



World's Most Customer-Centric  
IoT Platform for Retailers & CPGs

Learn why many of the Fortune 500 choose our trusted HARBOR IoT platform to connect, manage, and extract data from their remote assets

● Analytics ● SaaS Applications ■ IoT Solutions



# Field Technician

USER MANUAL

| March\_2023

# Application Features

- ✓ **Connect** – Used for the already associated devices to connect.
- ✓ **Controller status** – To check the Gateway device's Last cellular status.
- ✓ **Error Messages** – For controller error, msg easily diagnoses the fault and identifies a solution.
- ✓ **Change Controller Settings** – For Checking Smart Device Last Communication Status.
- ✓ **Add/Replace Controller** – For users to have a new add controller or replace controller for the available asset.
- ✓ **Remove Controller only** – For users who have removed the controller.
- ✓ **Upgrade Firmware** – This option is enabled if the device has the latest FW available.
- ✓ **Disconnect** – When the user has connected to device, they have an option for disconnect device.

# Minimum Requirements for the Android Phones

---

<b>COMPONENT</b>	<b>MINIMUM REQUIRED</b>
<b>BLUETOOTH</b>	<b>BLE 4.2 and above</b>
<b>CAMERA</b>	<b>At least 5.0 MP with Autofocus and flashlight</b>
<b>FREE STORAGE</b>	<b>4 GB and more</b>
<b>OPERATING MEMORY (RAM)</b>	<b>4 GB and more</b>
<b>OPERATING SYSTEM</b>	<b>Android 8.0 and above</b>
<b>PROCESSOR (CPU)</b>	<b>A quad-core processor or faster</b>

---

# Minimum Requirements for the iPhones

---

<b>COMPONENT</b>	<b>MINIMUM REQUIRED</b>
<b>BLUETOOTH</b>	<b>BLE 4.2 and above</b>
<b>CAMERA</b>	<b>At least 5.0 MP with Autofocus and flashlight</b>
<b>FREE STORAGE</b>	<b>4 GB and more</b>
<b>OPERATING MEMORY (RAM)</b>	<b>4 GB and more</b>
<b>OPERATING SYSTEM</b>	<b>iOS version 13 or above</b>

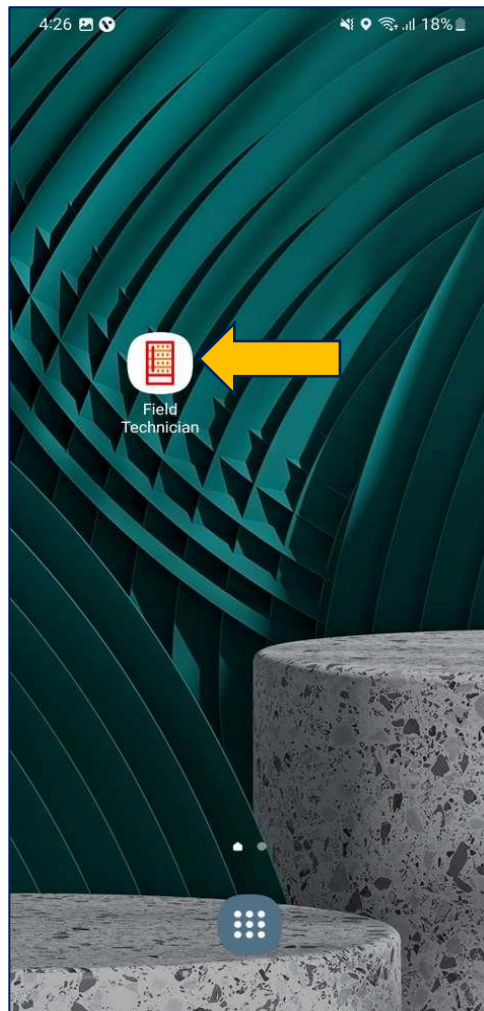
# Application Download

Download the below link to the phone application.

Android application link

<https://apps.visioniot.net/downloads/Android/Field%20Technician/>

# Application Installation



The Android Field Technician application is compatible only with Smartphones having OS v8.0 and above.

1. Open VISION IOT's "Field Technician" Application.

2. Log in to the application using the credentials provided by your administrator – after successful login, the user will be directed to the selection screen.

### Suggested Note

Before installation of every new version delete the previous one.

### Note

Please ensure Bluetooth & Mobile Wi-Fi or Mobile Data must be ON the device.

# Application Permission

After Installation & launch, the Application will ask for permission to access.

**Server:** For TCCC client used only Visioniot server.

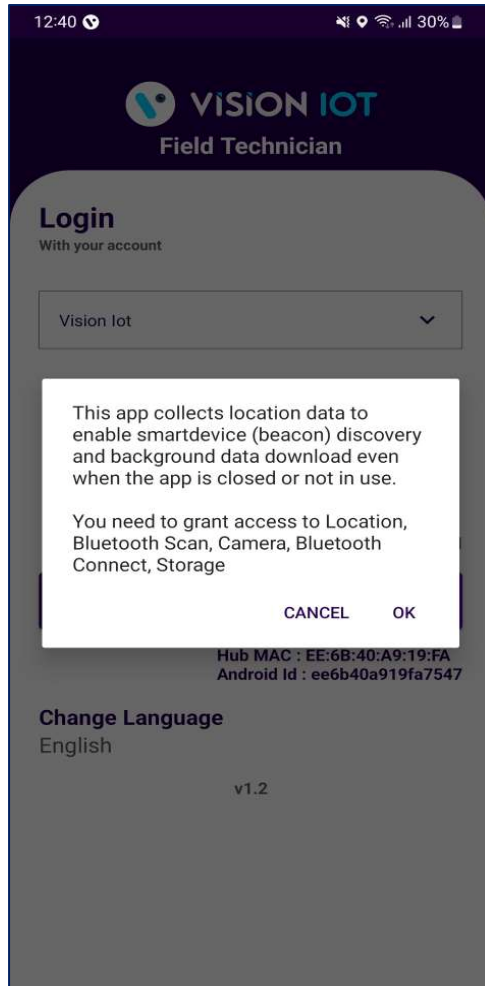


Image 1

- **Camera Permission, File and Media Permission, Location Permission(always allow), Nearby Device Permission Need to Allow.**

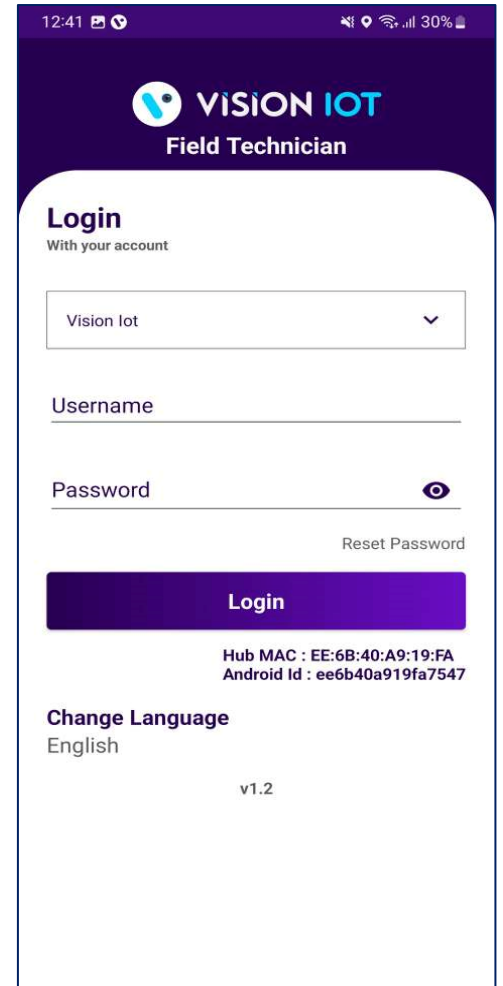


Image 2

# Login



After successfully installation the Field Technician Application, Open the Application and the application will redirect to Login Page. Select the server Visioniot and log in with valid Credentials.

