EZ Link FAQ's

Frequently Asked Questions

Support Helpline:

0800 4 EZ LINK
(0800 439 5465)

| **Next Review** | 30th June 2010 |

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Amendment and (Annual) Review History	Date	Author	Issue Status	Reason for Issue/ Re-Issue

Reviewers List	Date	Recipient	Department	Position

Distribution List	Date	Recipient	Department	Position

Co-Documents	Refer to EZ Link User Guides for how EZ Link works. There is a manual and FAQ sheet for Rotary sheds and a manual and FAQ sheet for herringbone sheds.

Comments	**This is an edited version of the Contact Centre Manual without hyperlinks.**

Table of Contents

1 Introduction to EZ Link

EZ Link is designed to make Herd Testing easier. It's a barcode scanner that takes away the need to hand-write a cow's tag number on the side of a herd-testing flask. With EZ Link the flask is identified by a barcode.

Simply enter the cow number into the EZ Link handheld device (instead of writing the number on the side of the flask) and scan that cow's flask. This flask can then be placed anywhere in a standard tray, without having to use a numbered tray card.

It will also identify errors during milking such as a cow that has been entered more than once (duplicate cow number), cows unknown to MINDA, flask already been scanned etc. A red bar will appear and these errors can be resolved on the spot or be "ignored" and fixed at the end of the session.

EZ Link can be used in both a herringbone and rotary shed.

- In the rotary, the starting bail number is entered into the HHU and the user then enters a cow number and immediately scans a flask. This is sometimes referred to as "single entry".

- In the Herringbone the user is given a menu with a number of different options for entering the cow numbers. They can start typing in the cow numbers in a list starting from the first cow, or starting from the last cow. This is sometimes referred to as "multiple entry". They can also choose to enter a cow number and immediately scan a flask. (Single entry)

1.1.1 EZ Link Handheld Unit (HHU)

SIDE SCAN BUTTON

SIDE SCAN BUTTON

HERD DETAIL SCREEN

ON/OFF BUTTON

SCAN BUTTON

ESC

TAB KEY

HASH KEY

STAR KEY

ENTER

BACKSPACE/ DELETE KEY

Skip a bail/position

1.1.2 Herd Test equipment information

Meters and rubber ware are the same as when testing with the "Standard" system. *Cleaning procedures still apply*.

Flasks are barcoded and can be placed randomly in the trays provided. There is no need to keep samples from the two milking sessions separate.

HHU contains your herd records uploaded to it from MINDA. Please make sure your MINDA records are up-to-date and synchronised about three to five days before your Herd Test.

Spare battery is supplied and, if the HHU keeps timing out or goes blank, the new battery can be inserted. Once the new battery has been inserted, the HHU should return to the screen you were previously viewing. If you change the battery after entering in the animal numbers and you haven't scanned the flask, please be aware that the animal numbers will need to be re-entered. Therefore if possible change the battery at the end of scanning a row.

Posca pen has been included as a back up if the HHU freezes or gets broken. Please phone the 0800 4 EZ Link support number BEFORE you use this.

TRAYS FOR COLLECTION

The flasks with milk need to fill up every tray with no empty holes or flasks. If there are any spaces left in the last tray, fill them with empty flasks with their caps removed. **All the caps are to be removed from the unused flasks**.

CAUTION

The HHU has a LASER LIGHT so do not stare into the beam. The HHU is water resistant, but do not immerse it in water for any length of time. Please remember to bring your reading glasses, if you need them.

SAMPLE DATA AND PEACE OF MIND

It is impossible for the user to erase the sample data in the HHU unless specifically editing it. If the HHU freezes or stops working, it's likely the data will still be in its memory and can be retrieved by LIC. A Posca pen can be used to finish the rest of the Herd Test and the two sets of data can be merged back at the Weigh Station. Before you do this, please call the Helpline.

IMPORTANT:

Never leave the battery out of the HHU, as this will turn the internal clock off and reset the date and time. The wrong time will then be imported for your Herd Test, so your HHU will not switch over to the second session.

2 Hardware FAQ's

2.1.1   What if the EZ Link computer is frozen?

Use **reboot** to resolve the issues below:

- The scanner is stuck on or scan light does not come on.
  Check that the client is on the scan screen. If so, follow the reboot process below.

- The touch screen is not responding. **Follow the reboot process below. If still not working advise the User to use the keypad as the touch-screen may be out of alignment.**

- The keypad is not responding. **Follow the reboot process below.**

The data collected so far during the Herd Test is SAFE unless you are in a Herringbone and have not finished scanning the flasks. In this case you will need to re-enter the cow numbers and scan the flasks.

Reboot process

1. Hold down the yellow power key, blue light will flash at the top of the device and then the screen will go blank. Keep the yellow power key pressed down until a blue screen with the Intermec logo appears then release the yellow power key.

2. The device will now go through a number of set up screens and will stop on the EZ Link "Record Samples" screen (if cows have been entered and flasks have been scanned).
   - **Rotary** – after selecting "Record Samples" the screen will go to the starting bail number and defaults to the current bail number.
   - **Is this the correct bail?**
     If yes, press the enter key.
     If no, change it to the correct number and then press the enter key

   - **Herringbone** – after selecting "record Samples" the screen will go to the Row Menu screen and now choose the way you want to enter your cow numbers.

3. If the device does not reboot after a significant amount of time with the finger holding down the yellow power key, try changing the battery.

4. If the device still does not reboot remove the battery for 1 minute and then replace the battery, or put in a new battery. Now the device should go into the reboot process.

5. If the device still does not reboot, suggest the User remove the battery for 10 minutes and use posca pen on the flasks. Replace the battery and if the device is still refusing to reboot, advise them to contact their Depot to see if they can get a replacement HHU

If a small text box appears "Clean boot the system?" The User MUST do nothing, or press the LEFT top blue scan button and the device will continue rebooting.

If the right top blue scan button is pressed all the applications will be erased including EZ Link and along with it all the sample data of the Herd Test. It will be lost forever and a re-test will be inevitable.

2.1.2 How do I change the battery?

1. Make sure you have scanned a flask for the most recent animal or finished scanning your row.
2. Press the yellow power key to turn the handheld off. (NB. The HHU will reboot itself if it is not turned off first.)
3. Turn the handheld over and grasp the clip at the top of the strap.
4. Firmly slide the clip upwards to release the strap.
5. The battery is at the bottom of the handheld.
6. You'll see that there is a metal slider holding it in place.
7. Push the slider to the left and lift the battery out.
8. Slide the new battery in top first and press down firmly until it clicks into place.
9. Firmly press the yellow power key to turn the device on and continue.

