

HWM Deployment App Support

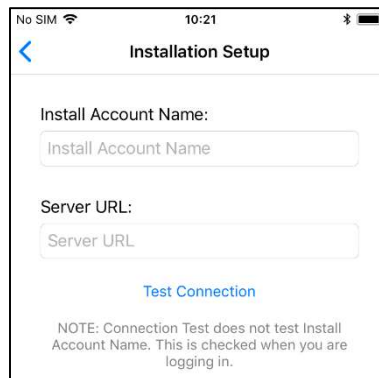
What is the app used for?

The app is designed to accurately speed up the process of product deployment. Scanning the barcode of the product will allow instant device recognition, GPS location, and all the other details to be updated on the servers.

How do I use the app?

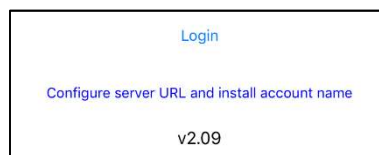
Please follow the instructions below for the initial/generic use:

1. On first start up, you will be prompted for an Install Account Name and server URL. Contact your system administrator for both of these, as they are issued to your system administrator by HWM.

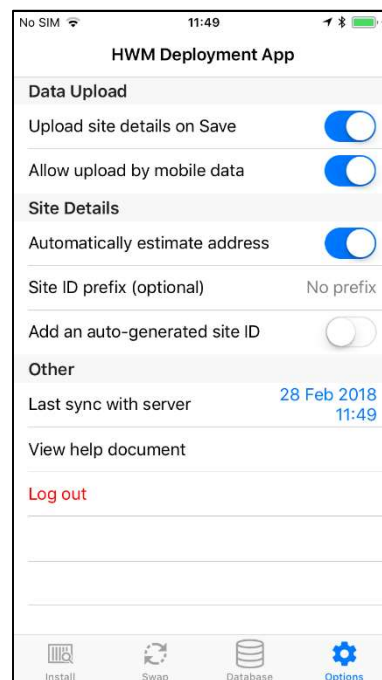


Tapping on the **Test Connection** button will run a quick check to make sure the URL you have entered is valid, and any subsequent server communication attempt will be met. Please note that this check will not check the Install Account Name. This is checked on logging in.

This is a one-off configuration, and you won't need to do this every time you open the app. These can be changed by selecting the **Configure server URL and Install Account Name** link on the login screen.



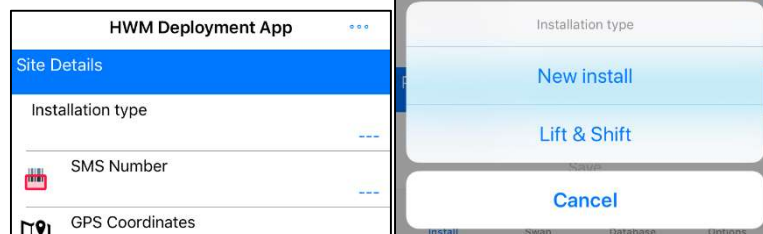
2. Log in using your credentials. Your username and password are also provided by your system administrator.
3. Once logged in, check that the app configurations are correct by going to the **Options** tab. It may be useful to perform a database sync. This should speed up deployments and reduce data usage. To do this, tap on the **Last sync with server** option. It is recommended to do this daily over WiFi, as the process may use up a lot of mobile data.





New Installations


The app can be used to install devices in new locations. Please follow the instructions below to successfully deploy new devices to new locations.