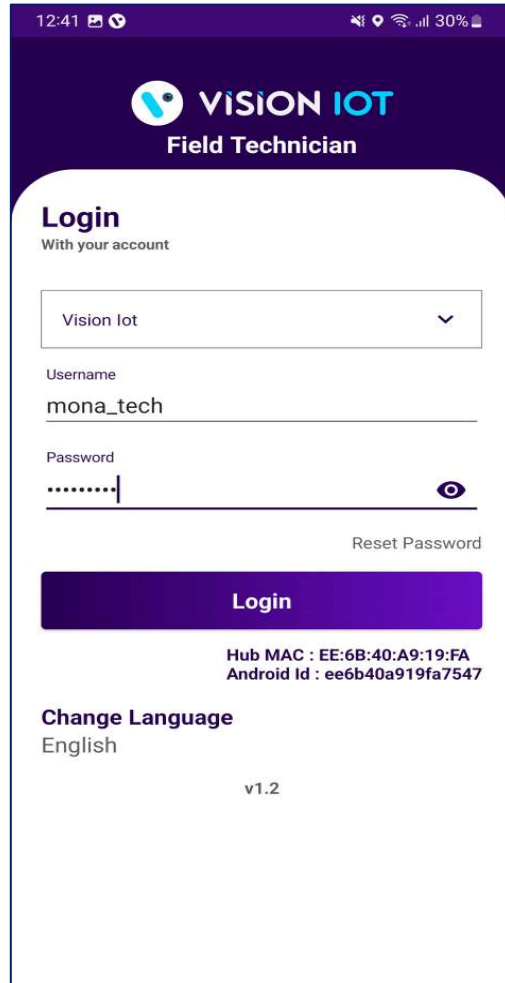


Image 3

- Bluetooth and location services should be enabled.
- The application requires an internet on.



Enter valid credentials and tap on the Login button. The application will download necessary data from the cloud, once download the data, application will redirect in home page.

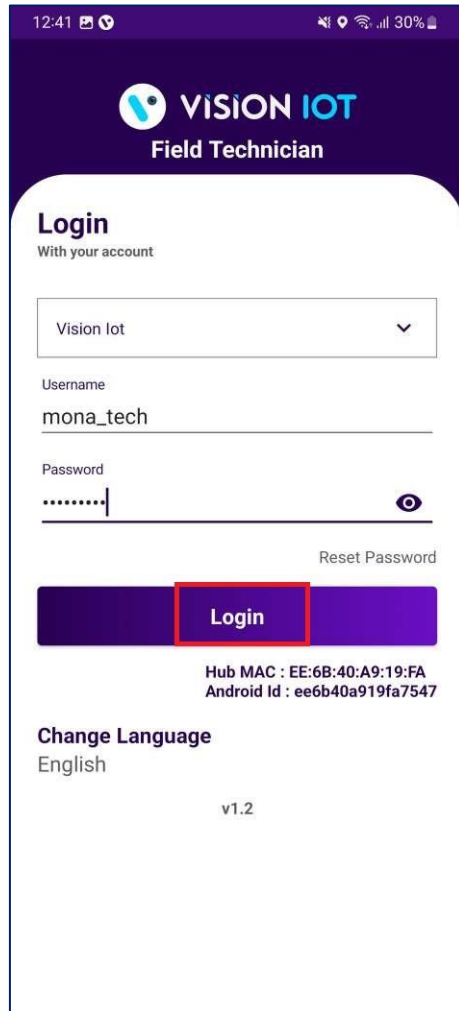


Image 4

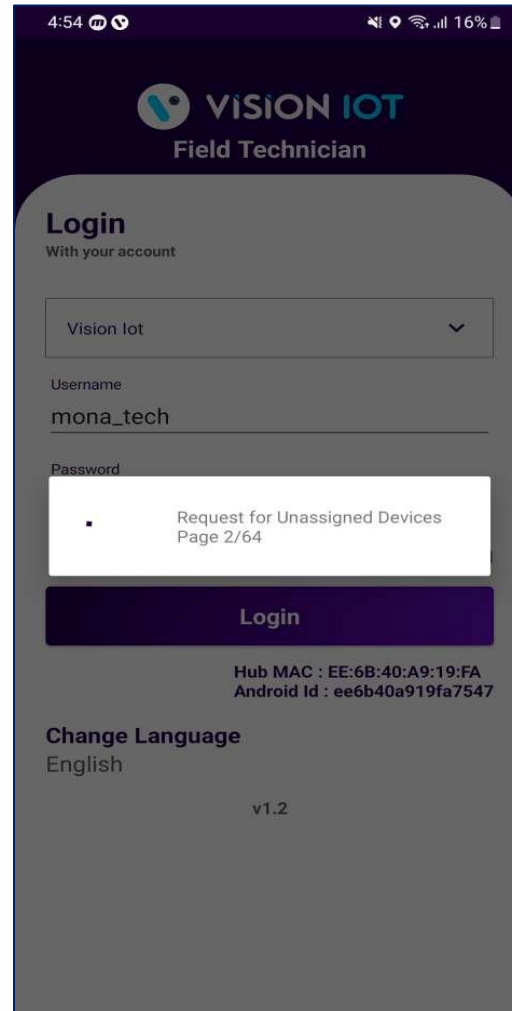


Image 5

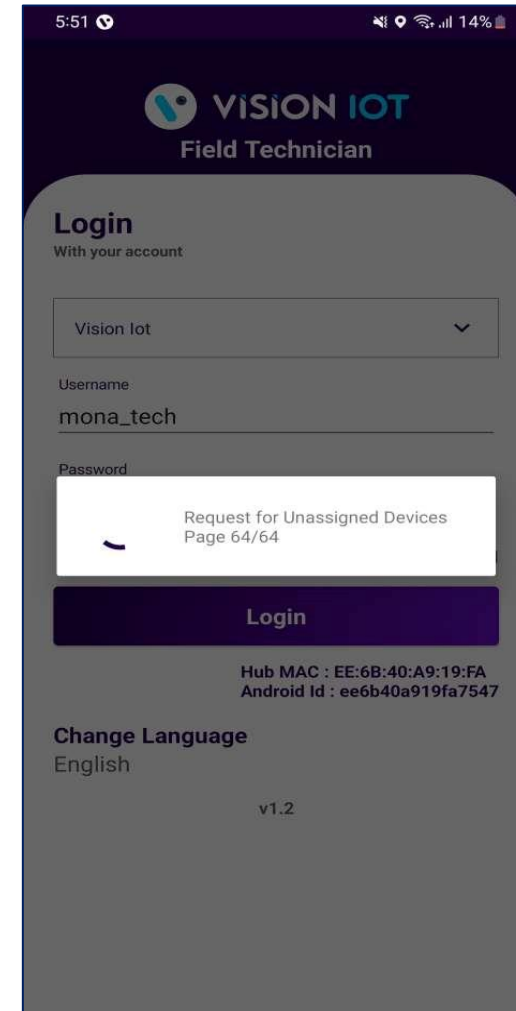


Image 6

# Field Technician – Choose Action

After successful login, the following screen will appear. Please choose an ACTION from the list as per the required operation.

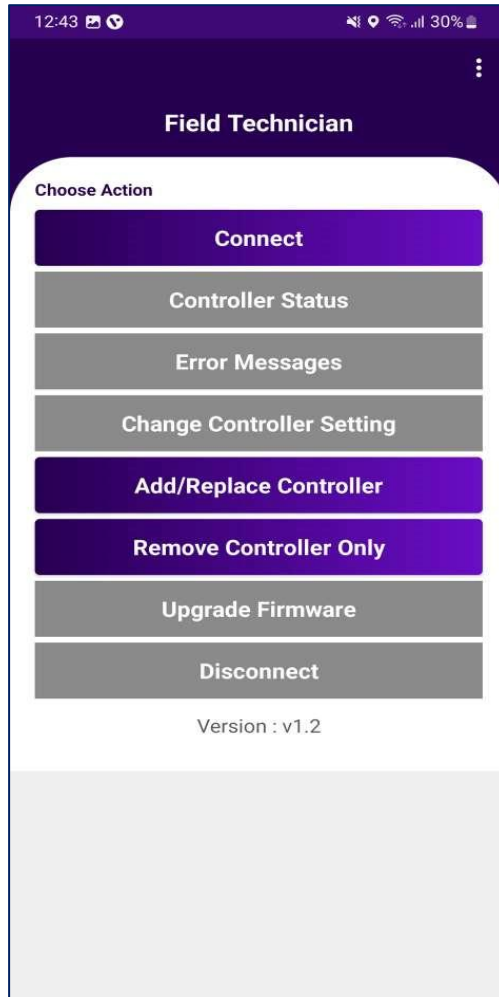


Image 7

- ✓ **Connect** – Used for the already associated devices to connect.
- ✓ **Controller status** – To check the Gateway device's Last cellular status.
- ✓ **Error Messages** – For controller error, msg easily diagnoses the fault and identifies a solution.
- ✓ **Change Controller Settings** – For Checking Smart Device Last Communication Status.
- ✓ **Add/Replace Controller** – For users to have a new add controller or replace controller for the available asset.
- ✓ **Remove Controller only** – For users who have removed the controller.
- ✓ **Upgrade Firmware** – This option is enabled if the device has the latest FW available.
- ✓ **Disconnect** – When the user has connected to device, they have an option for disconnect device.

