

Advanced Wireless Forms™ for Android User Guide

for Release 2.1

About AWF

Actsoft AWF 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

AWF for Android™ Release 2.1 can be used with the following Android devices:

Galaxy Tab	HTC Hero	HTC View 4G	Motorola Droid A855	Motorola i1 Opus One
Motorola Atrix 2	Motorola Admiral	Motorola Backflip	Motorola XOOM	
Motorola Droid 2	Motorola Droid X	Sanyo Zio	Samsung Captivate	
Samsung Gem	Samsung Mesmerize	Dell Streak 5		

Handset Functionality

Instructions in this document are intended to be independent of any particular device, make or model. As such, only the software interface will be shown in most instances. Please see your device user manual for specific instructions on button placement and other 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:

Email: mailto:support@comettracker.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**

Application Requirements

- SD Card (required for downloading AWF and image/signature capture)
- Web browser installed on the Android device
- Operating system: Minimum - 2.1
- ZXing Team Barcode scanner software installed on the device (required for barcode scanning)
- Unlimited Data Service Plan
- Management application (*either* of the following):
    - *Comet Tracker installed on a workstation*
    - *Comet EZ*

Contact **Actsoft Technical Support** about additional requirements for your handset software version and/or handset model.

What's New in this Guide

AWF Release 2.1 features the following enhancement(s):

Hidden Data Input Fields –

If your system administrator has configured it, entries in selected form fields will be replaced with security dots as you type. Additionally, security dots will display in the form preview.

Repeatable Form Limit –

System administrators can now limit the number of repeatable forms allowed in a single form. When you reach the limit, a dialog will display, and the **More** option will no longer be available.

Auto-Formatted Phone Number Field –

If configured, phone number fields can automatically format based on US or International format. United States phone numbers must contain an area code before the associated form can be submitted.

Drawing Fields –

A blank canvas is available for you to create graphics to include with your forms. You can draw, enter text, crop and change the orientation of your creations within the form.

Revision History

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

Symbols Used Frequently in this Document

Type	What it Means:
	Important Note
	Warning – action may adversely affect application or device performance

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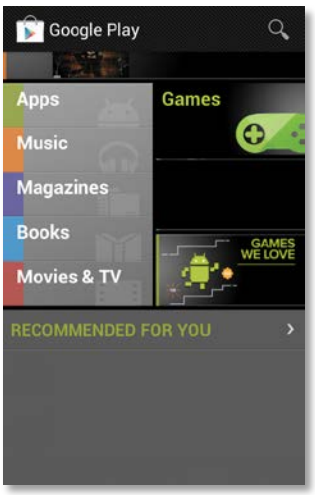
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Installing AWF

Install the application on your handset before using AWF. If you are installing an upgrade, you must first uninstall the existing version. **Contact Actsoft Technical Support for assistance with all uninstalls**.

Install AWF from the **Play Store** *(formerly Android Market)*.

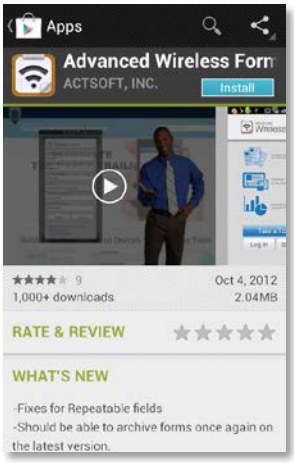
1. From the home screen, choose **Play Store**.
2. When the Play Store opens, choose **Apps**.



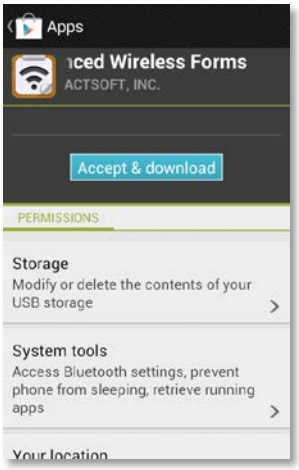
3. Enter *Actsoft* in the search field, and then choose **Advanced Wireless Forms** from the list.