2.1.3 What if the EZ Link batteries are all flat?

1. The battery warning below will appear on the screen if the battery is under 15%.
2. Make sure you have you have secured the battery and it has firmly clipped into place.
3. Firmly press the yellow power key.
4. If all the batteries are flat you will need to continue with your test writing the cow numbers on the flasks, which will then be scanned into another EZ Link handheld later.
5. Phone your local depot for further assistance and to request more batteries. (Transfer them through to their local depot)

:

This battery warning appears when the battery life is at 15%.

This message will not interrupt the Herringbone process and will appear only when all the flasks have been scanned.

It needs changing NOW.

Once it is changed press the "Continue" button.

2.1.4 What if I am pressing the yellow power key but the EZ Link computer is not turning on?

1. Press the yellow power button firmly and gently tap the screen. If nothing happens change the battery.
2. Press the battery into its slot firmly, you should hear a definite click. If the device still does not turn on reboot the HHU.
3. Re-boot the HHU by holding the yellow "Power" button until the screen goes blank and you see the Intermec screen appear to show it is restarting. It will start automatically start EZ Link.

4. If the HHU is not responding please put the call through to the EZ Link field specialist.

2.1.5 What if the screen is dim and the backlight is not turning on?

The screen times out after 30 seconds if the Handheld is not being used.

1. Gently tap the screen to bring on the backlight.
2. Alternatively press the "windows" key at the top left of the keypad.
3. If the screen still does not come on reboot the device.

2.1.6 What if the telephone keypad appears on the screen?

1. Press the small white telephone (End) key on the right of the centre blue scan button.
2. If it does not disappear, tap the screen above and outside of the telephone keypad.
3. If it still does not disappear, reboot the device.

2.1.7 What if there is a message on the screen that says "Exception Error"?

1. Reboot this device

2.1.8 How do I change to session 2, it is morning but the HHU is still in session 1?

1. Put this call directly through to the EZ Link field specialist.

(N.B. The HHU has an internal clock and the session automatically changes after 3 hours of not being used. However if the internal clock is stopped (flat battery not changed) it will interfere with this automatic process)

2.1.9   How do I return to Session 1 to scan a couple of flasks from the previous session?

1. Clearly mark these flasks with the cow number and the session. Put them aside and let the LIC field technician know that they require scanning when they get your samples back to the depot.

2.1.10   How do I change to session 2 as I have now finished session 1?

1. The HHU has an internal clock and the session automatically changes after 3 hours of not being used.
2. Turn it off at night and when you turn it on in the morning it will be in session 2. If it is not then ring the 0800 in the morning and the EZ Link specialist will guide you through the process.

2.1.11   How do I turn off the HHU?

1. Firmly press the yellow power key for a few seconds. The blue light will flash and the device will power down.
(N.B. If the yellow power key is held down for a longer period it may re-boot the device. Please reassure the customer that if this does happen all the herd test data that is in the device is "safe".

2.1.12   How do I turn on the HHU? When I press the yellow power key but the screen remains blank.

1. Change the battery.
2. If still not responding reboot the device.

2.1.13   How do I use the touch screen if there is no plastic pen (stylus) with this HHU?

1. You can use your finger or a closed pen. (N.B. Do not use an open pen that gets ink on the screen!)

2.1.14 How do I use this HHU if there is no strap attached?

1. For this test you will have to use it without a strap.
2. Let the LIC field staff or your local depot know that the HHU was missing a strap and that you would like to have a strap in future.

3 Training/User error FAQ's

3.1.1 What if I have accidentally clicked on finish session and I am not ready to finish this session?
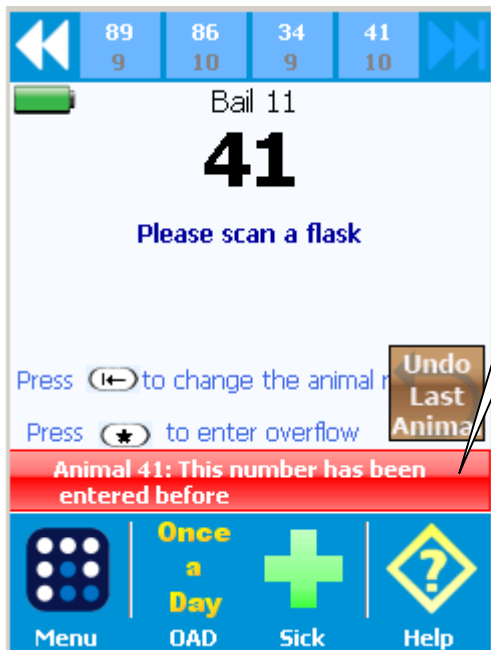
1. Press the enter key closing all the ending session screens and finishing the session.
2. EZ Link returns to the Main Menu and is still in the current Session.
3. Press "Record Samples":
   a) **For rotary** check the current bail number is correct and press the enter key, then continue entering your cows and scanning their flasks.
   b) **For Herringbone** from the Row Menu choose how you want to enter your cow numbers and scan their flasks.

3.1.2 What do the red bars on the screen mean?

Click on one of the above to go to it's screen shot.

1. During milking, a red bar will appear in the bottom half of the screen if there is an error.
2. You will hear a warning sound when a red bar appears.
3. The text on the red bar tells you what the error is.
4. You can fix errors straight away if you want, or you can wait until you are less busy.
5. You will get another chance to fix your errors at the end of the milking, but you might find it easier to deal with them straight away, while the cows are still in the dairy.
6. To fix an error during milking, tap on the red bar. A new screen will appear giving you a number of choices for resolving the error.

Duplicate cow number

89 9	86 10	34 9	41 10

Bail 11

41

Please scan a flask

Press (⟸) to change the animal n

Press (✱) to enter overflow

Undo Last Anim

Animal 41: This number has been entered before

Once a Day

Menu | OAD | Sick | Help

Touch the red bar

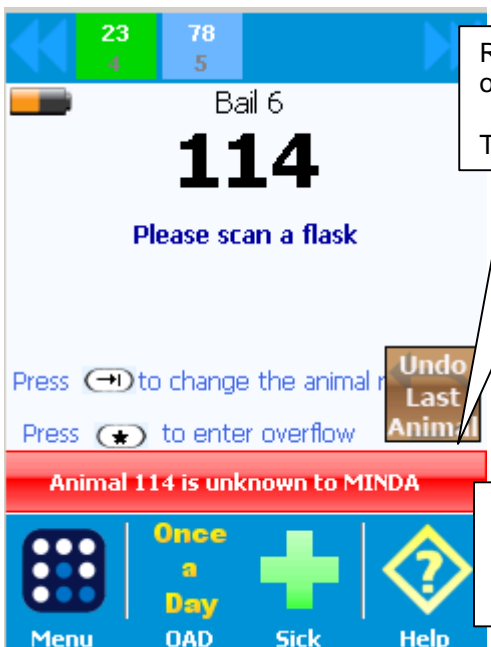The error resolution screen will appear.

