



Pocket RAMM

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CHAPTER 1

Overview

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About This Guide

This guide is designed for users of Pocket RAMM. We assume that you've had some basic training in Pocket RAMM, and that you need some further support to help you deal with day-to-day Pocket RAMM work in the field.

This guide covers:

- Basic information that you should know before starting work with Pocket RAMM about how it works and the technology it uses, assets and asset location information.
- Getting Started, quick steps to install and start Pocket Manager and Pocket RAMM.
- Device controls, toolbars and menus with images of most the controls and diagrams of the devices.
- Pocket RAMM Actions. These are the actions you would perform most frequently in Pocket RAMM, like locating jobs, adding jobs, working with the map.
- Quick help on frequent problems. Go to the Troubleshooting FAQs (on page 66).

Every topic in this Help guide, including the FAQs, is arranged in alphabetical order in the *Index*.

For explanations of the terms used in this guide, see the *Glossary*.

Conventions We Have Used:

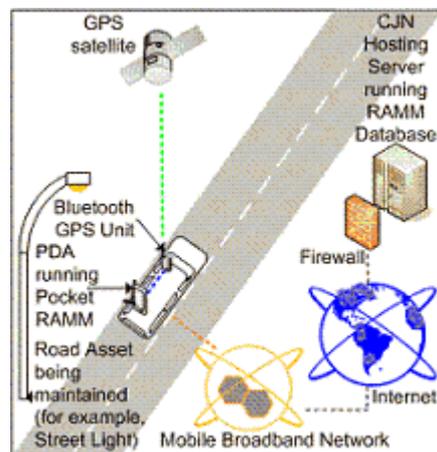
NOTE: Pink fields are mandatory. You will not be able to close the relevant form until they are filled.

Where a menu or command includes a variable, you will see it like this: **Add [Asset]**.

How does Pocket RAMM work?

Pocket RAMM is developed by CJN Technologies Ltd to help contractors manage road network assets on PDA (Personal Digital Assistant) devices.

This diagram is an overview of how it works.



The contractor using Pocket RAMM has two devices in the vehicle, the PDA running the software, and a Bluetooth GPS unit linked to the PDA for a constant fix on its location.

When the contractor connects to Pocket RAMM on the RAMM Hosting Service via high-speed Mobile Broadband network and the Internet, two actions are being performed simultaneously:

- The GPS unit communicates with the PDA and the GPS satellite to locate the asset and the contractor doing the maintenance work. This information is shown on the map, on the PDA, and (optionally) on a desktop terminal running RAMM Contractor. This means the contractor can view his / her current location and that of the job he / she wants to work on at the same time, and even use the map to drive to the job.
- The PDA connects to the road network database to receive jobs, record jobs, send jobs that have been done, claim for the work done, or exchange messages and notes. Changes made on the PDA are updated on the database either in real time, instantaneously, or at a time of the contractor's choice.

Citrix and Hosting

The technology Pocket Manager uses to connect your PDA to your RAMM road network database is called *Metaframe Presentation Server*, from *Citrix*. You may occasionally see Citrix messages while connecting to the central RAMM Hosting server.

Its purpose is to allow computers to run powerful applications like RAMM and the large databases associated with them, without having to install them on the computer.

This makes things not only simpler for you, but also more secure, as you don't have to worry about things like backups.

You must, however, have a reasonably reliable Internet connection and browser application. Please understand also that any connectivity via the Internet is subject to a number of variables that CJN Technologies alone cannot control.

While working in Pocket RAMM, if at any time you see a Citrix error message, please contact us (see "Contacting CJN Technologies Ltd" on page iii).

What is an Asset?

Asset Types

An *asset* is any item on the road network controlled by a network owner, that needs to be *maintained over its lifetime*.

A number of standard assets have been available in earlier versions of RAMM - for example: *street lights, traffic signals, signs, footpaths, trees*. These assets also may have a number of different *components*. For example: a street light consists of a *pole, bracket* and *light*. The light in turn contains the *gear* and the *lamp* of the street light. The *Using RAMM* guide has detailed descriptions of assets and components.

RAMM Contractor includes two new asset types: *Roading* and *Sundry Items*. We describe these in more detail below.

Maintaining Assets

The asset is maintained two ways. There is the *physical maintenance* of the asset, performed by the actual field crews working on the road network, and the *data maintenance* of the asset, where information about the asset and the physical maintenance that has been done on it is recorded in the software.

When you use RAMM Contractor, you are concerned only with managing the data maintenance records to reflect the physical changes to the asset on the network. This may be a replacement of the data record, or an update to the data record.

Assets are usually associated with *dispatches* (also known as *jobs* in Pocket RAMM). In some cases, however, they may not be associated with an asset. These are referred to as *location jobs*, and will have dispatch or job data but no asset data.

Asset Location

Locating the assets you're maintaining is important - if you can't find them, you can't work with them, whether in the software or in the real world.

Here's a brief list of some of the key concepts used within RAMM that refer to asset location:

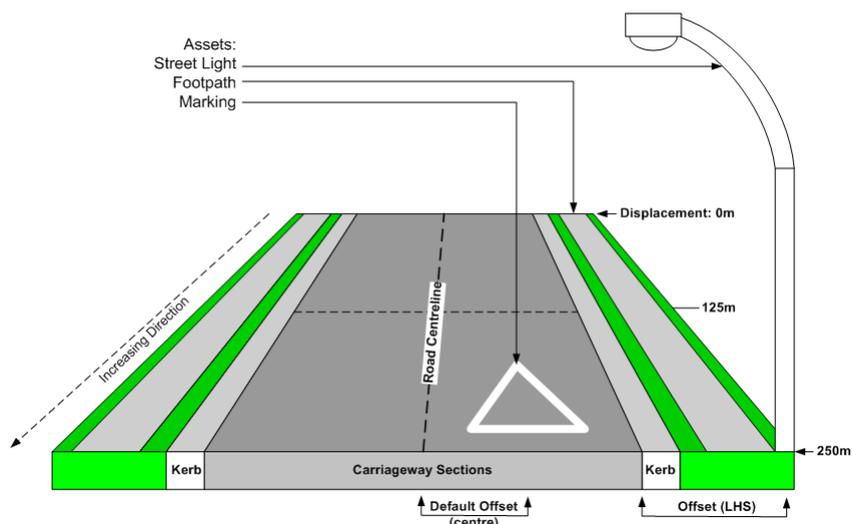
- *Road*. A road in RAMM is the unique name given to a length of the network, for example *Queen Street* or *Tamaki Drive*.

- *Carriageway.* A road can be divided into logical sections in a number of ways—for example, where an intersection with another road occurs, the start of a bridge, or where an extra lane starts. These divisions are called carriageway sections. The start and end of a carriageway section is measured in metres from the start of the road. To assist in visually locating these boundaries, *start* and *end names* should also be used.
- *Displacement.* Assets with a length, and therefore a start and end in metres (for example, a footpath or culvert) are referred to as having start and end *displacements* rather than a location. Assets without a length (*location type assets* like street lights), have a *location* along the carriageway.
- *Offset.* The offset, when specified, refers to the position of the asset on the carriageway, and will either be from the *centre*, *LHS* (left hand side) or *kerb*.

The left hand side is always in relation to the increasing direction of the road or carriageway, so in the example the left hand side is the same side on which the street light is located.

For other assets (for example, the *Give Way* road marking below), the convention is to use the default offset (centre) together with a *side* specification for either *left*, *right*, or *both*.

