Axis Portal™

BlackBerry

Angus Anywhere User Guide

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BUILDING VALUE

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About Angus AnyWhere™ for BlackBerry®:

The BlackBerry® is an e-mail capable handheld device that serves as an electronic To Do List for Engineers working in the field. When Work Orders are dispatched from the Angus AnyWhere™ system, they are sent to the Engineer's BlackBerry®. Using the BlackBerry®, Engineers can:

- View Work Orders.

- Enter details about the work.

- Send the details back to Angus AnyWhere™ to automatically update the status of the Work Order.

The BlackBerry® allows Engineers to view and update Work Orders without having to visit their home base. When a Work Order is dispatched, it is sent directly to the Engineer's BlackBerry via email.

Work Orders display in a prioritized list on the handheld. This list will consist of Work Orders that have been previously received and new Work Orders. The Engineer opens the Work Order and reads the instructions and any history information that may have previously been entered.

When the work is complete, the Engineer enters the time taken to complete the work as well as any other details on the BlackBerry®. The Engineer sends the completed Work Order information back to the Angus AnyWhere™ system. For the Tenant Request system, Tenants are automatically notified when Work Orders are marked Work Started, Delayed and Work Complete.

BlackBerry® Operating System

To run the most recent version of the Angus Anywhere™ BlackBerry® Client, the Version 3.6 or higher Operating System must be installed on the BlackBerry®. To install the application using Over-the-Air Deployment you will need to **upgrade to version 4.0** or higher.

To check the version of the Operating System:

- Select Options from the Home screen.
- Select About from the Options list.
- The version number is displayed.
- If Version 3.6 or higher is not installed, please contact your Service Provider or visit their web site to download a more recent version.

Compatible BlackBerry® Devices

Note:
- The Blackberry Torch is not compatible with the Angus Anywhere application; however, you can still use this model of Blackberry to receive/ dispatch emails, and respond using email codes.

Model		Requirements
Bold	9000	**Operating System**: 4.0 or higher
8800	8800 8820 8830	**Flash Memory**: 16 MB or higher
8700	8700c 8700r 8700f 8700g 8703e 8707g 8707h 8705g	• The minimum requirements are a recommendation for best performance and access to all features.
Curve	8300 8310 8320 8330 8350i	• Compatibility with Angus AnyWhere™ is also dependent on the model.
Pearl	8100 8110 8120 8130 8220	• If the BlackBerry® model you own or intend to purchase is not displayed on this list or does not meet the minimum requirements, please contact Angus Systems Support.
7700	7730 7750 7780	
7500	7510 7520	
7200	7210 7220 7230 7250 7270 7280 7290	
7130	7130e 7130c 7130g 7130v	
7100	7100t 7105t 7100r 7100v 7100g 7100x 7100i	

Installation

Angus AnyWhere™ for the BlackBerry® is available for Over-the-Air-Deployment to BlackBerry® devices running 4.0+ operating systems. This method of deployment greatly simplifies the installation and upgrade processes. It is more efficient for users in the field as they do not need to be at their computers to perform the installation.

To Install Angus AnyWhere™ on a BlackBerry® device:

1. If you already have Angus AnyWhere installed on your BlackBerry, complete and remove all work orders from your current application.

2. Open your BlackBerry web browser and go to the following URL:
   http://www.angusanywhere.com/ClientServices/RIM/v4/AngusAnyWhere.jad

   - You can optionally copy and paste this URL into an email and send it to your BlackBerry. This will allow you to simply select the URL from the email.

3. After the menu appears, select **Get Link**.

4. When the download information is displayed, select **Download**.

5. When prompted to replace the old version with the newer version (if you are upgrading), select **Yes**.

6. The application will download and automatically install.

7. When prompted to reboot the device, select **Reboot**.

8. If your device does not prompt you to reboot after the application is successfully installed, pull the battery out of your BlackBerry while the device is on for 20 seconds.

This completes the install or upgrade process on your Blackberry® device. If you have any further questions, please call Angus Systems Support.

Moving the Angus AnyWhere Application:

This document outlines how to locate a freshly installed Angus icon in the Download folder and how to move it in a more appropriate position.

Here is the typical appearance of a Blackberry. The five major buttons (from left to right) consists of:

- The green **Answer** button
- The Blackberry **Menu** key ( )
- The trackball button
- The **Return** button
- The red **Hang Up** button

1. To locate the Angus icon in the download folder, press the **Menu** button to show the screen with all the applications (The Home screen). Navigate to the Download folder and press on the trackball button to enter that folder.

2. Make sure that the Angus Application is selected.

3. Press the trackball button, and then choose the **Move to Folder** option.

4. A menu will appear asking you where you want to move the Angus Application. Select **Home**. Press the **Return** button to go back to the Home screen if you haven't been transferred to that screen automatically.