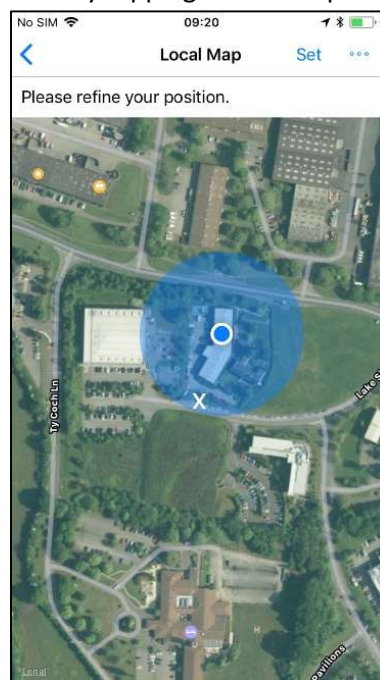
1. Navigate to the **Site Details** tab, and select **New Installation** from the **Installation Type** entry.



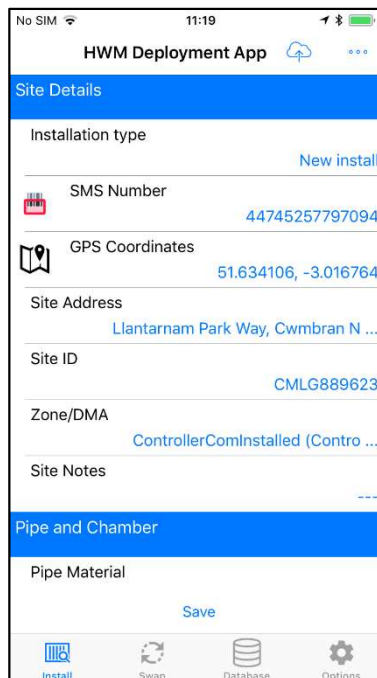
2. Press the **Scan** button  located near the SMS Number entry.
3. Move the camera until you can see the barcode on the screen. Please note that you may need to move the camera backwards and forwards to focus clarity of the barcode. If you cannot scan the barcode, you may tap on the **Search** button  to search for the device.



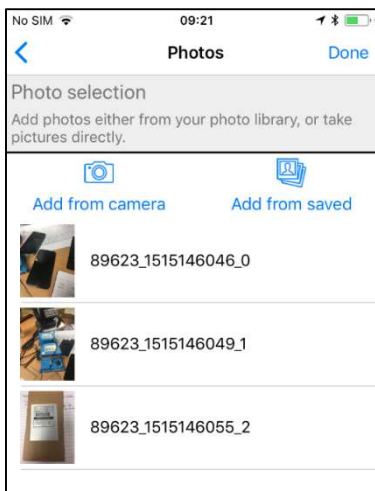
4. On successfully scanning the device, you will be able to refine your location with the Map (requires internet). The new coordinates are determined by the white X in the centre of the screen. You can set the new coordinates by selecting **Set** or cancel the process by tapping the **Back** button. If you cancel the process, the initial GPS position will be used (accuracy may vary). You can get new coordinates by tapping on the Map button  on the main screen.




- On returning from the Map, the GPS coordinates and estimated address should automatically be filled in. You may correct the address, or further refine it, if need be.



6. All fields need to be filled in. The **Notes** field is optional, but additional deployment information should be provided in here.
7. Photos might be required for the site. This is to check that the device installation is acceptable, can be seen remotely, and can be found again if repair or replacement is necessary. Once done, press either the **Back** button or the **Done** button.

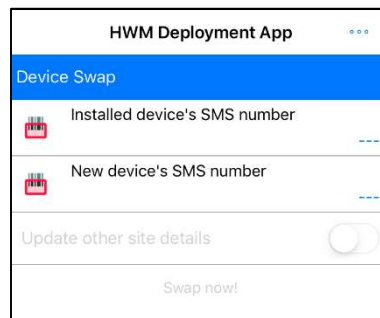




8. Once all the fields are filled in, press the **Save and Upload** button  at the top-right of the screen, or the **Save** button at the bottom of the screen. This will save the site information to your device, and upload the site details to the server. You will get a confirmation message that the site has indeed been saved/uploaded. You may now move on to the next device/site.