Choose the correct option

You have already recorded animal 41 at Bail 9 Birth ID: JTGN-01-55

This animal is still in the dairy

Tap the on-screen button or press the number key shown to continue

1	Change animal number in current Bail
2	Change animal number in previous Bail (shown above)
3	Animal num in current Bail correct, will fix other later

Cow unknown to MINDA

23 4	78 5

Bail 6

114

Please scan a flask

Press (⟹) to change the animal

Press (✱) to enter overflow

Undo Last Anim

Animal 114 is unknown to MINDA

Once a Day

Menu | OAD | Sick | Help

Read the message on the red bar.
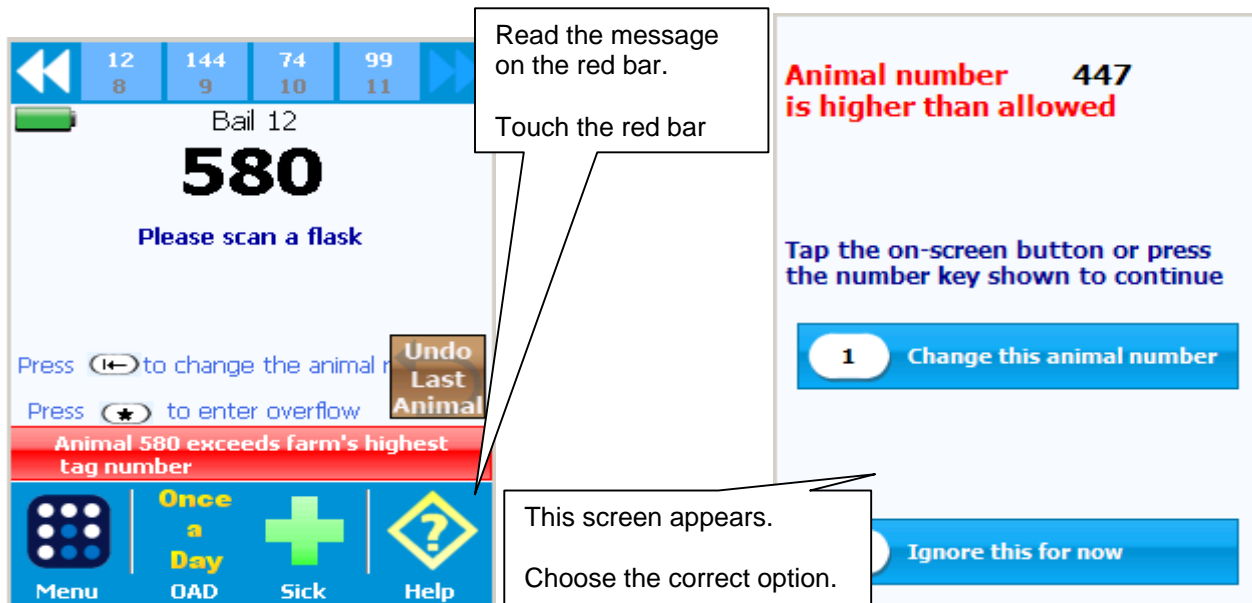
Touch the red bar

This screen appears.

Choose the correct option.

Animal number 114 is not known to MINDA

Tap the on-screen button or press the number key shown to continue

1	Change animal number in current Bail
0	Ignore this for now

Cow given a tag number exceeds the Highest tag

Read the message on the red bar.

Touch the red bar

Animal number   447 is higher than allowed

Tap the on-screen button or press the number key shown to continue
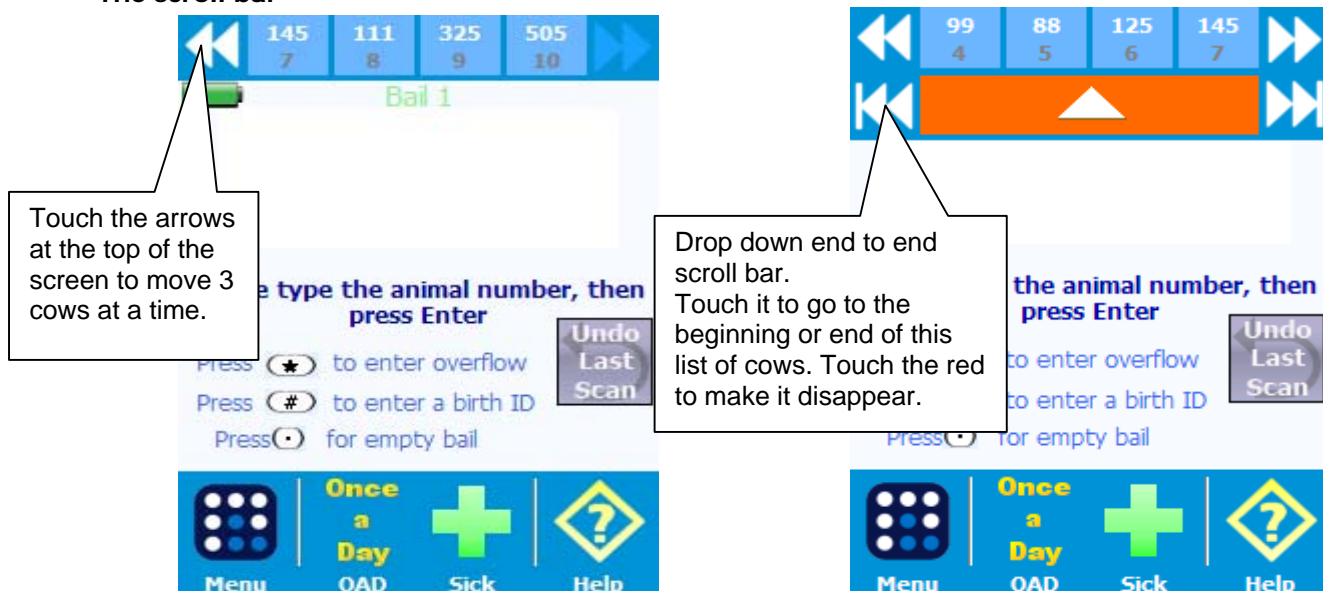
1   Change this animal number

This screen appears.

Choose the correct option.