5. Press the **Menu** button again and choose the **Move** option. The Angus Application will then have 4 little pointed arrows around the icon or 4 angle brackets surrounding it.

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6. Use the trackball to drag the icon to the top-left corner of the screen. Press the trackball button to drop the icon in that position.

7. Finally, press the **Return** button to go back to the welcome screen. The Angus application will be the first icon.

Using the BlackBerry with Angus AnyWhere

Viewing Work Orders:

From the Home screen on the BlackBerry™, scroll to the Angus AnyWhere™ icon and click the track wheel. The Work Order List is displayed. This list displays all Work Orders that have been received by the device.

For users of both the Angus AnyWhere™ Preventive Maintenance and Tenant Request modules, note that both types of Work Orders appear on the Work Order List.

- New work orders which have not yet been viewed (unread) are marked with an envelope ( ).
- Work orders that have been broadcasted to a Pool are marked with a diamond (♦). Work orders broadcasted to a pool are automatically removed from your device if someone else from the pool accepts the work order.

Sorting the Work Order List:

There are four different options for sorting the Work Order List. Click the track wheel and select the desired option from the pop-up menu. The Work Order list is re-organized and displayed.

Opening a Work Order:

1. Scroll to the desired Work Order and click the track wheel to display the Menu.

2. Click **Open**. The work order details are displayed.

Creating Auto-Text Entries

Custom auto-text entries can be entered on your BlackBerry® to save time and generate consistent, well-written Work Order History entries and messages with Tenants.
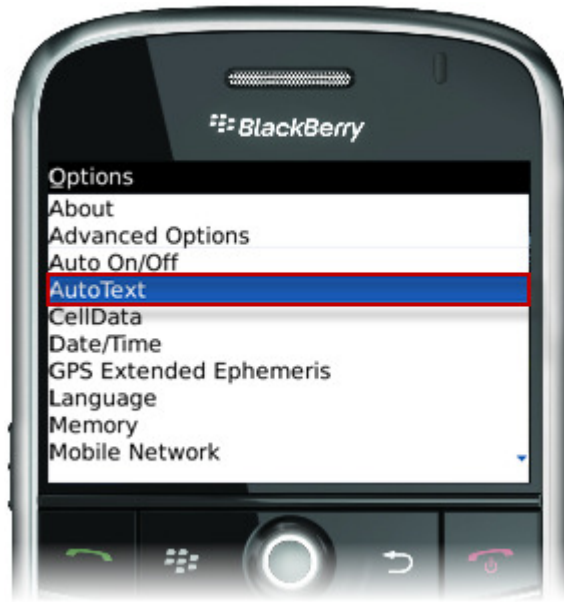
You may want to create auto-text entries for frequently performed tasks such as changing light bulbs or adjusting thermostats. For example, auto-text can be set up so that when you type "rplbulb," the message will read "replaced light out with standard bulb."

To create custom auto-text entries:

1. Select the **Options** icon from the main menu on your BlackBerry® device.

2. The Options screen is displayed. Select **Auto Text** from the Options menu.

3. The Auto Text screen is displayed. Press the **Menu** key ( ) and select **New**.

4. Enter the custom auto-text entry under "Replace:". Enter the substituted message under "With:".

5. Click the track wheel and select **Save**.

6. The Auto Text entry will now display on the Auto Text list.

Multiple Email Accounts

Sometimes there are Engineers and Vendors that do work for more than one company that use Angus AnyWhere™. In these cases they might be using only one BlackBerry® but it might have multiple e-mail addresses on it or they will have a BlackBerry® with more than one service book. E-mail addresses are unique to profiles and can only be entered once, so you will enter the respective e-mail address under the correct profile.

1. As long as both e-mail addresses work and they can send and receive email, setup the Engineer as you normally would, for RIM Data or RIM attachment.

2. The Engineer can receive work orders in his BlackBerry® through Angus AnyWhere™ for both sites and complete them as normal.

Note:

- If you are unsure of how to obtain an e-mail address for the BlackBerry® that is not provided by the service provider or via the BES (BlackBerry® Enterprise Server), one can be used from any free e-mail service. Example - If they want to use a Yahoo account, all you need to do is go to their website, sign up for a free account, and make note of the e-mail address and password used to log into the account.

3. Once you have the additional e-mail address, the next step will be to have it added to the BlackBerry®.

Notes:

- If you are unsure of how to get an e-mail added to a BlackBerry®, this can be done from the web client for your BlackBerry® service provider or by calling their technical support. They will need the e-mail address and password used to access the e-mail. Then ensure the service book is sent to the device.

- If you are unsure of any of these steps please feel free to contact Axis Support for assistance.

