



mComet™ for CDMA

User Guide

Release 1.0.28

About mComet

Actsoft mComet Cellular Application User Guide

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Statement of Accuracy

Every effort has been made to ensure that the information in this document is complete and accurate at the time of printing. However, the information in this document is subject to change without notice.

Supported Devices

Handsets/Software

This release of the *mComet User Guide for CDMA* should be used with the following Kyocera handsets: **DuraXT, DuraMax Pro 820, DuraCore Pro 720, DuraPlus 375** and also the Sanyo E4100 Tahoe™ handset.

Hardware Peripherals

- Flic Cordless
- Cordless
- ROV
- BL1000
- RoadRunner (BRR)
- ExpeData Pen
- CV-Marc - BT

Handset Functionality

Instructions in this document are independent of any particular handset brand, make or model. As such, only the software interface will be shown in most instances. Refer to the user manual for your unique handset for specific instructions on button placement and features.

Document Ordering

To order a copy of this or any other document in the Actsoft documentation suite, contact your sales representative. Documentation will be supplied to clients of Actsoft, Inc. only.

Technical Support and Training

For technical support, contact Actsoft at:

Email: support@cometracker.com
Phone: 813.936.1511
Fax: 813.600.4539
Mail: Actsoft, Inc.
10006 N. Dale Mabry Hwy., Ste. 100
Tampa, FL 33618

For training on the Actsoft product suite, contact:

Scheduling: 813.936.2331; then select menu option 3

Using mComet

The mComet handset application used with the Comet Tracker workstation application allows employees in the field to communicate efficiently with the home office. Use mComet to clock in and out of work shifts, enter information about jobs, and receive updated tasks while in the field.

The mComet cellular application uses built-in GPS tracking function to gather location information at specified time intervals and transmit the resulting data to the hosted server.

Purpose and Audience

This document is intended for users and administrators of the mComet cellular application. It provides the following information:

- Installation and setup
- Configuration modification
- Modifying worker time statuses
- Working with various forms and orders
- Receiving communications in the field

Detailed information on the *Comet Tracker* software is not provided in this document.

Application Requirements

- Supported cellular handset
- Unlimited or similar data service plan
- Management application (either of the following):
 - *Comet Tracker*
 - *Comet EZ*
- Program space requirement: 191K minimum
- Public IP address
- Minimum/Maximum OS 1.000SP



Please contact Technical Support regarding additional requirements for your handset software version and/or handset model.

Special Note

Other services, such as phone services and SMS messages, are blocked while you are sending or receiving information. mComet can access GPS satellites and determine location while you are on a call. However, in order to transmit location data while to the server, the phone line must not be in use. If you have a data service plan with a public IP address and are on a call while GPS information is updated, mComet stores your location on the phone. When you finish your call, mComet sends the stored position information to the server.

What's New in this Guide

mComet Release 1.0.28 is a maintenance release. No new software changes have been made. However, improvements have been made to existing features.

Revision History

Version	Date	Comments
1.0	January 1, 2009	Manual redesign
2.0	April 21, 2009	Manual redesign
3.0	January 22, 2010	Manual restructure

Symbols Used Frequently in this Document

Type	What it Means:
	Important Note
	Warning – action may adversely affect application or handset performance
	Hot key – use the handset key shortcut(s) to access application functions

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Installing mComet

Install the application on your handset before using mComet. For new releases of the application, you must uninstall the existing version of *mComet* (see *Uninstalling mComet*), and re-install the latest version of the application.

1. From an idle screen, press the center navigation key to open the handset's main menu.
2. Choose the **Settings** option, and verify that **Location** is set to 'On'.
3. Return to the menu options, and choose the **Web**  menu option.
4. Use the keypad to enter www.actsoft.com/ota/mcomet into the browser's URL field, and choose **Done**.



5. On the *Comet Tracker* download site, choose **Standard-OED Version**. mComet will download and install.
6. Choose **Run mComet** when the application download is complete. If the option to run mComet does not display, press the center navigation key, go to **My Stuff > Applications**, and run mComet from there.
7. At the mComet *Setup* screen, enter your account number and user number, and choose **Done**.
8. Choose **Always Allow** at the prompt to access GPS-API, and then choose **OK**.

Uninstalling mComet

Uninstall mComet before installing a new version of the application. Contact **Actsoft Technical Support** at **813-936-1511** for assistance with all uninstalls.

Handset Navigation

mComet uses the navigation tools available on your handset to move through screens and menus. In this document, handset keys are represented using the keys available on the **Sanyo™ Taho**, illustrated here. If you are using a different handset model, keys may appear differently on your handset.

i For detailed information on using your handset model, refer to your handset user guide.



Sanyo™ Taho

Back key	To backspace and delete a character, press the Back key.	
Camera key	To activate the camera, press the Camera key.	
End/Power key	To return to the handset idle screen or to make a call, press the End/Power key.	
Navigation key	To scroll through menus or lists, use the 4-way navigation keys. Press the appropriate side of the circle to move up, down, left, or right.	
OK key	To select a highlighted item on a menu or list, press the OK key. The OK key is located in the center of the Navigation key.	
Soft keys	To perform an action, press the left or right softkey below the desired option on the screen. These keys appear on the left and right of the bottom of the screen.	
Space key	To insert spaces between letters or words, use the Space key.	
Talk key	To make a call from the handset, press the Talk key before entering the phone number.	
Volume key(s)	To enable or disable panic mode, press and hold the volume up or down key for 5 seconds.	

Getting to Know the Application

Menu Icons

Icon	Name	Use
Main Menu Screens		
	Supervisor	Supervisors can change worker time statuses remotely.
	Timekeeping	Manage workday time events, such as clocking in, clocking out, on break and off break.
	Time Punch	Manage your own time events, and other worker's, if you know the necessary credentials. Time Punch differs from Supervisor Time Entry in that you cannot see current statuses for all workers.
	Tracking Status	Monitor asset locations.
	Worker Status	Update worker statuses.
	Forms	Workers or supervisors can add forms to represent any type of job function, such as a service call, delivery, etc.
	Landmarks	Add a landmark for a specified location.
	Orders	Update information associated with orders and order entry.
	Setup	Enter Account Number/User Number, set up scanning devices or configure worker time event behavior.
	Messaging	Send and receive messages from the home office. New messages are indicated by an asterisk on the envelope.
	Clocked In	Shows the handset user's clocked in status in the upper right corner of the screen.
	Clocked Out	Shows the handset user's clocked out status in the upper right corner of the screen.
	Asterisk	Displays next to a form field that has pre-set values for completion. Additionally, the asterisk indicates that the field is required.
	Camera	Displays next to a camera-activated form field.

Submenu options change depending on where you are in the application. Choose **Menu** to display the submenu for the screen you are on. For example, when you are on a *Forms* screen, you can display the submenu to select *Save* or *Cancel*. Or, on the *Child Fields* screen, you can display the submenu to select options for working with child records.

