# Adding a New Tag Range during a Consignment - iPhone

## Table of Contents

## Applies to

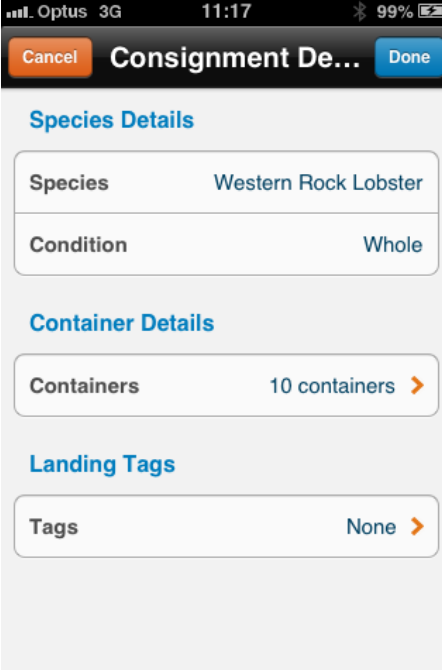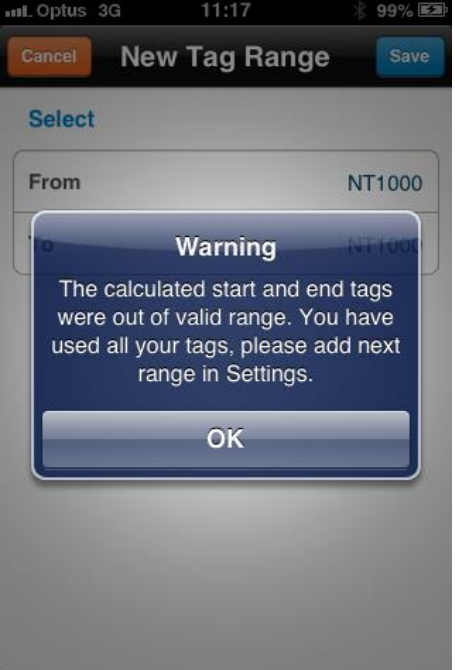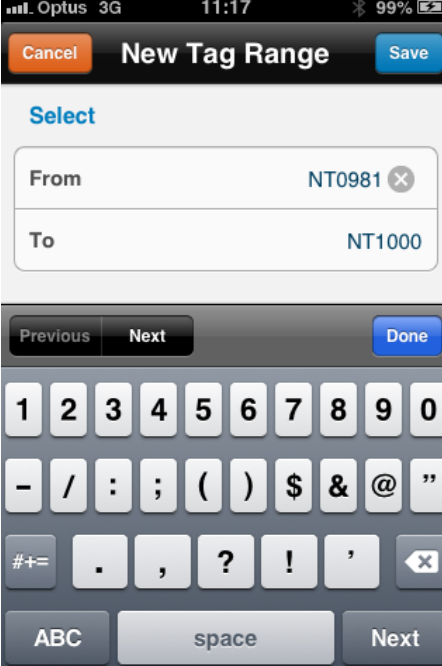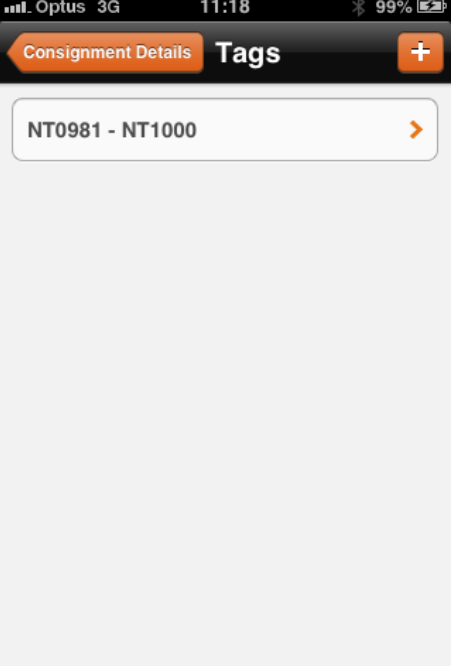| | |
|---|---|
| MFL Holder | No |
| MFL Online Operator | No |
| **Master** | **Yes** |
| Receiver | No |
| Receiver Online Operator | No |

