



mComet for Android User Guide

for Release 1.0.4.23

About mComet

Actsoft mComet 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/Devices

mComet for Android™ Release 1.0.4.23 should 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	Kyocera Torque

Peripherals

mComet for Android Release 1.0.4.23 can be used with the following hardware peripheral(s):

Pens – HTC Scribe Pen

Handset Functionality

Instructions in this document are intended to be independent of any particular handset brand, make or model. As such, only the software interface will be shown in most instances. In this release, the HTC Hero is used for illustrations. Please see your handset user manual 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: <mailto: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 device application used with the *Comet Tracker* workstation application allows workers 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 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.

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
- Navigation
- Working with customized forms and orders
- Working with maps and getting directions

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

Application Requirements

- SD Card (required for downloading mComet 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 scanning)
- Unlimited Data Service Plan
- Management application (*either* of the following):
 - Comet Tracker installed on a workstation
 - Comet EZ



Please contact **Actsoft Technical Support** about additional requirements for your device software version and/or device model.

What's New in this Guide

mComet Release 1.0.4.23 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	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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Installing mComet

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

Allow Location Access

You must first allow the device to receive signals from any location. For best tracking performance, the location settings should be set to **High Accuracy**. Note that menu names/designations may appear differently on different devices:

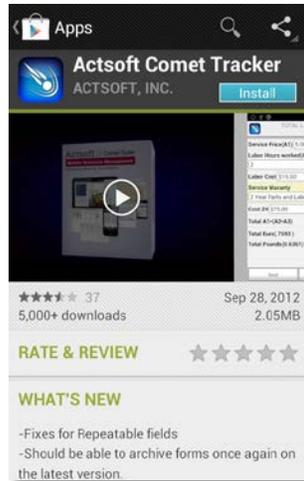
1. Press the Menu key.
2. Choose Settings.
3. Choose Location.
4. Choose High Accuracy, and then choose *Agree* on the *Location consent* dialog.
5. Press the Home key to return to the home screen.

Now, install mComet in one of two ways:

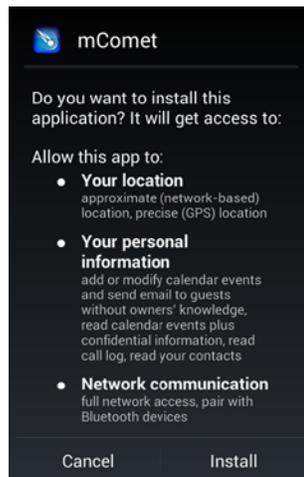
- via the Play Store (formerly Android Market)
- via ZXing Team barcode (See *Via ZXing Team barcode scan* on page 9)

mComet Installation via Play Store

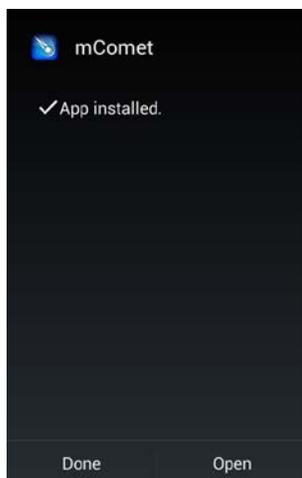
1. From the home screen, choose Play Store. 
2. Enter *Actsoft* in the search field.
3. Select Install on the *Actsoft Comet Tracker* information screen.



4. Choose Install to confirm mComet application access permissions.



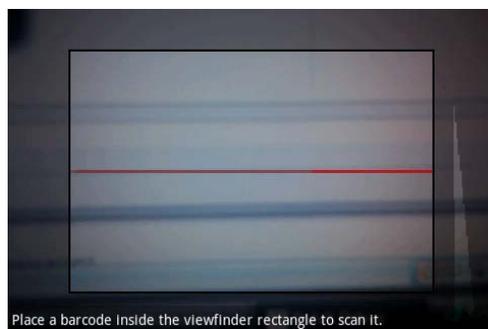
5. Choose Done to return to the Home screen, or Open to run mComet now. If you press Done, you can return to the Home screen and open mComet later. An icon for mComet is also added to the Applications screen.



Installing mComet Via ZXing Team barcode scan

1. From the home screen, press Applications, and then choose Barcode Scanner .

The device screen orientation will change to horizontal, and display a red laser.



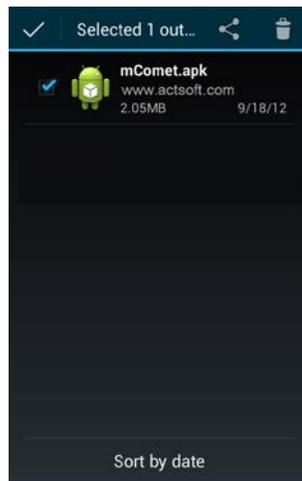
2. Center the mComet barcode below inside the viewfinder's laser rectangle.



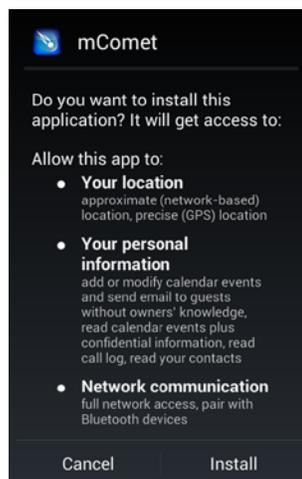
3. When the scan is successful, choose Open browser.



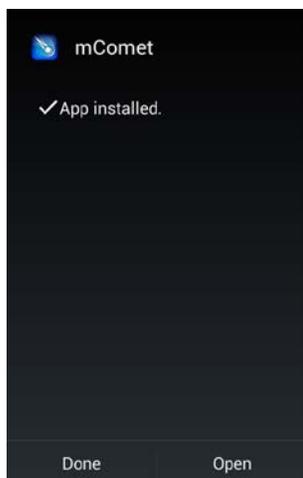
4. Go to Downloads, and choose mComet.apk from the list.



5. Choose Install to start the download.



6. Choose Open to start mComet.



Enabling the Scribe Pen

If you have an HTC Scribe Pen, you can configure the device to use the stylus after you have set up mComet:

1. From the mComet Setup screen, choose Menu.
2. Choose Devices.
3. Choose the HTC Pen device.
4. Choose Done.

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.

Getting to Know the Application

mComet provides several ways to navigate through the application:

- Menu Icons
- Submenus
- Lists

Menu Icons

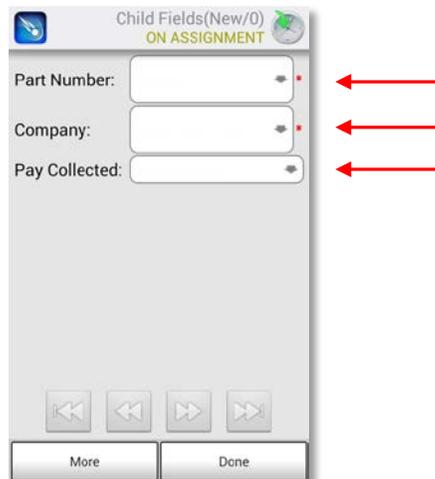
Icon	Name	Use
Main Menu Screen		
	Supervisor	Supervisors can change worker time statuses remotely.
	Timekeeping	Manage workday time events, such as clocking in, clocking out, on /off break.
	Time Punch	Manage your own time events, and other worker's, if you know the necessary credentials. Time Punch differs from <i>Supervisor Time Entry</i> in that you do not have access to all clocked-in workers.
	GPS Status	Monitor the locations of assets, such as handsets.
	Directions	Access directions to any location.
	My Location	View your location on the map.
	Status	Update worker, job or form resources.
	Forms	Add forms, (tasks) for any type of job function, such as a service call, delivery, etc.
	Landmarks	Add a landmark for a specified location.
	Orders	View and update order information. The number of unread orders displays on the icon.
	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.
	History	View and search records for all transmissions, including order/form updates, time entry records and landmarks.
	Clock In	Displays in upper right corner of screen to show clocked in status.
	Clock Out	Displays in upper right corner of screen to show clocked in status.
	Panic Mode	Displays in upper right corner when Panic mode is activated.
	Asterisk	Displays next to a form field that must be completed.
	Camera	Displays next to a camera-activated form field.
	Pen	Displays next to a signature-required/enabled field.

Submenu options change depending on your place in the application. Select Menu to display the submenu for the current screen.

Required Fields and Lists

Use lists to select specific values in fields. For example, in Timekeeping, you may have to choose from set values on clock in, such as *Vehicle Number*. You may also be able to enter unique data in required fields. Required fields and list fields are designated by asterisks and drop-down arrows, as shown on the custom form below.



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 device. Choose *Setup* to change this information.

 All archived forms on the device will be deleted if the device setup is modified. Complete and submit any forms with data that cannot be replicated.

1. On the device's main menu, choose mComet  to start the application.

The mComet icon will display on the main menu only if you have set it to display there. See *Setting Application Options* on page 11 for more information on this setting.

The *mComet Setup* screen displays.