Ignore this for now

3.1.3   What if I want to go back to a cow and correct her number or scan her correct flask?

1. Find her number at the top of the screen. If she is not visible tap the arrows at the left of this history bar.
2. A red scroll bar will drop down and takes you directly to the start or back to the end of this list. By pressing the **top** arrows you will move along 3 cows at a time. Choose the method that is best for you.
3. Touch the cow number when you find it and in the new screen start typing in the correct number or scan the correct flask.
4. N.B
   c) **For rotary** – the history bar contains all the cows milked.
   d) **For Herringbone –** the history bar contains the cows that are in the current row.
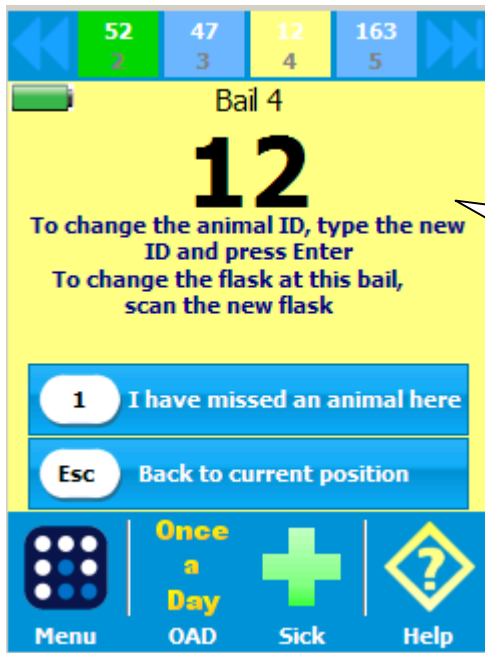
The scroll bar

Touch the arrows at the top of the screen to move 3 cows at a time.

Drop down end to end scroll bar.
Touch it to go to the beginning or end of this list of cows. Touch the red to make it disappear.
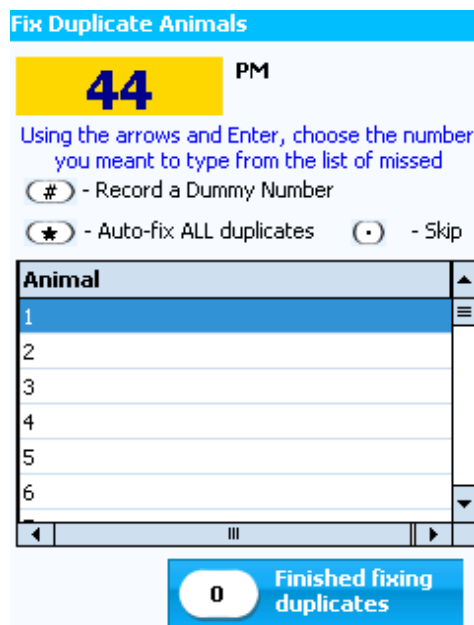
The History bar edit cow screen

Follow the instructions on the screen.

To correct the cow number just start typing in the new tag number. Then press the enter key.

To correct the flask just scan the new flask. This will over write the old one.

3.1.4 How do I fix my duplicate cows at the end the session?

1. Carefully follow the instructions on the screen. (See screens below)
2. An Undo button will appear once a change has been made. The user can undo their last change only.
3. Alternatively transfer the call through to the EZ Link field specialist.

3.1.5 How do I fix my cows unknown to MINDA at the end the session?

1. Carefully follow the instructions on the screen. (See screens below)
2. An Undo button will appear once a change has been made. The user can undo their last change only.
3. Alternatively transfer the call through to the EZ Link field specialist.

### 3.1.6 How do I edit my cows at the end the session?

1. Carefully follow the instructions on the screen. (See screens below)
2. An Undo button will appear once a change has been made. The user can undo their last change only.
3. Alternatively transfer the call through to the EZ Link field specialist.

3.1.7 How do I fix my single sample cows at the end the session?

1. Carefully follow the instructions on the screen. (See screens below)
2. An Undo button will appear once a change has been made. The user can undo their last change only.
3. Alternatively transfer the call through to the EZ Link field specialist.

Fix Single Sampled Animals

Use the arrow keys and tab to select pairs of animals. Please enter if they are the same animal. Or, press a number key to code them.

(→|) - move between sessions
(★) - mark remaining animals as once a day

2 - Spilt / Mixed / Missed 8 - Sick

Session 1	Session 2
1	-----
4	-----
-----	15
-----	27
88	-----
115	-----
208	-----
-----	467

(0) **Finished fixing single samples**

3.1.8 How do I change the cups-on time?

1. This screen gives the approximate time and date of your last milking. If it is not correct you need to change it.
2. Follow the screen instructions. (See screen shot below)
   Alternatively transfer the call through to the EZ Link field specialist.

Cups On Date   **ezlink**

Please enter the cups on date and time of your previous milking (not your previous herd test!)

	Day	Month	Year
Date	15	04	2009

	Hour	Min
Time	06	48

Use (→|) Tab key to move

Correct the date and time and press the Enter key to continue

(Ent) **Correct**

(Esc) **Back to Farm Details**

The tab key toggles between the boxes and will highlight the numbers in the boxes. To make any changes just start typing in the new number.

Alternatively you can touch the boxes and drag over the numbers to highlight them and type in the correct numbers.

When you have finished making changes press the Enter key or touch "Correct" on the screen.

3.1.9 How do I use the date and time screen that has appeared?

1. This screen appears when the HHU has lost its correct time. If it is not correct you need to change it.
2. Follow the screen instructions
3. Alternatively transfer the call through to the EZ Link field specialist.

The tab key toggles between the boxes and will highlight the numbers in the boxes. To make any changes just start typing in the new number.

Alternatively you can touch the boxes and drag over the numbers to highlight them and type in the correct numbers.

When you have finished making changes press the Enter key or touch "Correct" on the screen.

3.1.10 How do I change my farm details?

(Wrong dairy type, wrong number of positions or wrong highest tag number)

1. Touch the No button or press the ESC key.
2. Follow the screen instructions below.
3. Alternatively transfer the call through to the EZ Link field specialist.

Change the dairy type by using the arrow keys or touch the correct dairy type in the box.

The arrow keys toggle between all the boxes on the screen. Keep pressing it until it goes to the correct box.

Type in the correct number of positions and/or the correct highest tag number.

When you have finished making these changes press the Enter key or touch the finished making changes button on the screen.

3.1.11 How do I get out of training mode?

1. Touch on the Menu button and select "Finish Session".
2. Continue through all the end of session screens and the finish session screen. Select Exit training Mode from the main Menu.
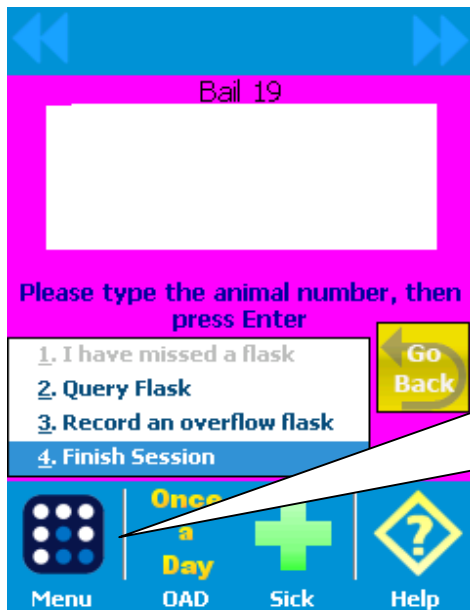
Touch the Menu button at the bottom left of the screen.

