

**Field Force Manager  
Android  
Mobile Worker  
User Guide**

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## ***Application Requirements***

- Application requires 3 MB of application space to install application
- The Field Force Manager feature must be activated on the phone number for the application to work. Contact your Verizon Wireless sales representative for assistance in adding the feature to your account.

## ***Installation & Initial Setup:***

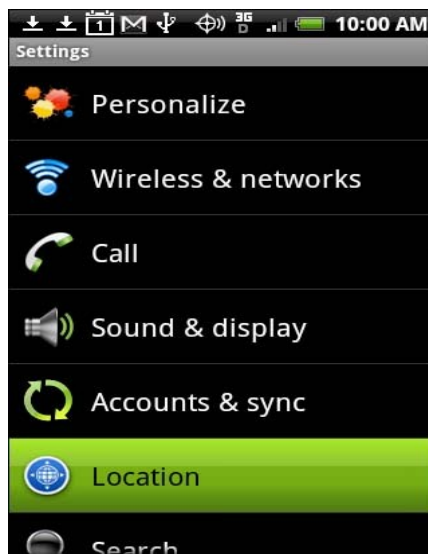
### **Enabling Location on device**

Verizon Wireless values your workers' privacy. Because of this, the mobile phone is defaulted to only acquire location information when dialing "9-1-1". To use Location Based Services (LBS) such as Field Force Manager, you must first enable location services on the mobile phone.

- Tap on "**Settings**" from the Field Force Manager main menu.



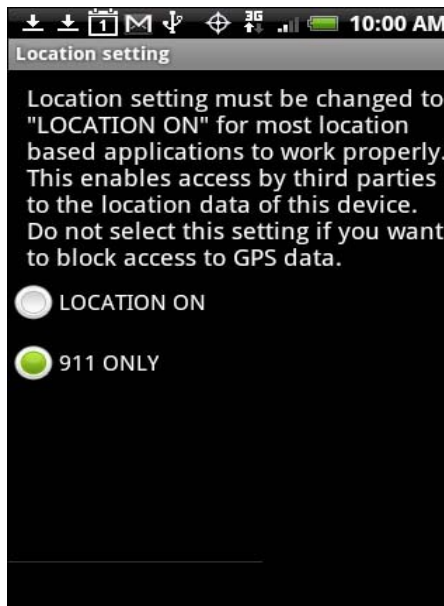
- Next highlight and tap on "**Location**".



- Next select “**Location Settings**”.



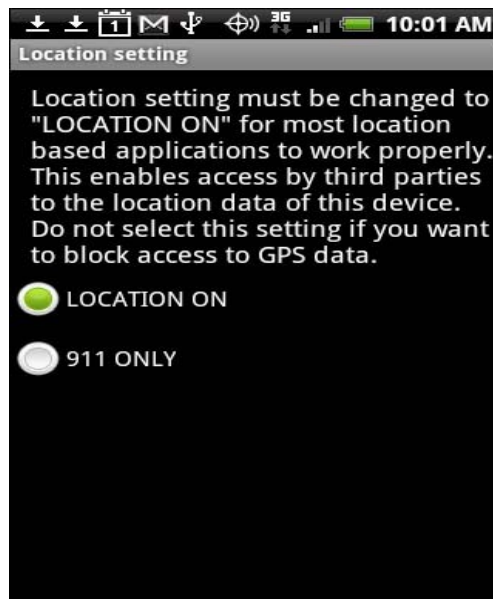
- On the Location Settings page the radio check box for 911 ONLY will be selected by default. Tap on the radio check box for “**LOCATION ON**”.



- You will get the following message on your phone screen. Tap on "OK".



- Now the Location is enabled on your phone. You will be brought back to the "Location Setting" page. Tap on the "Home" button on your mobile phone to go back to the main menu.



## Download and Activate Field Force Manager on the mobile phone

Verizon Wireless recommends that you install and activate the Field Force Manager mobile phone application for your workers before performing the mobile worker training.

### For Android devices:

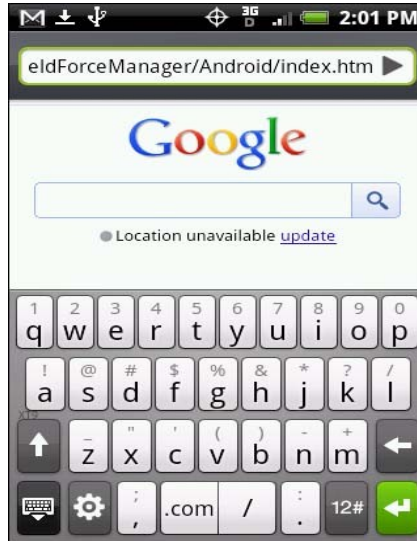
If you are unsure of what type of mobile device you have go to <http://support.fieldforcemanager.com/DeviceList.asp> for a device list.

- Start Browser



- Enter <http://support.fieldforcemanager.com/deploy/FieldForceManager/Android/index.htm> into the browser.



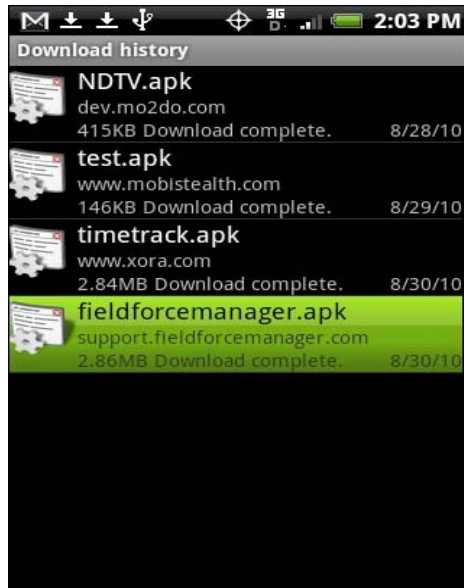


- Select **"Install Field Force Manager"**.

Android  
Field Force Manager Software  
Version 0.1.0474  
[Install Field Force Manager](#)

The Field Force Manager feature must be activated on the phone number for the application to work.  
Contact your Verizon Wireless sales representative for assistance in adding the feature to your account.

- Highlight and tap on the **"fieldforcemanager.apk"** from Download history.



- Tap on **“Install”**.