APN Settings for Broadcasted Work Orders

Before you can begin properly receiving and working with broadcasted work orders (see *About Pools* in online help for more information on broadcasted work orders), you must ensure that you have the correct APN settings enabled. If you are having difficulties getting broadcasted work orders to function properly on your BlackBerry® device, follow the steps outlined below.
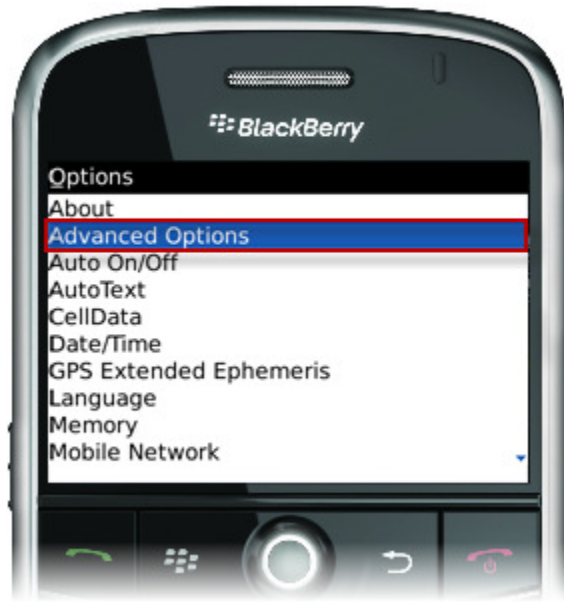
Note:
- It is not necessary to verify or change these settings if broadcasted work orders are already functioning as expected on your device.

To check your APN settings:

1. Select the **Options** icon from the main menu on your BlackBerry® device.

2. Scroll to **Advanced Options** and click the track wheel to select it.

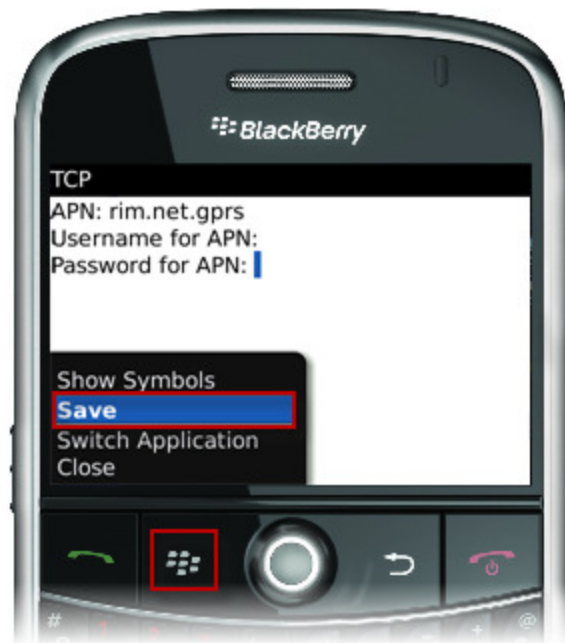3. Scroll to **TCP** and click the track wheel to select it.

4. Verify your APN settings. The list below contains settings for several service providers. If your provider is not listed, or if the settings indicated in this table do not seem to work as expected, please contact your service provider to ensure you have the correct settings.

Service Provider	Settings
Rogers	APN: internet.com
	Username: (blank)
	Password: (blank)
T-Mobile	APN: wap.voicestream.com
	Username: (blank)
	Password: (blank)
Cingular Orange	APN: WAP.CINGULAR
	Username: WAP@CINGULAR.COM --or-- WAP@CINGULARGPRS.COM (Try one, then the other)
	Password: CINGULAR1
Cingular Blue	APN: proxy
	Username: (blank)
	Password: (blank)
	Try using these settings if you are on the former AT&T network, instead of the Cingular settings.

5. Press the Menu key (⬛) and select **Save**.

TR Work Orders
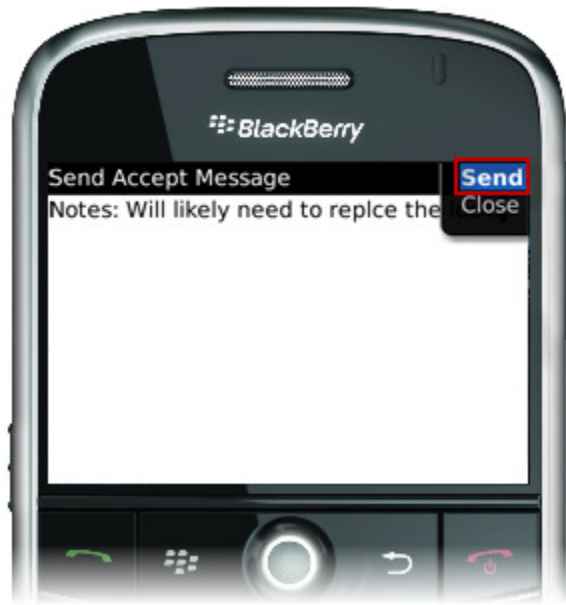
Accepting TR Work Orders

Select this option to accept the assignment. A Work Order can only be accepted once, and after it is accepted, it cannot be rejected. This action returns a message to the system, and the Work Order is updated in Angus AnyWhere™.