From the pop up menu touch Finish Session on the screen or press the number 4 key.

Continue through all the end of session screens and you will return to the main menu screen.
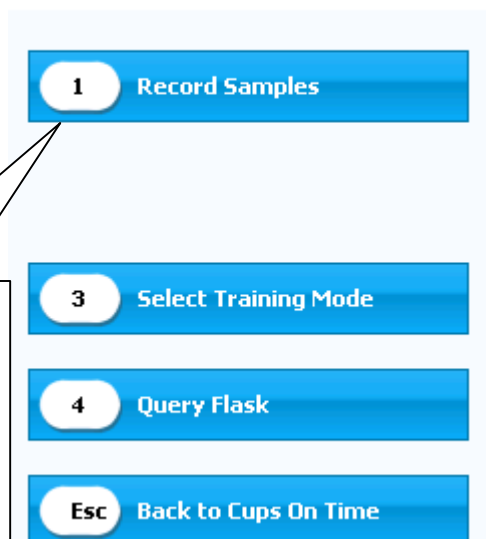

Touch "Exit training mode" or press the number 3 key.

The background has now changed to light blue.

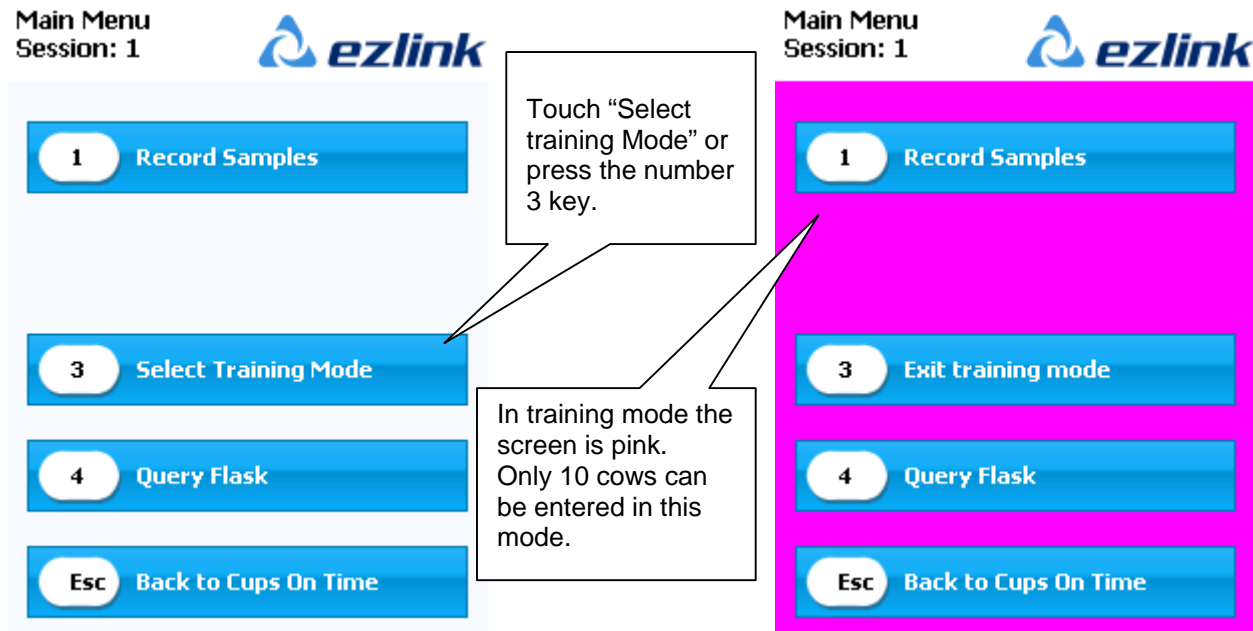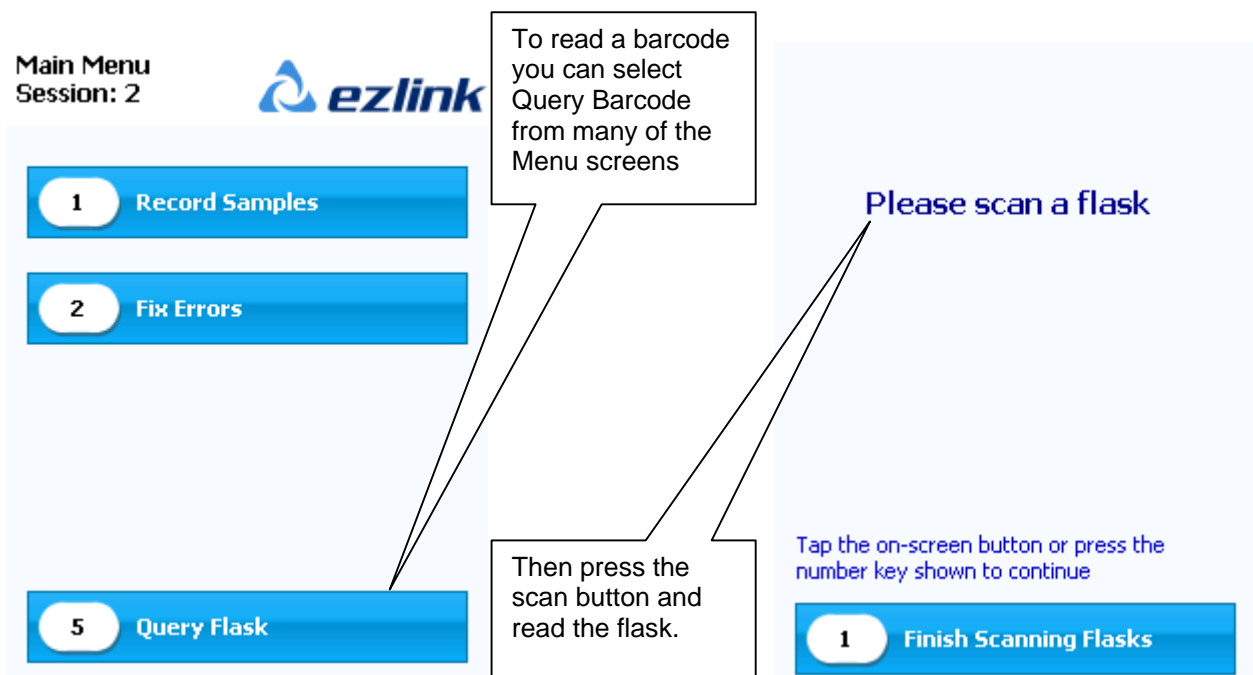Touch "Record Samples" or press the number 1 key.
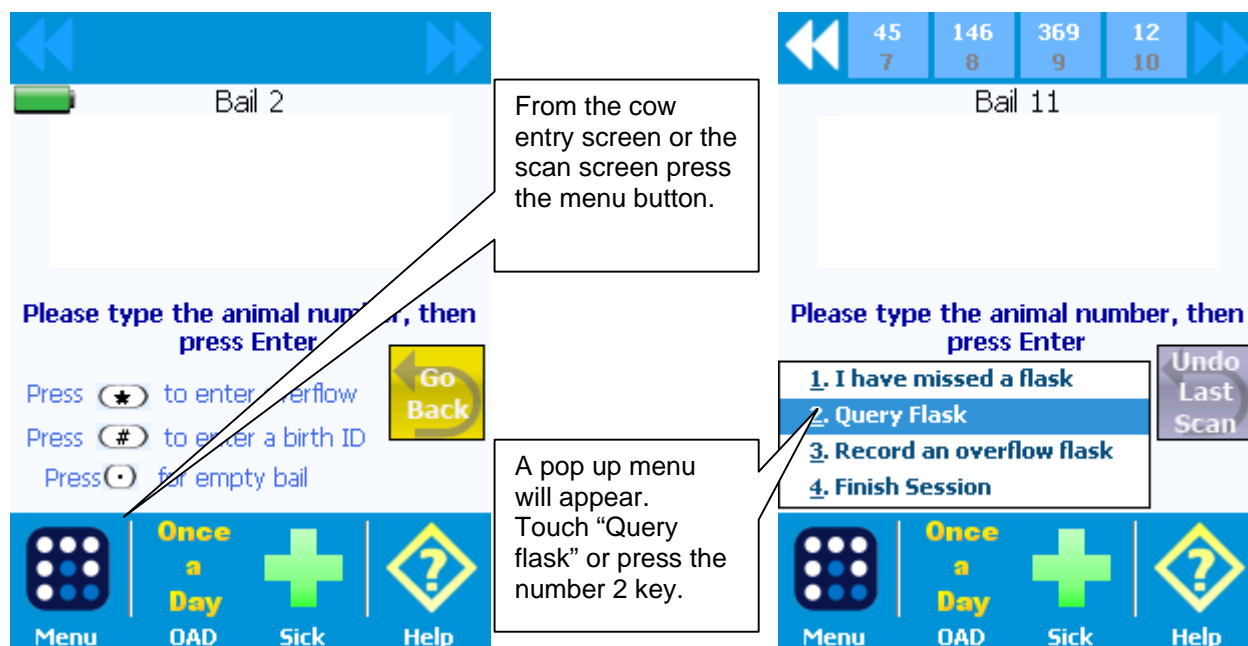
3.1.12 How do I return to training mode?

