

Partner on iOS
User Manual

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If You Are New to the iPad

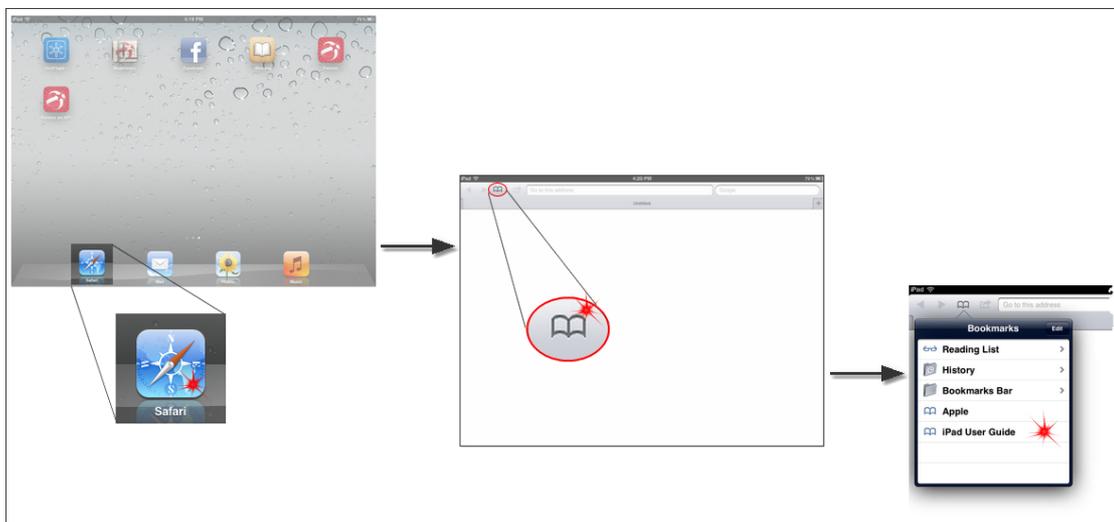
The iPad® is extremely easy to use once you know your way around. At first, though, the simplicity of the interface may mask the power of this device. The *iPad User Guide* explains many features and controls that you might not discover for yourself.

Instructions for accessing the iOS 5 and iOS 6 User Guides and a list of topics pertinent to using *Partner on iOS* follow.

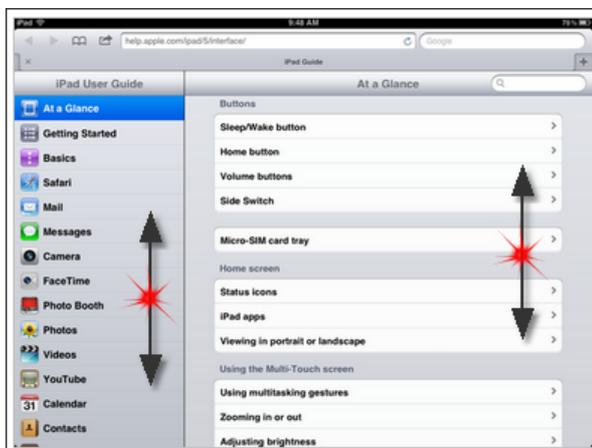
iOS 5 User Guide



Here's How



1. Tap the Safari® icon on your Home screen to open the browser.
2. Tap the book symbol at the top of the Safari screen. A list of Bookmarks opens.
3. Tap the "iPad User Guide". The document opens.



4. Place a finger on the screen and drag up or down to scroll. This will bring topics into view that may be off screen.

While all of the information in the user guide is useful, certain items are essential for *Partner on iOS*. Become familiar with the following topics.

Topic (left side of screen)	Subtopic (right side of screen)
At a Glance	Using the Multi-Touch™ screen (scroll down)
Settings (scroll way down)	Location Services
*Maps (scroll to find)	All subtopics

*iOS 5 provides the Google Maps app

iOS 6 User Guide

Currently, Apple has not released an iOS 6 User Guide for iPad. This section will be updated when it becomes available. In the meantime, you can access Location Services and Maps as follows.

Location Services

Location Services is now found in Settings under Privacy. To turn Location Services on or off, go to Settings-->Privacy-->Location Services. The top option, Location Services, allows Apple to determine your location. The next list lets you choose the applications that have access to your location information.

Maps

iOS 6 provides the Apple Maps app. To customize map settings, such as distance units and label size, go to Settings-->Maps.

Start Using Partner on iOS

This section explains how to install the *Partner on iOS* application (app), start it from your Home screen, and load or update your map.

Partner on iOS is a free app available on the Apple App StoreSM. It is useless, however, without a Partner map to view (Partner Basic Platform required). Contact Partner Software Sales (800-964-1833) for more information.

Install the App

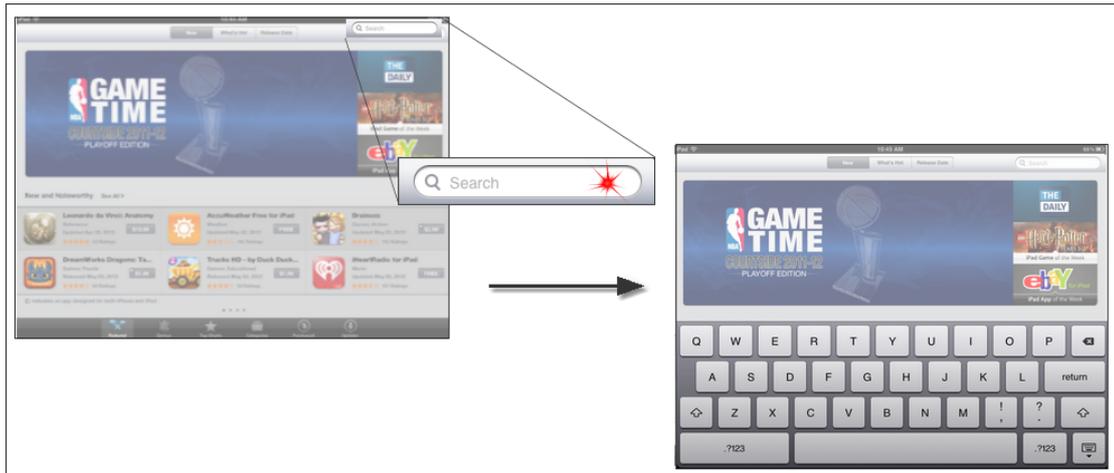
Download *Partner on iOS* from the App Store to your device using the Internet. Even though the app is free, an iTunes® account is required.

Here's How



1. Tap the App Store icon on your iPad Home screen to open it.

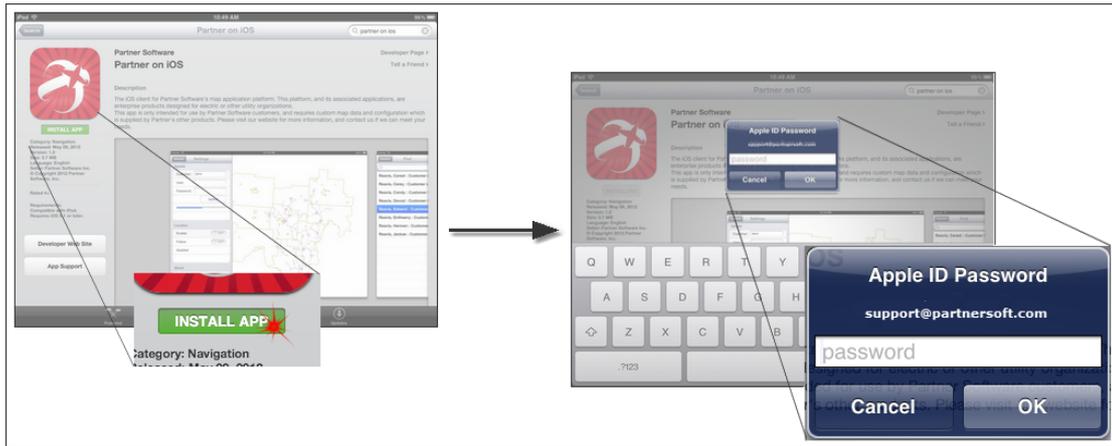
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2. Tap the Search bar in the upper left corner. The pop up keyboard appears.
3. Type "Partner on iOS" using your finger to tap the keys on the screen. Your matches appear as you type.



4. Tap "Partner on iOS." The keyboard closes and your matches appear. Near the top of the screen iPad Apps are shown.
5. Tap the Partner icon to open the description page.
6. Tap the "FREE" button below the Partner icon in the upper left. It changes to say "INSTALL APP".



7. Tap "INSTALL APP" to download. A window opens asking for your Apple® account password.



8. Type your password, then tap "OK". The App Store window closes and your download begins. A progress bar at the bottom of the Partner icon lets you know what's happening. The bar disappears when the download finishes and the Partner icon remains.

You have successfully installed the *Partner on iOS* app.

Start the App

Once *Partner on iOS* is installed on your device, tap the Partner icon on your Home screen to open the software.

Here's How

1. Find the *Partner on iOS* icon on your iPad's Home screen. It looks like this:



2. Tap the icon with your finger. You will see a brief view of the Partner logo and then the app opens.

If you just installed your Partner app you must [load your map](#)¹¹. Otherwise, you are now ready work.

Load a Map for the First Time

Partner on iOS requires a Partner published map to function. Contact Partner Software Sales (800-964-1833) for more information on obtaining the Partner Basic Platform license and *Partner on iOS* license. Partner provides your Customer, User, and Password information during set up and configuration (see your administrator). Your map downloads from Partner's secure server through the Internet.

