



Installer App Guide

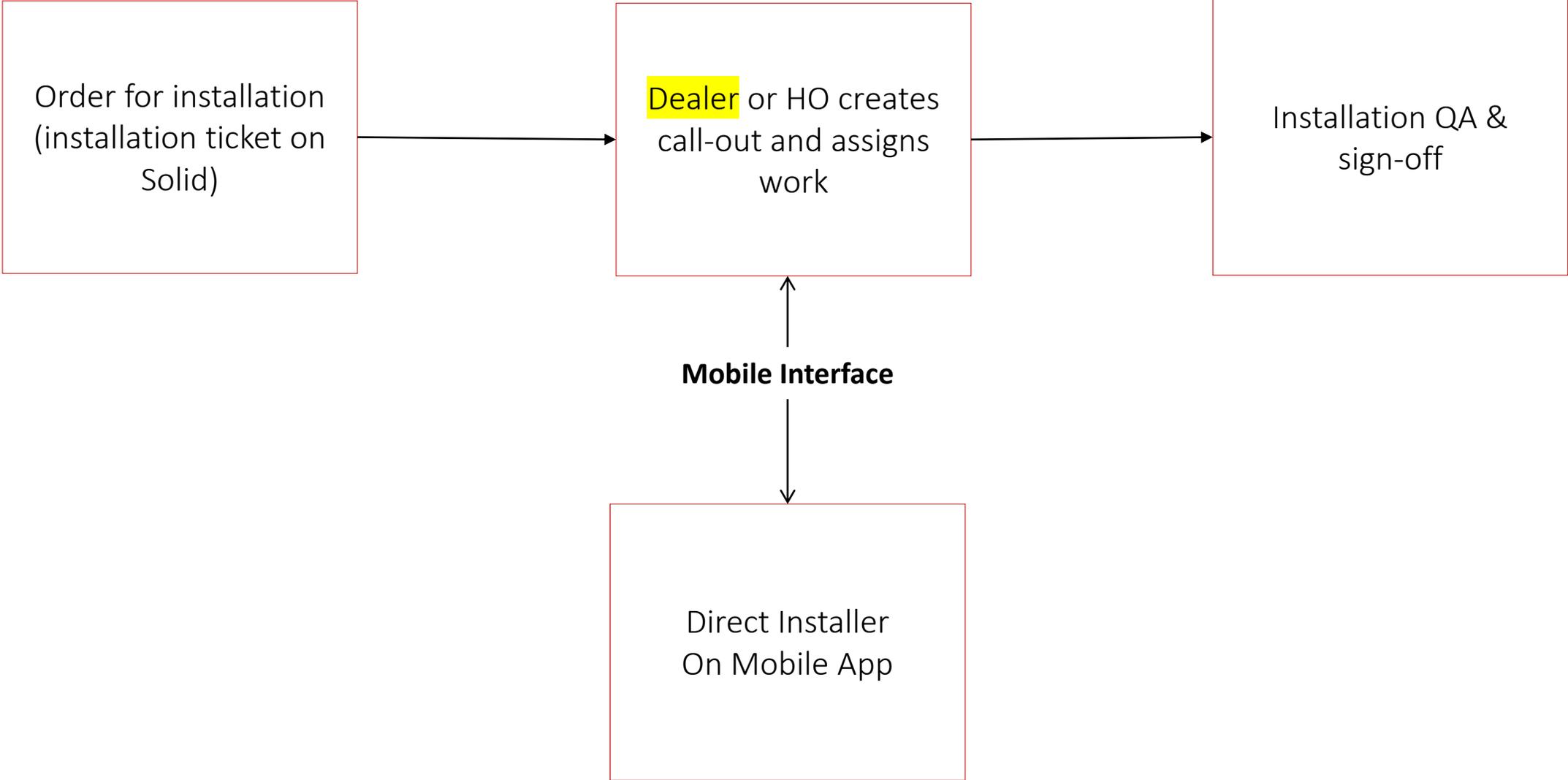
All installers get their work via a mobile App and must complete there actions on the mobile App

SOLID App registration

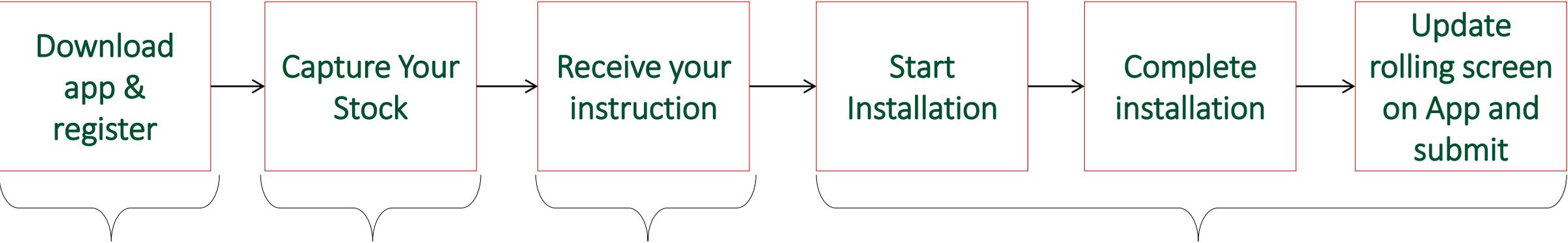
Note: the App is only available for Android devices