1. From the main menu screen select Enter training mode. If EZ Link has been used for any "real" testing then training mode is no longer available.

Touch "Select training Mode" or press the number 3 key.

In training mode the screen is pink. Only 10 cows can be entered in this mode.

3.1.13 How do I check a barcode?

1. What screen are you in? (This function is available from the main Menu screen below and from the Menu button on the cow entry screen and the scan a flask screen.
2. Alternatively transfer the call through to the EZ Link field specialist.

To read a barcode you can select Query Barcode from many of the Menu screens

Then press the scan button and read the flask.

From the cow entry screen or the scan screen press the menu button.

A pop up menu will appear. Touch "Query flask" or press the number 2 key.

3.1.14 How do I start my herd test when I am being asked to scan a flask?

(Query flask screen)

1. Does the screen say "Please scan a flask?"
2. If so, touch "Finish scanning flasks" or press the 1 key.
3. Alternatively transfer the call through to the EZ Link field specialist.

Touch Finish scanning Flasks or press the number 1 key
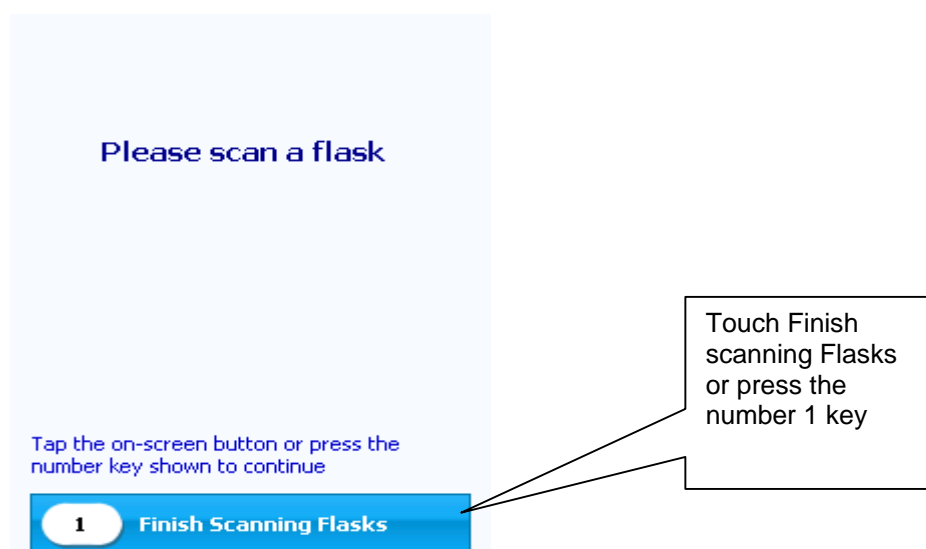
3.1.15 How do I start/continue my herd test when I am in a blue screen with Start at the top?