- *GPS (Global Positioning System) coordinates.* GPS technology uses the signals from multiple satellites to pinpoint a location. In RAMM Contractor and Pocket RAMM, GPS coordinates can be used to locate assets, faults as well as the staff members doing the field work.



NOTE: If the asset data is available in the database, it has already been collected and needs updating only. If you haven't been supplied with the data, you will need to build an asset inventory.

For more explanations of terms used in this guide, see the Glossary.

C H A P T E R 2

Device Controls

Two devices are currently certified compatible with CJN Mobile RAMM solutions: the *Telecom Harrier* and the *HTC Apache*, both available from Telecom New Zealand.

This section contains diagrams briefly describing the controls of each device.

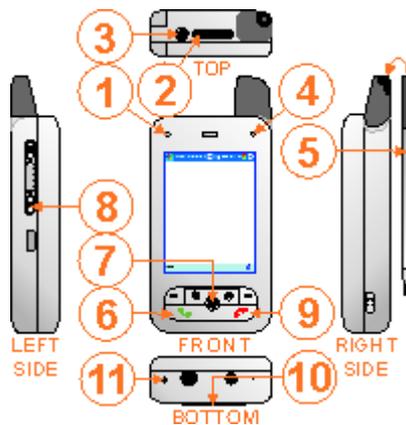
For consistency, the control numbering is the same for both devices.

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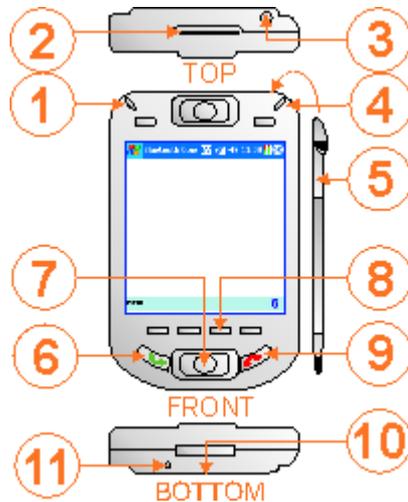
HTC Apache

- 1 **Status Lamp A** - Bluetooth (blue), Wifi (green).
- 2 **SD Card** slot for software and backup.
- 3 **Power / Backlight** button.
- 4 **Status Lamp B** - Phone / Network / SMS (green), Battery (orange).
- 5 **Stylus**.
- 6 **SEND** button for phone.
- 7 **Navigation Pad** to move up / down, left / right, centre to select.
- 8 **Pocket Manager** button.
- 9 **END** button for phone (hold down to disconnect network).
- 10 **Battery** release button (back of unit).
- 11 **Soft reset** button (recessed).



Telecom Harrier

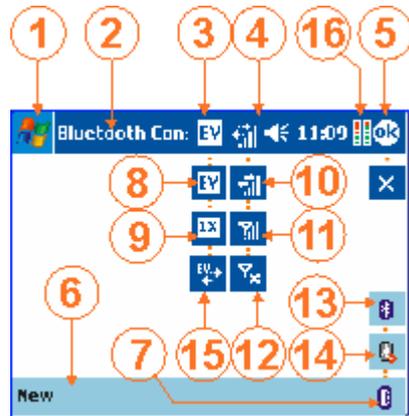
- 1 **Status Lamp A** - Bluetooth (blue).
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- 8 **Pocket Manager** button.
- 9 **END** button for phone (hold down to disconnect network).
- 10 **Battery** release button (back of unit).
- 11 **Soft reset** button (recessed).



Screen Icons

- 1 **Start icon.** To launch *Programs* and the *Today* screen.
- 2 **Title bar.** Shows the currently active application.

- 3 **Network Status icon.** Shows connection type and speed.
- 4 **Connection icon.** Shows the status of the connection.
- 5 **Close icon.** Tap to confirm / close current screen.
- 6 **Menu bar.** Shows context sensitive menus and buttons for the application currently running.
- 7 **Bluetooth status icon.** Shows Bluetooth status.
- 8 **EVDO service active (high speed).**
- 9 **CDMA service active (1x, standard speed).**
- 10 **Network connected.**
- 11 **Phone on (network ready).**
- 12 **Phone off (network disconnected, Flight Mode on)**
- 13 **Bluetooth on.**
- 14 **Bluetooth off.**
- 15 **Data Connection active (EV/1x) - Apache only.**
- 16 **Vbar.** To switch applications without closing.



Getting Started

This section tells you how to quickly get up and running with Pocket Manager and Pocket RAMM, covering installation, logging in and initial procedures.

Before Installing or Starting Any Pocket Software:

- Ensure that the device is *on*.
- Check that it's *connected*. You should also see the EVDO  (or CDMA ) icons, and the **Network Connected** icon  on the toolbar. If you see the **Phone Off (Flight Mode on)** icon  instead, tap it and select **Turn Off Flight Mode**.

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Installing Pocket Software

This section describes installing the Pocket software.

► To Install the Pocket Software

- 1 Connect your device to the mobile broadband network.
- 2 Tap **Start > Internet Explorer**.
- 3 Go to our PDA software download website (<http://pda.cjntech.co.nz>).
- 4 Tap the link to the appropriate .cab file containing the installation software:
 - For a fresh installation, download and install the **pmsetup.cab** file (9.2 MB).
 - If you're already running Pocket software and wish to replace a previous installation, download and install the **pmsetup_no_citrix.cab** file (5.6 MB)

- 5 Follow the setup instructions on your screen - tap **Yes** to the questions the setup wizard asks you.

If you have an SD card to backup your installation, do so at the appropriate screen or tap **No** to go on.

- 6 On the last dialog of the installation process, you'll be asked whether you would like to start Pocket Manager - this option is ticked by default.

If you agree (and leave it ticked) the installer will launch Pocket Manager (below).

▶ Starting Pocket Manager and Pocket RAMM

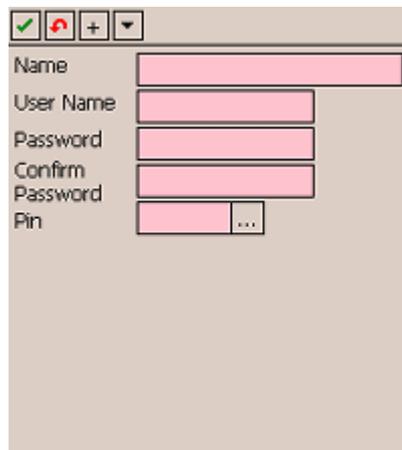
- 1 If this is the first time you're logging in, you will be prompted to set up a new user.

A dialog will inform you:

There are no user accounts set up in Pocket Manager. Tap OK to set up a user account now.

Tap **OK**.

Enter the user details.



The screenshot shows a user setup dialog with a light brown background. At the top, there is a header bar with four icons: a green checkmark, a red circular arrow, a plus sign, and a downward-pointing triangle. Below the header, there are five input fields, each with a label to its left: 'Name', 'User Name', 'Password', 'Confirm Password', and 'Pin'. The 'Name' field is the longest, followed by 'User Name', 'Password', and 'Confirm Password'. The 'Pin' field is the shortest and has a small '...' icon to its right.

The **Name** is what you see on the PIN screen, and can be anything you wish.

Your **User Name** and **Password** should be exactly what you use to log in to the RAMM Hosting Service, and are case sensitive. You need to enter the password twice for extra security.

Your **Pin** is a 4-digit number of your choice. Some obvious sequential combinations (for example, 1234 or 1111) are not allowed for security reasons.