Required Fields and Lists

Lists allow you to select specific values for fields. Your system administrator creates these values in *Comet Tracker*. For example, in Timekeeping, you may have to choose from specific values on clock in, such as Vehicle Number or Employee Number. Additionally, your administrator may allow you to enter unique data.

Required fields are designated by an asterisk. List fields are designated by either a drop-down arrow. Asterisked fields will accept any combination of alphanumerical characters. To enter data in drop-down arrow fields, press the center of the navigation key, and use up or down navigation to make a selection.

On the *Child Fields* screen below, the **Part Number** field is required. As indicated by the drop-down arrow, it also features data options to choose from.



Setting Up mComet

On installation, mComet will perform an automatic setup using your PTN (personal telephone number) if it has been configured in *Comet Tracker*. If your PTN has not been configured, enter your *Account Number* and *User Number* manually on the setup screen. Complete the setup process while you are in network coverage.

Your account and user number are stored on the handset. Choose *Setup* to change this information. Setup is also included in the mComet Stand Alone mode.



All archived forms on the handset will be deleted if the handset setup is modified.

1. Select **mComet** from the handset's **Applications** menu.
2. Select **Setup** from the main menu. 
3. Enter your *Account Number* and *User Number*. Use the **Back** handset key to delete any errors.



4. Select **Done**.

mComet sends the account and user information and downloads the handset settings from the server. The mComet menu displays, and user setup is now complete.



Menu options are set by your system administrator. You may need to clock in to view additional options.

Setting a Pin Code

mComet allows you to set a Pin code in two (2) areas to restrict access to:

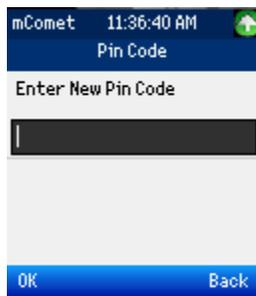
- Application setup screens
- Supervisor screens

For Application setup screens

1. Choose **Setup** from the main menu. 
2. On the *Setup* screen, display the submenu and choose **Set Pin**.



3. On the *Pin Code* screen, enter the desired pin code and select **OK**.



The pin code is recorded and the **Setup** screen redisplay.

For Supervisor screens

1. Select **Supervisor** from the main menu. 
2. On the *Supervisor* screen, display the submenu and choose **Set Pin**.



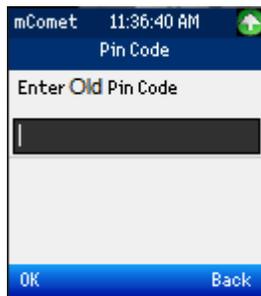
3. On the *Pin Code* screen, enter the desired pin code and select **OK**.



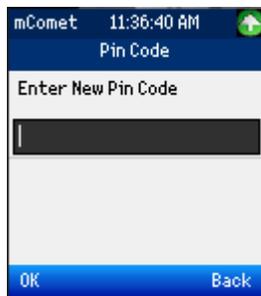
The pin code is recorded and the *Supervisor* screen redisplay.

Changing the Pin Code

1. Enter the old pin code in the **Enter Old Pin Code** field, and select **OK**.



2. Then, enter the new pin code in the **Enter New Pin Code** field. Choose **OK**.



Using the Application

Clocking In

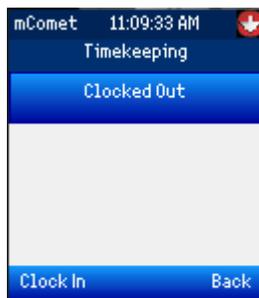
When you are ready to begin work for the day, clock in to mComet. The date and time that you start work are displayed on the *CT* workstation. Additionally, you may need to clock in to access all of the mComet features.

The arrow icon remains in the upper right corner of all screens to indicate your clocked in or clocked out status.

 Clocked out  Clocked in

1. Select **Timekeeping** from the main menu. 

See *Time Punch* on page 27 for more information on using Time Punch for clocking in. The *Timekeeping* screen displays with your status of 'Clocked Out'.



2. Choose **Clock In**.
3. At the 'Really clock in?' prompt, choose **Yes**.

Your *Comet Tracker* system administrator may have created additional fields required for clock in. These will display on the *Clock In* screen, as shown.

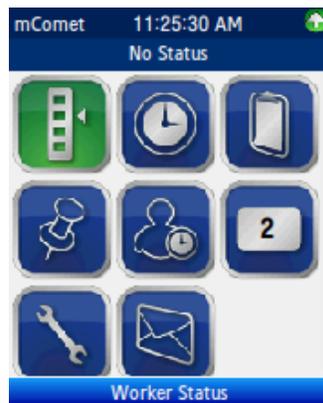


- Complete the fields using the handset keypad, or with the scanner, if required. If no fields are required for completion, you will be returned to the main screen.

Clock In screen fields are specified by your *CT* administrator. For information on completing *Clock In* fields using a barcode scanner, see *Using the Barcode Scanner* on page 49.

- Choose **Clock In** again.

The *mComet* main menu displays with the options available to you. The clocked in icon displays in the upper right portion of the screen.



 The *Forms* and *GPS Status* options are available only if they have been set up by your system administrator. The *Landmarks* option must be enabled by **Actsoft Technical Support**.

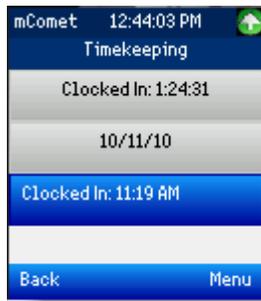
Clocking Out

Clock out when you have completed your workday. The time and date are automatically recorded and displayed on the *Comet Tracker* workstation. Your administrator creates the available *Clock Out* data fields.

Administrators can also set automatic clock out. Do not clock out if your handset is set to clock out automatically.

- Select **Timekeeping** from the main menu. 

See *Time Punch* on page 27 for more information on using **Time Punch** for clocking out. The *Timekeeping* screen displays with your status of 'Clocked in'.



2. Display the submenu and choose **Clock Out**.
3. At the 'Really clock out?' confirmation message, select **Yes**. Or, complete *Clock Out* fields using the keypad or with a scanner, if required. For information on completing fields with a barcode scanner, see *Using the Barcode Scanner* on page 49.
4. Choose **Clock Out** again. The clocked out icon in the top right corner of the screen indicates that you are currently clocked out.

Clocking On and Off Break

Use mComet to indicate when you are on a break. Break status, time, and date are automatically recorded and displayed on the *Comet Tracker* workstation.

 You **cannot** use any of the mComet functions outside *Timekeeping* while on break.

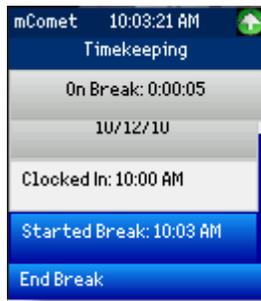
1. Select **Timekeeping** from the main menu. 

See *Time Punch* on page 27 for more information on using **Time Punch** for clocking on and off break.