Empty App Portrait View

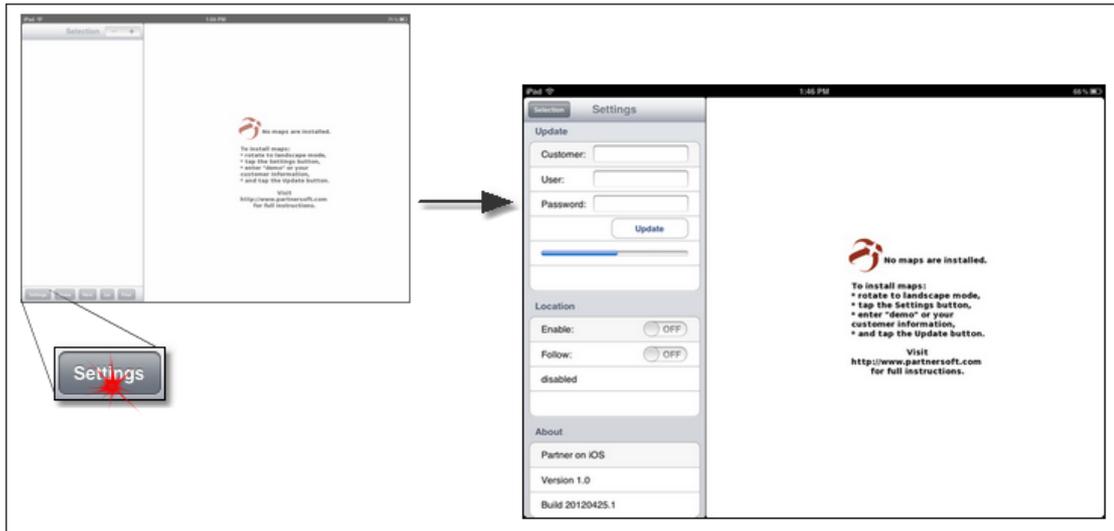


When rotated to portrait view, your newly installed *Partner on iOS* screen shows only a message about installing maps. The Control window will appear when the device is rotated to landscape view.

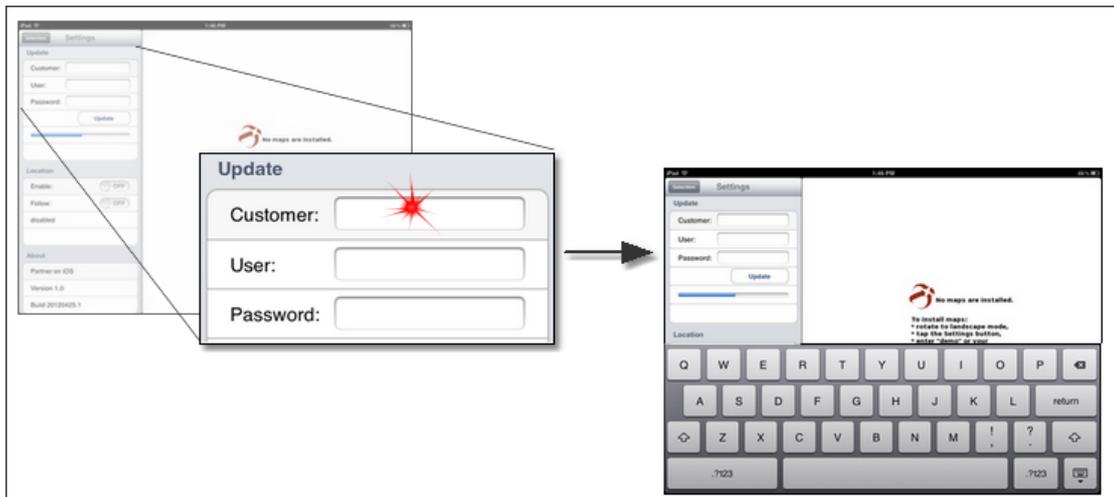


Here's How

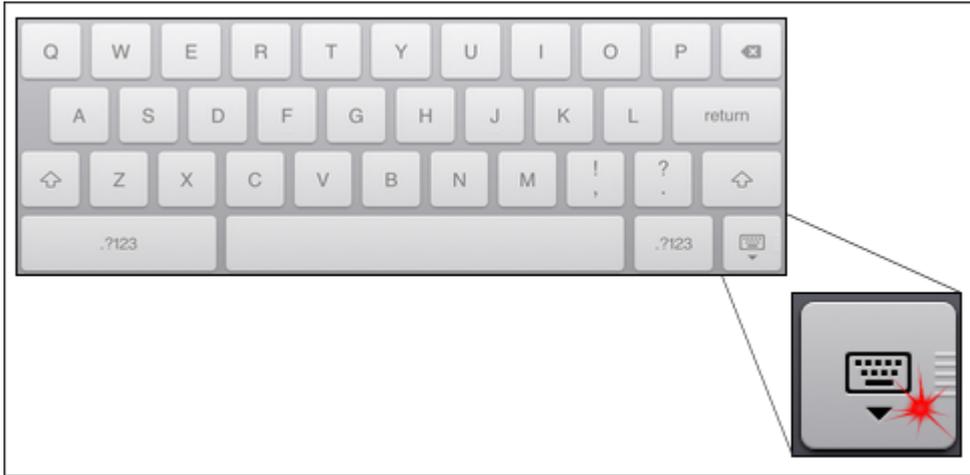
1. Tap the [Partner icon](#) ¹⁰¹ on your Home screen to start the application.
2. Turn your iPad to landscape view. The Selection panel is on the left.



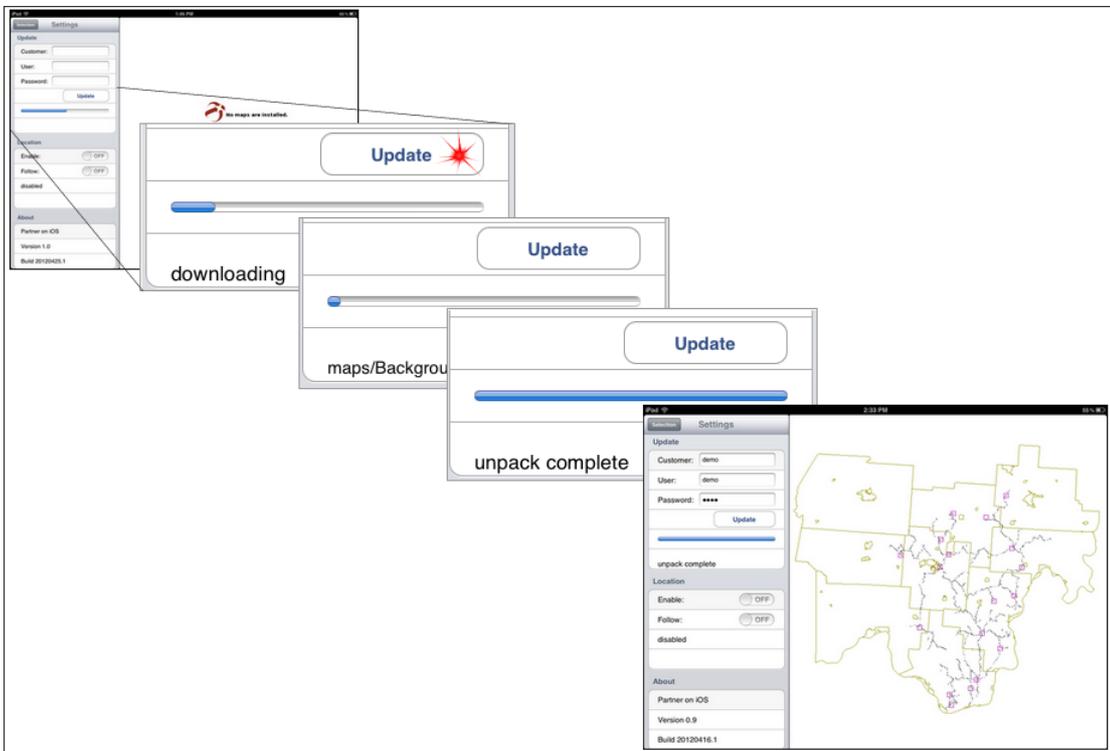
3. Tap the Settings button in the lower left corner of the Selection panel. The Settings panel opens.



4. Under Update, tap the Customer entry bar. The pop up keyboard appears.
5. Type your Customer ID.
6. Tap the entry bar next to User and type your user name.
7. Tap the entry bar for Password and enter your password.



8. Tap the lower right keyboard button to close the keyboard.



9. Tap the Update button. The progress bar shows your download progress. When finished, the message "unpack complete" shows under the progress bar and your map opens in the window on the right.

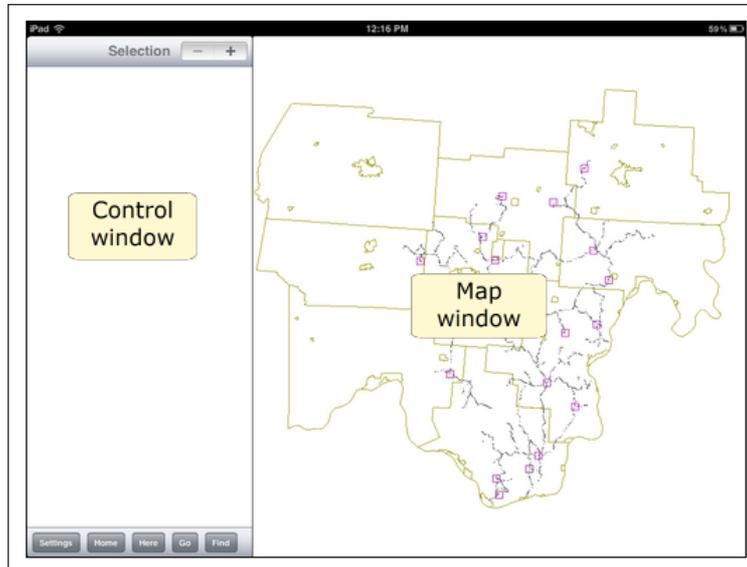
Your map is loaded and you are ready to go!

Update Your Map

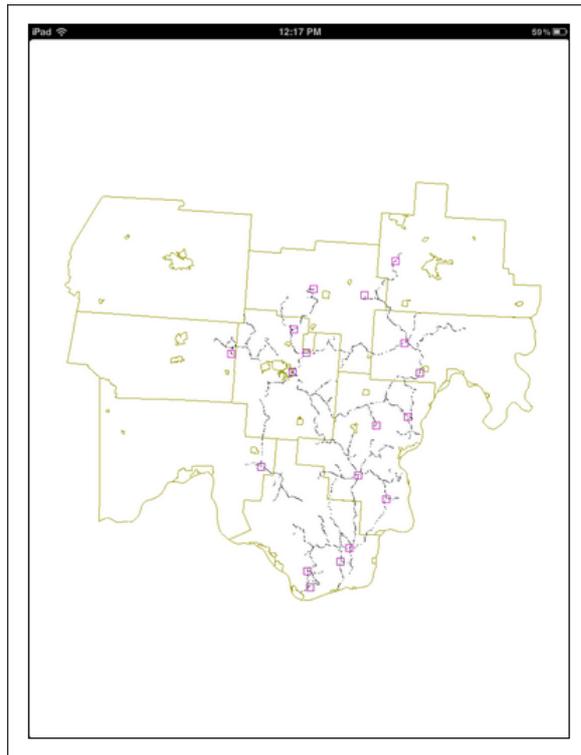
The process to "Update Your Map" is the same as ["Load a Map for the First Time."](#)¹¹
Follow this procedure whenever your organization makes changes to your map to keep your version current and up to date.