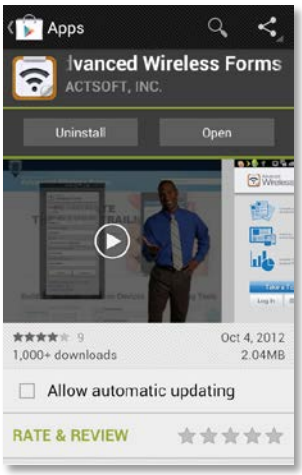
4. Select **Install** on the *Advanced Wireless Forms* information screen.



5. On the next screen, choose **Accept and Download** to begin the installation process.



6. Choose **Open**. An icon for AWF will be added to the **Applications** screen.



7. When the AWF Splash Screen displays, choose **Log In**. Additionally, you can choose **Take a Tour** if you are new to AWF, or **Sign Up** to preview AWF with temporary log in credentials.



Uninstalling AWF

Uninstall older releases of **AWF** before installing new releases of the application. Contact Actsoft Technical Support at **813-936-1511** for assistance with all uninstalls.

Setup

On installation, AWF 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. If this information changes, choose *Setup* to re-enter the information.

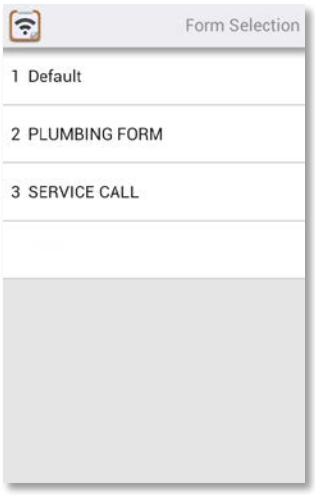
All archived forms on the handset will be deleted if the handset setup is modified.

1. On the handset's main menu, choose the AWF icon to start the application.
2. The *Setup* screen displays. Enter your company's Account Number and User Number. You only need to complete this information the first time you run AWF.



3. Choose **Done** to save the setup information.

   AWF sends the account and user information and downloads the handset settings from the server. User setup is complete, and the *Form Selection* screen displays.



The *Form Selection* screen is the default screen. Display the submenu to access the *Messaging* and *Setup* options.

AWF New User Setup

If you have selected AWF from the Play Store and do not have an account, a new splash screen will display. This screen will also display if you have just purchased and installed AWF. **Note: Upgrading users will not see this screen.**



This screen explains some AWF features, and offers three (3) options:

- **Log In** – Go to **Setup** screen, or automatically set up AWF via handset phone number

- **Sign Up** – Displays a screen to enter and forward your contact information to **Actsoft Sales** to create an account
- **Take a Tour** – Logs the user in to the AWF demonstration account

Suspending and Returning to AWF

Return to the handset's main menu by touching the **Home**  button. AWF is suspended, but you remain logged in and AWF continues to obtain and transmit data in the background. You can then return to the handset menu and use all the handset features.

To return to AWF, resume the application by choosing the AWF icon from the handset's main menu screen.

Advanced Forms

Advanced forms allow companies to customize new forms, or recreate paper forms for completion on the handset. You can also save or archive forms on the handset to edit later. The handset's memory determines how many forms you can archive. **All archived forms will be deleted if you change the user and account number on a handset with stored forms.** A warning message will display before you can continue.

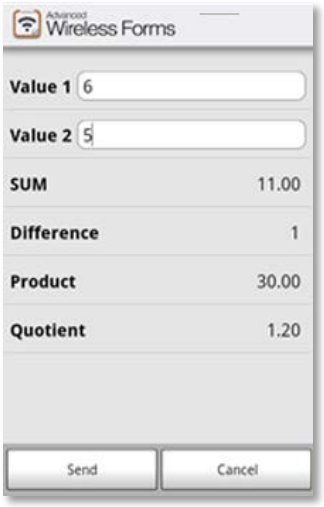
Anatomy of an Advanced Form

In the *Forms Designer*, your administrator creates forms based on the work to be done. These forms include various screen elements such as buttons, drop-down lists and checkboxes. A main form is created, and then decision fields are added based on the data to be gathered. Repeatable forms are also created to list multiple items of the same type.

Screen Elements and Field Behavior

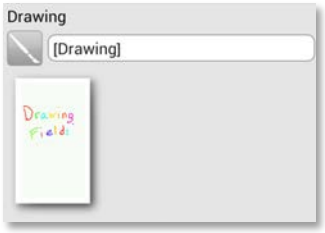
Asterisks – Asterisks indicate required fields.