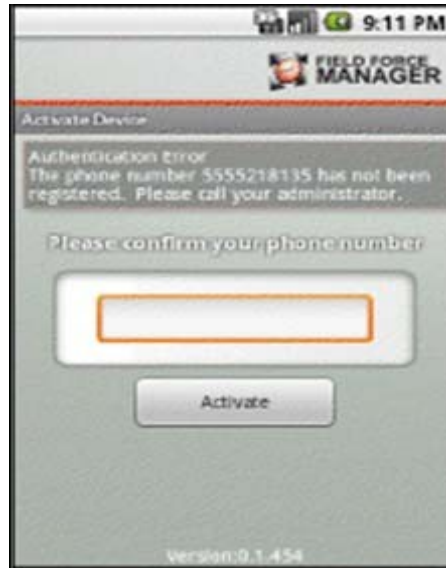
- Installation process starts on your phone.



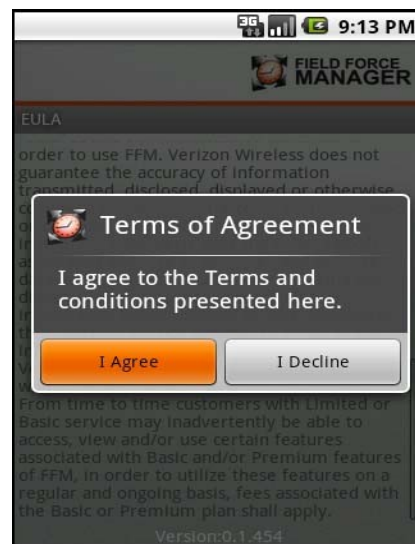
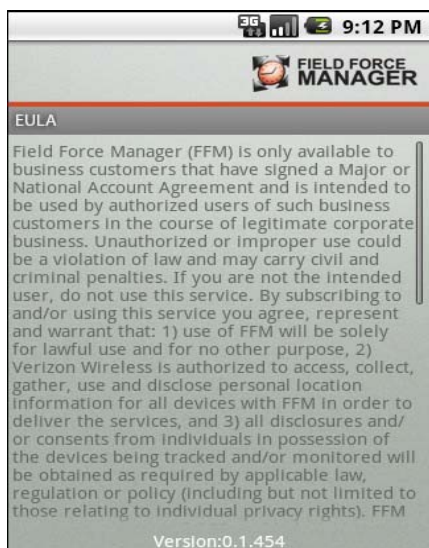
- Next screen, tap on **"Open"** to start the Field Force Manager application. Tap on **"Done"** to go back to the main menu.



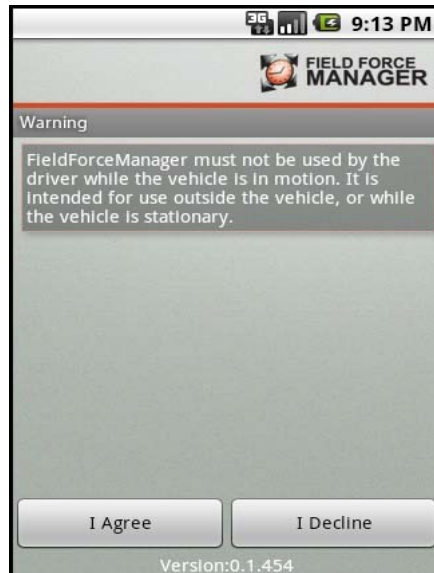
- Device will activate using phone number of the device.



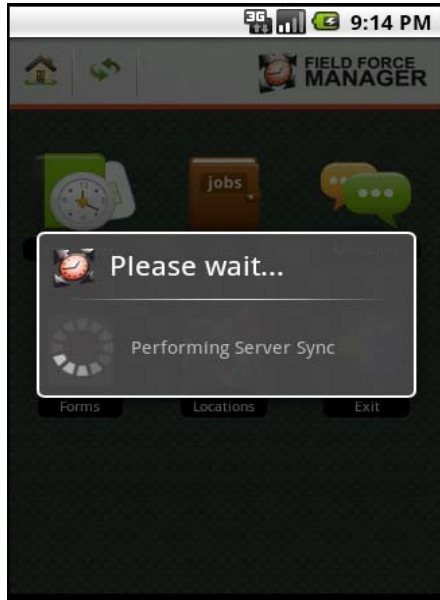
- Device will automatically login to the mobile worker for that device.
- The “**EULA**” (End User License Agreement) screen will appear. Read the agreement before continuing. If you agree to the terms stated, acknowledge by pushing in the track ball and selecting “**I Agree**”.
  - a. **If you decline the EULA, the application will exit and the application will not be able to be used.**
  - b.
  - c.



- A warning screen will come up. Tap on **"I Agree"** to start using Field Force Manager.



- Now **“Server Sync”** happens on your phone and you will get the new updates displayed.

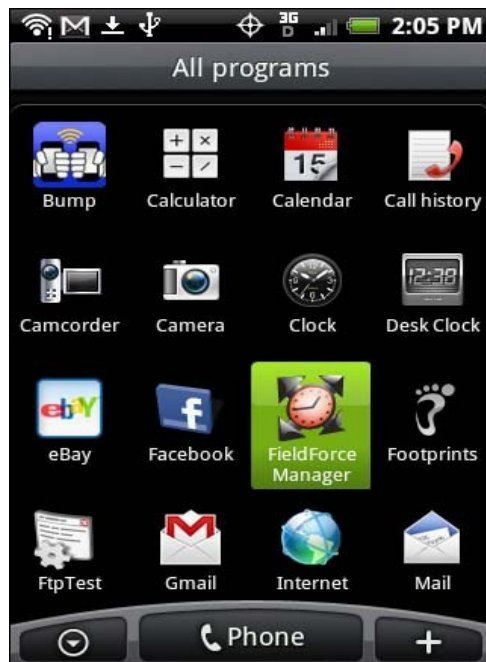


## ***Launching Field Force Manager on Your Mobile Phone***

Field Force Manager is an application that runs on your Verizon Wireless mobile phone.

To launch Field Force Manager on your mobile phone:

1. Select the **"Field Force Manager"** logo from the Android main menu.



NOTE: Field Force Manager will automatically launch upon the mobile phone powering up or if Auto Application launch is enabled through the Field Force Manager web portal's Hours of Operation.

## Logging Out

To exit Field Force Manager:

1. Select the **"Exit"** option from the main menu.
2. Select the **"Yes"** option to confirm that you want to exit the application.

**Note:** The Field Force Manager application cannot locate or send or receive information when the application has been exited.