To Accept a Work Order:

1. Open the desired Work Order. See the **Viewing Work Orders** topic for more information.

2. Click the track wheel to display the menu. Scroll to **Accept** and click the track wheel. The message editor is displayed.

3. Enter any information regarding the work order in the "Notes" section. This note will be appended to your response in Angus Anywhere.

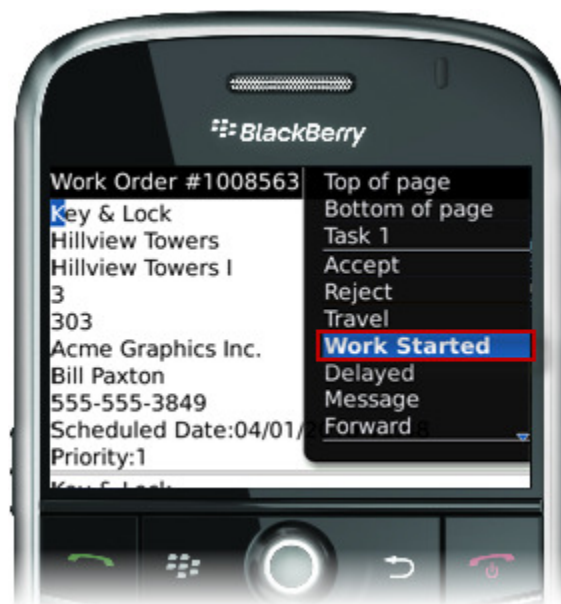4. Click the track wheel and select **Send** from the menu.

Start Work on TR Work Orders

Select this option to indicate that work has begun. This action implies that the Work Order has been accepted and that travel has been completed. The Accept, Reject and Travel options are no longer available for this Work Order. This action returns a message to the system, the Work Order is marked as Work Started, and the Work Order remains in the Open status in Angus AnyWhere™.
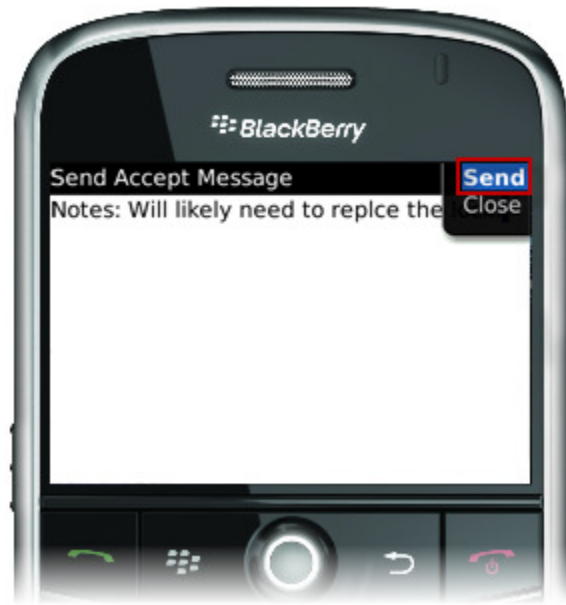
To record Work Started:

1. Open the desired work order. See the **Viewing Work Orders** topic for more information.

2. Click the track wheel to display the menu. Scroll to **Work Started** and click the track wheel.

3. The message editor is displayed. Enter any information regarding the work order in the "Notes" section. This note will be appended to your response in Angus Anywhere.

4. Click the track wheel and select **Send** from the menu.
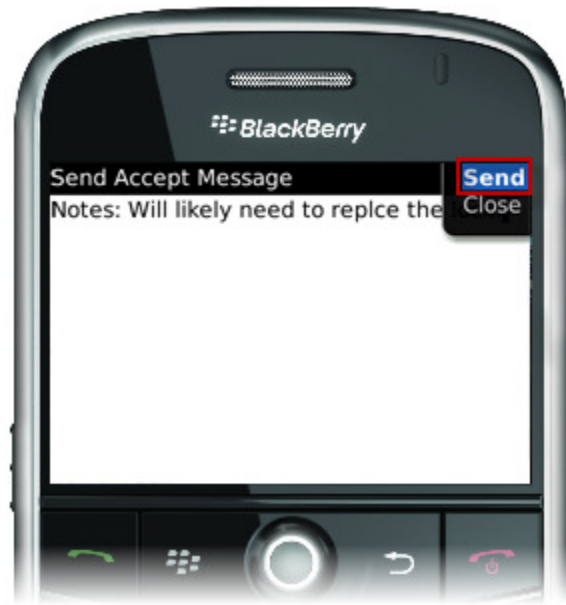
Record Travelling on TR Work Orders

Select this option to indicate that travel has begun. A Work Order can only be marked for travel once. This action implies that the Work Order has been accepted, and the Accept and Reject options are no longer available. This action returns a message to the system and the Work Order is updated.

