

# Solution at a vour business

### Installer App Guide

All installers get their work via a mobile App and must complete there actions on the mobile App

#### SOLID App registration



Note: the App is only available for Android devices

- Download "SOLID Contractor" App from Play Store
- Register with mobile number, capture photo and select Company Name.
- System will respond with a sms with a PIN code (most phones will automatically pick up the code and give you access).
- App is only active as long as you stay signed in.
- If you sign out and register again, you will get an sms again, please stay signed in.
- Your registration will only work if your mobile number was captured as an approved engineer by a Dealer.

#### Field services management – flow . . .





### High level installation steps





Note: If you have a issue here like reception at the site or any challenge, complete this as soon as possible after the installation, make sure you bring all the required information (including serial numbers and photo's stored on your mobile phone) back from the site.

#### Stock – scanning serial numbers



Tip: The scanner tends to wander when there are several bar codes in close proximity. Cover the other bar codes while scanning.



#### Load the serial numbers



This is to link an equipment serial to the installer/controlle r for an installation. You cannot assign a serial as part of an installation if you did not capture or scanned the serials into your stock here.

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Hughes HT 2000 S/N: BY0013532067N Received: 03/02/2020	VSAT Modem	Following capture you can see your
Hughes HT 2000 S/N: BY0013531028A Received: 04/02/2020	VSAT Modem	stock available for installation in you stock list
Hughes 1W KA - I LNB		

**SCAN STOCK** 

**ENTER SERIAL** 

#### SOLID App scheduled jobs









- The Mobile App allows for 7 photos.
- The photos is a way for the installer to communicate with head office to prove that the job was done correctly.
- Head Office can change which photos they want installers to submit
- The app requires a minimum of two photos

#### SOLID App photo upload



## Mandatory Photo's (take on your phone for upload)

Antenna Installation From Ground View MANDATORY



Modem Indication Lights MANDATORY



#### SOLID App photo upload



#### Other Photos - optional (take on your phone for upload)

Antenna Installation Zoomed In / Full View



Service Loop at back of Canister



#### SOLID App photo upload



#### Other Photos - optional (take on your phone for upload)

Earthing Termination Position



Lightning Protector Unit Grounding Block



#### Completing the job on the SOLID App





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#### Capture the completed installation onsite (1)



Note: Business hours, After hours, Callout fee and travel is not used other than for information

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← HL148-1-1	
Work Done Description *	
Installation	
Start Time *	CHOOSE TIME
09:00	CHOOSE TIME
End Time * 13:16	CHOOSE TIME
Business Hours Duration *	
4	+ -
After Hours Duration *	
0	+ -
Callout Fee Applicable *	
Yes	•
Travel (Km) *	
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	SUBMIT
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Completion on the app means filling the single rolling screen on the app.

All fields with an asterisk needs to have a value (some have values by default you can leave as is or change)

#### Capture the completed installation onsite (2)

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HL148-1-1



Not required

Capture or scan the serials barcodes of all installed equipment. The serial has to be perfectly correct.

Tip: The system is not sensitive for the description fields so "radio" & "modem" is fine.



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← All Jobs (6)		
Recovered Hardware (0) ADD SCAN		
Are any remedial actions	s needed? *	N h
Completed ATP ADD FILES		m
Customer Name *	]	
Customer signature *	V Done	
CAPTURE SIGNATURE		
Installation Report ADD FILES		
	SUBMIT	

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No document is required here. This is not mandatory.

Capture the customer signature here. If the app is updated after the fact, write here "Attached" and load the signed document as the ATP..

#### Capture the completed installation onsite (3)



<u>These two</u>

photos are

mandatory

Submit

Scroll down below the customer signature to get to the list of job photos. These are optional



#### Photo upload

#### Job completed and submitted







If the submission is successful, the system will show complete for the job.

(If you did not fill everything required, the app will stop and give a message to explain what is missing.)

#### Special notes for a maintenance job

In case of a repair callout, you will fill the same scrolling screen. Note three key points below.

1. In case you replace equipment you need to capture both the newly installed equipment and the recovered equipment like here

2. The minimum photos required for a repair is the antenna ground view and the modem with lights on, before you submit

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Longitude	<b>:</b> 27.7956	511					
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Hughes HT 2000 VSAT Modem V							
Serial Number							
BY0013532016AX							
ADD	SCAN						
Recovered Hardware (1)							
<b>Item 2</b> Descriptio	on		Ŧ				
Huges radio							
Serial Number							
501615202287							
ADD	SCAN						
			SUBMIT				
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3. Capture the recoveredequipment into your stock aftersubmitting the job.



#### Special notes for a recovery job



In case of a recovery callout, you will fill the same scrolling screen. Note the two key points below.

1. Capture the recovered equipment like here







#### The End