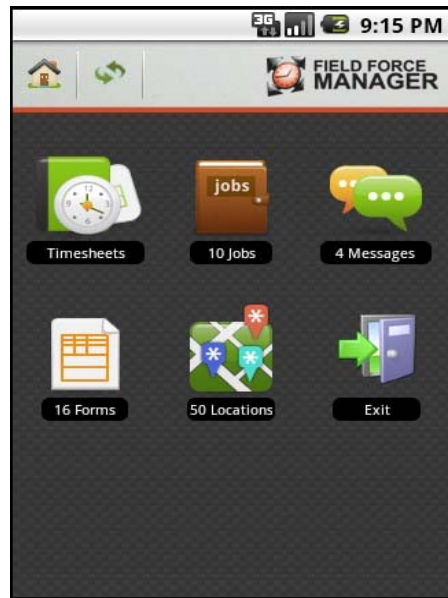
**Note:** You cannot exit the application before ending the Shift, If the **"Confirm end shift on exit"** option is set to **"true"** in company settings on the web portal.







## Navigating the application

Throughout Field Force Manager, you will see the commands listed at the bottom of the screens. These commands are touch sensitive and once you tap on any one of these commands, the application will navigate to the item you selected.

For example, in the image below, the “Timesheets” command will take you to the Timecard page, from where you can perform the Timecard actions such as Shift and Break.



- When instructed to “select” a particular line of display on the screen, scroll down and tap on the option you are looking for.
- If you want to suspend the Field Force Manager application, click on the Home icon  or press the Back  button on your phone.


**Note:** Tap on the  icon to go back to the Field Force Manager Main Menu. Also tap on the  icon to perform a “**server sync**”.

## Take a Phone Call


When someone calls you, Field Force Manager goes into Suspend mode automatically, so you can take your call as if Field Force Manager wasn't even running.

## Make a Phone call



### To place a phone call from within the application

Press the  icon to go to the phone home screen.

Or

Press the  button to go to the main menu.

## To suspend Field Force Manager:

To suspend the Field Force Manager application, click on the Home icon   
or press the Back  button on your phone.

## To return to Field Force Manager after your call:

Select the Field Force Manager icon from the Main Menu.

**Note:** While on a voice call, Field Force Manager will attempt to collect GPS points that will be sent upon hanging up the phone call.

# Field Force Manager Functions

## Field Force Manager Menu

The Field Force Manager menu is the application starting point for Field Force Manager. It is the first screen that you see once you have logged into the application.

- To navigate to the Jobs Screen Select "**Jobs**".
- To navigate to the Forms Screen Select "**Forms**".
- To navigate to the Locations Screen Select "**Locations**".
- To navigate to the Messages Screen Select "**Messages**".
- To navigate to the Timesheets Screen Select "**Timesheets**".



## Jobs

Field Force Manager is able to receive job information that is dispatched from the Field Force Manager web portal. This job information is displayed on your mobile phone and supplies you with valuable information that helps you get your work done. The job functionality is available in the Basic and Pro packages and is different based on the package selected.

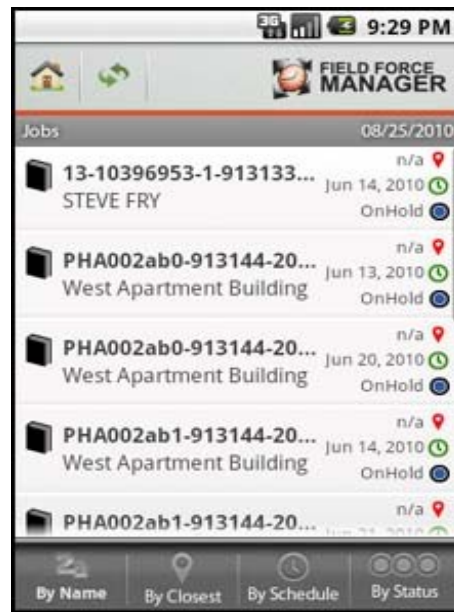
### Job List Screen

The Job List screen displays single-line summary information for each of the jobs that have been dispatched to you on your phone.

To view detailed job information for a specific job:

- Scroll down to the job from the list and tap on it.

**Note:** Job titles will display only as many characters as can be displayed on-screen horizontally. To view the entire job title, select the job from the list.



**Note:** At the bottom of the Job List screen, you will see the following four options:

- **By Name:** Tap on this option to sort the jobs in alphabetical order (A – Z).
  - **By Closest:** Tap on this button to sort the jobs based on the distance of the job location. Such as, once you tap on this option, it will display those jobs at the top of the list which are closer to your current location.
  - **By Schedule:** Tap on this button to sort the jobs based on the schedule.
  - **By Status:** Tap on this button to sort the jobs based on their status. Such as, started, completed etc.
- Once you tap on the job from the jobs list, you will see the below four options highlighted in orange.
    - **Summary:** Tap on this option to view the “Job Summary” page on your Android phone.
    - **Actions:** Tap on this option to get the “Job Action” screen. On this screen you can perform several job actions such as Job Start, Travel Start etc.
    - **Navigate:** Tap on this option to get the navigation screen where you will see the turn by turn driving direction towards your job location.
    - **Call:** Tap on this option to get the “Call Job Contact” screen from where you can make a call to your job contact.

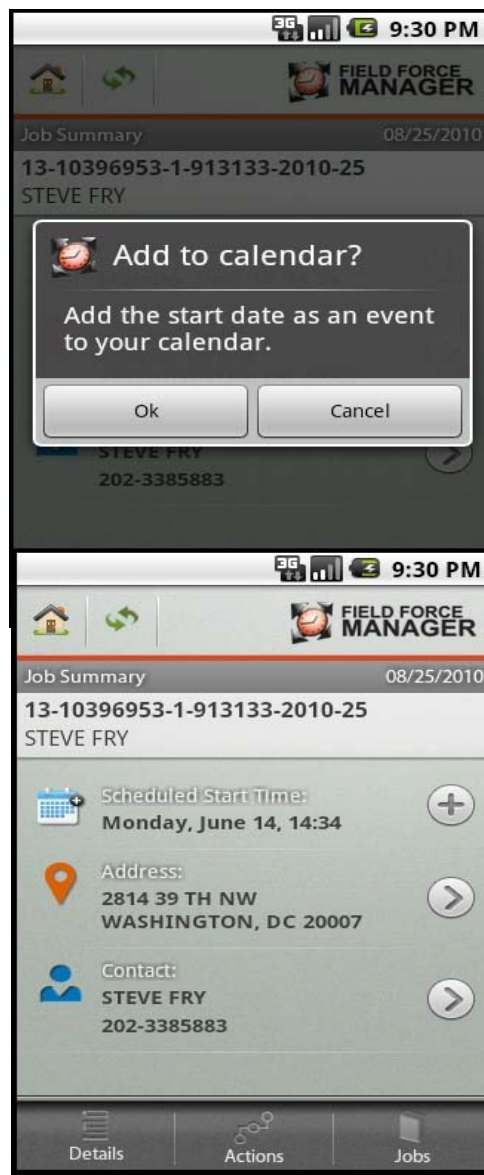


## Job Summary Screen

The Job Summary screen lists high-level details regarding a job, including its current Status. From here, you can access the Job Detail screen, the Job Actions screen, Job Calendar screen, Job Navigation screen, and the Call Job Contact screen.