To record Travel:

1. Open the desired work order. See the **Viewing Work Orders** topic for more information.

2. Click the track wheel to display the menu. Scroll to **Travel** and click the track wheel again.

3. The message editor is displayed. Enter any information regarding the work order in the "Notes" section. This note will be appended to your response in Angus Anywhere.

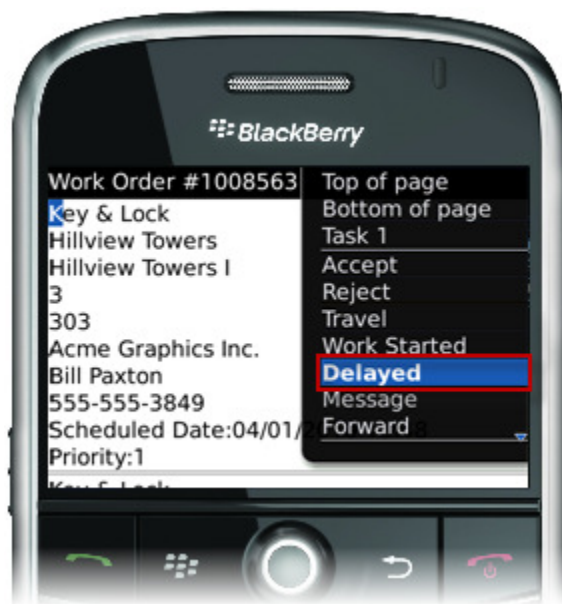4. Click the track wheel and select **Send** from the menu.
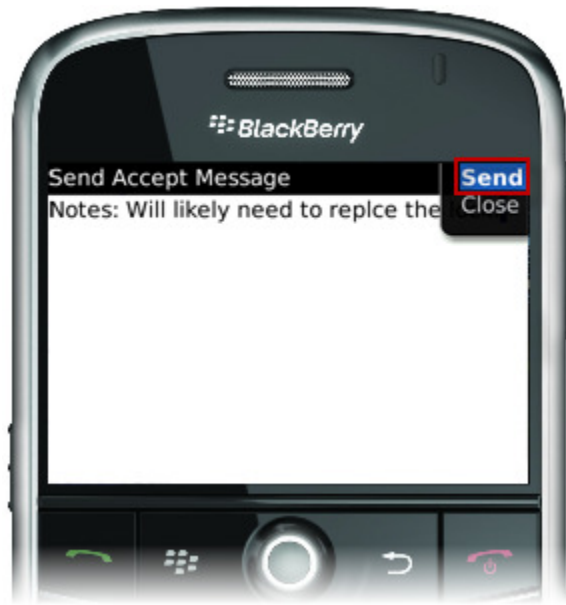
Record TR Work Order Delay

Select this option record a delay. This action implies that the Work Order has been accepted, and the Accept and Reject options are no longer available. The Travel and Work Started options are available. This action sends a message to the system, notifies the tenant, and updates the Work Order in Angus AnyWhere™.

To record a Delay:

1. Open the desired work order. See the **Viewing Work Orders** topic for more information.

2. Click the track wheel to display the menu. Scroll to **Delayed** and click the track wheel.

3. The message editor is displayed. Enter any information regarding the work order in the "Notes" section. This note will be appended to your response in Angus Anywhere.

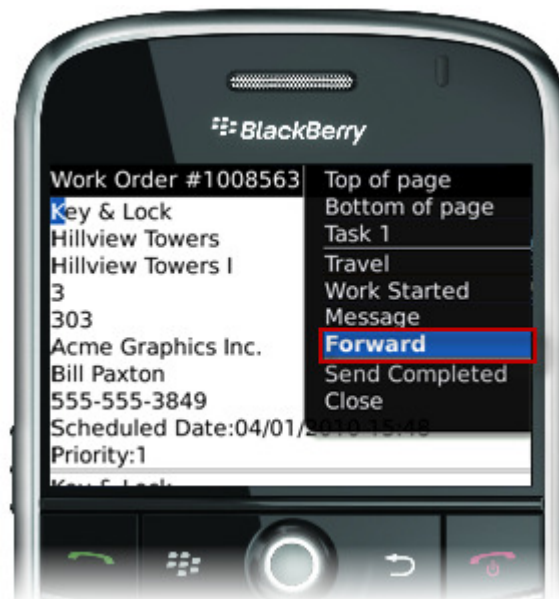4. Click the track wheel and select Send from the menu.

Forwarding TR Work Orders

You can forward TR work orders to someone else, as follows:

1. Open the TR work order you would like to forward. Select the work order from the list, then click the track wheel and select **Open**.