Meet the Partner on iOS Display

The *Partner on iOS* display consists of the Control and Map windows. The Control window is only visible and usable when your device is in landscape position. In portrait view the Map window occupies the entire iPad screen.

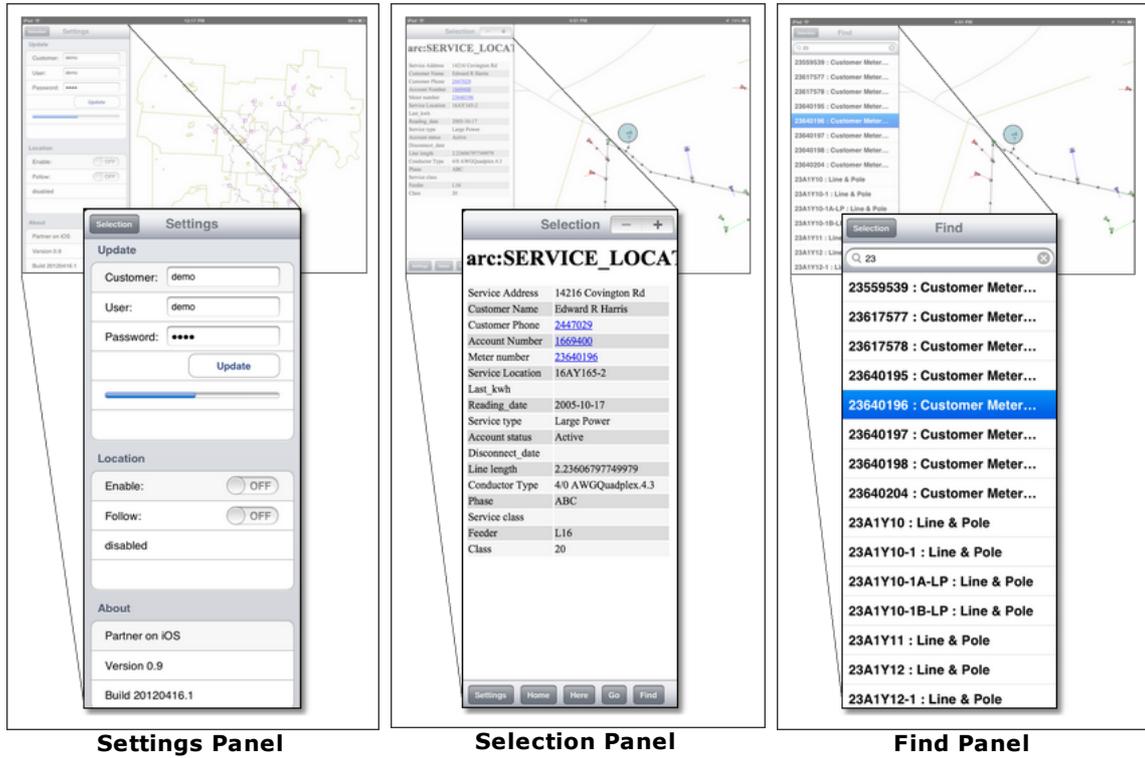


Landscape View



Portrait View

The Control window has three panels: the Settings panel, the Selection panel, and the Find panel.



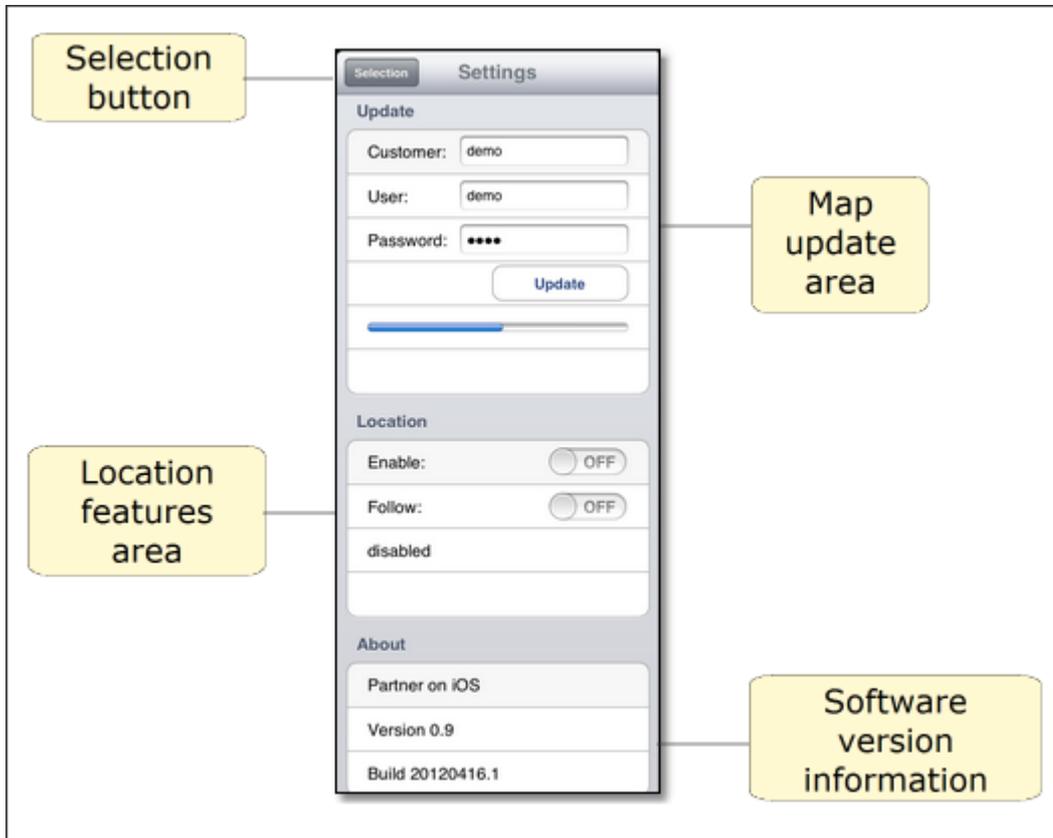
Settings Panel

Selection Panel

Find Panel

The Settings Panel

The Settings panel updates, or loads, your map and enables/disables the Location features. It also gives software version information. A button in the top left corner opens the Selection panel.



Parts of the Settings Panel

Map update area: Downloads a new map from the Internet to your device from Partner's secure server. Customer, User, and Password information are provided by Partner during system installation. The blue bar shows download progress. Download and unpack messages appear below the progress bar.

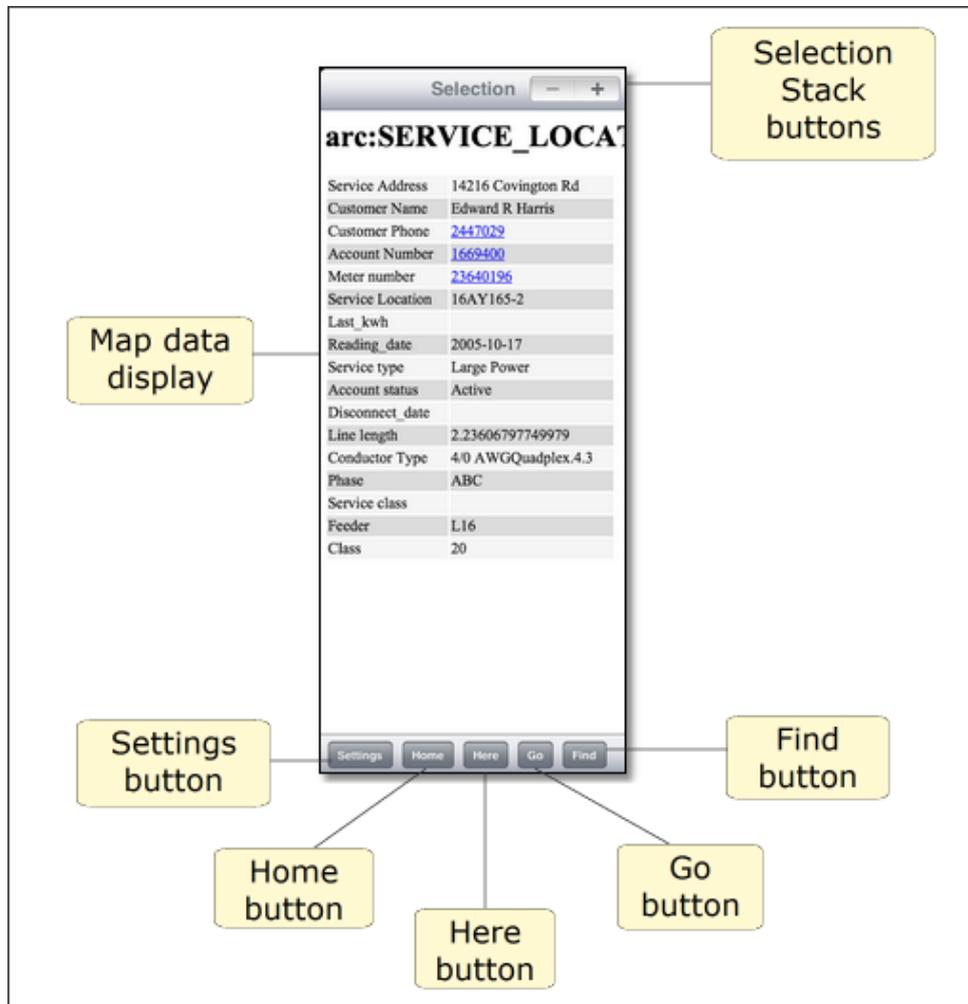
Software version information: Identifies program, version, and build.

Location features area: Contains switches to enable the locator and follow features.