**Note:** Once you tap on the "Jobs" button at the bottom of the screen, you will be brought back to the Jobs List screen.

- To add the job to your calendar, tap on the "Scheduled Start time".



- To view the Job location on the map or to get the turn by turn driving direction towards your job location, tap on the **"Address"**..



- To get the **"Call Job Contact"** screen from where you will be able to make call to your job contact, tap on the **"Contact"**.



**Note:** At the bottom of the "Job Summary" screen, you will see the following three options:

- **Details:** Tap on this option to get the Job Details screen on your phone.
- **Actions:** Tap on “Actions” to get the Job Actions screen displayed on your phone. From this screen you can perform several job actions, such as Travel Start, Job Start etc.
- **Jobs:** Tap on “Jobs” to go back to the Jobs List screen.
- 

## Job Details Screen

The Job Details screen displays all of the information that has been dispatched to your mobile worker. This information includes the customer’s name, the scheduled start time, the estimated duration, the current status and a comments field.

To return to the Job Summary screen, tap on the “**Summary**” at the bottom of the screen. To start the job actions tap on “**Actions**”.

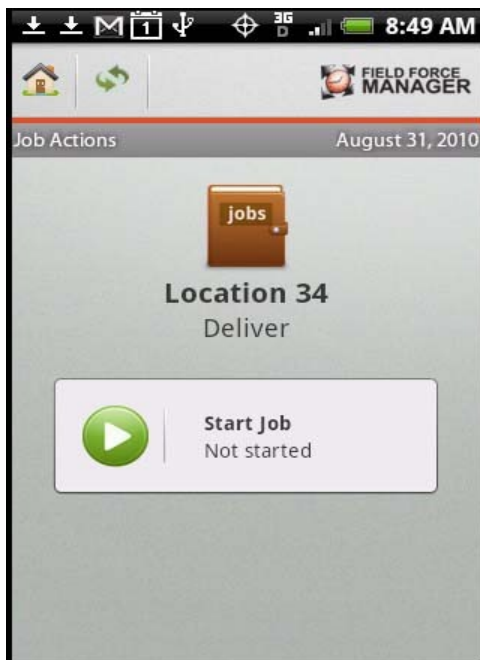




## Job Actions

The Jobs Actions screen allows you to perform several actions which are associated with the job. Such as Travel Start, Job Start, Job End etc.

**Note:** If the job has more than seven events, you will see the "Job Action Wheel" on your phone screen. You need to rotate your finger to over the wheel to get the events and tap on them to start.



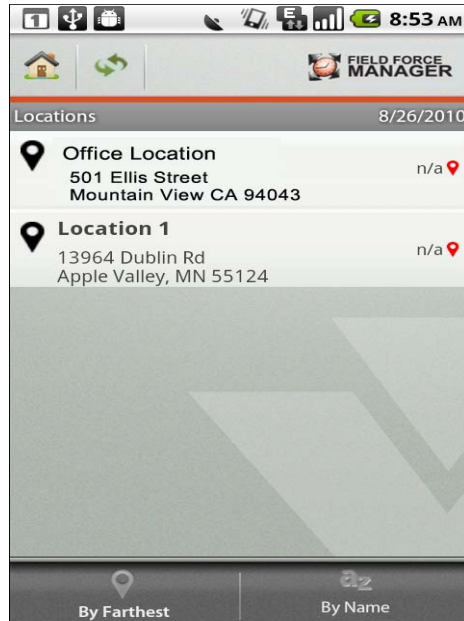
## ***Locations***

Field Force Manager lets you receive Locations from your dispatcher and request turn by turn driving directions from your current location to the Location.



To view the location on Map and get the Driving Directions towards the location:

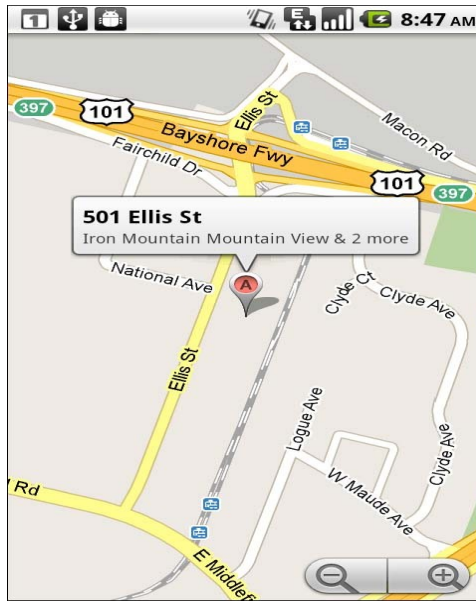
1. Select "**Locations**" from the Field Force Manager Menu.
2. Locations List appear on your phone screen. Tap on the location you want to view on map.



3. You will be prompted with the below screen. Tap on "**Show on Map**".



4. You will see the Location highlighted on Google Map on your Android phone.



5. Tap on "**Navigation**" in Step 3, to get the navigation screen. You will get the turn by turn driving direction on your phone.

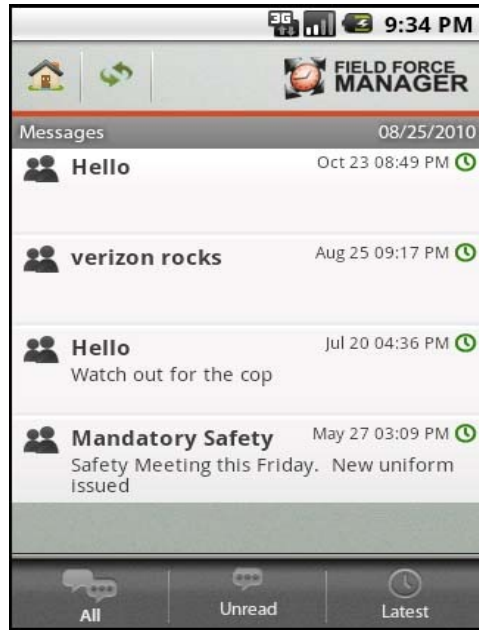


## ***Messages***

### **Message Screen**

The Message screen displays summary information for each of the messages that you have received on your mobile phone. Messages are sorted and displayed on screen in the order in which they were received.

To view the contents of a specific message, tap on the particular message from the Message List.