Calculation fields - Calculation fields are based on formulas that add, subtract, multiply and divide. Using them can save time and reduce errors in simple or complex operations.



Calculations can only be performed using currency and numeric fields.

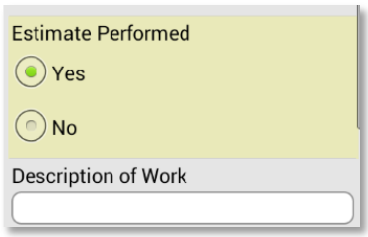
Drawing Fields – Choose the **Drawing** icon to open a blank canvas to create your own graphics. You can draw, enter text, crop and change the orientation of your creations within the form. After you save your work, the text 'Drawing' displays in the field, and a thumbnail of the image displays within the form.



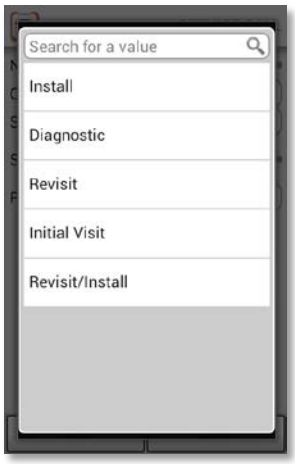
Drop-down lists – Arrows next to a field indicate available data choices. If configured, you can select multiple values, add unique values or search values.



Decision fields – Fields requiring you to make a decision after you enter data are shaded.

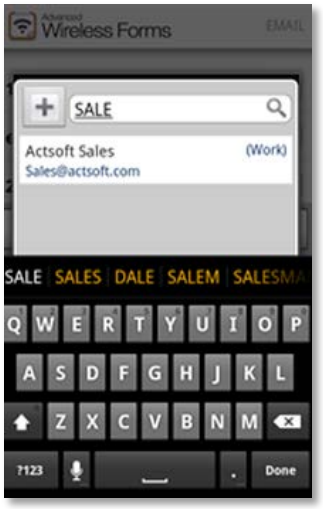


Drop-down list searching – Enter search criteria in the text field at the top of the drop-down list to search list values. If the field is editable, you can add a unique value to the list, and choose (**+**) when you are finished. Added values stay at the top of the list unless deleted, changed in the *Forms Designer* or if the account/user numbers are changed.



Email field – Search and select multiple email addresses from the device contact list, or enter addresses. As you enter a new address, the text will display red until it conforms to

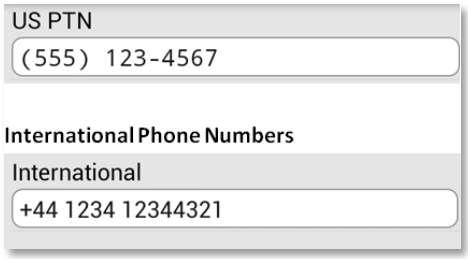
normal email protocol. The address will change to green when it is acceptable. Click plus (**+**) to add the address to the contact list.



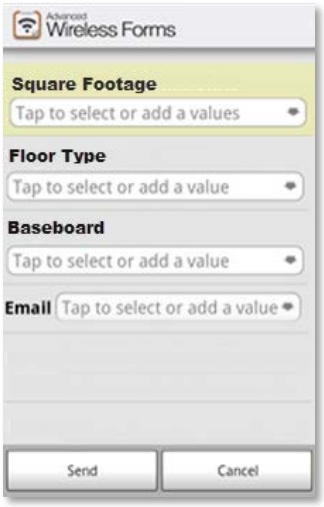
Hidden Data fields – AWF can be configured to hide characters entered manually, pasted or scanned in a field and replace them with dots. Hidden form data fields are also hidden on **Preview** screens.

Multi-select drop-downs – If it is configured in the *Forms Designer*, you can choose more than one value in a field. To delete a drop-down list value, long press the value, and then confirm the action.

Phone Number fields - If configured, phone number fields can automatically format based on US or International format. United States phone numbers must contain an area code before the associated form can be submitted. Phone number fields allow up to thirty (30) numeric, special and space characters to support all international phone formats.