Selection button: Tap to open the Selection panel.

The Selection Panel

The Selection panel displays map data and has buttons for Selection Stack, Home (key map) view, Location features, as well as the Settings and Find panels.



Parts of the Selection Panel

Selection Stack buttons: Moves you through selected items positioned on top of each other. Move forward using "+" and backward using "-". At the the end of the list the selection will clear. Use the opposite button to move back through the items.

Find button: Opens the Find panel.

Go button: Opens the iOS-provided maps app and displays the route from your location to a selected Partner map item. A map item must be selected in your Partner map before tapping "Go". Network connection required.

Here button: Navigates to and marks your location with an arrow. [Location>Enable](#) ³⁴ must be turned on.

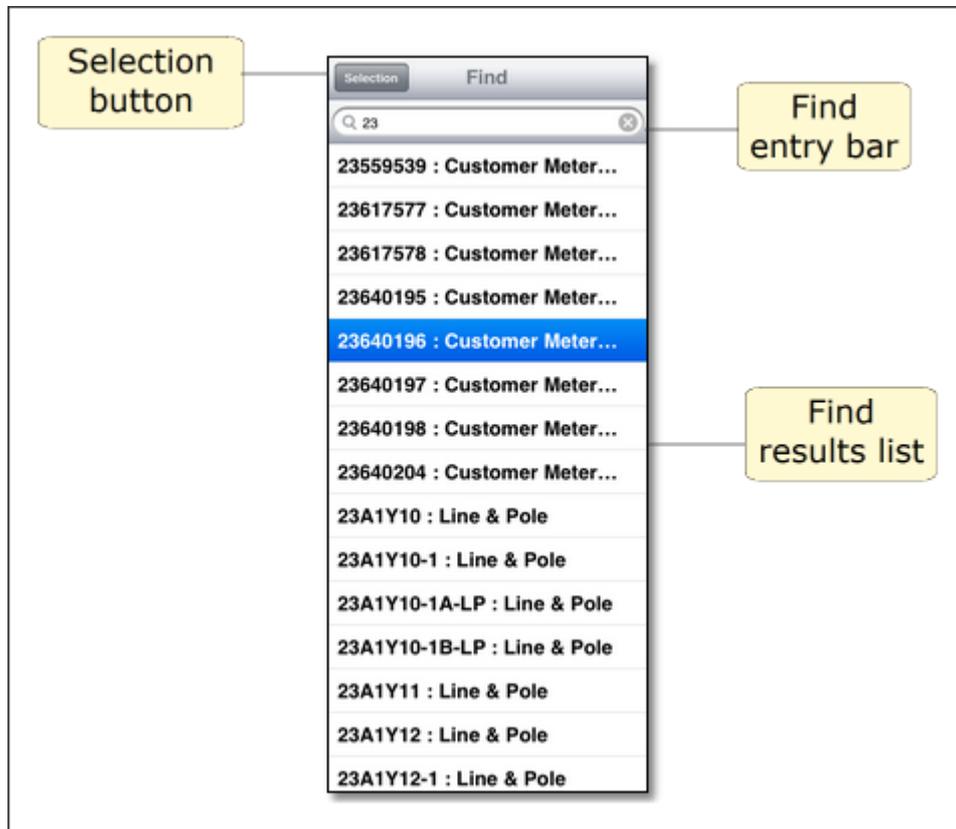
Home button: Navigates immediately to key map view.

Settings button: Opens the Settings panel.

Map data display: Shows information about a selected map item.

The Find Panel

The Find panel is composed of a Selection Panel button, Find entry bar, and Find results list.



Parts of the Find Panel

Find entry bar: Search for a map item by typing unique identifying information here. Matches appear as you type.

Find results list: Scrollable list of matches for the data entered in the find bar. Tap an item to select. The map pans to the item.

Selection button: Opens the Selection panel.

Navigate the Map

The full map of your service area is much larger than the iPad screen can comfortably show. *Partner on iOS* provides a way to change the area visible in the Map window ("zoom"), and a way to re-center the view ("pan").

See More or Less Area: Zoom

You may want to see where a transformer is in relation to its substation, so you need to see a large map area. Or you may want to see which pole contains a consumer's security light, so you want a close-up view. Changing the amount of area you see is called "zooming".

Different Zoom, Different Symbols: Levels of Detail

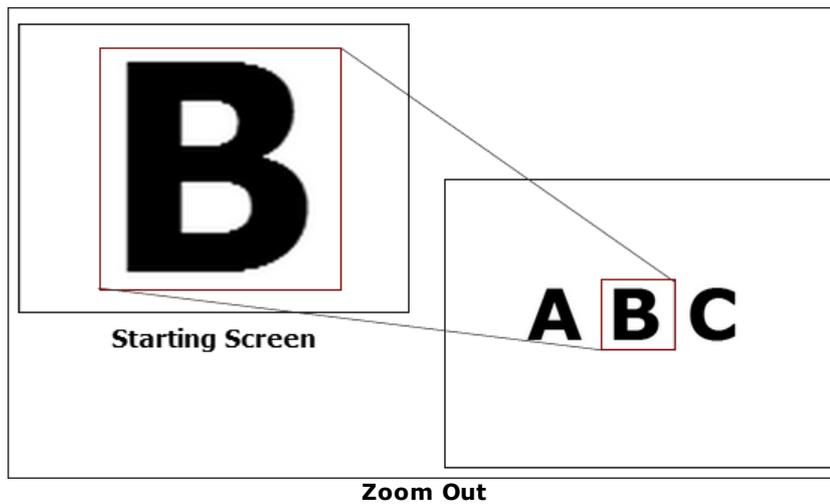
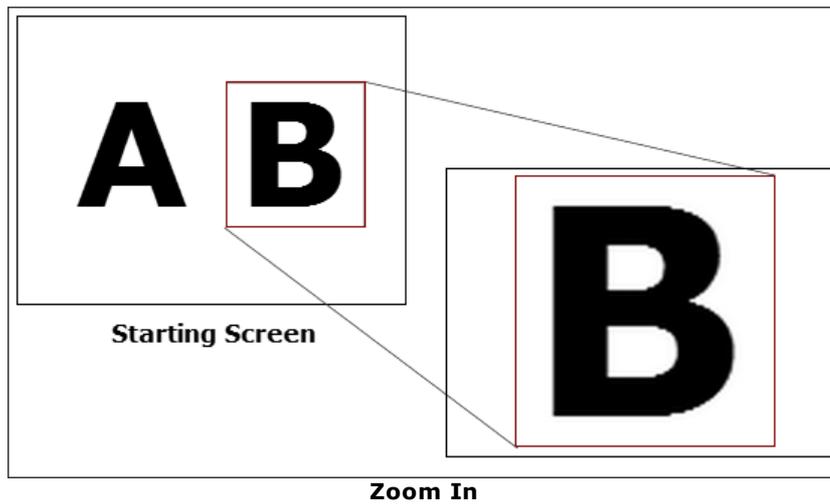
You might want to see a large amount of detail when viewing a small map area. When viewing a large map area, the same level of detail would be overwhelming. *Partner on iOS* adjusts the amount of detail by showing or hiding map symbols as you zoom. Each of these adjustments results in a "Level of Detail".

See a Different Location: Pan

Suppose you are looking at a road intersection and want to see what lies north, but that area is currently outside the Map window. Re-centering your view is called "panning".

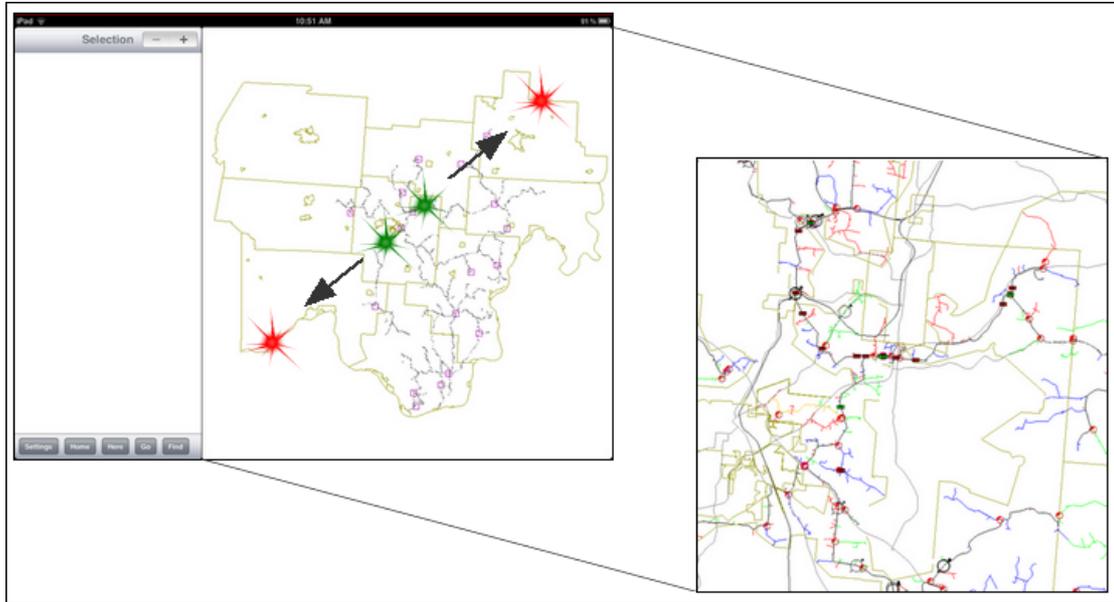
Zoom

Zooming increases or decreases the region you see on screen. Zoom in to see a small area in detail such as house locations. Zoom out to show your map from a distant view so you see more area at once. For example, you could look at a county-sized area to see where the subdivisions are.



See Things Locally: Zoom In

Use the spread gesture to zoom in.