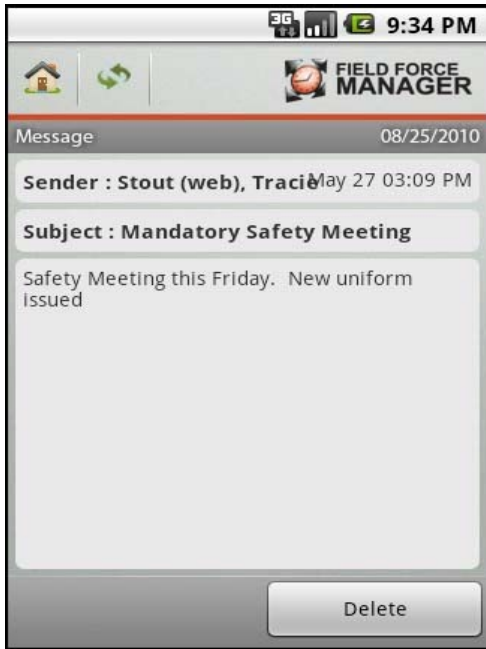
At the bottom of the Message List, you will see the following three options: **All**, **Unread** and **Latest**.

- Tap on "**All**" to view all the messages you have received from your supervisor.
- Tap on "**Unread**" to view only those messages which have not been read by you.
- Tap on "**Latest**" to view those messages which you have received recently.

## Message Detail Screen

The Message Detail Screen displays the contents of the message and details about the Sender.

To delete the message that you are currently viewing tap on the "**Delete**" button.



## **Timesheets**

Field Force Manager lets you log your hours quickly and easily. Just select the appropriate timecard action from the list, and Field Force Manager will automatically log the time and send the data back to the web portal. The administrator may also add a form to the timecard actions to collect data associated with your hours.

To log your time:

1. Select "**Timesheets**" from the Field Force Manager Main Menu.
- 2.
3. Select "**Start Shift**" when you want to punch in.

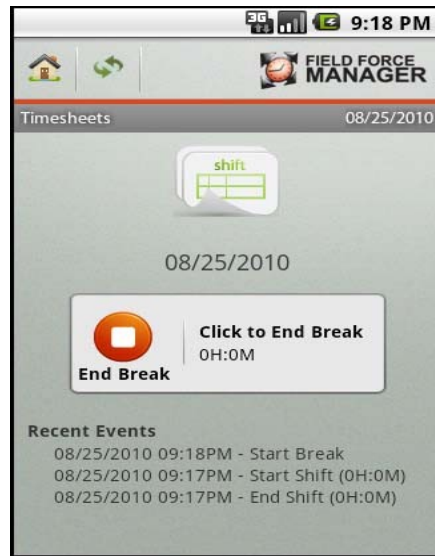


4. Select "**Start Break**" whenever you take a break.





5. Select "**End Break**" whenever you go back to work.



6. Select "**End Shift**" when you're ready to punch out.



Note: You will see the Timecard history at the bottom of the Timesheets screen under "**Recent Events**".

## Forms

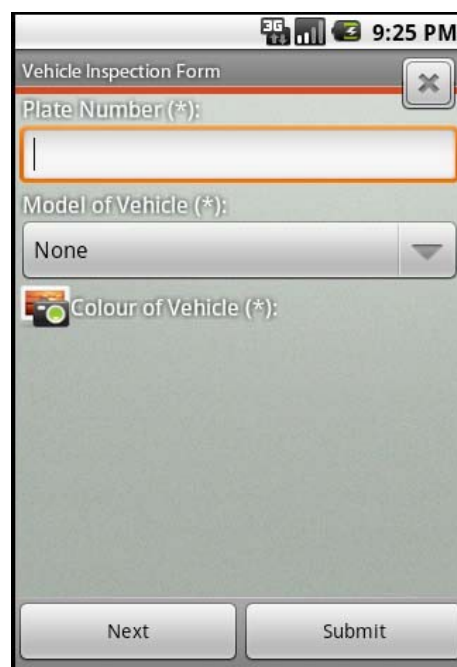
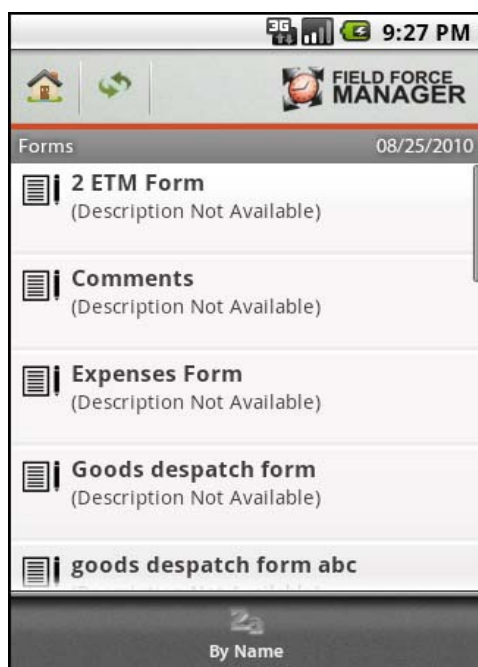
Field Force Manager allows you to complete your paperwork using Forms on your mobile phone. Forms can be completed as a part of Timecards, Jobs or Standard Forms. Standard Forms are available from the Forms menu on the mobile phone. The Administrator will create these forms from the customer web portal and assign them to specific mobile workers.

Forms can be of three types:

- **Ad-hoc Forms:** Ad-hoc forms will be available under “**Forms**” from Field Force Manager main menu.
- **Timecards Forms:** Timecards forms will be associated with the Timecard action, such as shift and break.
- **Job Forms:** This type of forms will be associated with the Jobs.

To complete a form:

1. **Select “Forms”** from the Field Force Manager Menu.
2. **Select the Form** you want to fill out.
3. **Enter** a value for each field.
4. Tap on the “**NEXT**” button to navigate to the next field.
5. Select “**Submit**”, once you have completed the form. The submitted form will immediately be sent to Web Portal.