Repeatable fields – Repeatable fields are used to list multiple items of the same type, or repeating information. They can be used also for calculations such as count, sum and averaging. Your administrator can limit the number of allowed repeatable forms. A prompt displays when you reach the limit.



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.

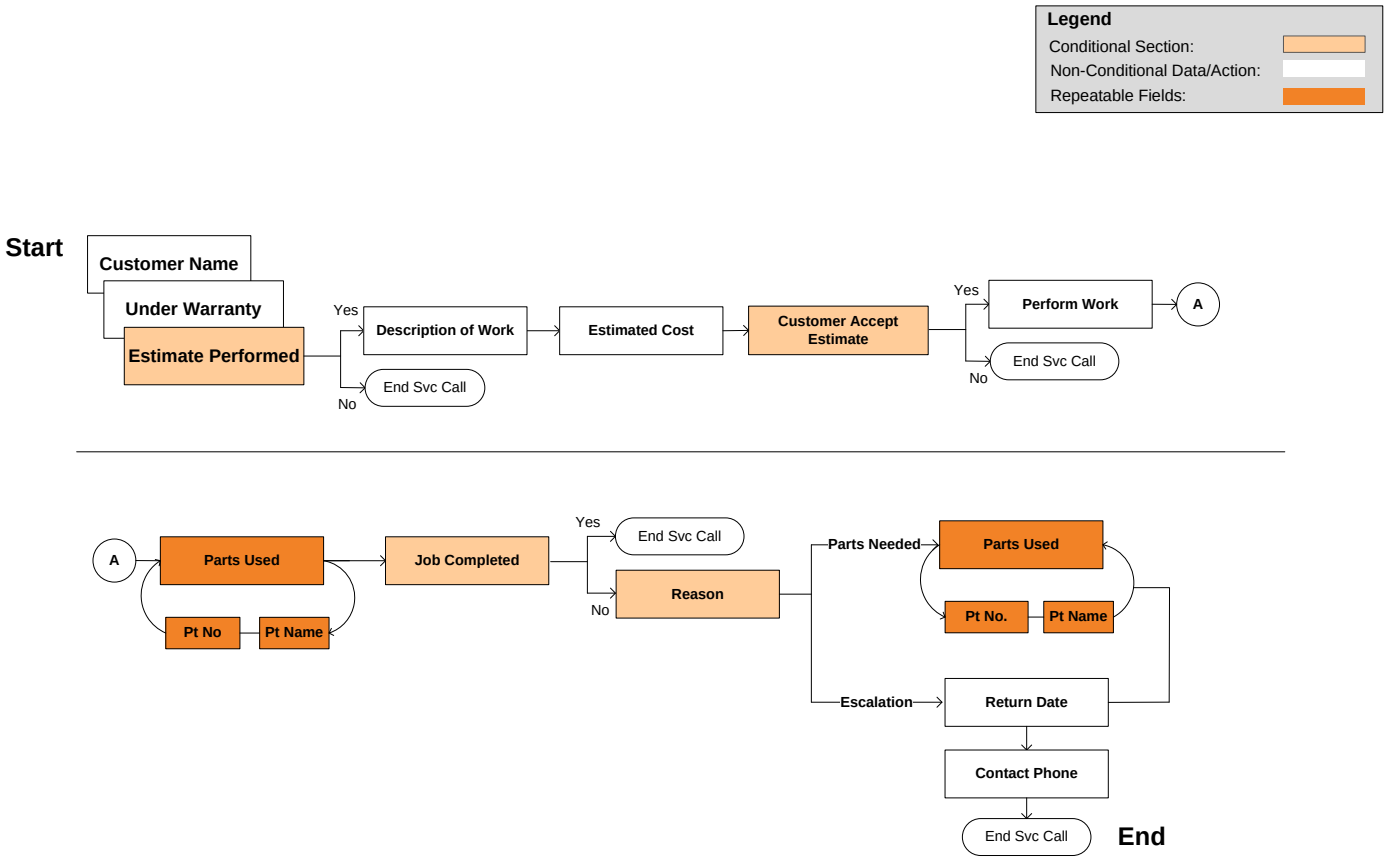
The worker describes the necessary repairs to the client, and enters them into the form. The worker also explains and enters the estimated cost. If the customer agrees with the cost, the worker performs the repairs, listing the parts used on the form.

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.