## Requirements

You must have the start and end numbers of the new tag range available for entry into the Settings section of CatchER.
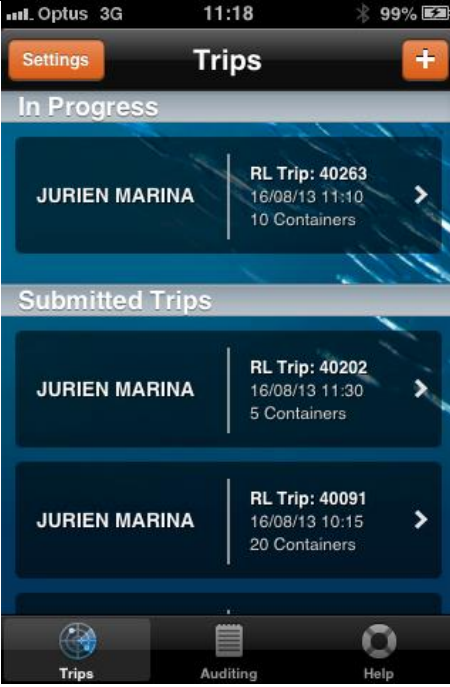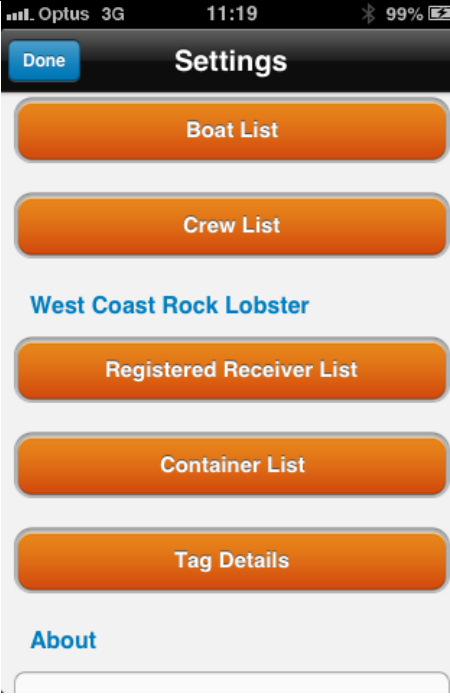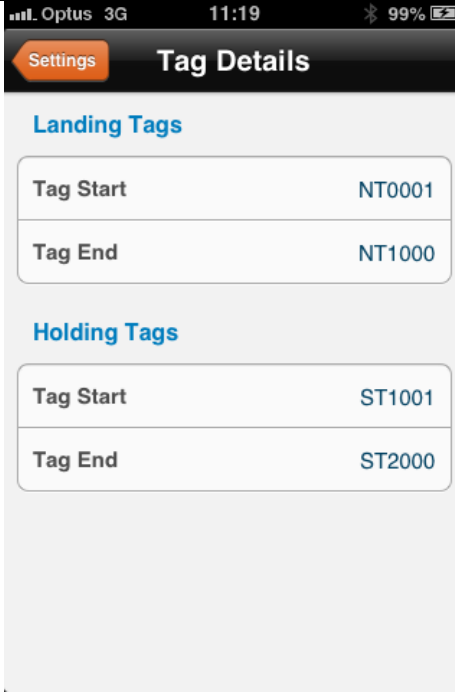
## Tag Counter Bug

Currently the tag counter in CatchER has a bug.  The counter doesn't function correctly when you reach the end of a tag range and add a new tag range.   On an iPad the counter does not allocate the tag numbers from the new tag range for the first lot of tags allocated to a consignment but resumes working correctly on subsequent consignments.  However on an iPhone the tag counter fails to resume working correctly and you will need to manually enter the tag numbers for all future consignments.  You will receive an error message that the calculated start and end tags were out of valid range each time you touch the tags button to allocate tag numbers.  You will need to touch OK and then manually enter the correct tag numbers.  We apologise for the inconvenience and will be working to correct this bug as soon as possible.