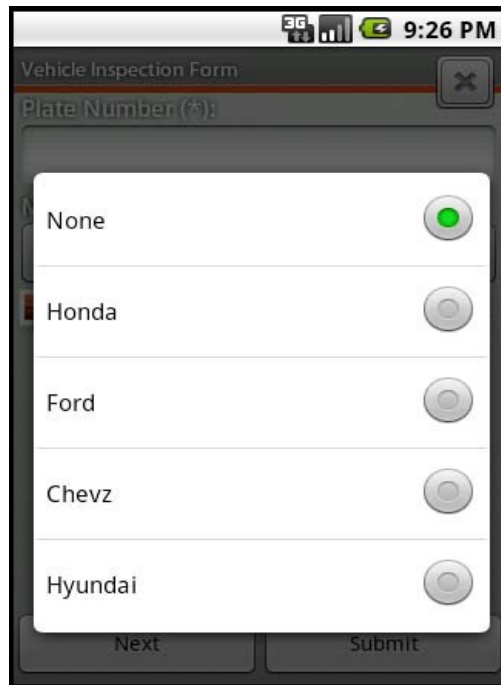


**Note:** You will see the button “**By Name**” at the bottom of the Forms list screen. Once you tap on this button, the Forms get arranged in the alphabetical order (A – Z) in the list.

You will get the following types of fields in the forms:

- **Text / Numeric:** This type of field allows you to enter text or numbers in the field.
- 
- **Select List:** This field contains a set of pre-defined options
- **Checkbox:** This field allows you to check or uncheck a box
- **Odometer:** This numeric field allows you to enter odometer readings from your vehicle which are used in specific reports to determine shift mileage.
- **Money:** This field allows you to enter a number with two decimal places. Text is entered right to left, so entering 123 will result in 1.23.
- **Picture Capture:** This type of field allows you to take picture of your job site or customer location etc.
- **Signature Capture:** This type of field allows you to capture the signature of your customer on the Android device.

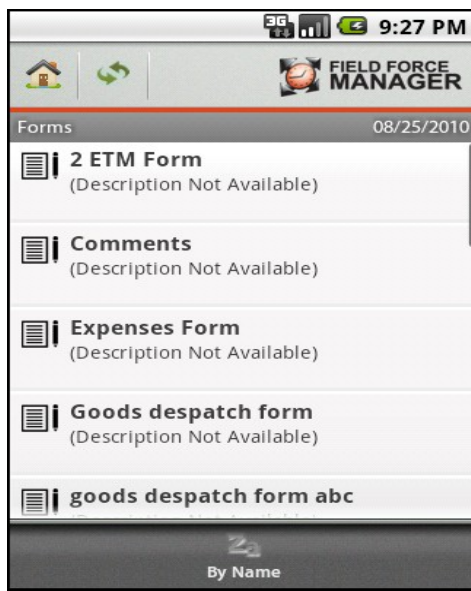
Below we have given one sample illustration for the Drop-down list on the Forms page.




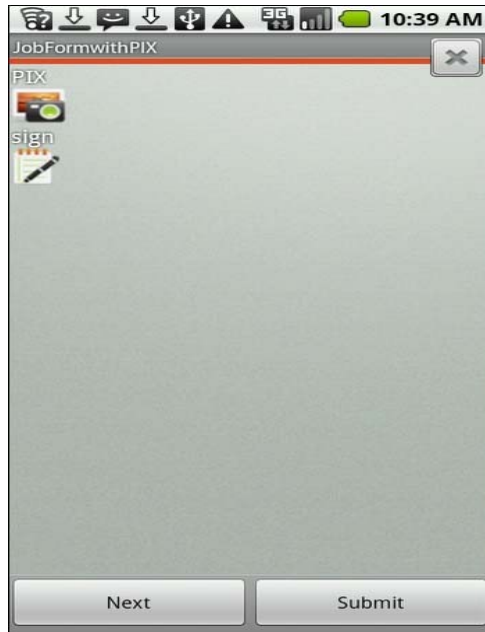
## Capture Picture using Field Force Manager:

Picture Capture is a feature that can be added as a field type on a form. Users take a picture with the mobile application for the form they are using, which can then be sent and displayed in the Web portal or integrated with other programs via Web services. Only one picture can be taken per form.

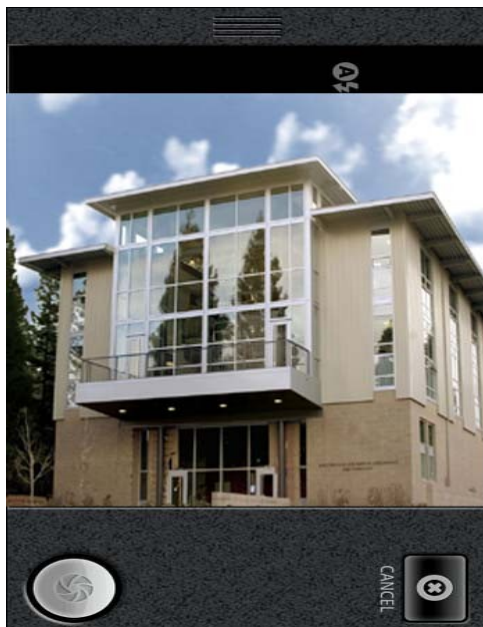
- Tap on the form which is associated to the Picture Capture option from the Forms list.



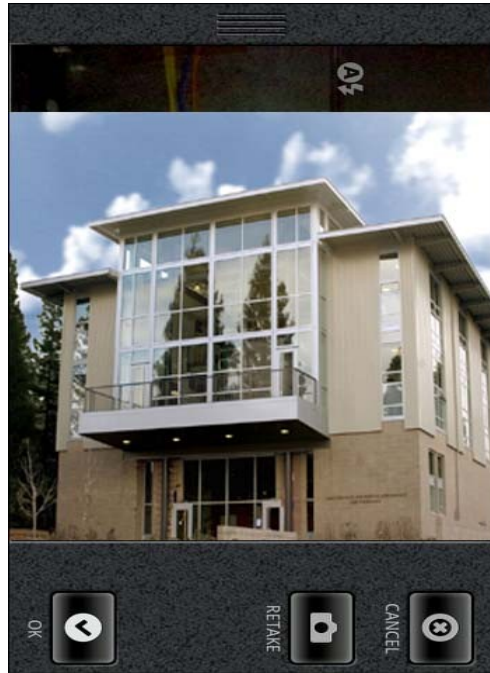
- Tap on the Picture capture  icon.




- Camera starts on your phone automatically. Tap on the **“Capture”** button.



- Once done tap on the **“OK”** button.



- Now you will be brought back to the Picture Capture form screen. Tap on the  icon for preview at the top right corner of the phone screen. Tap on **Submit** to attach the picture to the form.

