number determines the Level 2 sub-folder. If the 4th or 5th positions are alpha, then the right numeric value of the chr(xx) is to be used. These folders will only be numeric and there will be no more than 100 folders.

For example, if the account number is 000360, this document would be in the following directory:

\MangoScanFiles\3\6\

Data File Formats

As the documents are scanned, they are stored in a common format called JPEG. This allows the documents to be viewed by any program that can read and display this format.

Chapter 6 – Service and Support

At ARS, it is our priority to provide you with the highest quality of service and support available. We provide 24-hour-a-day, 7-day-a-week telephone support.

How to contact us:

- Toll free, 24-7 Telephone Support – 888-294-7688 ext. 544
(Outside the United States at 1-209-632-1122)
- Visit the Support Web site at <http://www.ARS247.com>
- Email – support@ARS247.com
- Fax – 209-632-6868

Support requests sent via email or fax will be responded to during the hours of 7 AM to 5 PM PST. For more information on ARS support policies, please refer to our Web site.

If you are in the program and need help with the screen you are viewing, simply press your F1 key. This will activate the RMA/Mango™ context sensitive help. It will display the same information as found in the corresponding section of the User Guide.

Appendix A – Scanners and Hardware

Overview

This appendix contains a list of scanners that are known to work with the Mango File system. There may be others that will work with the software, but have yet to be tested. This list will be updated from time-to-time.

Tested Scanners

The following scanners have been tested with the Mango File and RMA/Mango software. The chart lists the manufacturer as well as the model. In addition, there are comments about the unit.

Manufacturer	Model	Benefits	For sp Version?
Fujitsu	M3093 GX		No
Hewlett Packard	Laser Jet 3100		No
Umax	Astra 3400	Low cost, single sheet scanner	Yes
Ricoh	ISO1 Image Scanner		No
Brother	MFC4800		
Hewlett Packard	Officejet d135		

Hardware Specific Mango File Notes

Applies to Brother MFC4800

This section will explain how to install your Brother MFC4800 onto your system.

1. Plug the printer into your computer by parallel port or USB. (ARS recommends using the parallel port as it is faster and more reliable than USB.)
2. Insert the MFC4800 Software Suite CD into your CD-ROM.
3. On the window that appears click on the MFC4800 Icon.
4. Click on Install software.
5. Click on Multi-Function Link Pro Suite, then click Install.
6. The PaperPort software will begin to install.
7. Click 'Yes' to say you agree with the End User License Agreement.
8. Fill in your name and company name. Then click 'Next'.
9. Click 'Next' to install the PaperPort program to the default directory.
10. Click 'Next' on registration screen, then click 'Cancel'. Then click 'Yes' and then 'Ok'. You do not need to register this software.
11. When the next window appears click Next.
12. Select Standard Installation and click Next. It will take a few minutes for the installation depending on the speed of your system.
13. When you are prompted, select 'Yes I wish to restart my computer now'. Make sure all other programs are saved (if necessary) and closed before restarting.

Applies to Epson GT-2500 Plus

1. Plug in and turn on scanner (make sure the network cable is plugged in)
2. Put in the "Epson Network Image Express Card" CD and chose:
Install EpsonNet Config
3. Click on Start->Programs->EpsonNet->EpsonNet Config V2
4. Double click scanner in list and setup TCP/IP information

Once the scanner is configured

1. Put in the "Epson GT-2500 Plus Scanner Software" CD and chose and click the install button
2. Start->Programs->EPSON Scan->EPSON Scan Settings
 - ▶ Click Network
 - ▶ Click Add, give a name, select the scanner, and click OK
 - ▶ Click Test and it should be successful
 - ▶ Click OK

Once the scanner is Added correctly:

Install Mango File

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