# Connect- ASSOCIATE SMART DEVICE TRY TO CONNECT

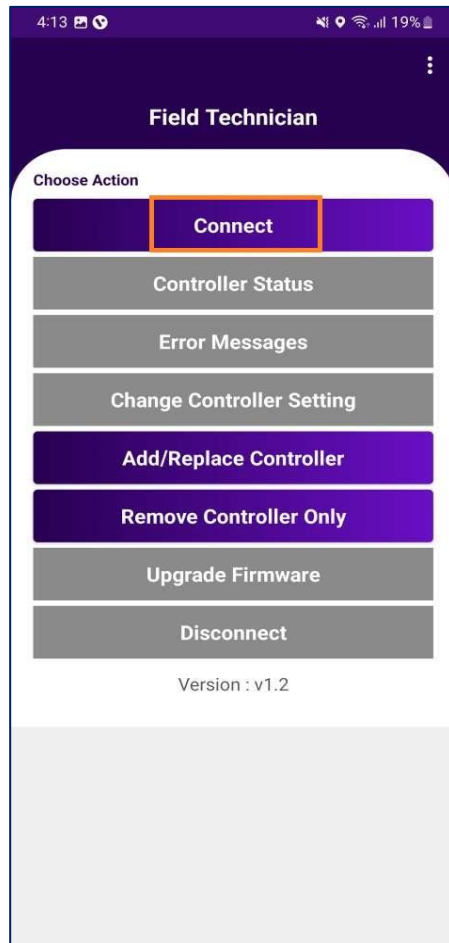


Image 8

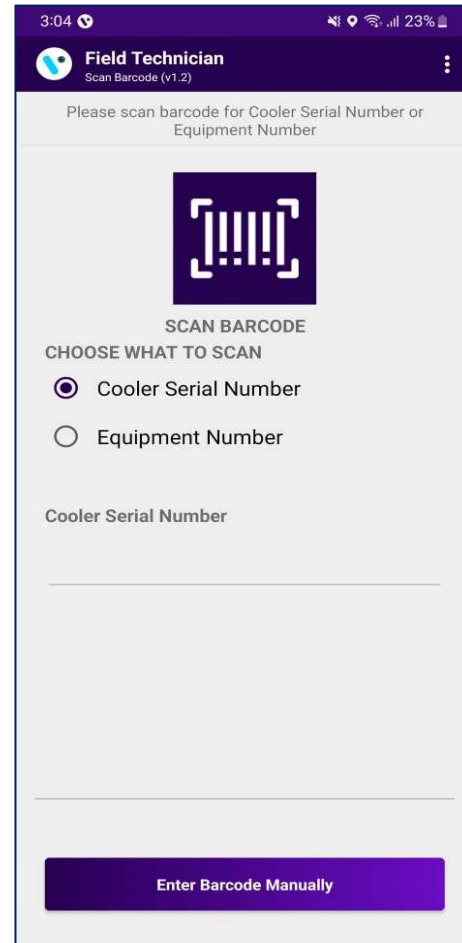


Image 9

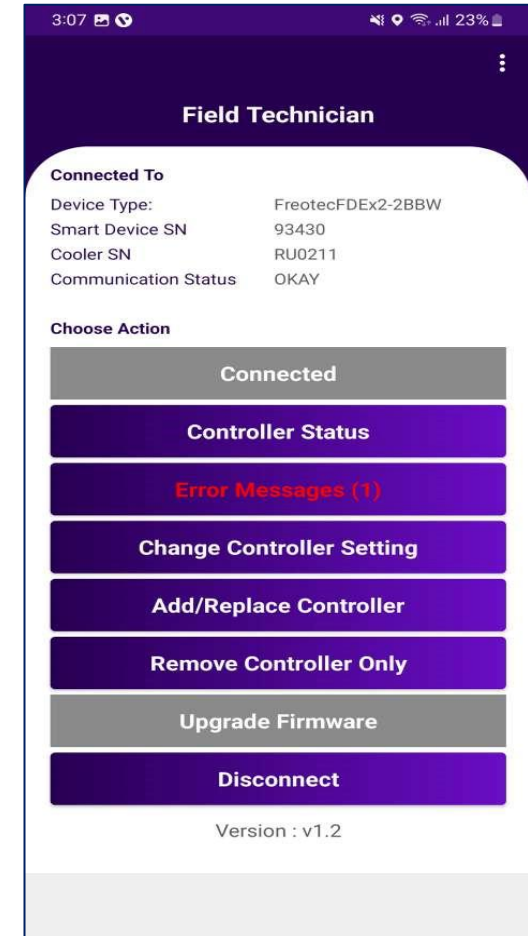


Image 10

- After successful login selects Connect to the Device is for as to initiate a connection with the controller.
- Please enter manually or scan the barcode for the cooler serial number. (see the image 9).
- After that device connected successfully. (see the image 10)
- Note: This application supported only FDEX2.

# CONTROLLER STATUS

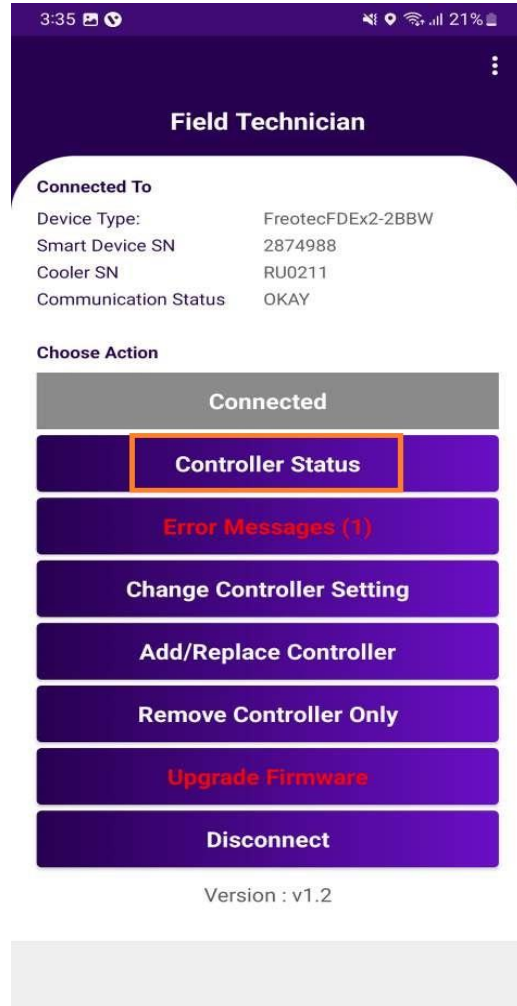


Image 11



Image 12

The date and time the controller last communicated with the portal should be displayed (It should be a ping data transaction to confirm the connection is successful with the portal).

# ERROR MESSAGE

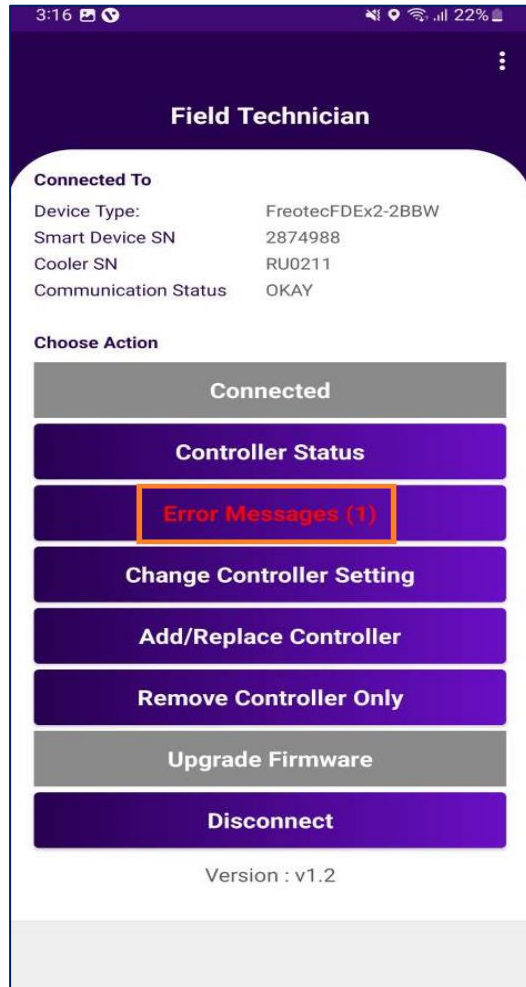


Image 13



Image 14

- Any error messages coming from the controller, user can easily diagnose the fault and identify a solution.
- If any error is there in the controller then Application shows status as “Yes” else Application shows status as “No”.