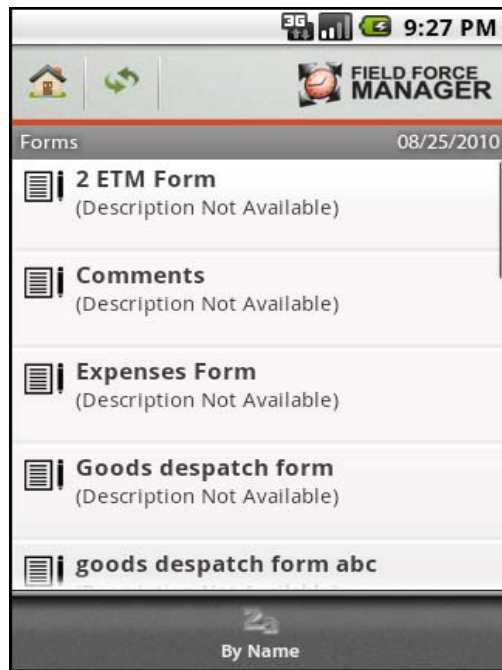


## Capture Signature using Field Force Manager:

There is a Field Force Manager feature on the Android phone that allows you to capture a customer's signature directly on the phone's screen. The main benefit of this feature is that it is a paperless solution to obtaining customers signatures and attaching them to a variety of activities.

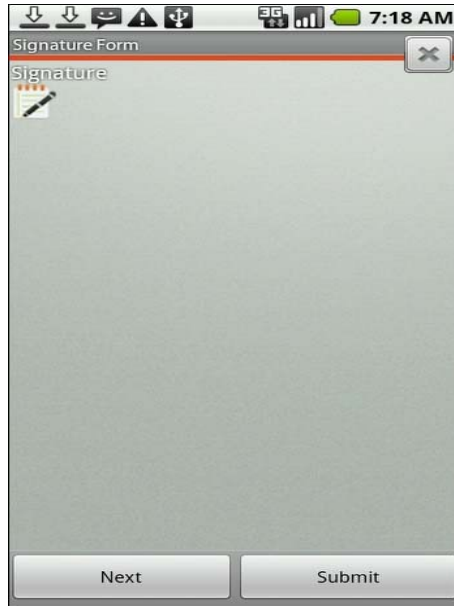
For example, you may want to use this feature in the following scenarios:

- Closing out a job that has been successfully completed
  - Accepting deliveries
  - Approving Change Orders to a job that has been pushed out to the phone
  - Approving a Work Order that will allow you to start work.
- 
- Tap on the form which is associated with the Signature capture option from the Forms list.



- Tap on the Sign  icon.




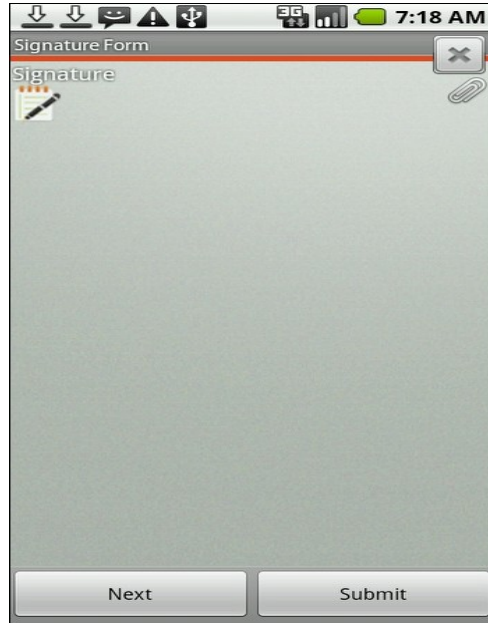


- The Signature capture screen appears. Capture the signature using your finger(hard objects like stylus or fingernail will not work) Once done tap on **"Save"**.

A sample signature is shown in this image.



- Now you will be brought back to the Signature capture form screen. Tap on the  icon for preview of the signature at the top right corner of your phone screen. Tap on the “**Submit**” button to attach the signature with the form.



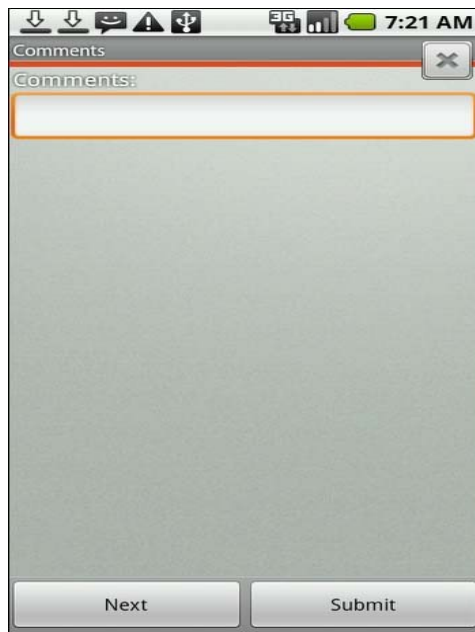
## ***Barcode Scanning***

The Field Force Manager application allows you to scan barcodes using the camera built into the phone.

To scan barcodes follow these steps:

Note: You need to install the Barcode scanner for the first time.

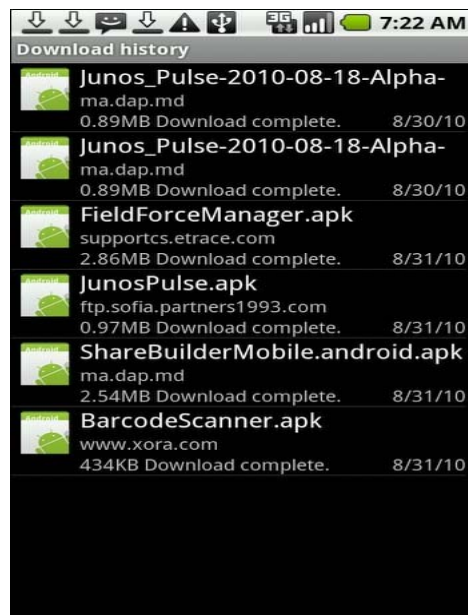
- On Field Force Manager application, tap and hold on the field in a form, where you want to enter the scanned data.



- Now, if the barcode scanner is not installed on your phone, you will be prompted with the following screen asking for your permission to download the scanner on your android phone. Tap on **"Yes"**.



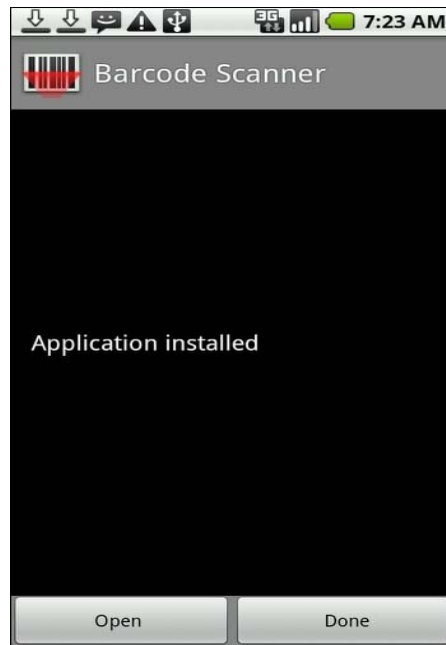
- The Barcode Scanner downloading process starts on your phone. Once the scanner is downloaded on your phone, tap on the "**BarcodeScanner.apk**".



