# FIELD APPLICATION USER GUIDE

**VERSION 2.1**

| Date | Version | Purpose | Author |
|------|---------|---------|--------|
| 08/03/2019 | 1.0 | INITIAL version | LEPETITPAS |
| 26/07/2019 | 1.1 | ID depot information used | ANDURAN |
| 12/11/2019 | 1.2 | Health check communication function | ANDURAN |
| 09/12/2019 | 2.0 | Redesign | L'HELGOUALC'H |
| 29/06/2020 | 2.1 | Health check and un-pairing new fonction | L'HELGOUALC'H |

# FIELD APPLICATION USER GUIDE _____1

*The term "device" is used in this document to mean TRAXENS-Box.*

## REQUIREMENTS

- Device installation training is compulsory to use "field app"
- This app is compatible with tablets or smartphones android version 7 or higher
- This app needs an internet connection via wi-fi or a mobile network
- A camera on the cellular phone is mandatory to use this app
- In Google Play Store search for "Field Traxens"
- An user account provided by supportinstallation@traxens.com is needed to log-in the "Field App"
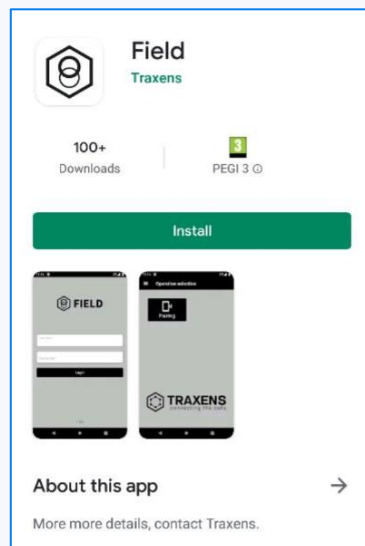
## REQUIRED AUTHORISATION

When app is launched for the first time, authorization to access cellular camera and GPS position will be required. User must reply "**Yes**" to give access to all functionalities.
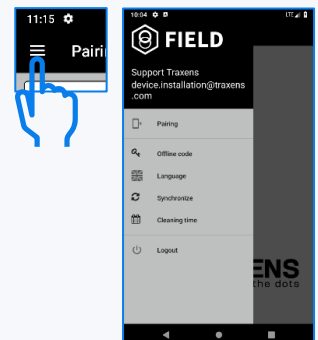
## OPERATIONS SELECTION

The first window is proposing available functionalities regarding account setting.

Unpairing function is available for dedicated installers only (assets carrier request).

## SIDE MENU :

1. Traxens operations list
2. Settings:
   - A. "offline code"
   - B. "language"
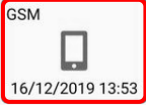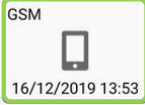   - C. "synchronize"
   - D. "cleaning time"
3. "logout"

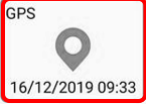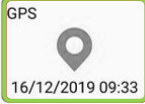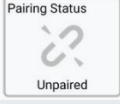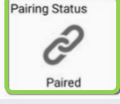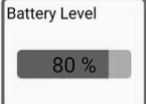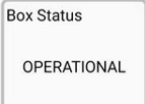# TRAXENS BOX HEALTH CHECK

This functionality is used to monitor initial GSM communications before physical installation.

1.  Select "**health check**" in the function screen.
2.  Enter serial number or equipment serial number (if already paired)
3.  Follow instructions bellow
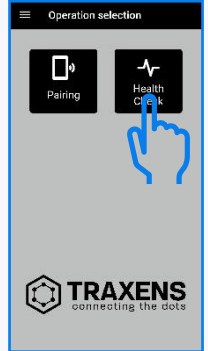




| | | |
|---|---|---|
|  |   Icon is red  Device does not communicate. |   Icon is green  Device communicates. |
| |   Icon is red  Device does not get GPS positioning. |   Icon is green  Device get GPS positioning. |
| |   Icon is grey  Not paired |   Icon is green  Paired |
| |  |  |

# EQUIPMENT PAIRING

This functionality is used to associate the TRAXENS-Box and the equipment on TRAXENS platform.
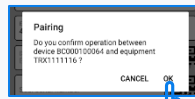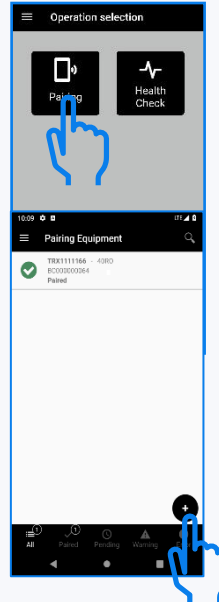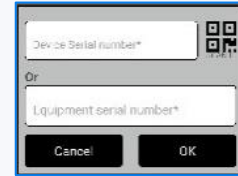
1. Select "**Pairing**" in the function screen
   A pairing summary appears
2. Select "**+**"
   Enter device serial number, either manually or by scanning the QR code
3. Fill out pairing summary form
   - **Owner:** equipment owner's name
   - **Depot number:** depot number where device is installed
   - **Equipment serial number:** ISO code
   - **Equipment type:** container 40', reefer 20', wagon, Genset…
   - **Comment:** installation miscellaneous comments
4. Take a device picture installed on the equipment
5. Pairing comes into effect when message is confirmed with the "**OK**" button