- 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



Once-off

Whenever you receive stock

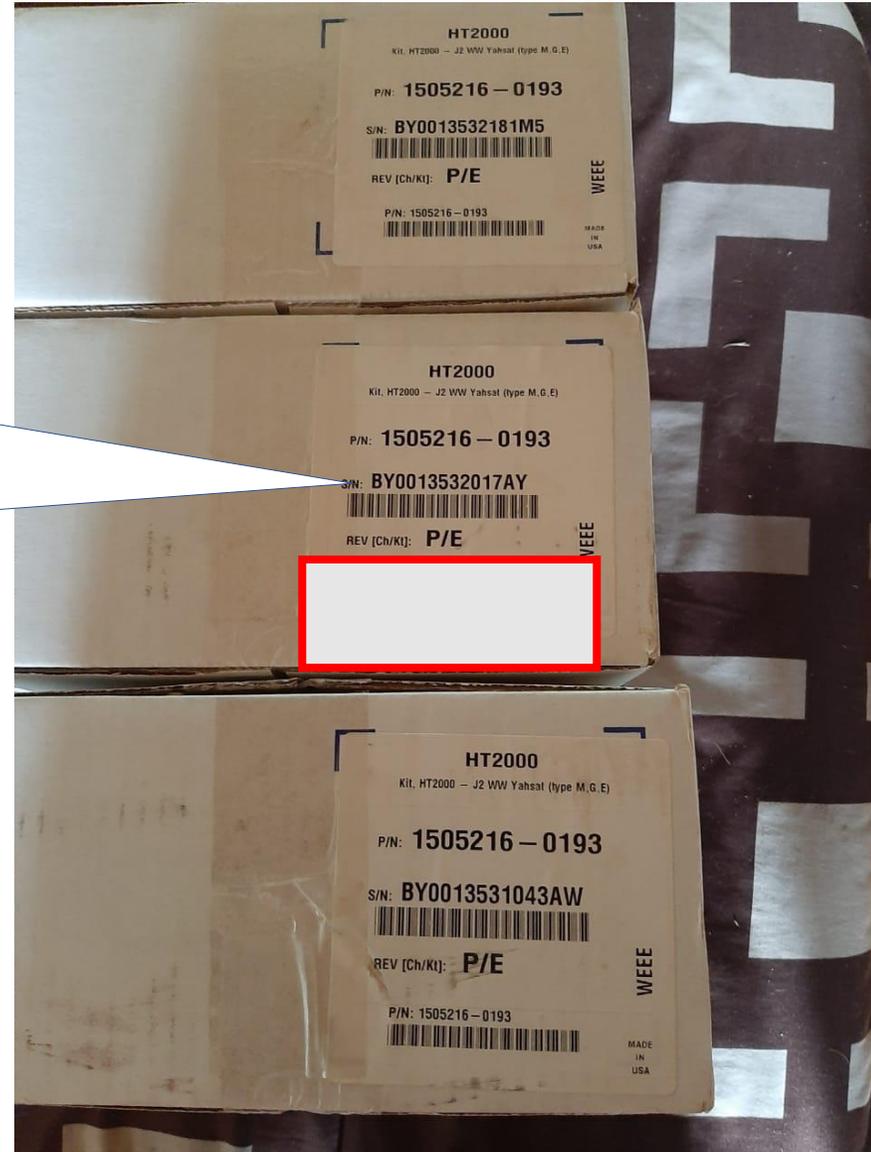
**Triggered by Dealer
You must be signed in**

Do this on installation day on site

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.

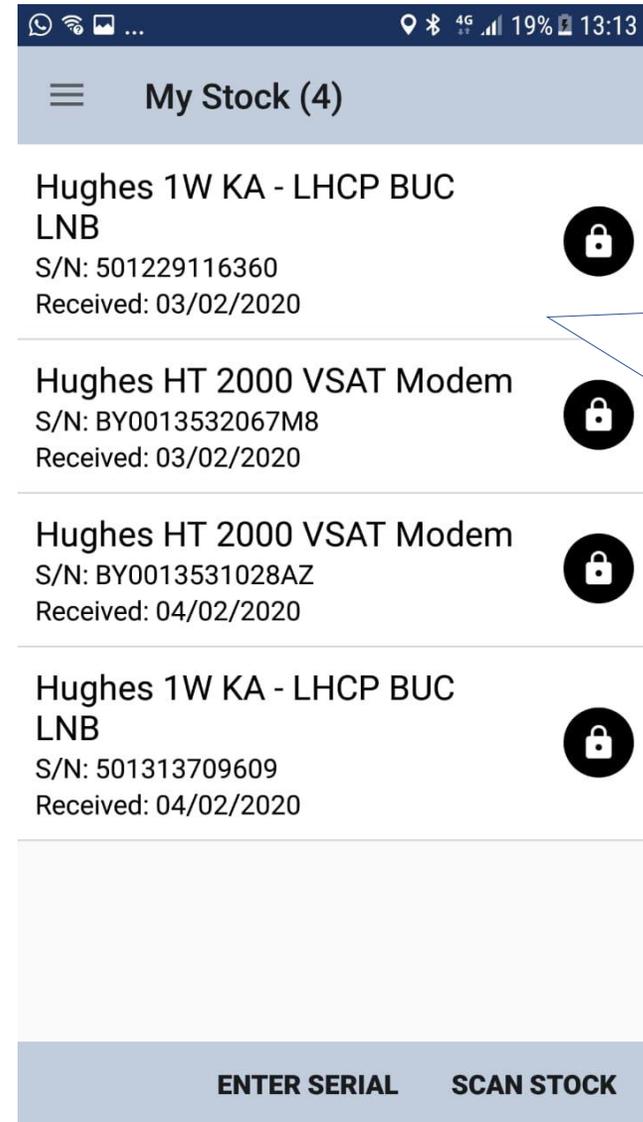
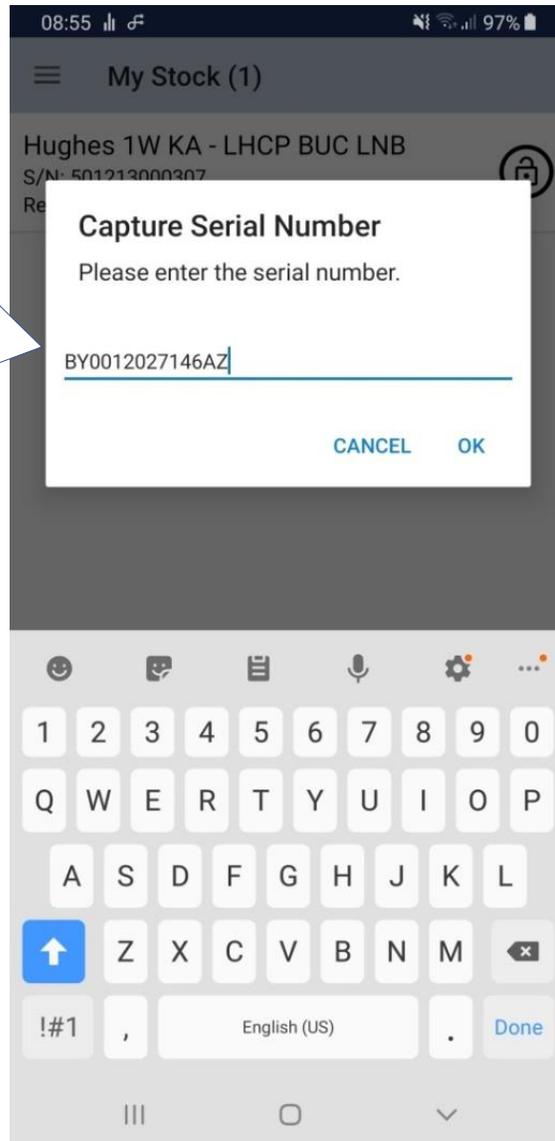
Stock – scanning serial numbers