# CHANGE CONTROLLER SETTING

- User can change all available settings for FFA / FDE controllers according to requirement (Image 12) . After changing setting , user should click on “Right button” shows in (Image 17).

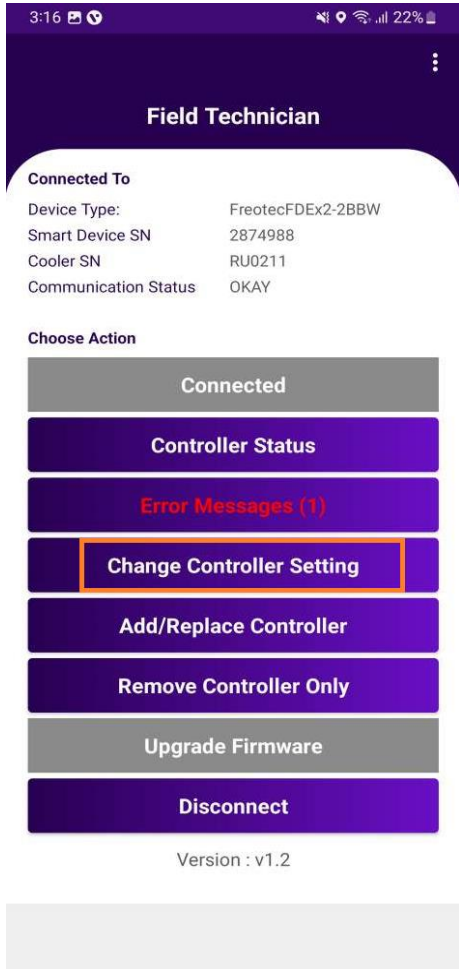


Image 15

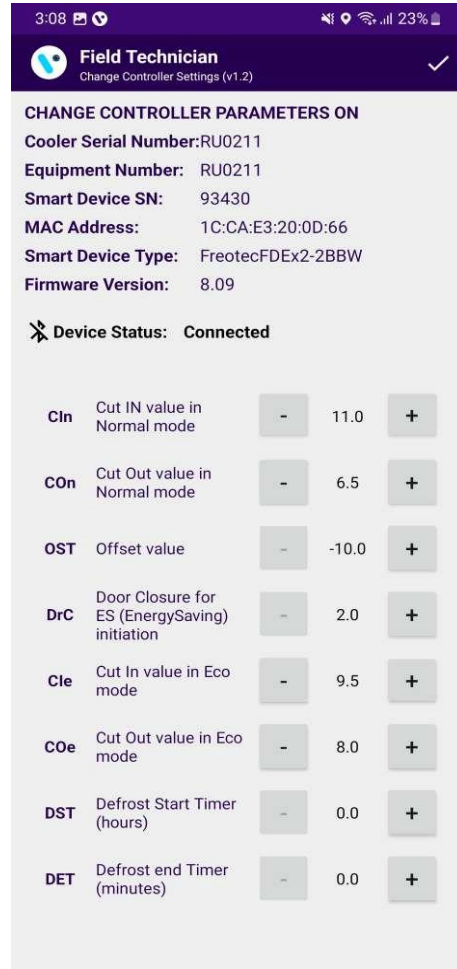


Image 16

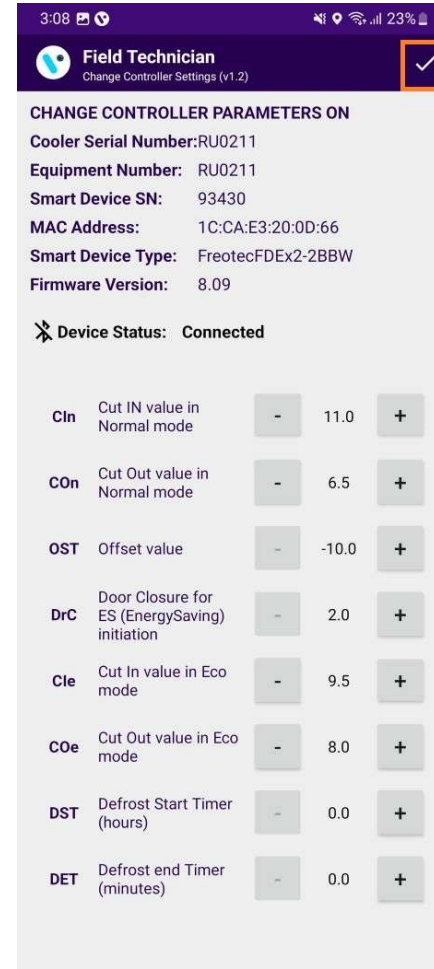


Image 17

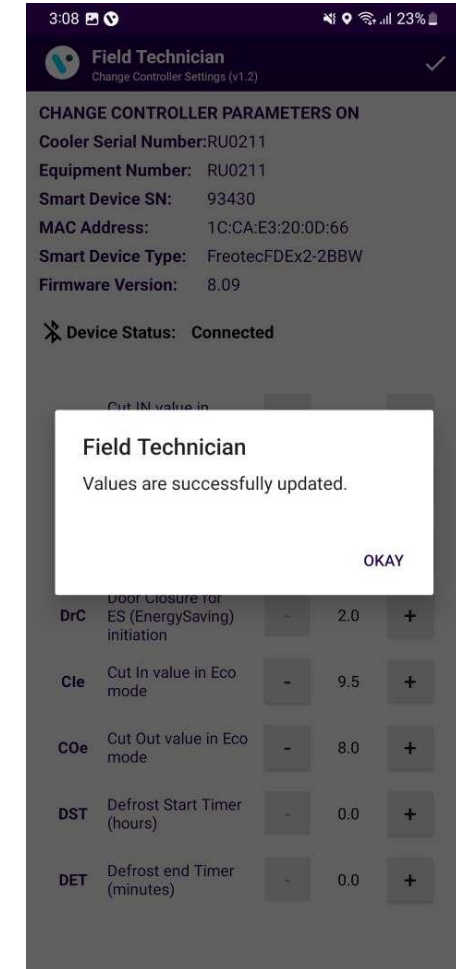


Image 18



# ADD CONTROLLER

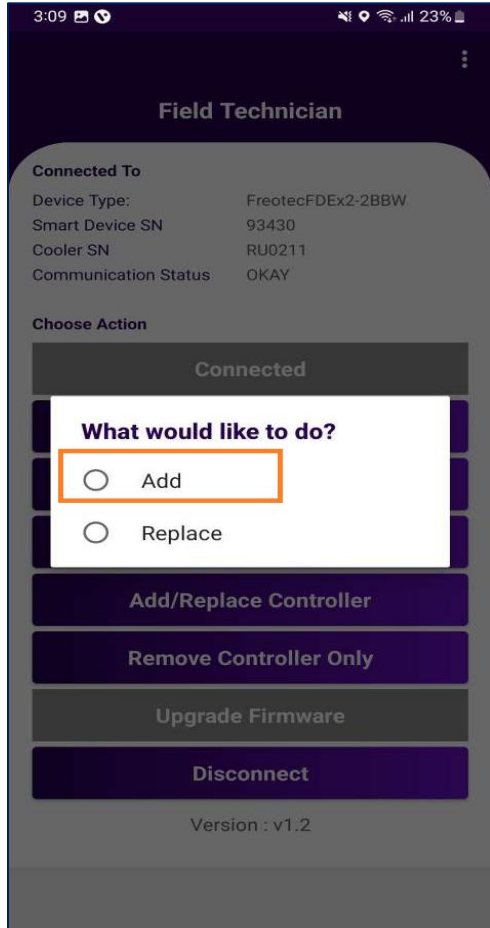


Image 19

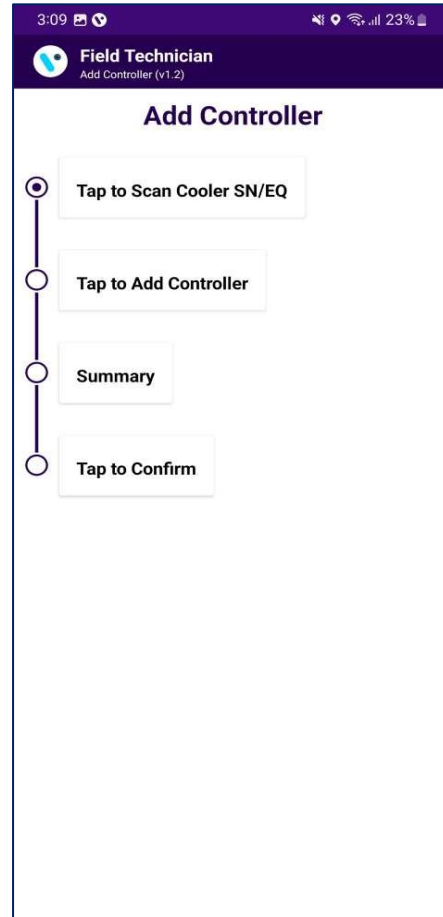


Image 20

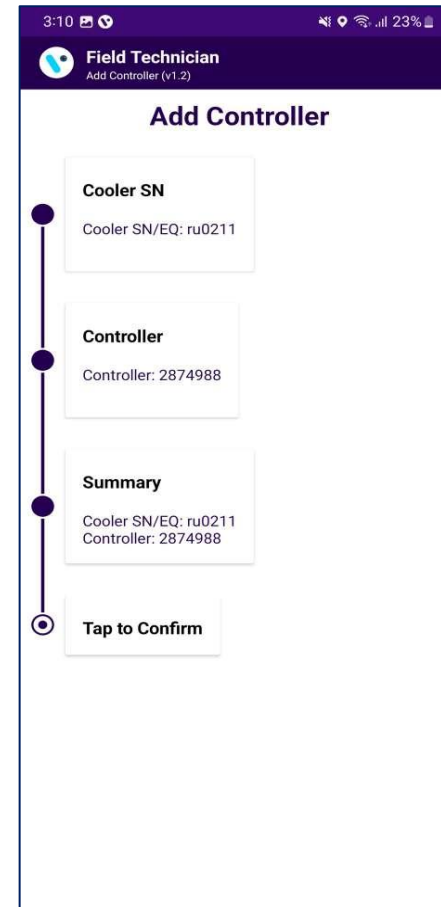


Image 21

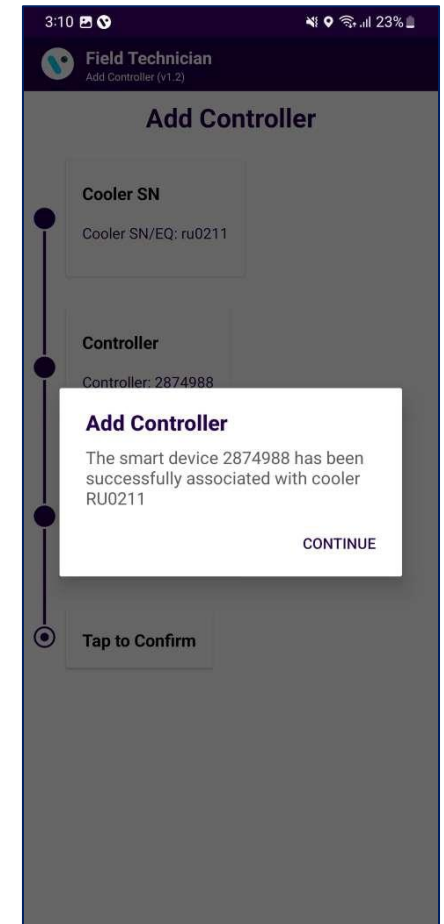


Image 22

User click on “Add/Replace Controller” next one pop-up shows “ Add or Replace” (image 23), After that When the user click on Add button. Click on “Tap to scan cooler” scan or entered manually. After that Tap on Add Controller – which will add Controller. Check all detail for add the controller seen as “Summary”. Last screen user has seen the pop-up message “controller added successfully” (seen image 22).