2. Once the work order has been opened, click the track wheel again and select **Forward**.

3. From the forwarding interface, there are two ways to toggle between recipients:

- Pressing the **Spacebar** on your keyboard will toggle through recipients in alphabetical order.

- Pressing a letter on your keyboard will toggle through all contacts that start with that letter. For example, pressing **J** on your keyboard will cycle through all recipients whose name starts with the letter "J".

4. Once you have selected your recipient, click the track wheel again and select **Send**. Your work order has now been forwarded.
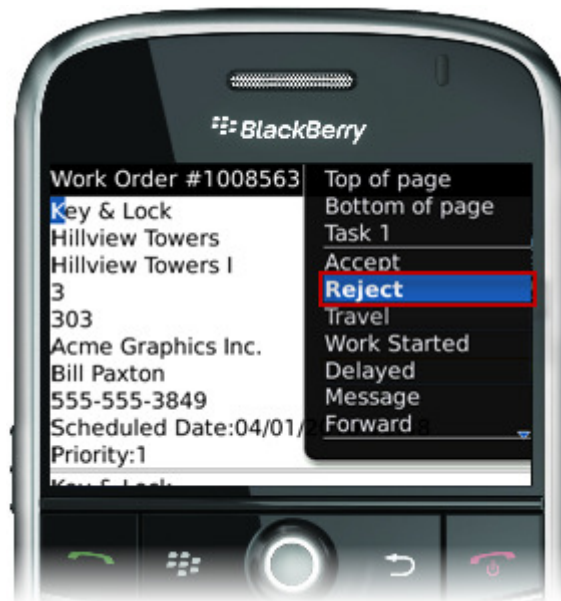
Rejecting a TR Work Order

Select this option to reject the work order. This action returns a message to Angus AnyWhere™ which will appear in the Work Order Message Center and the work order can be re-assigned and dispatched as needed.
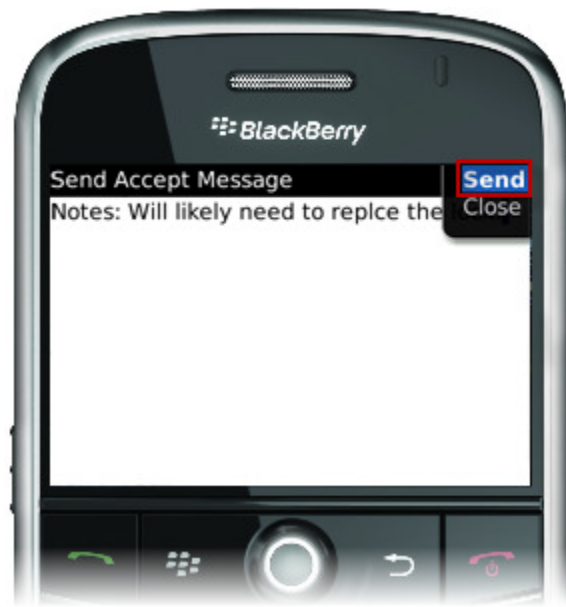
To Reject a Work Order:

1. Open the desired work order. See the **Viewing Work Orders** topic for more information.

2. Click the track wheel to display the menu. Scroll to **Reject** and click the track wheel.

3. The message editor is displayed. Enter any information regarding the work order in the "Notes" section. This note will be appended to your response in Angus Anywhere.

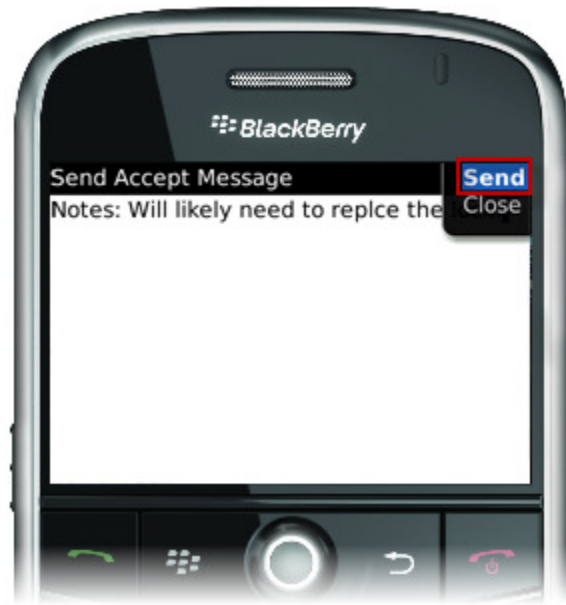4. Click the track wheel and select **Send** from the menu.

Sending a Message

Select this option to send a message to the system. The message is added to the Message Center in the work order in Angus AnyWhere™.