Tap when you're done.

NOTE: Entering user details is required only the first time you log in. Every other time, you will be taken directly to the PIN screen below, bypassing the step above.

Log in.

Select your **Login Name** from the drop-down list, enter your **4-digit PIN number** and tap **OK**.

- 2 You'll see the message *Pocket Manager will try to detect your GPS device. Please make sure your GPS device is switched on and tap OK.*

Turn on the GPS unit and tap **OK**.

- 3 You'll be shown a dialog box listing your GPS device - select it, and tap **OK**.

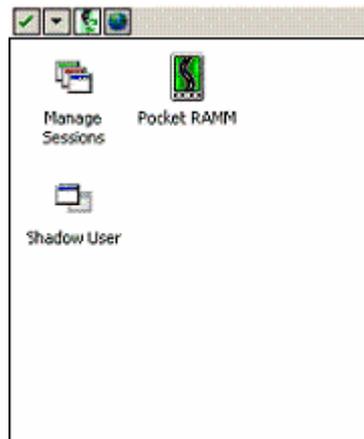
- 4 The Pocket Manager screen will now open.



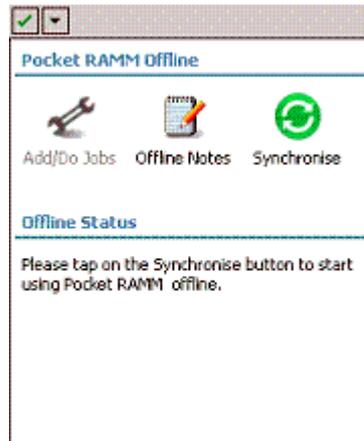
Tap **GPS Settings**, tap the **Status tab**, and wait for the message *Fixed Recording*. Once you see it, tap .

- 5 Tap either **Pocket RAMM Online** or **Pocket RAMM Offline** to connect and start working. We have more detailed information on the difference between these two methods in our topic below (see "Online and Offline Compared" on page 27).

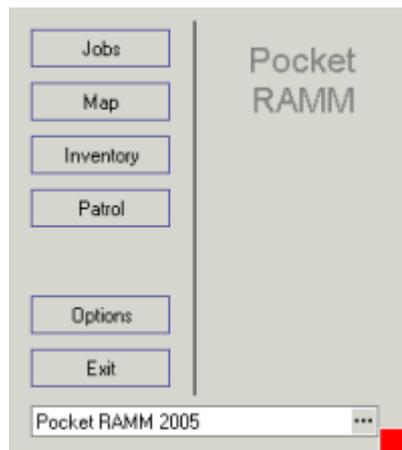
Pocket Manager will now link to the GPS device, and (depending on which icon you tap above) show you either the Pocket RAMM Online screen:



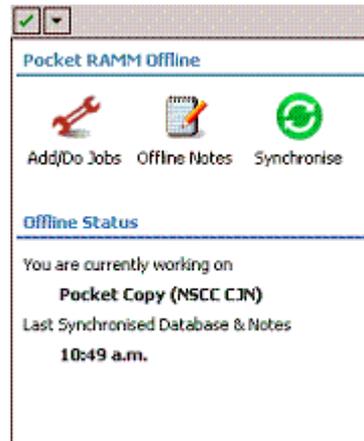
or Pocket RAMM Offline Actions screen:



- 6 Tap the Pocket application you wish to launch. For more information on the two ways of working with Pocket RAMM, see our topic below (see "Online and Offline Compared" on page 27). If you tap **Pocket RAMM** in the Pocket RAMM Online screen, you'll be shown the Pocket RAMM Online Actions screen (grey screen) below. If you choose to work offline, you need to perform an initial synchronisation first (see "Synchronising For The First Time" on page 38).
- 7 You are ready to begin working in Pocket RAMM Online when you see this screen:



Or if you have chosen to work offline, this screen:



For more information, see Pocket RAMM Actions (on page 49).

NOTE: When you finish working, remember to *exit Pocket RAMM and to disconnect the data connection.*

Tap the **Exit** button  to close Pocket RAMM and hold the **END** button  for *FIVE* seconds to end the data connection. You can leave Pocket Manager running if you're planning to resume work later, but for security it's good to tap **Disconnect** Pocket Manager at the end of the working day.

CHAPTER 4

Pocket Software Workspace

This section describes the Pocket software workspace, including Pocket Manager and Pocket RAMM.

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Pocket Manager

About Pocket Manager

Pocket Manager is your "portal" to Pocket RAMM - it facilitates the connection to the database, allows you to manage common settings, and needs to be running before you start Pocket RAMM.

When you install the Pocket Manager software (see "Installing Pocket Software" on page 19), either from our website or from a memory card, both Pocket Manager and Pocket RAMM are set up together.

This is the Pocket Manager screen.



Pocket Manager Controls

- **Pocket RAMM Online** (on page 33). To work with Pocket RAMM live, in "real time", while connected to the database. Edits and updates are reflected immediately in the database.
- **Pocket RAMM Offline** (on page 37). To work with Pocket RAMM in offline mode, without being connected to the live database, and synchronise the work done at a later stage.
- **Switch User**. More than one person may use a device, and this icon allows you to quickly switch from one user profile to another.
- **User Settings** (on page 44). This is where you will set up or edit user profiles.
- **GPS Settings**. To configure settings for GPS devices used in Pocket RAMM.
- **Updates**. To view and install updates to Pocket Manager and Pocket RAMM.

- **About.** Tapping this icon will give you information about the current version of the software.
- **Help.** To launch the help you're reading now.

Generally you'll be using one of the first two options.

The first time you run Pocket Manager, you'll need to set yourself up in User Settings (on page 44). After that, your user profile will come up as the default - just enter your PIN and you're ready to start working.

Online and Offline Compared

When you launch Pocket RAMM from Pocket Manager, you can choose from two ways to work:

-  **Pocket RAMM Online**, where you're connected to the database in "real-time". This is the option to use when you want your changes reflected instantly on the database, and when you are in a mobile broadband coverage area.
-  **Pocket RAMM Offline**, where you can do your work without being connected, and then connect at any time you choose to *synchronise*. This is the option to use when you are not in a mobile broadband coverage area.

For example, you may be in an area of weak network coverage and you may be constantly getting disconnected, or the network speed may be slow.

With both options, you're accessing exactly the same database. You choose the method option in the Pocket Manager main screen.

Pocket RAMM Toolbar Icons

-  **OK / Save.** To save your changes and move to another screen.
-  **Cancel.** To cancel your changes.
-  **Toolbox.** To access other commands relevant to the current screen. The commands change according to screen being viewed.
-  **Information / Asset Details.** To bring up information about the asset.
-  **Pan.** To move the map without zooming.
-  **Zoom In.** To zoom in to the map.

-  **Zoom Out.** To zoom out on the map.
-  **GPS.** To zoom to your current location.
-  **Find.** To find a location or an asset.
-  **Enter Job.** In the Patrol Screen, to enter jobs.
-  **Add Item.** To add a new item (for example, a new Patrol item).
-  **Complete Job.** To complete a job. Completed jobs will show **C** as their status in the Job List screen.
-  **Claims.** To launch the Claims Screen.
-  **Map.** Show jobs or assets on the Map, .
-  **List.** Show List. *~q nla?*
-  **Show.** To give you a drop-down list of alternative view options.
-  **Multimedia.** To the Multimedia screen, which displays all multimedia and file objects attached to the respective job.