2. Select **On Break**.



The mComet screen indicates that you are currently on break, and immediately begins to record the length of your break.



3. To end your break, choose **End Break**.

Clocking On and Off Lunch

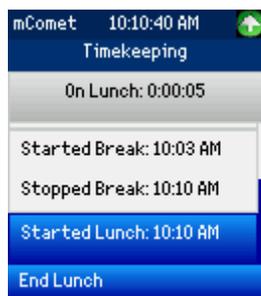
Use **Timekeeping** to indicate when you are on or off lunch. Lunch status, time, and date are automatically recorded and displayed on the *CT* workstation.

1. Select **Timekeeping** from the main menu. 

See *Time Punch* on page 27 for more information on using **Time Punch** for clocking on or off lunch.

2. Display the submenu and choose **Start Lunch**.

The screen indicates that you are on lunch, and starts recording your lunch break.



3. To end your lunch, select **End Lunch**.

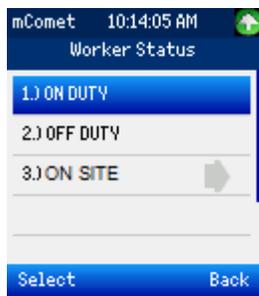
Using Worker Status

Use Worker Status to communicate with the office on your availability, or the status of a job. Before you choose a status, 'No Status' displays on the title bar of mComet. After you choose a status, it will display on the handset and on the *Comet Tracker* workstation. This allows the home office to easily determine worker availability.

Certain statuses can be associated with additional information. For example, the *Available* or *Unavailable* statuses can be associated with information such as when the worker will be available (*From Time* and *To Time*).

The Worker Status feature is configured by your *Comet Tracker* administrator.

1. Select *Worker Status* from the main menu. 
2. Navigate to the desired status, and choose **Select**. Default statuses are *On Duty* and *Off Duty*.



-  The first 10 available worker statuses can be quickly selected using the corresponding number keys on the handset keypad.
3. Complete any forms linked to the status you have chosen, if necessary.
4. Choose **Select**. The new status will display on the mComet title bar.

Now, your login will be associated with your selected status until you change it. If you choose an incorrect status, repeat the process.

Repeat Timer Alerts

Repeat timer alerts can be linked to worker statuses to provide ongoing status updates. Each time the alert message is cleared, the updated status is sent to the *CT* workstation.

For example, a 15-minute timer can be associated with a 'Started Route' status to estimate how long it takes a worker to reach a destination. This information can help administrators assign jobs and manage workloads more efficiently.

When repeat timer alerts are set up for your handset in *Comet Tracker*, the handset will:

- resume mComet for validation, if mComet has been suspended
- display a repeat timer message
- sound an audible alert
- vibrate the handset

When the repeat timer alert sounds, the handset will display the onscreen message: *'This status <name> requires a check in every <n> minutes'*.

Choose **Ok** to confirm your status. The repeat timer continues to time your activity or status in the background.

When you have completed the conditions of the timer alert, return to the **Worker Status** and change the status. See *Using Worker Status* on page 21 for more information.

Working with Time Entry

Supervisor and workers can advance any worker to the next time cycle event using time entry. Configure time entry on the *Options* screen. For example, Use Employee Break or Use Timekeeping Break will include the Break event in the worker's time status cycle. For timekeeping, the following options are available:

- Use Employee Break (supervisor time entry)
- Use Employee Lunch (supervisor time entry)
- Use Timekeeping Break (worker time entry)
- Use Timekeeping Lunch (worker time entry)

Time entry records are available on the *Comet Tracker* workstation and can be modified as necessary. Supervisor and worker time entry must be activated for your account by *Actsoft Comet Tracker Support*.

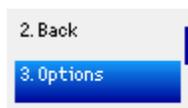
Setting Up Supervisor Time Entry

1. Select **Setup** from the main menu.



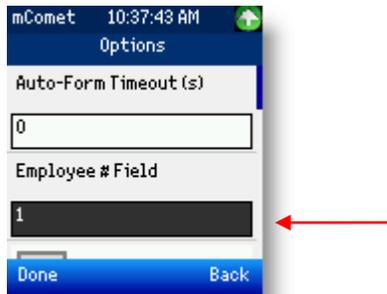
If prompted, enter the **Pin Code** on the *Pin Code* screen.

2. Display the submenu and select **Options**.



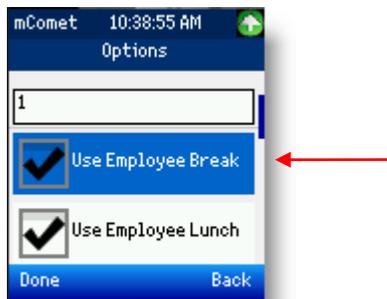
3. On the *Options* screen, enter the number of the field that contains the **Employee Number** in *CT* into the **Employee # Field** field. See your *CT* administrator for this number.

i You cannot enter a value greater than the number of available *Clock In* fields. Additionally, the **Employee Number** field defaults to 1 if setup data has not been downloaded before this field is specified.



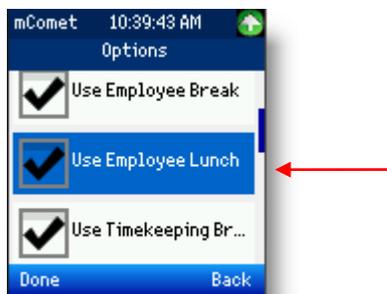
Use Employee Break

Choose **Use Employee Break** to include the *On Break* and *Off Break* events in the time status cycle. For example, if a worker is currently clocked in, the next event will be *On Break*. The *On Break* event will be available on the *Supervisor* screen.



Use Employee Lunch

Select **Use Employee Lunch** to include the *On Lunch* and *Off Lunch* events in the time status cycle. The lunch event will be available on the *Supervisor* screen.



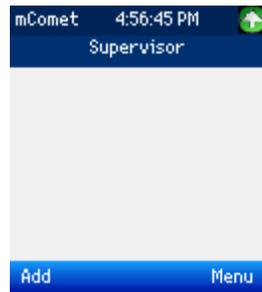
Using Supervisor Time Entry

The fields that display for completion on the time entry screens are specified by your *CT* administrator.

1. Select **Supervisor** from the main menu.



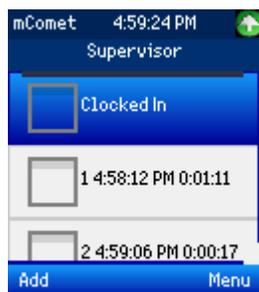
The *Supervisor* screen displays.



2. Choose **Add** to add a worker and modify his/her time status.
3. Complete any required clock in fields and choose **Clock In**.



After you have entered data for a single worker or for multiple workers, the *Supervisor* screen will display a listing of all worker status records.



4. To record the next event for one worker, select the worker and choose an event.
5. To advance multiple worker statuses, check multiple workers, display the submenu and choose an event, such as **Clock In** or **Lunch**. Only the statuses logically affected by your selection will change.
6. To delete a record, select the desired worker, display the submenu and select **Delete**. To delete records, display the submenu and choose **Delete** or **Delete All**.