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



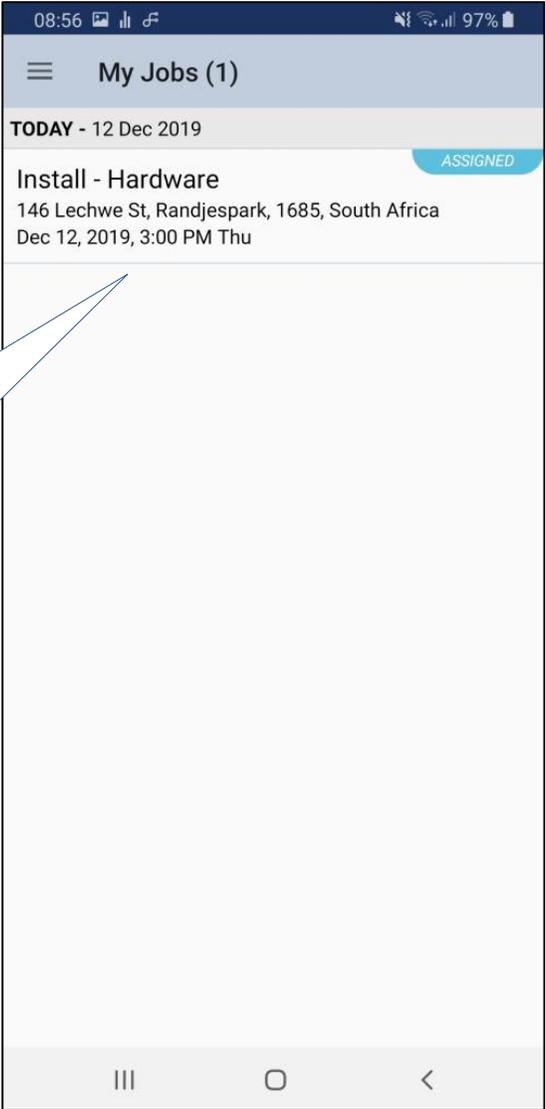
Load the serial numbers

This is to link an equipment serial to the installer/controller 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.



Following capture, you can see your stock available for installation in your stock list

SOLID App scheduled jobs



Assigned jobs are received on the app



Details

SOLID App photos

- 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

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

Antenna Installation
From Ground View
MANDATORY



Modem Indication Lights
MANDATORY

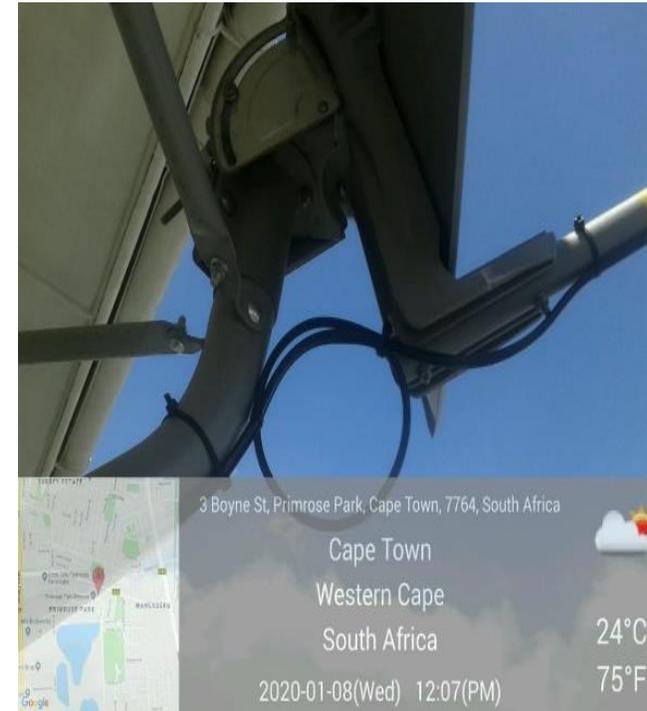


Other Photos - optional (take on your phone for upload)