Pocket RAMM Screens

This section describes the principal function screens in Pocket RAMM in brief.

For step-by-step help on the actions you can perform in Pocket RAMM, see Pocket RAMM Actions (on page 49).

Jobs Screen

Tap the **Jobs** button in the Pocket RAMM Online Actions screen (grey screen) or **Add / Do Jobs** in the Pocket RAMM Offline Actions screen to view a list of your current jobs. Tap the job you want to view or work on to go to the Job Details screen (below).

ID	Status	Location
21	D	ADIOS PL
38	I	20 AIRFIELD RD

Job Details Screen

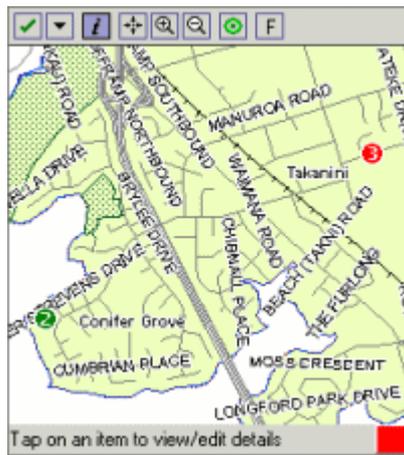
The Job Details Screen is generally launched from the Job List screen (above).

Jobs will generally involve taking care of a fault on the network - for example, a blown street light lamp or a sign damaged in a vehicle accident. A dispatch is associated with every job, and will hold details of the nature of the fault, the location of the job, the asset /s involved, road names etc.

Details	Maint	Status	Location
Contract	Street Light Maintenance 2005		
Job ID	38	Status	Started Work
Type	Emergency patrol		
Fault	Light out		
Address	20 AIRFIELD RD		
Feature	...		
Notes	...		
Likely ID			
Assigned	Guy Halpe		
Priority	Emergency		
Asset Type	Street Lights		

Map Screen

To launch the Map screen, tap the **Map** button in the Pocket RAMM Online Actions screen (grey screen) or tap  **Map** on any Pocket RAMM screen toolbar.



The map displays a number of things, depending on what actions you wish to perform. For example you can view a job or an asset on the map, and your own location in relation to that job or asset. Tapping the job or asset on the map brings up the relevant screen for it.

Asset Detail Screen

To launch the Asset Detail screen:

- Tap the **Inventory** button in the Pocket RAMM Online Actions screen (grey screen), or
- Tap an asset on the **Map**, or

- Tap **i** Information / Asset Details, if available on the screen toolbar. ~a

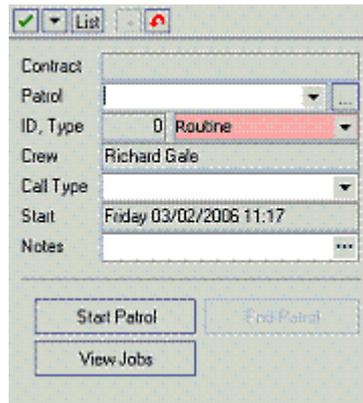


This screen shows the details of an asset - for example its different components, its location, whether it was replaced or updated recently.

Patrols Screen

To launch the Patrols screen, tap the **Patrols** button in the Pocket RAMM Online Actions screen (grey screen).

Patrols are not available offline. ~a

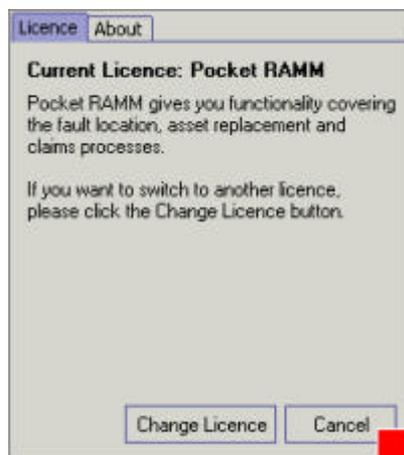


This function is intended to provide limited functionality specifically for patrol crew members. It is dependent on the sort of licence you have for Pocket RAMM, and provides a way of setting up a patrol and then recording faults arising from the patrol.

Options Screen

The Pocket RAMM Options screen is available only for Pocket RAMM Online, and is used to change the current Pocket RAMM licence you are using.

Tap **Options** in the Pocket RAMM Online Actions screen (grey screen) to change to a different licence.

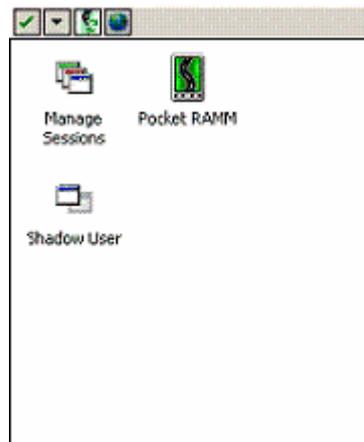


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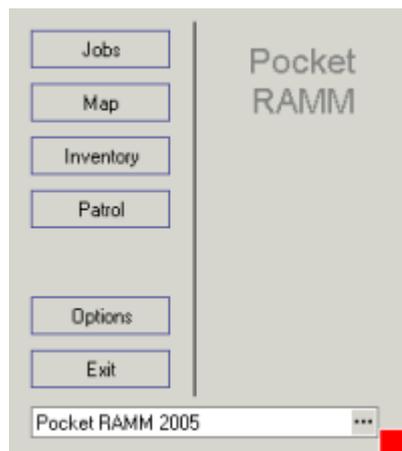
Pocket RAMM Online

To work online in Pocket RAMM, tap  to open the Pocket RAMM Online screen in Pocket Manager (on page 26).

For more information on the two methods of working in Pocket RAMM, see Online and Offline Compared (on page 27).



- Tapping the **Pocket RAMM** icon launches the Pocket RAMM Online Actions screen (grey screen) with button links to its main functions above (see "Pocket RAMM Screens" on page 28).



- **Manage Sessions** is to view and disconnect RAMM Hosting sessions you may no longer need, and free up memory for better performance. See Manage Sessions (on page 45).

- **Shadow User** allows you to link two Hosting sessions so that two users can view the same data. For more information, contact us (see "Contacting CJN Technologies Ltd" on page iii).

The icons on the toolbar are dynamic, and change according to the screen you're viewing. In this screen, in addition to the **OK** and **Toolbox** icons, you can refresh the applications in the window and go into your GPS settings.

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About Synchronising

What is Synchronising?

Synchronising in Pocket RAMM is the action of updating the RAMM database on the CJN Hosting service *only* when you tap the Synchronise button in the Pocket RAMM Offline Actions screen and not before.

This means that your work in Pocket RAMM can continue uninterrupted, independent of the mobile broadband connection.

For example, you can use this option if you're in an area of weak network coverage and if you're constantly getting disconnected or if the network speed is slow.

For a comparison of different ways of working in Pocket RAMM, see Online and Offline Compared (on page 27).

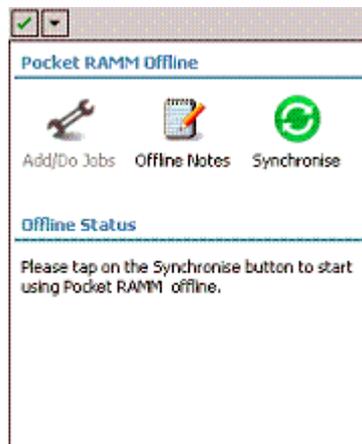
Synchronising Your Work Daily

CAUTION: CJN Technologies strongly recommends that you synchronise your work *daily, before you begin work for the day*, or more frequently. Mobile broadband technology is dependent on a number of external factors such as *coverage* and *network condition*, and you cannot be certain of being constantly connected as you travel about, doing your work. Working offline allows you to continue your work regardless of network conditions, and synchronise whenever it is convenient.