Setting Up Worker Time Entry

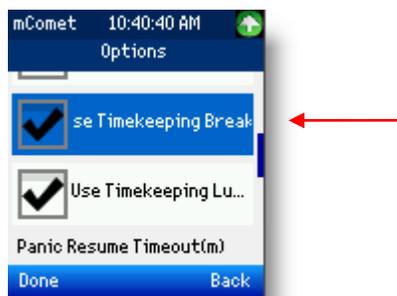
Worker time entry uses the **Time Punch** feature to allow individual workers to advance themselves or any other worker to the next time cycle event.

1. Select **Setup** from the main menu. 

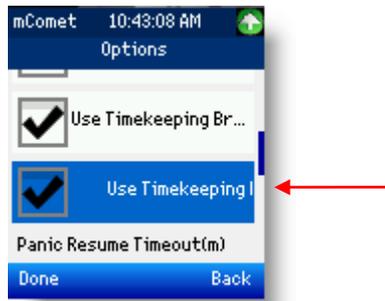
If prompted, enter the **Pin Code** on the *Pin Code* screen. If no pin code has been set, the *Pin Code* screen will not display.
2. On the *Setup* screen, display the submenu and choose **Options**. The *Options* screen displays.
3. On the *Options* screen, enter the number of the field that contains the **Employee Number** in *CT* into the **Employee # Field** field. See your *CT* administrator for this number.

 You cannot enter a value greater than the number of available *Clock In* fields. Additionally, the **Employee Number** field defaults to 1 if setup data has not been downloaded before this field is specified.

4. Select **Use Timekeeping Break** to include the *On Break* and *Off Break* events in the time status cycle. If a worker is currently clocked in, the next event is *On Break*.



5. Select **Use Timekeeping Lunch** to include the *On Lunch* and *Off Lunch* events in the time status cycle.



Using Time Punch

1. Select **Time Punch** from the main menu. 

The *Time Punch* screen displays. Note that fields on the screen may vary.



2. Complete any required fields.
3. Display the submenu and choose a time status.
4. Choose **Ok** to confirm the status change.

 The worker's changed time status will **not** display onscreen.

Suspending and Returning to mComet

If you need to exit mComet, press the **End** key twice in rapid succession, and choose **Send to Background**. mComet is suspended, but you are still logged in and the application continues to obtain and transmit data in the background.

To return to the mComet menu, resume the application:

1. Press the **Center Navigation** key.
2. Go to **My Stuff**, and then choose **Applications**.
3. Choose **mComet**.

Creating Landmarks

You can create a landmark based on your current location, or any other location. The landmark is stored in the database and is available on the *CT* workstation.

The landmark feature must be activated for your account by *Actsoft Comet Tracker Support*. Additionally, you may need to clock in to access this option.

1. Choose **Landmark** from the main menu.



mComet will use GPS to automatically populate the **Latitude** and **Longitude** fields.

2. Enter a name in the **Name** field.



3. Choose **Done** when you are finished.

The landmark data is sent to the application server and is available on the *CT* workstation.

Panic Mode

Activating Panic Mode

Panic mode tracks handset users during an emergency. When panic mode is activated, mComet obtains and transmits new position information every 5 seconds. Additionally, the CT workstation shows that the user has activated panic mode.

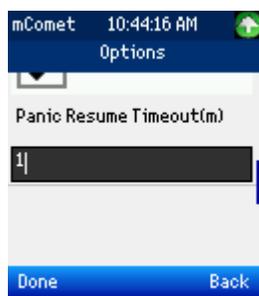
Panic mode is set up to work using the **Volume** keys on the left side of the handset.

1. To activate panic mode, press the up or down volume key for 5 seconds. The handset vibrates briefly and a red circle (panic icon) blinks in the upper right corner of the screen.
2. Deactivate panic mode by again pressing the volume key for 5 seconds.

Panic Resume Timeout

Using the **Panic Resume Timeout** option, supervisors can set the number of minutes that will pass before mComet will be resumed if it has been suspended. This allows a worker to quickly access mComet and press the appropriate button or key to alert the office to an emergency.

1. Select **Setup** from the main menu. 
2. Display the submenu and choose **Options**.
3. On the *Options* screen, enter a value in the **Panic Resume Timeout** field, and choose **Done**.



Working with Forms

Use **Forms** feature to record and store information on the handset. You can create a form for any type of job function (service call, delivery, customer visit, etc.). *Forms* is available only if it has been configured by your system administrator. Your system administrator creates the form fields.

When workers send completed form information from the handset, *CT* automatically records the date and time of completion. You can also create child records to enter more information about a main form.

Forms have been enhanced to maximize handset space and usability. Depending on *CT* configuration, forms on your handset may have the following features:

- Checkboxes
- Repeatable fields (See *Advanced Forms* on page 36 for more information)
- Expandable fields – Related form data can be expanded or collapsed to improve viewing. These fields are differentiated from the rest of a form by a blue background and a bolded name. Select the expandable field to complete the contents, and then reselect it to collapse the contents.
- Drop-down fields

Auto-Form

The Auto-form feature allows you to scan barcodes or RFID tags without having to navigate to the *Forms* screen. When you scan a barcode or tag, the *Form* screen automatically opens. Data is recorded in the first editable form field. After you scan a barcode or RFID tag, mComet automatically opens a new blank form record.



You **cannot** use the Auto-form function for camera activation fields.

Setting Auto-form Timeout

Set the *Auto-form Timeout* option to automatically send the data to the server after a specified time, if no new data has been entered.



1. Select **Setup** from the main menu.
2. Display the submenu and choose **Options**.

- Enter the number of *seconds* between 1 (immediate) and 999 before sending the scanned data to the server. Zero (0) is the default setting.



Using Auto-Form

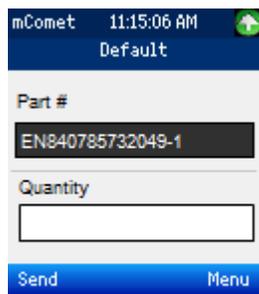
There are two ways to use Auto-form:

- Directly from the mComet main menu screen, if a default form exists in *Comet Tracker*
- From an order listing on the *Orders* screen, if the order status has an associated form set

From the Main Menu screen

- Begin scanning from the mComet main menu screen. You can also scan in suspended status, if mComet was suspended from the main screen.

The *Default* form screen will be displayed, and the first editable field will be populated with the scanned data.



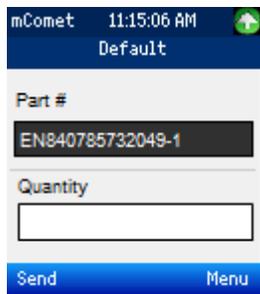
As you continue to scan, the next editable field continues to be highlighted until you reach the last field. If you continue to scan after all fields are populated, the contents of the last field will be overwritten.

