



## AIM Lite Frequently Asked Questions

**Q:** How does the initial set-up process work?

**A:** You will be given a spreadsheet to populate with the asset information and the file name for each document to be associated with the asset. Once you are set-up and activated you will have access to update documents in the database through the administrative portal.

**Q:** How do I download the application?

**A:** The application will be sent to you through email where you can then download and install it to your device.

**Q:** If I set the application up on an Android device and later want to switch to an IOS device, is the application easily transferrable?

**A:** Yes, you would simply download and install an IOS app and continue using the application as before.

**Q:** What mobile devices are currently compatible with AIM Lite?

**A:** AIM Lite currently functions on Android and IOS devices with screens 4.7 inches and larger. Contact us if you are using a different device or operating system.

**Q:** How many documents am I able to upload?

**A:** There is no limit to the number of documents, space is limited to 25 MB per asset.

**Q:** Is a specific file extension needed to upload documents?

**A:** Only .pdf documents can be uploaded at this time.

**Q:** What size and color tag works best with a QR code?

**A:** The QR code on tags works best with a white or yellow background and the minimum size of 3/4" is recommended. The rest of the tag can be customized to meet your needs.

**Q:** What if I lose or damage a tag?

**A:** If a replacement tag is needed, we can manufacture the exact same tag as the one lost or destroyed. You would just need to supply MSC with the asset number to order.

**Q:** Do the tags have NFC read capabilities?

**A:** NFC can be incorporated into each tag manufactured, but most devices require a secondary plug in device to read NFC.

**Q:** Can the same QR code be used with both the AIM Lite and other asset management software?

**A:** Depending on the information used to create the QR code AIM Lite could use it. Please contact us for further information.

**Q:** Can I use other QR readers to scan the codes?

**A:** The QR codes will only work when read by the AIM Lite application, any other QR code reader will only display the database link information.

**Q:** What do you mean by assets?

**A:** Assets are defined as mechanical and electrical devices such as equipment, valves, circuit panels, etc. that contribute to the operation of a facility and require maintenance.

**Q:** What documents should I include for my assets?

**A:** We recommend you include documents that your team should have access to while in the field to efficiently complete their objectives and responsibilities such as (but not limited to) P&IDs, O&M Manuals, Mechanical Drawings, Technical Specifications, etc.

**Q:** Is AIM Lite accessible without internet access?

**A:** The client is responsible for providing access to the internet. The application will not work without access to the internet.

**Q:** What is the disaster recovery system for AIM Lite?

**A:** The AIM Lite Database is hosted at MSC's off-site data center. The database is backed-up daily with a secondary back-up located 100 miles away from the data center. Any data entered in the system will be replicated during the daily 24 hour window and available within 48 hours if an issue were to occur.