► Synchronising For The First Time

- 1 Begin by tapping **Pocket RAMM Offline**  on the Pocket Manager screen. This launches the Pocket RAMM Offline Actions screen.

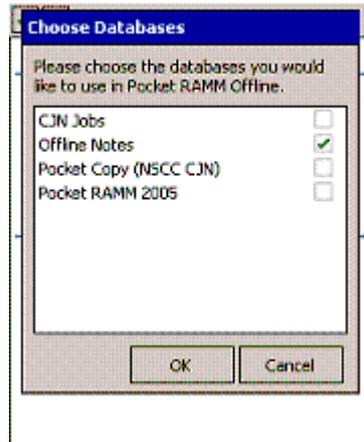
NOTE: To do the initial synchronisation of your database/s, you must be connected to the RAMM Hosting Service.



The *Offline Status* section shows the message above only if you haven't synchronised before. After initial synchronisation, it shows database information.

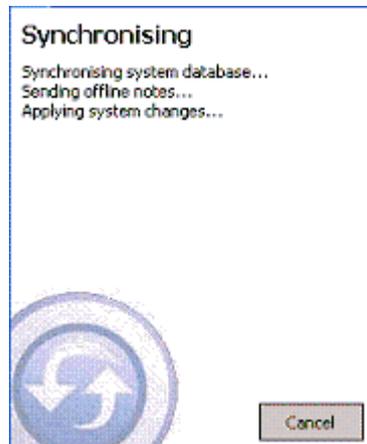
- 2 Tap the **Synchronise** button  as directed.

- 3 Pocket RAMM will now bring up a list of databases you have access to - you must tick all the database/s in the list.

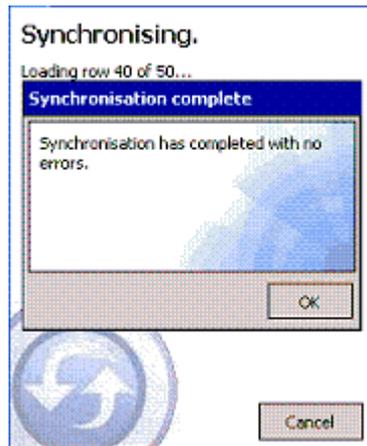


Tap **OK** to continue.

- 4 Pocket RAMM will show you the status of the synchronisation process. Please be patient, this may take a minute or two.



If the process completes without errors, you will see this confirmation message:



Tap OK to return to the Pocket RAMM Offline Actions screen, which will now show the database you synchronised in the *Offline Status* section.

- 5 If errors are encountered in the synchronisation process, a different message will appear:



If you are an advanced user of Pocket RAMM, you can tap **OK** to view the errors and correct them one by one.

CAUTION: If you are not familiar with the errors displayed, please leave the screen open and call us on 0800 CJNTECH (0800 256832) for assistance.

- 6 You're now ready to begin work. Tap **Add / Do Jobs** to start working on your database (see "Pocket RAMM Screens" on page 28).

► Synchronising Every Other Time

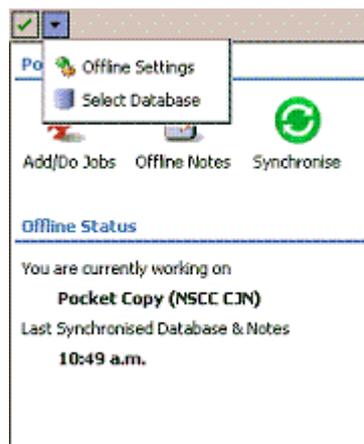
Once you've finished setting up Pocket RAMM Offline, regular synchronisation of your work is easy.

- 1 Start Pocket Manager, and ensure you are connected to the RAMM Hosting Service.
- 2 Open the Pocket RAMM Offline Actions screen.
- 3 Tap the **Synchronise** button  Synchronise.
- 4 When the synchronisation process is finished, tap **OK** to return to the Pocket RAMM Offline Actions screen and continue working.

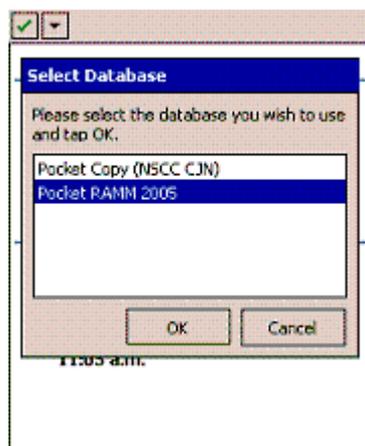
► Switching Between Databases

If you are managing more than one database, and you do not see the database you want to work with, it's easy to switch databases.

- 1 In the Pocket RAMM Offline Actions screen, tap the **Toolbox** icon  and tap **Select Database**.



- 2 Select the database you wish to work with from the list.



- 3 Tap **OK**, and the Pocket RAMM Offline Actions screen will now show the new database.

Offline Notes

Offline Notes are useful for adding free-format text based notes to Pocket RAMM while disconnected from the network. You can use them for reminders, descriptions of assets, useful information - virtually anything.

You can assign one or more GPS points to a note.

You can then connect to the live database to synchronise your notes, and they will be visible to everyone connected to the database. When online they'll be flagged with a little red tag in the Pocket RAMM screen, and can be viewed on the map.

For example, if you simply want to make a note about something in a location, you can enter a note linked to a single GPS point. To record the details of a new asset, like a storm water drain, you would set 2 GPS points at either end of the asset. For an asset with an area, like a car park, you could set 4 or more.

NOTE: The Bluetooth GPS unit remains active and connected to the PDA to record GPS points, and will even update your position regularly (though not on the map, which requires a live connection).

► Adding Offline Notes

- Start Pocket Manager (on page 26) and launch Pocket RAMM Offline (on page 37).

- The Offline Notes list will show.

ID	Details	Note
1	24/03/2006 9:37:13 a.m. New Asset	New Sign

Tap a note to open it, or tap + to enter a new note.

- The first the system will do is look for a GPS fix. If that's not possible, you can enter a note without a GPS point and assign one later, but remember to do that before connecting online (and sending the note to the live database).
- Enter the note details.

ID	Entered	Category	Note	Location
1	24/03/2006 09:37			Not set

The note will be assigned an ID number, date and time automatically.

- Choose a **Category**: this will indicate what type of note it is, whether for a *New Asset*, *Add job*, *Patrol Job*, *Confirm Location*, *Complete Job* or *Survey*.
- Tap ... to enter the text for the note.

- Tap **OK** when you are done.

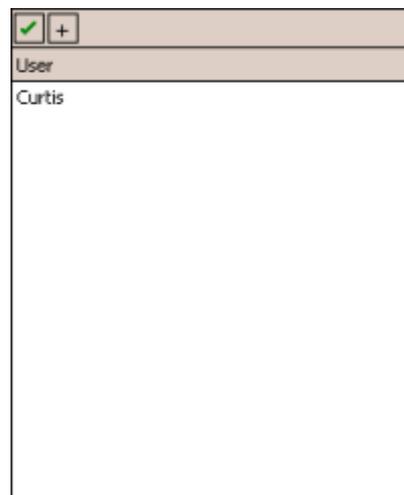
▶ **User Settings**

Many different people often share the same PDA device. To make sure only the right people have access to your database and your work, set up user profiles for each user.