To Send a Message to Angus AnyWhere™:

1. Open the desired work order. See the **<u>Viewing Work Orders</u>** topic for more information.

2. Click the track wheel to display the menu. Scroll to **Message** and click the track wheel.

3. The message editor is displayed. Enter the message this text will be added under the work order's **Messages** tab in Angus AnyWhere.

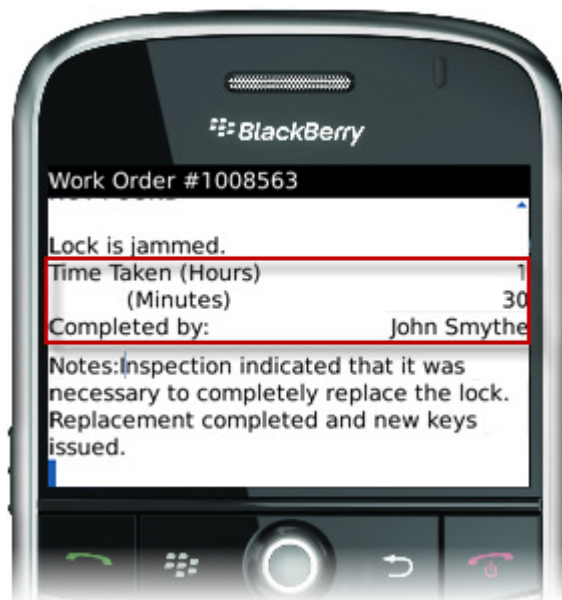4. Click the track wheel and select **Send** from the menu.

Completing a TR Work Order

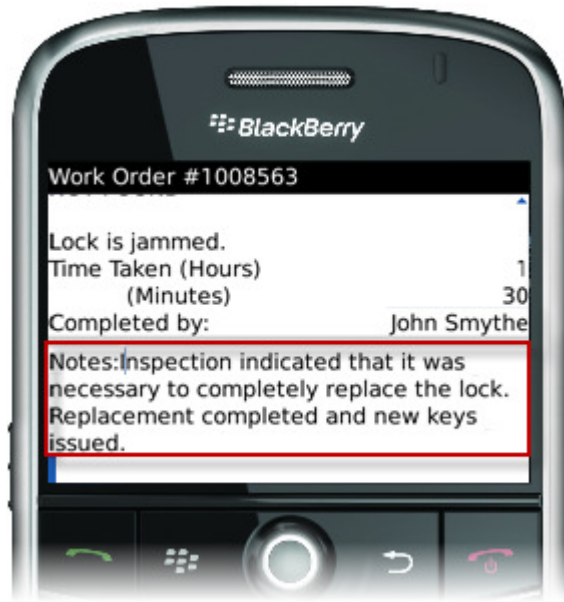Select this option to send a completed Work Order back to Angus AnyWhere™.

Once the Work Order has been sent, it is deleted from the Work Order list on the BlackBerry®
Handheld. This action sends a message back to Angus AnyWhere™ and the status of the Work Order
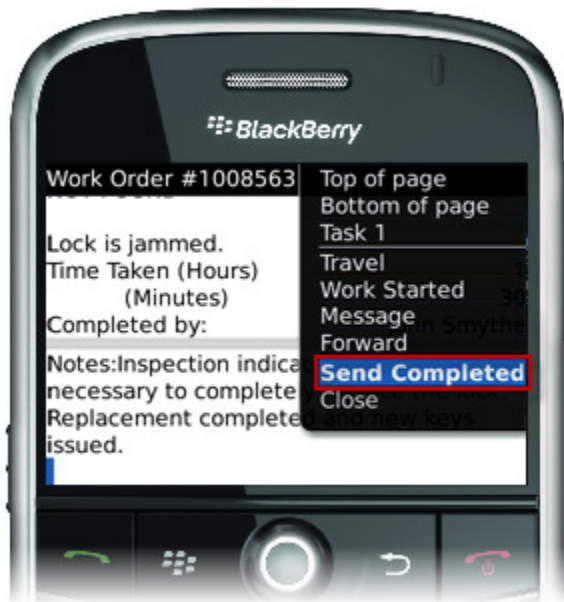is changed to Work Complete.

To Complete a Work Order:

1. Open the desired work order. See the **Viewing Work Orders** topic for more information.

2. Scroll to the Time Taken section of the screen.

3. Enter the time taken to complete the job in hours and minutes (accepted values for minutes
    are **0, 15, 30, and 45**). First, enter the number of hours by using the keyboard or spacebar.
    Then scroll down and enter the minutes. Incremental values may be added by highlighting
    the number displayed in the Time Taken Hours or Minutes field and pressing the spacebar.

4. Select the employee who completed the work order or task. Scroll through the names of
    employees by highlighting the name in the **Completed By** field and pressing the spacebar.

5. Enter any additional information regarding this work order in the Notes field. These notes
    are only appended to the work order when work has been completed.