Antenna Installation
Zoomed In / Full View



Service Loop at back of Canister



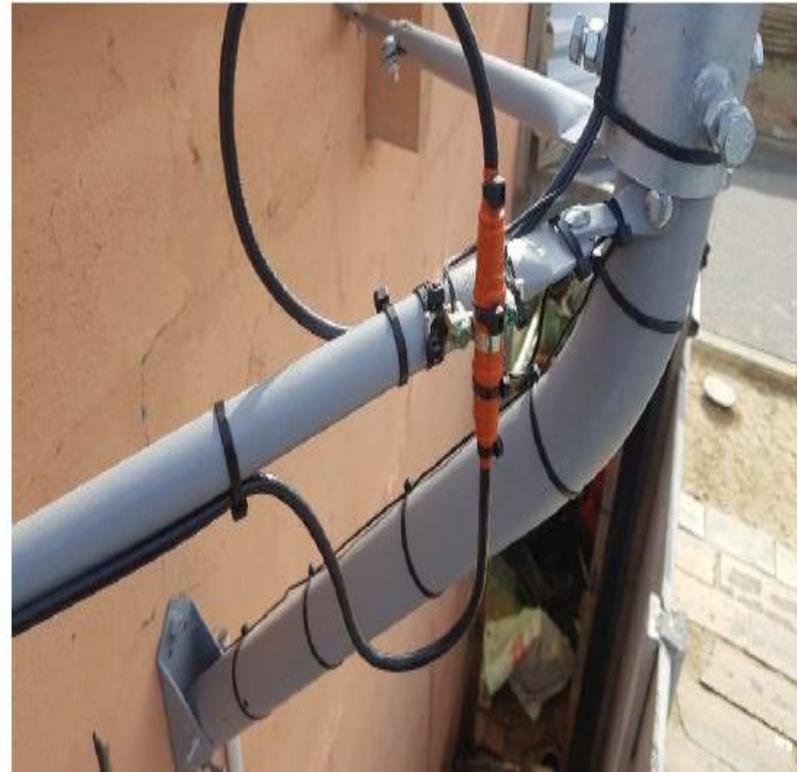
SOLID App photo upload

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

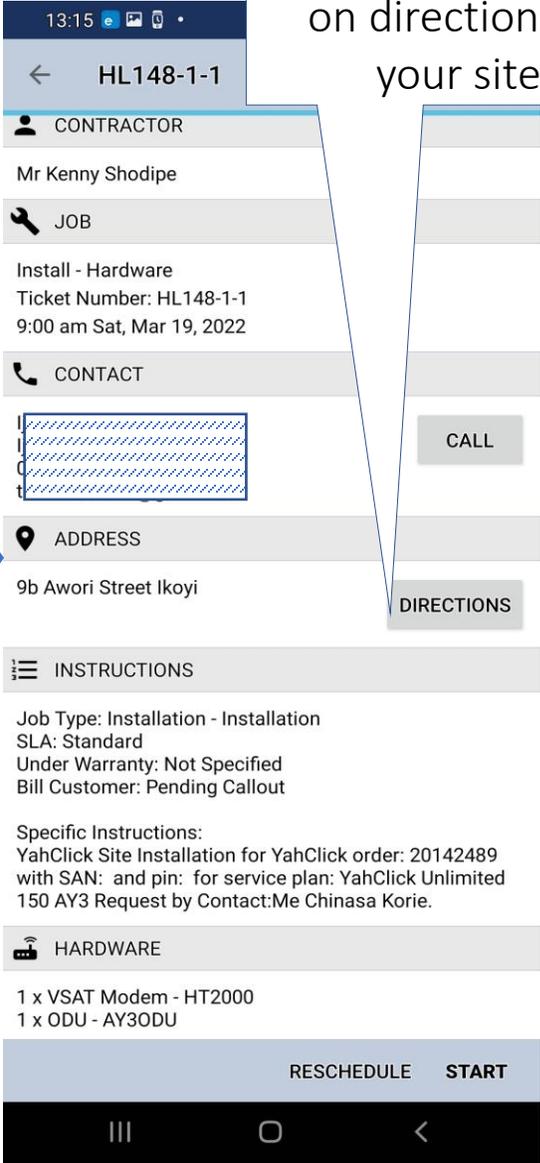
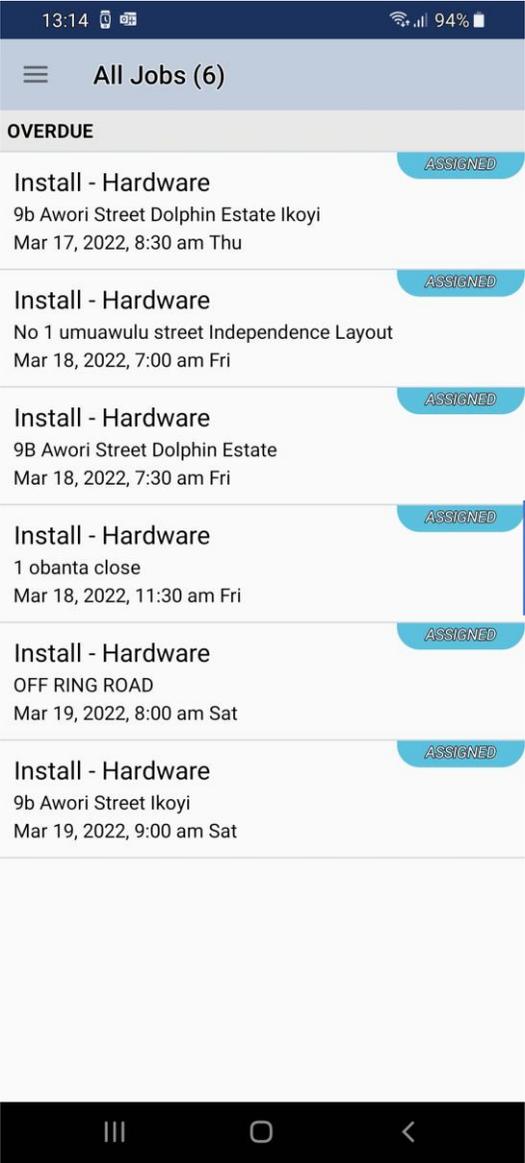
Earthing Termination Position