The first time you use Pocket Manager you'll need to set yourself up as a new user - we describe this in Starting Pocket Manager and Pocket RAMM (on page 20) above.

▶ **Configure User Settings**

- 1 Start Pocket Manager.
Tap **User Settings**.
- 2 The User Settings screen opens.



Tap the + on the toolbar to enter a new user, or tap on the user you want to edit.

3 Enter the user details.

The **Name** is what you see on the PIN screen, and can be anything you wish.

Your **User Name** and **Password** should be exactly what you use to log in to the RAMM Hosting Service, and are case sensitive. You need to enter the password twice for extra security.

Your **Pin** is a 4-digit number of your choice. Some obvious sequential combinations (for example, 1234 or 1111) are not allowed for security reasons.

4 Tap when you're done.

Manage Sessions

When using the RAMM Hosting service it's quite possible to have more than one session running simultaneously. However this also slows down the performance of the PDA, so you need to *manage sessions* occasionally to free up device memory for speed and data security.

► To Manage Sessions

- Start Pocket Manager (see "Starting Pocket Manager and Pocket RAMM" on page 20).
- Tap **Refresh** to see how many sessions are running. You should see just two lines, indicating two sessions:

Manage Sessions from CLIENT

Pocket RAMM from CLIENT

and both sessions should be *Active*.

- **Disconnect** any sessions *other than* those above.
- To close a disconnected session, select each one and then tap **Reset** to close it.
- Tap **Close** to exit from the Manage Sessions screen.

Pocket RAMM Actions

This section describes the functions and tasks you can perform in Pocket RAMM.
~q online only or offline as well?

NOTE: When you finish working, remember to *exit Pocket RAMM and to disconnect the data connection.*

Tap the **Exit** button  to close Pocket RAMM and hold the **END** button  for *FIVE* seconds to end the data connection. You can leave Pocket Manager running if you're planning to resume work later, but for security it's good to tap **Disconnect** Pocket Manager at the end of the working day.

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Add a Job

This procedure describes how to add a job to the map and then post the job to a Dispatch.

► Adding a Job

- 1 Start Pocket Manager and Pocket RAMM (see "Starting Pocket Manager and Pocket RAMM" on page 20), and tap the **Map** button in the Pocket RAMM main screen.

- 2 In the Map screen, tap the **GPS icon**  on the main toolbar. The map will zoom to your present location.
- 3 Tap the **Toolbox icon**  and select **Add Job**. You'll now be taken back to the map to select an asset or location to link to the job.
- 4 Tap on an asset or location. If multiple assets are present at the same location, select the one you wish to work on and tap **OK**.
- 5 Enter the job details. Go across the tabs, and remember to fill in all mandatory fields.

NOTE: *Maintenance Notes* are selectable from a list, and are for recording details while on the job. *Notes* appear on the dispatches.

- 6 When you're done, tap the **OK icon**  to post the job and go back to the Map screen.
- 7 Go back to Step 4 to add another job, or tap  again to go back to the Pocket RAMM main screen.

Job Loop

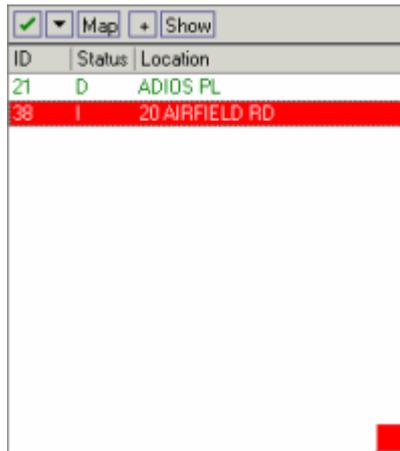
This procedure shows you the steps to find an asset using a dispatch, work on the job and then complete the job.

► Job Loop

- 1 Start Pocket Manager and Pocket RAMM (see "Starting Pocket Manager and Pocket RAMM" on page 20), and tap the **Jobs** button in the Pocket RAMM main screen.
- 2 The Job List screen will now show the jobs currently assigned to you, and their status:

D: Dispatched

I: In Progress.



TIP: Tap **Show** to view more available jobs, and select an option. Job priority is indicated by colour: jobs marked red are *emergency*.

3 Tap the job you wish to work on, and the Job Detail screen will appear.



Note the *Job Number* - this is important to claim against the job.

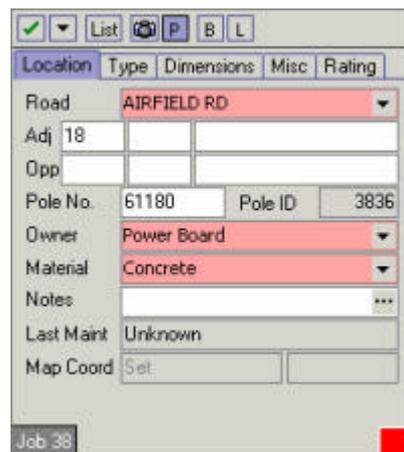
Tap the tabs at the top of the screen to enter information for the job.

- **Details:** This is the main tab for information about the job. The *Notes* you see here will be from the person dispatching the job.

NOTE: The job should be **Assigned** to your username. If it isn't, set the **Assigned** field to **me**.

If **Likely ID** is blank, you will need to search for an asset.

- **Maintenance:** Maintenance notes are entered by the person currently working on the job. These notes can be selected from a list or typed in manually. Progress Notes are intended to record work progress - for example, if the job is stopped for any reason.
 - **Status:** This tab provides caller details. If the **On Site** field has a date and time, the job is currently being worked on.
- 4 Tap the **Toolbox icon**  and select from the menu options.
- **Travel to Job:** This option plots your location and the location of the job, showing both on the Map screen. Tap **OK**  to return to the job detail screen.
 - **Work on Job:** This option allows you to begin work on the job, and launches the Asset Detail screen.
 - **Move Job:** With this option, you can select a different location on the map to place the job icon.
 - **Delete Job:** To delete the job. This option can be selected only if work has not already begun on it.
- 5 If you selected **Work on Job**, the asset details will now appear.



An asset may have different components: note the **P**, **B** and **L** icons. These represent Pole, Bracket and Light, and change according to the asset details

currently being shown (if you're viewing Signs data, for instance, an S will appear instead).

Tap the **Toolbox icon**  again to select one of the following actions.

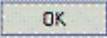
- **Add [Asset/Component]:** Pick and choose from the Add box and tap **OK** to continue. Fill in the relevant fields to update the data, and tap  to return to the Job Detail screen.
- **Replace [Asset/Component]:** Select a reason for replacement from the drop-down list and tap **OK**. The asset details will appear. Make changes to the details if required - if you don't, the existing values will be carried over. Tap  to save your changes, and return to the to the Job Detail screen.

NOTE: Replacing items is possible only for selected assets. If your Contract has automatic claims enabled, you may be shown a dialog box to choose a relevant Claim at this point.

- 6** You're now ready to complete the job. Tap  and then **Yes** to confirm. If you have enabled automatic claims, you can now select optional items to claim for:

Please select optional items to be claimed for:

Description	Qty
<input type="checkbox"/> Truck	0  
<input checked="" type="checkbox"/> Bucket Truck	1  
<input type="checkbox"/> Van	0  



Tap **OK**. Tap . You will be taken back to the Job List screen, where you'll see that the job status has now changed to  (complete).