1. Place two closed fingertips on the screen.
2. Slide your fingertips open across the screen.

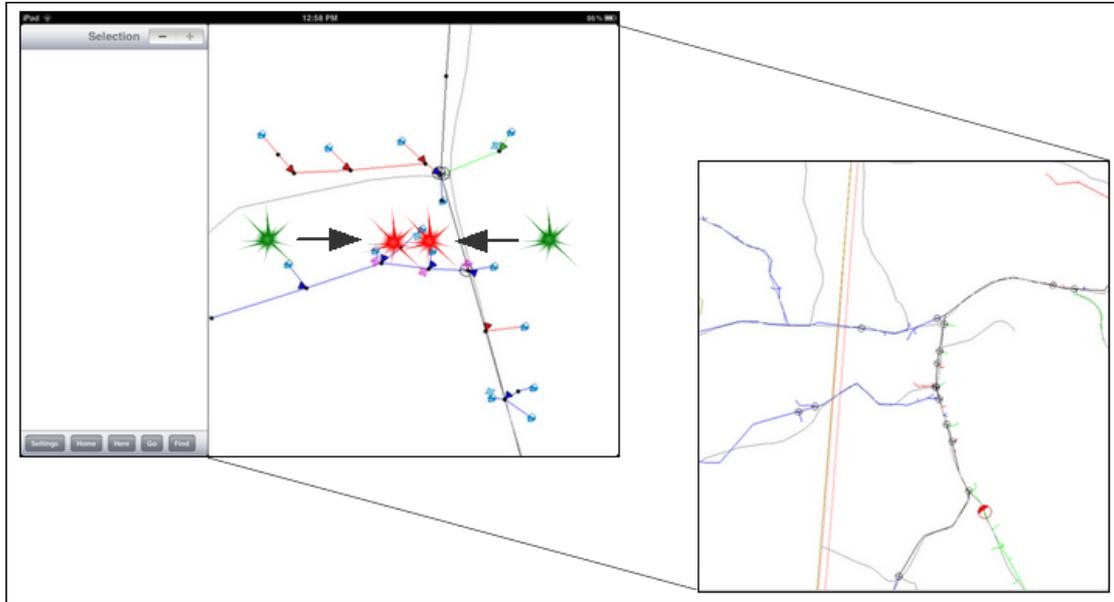
Less map area is visible on screen, but you can see more detail than before. Repeat the spread gesture as needed.

See Things Distantly: Zoom Out

Use the pinch gesture to zoom out.



Here's How

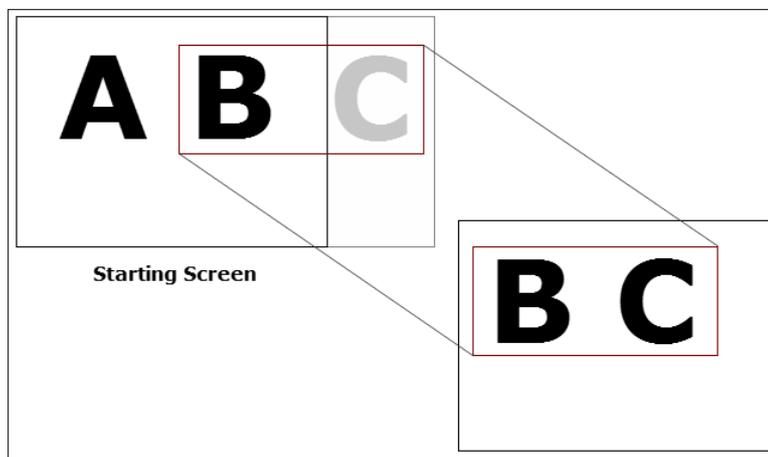


1. Place two open fingertips on the screen.
2. Drag them closed across the screen.

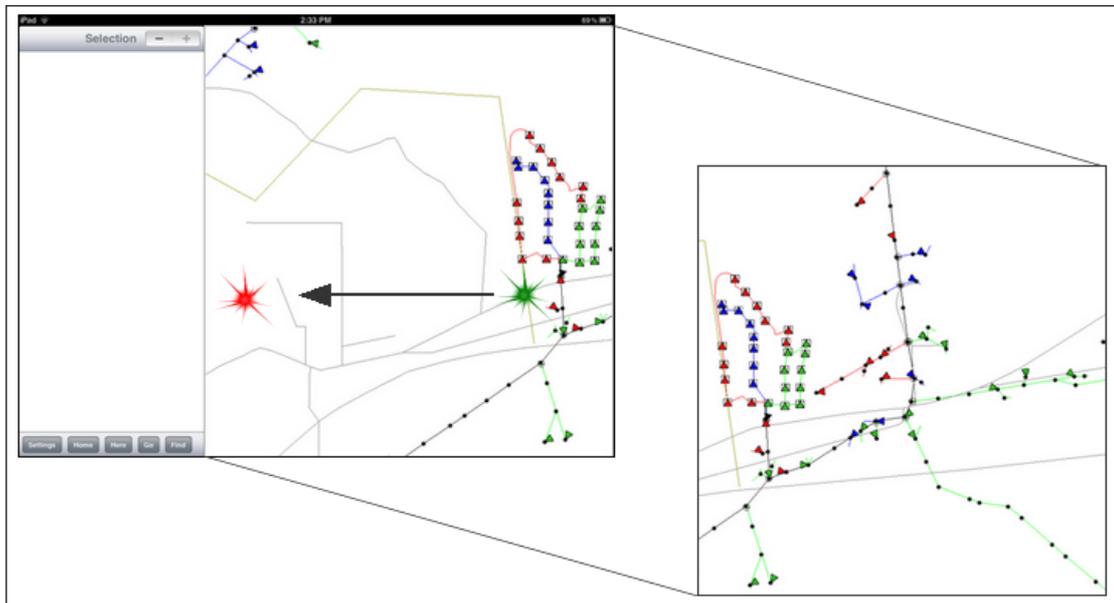
As you zoom out more map area is visible on screen and the symbols you see are more general.

Pan

See different map locations by panning. It's like dragging a different portion of your map into view.



Pan to see another location.

 Here's How

1. Place a finger on the screen in the direction of the place you want to see next.
2. Drag your finger across the screen in the Map window in the opposite direction of the area you want to see.

The starting map region will slide out of the window as new area slides into view.
Repeat the finger-dragging gesture until you can see the area you want.

Get Information from the Map

To view information associated with an item on the map, you must select it. *Partner on iOS* provides two approaches to item selection. First, you may navigate to the item and tap it. Second, you may use the Find panel. Here you type identifying information and choose the desired item from a list. The Find feature centers your map item in the Map window and selects it.

A filled circle indicates that the item is selected.

Selection Stack

Items on your map often are stacked on top of each other, such as a pole, light, span, transformer, and service location. When you tap an item in a stack, the rest of the group is also selected. The result is a "Selection Stack." The Selection panel lists the information on a per-item basis. Selection Stack buttons allow you to move back and forth through the items.

The Find feature, in contrast, selects only the map item you specify, even when it is located in a stack. The Selection Stack buttons deselect it. Tapping the stack on screen will give you access to the whole group.

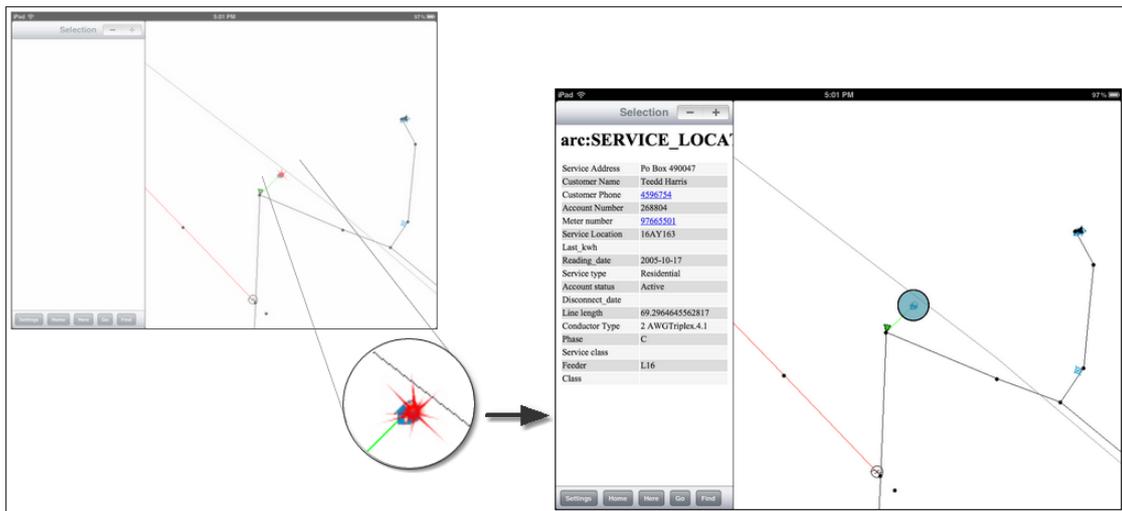
Navigate

Suppose you need to reach a customer. You see the house on your map, but how do you find the contact information? Tap the house, and the information is displayed in the Selection panel.



Here's How

1. Open the [Selection panel](#)^[18].
2. Pan and zoom until you find the map item you want.



3. Tap the item with your finger. A filled circle appears around the symbol indicating selection.

Information about the map item is displayed in the Selection panel. The Selection panel scrolls; use your finger to drag the information into view. If the item is part of a [Selection Stack](#)^[27], you may need to use the [Selection Stack buttons](#)^[18].

Deselect by tapping your finger in a plain area of the map. The Selection panel clears and the highlight disappears.

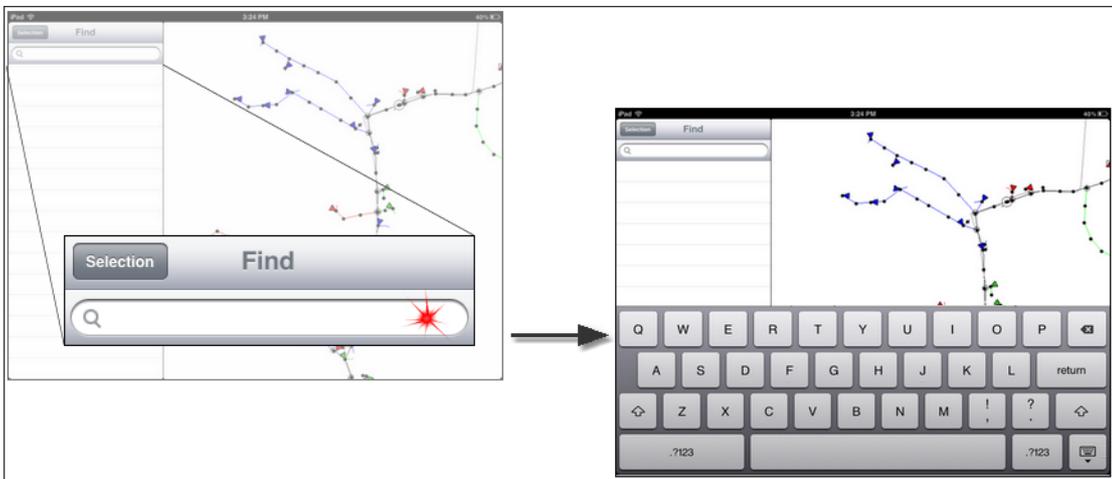
Find

If you know something specific about the map item you want, you can use that information to select the item. Begin typing your information into the Find entry bar. As you type, map items that match what you have entered so far appear in the results list. Since different kinds of items can start with the same characters, the list may contain items in which you have no interest. To help you identify what you seek, each item in the Results List is followed by what kind of item it is, separated by a colon.