# REPLACE CONTROLLER

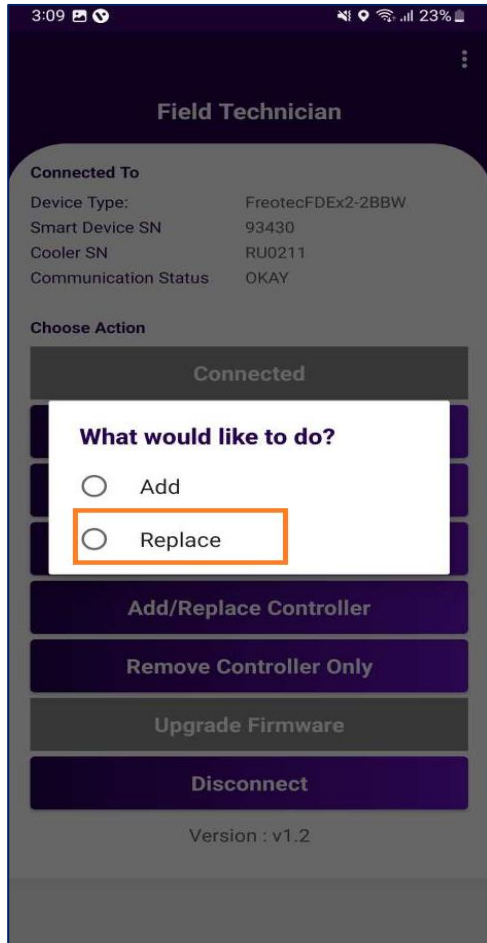


Image 23

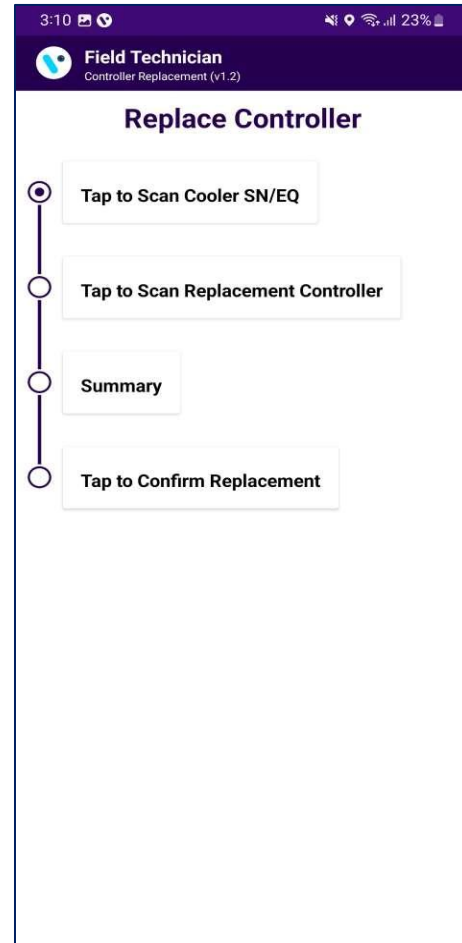


Image 24

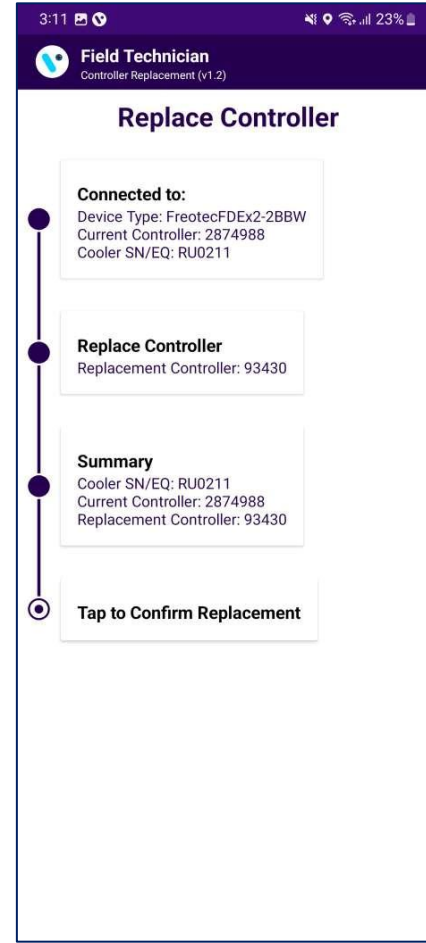


Image 25

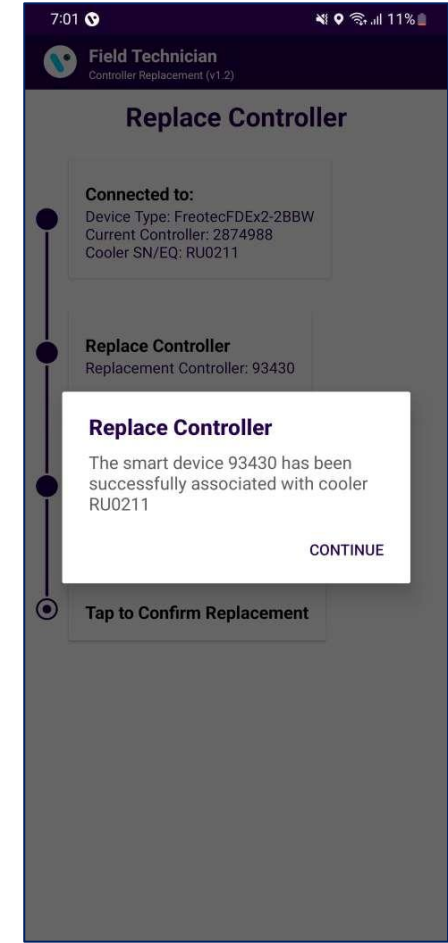


Image 26

User click on "Add/Replace Controller" next one pop-up shows "Add or Replace" (image 27), After that When the user click on Replace button. Click on "Tap to scan cooler" scan or entered manually. After that Tap on Replace Controller – which will replace Controller. Check all detail for replace the controller seen as "Summary". Last screen user has seen the pop-up message "controller replacement success" (seen image 26).



# REMOVE CONTROLLER ONLY

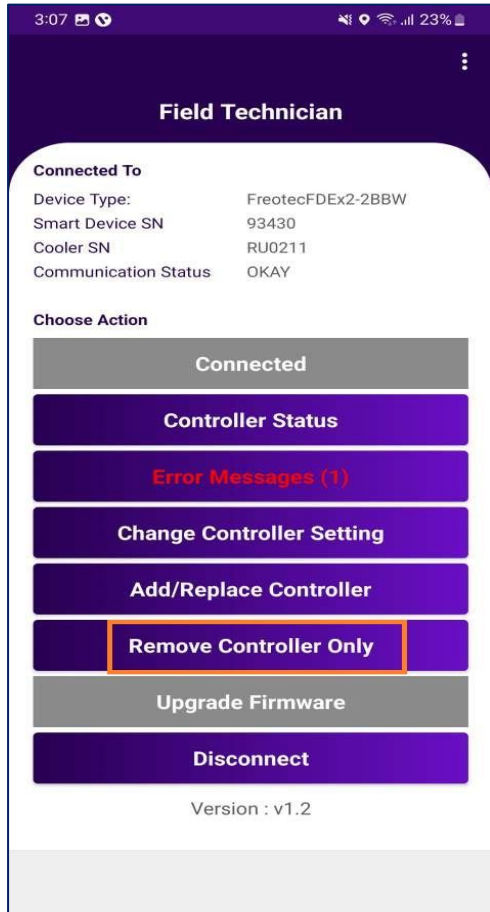


Image 27

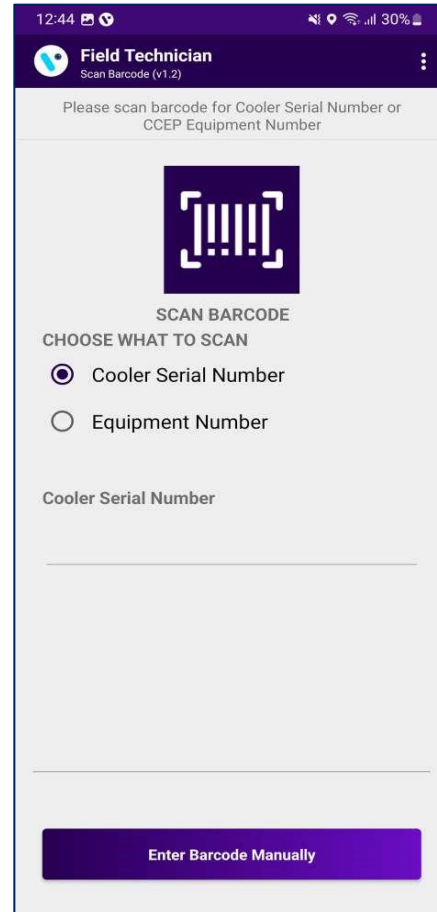


Image 28