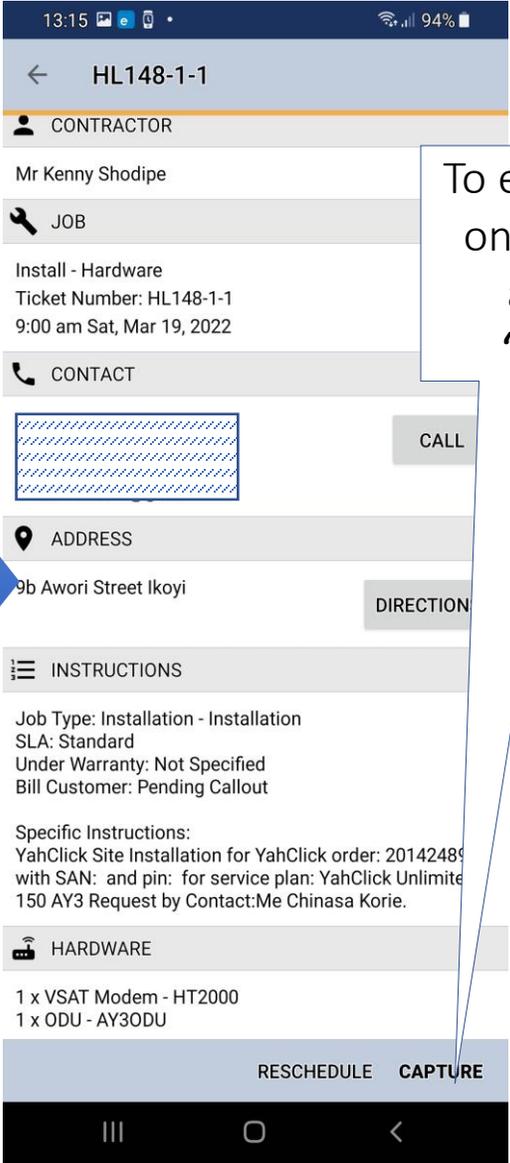
Lightning Protector Unit
Grounding Block



Completing the job on the SOLID App

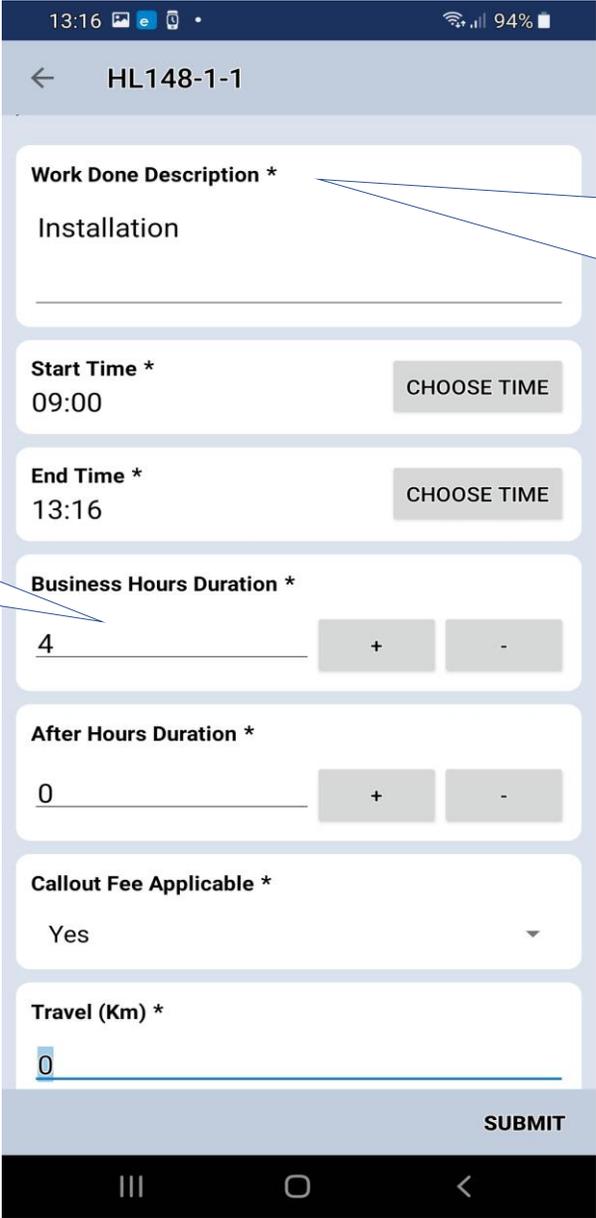


Use this to get Google Maps help on directions to your site



To enter the job on site on the app, click "Capture"

Capture the completed installation onsite (1)