From an Order Listing

1. Choose **Orders** from the main menu.
2. Choose an order and begin scanning.



The first field for the order is populated, and the next field is highlighted.



As you continue to scan, the next field is highlighted and filled until you reach the last field. If you continue to scan after all fields are complete, the contents of the last field will be overwritten.

i The scanner must be re-enabled if it goes into *Sleep* mode (the LED stops blinking), or if you walk out of the scanner's range. A *Scanner Disconnected* message will display on the handset. Repeat steps 1 – 6 in *Enabling Bluetooth and Pairing the Devices*.

Archived Forms

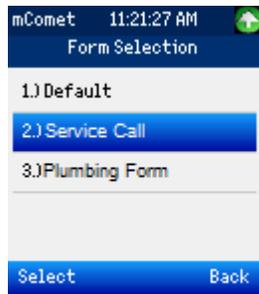
You can enter and save (archive) form data directly to the handset, retrieve it later and edit it. The number of archived forms that can be stored is limited to the handset's memory.

If you change the user and account number on a handset with stored forms, all the archived forms will be deleted. A warning message will display before you can proceed.

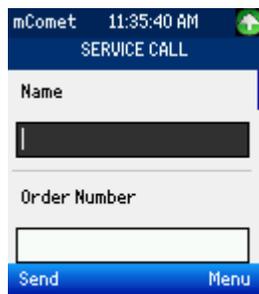
i Forms cannot be archived when combined with Orders.

To begin working with forms:

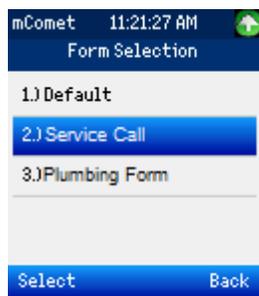
1. Select **Forms** from the main menu. 
2. Select a form from the *Form Selection* screen. The *Form Selection* screen lists customized forms, blank forms and archived forms.



3. Use the handset keypad to complete the form. Fields with asterisks are required. Press the navigation key when you are in a field to display available options.



4. Choose **Send** to send the information to the server, or display the submenu and choose **Save** to save the form to the handset. If you choose **Cancel**, you will have to confirm the action.
5. To work with an archived form, choose a saved form from the *Form Selection* screen.



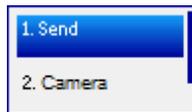
For information on how to complete form fields using a barcode scanner, see *Using the Barcode Scanner* on page 49.

Adding Images to Forms

Add images to form data to provide more detail. Forms with images must include a data value.

Use the following instructions to add images to forms:

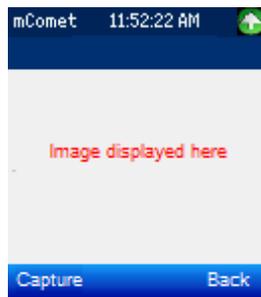
1. With a form or child form onscreen, display the submenu and select **Camera**.



2. Or, navigate to a camera field and press the center navigation key to invoke the camera.

Camera-activated fields are marked with a camera icon. 

3. When the handset changes to image mode, choose **Capture** to take your image.



4. After you have captured your image, choose **Accept** to keep the image, or **Discard** to retake the image.
5. Display the submenu and choose **Image List** to view all images captures for the form.
6. Choose **Send** when you have finished entering all form data.

Creating Child Forms

Create a child form to enter more information for a main form. The *Child* form option must be configured by your system administrator.

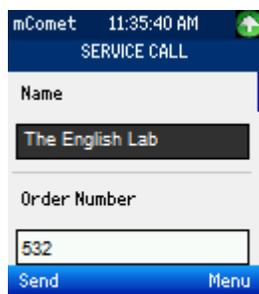
1. From a *Form* screen, choose **More**, and then choose **Child Form**.



The *Child Fields* screen, the title bar shows the number of the current record and the total number of child records. Fields with camera icons on the ends activate the handset camera. Asterisked fields are required.



2. Complete the fields, entering up to 30 characters in each field. For information on how to complete fields using an optional barcode scanner, see *Using the Barcode Scanner* on page 49.
3. To add another child form, select **More**, or display the submenu for more child form options.
4. Choose **Done** when you are finished with the *Child Form*.
5. On the main form, choose **Send** to send both forms to the server. Or display the submenu and choose from **Save** or **Cancel**.



Advanced Forms

 Advanced forms are an mComet additional feature. Depending on your company's software agreement, you may not have access to advanced forms.

Advanced forms allow companies to customize work process flows or existing paper forms to their specific operations. For example, form structures can be designed in *Comet Tracker* to follow a service process from beginning to end. The corresponding forms display on your handset. Additionally, advanced forms are a Stand Alone function of mComet.

Anatomy of an Advanced Form

In *Comet Tracker*, your administrator creates forms that include various screen elements, such as radio buttons, drop-down lists and checkboxes. A main form is created, and then conditional sections are added based on the data to be gathered. Repeatable forms are also created to list multiple items of the same type.

Conditional sections display on the handset based on your entries and choices as you complete the form. The following scenario illustrates how advanced forms can be used.

Scenario:

Your worker has been dispatched on a plumbing service call. The client has a leaking toilet. The worker determines whether the equipment is still under warranty and proceeds with an estimate, after permission from the client.

The worker describes the necessary repairs to the client, and enters them into the form. The worker also explains and enters the estimated cost. If the customer agrees with the cost, the worker performs the repairs, listing the parts used on the form.

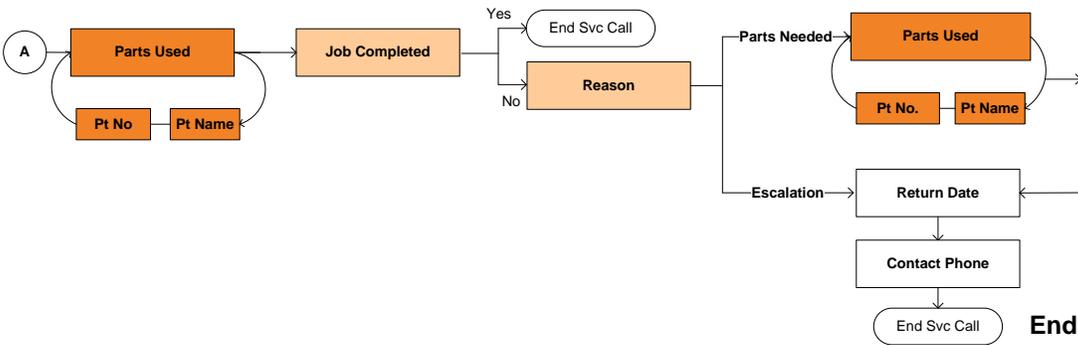
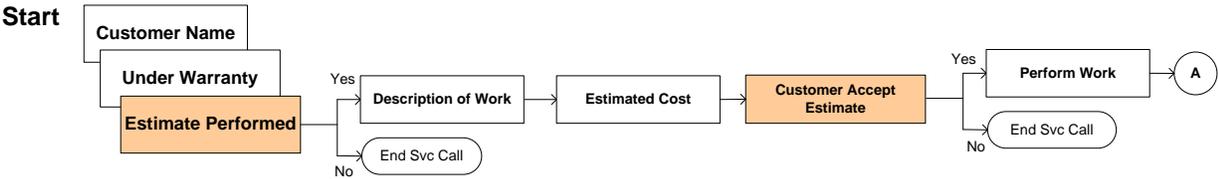
In this scenario, the worker finds another problem with the toilet, but does not have the parts to make the repair. The worker notes that the repair is not finished, and that parts are needed. The parts needed are also listed.