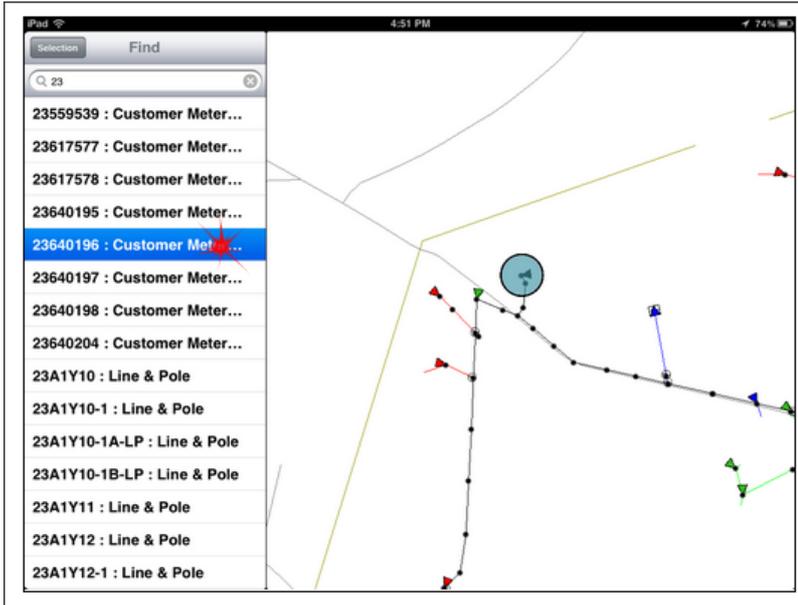


Here's How

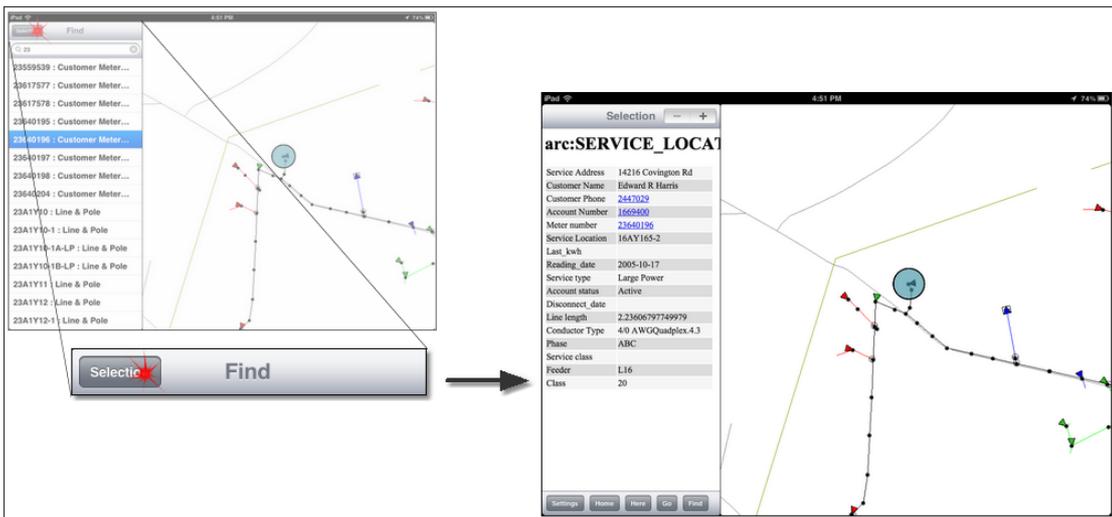
1. Open the [Find panel](#)^[19].



2. Tap your finger in the [Find entry bar](#)^[19]. The pop up keyboard appears. Tap the ".?123" key to open the number keyboard, if needed.
3. Use your finger to type the item you are looking for. As you type, matches appear in the results list. Each match is followed by its Find Type. Find Types are grouped together.
4. Tap the ["keyboard" key](#)^[13] in the lower right to close the keyboard. Drag your finger on screen to scroll through the results list.



5. Tap the item you want to select. The Map window automatically pans to the area and highlights the item at your current zoom level. Zoom in or out as needed.



6. Tap the Selection button in the upper left corner of the Find panel. The Selection panel opens and your selected item's information is displayed.

NOTE

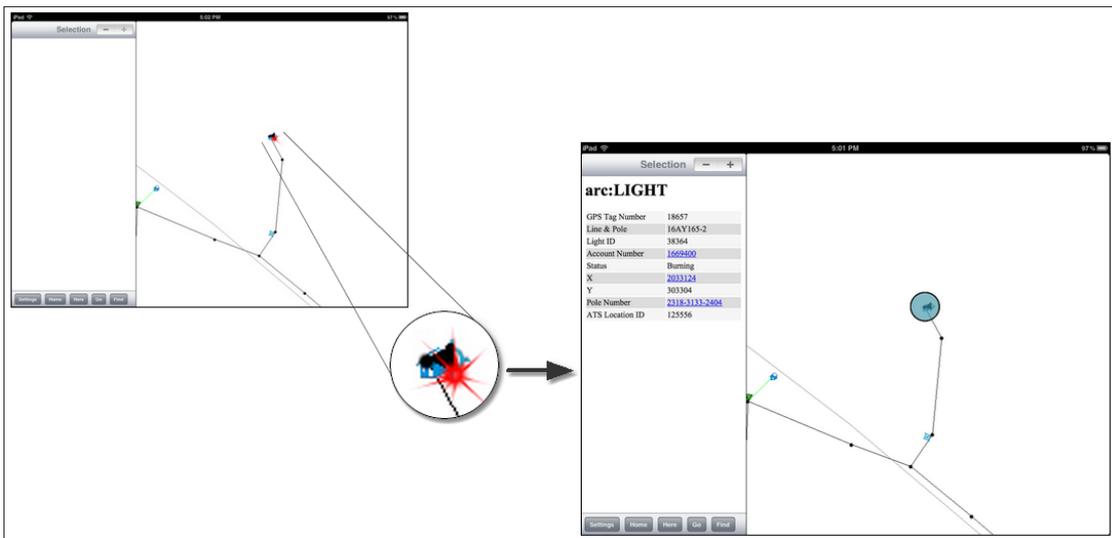
Find limits the results from each find type to 8. Continue typing to see your match in the list. The more characters you enter, the more likely your item will be in the results.

Move through a Selection Stack

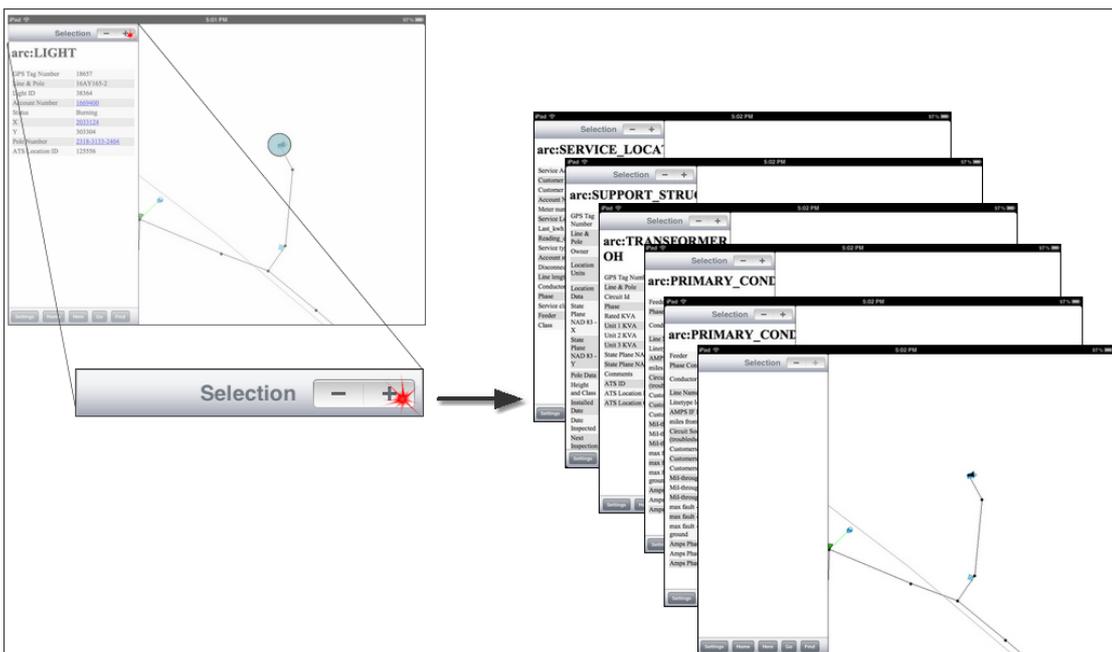
Some spots on the map have several symbols close together or stacked on top of each other making selection difficult. When you tap an item, a group of items is selected. The Selection Stack buttons provide a way to select the item you want.

Here's How

1. Open the [Selection panel](#) ¹⁸.
2. Navigate to a location with map items on top of each other.



3. Tap the items to select them. Information for one item displays in the Selection panel.



4. Tap the "+" button in the upper right corner of the Selection panel. Information for the next map item displays.
5. Continuing tapping the "+" button to move through the items in the group.

When the selection clears (the filled circle disappears from the map and no information shows in the Selection panel) you have reached the end of the stack. Use the "-" to move back through the items.