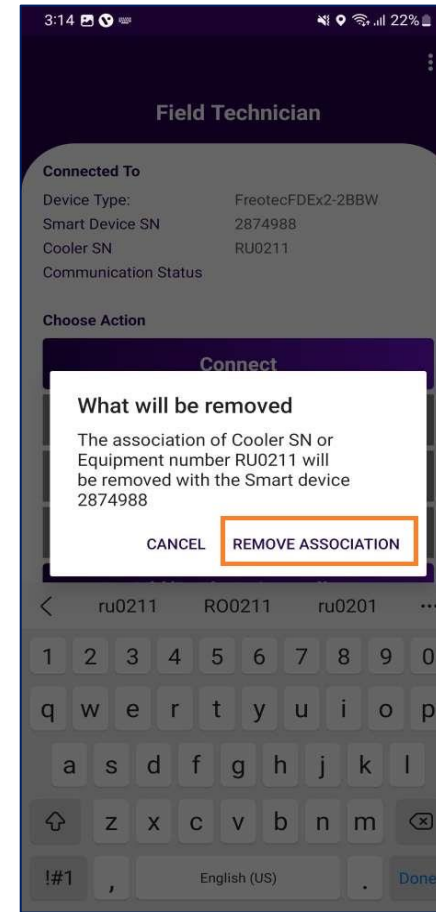


Image 29

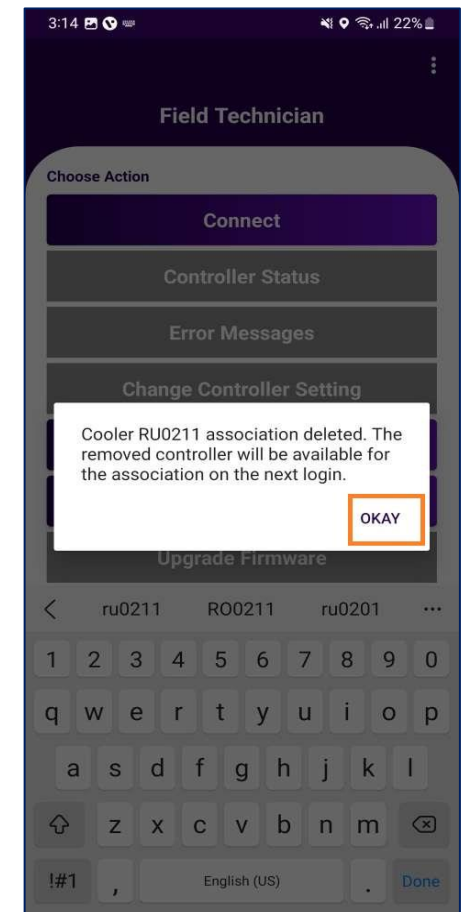


Image 30

- After successfully connected the device, click on the “Remove controller only” button.
- The first step should be to scan the cooler serial number or enter manually cooler serial number to establish the details of the current controller (looked up from the Vision IOT platform based on the cooler that is scanned).
- Click on “Remove association” button.(seen image 29)
- Association was removed, and confirmation Pop-up generated “cooler-association deleted”.(seen image 30)

# UPGRADE FIRMWARE

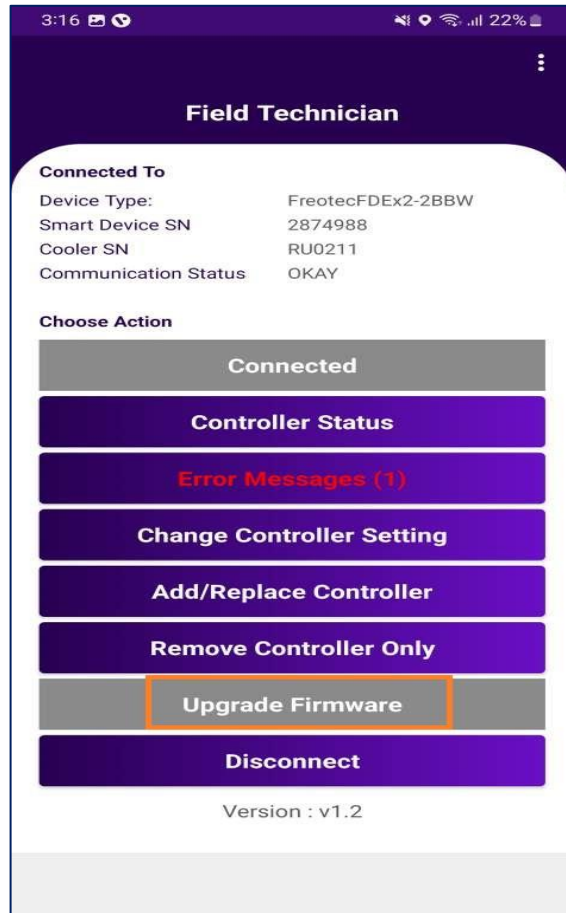


Image 31

- If the firmware is already up to date, the button is Disabled, and click the button one pop-up generated is "The firmware is already up to date".