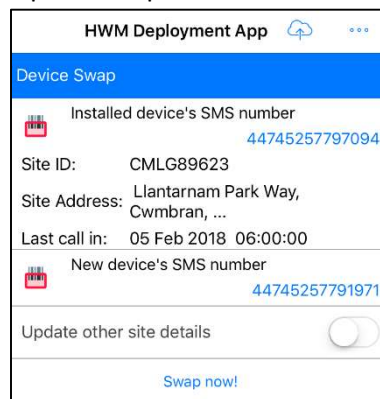
Swapping Devices

The app can also be used to swap older devices for new devices on the same site. Please follow the instructions below to perform a swap on the selected site:

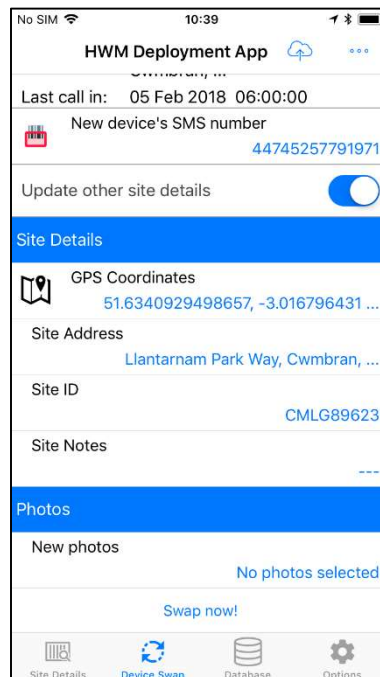
1. Navigate to the **Device Swap** page.



2. Scan the barcode of the older device first (by tapping the first **Scan** button ). If it is successful, a short summary of the site will be displayed.
3. Scan the barcode of the new device to deploy (by tapping the second **Scan** button ). If this is successful, you will have the option to update the site's details.



4. If you wish to update the site details, turn on the **Update other site details** switch. Changes may include a more precise GPS coordinates/address, etc. You will have to upload new photos for every swap operation carried out.

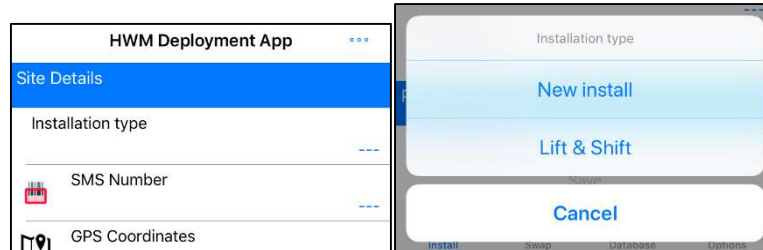




5. Once completed, press the **Save and Upload** button  or the **Swap now!** button.

Moving Devices (Lift & Shift)

You can choose to move devices from a previous location to a new location. This process is known as Lift & Shift (L&S). Please note that internet is required for this process to be carried out. Follow the instructions below for carrying out a device move operation:

1. Navigate to the **Site Details** tab, and select **Lift & Shift** from the **Installation Type** entry.



2. Press the **Scan** button  located near the SMS Number entry.
3. Move the camera until you can see the barcode on the screen. Please note that you may need to move the camera backwards and forwards to focus clarity of the barcode. If you cannot scan the barcode, you may tap on the **Search** button  to search for the device.





4. On successfully scanning the device, you will be able to either select an existing site to deploy to, or create a new site with the Map. Markers will show the available sites close to your area from which you can select to deploy. To select a site, tap **once** on a location marker to set it, and then **tap again** to confirm.

