



LowryTrack Asset Control System (ACS) Frequently Asked Questions

Can I get work done without a handheld?

Yes, the LowryTrack Access Control System web interface allows you to do anything you need to – create assets, make edits, track ownership or assignment all without using the ACS Mobile application on a handheld. Some customers purchase the ACS software as a first phase and implement handhelds later. Purchasing handhelds can provide great value by making periodic physical inventory of your assets simpler and much faster.

What is included with an ACS solution?

A LowryTrack ACS solution includes everything you need for a complete asset tracking system. Lowry provides the software, hardware, and labels. Lowry also provides all of the services and support you will need to get the system up and running and ensure that it meets your needs for the life of the system.

What types of things can be tracked with a barcode or RFID asset tracking system?

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What types of organizations use LowryTrack Access Control System?

ACS is used by all types of organizations who need more control over their asset inventories and more efficient inventory reporting including commercial businesses, both public and private, state and local governments, federal agencies and the Department of Defense. ACS provides all of these organizations with easier and more effective compliance with accounting standards and regulations.

Is there a limit to the number of assets or locations that ACS can track?

No, ACS imposes no limit on the number of assets or locations that can be managed in the system. In one production deployment ACS is currently tracking more than 2,000,000 assets.

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How does ACS work?

LowryTrack Access Control System is a web-based application that allows you to enter and track all of the information about your assets from the time of acquisition through their disposal. ACS also features an application for installation on mobile computers which allow for scanning asset barcodes and RFID tags and supports many of the features of the web application, but also allows you to collect and modify asset information even when there is no connection to the server.

How does ACS know the location of an asset?

ACS can use location barcodes, RFID tags, or descriptive names to identify locations and make it easy to take inventory. ACS can track any number of levels of location, such as 1) building, 2) room, 3) shelf 4) and so on.

How do I enter assets into the software?

Assets can be entered into the software using either the web interface on your pc or laptop or on the mobile scanner with ACS Mobile. You can add new assets individually, in bulk, or import them from spreadsheets.

What scanners can I use with ACS Mobile?

ACS Mobile supports all Motorola barcode and RFID scanners with Windows Mobile 5 or newer.

Can I integrate ACS with my other systems?

Yes, there are several high-value integration scenarios for sharing asset information between your existing systems and ACS. ACS can easily be integrated with your existing ERP and line of business applications with the ACS Web Services API.

Can I use a Microsoft SQL Server back-end?

Yes, ACS is designed for any version of Microsoft SQL Server 2008R2 or newer and includes Microsoft SQL Server 2008R2 Express.

Can I use my own barcode labels?

Yes, ACS works with all common barcode labels and symbologies.

Can I print my own barcode labels?

Yes, ACS provides the ability to print new labels in batches for future use or on-demand printing as new assets are entered into the system.

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Can I purchase and use preprinted and serialized labels?

Yes, Lowry provides a full line of barcode and RFID labels on-demand in a wide variety of materials, sizes and form factors for tagging any type of asset.

Can I use the labels that are already on my assets?

Yes, if the label is a serial number and is unique for each asset then it can be used.

Can existing asset information be migrated to ACS?

Yes, you can use ACS to import your existing assets from spreadsheets. In addition, Lowry can provide implementation services to assist in data consolidation, clean-up, and migration.

Can I see a demo of the software before buying?

Absolutely! Click [here](#) to see a brief overview video demonstration of some of the ACS features. Click [here](#) to contact an ACS solution expert for a free consultation and live demonstration of the system.

How is ACS licensed?

When you purchase ACS you pay one time and receive a perpetual use license for the software. For the ACS Web application both named and concurrent user licenses are available depending on the edition of ACS. The ACS Mobile application is licensed per device allowing any number of users to share the same device.

Is ACS a cloud based solution?

Typically ACS is deployed on premise in a dedicated server or virtual machine environment. Lowry can also provide fully managed services for hosting the application in a secure data center environment.

What does annual support & maintenance include?

The annual support and maintenance agreement provides access to unlimited telephone support, access to all software updates, and discounts on edition and new version upgrades. Annual support and maintenance is included for the first year with all ACS licenses, and the agreement can optionally be renewed each subsequent year. In addition to the standard annual support and maintenance agreement Lowry also offers premium support services in which Lowry will remotely install all available updates to the ACS software throughout the year.

Contact Us or Schedule a Demo

Need more information about LowryTrack or to view a demo? Contact us at (800) 733-0210.