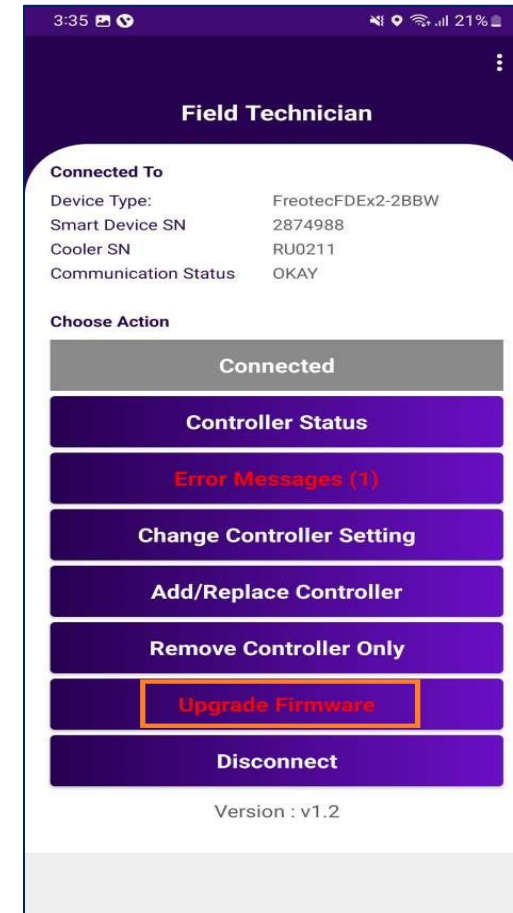


Image 32

- If new firmware is available, the button should be highlighted in "red" and say "Upgrade Firmware"

# UPGRADE FIRMWARE

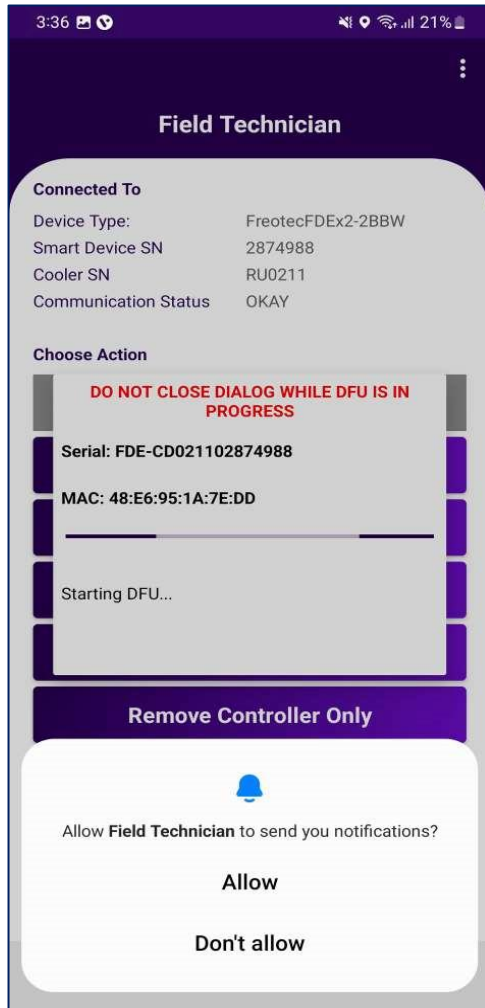


Image 33

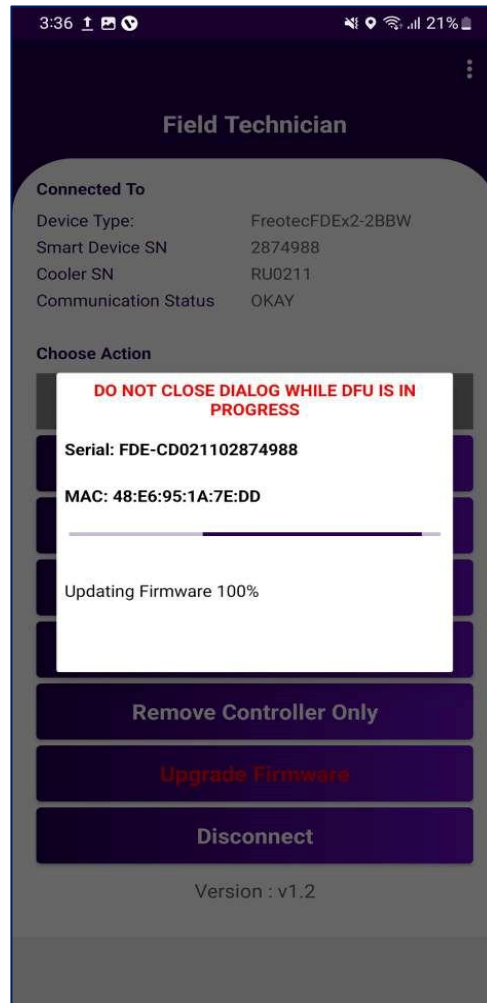


Image 34

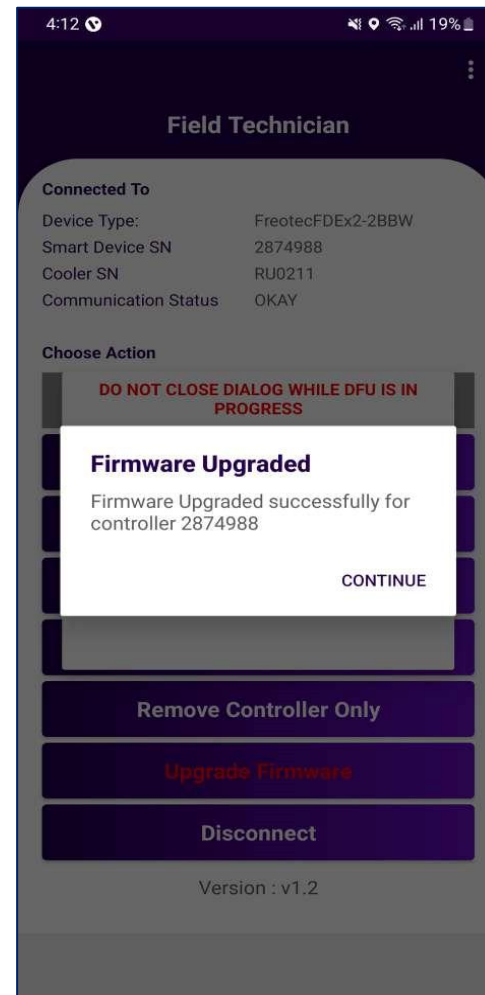


Image 35

- When user click on “upgrade firmware” button, the latest firmware from the eBest platform should be update to the cooler.
- When FW upgrade in progress pop-generated “Updating Firmware”(image 34).
- When the firmware upgrade completed successfully, the button of “Update Firmware” should be disable and says, “Firmware Up to Date”.