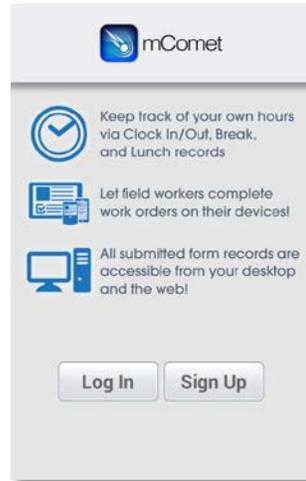


2. Enter your company's Account Number (provided by Actsoft) and User Number. You only need to complete this information the first time you run mComet.
3. Choose Done to save the setup information.

mComet sends the account and user information and downloads the device settings from the server. The mComet menu displays. User setup is now complete. Menu options are determined by your *Comet Tracker* administrator.

New User Setup

If you have selected mComet 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 mComet. **Note: Upgrading users will not see this screen.**



On this screen, you can:

- **Log In** – Go to Setup screen, or automatically set up mComet via device phone number
- **Sign Up** – Displays a screen to enter and forward your contact information to Actsoft Sales to create an account

Suspending and returning to mComet

Press the Home button to exit mComet temporarily. mComet is suspended, but you remain logged in and mComet continues to obtain and transmit data in the background. You can then return to the device menu and use all the device features.

Choose the mComet icon from the device's main menu screen (or Apps > mComet) to resume.

Setting a Pin Code

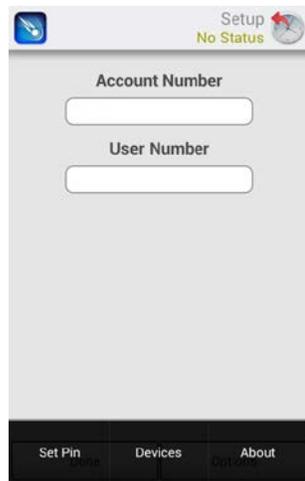
mComet allows you to set a pin code in two (2) areas to restrict access to:

- Application setup screens
- Supervisor screens

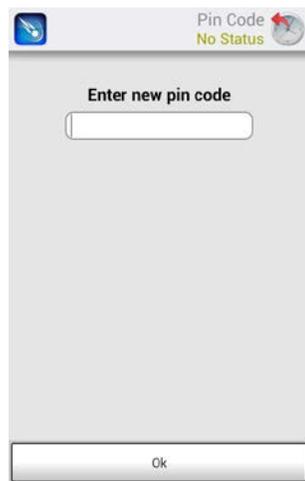
1. Select Setup or Supervisor from the main menu.  

Note: If *Supervisor Time Entry* has not been configured for your device, the Supervisor icon will not display on your main menu.

2. Touch the Menu key and choose Set Pin.



3. On the *Pin Code* screen, enter up to 30 numeric characters for your pin code.



4. Choose OK. The pin code is recorded and the *Setup* screen displays.

5. On the *Setup* screen, display the submenu and choose Done.

Changing the Pin Code

1. From the main menu, choose Setup or Supervisor.  
2. Display the submenu and choose Set Pin.
3. Enter the Old Pin Code, and then the New Pin Code. Choose OK.



The screenshot shows a dialog box titled "Pin Code" with a status indicator "No Status" and a red arrow icon. It contains two input fields: "Enter old pin code" and "Enter new pin code". An "Ok" button is located at the bottom of the dialog.

 To delete the *Pin Code*, enter the old Pin Code, and leave the **Enter New Pin Code** field blank.

Setting up Panic Mode

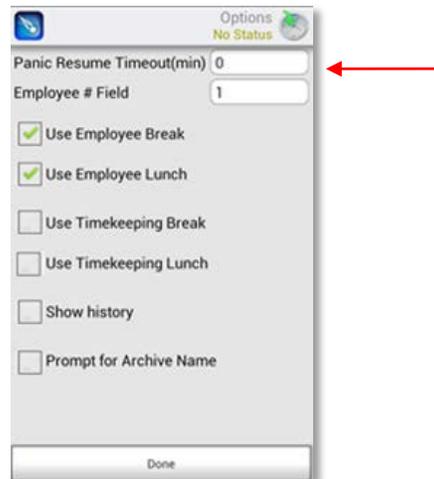
Panic mode tracks the device during an emergency. In panic mode, mComet obtains and transmits new position information to the *CT* workstation every 5 seconds. The *CT* workstation shows that the user has activated panic mode.

 **Order** and **message** icons are hidden when panic mode is active.

Panic Resume Timeout

Use Panic Resume Timeout to set the number of minutes that pass before mComet will be resumed if suspended. This allows you to quickly access mComet and press the appropriate button or key to alert the office to an emergency. Panic Resume Timeout is set at zero (0), or Off, by default.

When mComet is resumed, mComet will sound a notification, vibrate the device and display in the status bar of the screen. Click Ok to resume mComet.



Panic mode is set up to work using the volume keys on either side of the device.

Activating Panic Mode

1. Press the Volume Up or Down key on the left side of the device for 5 seconds.

The device vibrates briefly and the panic icon  displays in the upper right corner of the screen.

2. Deactivate panic mode by again pressing the up or down volume key for 5 seconds.

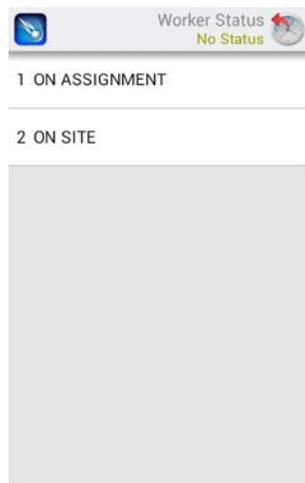
Using the Application

Worker Status

Use *Worker Status* to communicate your availability to the office. Before you choose a status, *'No Status'* displays on the title bar. After you choose a status, the updated status will display on the device and the *CT* workstation.

Administrators can link statuses to forms for additional information. For example, an *Available* or *Unavailable* status can be linked to a *From Time/To Time* form that must be completed before the status is accepted.

1. Select *Worker Status* from the main menu. 
2. Select a status from those listed onscreen. Statuses with accompanying forms will display an icon on the right.



3. Complete any forms linked to the status you have chosen, if necessary.
4. Choose *Send*. The new status will display on the title bar.

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

Using Repeat Timer Alerts with Worker Statuses

Repeat timer alerts can be linked to worker statuses to provide ongoing updates. With repeat timers, a time interval is associated with a status.

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

When repeat timer alerts are set up for your device in *CT*, the device will:

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

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

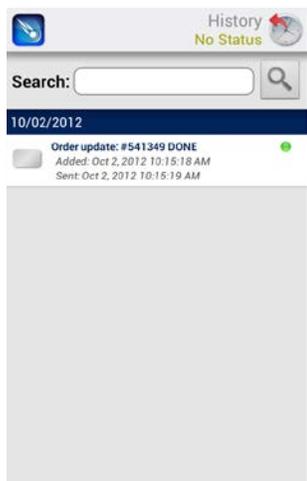
Choose Ok to confirm your status. The repeat timer continues to time your activity or status in the background.

Each time the message is cleared, the updated status is sent to the *CT* workstation.

To change the status when you have completed the conditions of the timer alert, return to the Worker Status icon on the main menu and change the status. See *Worker Status* on page 21 for more information.

History

Select the History icon  to verify the sent status of completed or updated landmarks, forms, orders, worker statuses, 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.



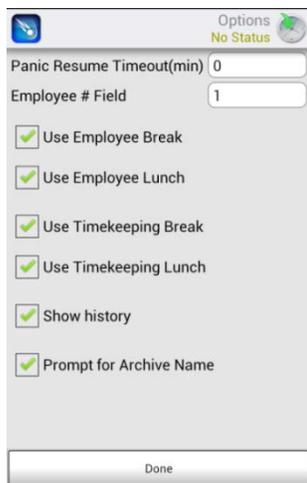
As connectivity returns, timestamps for the unsent records are added and the yellow circle changes to green, indicating a successful transmission.

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.



2. Choose your desired settings for the fields displayed onscreen.



Options

Max results (1-999) 100

Timekeeping Worker Statuses

Orders Landmarks

Forms Supervisor

Panic Alerts

Clear all Records

Ok Cancel

3. Select Ok. If you opt to hide history records, they continue to be stored and are available when History is re-enabled.

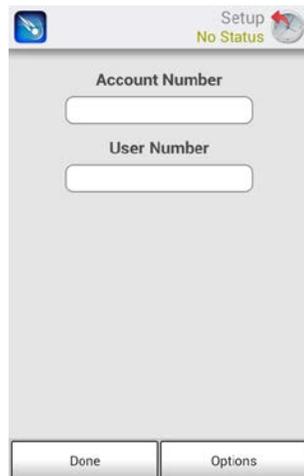
Working with Time Entry

Supervisor time entry and worker time entry allow supervisors and workers to change time cycle statuses. The time entry records are also available on the *CT* workstation and can be modified as necessary.