6. When all information is entered for a completed work order, it must be sent back to the Angus AnyWhere™ system. Click the track wheel and select **Send Completed** from the menu.

7. The Send Completed pop-up is displayed. To send the work order back to the system at this time, select **Yes**. If the work for the work order is still in progress and more details need to be entered at another time, select **No**. Any information that was added will be saved.
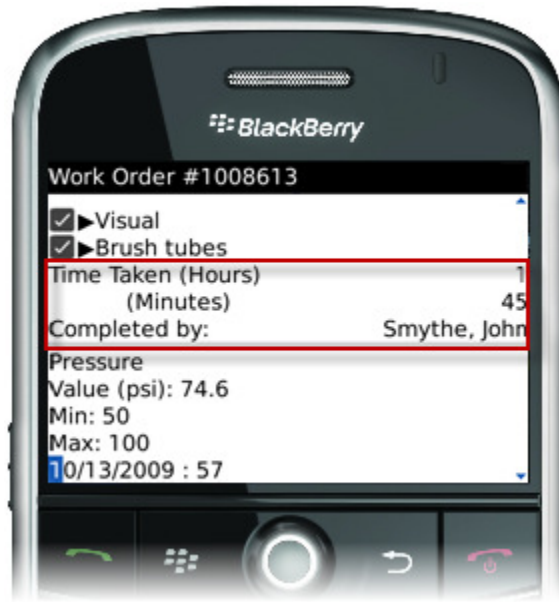
PM Work Orders

Completing PM Work Orders

1. Open the desired work order. See the **Viewing Work Orders** topic for more information.
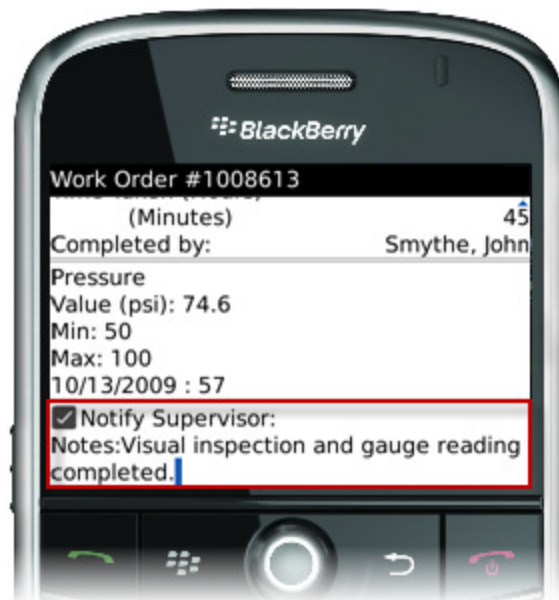
Note:
- *Optional*- Press the track wheel, this menu displays the number of tasks in the work order, scroll to each one and press the track wheel again to view the tasks. Press the track wheel again and select the **Equipment Details** item to view the details of the equipment as entered in Angus AnyWhere™.

2. If there are any Gauge Reading or Checking Lines, scroll to the desired line or press the track wheel and select **Reading/Checking Lines** from the menu. For *Reading Lines*, use the keyboard to type the reading. For *Checking Lines*, press the spacebar to insert a checkmark.

3. Scroll to the **Time Taken** section of the screen.

4. Enter the time taken to complete the job in hours and minutes (accepted values for minutes are **0, 15, 30,** and **45**). First, enter the number of hours by using the keyboard, or press the spacebar to increase the time in increments of 1 hour. Then scroll down and enter the minutes, or press the spacebar to increase the time in 15 minute increments.

5. Select the employee who completed the work order or task. Scroll through the names of employees by highlighting the name in the **Completed By** field and pressing the spacebar.

6. If a supervisor needs to review the work order, scroll down to the **Notify Supervisor** line; press the spacebar to insert a checkmark.

7. Enter any additional information regarding this work order in the **Notes** field. Notes should include any additional work that you did on the equipment, and also any other issues that you found with the equipment. These notes are added to the history for this piece of equipment.

8. If there are **multiple tasks**, mark those that are completed at this time. Continue marking tasks as they are completed. To locate tasks, scroll down using the track wheel, or press the track wheel and select the desired task from the menu.

9. Scroll to the **Item List** on the screen, or press the track wheel and select Item List from the menu. Scroll to each item and press the spacebar once to mark the **Items Pass**, or press it twice to mark the **Items Fail**.

10. When all information is entered for a completed work order, it must be sent back to the Angus AnyWhere™ system. Click the track wheel and select **Send Completed** from the menu. Once the work order has been sent, it is deleted from the work order list on the BlackBerry® handheld device.

Note:
- If the work for the work order is still in progress and more details need to be entered at another time, simply close the work order by clicking the track wheel and selecting **Close** from the menu. Any information that was added will be saved.