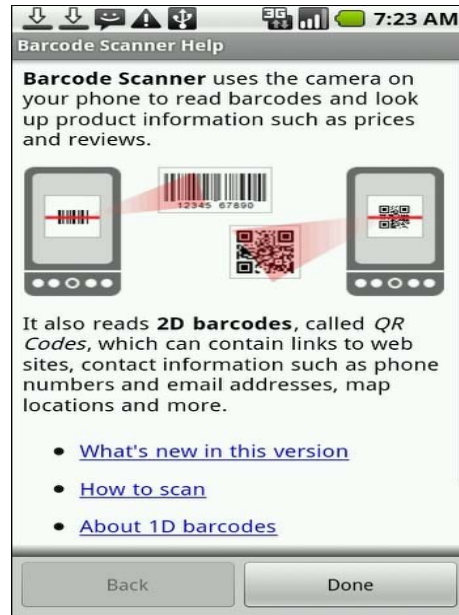
- Tap on **“Install”**.



- Once the installation process is over, tap on **“Open”** on the next screen.



- Now the Barcode Scanner Welcome page appears. Tap on “**Done**” to proceed.



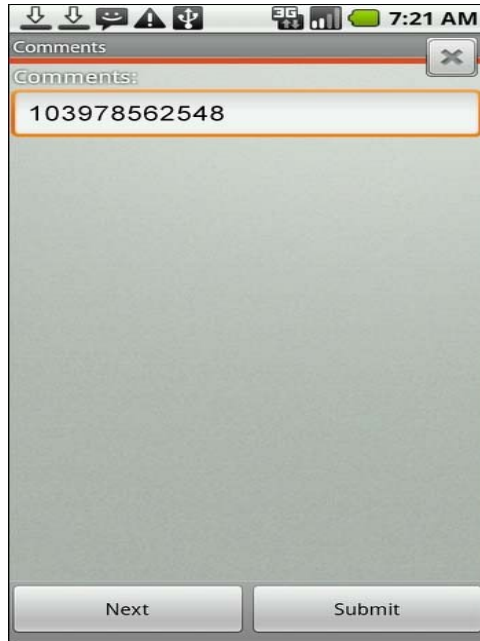
- Now the scanner starts on your phone. Place the barcode inside the viewfinder rectangle to scan it. You will see green colored blinks once the barcode is recognized.



**Note:** You do not have to press any button to scan the barcodes. It will be done automatically. Once the barcode is recognized, you will be brought back to the Xora


application screen. You can also press the "**BACK**" button if want to cancel the scanning.

- Now you will get the Field Force Manager application displayed on your phone screen containing the barcode value in the selected field.



## ***In App Search***

Field Force Manager application allows you to perform a search for items within the application. Jobs, Forms and Locations can all be found using the search function.


- Tap on the Search  button on your Android device when you are using Field Force Manager application. Enter the key words in the search box at the top of your phone screen and you will see the desired search result displayed on your Android device.

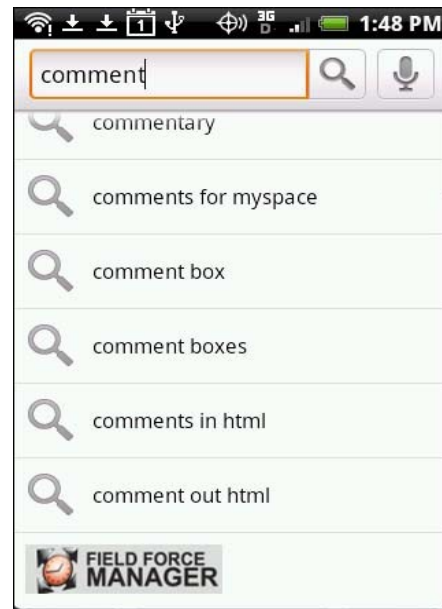
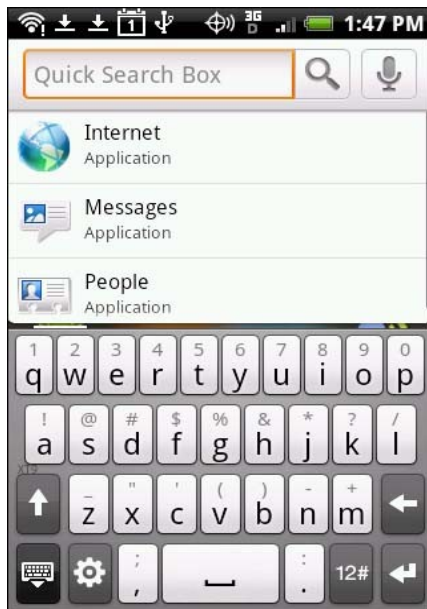




## Outside App Search

Field Force Manager application allows you to perform a search when you are outside of the Field Force Manager application on your phone. Such as, if you want to search a Form, a Job or a Location from the FFM application, which has been dispatched to you by your supervisor, follow the below steps:

- Tap on the Search  button on your Android device from the "Home" screen. Enter the key words in the search box at the top of your phone screen and you will see the desired search result displayed on your Android device. If you're not logged into Field Force Manager, you will be required to login prior to accessing the item found in the search.



## **Settings Menu**

Pressing the Settings will bring the user to the Settings menu. You will then be prompted to enter a pin number (default is 4321) This menu offers administrative and troubleshooting features.

- **Device Summary**
  - View detailed device info under device summary
  - This contains helpful information when calling customer support.
- **Server Sync**
  - Force the application to download new or updated jobs, locations, messages and preferences.
- **Clear Activation**
  - Reset the device activation on the device and the server.
  - The device now resets the activation on the server as well, eliminating the need for a web user to login and clear the activation.
  - Same as the traditional nine 3's functionality, however now the user does not need to logout.
- **Clear Record Store**
  - Clear all data stored on the device
  - Same as the traditional nine 0's functionality, however now the user does not need to logout.
- **Volume**
  - Change the new/changed item notification volume (low, medium, high, beep)
- **Force Login**
  - Force the user to login upon the next application restart.
  - This replace the traditional \* 0 functionality.
  - Useful if the login mode is set to automatic and you need to log another user in.
- **Retrieve GPS**
  - Force the application to collect and store a GPS point.