Supervisor time entry or Worker time entry must be activated for your account by *Actsoft Comet Tracker Support*. **Note: Supervisor time entry and worker time entry will not display together on your device – if you have one, you will not have the other.**

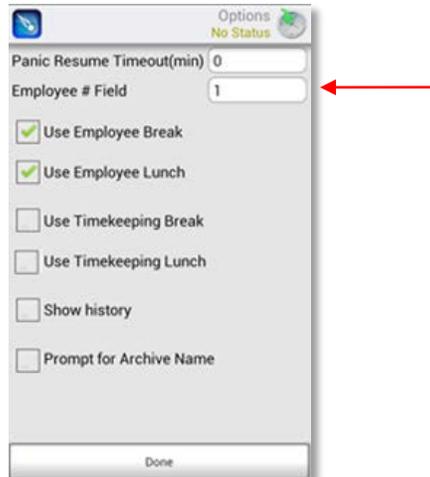
Setting Up Supervisor Time Entry

1. Choose Setup from the main menu. 
2. 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.
3. Select Options on the *Setup* screen.



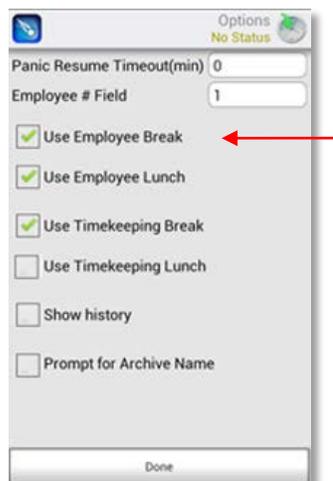
4. On the *Options* screen, enter the number of the field that contains the Employee Number in *Comet Tracker* into the Employee # Field field. See your *Comet Tracker* administrator for this number.

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

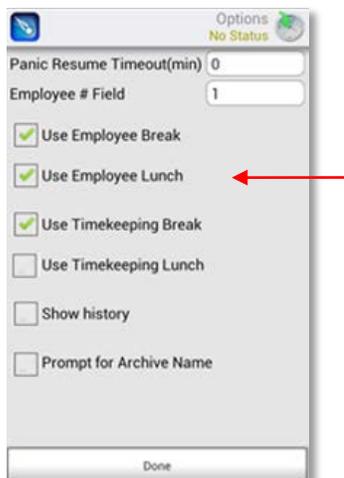


5. Select Use Employee Break to include the *On Break* and *Off Break* events in the time status cycle.

If a worker is currently clocked in, the next event is *On Break*. The *On Break* event will be available on the *Supervisor Time Entry* screen.



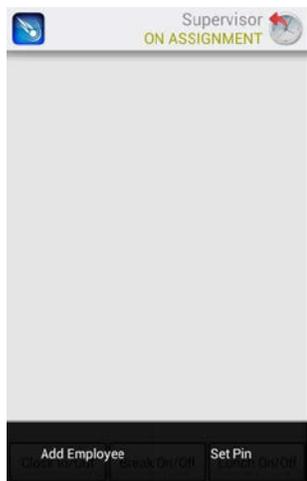
6. Select Use Employee Lunch to include the *On Lunch* and *Off Lunch* events in the time status cycle. The lunch event will be available on the *Supervisor Time Entry* screen.



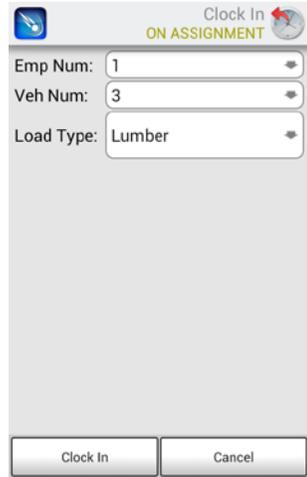
Using the Supervisor Time Entry Feature

Your CT administrator creates the fields on the time entry screens.

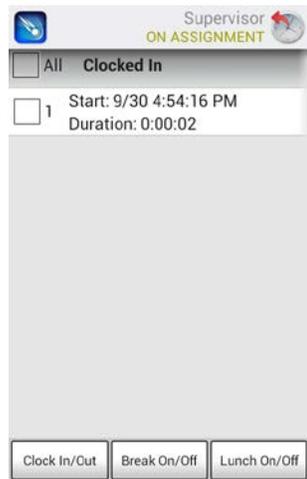
1. Select Supervisor Time Entry from the main menu. 
2. When the *Supervisor Time Entry* screen displays, press the Menu key and choose Add Employee.



3. Complete any required clock in fields and choose Clock In as shown below.



After you have entered and completed data for multiple workers, the *Supervisor Time Entry* screen will display a listing of worker- or supervisor-entered records.

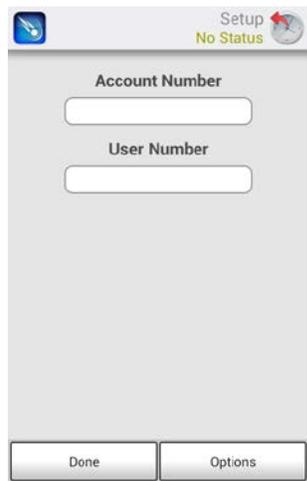


4. To record the next event for one worker, select the worker and choose an event.
5. To advance multiple worker statuses, check All and choose an event, such as Clock In/Out or Lunch On/Off. mComet will perform the action on only the statuses logically affected by the change.
6. To delete a record, choose a worker, display the submenu and select Delete. To delete all records, display the submenu and choose Delete All. Or, press and hold a single record and select Delete All.

Setting Up Worker Time Entry

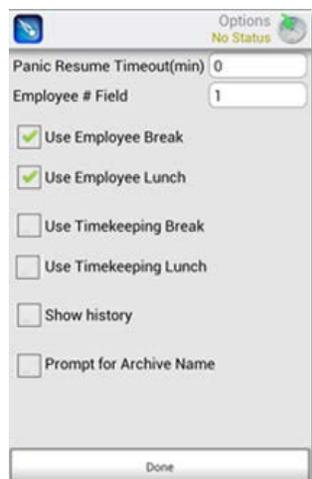
Set up worker time entry to advance other workers to the next time cycle event.

1. Choose Setup from the main menu. 
2. 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.
3. Select Options on the *Setup* screen.

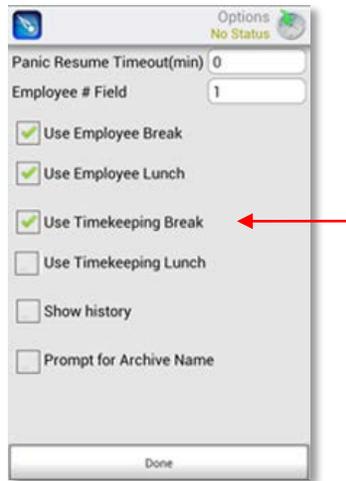


4. On the *Options* screen, enter the number of the field that contains the Employee Number in *CT* into the Employee # Field field. See your *CT* administrator for this number.

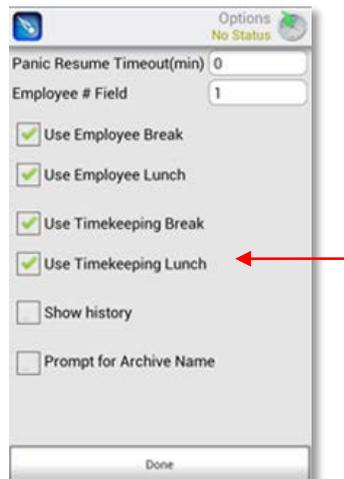
 You cannot enter a value greater than the number of available *Clock In* fields. The **Employee Number** field defaults to 1 if setup data has not been downloaded before this field is specified.



5. 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*.



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



Using Time Punch

Use Time Punch (worker time entry) to clock other workers in/out, on/off lunch, or on/off break. If the Time Punch icon displays on the main menu, the Supervisor Time Entry icon will not display.

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 and select a time status.
3. Choose Ok to confirm the status change.

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

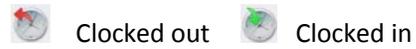
Disabling the Time Status Cycle

If multiple workers who are already logged on will be sharing a single device, it is possible to disable the default time status cycle on the device. You can do this on the Options screen.

1. On the Options screen, select the Enforce Employee Status checkbox, and choose Done.

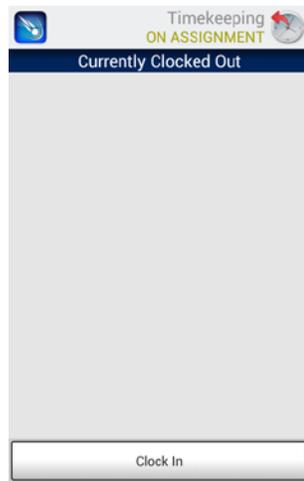
Clocking In

Clock in when you are ready to begin work for the day. The time and date are recorded and displayed on the *CT* workstation. The icon in the top right corner of the screen shows your clock in or clock out status.