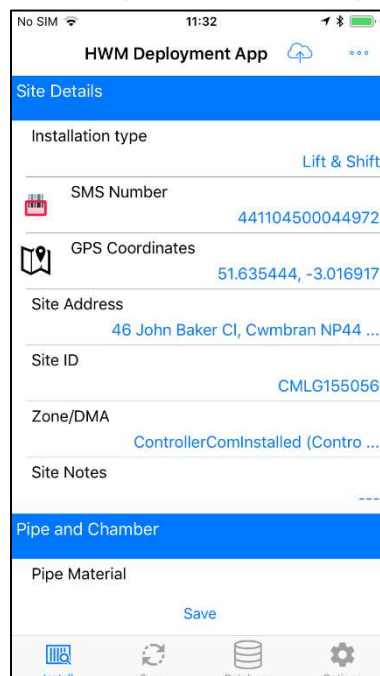
You can create a new site by moving the map to your desired location and tapping the **Create new site at this location** button. The new site's coordinates are determined by the white X in the centre of the screen.

Pressing the **Back** button will cancel the process, and you will have to scan the barcode again.



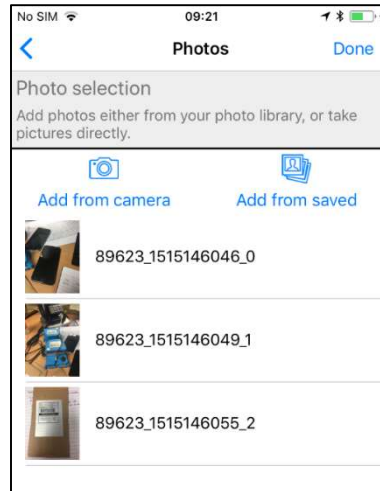
Sites marked with a light blue marker  denote a site with a device already associated to it. Sites marked with a red marker  denote a site without any device associated to it. If these are incorrect, there might be a mistake in the database, and you should probably contact your account manager.


5. On returning from the Map, the GPS coordinates and estimated address should automatically be filled in. You may correct the address, or further refine it, if need be.



6. All fields need to be filled in. If a site has been selected, the site ID will be automatically filled in, otherwise it will be left blank. The **Notes** field is optional, but additional deployment information should be provided in here.
7. New photos might be required for the site. This is to check that the device installation is acceptable, can be seen remotely, and can be found again if repair or replacement is

necessary. Please remove any older installation photos and take new ones. Once done, press either the **Back** button or the **Done** button.



- Once all the fields are filled in, press the **Save and Upload** button  at the top-right of the screen, or the **Save** button at the bottom of the screen. This will save the site information to your device, and upload the site details to the server. You will get a confirmation message that the site has indeed been saved/uploaded. You may now move on to the next device/site.

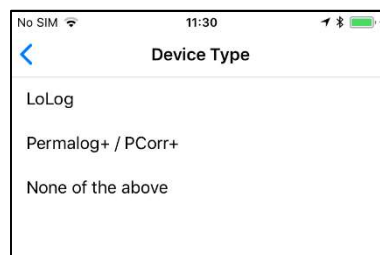
Scanning Data Loggers

The app is now able to scan data loggers that do not have SMS numbers. Follow the instructions below to scan data loggers:

- Navigate to a scan page (from a new install, Lift & Shift, or swap operation), and bring the barcode up to scan.



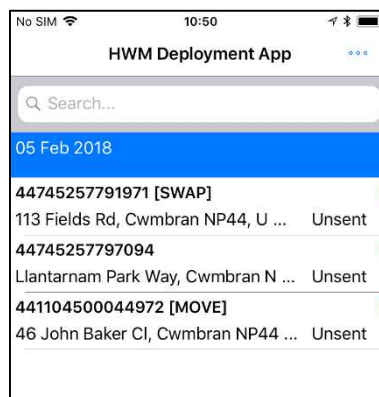
- If the app finds multiple devices with matching serial numbers, you will be prompted to select the device you have just scanned. This will help the app tell the server which device is being installed/moved/swapped.



3. From here onwards, continue your installation process as normal.

Checking Uploads

You can check the contents of the database and the upload status of each entry by tapping on the **Database** tab.



Entries marked as **Unsent** and have a red exclamation mark (!) are entries that have not been uploaded to the server. Tapping on an entry will allow you to modify it, save it, and re-upload to the server.