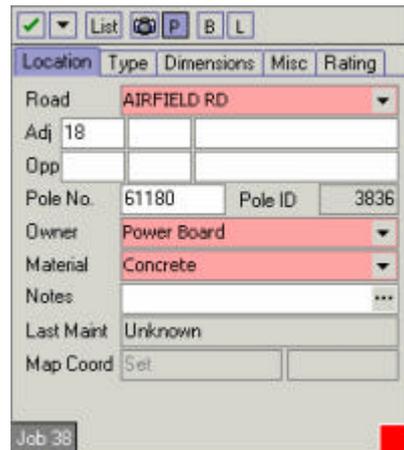
You can now select another job to work on (see Step 2 above) or exit the Job Detail screen by tapping .

Map Loop

This procedure describes adding a job for an asset to the map, working on the job and then completing it.

► Map Loop

- 1 Start Pocket Manager and Pocket RAMM (see "Starting Pocket Manager and Pocket RAMM" on page 20), and tap the **Map** button.
- 2 In the Map screen, tap the **GPS icon**  on the main toolbar. The map will zoom to your present location.
- 3 Tap the **Info icon**  and select an asset (you may be asked to choose from a list if there's more than one). The Asset Detail screen will open.



Location	Type	Dimensions	Misc	Rating
Road	AIRFIELD RD			
Adj	18			
Opp				
Pole No.	61180	Pole ID	3836	
Owner	Power Board			
Material	Concrete			
Notes				...
Last Maint	Unknown			
Map Coord	Set			

- 4 Tap  to add a job for the selected asset. It will check for existing jobs first.

If you see the Job List, tap the job you wish to work on, and the Job Detail screen will appear.

Details		Maint	Status	Location
Contract	Street Light Maintenance 2005			
Job ID	38	Status	Started Work	
Type	Emergency patrol			
Fault	Light out			
Address	20 AIRFIELD RD			
Feature	...			
Notes	...			
Likely ID				
Assigned	Guy Halpe			
Priority	Emergency			
Asset Type	Street Lights			

Tap the tabs at the top of the screen to enter the information.

- **Details:** This is the main tab for information about the job. The *Notes* you see here will be from the person dispatching the job. Set the **Assigned** field to **me**.

NOTE: If **Likely ID** is blank, you will need to search for an asset.

- **Maintenance:** Maintenance notes are entered by the person currently working on the job. These notes can be selected from a list or typed in manually. Progress Notes are intended to record progress - for example, if work is stopped for any reason.
- **Status:** This tab provides caller details. If the **On Site** field has a date and time, the job is currently being worked on.

- 5 Tap and Pocket RAMM will ask if you wish to work on the job.

Confirm

? Do you wish to do work against this job (85) now?

Yes No

Tap **Yes**.

- 6 You'll now see the Asset Detail screen. Make changes as required.

An asset may have different components: note the **P**, **B** and **L** icons. These represent Pole, Bracket and Light, and change according to the asset details currently being shown (if you're viewing Signs data, for instance, an **S** will appear instead).

Tap the **Toolbox icon** again to select one of the following actions.

- **Add an Item:** Pick and choose from the **Add Box** and tap to continue. Fill in the relevant fields to update the data, and tap to return to the Asset Details screen.
- **Replace an Item:** Select a reason for replacement from the drop-down list and tap . Make changes to the details if required - if you don't, the existing values will be carried over. Tap again to save your changes and return to the Job Detail screen.

NOTE: Replacing items is possible only for selected assets. If you have enabled automatic claims, you may be shown a dialog box to choose a relevant Claim at this point.

- 7 If you wish to return to the job, tap and select **Return to Job** to go back to the Job Detail screen.
- 8 You're now ready to complete the job. Tap and then **Yes** to confirm. If you have enabled automatic claims, you can now select optional items to claim for and tap . You will be taken back to the Job List screen, where you'll see that the job status has now changed to **C** (Complete).
- 9 You can now select another job to work on,

-OR-

- Exit the Job List screen by tapping ,
- Go back to the Pocket RAMM screen, select **Map**, and go back to Step 2.

-OR-

Exit Pocket RAMM.

Adding and Duplicating Assets

This procedure describes how to add or duplicate assets in the map, update the database and save.

► Adding Assets

- 1 Start Pocket Manager and Pocket RAMM (see "Starting Pocket Manager and Pocket RAMM" on page 20), and tap the **Map** button.
- 2 In the Map screen, tap the **GPS Icon**  on the main toolbar. The map will zoom to your present location.
- 3 Tap  and select **Add Asset**. Tap  on the map to position the asset.
- 4 Select the asset type and tap **OK**.

NOTE: The asset will be represented on the map by a *Location, Area* or *Line*. This depends on the type of asset selected. A Pole, for example, will always be a location. A Footpath will be an area. A Railing will be a line.

5 You'll now be taken to the Asset Detail screen.



An asset may have different components: note the **P**, **B** and **L** icons. These represent Pole, Bracket and Light, and change according to the asset details currently being shown (if you're viewing Signs data, for instance, an **S** will appear instead).

6 Enter the information on the tabs at the top of the screen and work your way across. Location type assets like Street Lights will require just one GPS reference on the **Location** tab.

Line and Area type assets, however, will require two GPS reference points based on the Start and End of the road. For such assets, enter the location information as follows:



Tap the icon for the first GPS point as indicated by the mouse arrow. You'll be taken to the Map screen.

Select the GPS icon , zoom to the location, and tap the map to set the first co-ordinate.

Repeat the process for the second GPS co-ordinate.

The **Length** and **Offset** fields will be automatically calculated.

The Map Co-ordinates (**Map Coord**) will now be set.

Check the tabs and enter the required information.

Tap  when done to save the asset and return to the Map screen.

- 7 You can now choose to perform other actions by selecting them from the toolbox .

TIP: You may find it useful to duplicate an asset on the Map screen (see below).

- 8 Tap  when done to save the asset and return to the Map screen.

► Duplicating an Asset

Duplicate Asset will allow you to copy all the details from an asset already on the map and apply them to a new asset.

- 1 Tap  and select **Duplicate Asset**.
- 2 Select the asset you wish to copy on the map.
- 3 Click the GPS icon on the main toolbar, and tap on the map to position the new asset which will contain the copied data. The Asset Detail screen will open, with the fields already populated from the old asset.
- 4 Make any adjustments you require (Steps 5 and 6 of *Adding an Asset* above) and tap  when done.

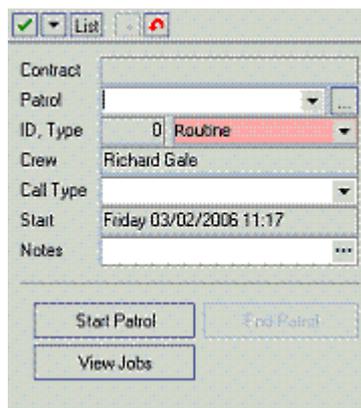
TIP: If you make a mistake, simply tap the asset to open its Detail screen, then use the toolbox  and select **Move [Asset]** or **Delete [Asset]**. Follow the instructions on the bottom of the screen on the status bar.

Patrols

This procedure describes adding jobs to Pocket RAMM while on Patrol.

► Adding Jobs on Patrol

- 1 Start the Pocket Manager application from your device and launch Pocket RAMM *~e online?*.
- 2 Tap **Patrol**. The Patrols screen will appear.
 - If you have no ongoing patrols and this is the first time you're launching this screen, the fields will be blank.