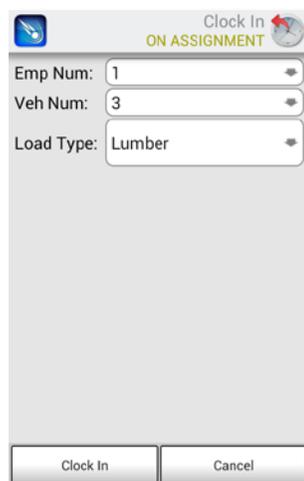


1. Select Timekeeping from the main menu. 

The *Timekeeping* screen displays with your status of 'Currently Clock Out'.



2. Choose Clock In. You may have to complete additional form fields on the *Clock In* screen, as shown.



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 71.

3. 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 work shift. The time and date are recorded and displayed on the *CT* workstation. *Clock Out* data fields are created by your *CT* administrator.

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

1. Select *Timekeeping* from the main menu. 

The *Timekeeping* screen displays with your status of 'Currently Clocked In'.



2. Choose Clock Out.
3. 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 71.
4. Choose Clock Out again. The clocked out icon in the top right corner of the screen indicates that you are currently clocked out.

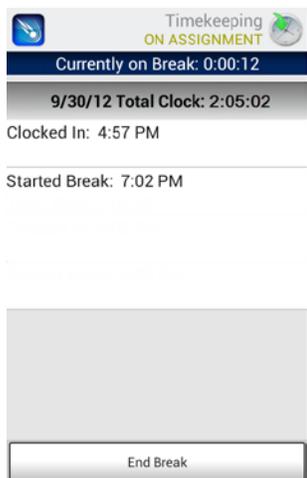
Clocking On and Off Break

Use mComet to indicate when you are on or off break. Break status, time, and date are automatically sent to the CT workstation.

 You **cannot** use any mComet functions outside *Timekeeping* while on break. You may, however, use the device functions.

1. Select Timekeeping from the main menu. 
2. Choose Start Break. The screen indicates your status, and records the length of your break.

End Break is now highlighted, as it is the next status in the time cycle.



3. To end your break, select 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. 
2. 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.

Working with Forms

Use the Forms feature to record information on the device. A form can be set up 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 *CT* administrator creates the customized fields for data capture.

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

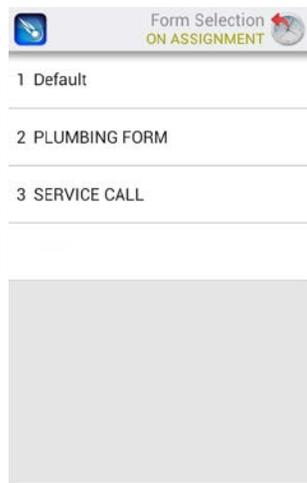
You can also enter and save form data, retrieve it later and edit it. The number of archived forms that can be stored is limited to the device's memory.

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

 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 advanced forms, blank (default) forms and archived forms.



3. Use the device keypad to complete the form. Fields with asterisks are required. The *Service Call* screen is shown below.

SERVICE CALL
 ON ASSIGNMENT

Name: The English Lab

Order Number: EN-02221972

Service Type: Tap to select value

Status: Partial Pymt

Parts Ordered: Tap to select value

Send Cancel

Fields with camera icons will invoke the camera for image capture. Drop-down arrow fields feature data to choose from.

For information on how to complete form fields using a barcode scanner, see *Using the Barcode Scanner* on page 71.

4. Choose Send to send the information to the server. Or, you can choose to archive the form. Two options exist for saving:
 - Save – Save the form to the device
 - Save & Send – Send the form you are completing, but save a copy on the device to re-use later

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 Images

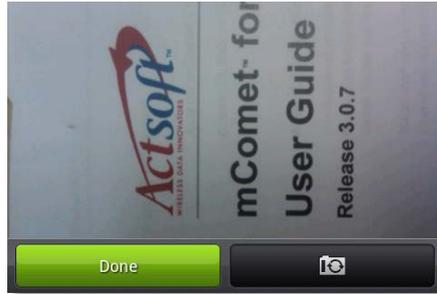
Add images to form data to include illustrative detail. Forms with images must include a data value. If you are using a device running mComet Release 4.0.0.7, you can insert an SD card and select images for use. Add images to forms in either of these ways:

Importing from Device Storage

- Press and hold the camera icon  in a camera-activated field to display the image gallery. Then choose an image.

New Image

- With a form or child form onscreen, display the submenu and select Camera.
 - Navigate to a camera field to invoke the camera automatically. Camera-activated fields are marked with a camera icon. 
1. Choose Done to keep the image, or Retake  to recapture the image.



2. Touch the Menu key and choose Images to review any captured images before submitting.
3. Choose Send when you have finished entering all form data.

Image Editing

-  Image editing is available **only** with Advanced Forms.

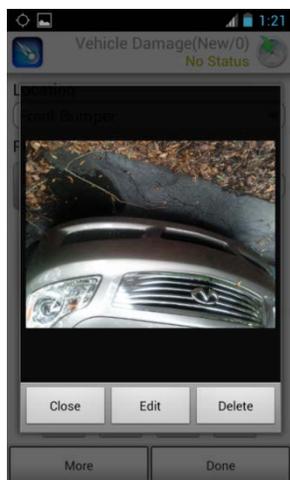
With image editing, you can capture and alter images you have attached to a form. Highlight areas on images captured in the field, or outline areas of interest from a standard template.

If you are working on a Tablet device running mComet 4.0.0.7 or greater, you can use the HTC Scribe Pen for editing. See *Enabling the Scribe Pen* on page 11.

In the example below, a home health care worker can show patient injury or areas of pain.

You can capture a new image or use an existing image to edit.

1. To use an image already captured, navigate to the image in the device's image bank. Or, click on the image you have just captured.
2. Click on the image and choose Edit.



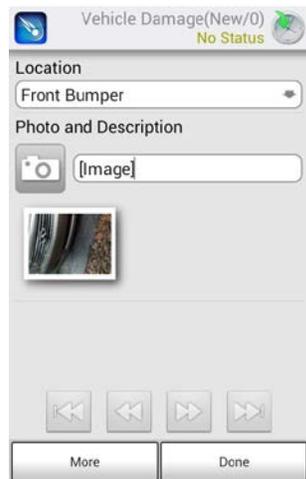
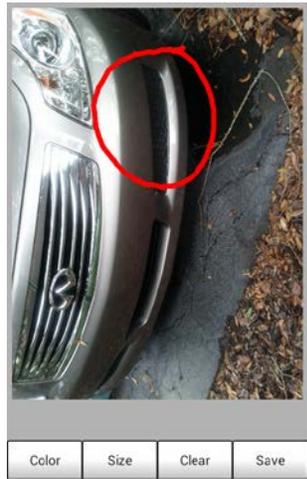
3. Choose Color, and select a color from the color wheel.



4. Choose Size to select a line weight.



5. Now, use the line to mark the image. The image will display within the form.



Adding Signatures

You may be required to add a signature to a form. 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.



3. Choose Close to accept the signature, or Delete to re-sign.
4. If necessary, display the submenu and choose Images to review signatures before submitting.
5. Choose Send when you are finished.

Creating Child Forms

Create a child form to enter additional information for a main form.

1. From a *Form* screen, display the submenu and select More, and then choose Child Form.

The *Child Fields* screen displays. The title bar shows the number of the current record and the total number of child records created. Fields with cameras on the ends activate the device camera.

2. Complete the fields, entering up to 30 characters in each field. Use the arrow keys to page through the forms. For information on how to complete fields using an optional barcode scanner, see *Using the Barcode Scanner* on page 71.

-
3. To add another child form, select More, or display the submenu for more child form command options.
 4. Choose Done when you are finished with the *Child Form*, and Done again when you are finished with the main form.
 5. Choose Send when you are finished with both forms.

Advanced Forms

 Advanced forms are an mComet additional feature. Check your company's software agreement to see if you have access to advanced forms.

Advanced forms allow companies to customize new forms, or recreate paper forms for completion on the device. You can also save or archive forms on the device to edit later. The device'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 device with stored forms.** A warning message will display before you can continue.

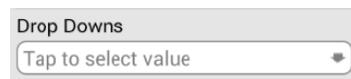
Anatomy of an Advanced Form

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

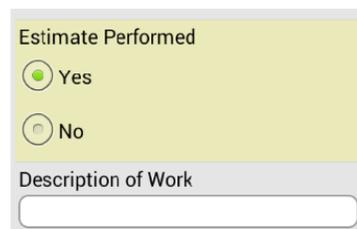
Screen Elements and Field Behavior

Asterisks – Asterisks indicate required fields.

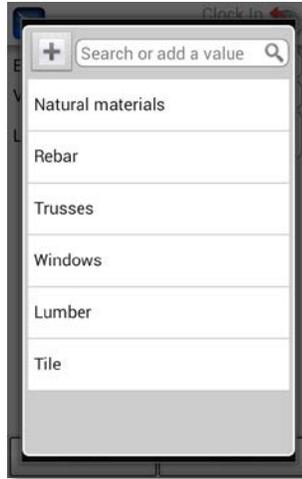
Drop-down lists – Arrows next to a field indicate available data choices. If configured, you can select multiple values, add unique values, or search values.