(Windows Mobile Start screen)

1. What screen are you in? (Does it look like the screen below?)
2. If it does, touch "Start" at the top of the screen.
3. From the drop down menu, scroll to EZ Link using the down arrow key or touch EZ Link.
4. If EZ Link is not in the drop down list, select programs. On the new screen touch EZ Link.
5. Alternatively transfer the call through to the EZ Link field specialist.
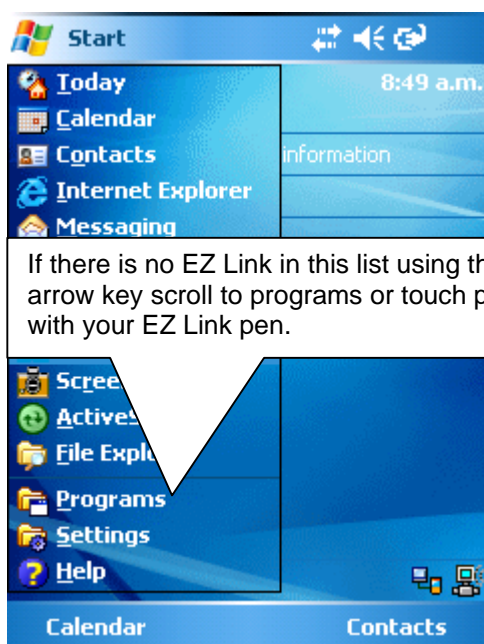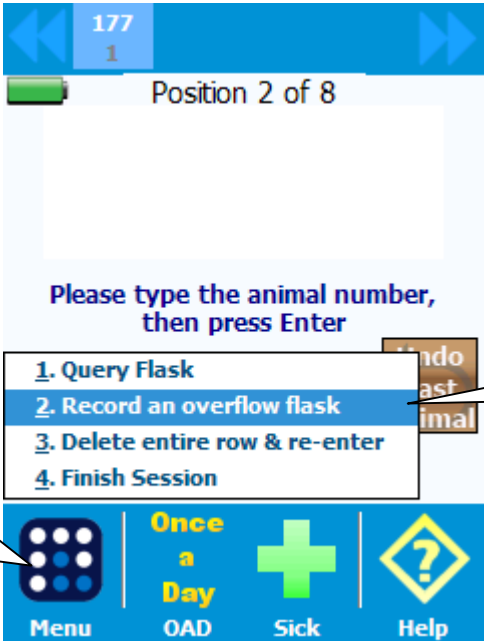

If there is no EZ Link in this list using the down arrow key scroll to programs or touch programs with your EZ Link pen.

Touch the EZ Link icon and this should start the EZ Link program.
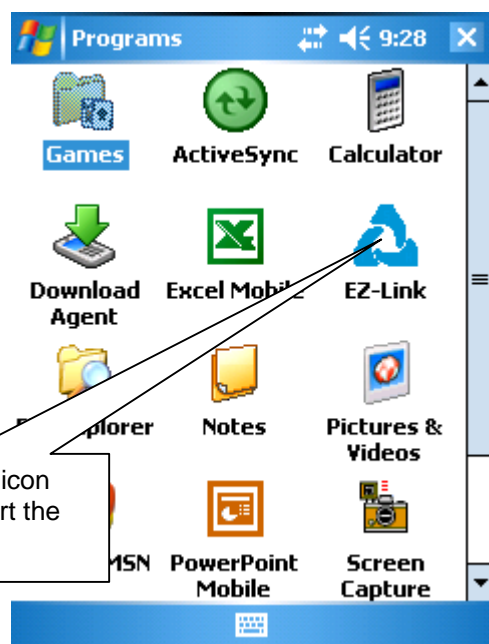
3.1.16 How do I add an overflow flask to a cow?

1. What screen are you in?
2. From the cow entry or scan a flask screens – follow steps below.
3. From a duplicate cow error – go to steps below.
4. Alternatively transfer the call through to the EZ Link field specialist.
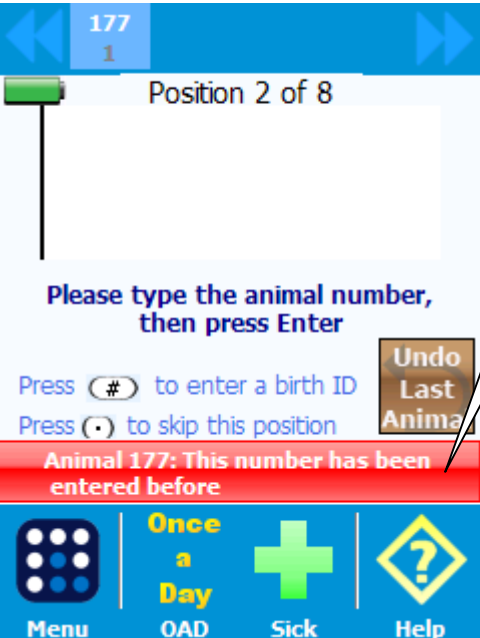
From the pop up list choose "Record an overflow flask

From the cow entry screen, or the scan a flask screen, touch the Menu button on the bottom left of the screen.

Touch the red error bar.

Select "This cow has an overflow flask.

3.1.17 How do I skip a bail? (Rotary)

1. Press the "dot" key at the bottom right of the keypad.

3.1.18 How do I skip a position? (Herringbone)

1. Press the "dot" key at the bottom right of the keypad.

3.1.19 How do I get out of Alternate cow/flask (single entry)? (Herringbone)

1. Touch the No button or press the ESC key.
2. Follow the screen instructions
3. Alternatively transfer the call through to the EZ Link field specialist.

From the cow entry screen, touch the Menu button on the bottom left of the screen.

To finish entering your cows one at a time select "Return to the row menu."

3.1.20 How do I use single entry (enter cow number then scan flask) in my Herringbone?

1. From the screen that lists the different ways to enter your cow numbers and scan their flasks choose "Alternate cow/flask" option. See screen shot below.

1 Start With First Cow	
2 Start With Last Cow	
3 Alternate Cow/Flask	If you want to enter a single cow number then scan her flask choose "Alternate cow/flask" .
4 Query Flask	
5 Go Back	This method of entering cow numbers is sometimes referred to "Single Entry".
6 Delete the Last Row	
7 Finish Session	
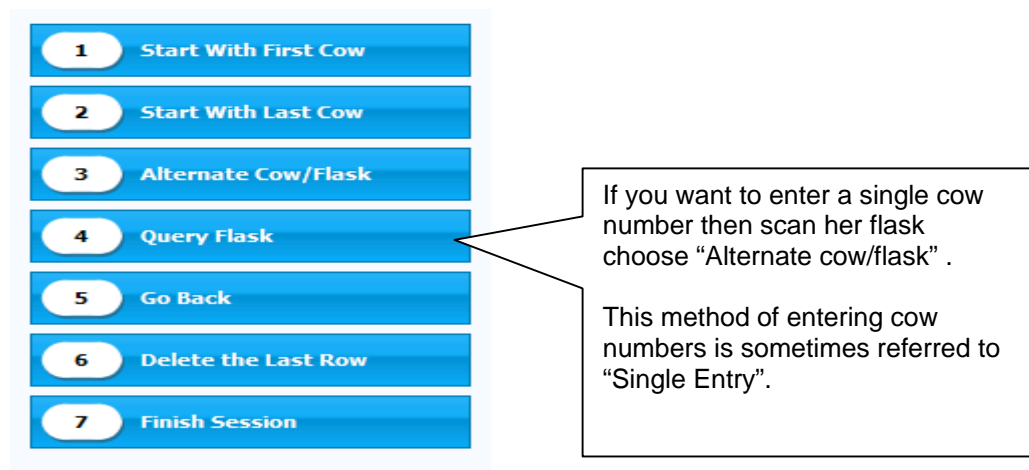
3.1.21 How do I scan my last row of cows – I am not using all the positions?