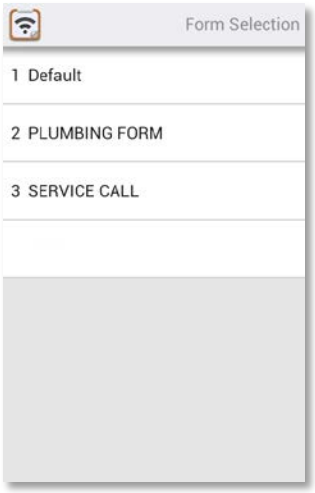
Below is the process flow of the preceding scenario.

Sample Service Call Workflow

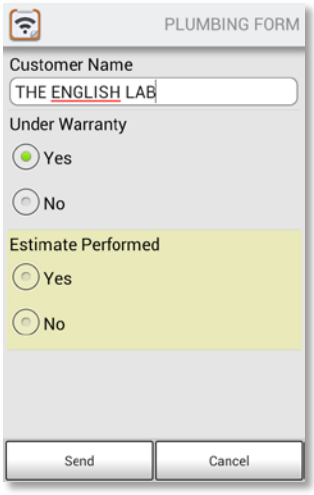


Below are the steps that correspond to the preceding service call flow and scenario:

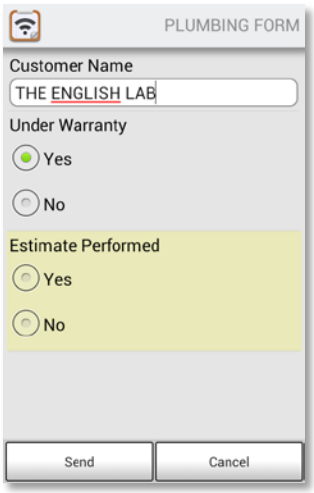
1. Choose the *Plumbing Form* from the *Form Selection* screen.



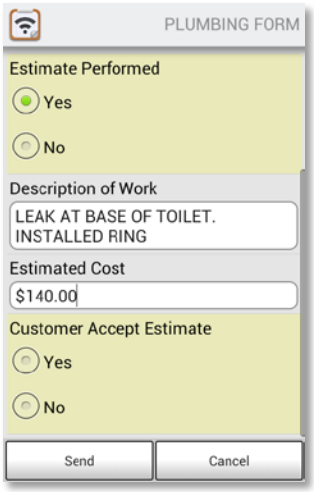
2. Begin the form, entering the required information.



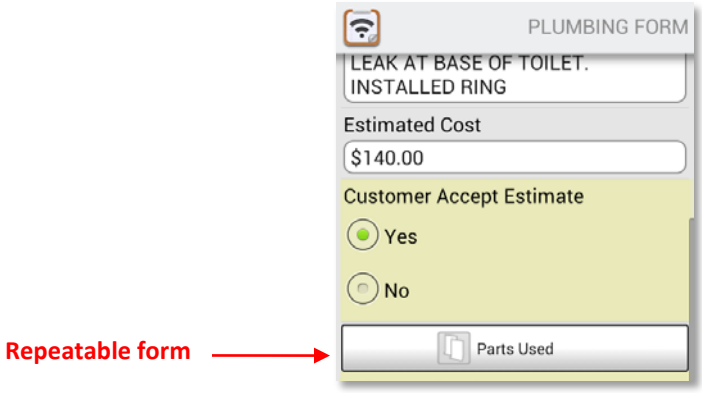
On the form below, the '**Estimate Performed**' section is complete. When you choose **Yes**, another section displays in which you can describe the work to be performed.



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



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



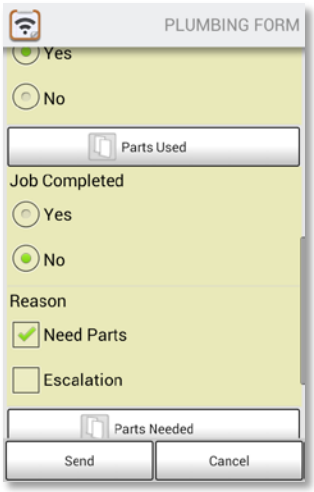
5. Click on the *Parts Used* section, and the repeatable form displays, as shown below.



6. Complete the fields on the repeatable form, and choose **More** to complete the repeatable form as many times as needed to list all parts used.