At the end of the service call, the worker sets a return date based on when the ordered parts will arrive, and verifies the contact information.

Below is the process flow of the preceding scenario.

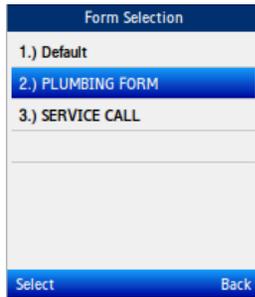
Sample Service Call Workflow

Legend	
Conditional Section:	
Non-Conditional Data/Action:	
Repeatable Fields:	



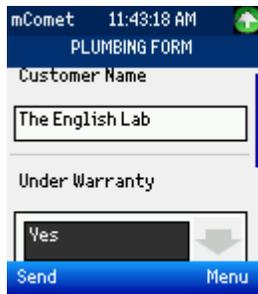
The following pages illustrate the handset screens and steps that correspond to the preceding service call flow and scenario.

1. Select a form type from the *Form Selection* screen.

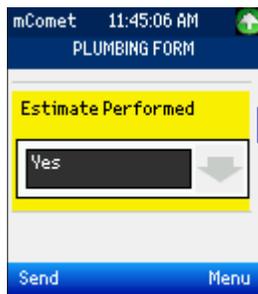


2. Begin the form, entering any required information.

Click in each field to display data for selection. For fields with drop-down arrows, click inside the field and press the navigation key to display the data options. Conditional sections are shaded – note that additional information will display based on the choice you make for **'Estimate Performed'**.



On the form below, the **'Estimate Performed'** section is complete. When you choose **Yes**, another section displays in which you can describe the work to be performed.



3. Enter the estimate dollar value in the 'Estimated Cost' field and select an answer to 'Customer Accept Estimate'. Note that both the "Estimate Performed" and 'Customer Accept Estimate' sections are shaded, indicating that they are conditional sections.

mComet 11:48:05 AM
PLUMBING FORM

Estimated Cost
\$40.00

Customer Accept Estimate

Send Menu

4. When you select 'Yes' to *Customer Accept Estimate*, the *Parts Used* repeatable form displays for completion. The 'Parts Used' section is a repeatable form, as indicated by the multiple page icon.

mComet 11:49:22 AM
PLUMBING FORM

Customer Accept Estimate

Yes

Send Menu

5. Click on the *Parts Used* section and the repeatable form displays, as shown below. Choose **More** to create and complete this form as many times as needed to list all parts used.

Repeatable form →

mComet 11:51:01 AM
PLUMBING FORM

Estimate

Yes

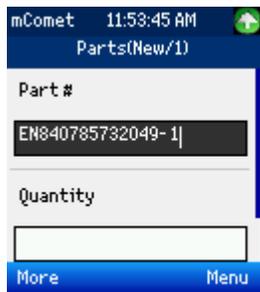
Parts Used

Send Menu

6. Add more information about the part type(s) used on the repeatable screens that follow, and choose **Done**.



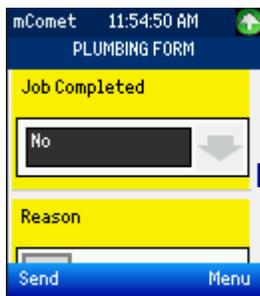
mComet 11:52:22 AM
Parts(New/0)
Part
FLANGE
Quantity
1
More Menu



mComet 11:53:45 AM
Parts(New/1)
Part #
EN840785732049- 1
Quantity
More Menu

After you complete all necessary repeatable forms, display the submenu and choose **Done** to redisplay the main form.

- Continue to the next conditional section of the form, **Job Completed**. Select **No**.

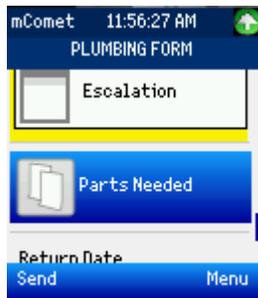


mComet 11:54:50 AM
PLUMBING FORM
Job Completed
No
Reason
Send Menu

- Enter the reason for the job status, and proceed to the **Parts Needed** repeatable form section.



mComet 11:55:40 AM
PLUMBING FORM
Reason
 Need Parts
 Escalation
Send Menu



mComet 11:56:27 AM
PLUMBING FORM

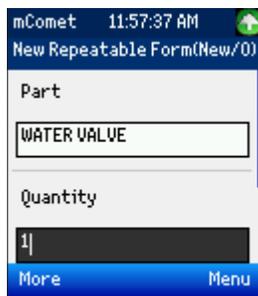
Escalation

Parts Needed

Return Date

Send Menu

9. Enter the parts needed in the repeatable form. Select **More** to add more repeatable forms, and **Done** when you are finished.



mComet 11:57:37 AM
New Repeatable Form(New/0)

Part

WATER VALVE

Quantity

1

More Menu

10. Back on the main form, continue with the next portion, the **Return Date**. Use the center navigation key to select the field, and then use the up or down buttons on the outer navigation key to make a selection. **Note: In this release, you can select a date only – time is not available.**



mComet 12:00:43 PM
PLUMBING FORM

Return Date

29 DEC 2010 17 06

Contact Phone

Send Menu

11. Enter the **Contact Phone**, and choose **Send**. Or, display the submenu and choose **Save** to return to the form later.



mComet 12:01:59 PM 

PLUMBING FORM

Return Date

29 DEC 2010 17 06

Contact Phone

813-555-6510

Send Menu

Additionally, you can select **Save as Template** if a form has certain data that you want repeated in subsequent forms, such as address and contact information.

Working with Orders

mComet **Orders** works with the *CT* and *Comet Mobile Worker* applications. Workers use the handset more for updating, delivering and confirming orders. Contact your system administrator to find out if you should use the **Orders** function.

Order Alerts

You may receive an order alert to inform you when a new order has been dispatched, or if an order has changed. New order alerts will display on the handset's status bar.

You must be within the network coverage area to receive new order alerts. When an order alert message displays, click on the alert from the status bar to refresh the order information

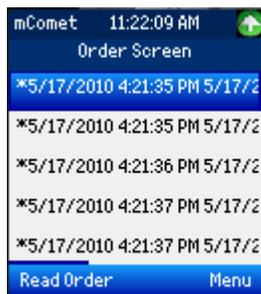
Reading Orders

You can receive, view and update information about dispatched orders. You can also enter additional information about orders and update order status.