Entries marked with **[SWAP]** are operations that have been carried out using the Device Swap feature.

Entries marked with **[MOVE]** are operations that have been carried out using the **Lift & Shift** installation type.



What permissions are required by the app?

The app needs access to the following:

- Camera
 - o The app needs access to the camera so that the barcode can be scanned, and the photos can be taken. These photos will be saved to your device, and will be saved onto the server provided.
- Files and Storage
 - o The app needs access to your storage to save the photos taken. Additionally, in the event that you have photos you have previously taken using the standard phone camera, you may upload these from your Photo Library.
- Internet
 - o The app will need access to an internet connection to upload to the server. This can be using either mobile data or WiFi.
- Location
 - o The app needs access to your location so that the accurate location of the deployed device can be saved and logged. You will not be tracked, but your device deployment may be.

Why is the barcode not scanning?

Whilst it is unlikely to happen, the app may not be able to recognise the barcode. This can be caused by several factors, including scratched barcode, partially faded barcode, damaged camera, or the camera is out of focus. If the barcode does not get scanned automatically, the SMS number should be manually entered.

Should the SMS number be unreadable, you can open the scan page (by tapping the **Scan** button ) , and then tap on the **Search** button  to search for the device. In the search field, you may enter part of the SMS number or the serial number. Once you have found the device, tap it to carry on with the deployment process. Please note that you will have to synchronise with the database (go to **Options** -> **Last sync with server**).

Why can I not log in?

It is possible that you have mistyped your Install Account Name, the server URL, your username, your password, or any combination of these. Please check your spelling for each one. If you are still having problems, please contact your system administrator.

Why can I not save?

It may be that you have not filled in all the fields required. Please check that all fields are filled in. If necessary scan the device again.

What do I do if I have no internet connection?


For security reasons, you will need an internet connection to log in. This is mandatory and there cannot be exceptions. If you are using mobile data, please find an area with good signal, and log in from there. If you are using WiFi, please connect to a secure WiFi spot.

You will have the option to synchronise to the server database (go to **Options** -> **Last sync with server**). This will synchronise your device with the server database and reduce the amount of internet usage required for every deployment. It should also speed up your deployments. Please note that

synchronising over mobile data may consume a large amount of data. It is recommended to do this over WiFi instead periodically.

If you are in a location with poor signal service, and you are deploying a device, whilst the device will not upload to the server at that moment, the details will be saved. The next time you are connected to the internet (via mobile data or WiFi) and you deploy a device, any unsent data will be uploaded.

[I made a mistake, and uploaded it. How can I correct it?](#)

Just scan the barcode, correct your mistake, and tap the **Save and Upload** button . This will overwrite any previous data.

Alternatively, navigate to the **Database** page and tap the entry you have made a mistake in. Edit the entry, correct the mistake, save the new changes, and upload the changes to the server. Changes will overwrite any previous data.

[How long does it take to update on the server?](#)

This should be instant, depending the server load. You will get a confirmation when the data has been successfully uploaded to the server.

[How do I work offline?](#)

To work offline, you will have to download a copy of the database onto your device (synchronise). To do so, you must be connected to the internet. The database may be large, so it is recommended to carry out this process over a secure WiFi connection. It is also recommended to synchronise with the server at least once a week, but ideally every day.

Once connected to the internet and logged in, go to the **Options** page and tap **Last sync with server**. The sync process should start. Depending on the size of the database, this may take a while. If the connection times out in the process, your database may be too large to download.

Once you have finished synchronising with the database, you may want to switch the **Upload site details on Save** option off, so that the app does not try to upload to the server immediately. You may now turn off your mobile data and carry out your normal deployment. Remember to upload all unsent items to the servers! Whilst offline, the app will not have access to the map and will not be able to estimate the address of your deployments.

For security reasons, you will still need an internet connection to log in.

For other questions or problems, please contact your system administrator.