Note for an Electrical Data Map

When you select a span, the filled circle indicating selection will appear at an end of the span rather than the spot you tapped. In other words, span selection is on a pole rather than the span itself.

Use Apple Location Services in Partner on iOS

Sometimes it is useful to find your position on the map. *Partner on iOS* may be able to help.

The Location features of *Partner on iOS* depend on Apple's Location Services to find out where you are. All iPad models support Location Services and do not require an Internet connection. But not all device Locations Services use the same method. In other words, iPad models vary in the way Location Services determines your location.

Wi-Fi only models use your position in relation to known Wi-Fi hotspots to make a best guess about your location. However, if you are working in a remote area with few known Wi-Fi hotspots, Location Services may not be able to show where you are or may give an inaccurate location reading.

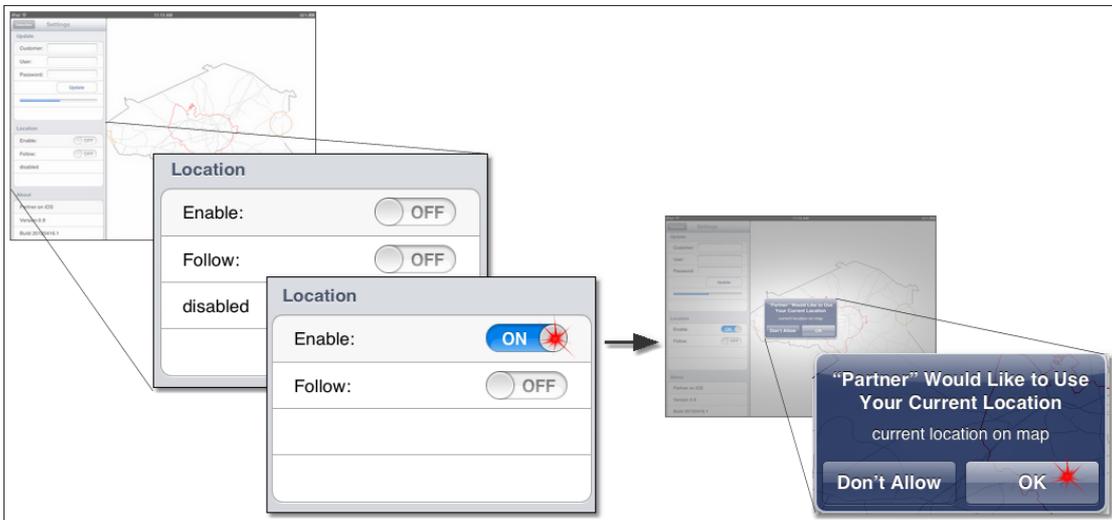
iPad 2 Wi-Fi + 3G and the new iPad Wi-Fi + Cellular (3G / Cellular models) have a built in Assisted GPS (aGPS) that uses satellite radio signals, like regular GPS, along with network data to determine your position. The 3G / Cellular devices are more likely to provide an accurate and reliable location reading, even when working in rural areas. So, even though *Partner on iOS* works on all models of iPad, Partner recommends the 3G / Cellular models for maximum useability.

Since all *Partner on iOS* location features depend on Apple's Location Services, Location Services must be turned on for the iPad as a whole and for the *Partner on iOS* application. (See ["If You Are New to the iPad"](#) ) In addition, Partner's Location features must be enabled in the Settings panel of *Partner on iOS*.

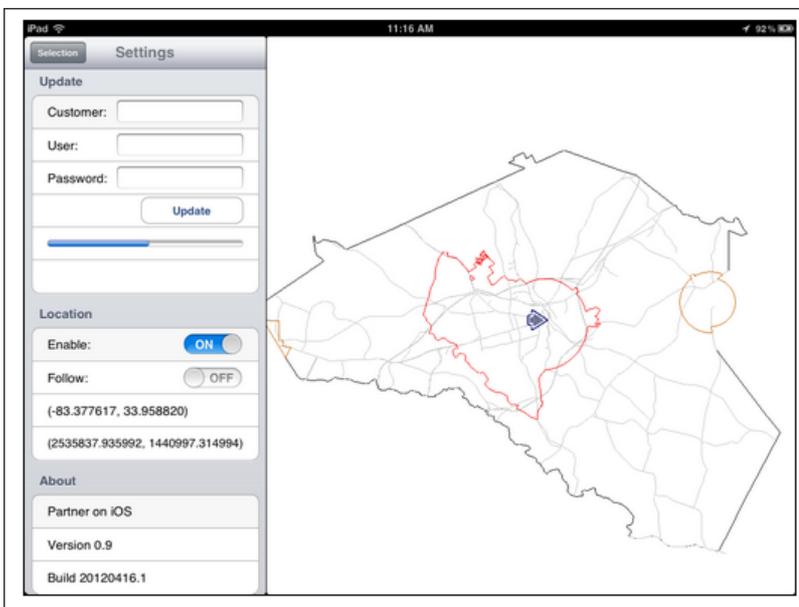


Here's How

1. Open the Settings panel.



2. In the Location area, slide the Enable switch to "ON". A window opens asking your permission to use your current location.
3. Tap "OK" with your finger. The "disabled" message in the Location area disappears and your location information (longitude and latitude) now displays there. Also, an arrow appears in your map showing your location.



See Yourself in Partner

Partner on iOS can display your position in relation to your current map view, or it can display the map in relation to your current position. In the first case the map stays put, and an arrow that represents you moves around as you do. In the second case,

the arrow remains centered in the Map window, and the map pans as you move around.

Get a Suggested Route in your iOS-Provided Maps App

Partner on iOS links to the built-in iOS maps app, so you can find a path between your present location and any unit on your Partner map. This feature requires an internet connection. For Wi-Fi only iPad models, a hotspot must be within range. 3G and Cellular models can use Wi-Fi or a wireless data plan.

	See Your Location	Use the iOS-Provided Maps App
Wi-Fi models	<ul style="list-style-type: none"> • Location Services uses known Wi-Fi hotspots • No Internet connection required 	Wi-Fi connection required
3G or Cellular models	<ul style="list-style-type: none"> • Location Services uses built-in aGPS (satellite signals plus known Wi-Fi hotspots) • No Internet connection required 	Wi-Fi connection or data plan required

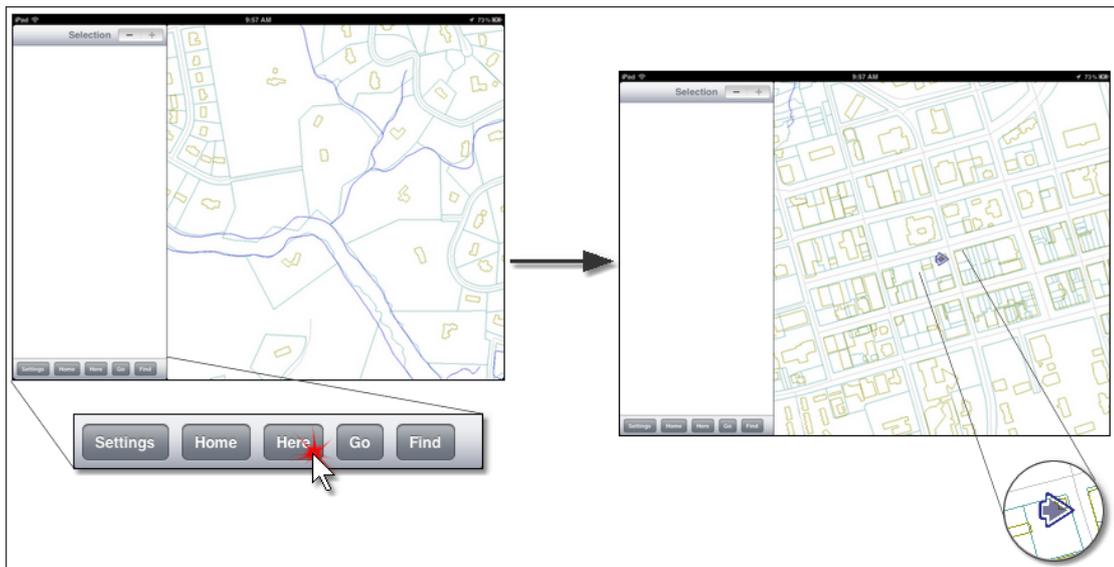
Pan to Your Location

See yourself in your Partner map by using the "Here" button. An arrow represents you and shows where you are.



Here's How

1. Enable Apple's [Location Services](#)^[6].
2. Turn on the [Location Enable switch](#)^[34].
3. Open the Selection panel.



4. Tap the Here button. The map pans and centers on your location at your current zoom level. An arrow represents you.

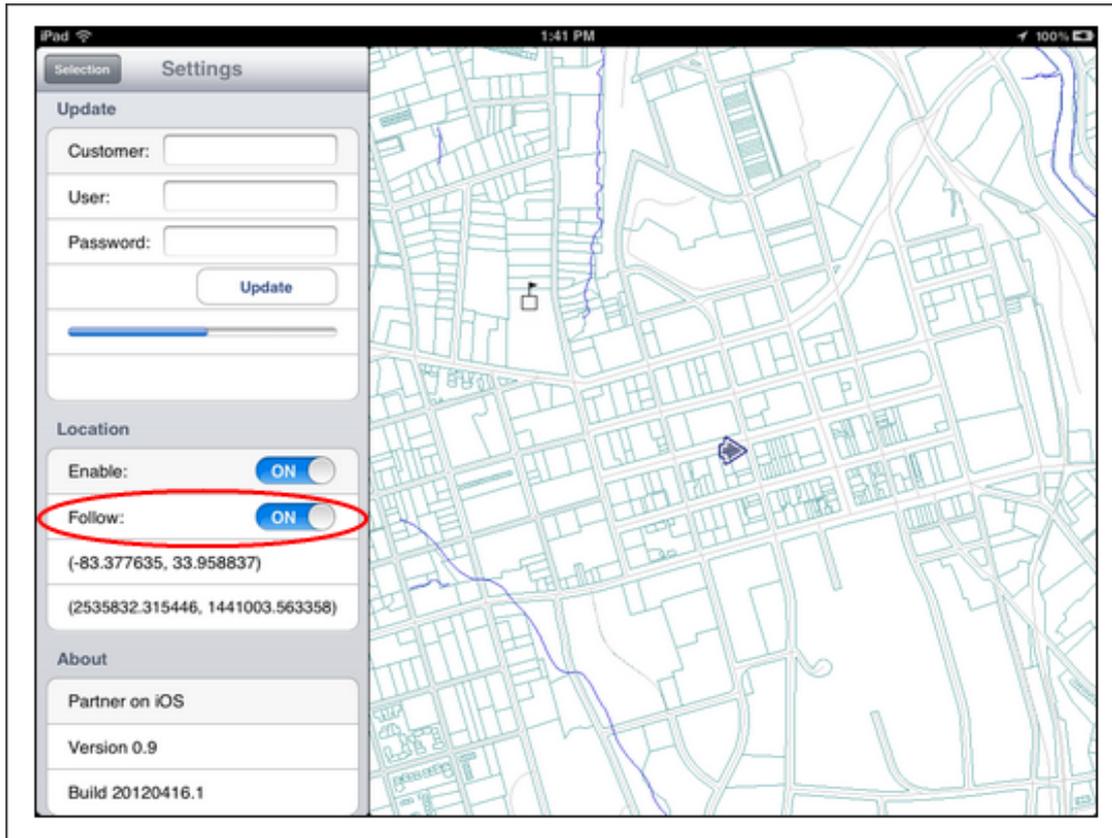
Track Your Position

You may display your position in relation to your current map view, or you may display the map in relation to your current position. In the first case the map stays put, and an arrow that represents you moves around as you do. In the second case, the arrow remains centered in the Map window, and the map pans as you move around, tracking your position.