(Incomplete row in a Herringbone.)

1. Press the "dot" key three times.

3.1.22 How do I add an extra cow to my row? (Herringbone)

1. Once you have filled the number of positions with your row of cows press the enter key to confirm the list.
2. From the next screen – the scan menu - choose "Shared Position". (see below)
3. Now key in the cow number and press the enter key.

1 Scan from Position 1	
2 Scan from Position 8	To add an extra cow to your list – two cows sharing one set of cups – press enter and then select "Shared Position" from this next screen.
3 Shared Position	
4 Query Flask	This will take you back to the cow entry screen having added an extra position to your row.
5 Go Back	
6 Delete the Last Row	
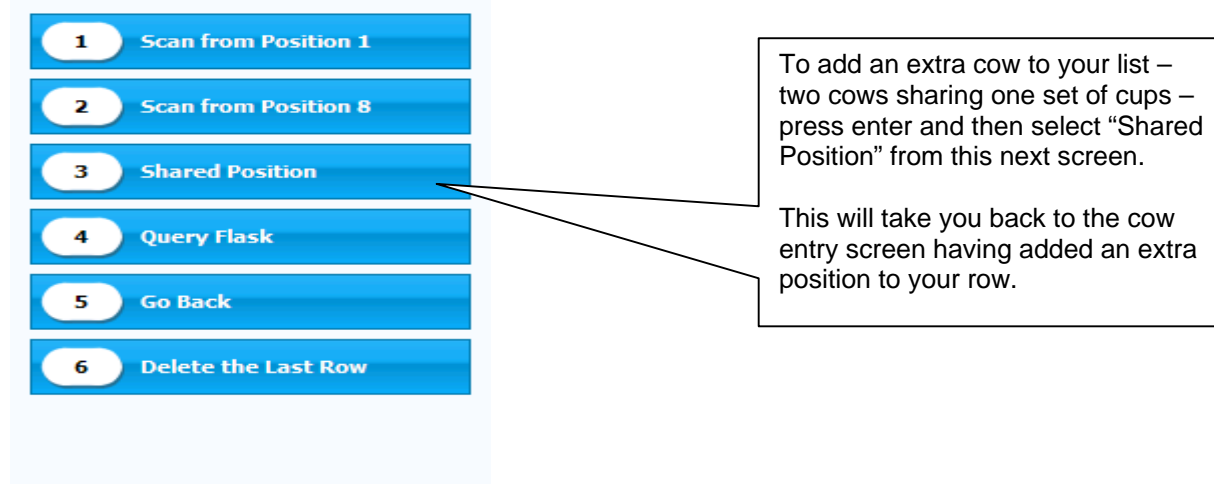
3.1.23 How do I successfully merge two HHU's?

1. EZ Link is asking you to synchronise handhelds – choose "No".
2. Finish the session on both the devices and let the LIC field technician know they will require merging back at the depot.

3.1.24 What if I have accidentally started the merge between two HHU's?

1. Touch the No button or press the ESC key. If it is too late and the merge has been done transfer the call to the EZ Link field specialist.

4 Depot Issues FAQ's

4.1.1 How do I cancel my herd test?

1. You will need to do this through your local depot. I will transfer you through to your local depot.

   Or
2. Your local depot number is......

4.1.2 How can I get more flasks/meters/rubberware for my herd test?

1. You will need to do this through your local depot. I will transfer you through to your local depot.

   Or
2. Your local depot number is......

4.1.3 How do I get my own copy of the EZ Link User manual?

1. These manuals are on the LIC website Home page.
2. Click on News & Publications.
3. Choose Publications.
4. Scroll down to find EZ Link Manuals.

4.1.4 Where is the LIC field technician/assist/client trainer as they should be at my farm by now?

3. You will need to do this through your local depot. I will transfer you through to your local depot.

   Or
4. Your local depot number is......

4.1.5 Why are the flasks and herd test equipment still at my farm, they should have been picked up by now?

5. You will need to do this through your local depot. I will transfer you through to your local depot.

   Or
6. Your local depot number is......

5 Glossary

Dummy Numbers	These are numbers assigned to duplicate cow numbers, this number 10,000 + the cow number. For example cow number 168 will be assigned 10168 if this cow has been assigned a dummy number
Duplicate Number	This is when a cow number has been entered into the handheld unit more than once
Farm Anomaly	This appears next to cows where the sample has been spilt, or the cow has missed the session, or there may have not been sufficient milk to test. This can be seen on the HTF report. (Herd Test Farm Activity Report)
HHU – Handheld Unit	Handheld Unit / Intermec CN3 Computer used to scan flasks
Herringbone	A type of milking shed where cows enter in single file, they line up almost perpendicular to the central aisle of the milking parlour on both sides of a central pit in which the milkier works. Cows are all milked at the same time and then leave the shed in a single file at the same time.
Merge	This is the process used to collaborate the data when 2 or more handhelds are used on farm.
OAD – Once a Day	The cow is scheduled to milk only once per 24 hour period.
Overflow Flask	An overflow flask is recorded when a cow fills up one flask and requires a second flask to fill. This is recorded as an overflow flask to ensure the samples are combined at the depot.
Posca Pen	A pen that farmers use to write on the flasks as a last resort method if the handheld cannot be used. E.g. the batteries are flat/the handheld has frozen.
Rotary	A type of dairy shed that consists of a turntable of individual bails around the outer edge. The turntable is turned by an electric-motor drive at a rate that one turn is the time for a cow to be milked completely. As an empty stall passes the entrance a cow steps on, facing the centre, and rotates with the turntable. The next cow moves into the next vacant stall and so on. Cows are milked as the platform rotates. The milker, or an automatic device, removes the milking machine cups and the cow backs out and leaves at an exit just before the entrance
Double - up	A double –up can mean a cow tag number has been used again and has created a duplicate cow number.

It can also relate to two cows sharing one set of cups in a Herringbone. |
| **Single Entry** | A single cow number is entered into the HHU and the cows flask is immediately scanned. Always used in rotary sheds and seldom used in Herringbones. |
| **Multiple Entry** | A list of cow numbers are entered into the HHU and when all the cows in the row has been entered the flasks are scanned one after the other. This is the usual method of cow entry in Herrngbones. |