## Instructions

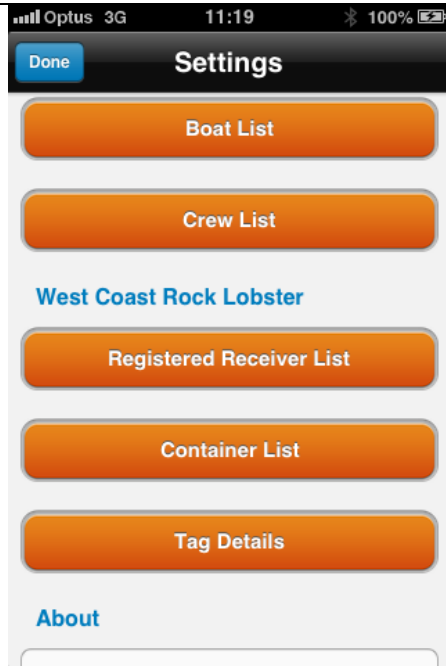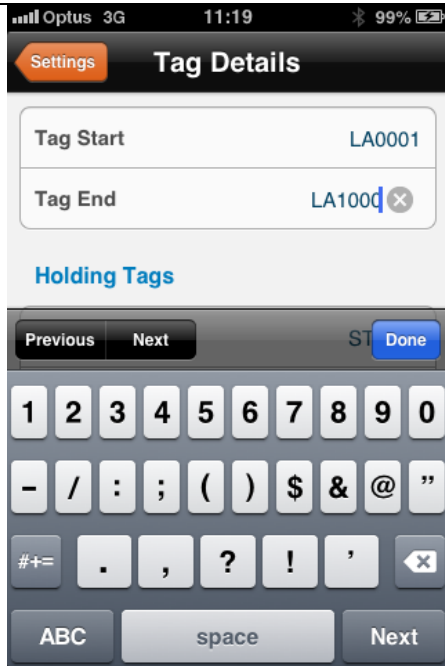| | | |
|---|---|---|
| 1. After entering the Container Details during the Post-Landing consignment stage you touch **Tags.**<br><br>*If this is the first time you have reached the end of a tag range CatchER should allocate the tags up to the end of the range. A Warning message appears that you have used all of your tags and requests to add a tag range in Settings.*<br><br>2. Touch **OK**. |  |  |
| 3. If the tag numbers have not been allocated correctly then manually enter the correct tag numbers.<br><br>4. Touch **Save** to save the current tag range details.<br><br>5. Touch **Consignment Details** to back out of the Tags screen. |  |  |

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| 6. Touch **Done**.<br><br>7. Touch **Save**. |  |
| 8. Touch **Post-Landing** to back out of this screen.<br><br>9. Touch **Trips** to back out of this screen. |  |

| | | |
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| 10. Touch **Settings**.<br><br>11. Enter your **PIN** number. |  |  |
| 12. Touch the **Tag Details** button.<br><br>*The current tag details will display* |  |  |

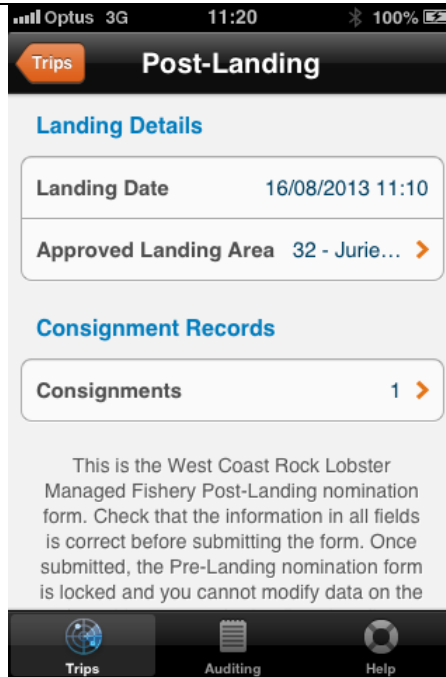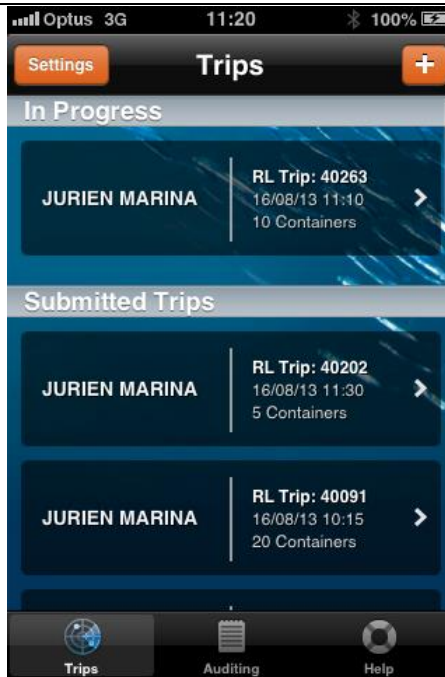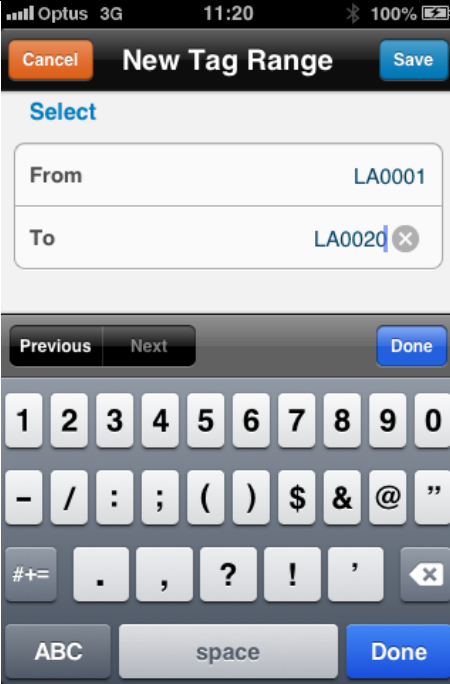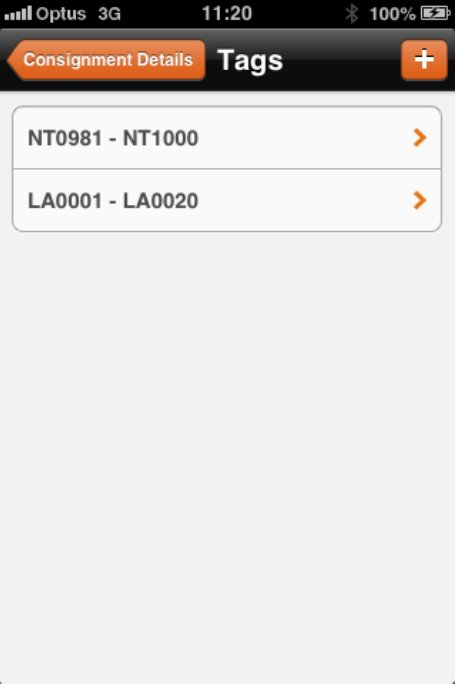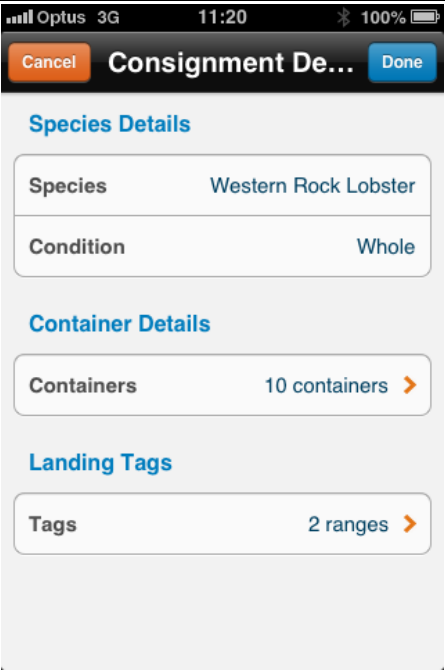| | |
|---|---|
| 13. Delete the used tag details and enter the **Tag Start** and **Tag End** numbers of the new tag range you will be using.<br><br>14. Touch **Settings** to exit.<br><br>15. Touch **Done**. |  |
| 16. Touch the trip in progress.<br><br>17. Touch **Consignments** |  |