Up to 200 orders at a time can be displayed on the handset. When you reach 200, you must purge viewed orders to receive new orders.

When you choose **Orders**, all orders assigned to you are displayed. If you are on the *Orders* screen, an audible alert will sound when the device receives a new order. If there are no orders assigned to you, 'No Orders' displays at the top of the screen. New, unread orders will display an asterisk (*) before the order.

1. Choose **Orders** from the main menu. 
2. On the *Orders* screen, use the navigation keys to highlight an order, and then choose **Read Order**.



3. Review the order information.



- When you are finished, choose **Back**.

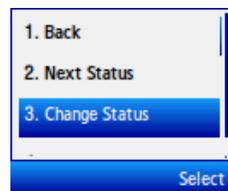
The *Order Screen* redisplay. When an order has been read, the asterisk (*) no longer displays in front of the order.

Updating Order Status

When you use the handset to update order statuses, the updated status is displayed on the *CT* workstation. You must be clocked in to use the *Status* option with orders.

Your *CT* administrator may set statuses so that they must be selected in a certain order. If you choose a status that is out of order, mComet will display the message, 'You must choose a different status first.'

- On the *Orders Screen*, choose an order, display the submenu, and then choose **Change Status**.



- Select a status, and choose **Done**. Any forms linked to your chosen status will display. If only one other status is available, it will update automatically when you choose **Change Status**.

 The statuses available on your handset are set by your *CT* administrator.

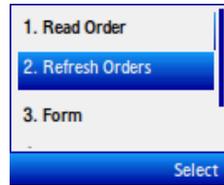
- When you are finished completing any linked forms, display the submenu and choose **Done** to submit the information to the server.

The updated status displays in the order summary information on the handset, and on the *CT* workstation.

4. To cancel the status change and choose a different status, display the submenu and choose **Cancel**.

Refreshing Orders

1. From any *Order Screen*, display the submenu and choose **Refresh Orders**.



2. Any new orders assigned to you are then displayed on the *Order Screen*, with an asterisk on the left. The asterisk indicates that the order has not been read.



Viewing Tracking Status

Review your location using the GPS Status option. You may need to clock in to access GPS data.

1. Select **GPS Status** from the main menu. 
2. Review the information on the *Tracking Status* screen. Use the handset navigation to scroll through the information.



 Note: If GPS permissions have not been granted by the user, a value of 'Restricted' will display in the **Type** field.

3. To refresh the tracking data, select **Update**.
4. The updated tracking status information displays the latest position information. When finished, select **Back**.

Tracking Status Screen Data

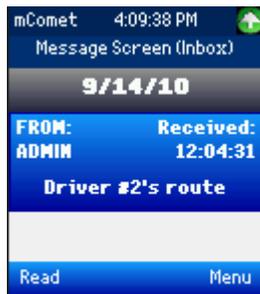
Data	Definition
Last Position	Last position obtained by the handset
Time	Time the last position was obtained, in LCL (Local time on the handset clock)
Type	Source used to determine the last position. Values: <i>GPS</i> - GPS satellites, <i>Cell</i> – Cell sites and <i>Restricted</i> - Source information unavailable
Sats	Number of satellites used to determine the last GPS position
Lat	Latitude of the last position
Lon	Longitude of the last position
Stored	Number of GPS positions currently stored on the handset
LCL	Local time on the handset clock
UTC	Universal Time Coordinated

Working with Messaging

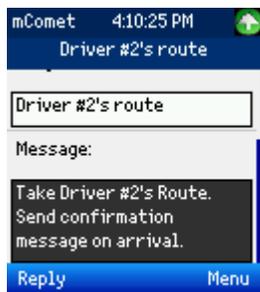
Use **Messaging** to communicate with supervisors and with users in special groups configured by your system administrator. A red circle/asterisk on the main menu envelope icon indicates that new messages have been received. **Note: Messaging is also a Standalone mode function of mComet.**



1. Choose **Messaging** from the main menu. Current messages in your **Inbox** will display.
2. Use the navigation keys to choose and display a message.



3. Review the message. When the message is opened, a 'Read receipt' message is sent back to the sender.



4. To type a response, choose **Reply**.
5. Press the center of the navigation key to display and add more recipients for your message response.
6. Navigate to the **Message** field, type a response and choose **Send**, or **Cancel**.



7. Display the submenu and choose **Refresh** to display new messages, **Sent Items** to view sent messages, or **Compose** to begin a new message. Or choose **Delete** to discard the message.
8. From the *Message* screen, choose multiple messages for deletion by highlighting each message individually and pressing the pound (#) key. Display the submenu, and choose **Delete**.

Deleted handset messages are kept on the *CT* server.

Using the Barcode Scanner

mComet can connect with a handheld scanner to scan barcodes. When you use a scanner, you do not have to manually enter data into form fields.

- Navigate to one of the four (4) screens that allow barcode scans:
 - Form/Child form
 - Clock In
 - Repeatable field
 - Clock Out
- Activate your scanner, and scan barcodes according to the manufacturer's instructions.

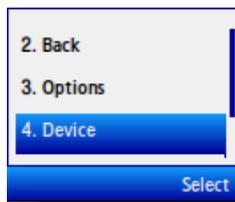


Scans may be unsuccessful if the data conflicts with form field constraints.

Enabling Bluetooth and Pairing the Devices

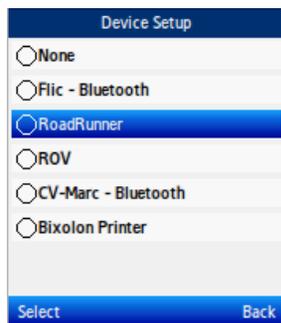
You only need to pair the devices once. To do this:

- Choose **Setup** from the main menu. 
- From the *Setup* screen, display the submenu and choose **Device**.

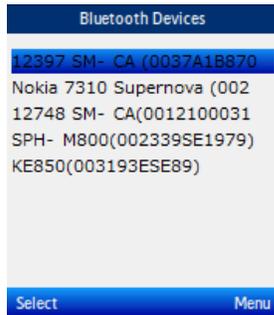


mComet will search for and display a list of available devices.

- Select your device and choose **Select**. If no devices display, display the submenu and choose **Search** to find all nearby devices.

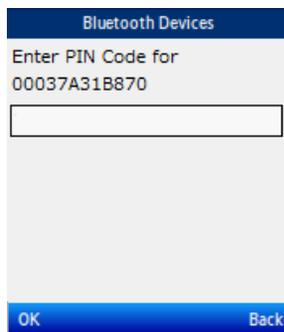


- When your device is found, it will display on the screen. Highlight it and choose **Select**.



The device will emit a corresponding tone, and the handset will prompt you to enter the pin code for the device.

- Enter the default passcode for your device in the passcode field, and choose **OK**. Use the **Back** key to correct any errors.



- Choose **Back** and continue to do so until you are at the idle screen again.