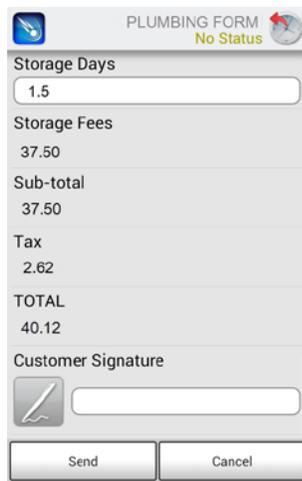
Decision fields – Fields requiring you to make a decision after you enter data are shaded.



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 number is changed.



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 only.

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.

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

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.

Signature field – Include signatures for form completion, or customer approval.



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.

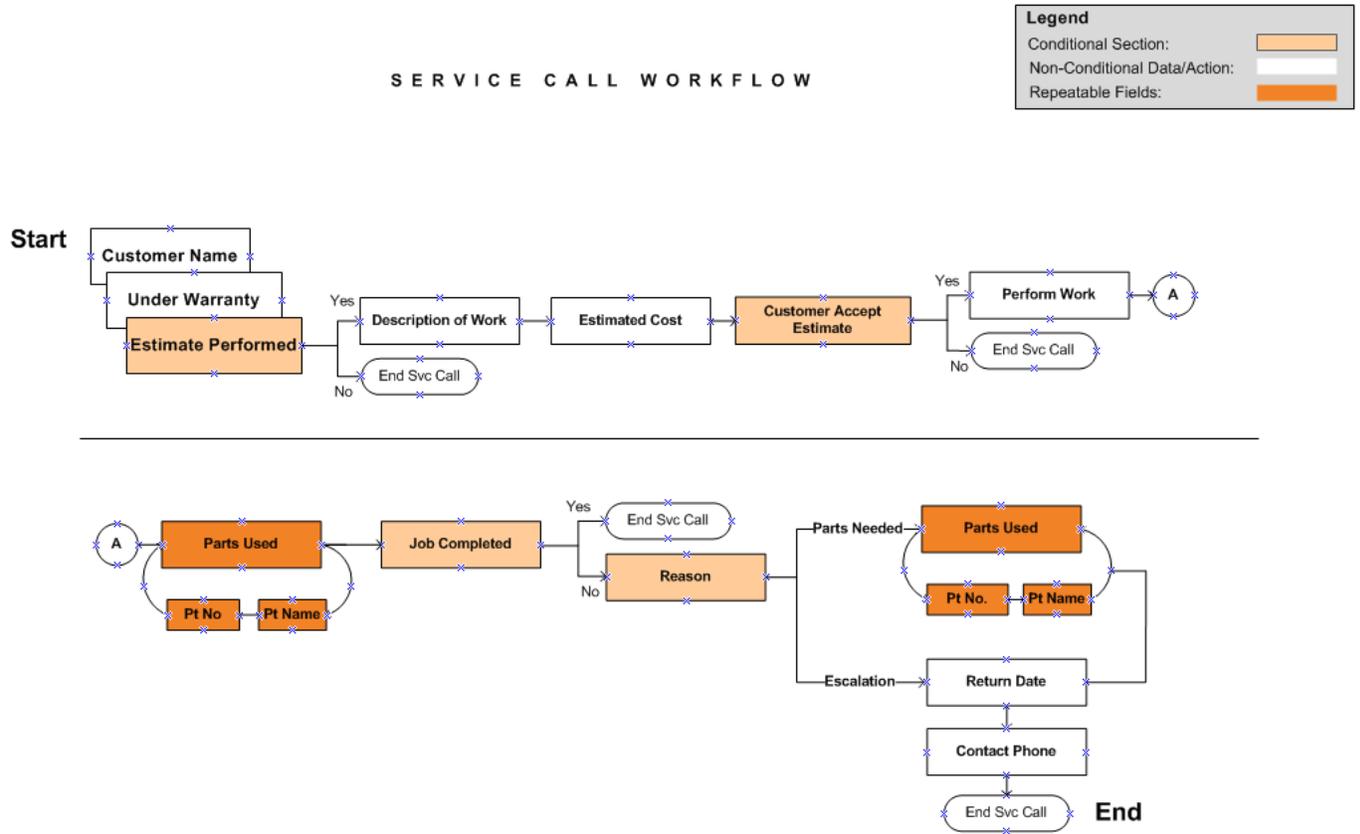
The worker describes the necessary repairs to the client, and enters them into the form. The worker also explains and enters the estimated cost. If the customer agrees with the cost, the worker performs the repairs, listing the parts used on the form.

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.

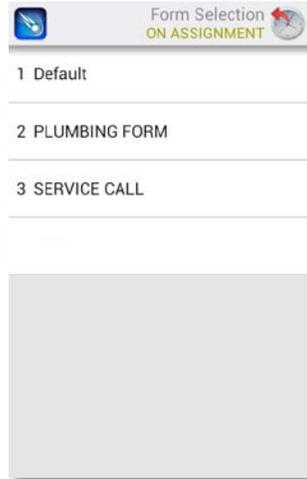
Below is the process flow of the preceding scenario.

Sample Service Call Workflow



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

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



The image shows a mobile application screen titled "Form Selection" with a status indicator "ON ASSIGNMENT". The screen displays a list of three form types: "1 Default", "2 PLUMBING FORM", and "3 SERVICE CALL". The "PLUMBING FORM" option is highlighted in yellow, indicating it is the selected form type.

2. Begin the form, entering any required information.

Drop-down arrows indicate that there are data choices for a field. Fields with asterisks are required, and camera-activated fields display a camera icon. Decision field sections are shaded – note that additional information will display based on the choice you make for 'Estimate Performed'.

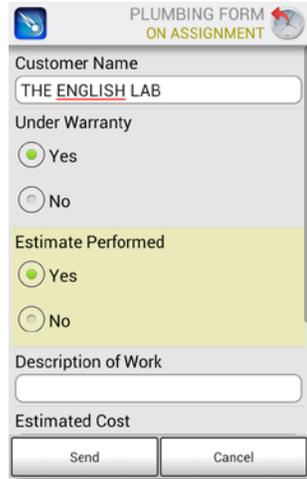


The image shows a mobile application screen titled "PLUMBING FORM" with a status indicator "ON ASSIGNMENT". The screen displays a form with the following fields:

- Customer Name: A text input field.
- Under Warranty: A decision field with radio buttons for "Yes" and "No".
- Estimate Performed: A decision field with radio buttons for "Yes" and "No". This section is shaded yellow.

At the bottom of the screen, there are two buttons: "Send" and "Cancel".

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.



PLUMBING FORM
ON ASSIGNMENT

Customer Name
THE ENGLISH LAB

Under Warranty
 Yes
 No

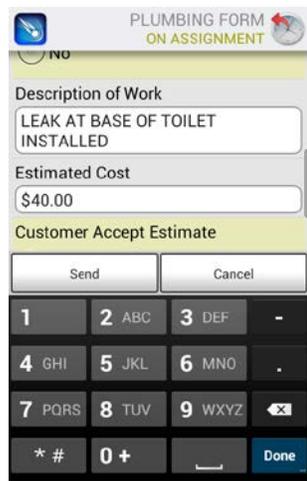
Estimate Performed
 Yes
 No

Description of Work

Estimated Cost

Send Cancel

3. Enter the estimate 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 field sections.



PLUMBING FORM
ON ASSIGNMENT

NO

Description of Work
LEAK AT BASE OF TOILET
INSTALLED

Estimated Cost
\$40.00

Customer Accept Estimate

Send Cancel

1 2 ABC 3 DEF -
4 GHI 5 JKL 6 MNO .
7 PQRS 8 TUV 9 WXYZ <X>
* # 0 + Done

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.

PLUMBING FORM
ON ASSIGNMENT

LEAK AT BASE OF TOILET
INSTALLED

Estimated Cost
\$40.00

Customer Accept Estimate

Yes

No

Parts Used

Job Completed

Yes

No

Send Cancel

Repeatable form

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.

Parts(New/0)
ON ASSIGNMENT

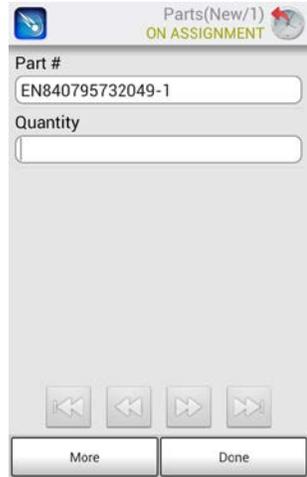
Part #
FLANGE

Quantity
1

Navigation arrows

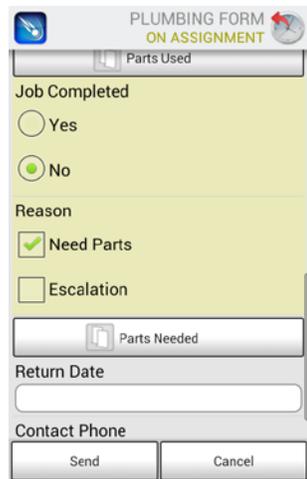
More Done

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



After you complete all necessary repeatable forms, the main form will redisplay for completion.