| | | |
|---|---|---|
| 18. Touch the displayed consignment.<br><br>19. Touch **Consignment Details**. |  |  |
| 20. Touch **Tags**.<br><br>21. Touch [+] to add a new tag range for the rest of the consignment.<br><br>. |  |  |

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| 22. You will need to manually enter the last tag in the range and then touch **Save**.<br><br>23. Touch **Consignment Details**. |  |
| 25. Touch **Done** to continue with the consignment with the new tag details included.<br><br>26. Touch **Submit**. |  |
| End of Instructions | |
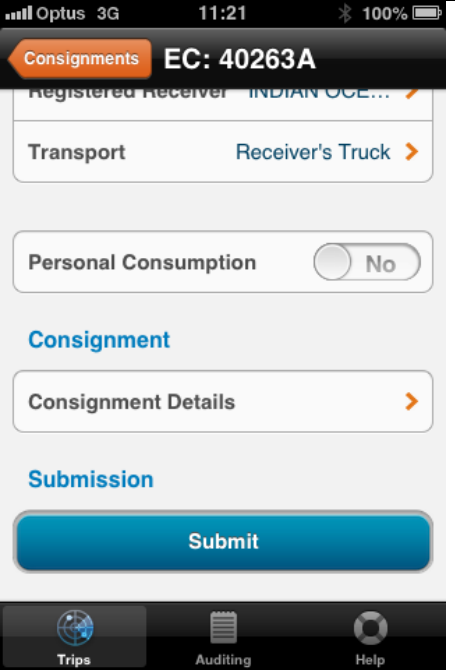
## Fish Eye Helpline and Support

A dedicated Fish Eye and CatchER Helpline is in operation from 8.30am to 4.30pm, Monday to Friday. The Helpline will answer questions related to Fish Eye.

**Email:** Fisheye.Support@fish.wa.gov.au

**Phone:** 1300 550 763

## Online Troubleshooting Guide for CatchER issues

An online troubleshooting guide is available on the Department of Fisheries website.

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