After a successful pairing, the handset will emit a tone and return to the main mComet menu. You are now ready to begin scanning.

Resetting the Scanner

If the scanner fails to connect properly or disconnects immediately, you may need to reset the scanner to the factory defaults. Exit mComet before resetting the scanner.

- Follow the instructions included with your handset for navigating to and deleting Bluetooth devices. Select the scanner that is not functioning properly, and delete it from the list.
- Refer to the instructions included with your scanner for resetting the scanner.

3. To re-enable the scanner, see *Enabling Bluetooth and Pairing the Devices* on page 49.

Important Notes On Scanning

- If the scanner does not have an active link to the handset, barcode data is stored. When the link is re-established, the cached barcodes are sent to the handset.
- When scanning, the handset emits different tones to indicate scan status. A scan may be unsuccessful if it conflicts with form field constraints, or if a barcode is over 30 characters long.
- If you scan a barcode that contains a character not allowed, an error message displays, with the first character not allowed for that field. In addition to the error and unsuccessful handset tone, the scanner also emits an 'unsuccessful' tone to notify you if you are away from the handset while scanning.
- If the scanner has trouble connecting or disconnects immediately, you may need to reset the scanner to the factory defaults. To reset the scanner, scan the Factory Defaults barcode included with the scanner's documentation.

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Glossary

Account number	An Actsoft-issued number used for access to the mComet application on the handset.
Advanced form	A special form type created in <i>Comet Tracker</i> to capture data on the handset for any company process. Advanced forms can include screen elements such as buttons, drop-down lists and checkboxes. Additionally, conditional sections display that will generate other sections based on the responses entered on the handset.
Archived form	A form that has been <i>saved</i> to the handset, but not <i>sent</i> to the server. The number of archived forms that can be stored on a handset are limited to the handset's memory. Note: Archived forms are deleted when the handset setup is modified. mComet will display a dialog message to confirmation the action. Archived forms can be deleted from the <i>Comet Tracker</i> workstation also.
Asset	Any company-owned object that can be tracked, such as equipment.
Auto-form	A feature in which mComet automatically moves to the next editable data entry field when scanning barcodes. Additionally, it is combined with an editable value, in seconds, that mComet will wait before sending the data to the server <i>without</i> confirmation from the user. This value can be edited on the <i>Options</i> screen. Auto-form can also be used to scan data when mComet is suspended. mComet will open and go to the first available field for data entry.
Camera activation field	A field on the <i>Forms</i> screen that will, when highlighted, automatically open the camera for image capture.
Child Field	A subform that provides additional information about the main form to which it is added.
Comet Tracker (CT)	The suite of applications used to configure GPS monitoring and the mComet application on the handset. There are four (4) versions of <i>Comet Tracker</i> : <ul style="list-style-type: none"> • <i>Comet EZ</i> (Web version) • <i>Comet Tracker</i> • <i>Comet Mobile Worker</i> • <i>Comet Tracker Lite</i> (handset tracking only – no desktop application required)

Conditional section	A shaded area of a handset form that contains data that the user must respond to. Depending on the user's response, additional sections may display for completion.
Form	An mComet feature used to record information on the handset. A form can be set up for any type of job function (service call, delivery, customer visit, etc.). <i>Forms</i> is available only if it has been configured by your system administrator. Your system administrator creates the customized fields for data capture.
Form Selection screen	An mComet screen from which the user can choose a <i>New</i> or <i>Archived</i> form for completion.
GSM	Global System for Mobile communications. GSM is a digital mobile telephony system widely used in Europe and other parts of the world. It uses a variation of time division multiple access (TDMA) and is the most widely used of the three digital wireless telephony technologies (TDMA, GSM, and CDMA). GSM digitizes and compresses data, then sends it down a channel with two other streams of user data, each in its own time slot. It operates at either the 900 MHz or 1800 MHz frequency band.
GPS	A satellite-based radio navigation system that consists of three segments – the satellite constellation, ground control network, and user equipment. People use GPS on their mobile devices for navigation software applications.
Landmark	A geographical place that users can mark and store in the handset for retrieval, such as an address on a delivery route.
Lat	The latitudinal GPS position of the handset as recorded by the satellite(s). Found on the <i>Tracking Status</i> screen.
LCL	The current local time. Found on the <i>Tracking Status</i> screen.
Lon	The longitudinal GPS position of the handset as recorded by the satellite(s). Found on the <i>Tracking Status</i> screen.
mComet	The handset application used with the <i>CT</i> workstation application that allows workers in the field to communicate efficiently with the home office. It is used to record worker time, enter job information, and receive updated forms while in the field. mComet uses built-in GPS tracking function to gather location information at specified time intervals and transmit the resulting data to the hosted server.

Panic mode	An mComet mode that tracks handset users in an emergency. mComet will track and submit positional information at more frequent intervals to the server. The handset will vibrate briefly when the panic mode is activated.
Pin code	A user-defined, 30-character-limit numerical field that is used as a password for access to certain options. You do <i>not</i> have to set up a Pin code field to use mComet.
Repeatable field	An Advanced form element used to list multiple items of the same type. For example, a parts listing can be entered into the handset as a repeatable fields
ROV	Remotely Operated Vehicle.
Sats	The number of satellites used for getting the current location. Found on the <i>Tracking Status</i> screen.
SMS	A communication service standardized in the GSM mobile communication system, using standardized communications protocols allowing the interchange of short text messages between mobile telephone devices.
Stand Alone mode	An mComet mode that features only the Setup , Advanced Forms and Messaging functions of mComet.
Supervisor time entry	A feature in mComet that allows supervisors to remotely send any worker through the time status cycle. Supervisors can clock any worker in or out, on break or off, or on and off lunch. Supervisors must be set up as a supervisor and as a worker to perform time entry functions.
Time Punch	An mComet function that workers can use to change time status information for themselves and other workers. Time punch differs from Supervisor Time Entry in that workers cannot see status data for all workers.
Time status cycle	An internal, linear collection of user work statuses used in mComet to advance a clocked-in or clocked-out worker. The mComet normal time status cycle is <i>Clock In > On Break > Off Break > On Lunch > Off Lunch > Clock Out</i> . However, time status cycles can be customized by your <i>Comet Tracker</i> system administrator.
Tracking status	A collection of handset user position data consisting of: <ul style="list-style-type: none"> Last position Lat Time Long Type Stored Sats LCL UTC

Type	The source type(s) used for the latitude and longitude. Found on the <i>Tracking Status</i> screen.
User number	An Actsoft-issued number used for access to the mComet application on the handset.
UTC	Universal Time Coordinated. Found on the <i>Tracking Status</i> screen.
Worker status	An mComet feature used to communicate information on the availability of a worker, or the status of a job or form. When workers update their status on the handset, the status information is displayed on the <i>Comet Tracker</i> dashboard. The home office can now easily determine the availability of a worker, whether they are clocked in or out.
Worker time entry	Workers can use the <i>Time Punch</i> feature to enter time cycle events for themselves, or other workers.

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