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



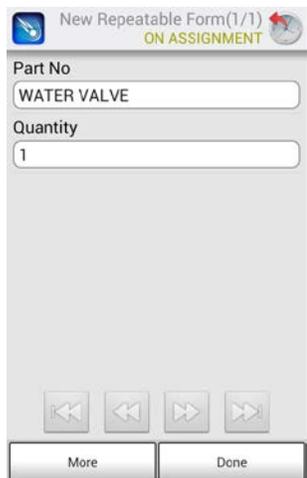
- Enter the reason for the status, and continue to the Parts Needed repeatable section.



- Enter the parts needed in the repeatable form.

Additionally, if the form field has been configured, you can add images to the form. You can also edit images you have captured. See *Image Editing* on page 38 for more information. These images will display within the form as thumbnails. Click on the thumbnail to view an enlarged resolution of the image.

- Select More to add more repeatable forms, and Done when you are finished.



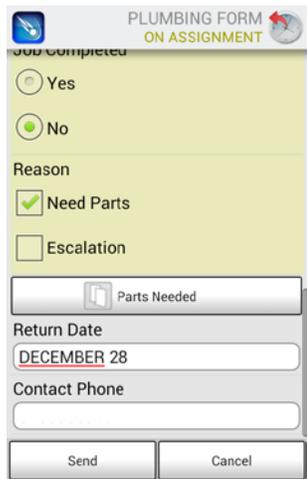
New Repeatable Form(1/1)
ON ASSIGNMENT

Part No
WATER VALVE

Quantity
1

More Done

11. On the main form, continue with the next portion, the Return Date.



PLUMBING FORM
ON ASSIGNMENT

Job Completed

Yes
 No

Reason

Need Parts
 Escalation

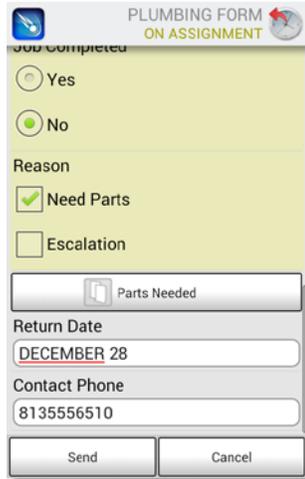
Parts Needed

Return Date
DECEMBER 28

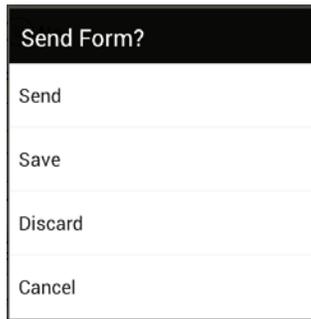
Contact Phone

Send Cancel

12. Enter the Contact Phone, and choose Send. You can also display the submenu and choose Save to complete the form later.

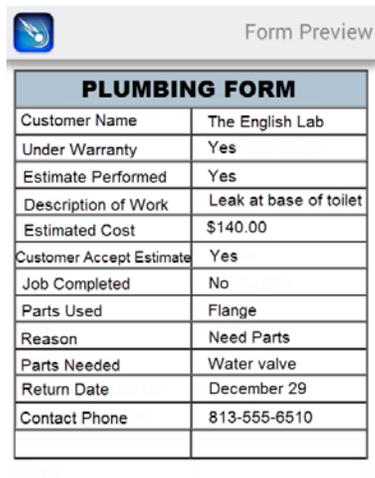


13. Confirm the action on the dialog screen.



Form Preview

You can also display the submenu and then choose Preview to review your completed form before sending:



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

Working with Orders

Orders works with the *CT* and *Comet Mobile Worker* applications. With Orders, workers use the device 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 alert on your device to inform you when a new order has been dispatched or if an order has changed. New order alerts will display on the device'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

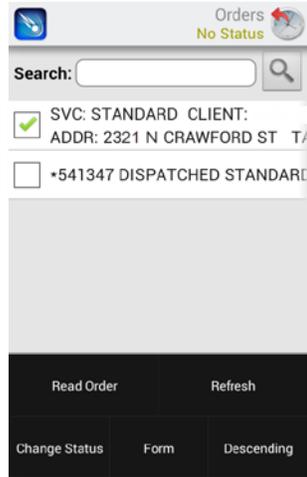
With Orders, you can receive, view and update information about orders dispatched to the device. You can also enter additional information and update order status.

Up to 200 orders at a time can be displayed on the device. When you reach 200, you must purge viewed orders to receive new orders. Additionally, on tablet devices, a notification will display when *CT* has deleted an order.

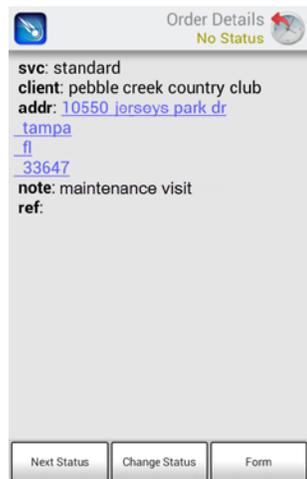
If there are no orders assigned to you, '*No Orders*' displays at the top of the screen. Unread orders are preceded by an asterisk. Additionally, you can sort the orders in ascending or descending order, according to time and date received.

If an order you have chosen has been deleted by your system administrator, an error dialog will display.

1. Choose Orders from the main menu. The number of orders will display on the icon. 
2. On the *Orders* screen, choose an order to view OR display the submenu, and choose Read Order.



3. Review the order information.



Click on any hyperlinked text in the order information and send emails, map address routes or dial phone numbers. Select the text and display the submenu for options.

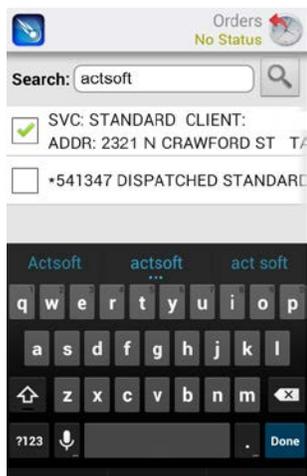
4. When you are finished reviewing order information, press the Back key.

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

Searching Order Information

Use the Search function to search through all dispatched orders to find a particular order.

1. Choose the Search field to display the keyboard, type in criteria, and select the Search icon. The Search function will search only the abbreviated order data displayed onscreen – not the full text displayed when you select 'Read Order'.



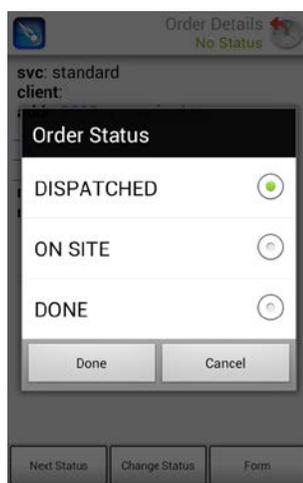
2. All orders meeting the search criteria will display, or a message of 'No Orders', if none are found.

Updating Order Status

You must be clocked in to use the *Status* option with orders. Order status updates are also displayed on the *CT* workstation. Your *CT* administrator creates the order statuses available.

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 an error message, and you will have to choose another.

1. On the *Orders* screen, choose an order, display the submenu, and choose Change Status.
2. Select a status, and choose Done. Any forms linked to your chosen status will display.



3. Display the submenu and choose Done when you are finished entering required data in any linked forms.

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

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

Refreshing Orders

To view new orders that have been dispatched to you, refresh the order information.

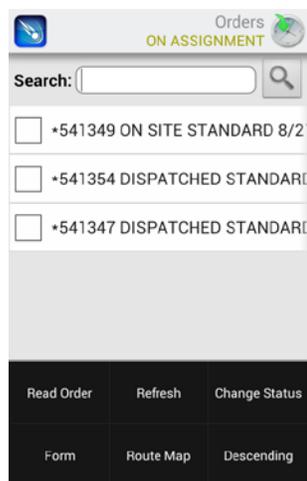
To refresh orders manually:

1. From any *Order* screen, display the submenu and choose Refresh.
2. Any new orders assigned to you are then displayed on the *Order Screen*, with an asterisk on the left.

Using Route Map

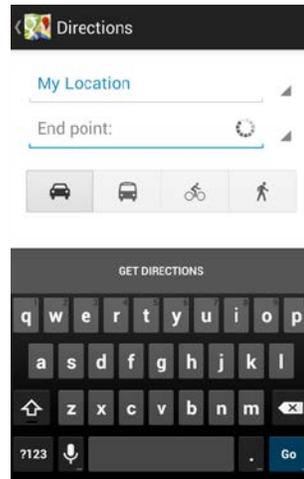
Route Map uses the address sent with an order to show directional maps or text detailing the route between two locations. You must be within network coverage to view maps. Google Maps is used for route mapping.