7. Choose **Done**, and the main form will redisplay.

8. Continue to the next decision field section of the form, **Job Completed**. Select **No**.

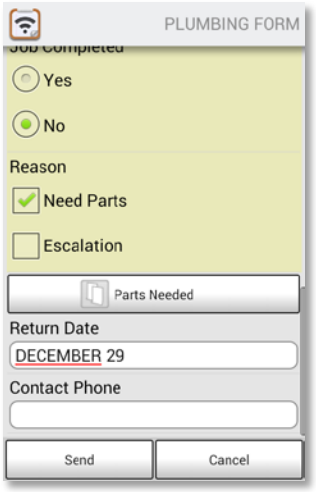


9. Enter the reason for the job status, and proceed to the **Parts Needed** repeatable form.

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

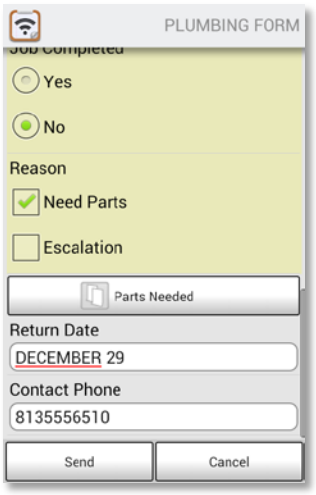


11. On the main form, continue with the next portion, the R**eturn Date**.



12. Enter the **Contact Phone**, and choose **Send**. Or, you can display the submenu and choose to **Save** the form or **Save and Send**. The **Save and Send** option sends the current form, and saves a copy in the *Archived* folder. You can retrieve this copy later and use it multiple times if necessary.

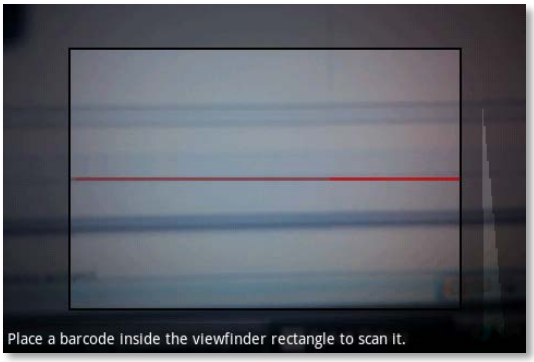
    If you have selected the *Prompt for Archive Name* checkbox on the *Options* screen, you will be prompted to enter a form name at each save. Or, long press an archived form from the *Form Selection* screen to rename it.



Adding Barcodes and Images

If your system administrator has configured it, you can scan barcodes or add images into *text* or *editable drop-down* advanced form fields. Forms with images must include a data value.

1. On the form, display the submenu and choose **Barcode.**
2. When the screen converts to scanner mode, center the laser line inside the viewfinder rectangle on your scan. The handset will automatically scan the barcode.



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

To add an image in a field:

1. Display the submenu and choose **Camera**. Or, navigate to a camera field to invoke the camera automatically. Camera-activated fields are marked with a camera icon.

2. Choose **Done** to keep the image, or select the **Retake** option to retake the image. In the form field, the word 'Image' will display as a placeholder.

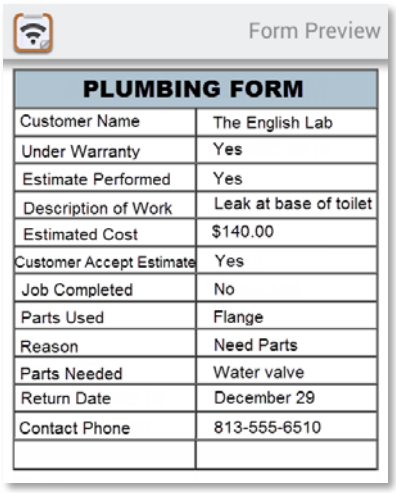
Adding Signatures

Signature capture fields are indicated by the pen icon . To add a signature to form data:

1. Inside a form field, display the submenu, and select **Signature**. Or, navigate to a form field that allows signature input.
2. Sign in the signature area with your finger, and choose Done. . If necessary, display the submenu and choose **Images** to review signatures before submitting.