# PAIRING SUMMARY DESCRIPTION



| | | |
|---|---|---|
| TRAX0000015 - <br> To be paired | **"To be paired"** <br> equipment and device are not paired | Continue with procedure detailed in "equipment pairing" |
| TRAX0000015 - <br> BC000003276 <br> Paired | **"Paired"** <br> equipment and device are paired | Equipment can be released |
| TRAX0000015 - <br> BC000003276 <br> Wait com | **"Wait com"** <br> awaiting communication from device | Wait for communication before releasing equipment |
| TRAX0000000 - <br> BC000014388 <br> Critical issue    24 hours | **"Critical issue"** <br> device did not communicate 24 hours after pairing request | Contact supportinstallation@traxens.com |
| TRAX0000000 - <br> Pairing failed | **"Pairing failed"** | Contact supportinstallation@traxens.com |

# REFRESHING PAIRING SUMMARY LIST

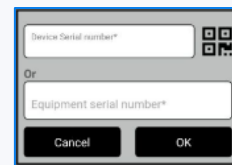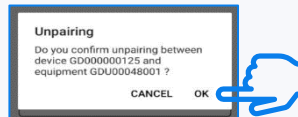Swipe your finger downward to refresh pairings summary list

<u>Nb</u>: *the list only displays the pairing statuses added on the mobile device being used.*

# EQUIPMENT UN-PAIRING

This function is used to dissociate the TRAXENS-Box and the equipment on TRAXENS platform.
*Nb: unpairing function is available for dedicated installers only, on assets carrier request.*

1.     Select "**Unpairing**" in the function screen

2.     Enter device serial number or equipment serial number

3.     Fill out un-pairing summary form:
       A.  **Unpairing cause:** *dysfunctioning, removed, damaged, misrouted, wrong installation, client request, equipment return*
       B.  **Unpairing comment :** deinstallation miscellaneous comments

4.     Before removing the device from the asset, take a picture.

5.     **Unpairing comes into effect when message is confirmed with the "Ok" button**
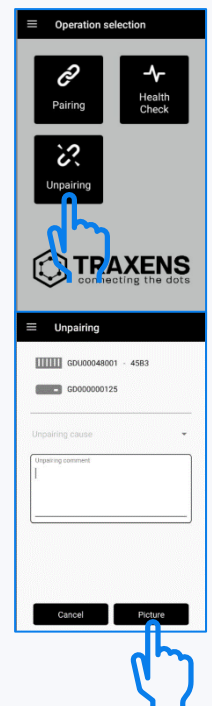
*Nb: You can make sure unpairing is properly done immediately, using "**Health check**" functionality.*

## SETTING AN OFFLINE LOGIN CODE

Offline login code is used when internet connection is not available at user location.

1. In the side menu, select "**Offline code"**
2. Set an offline login code with 4 to 8 numbers
   _Nb:_ _when mobile phone loses its internet connection, "offline code" pop-up automatically appears. When mobile phone recovers its internet connection user will be redirected to the login screen._

## LANGUAGE

1. In the side menu, select "**Language**"
2. The app is available in two languages: English and French
   _Nb:_ _the app uses your phone language, otherwise, English is chosen by default._

## CLEANING TIME

Cleaning time is the amount of time (in hours) after which valid pairings are deleted automatically from the mobile device's memory.

1. In the side menu, select "**Cleaning time**"
2. Set the number of hours according to your preferences
   _Nb:_ _the number of hours must be a whole number greater than 0. The default cleaning time is 24 hours. You can delete a line from the pairing summary by swiping the line to the screen side._
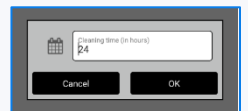
## UPDATING THE LOCAL SET OF EQUIPMENT TYPES, CATEGORIES AND SUB-CATEGORIES

If you cannot find the equipment category, sub-category or type you are looking for, use the synchronization function. In the side menu, select "**Synchronize**".
_Nb:_ _you need an internet connection to perform this action. If the equipment category, sub-category or type still does not appear after synchronization, contact support by email at_ _supportinstallation@traxens.com_

## ACTIONS TO BE TAKEN IN CASE OF APP UNAVAILABILITY

1. Fill "TRAXENS pairing list"
2. Send the table to _supportinstallation@traxens.com_
3. Wait for Traxens office validation feedback before releasing equipment.

## CONTACTS

Traxens installation support : supportinstallation@traxens.com