1. Select an order, display the submenu and select Route Map.



The default location for the starting point is your current location. mComet will pinpoint your location and insert it (*'My Location'*) in the Starting point field.

2. To enter a different starting point, select the Starting point field, and use the keyboard to enter a different address, or choose a point on the screen.

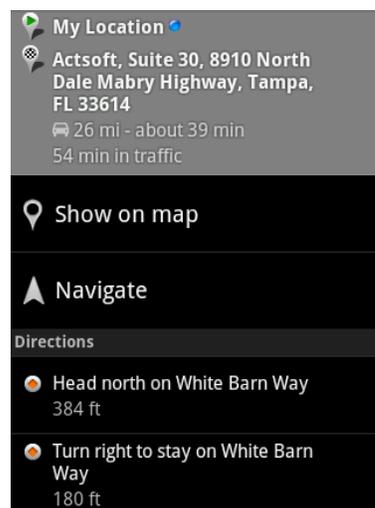


3. Choose the transportation mode – car, bus, bike or walking, and select Go.



Google maps returns with the route information page:

- Search Results – Current location, Destination, Number of miles/Est. travel time
- Show on map (select this to see the route on the map)
- Navigate (available only if you have access to Google maps)
- Directions (turn-by-turn text directions from the location specified)



4. Choose Show on Map to view a summary map, as shown below.



The directional icons on the map are as follows:

Table 1 – Map Icons

Icon	Definition
	Starting point
	Turn markers
	Highlighted route
	Ending point
	Directional indicator
	Page icon – touch to view text directions
	Segment review arrows – touch to review each segment of your directions
	Resolution adjust tool – zoom in or out

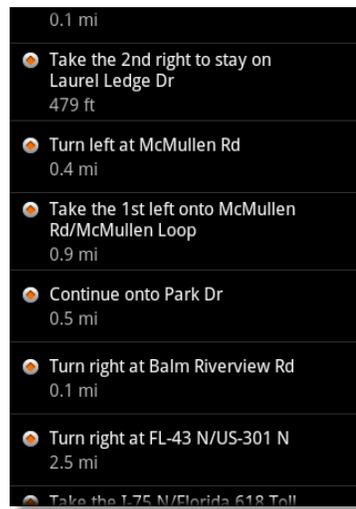
5. Use the forward and backward arrows to review each segment of your destination.

Additionally, you can use the page icon to convert to text directions. Use the plus and minus magnifying icons to zoom in or out on the map.

 Due to memory restrictions on some devices, the entire set of maps may be unavailable for long routes.

6. Touch Navigate to view a navigation-style display on the device screen. Note: You must have access to Google Maps to access the Navigate option.

7. Choose the Page icon to view route directions in text format.  The *Directions* screen displays with text directions for the entire route.



8. Touch each segment of the directions to view the segment in map format.
9. When you are finished viewing the directions, press the Back key.
10. To view your progress along the route, press the Back key and continue to press the forward arrow at the bottom of the screen.

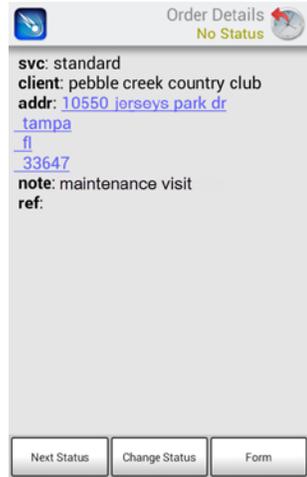
A new route summary map displays showing your current location along the original route. The turn-by-turn maps and the directions will begin from your current location on the original route.

11. To exit the route map screen and return to the directions summary menu, press the Back key.
12. When you finish viewing direction screens, continue to press the Back key until you are at the main menu.

Using Forms with Orders

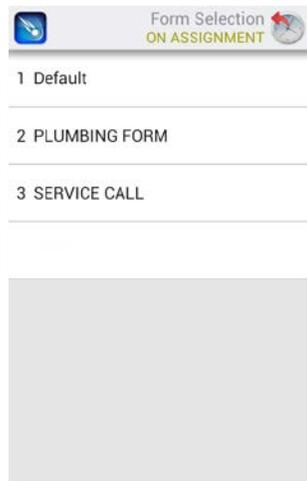
Workers can use Orders along with Forms to record additional information for an order. Form fields can be linked to an order status to allow workers to complete information that is relevant to the order's status.

1. On the *Order* screen, select an order and display the submenu.
2. Choose Form.



Available forms depend on the order's status. If no forms are associated with a status, mComet displays *'No form is associated with this order status'*.

3. Choose a form for data entry.



4. Use the device keyboard or barcode scanner to complete the information for each form field. For information on how to complete form fields using a barcode scanner, see *Using the Barcode Scanner* on page 71.

Viewing GPS Status

Use *GPS Status* to view your GPS location data. You may need to clock in to mComet first.

1. Select GPS Status from the main menu. 

If GPS is unavailable, an error message will display: *'GPS failed – Please try again in a clear view of the sky.'*



2. Review the information.
3. Choose Update to update the data, or choose the Back key to return.

Table 2 – GPS Tracking Status Screen Data

Data	Definition
Last Position	Last position obtained by the device.
Time	Time the last position was obtained, displayed in Universal Time Coordinated.
Type	The source used to determine the last position. <i>GPS</i> indicates GPS satellites and <i>None</i> indicates that the GPS is invalid.
Sats	The number of satellites used to determine the last GPS position.
Lat	The latitude of the last position.
Lon	The longitude of the last position.
Stored	The number of GPS positions currently stored on the device.
LCL	The current local time, per the device clock.
UTC	Universal Time Coordinated.

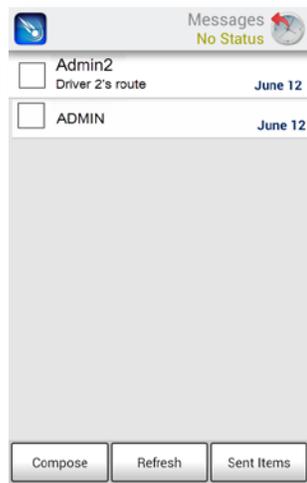
Working with Messaging

Use Messaging to communicate with supervisors and other workers. A star on the envelope icon indicates that new messages have been received.

1. Choose Messaging from the main menu. 

Current messages in your Inbox will display. Choose Refresh to display new messages, Sent Items to view sent messages, or Compose to begin a new message.

2. Choose a message to review.

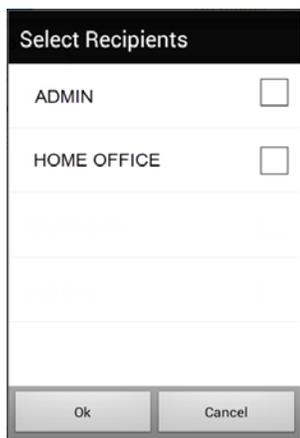


3. Review the message, as shown below. When the message is opened, a 'Read receipt' message is sent back to the sender.



Click on any hyperlinked text in the order information and send emails, map address routes or dial phone numbers.

4. Choose Reply to respond, or Delete to delete the message. Note: Deleted device messages are kept on the *CT* server.
5. Or, choose the To field to display a recipient selection dialog. Choose one or more and choose Ok.



6. Type a response and choose Send.



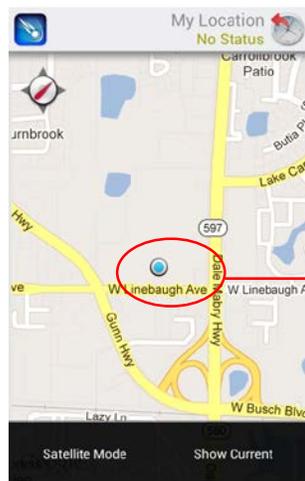
Working with Maps

Using My Location

If you are in the network coverage area, you can download and display real-time maps showing your location and the surrounding area.

1. Select My Location from the main menu. 

Your location is centered on the map and highlighted by a flashing bull's-eye.



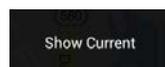
Your current location

2. To zoom in or out on the map, touch your location with thumb and index fingers together, and slowly draw them away from each other to zoom in. Reverse the action to zoom out.

Refreshing the My Location Map

Refresh the map to display an updated view of your location.

1. With a map onscreen, display the submenu and choose Show Current or Satellite Mode. (Satellite Mode will display your location using satellite maps.)



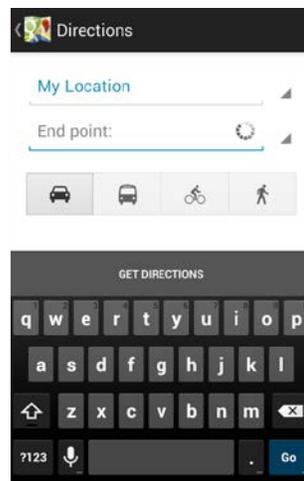
2. The refreshed map displays with your new location. Your location is centered on the map and labeled with a flashing bulls-eye .