Form Preview

You can also display the submenu and then choose **Preview** to review your completed form before sending. Note that any data in fields designated 'Hidden' will display as security dots.


Form Preview

PLUMBING FORM	
Customer Name	The English Lab
Under Warranty	Yes
Estimate Performed	Yes
Description of Work	Leak at base of toilet
Estimated Cost	$140.00
Customer Accept Estimate	Yes
Job Completed	No
Parts Used	Flange
Reason	Need Parts
Parts Needed	Water valve
Return Date	December 29
Contact Phone	813-555-6510

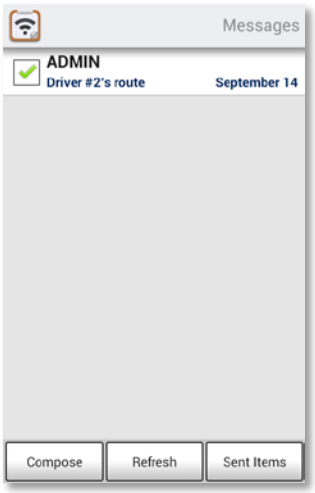
Messaging

Use **Messaging** to communicate with supervisors and other workers.

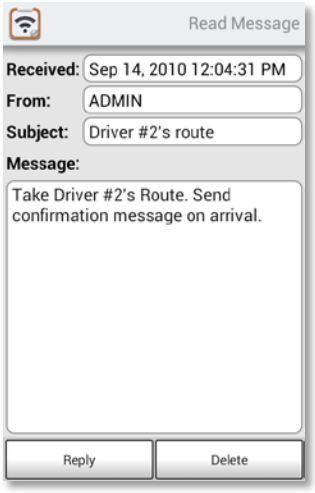
1. Display the submenu and choose **Messaging**. Current messages in your **Inbox** will display.

   Display the submenu and choose **Refresh** to display new messages, **Sent Items** to view sent messages, or **Compose** to begin a new message.

2. To display a message, select it from the list.



3. Review the message. When you open the message, a 'Read receipt' message is returned to the sender.



   You can click on any hyperlinked text in the message information and send emails, dial phone numbers or go to web addresses.

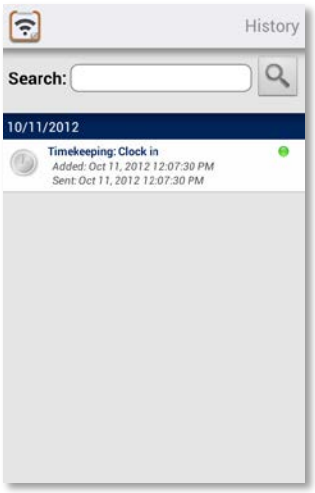
4. To type a response, choose **Reply**.

5. Tap in the **To** field to choose a recipient, or simply type one in the field. Navigate to the text area, type a response and choose **Send**.



History

History is a view-only record of all incoming and outgoing data transmissions. Select **History** to verify the status of completed or updated forms, panic mode, timekeeping records, etc. As data is transmitted, an entry is added to the *History* screen with' time added' and 'time sent' timestamps. If the transmission is successful, a green circle displays on the record. If the device is unable to send the data, the **Sent** timestamp is blank and a yellow circle displays next to the record.



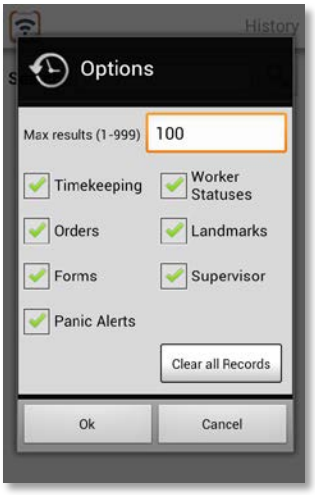
As connectivity returns, timestamps for the unsent records are added and the yellow circle changes to green, indicating a successful transmission.

You can also use the **Search** field to search records using any criteria, such as date, record type or time.

Filtering Records

You can set a filter to display only specific record types, determine the maximum number of records to display on the screen, or to hide the feature completely.

1. From the *History* screen, press the **Menu** key to display the *Options* screen.



Choose your desired settings for the fields displayed onscreen. If you opt to hide history records, they continue to be stored and are available when **History** is re-enabled.

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