13:16 94%

HL148-1-1

Work Done Description *
Installation

Start 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) *
0

SUBMIT

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

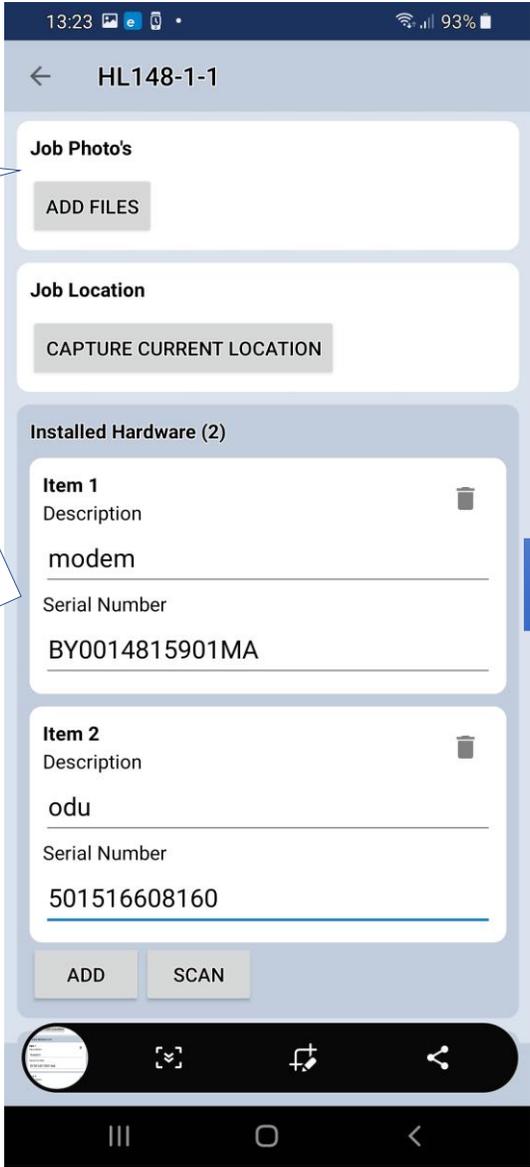
Completion on the app means filling the single rolling screen on the app.

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)

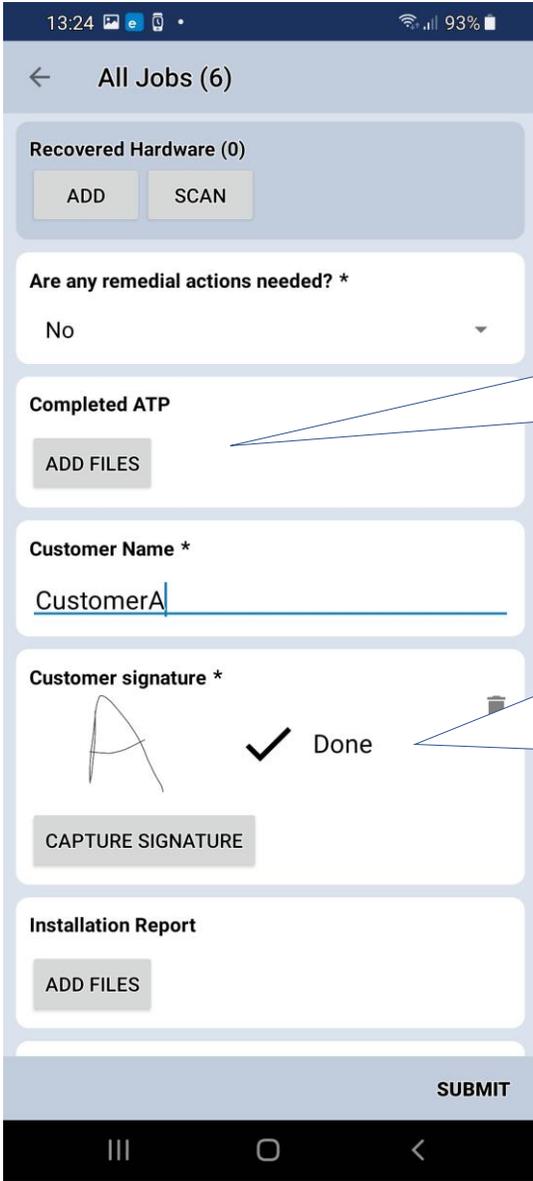
Not required

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.



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)

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

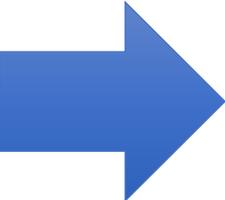
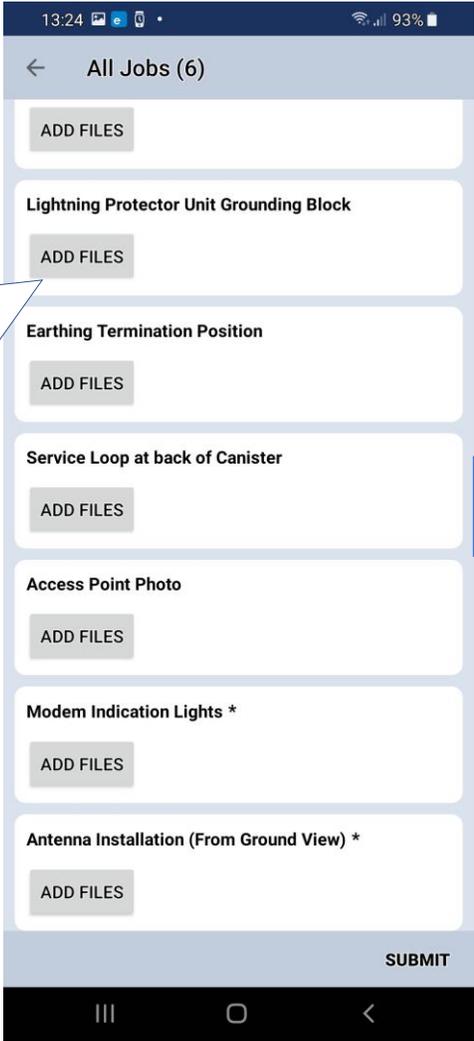
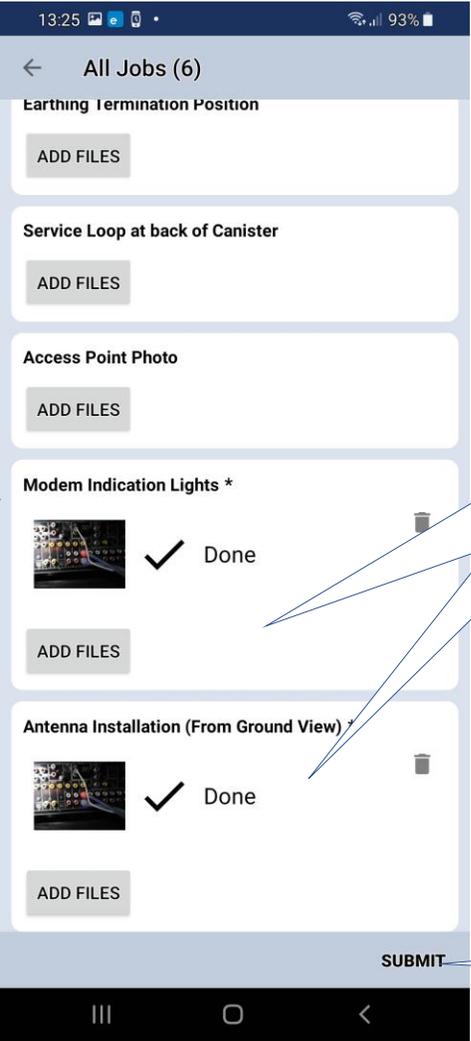