# DISCONNECT

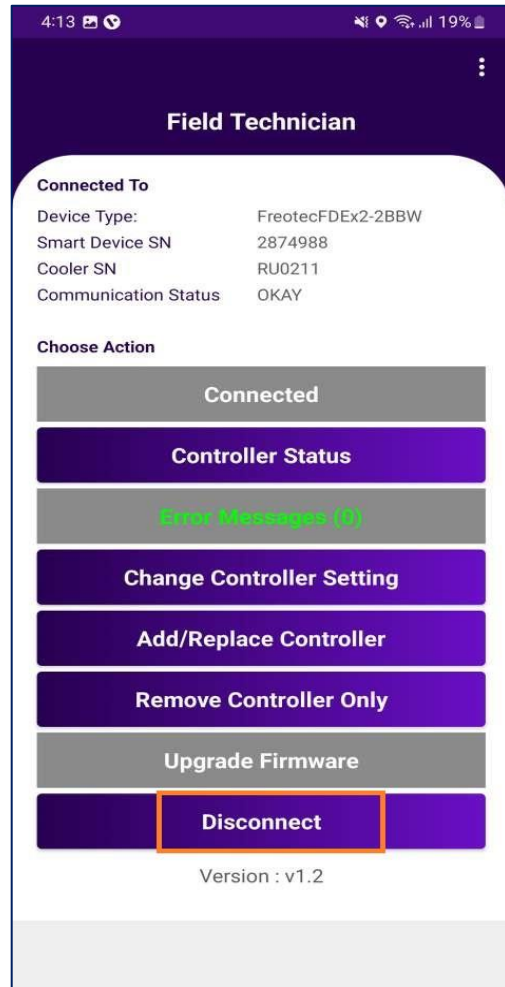


Image 36

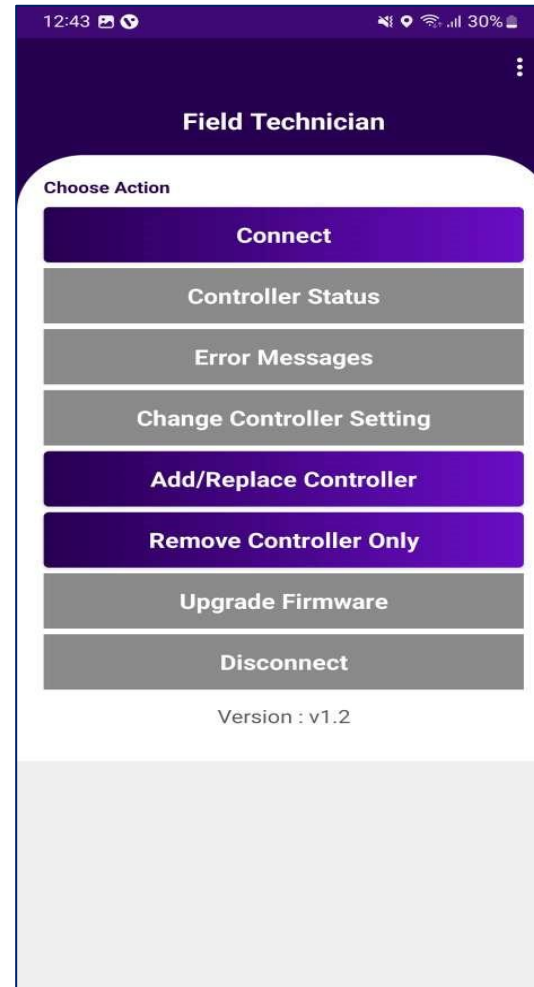


Image 37

- When user pressed the disconnect button, it should disconnect the controller/device from the application. (image 36)
- Application returned to the home page with the default active buttons.(image 37)

# GET HELP FUNCTIONALITY

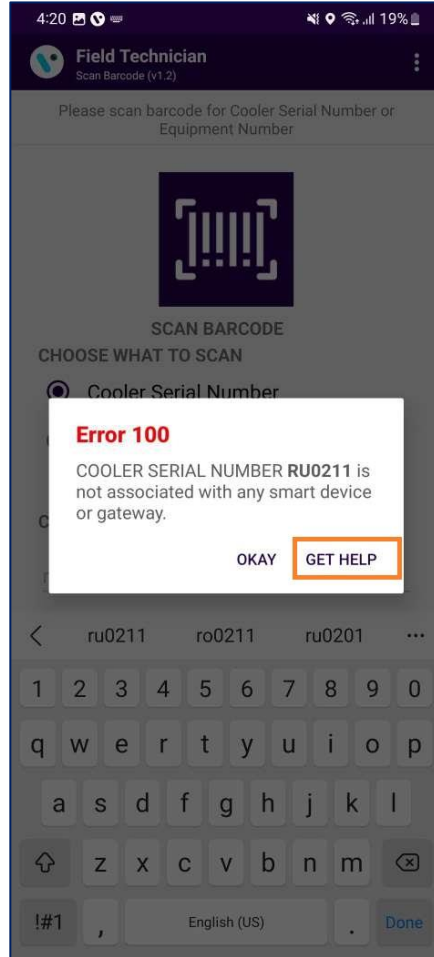


Image 38

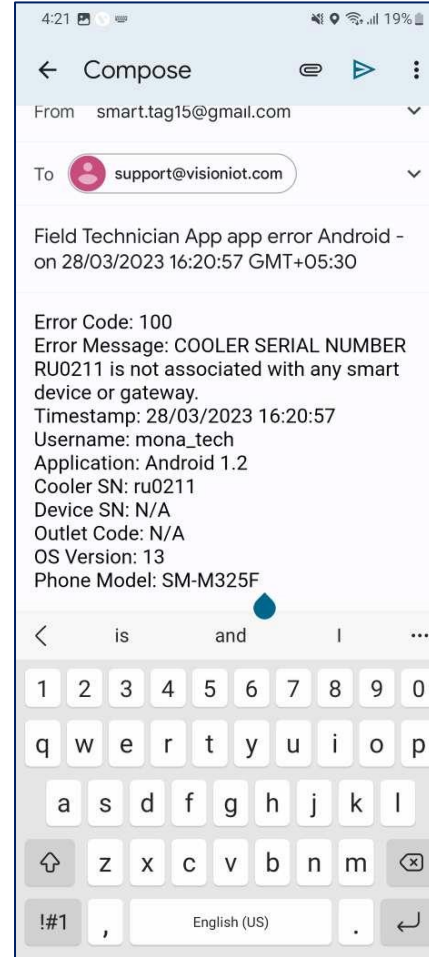


Image 39

- If user gets any error in the application, click on the “Get Help” button.
- When user click on “Get help” in application, it will redirect the user to the default email application on the mobile device and generate one email.
- If the mail application didn't log in, then one pop-up generated is “No mail application is available”.

DETAILED MESSAGE	SHORT MESSAGE	USER STORY
Cooler SN or Equipment Number <Cooler SN> is associated with Gateway <GW SN>	<b>Error 101</b>	If Cooler is available in the portal and not associated with any smart device but associated with any gateway.
Cooler SN or Equipment Number <Cooler SN> is associated with Smart Device <SD SN>	<b>Error 102</b>	If Cooler is available in the portal and not associated with any gateway but associated with any smart device.
Cooler SN or Equipment Number <Cooler SN> is associated with Gateway <GW SN> and Smart Device <SD SN>	<b>Error 103</b>	If Cooler is available in the portal but associated with Smart Device and the gateway.
Cooler SN or Equipment Number <Cooler SN> does not exist in portal	<b>Error 104</b>	If the cooler does not available in the portal.
The smart device serial number and mac address not valid	<b>Error 107</b>	If the user try to connect with the device but device serial number and mac address not available in the portal.
The cooler SN or Equipment Number already associated with different cooler	<b>Error 108</b>	If the user try to connect with the device but device associated with different cooler SN.

<b>DETAILED MESSAGE</b>	<b>SHORT MESSAGE</b>	<b>USER STORY</b>
Cooler SN or Equipment Number <Cooler SN> is not associated with any smart device or Gateway <GW SN>	<b>Error 100</b>	If Cooler is available in the portal but not associated with any smart device or any gateway.
Duplicate Cooler SN on system, try with the equipment number or check with the Support Staff	<b>Error 110</b>	Duplicate Cooler SN on a cloud, try with the Technical ID or check with the Support Staff.
Duplicate Equipment Number on system try with the Cooler SN or check with the Support Staff	<b>Error 111</b>	If Duplicate Technical ID on system, try with the Cooler SN or check with the Support Staff.
Cooler SN or Equipment Number <Cooler SN> is on system but not assigned to user client	<b>Error 112</b>	If the cooler is available in the portal but does not assign to user client.
Cooler SN or Equipment Number is already associated with different device	<b>Error 109</b>	If the user try to associate the device but same cooler already associated with different device.





## Headquarters

### United States

24805 Pinebrook Rd, Suite 315,  
Chantilly, Virginia 20152.

**Email:** [mail@visioniot.com](mailto:mail@visioniot.com)

**Follow us on:**



Copyright @ Vision IOT 2021. All Rights Reserved

## Branch Offices

**Bulgaria China India**