Here's How

1. Enable Apple's [Location Services](#)^[6].
2. Turn on the [Location Enable switch](#)^[34].



- Slide the Follow switch to "ON". The map centers on your location as you travel. Your location is shown by an arrow in the map.

Note

If you pan away from your location (arrow) while the "Follow" switch is on, it will re-center on the arrow whenever your location information is refreshed. Slide the Follow switch to "OFF" when not in use.

Find a Route

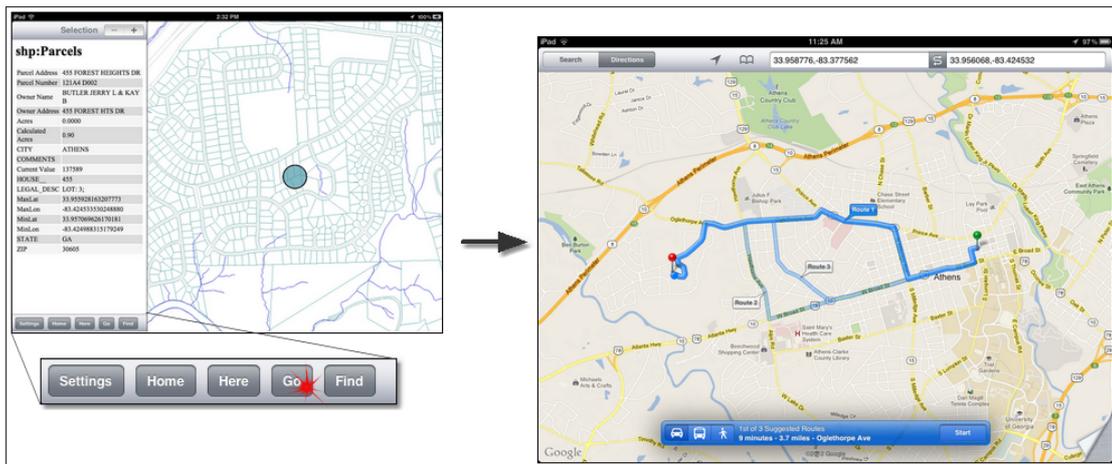
Partner on iOS links to the built-in iOS maps app, so you can find a path between your present location and any unit on your Partner map. This feature requires an Internet connection. For Wi-Fi only iPad models, a hotspot must be within range. 3G / Cellular models can use Wi-Fi or a wireless data plan.



Here's How

- Enable Apple's [Location Services](#)^[6] on your iPad.
- Turn on Partner's [Location Enable switch](#)^[34].
- [Navigate](#)^[28] or use the [Find panel](#)^[29] to locate and select your map item. (An item must be selected in the Partner map to get a suggested route.)

4. Open the Selection panel.



5. Tap the "Go" button at the bottom of the panel. The iOS-provided maps app opens. A green pin marks your location; a red pin shows your selected item's location. Your suggested route is shown in blue.

To return to *Partner on iOS* from the Maps app, place four fingers on the right edge of the screen, then drag them across the screen to the left.

To return to the Maps app from *Partner*, place four fingers on the left edge of the screen, then drag them across the screen to the right.

If more applications are open, you may have to swipe a few times to find the one you want.

Troubleshooting

Problem: The iOS-provided maps app opens showing the location of my destination (selected item in Partner map), but there is no suggested route.

Explanation: Your location information is not available to the Maps app, so it can not give you a suggested route. The only location it knows is your selected Partner map item. Check to see if Partner's Location Enable switch is "ON". If so, then an issue is preventing Apple's Location Services from determining your location.

Problem: When I tap the "Go" button, the built-in iOS maps app doesn't open.

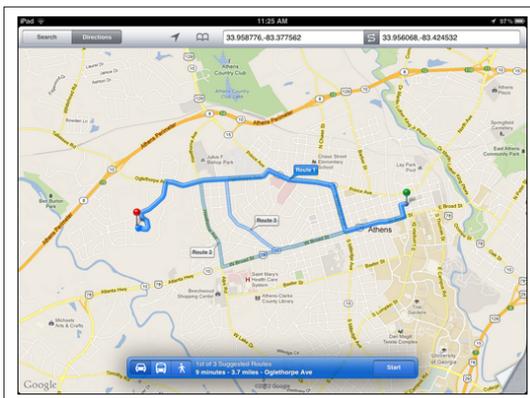
Explanation: You must select something in your Partner Map.

Problem: The iOS-provided maps app opens but only shows a grid. There is no map and no selected route.

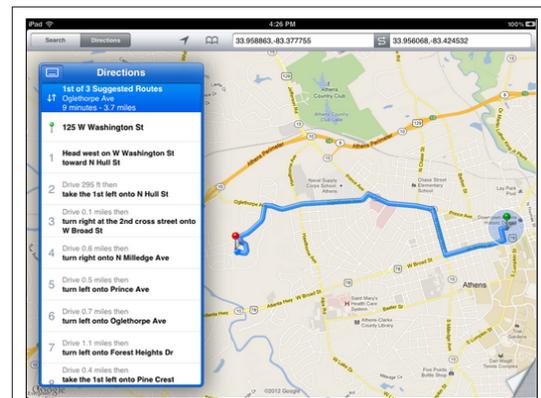
Explanation: You are without a network connection. Either you are out of range or Networks is disabled in your iPad Settings.

The iOS Map Options

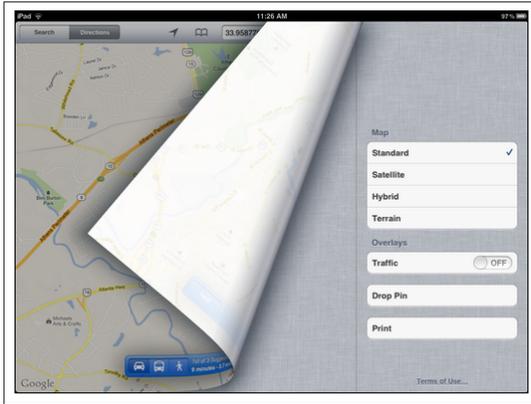
Using the "Go" button of the Selection panel opens the iOS-provided Maps application. Your initial view gives you a suggested route on a map. You have the option of displaying directions as well as changing the type of map.



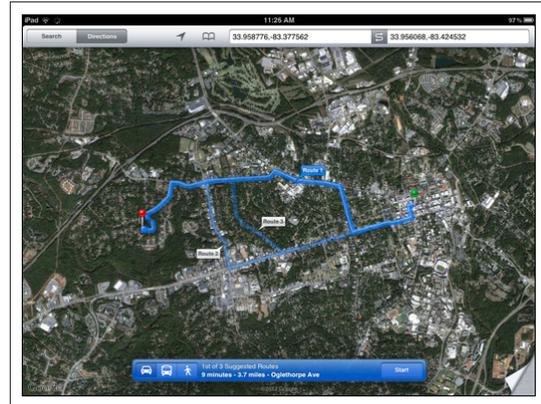
Suggested Route



Directions



Map Options



Satellite Map

See the topic ["If You Are New to the iPad"](#) to find out how to access the *iPad User Guide*. Information for using the Maps app is found there.

FAQ

Here are some *Partner in iOS* frequently asked questions and helpful tips. If you don't see your question, [contact Partner](#)^[42] for the answer. This list will grow and benefit from your inquiries—so, don't be shy!

I'm having trouble viewing my screen. How do I adjust screen brightness?

There are two to change screen brightness. In the first way, you manually set the brightness. The second way automatically determines screen brightness for the conditions.

Manual Method

1. Double click the Home button. The Multitasking bar opens at the bottom of the screen.
2. Use the Flick gesture moving from left to right.
3. Drag the Brightness slider to the right to brighten the screen, or to the left to dim the screen.

Automatic Method

To automatically adjust the screens brightness, go to Settings, and then Brightness & Wallpaper. Turn on Auto-Brightness. The iPad uses its built in ambient light sensor to adjust screen brightness for current lighting conditions. See the [iPad User Guide](#)^[5] if you need detailed instructions.

I'm seeing strange things in my display, but I'm not sure how to describe it to Partner support. What should I do?

When submitting a visual problem with the *Partner on iOS* software, please do the following:

1. Create a screenshot of the issue by holding down the power and home buttons.
2. Open the Photos app.
3. Select the screenshot.
4. Email it to support@partnersoft.com with a description of the problem.

See the [iPad User Guide](#)^[5] if you need detailed instructions on any of these steps.

Useful Links

Partner on iOS web site FAQ: <http://partnersoft.com/products/ios/FAQ/index.html>

Apple: <http://www.apple.com/>

Partner: <http://partnersoft.com/>

Sales and Support: www.partnersoft.com/email_form/ios_viewer/index.html

Documentation: www.partnersoft.com/email_form/ios_documentation/index.html

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