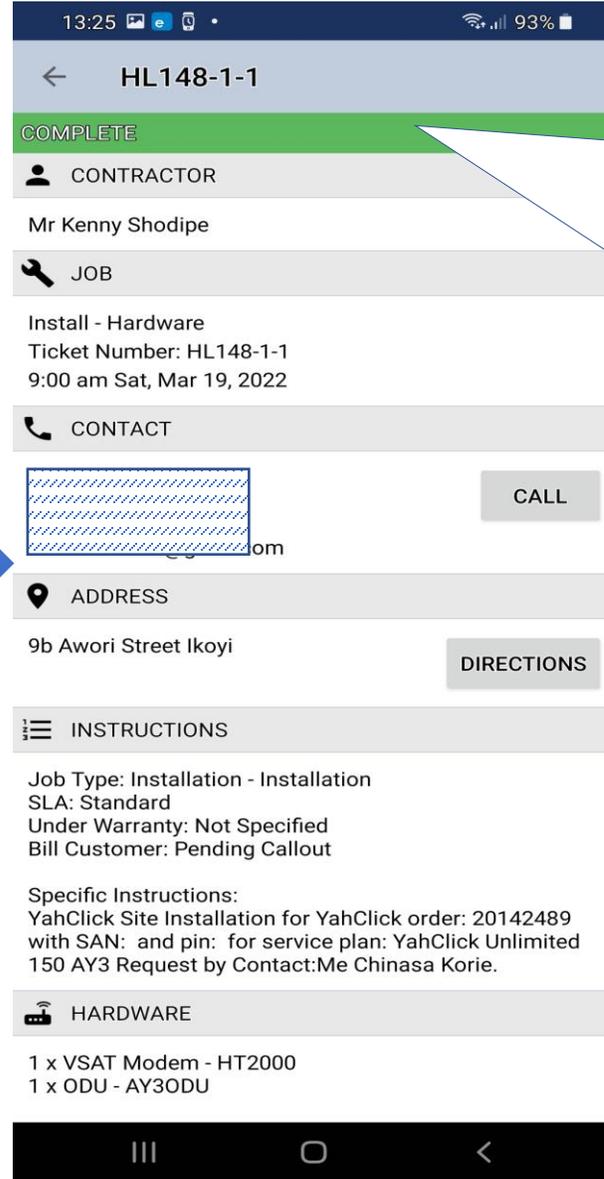
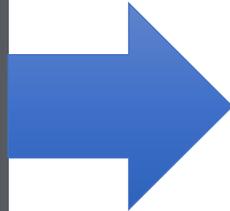
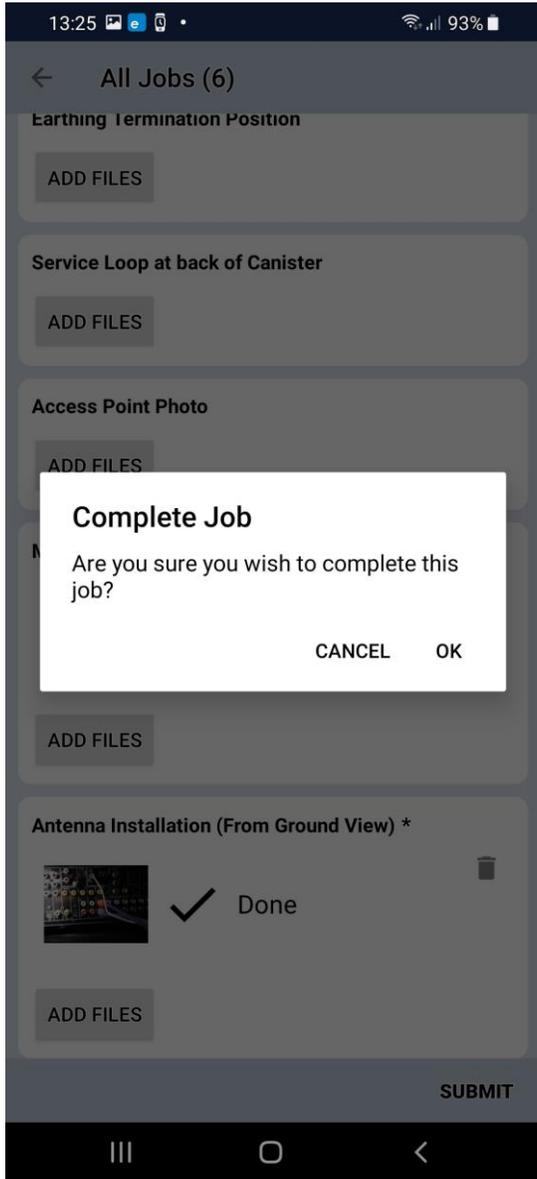
Photo upload