3. To exit the map, press the Back key.

Getting Directions

Use Directions to get driving directions. Directions must be enabled by **Actsoft Technical Support**. Additionally, you must be within network coverage to view maps.

1. Select Get Directions from the main menu. 
2. Choose My Location to enter another location as the starting point. Your current location is the default value in this field. Select from a bookmarked location, or use the keyboard to enter an address.

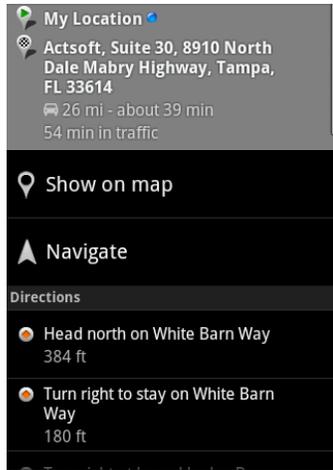


3. Select Ending point to enter an address or select from a list of bookmarked addresses.
4. Choose the mode of transportation – car, bus, bike or walking, and select Go.



The Search Results summary page follows:

- Search Results
 - Current location, Destination, Number of miles/Estimated travel time
- Show on map (select this to see the route on the map)
- Navigate (available only if you have access to Google Maps)
- Directions (turn-by-turn text directions from the location specified)



5. Choose Show on Map to view a summary map, as shown below.



The map icons are as follows:

Table 3 – Map Icons

Icon	Definition
	Starting point
	Turn markers
	Highlighted route
	Ending point
	Directional indicator
	Page icon – touch to view text directions
	Segment review arrows – touch to review each segment of your directions
	Resolution adjust tool – zoom in or out

- Use the forward and backward arrows to review each segment of your destination.

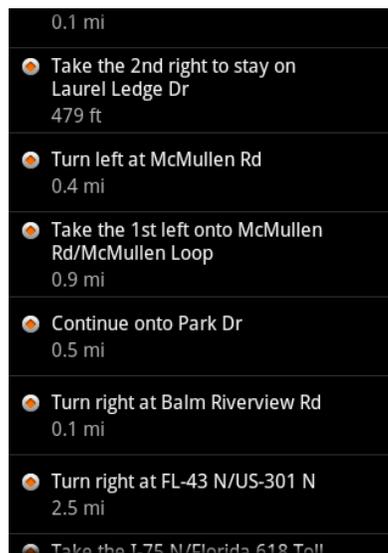
Use the plus and minus magnifying icons to zoom in or out on the map.

Additionally, you can use the page icon  to view text directions.

 Due to memory restrictions on some devices, the entire set of maps may be unavailable for long routes.

- Choose Navigate to view a navigation-style display on the device screen, if you have access to Google Maps.

Underneath Navigate, the Directions section of the screen shows route directions in text format.



-
8. You may also choose each segment of the directions to view the segment in map format.
 9. When you are finished viewing the text directions, press Back.
 10. To view your progress along the route, press the forward arrow at the bottom of the map screen.

A new route summary map displays showing your current location along the original route. The turn-by-turn maps and the directions will begin from your current location on the original route.

11. Press Back to exit the route map screen and return to the directions summary menu.
12. If you are finished with the directions screens, continue to press Back until you are at the main menu.

Map Submenu Options

Additionally, maps will display varied submenu options based on which map sequence you are viewing. Below are the options shown in the map submenus:

Table 4 – Map Submenu Options

Option	Action	Found on:
 Search	Search maps for a specific location	Directions screen/Map screen
 Directions	View text directions	Map screen
 Layers	View layers of geographical information, such as transit, business locations, etc.	Map screen
 More	View more map options, such as Clear Map, Help, About, etc.	Map screen
 Join Latitude	Allow sharing of your location with Google and friends that you select	Map screen
 My Location	Highlights your current location with a flashing blue arrow	Map screen
 Satellite Mode	Work with maps in satellite mode (using satellite maps)	Map screen
 Show Current	Work with maps in the default mode	Map screen
 See map	Show the map that corresponds to the text directions	Directions screen
 Reverse	Reverse the starting and ending points	Directions screen/Map screen
 Update route	Refresh your directions based on your current location	Directions screen
 Options	Refresh the directions to avoid highways and/or tolls	Directions screen
 Report a problem	Report on road conditions and incidents	Directions screen

Creating Landmarks

You can create a landmark based on any 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. 

When the map displays, double-tap it to select a point manually. Zoom in to select a point on the map. Your location is selected by default.

After you select a location, the Latitude and Longitude fields are populated automatically.

2. If you want to select a position that is not displayed on the map, press the Menu key and choose Enable Map Pan to move the map.
3. Select the Name field, and use the keyboard to enter a name.



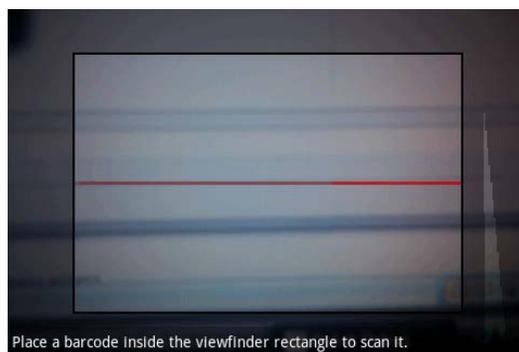
4. Complete any additional fields displayed on the screen.
5. Choose Done when you are finished.

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

Using the Barcode Scanner

mComet uses your device's ZXing Team barcode scanner to scan barcodes. Install the ZXing Team barcode scanner for Android devices first. When using the device as a scanner, you do not have to manually enter data into forms.

1. Navigate to one of the four (4) screens that allow barcode scans:
 - Form/Child form
 - Repeatabl Form
 - Clock In
 - Clock Out
2. Go to a form field that is configured to accept a scan, and the scanner will be invoked automatically.
3. When the screen converts to scanner mode, center the laser line inside the viewfinder rectangle on your scan. The device will automatically scan the barcode.



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

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Glossary

Account number	An Actsoft-issued number used to access mComet on the device.
Asset	Any object owned by a company that can be tracked, such as equipment.
Barcode scanner	A device used to scan barcodes from objects into the device.
Child form	A sub form that provides additional information about the main (or parent) form.
Comet Tracker (CT)	<p>The suite of applications used to configure GPS monitoring and the mComet application on the device. There are four (4) versions of Comet Tracker:</p> <ul style="list-style-type: none"> • Comet EZ (Web version) • Comet Tracker • Comet Mobile Worker • Comet Tracker Lite (device tracking only – no desktop application required)
Decision field section	A shaded area of a device form that contains data that the user must respond to. Depending on the user's response, additional sections may display for completion.
Form	<p>A mComet feature used to record and store data on the device. 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.</p>
GSM	<p>Global System for Mobile communications. GSM is a digital mobile telephony system that is 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).</p> <p>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.</p>
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.

GPS Status	<p>A collection of device user positional data that consists of:</p> <ul style="list-style-type: none"> • Last position • Time • Type • Sats • Lat • Lon • Stored • LCL • UTC
Landmark	A geographical location that users can mark and store in the device for retrieval, such as an address on a delivery route.
Lat	The latitude of the device as recorded by the satellite(s). Found on the <i>GPS Status</i> screen.
LCL	The current local time. Found on the <i>GPS Status</i> screen.
Lon	The longitudinal GPS position of the device as recorded by the satellite(s). Found on the <i>GPS Status</i> screen.
mComet	<p>The device application used with the CT workstation application that allows workers in the field to communicate with the home office.</p> <p>mComet uses built-in GPS tracking function to gather location information at specified time intervals and transmit the resulting data to the hosted server. Use it to clock in and out of work shifts, enter information about jobs, and receive updated forms while in the field.</p>
Panic mode	An mComet mode that tracks device users in an emergency. mComet tracks and submits device position information to the server at 5-second intervals. The device will vibrate briefly when 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 <u>not</u> have to set a pin code to use mComet.
PTN	Personal Telephone Number. When your PTN is configured in <i>Comet Tracker</i> , mComet will automatically log you on upon initial installation.
Repeatable form	A form used multiple times to enter related data. For example, multiple parts used on a service call can be entered into separate repeatable forms.
Sats	The number of satellites used for pinpointing the device 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.
Form	A user-defined event or item added into the Form area of mComet.
Time status cycle	A linear set of user work statuses (Clocked In, Clocked Out, On Break, Off Break, On Lunch, Off Lunch) used to advance workers through their workday.
Type	The source type(s) used for the latitude and longitude. Found on the <i>GPS Status</i> screen.
User number	An Actsoft-issued number used for access to the mComet on the device.
UTC	Universal Time Coordinated. Found on the <i>GPS Status</i> screen.
ZXing	(Pronounced zebra crossing) ZXing is the barcode image processing application developed for Android devices.

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