These two photos are mandatory

Submit

Job completed and submitted



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

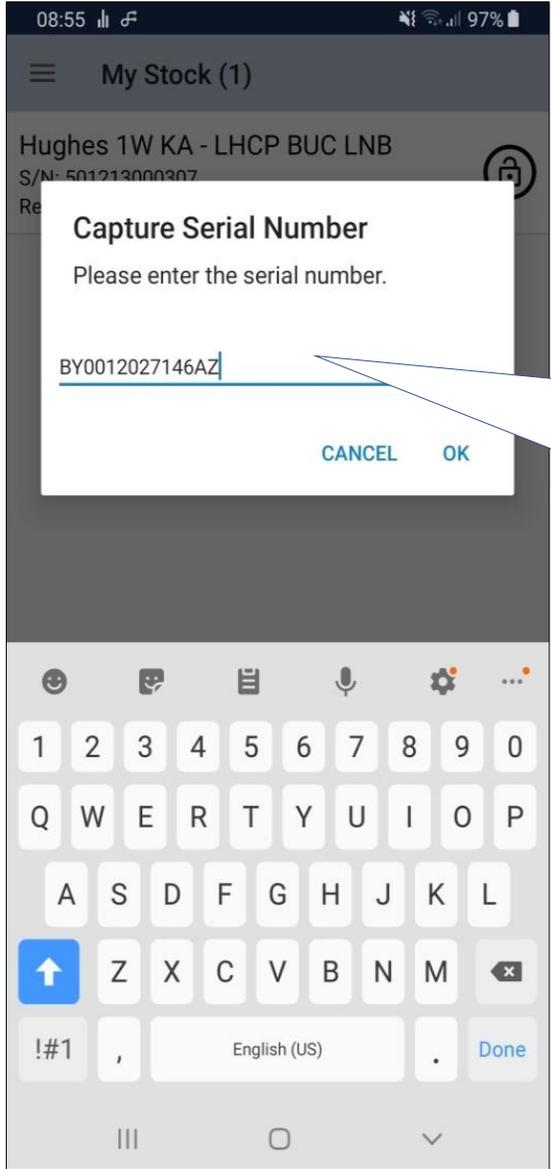
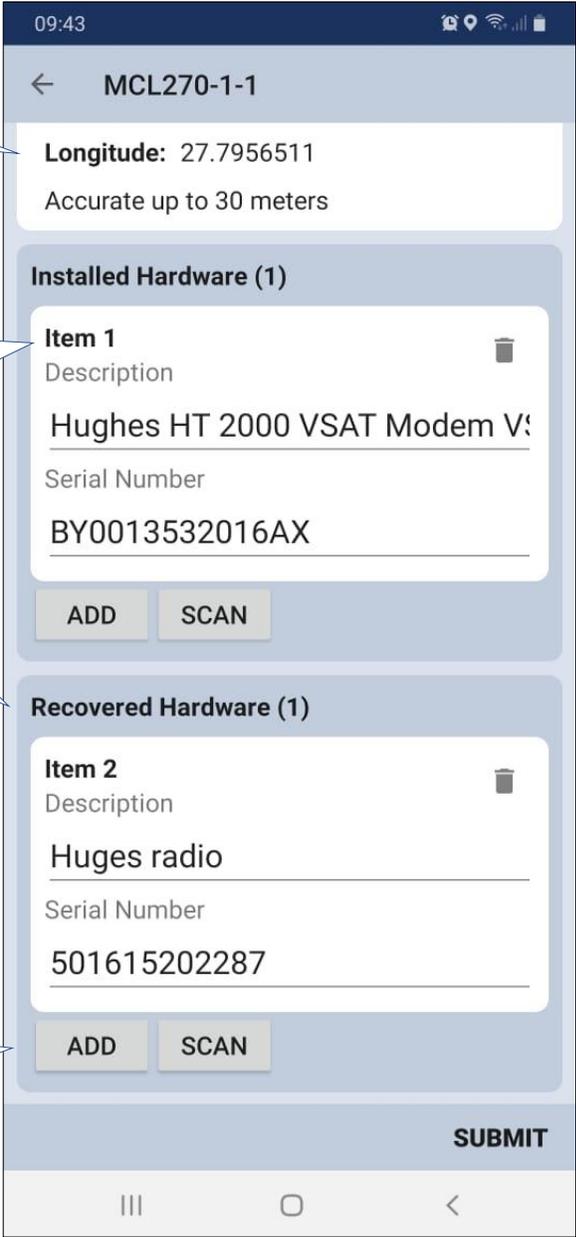
(If you did not fill everything required, the app will stop and give a message to explain what is missing.)

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



3. Capture the recovered equipment into your stock after submitting 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

09:43

MCL270-1-1

Longitude: 27.7956511
Accurate up to 30 meters

Recovered Hardware (1)

Item 2
Description Huges radio
Serial Number 501615202287

ADD SCAN

SUBMIT

08:55

My Stock (1)

Hughes 1W KA - LHCP BUC LNB
S/N: 501213000307

Capture Serial Number
Please enter the serial number.

BY0012027146AZ

CANCEL OK

2. Capture the recovered equipment into your stock after submitting the job.

The End