The screenshot shows a mobile application interface for managing patrols. At the top, there are three icons: a green checkmark, a dropdown arrow, and a red alarm bell. Below these is a 'List' button. The main form contains several fields: 'Contract' (empty), 'Patrol' (empty dropdown), 'ID, Type' (with '0' in a small box and 'Routine' selected in a dropdown), 'Crew' (text field with 'Richard Gale'), 'Call Type' (empty dropdown), 'Start' (text field with 'Friday 03/02/2006 11:17'), and 'Notes' (empty text area with a three-dot menu icon). At the bottom, there are three buttons: 'Start Patrol', 'End Patrol', and 'View Jobs'.

~ei res - 2below

Fill in the required fields, enter Notes if necessary and tap **Start Patrol** to go to the Map screen.

- For ongoing patrols, the screen is different.

Tap **Continue Patrol** to go to the Map screen.

TIP: Tap to start a new patrol.

3 To add a Patrol job:

- Tap the **GPS icon** to zoom to your location on the map. The location icon will show you next to the asset you wish to enter the job for.
- Tap **J** on the toolbar to begin entering the job.
- Tap the asset. Select the correct asset if there is more than one asset present. You'll be taken to the Add Job screen for the selected asset.

4 Enter the job details.

- The *Notes* you see here will be from the person dispatching the job. *Maintenance Notes* are entered by the person currently working on the job. These notes can be selected from a list or typed in manually.
- 5 Tap to post the job and return to the Map screen.
 - 6 Repeat Steps 3 to 5 to record all jobs for the Patrol, as required.
 - 7 Tap to return to the Patrol screen.
 - 8 If the Patrol is now completed, tap **End Patrol** to return to the Pocket RAMM screen.

Jobs with No Assets

This procedure describes working with jobs that do not have a linked asset or street number, but are assigned to a field crew.

► Working on Jobs with No Assets

- 1 Start Pocket Manager on your device and launch Pocket RAMM.
- 2 Tap **Jobs**.
- 3 View the job location:
 - Identify the correct pole *~q something wrong here, this is supposed to be a job w no assets*
 - Tap and hold the blue **Job Icon** and drag it closer to the Pole via the toolbox on the Job screen, using the **M Icon**.
- 4 Tap the blue **Job Icon**.
- 5 Tap **Yes** to the **No Asset Search on Map** dialog.
- 6 Tap the asset that requires work to begin working on it.
 - The Job Number will appear at the bottom left hand corner.
 - Update the details as required for the job.
 - Tap **OK** to return to the Map.
- 7 Tap the blue **Job Icon** again.
- 8 Enter any other details (**Maintenance, Location** etc).

- 9 Tap **C** to update the dispatch with the details. You can now proceed to work on the job.
- 10 As soon as the dispatch is updated as above, a dialog box will pop up on your screen to advise you of it. Tap **Yes**.
- 11 Go to Step 3 of the Map Loop (on page 54).

CHAPTER 7

Supplement

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Troubleshooting FAQs

This section lists Frequently Asked Questions that will help you troubleshoot Pocket RAMM problems.

NOTE: The most recent FAQs are at the top of the list. For an alphabetical list of FAQs, see the *Index*.

Since a problem can have more than one solution, use the links below to go to the topic and work through them. Feel free to contact us (see "Contacting CJN Technologies Ltd" on page iii) at any time.

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Pocket RAMM disconnects when device powers off

► **Solution:**

- 1 Your device power settings are configured to save battery power. When the unit powers off, it also turns off the Bluetooth connection (the network connection remains active). Pocket RAMM sometimes disconnects because it can't get a location fix (see "GPS does not fix - it says "searching for satellite 0000"" on page 71).
 - Tap **Start > Settings > System tab > Power**.
 - Tap the **Advanced** tab.

- In BOTH the *On Battery Power* and *On External Power* sections, untick the option **Turn off device if not used for**. This configures the device to keep running all the time (never power off).

Pocket RAMM runs slow

► Solution:

- 1 You may be running too many sessions. This consumes memory and slows down Pocket RAMM.
 - Manage Sessions (on page 45).
- 2 Your device may be running too many applications in addition to Pocket RAMM and Pocket Manager, slowing it down.
 - Use VBar (see "Screen Icons" on page 17) to close any unnecessary applications.
- 3 You may be managing too many assets. You should be looking only at the asset types you are currently working on.
 - In the Map screen tap the **Toolbox icon** (see "Pocket RAMM Toolbar Icons" on page 27), select **Show Assets** and then select the relevant asset.
- 4 The Mobile Broadband connection may be slow. If the title bar (see "Screen Icons" on page 17) shows **1x** instead of **EV**, you are in an area where only the standard (slower) CDMA coverage is available.
 - This is a Telecom issue and beyond our control. Please be patient, and give the system more time to respond to what you do.

Getting from Pocket RAMM to Pocket Manager without exiting anything

► Solution:

- 1 Simply tap the **VBar** icon on the title bar and select the application you want.

The colour wheel (Wait icon) spins and nothing happens

► **Solution:**

- 1 This is usually an indication of a system freeze, and is most likely because too many applications are running.
 - Reset your PDA and restart Pocket Manager.
 - Manage Sessions (on page 45).

I keep tapping and the wrong thing appears

► **Solution:**

- 1 As Pocket RAMM uses the Internet, there will always be a slight degree of latency (lag) between tapping the screen and seeing the results of your action.
 - Please be patient! Tap, wait for a reaction before you tap again.
- 2 Your screen may not be aligned - as a result, you're tapping in one place and the PDA reads it in another place.
 - Tap **Start > Settings > System > Screen > Align Screen**, and follow the instructions.

Checking PDA battery level

► **Solution:**

- 1 Tap **Start > Settings > System > Power**.

Screen goes dark after a short while

► **Solution:**

- 1 The default power management settings for your PDA turn off the screen backlight after 1 minute, and turn off the device after 2 minutes. You can "wake it up" by tapping anywhere on the screen when the backlight goes off, but you will obviously need it to be on all the time when you're working.
 - Tap **Start > Settings > System tab > Power**.
 - Tap the **Advanced** tab.

- In BOTH the *On Battery Power* and *On External Power* sections, untick the option **Turn off device if not used for**.

NOTE: This configures the device to keep running all the time (never power off), as you would require when working with Pocket RAMM.

An easier way to add a Street Name to a Sign

► Solution:

- 1 You don't need to use a keyboard, you can select a street name from a list.
 - In the Legend Note screen, select **Information Signs** and (for example) select the **I 30** type.
 - Tap the **Browse** button with 3 dots on the **Leg Note** (Legend Note) dialog.
 - In the Legend Note screen, tap **Set Street Name**.
 - Select the correct street name from the list and tap **OK** to save.

GPS batteries don't last

► Solution:

- 1 Batteries may be weak or the wrong type. You can get approximately 24 hours' continuous use from a fresh set of 4x AAA Alkaline batteries. Standard or budget batteries are not a good idea, unless you have 2-3 standby sets handy.
- 2 Use rechargeable batteries and a charger.
- 3 Use the vehicle power cable to power the GPS unit. This is advisable especially when doing Data Capture.

GPS won't connect to PDA

► Solution:

- 1 You may have turned on the GPS unit too late. Pocket Manager tries to find the GPS unit using Bluetooth, and will move on to the Citrix connection if the GPS is not found.
 - Turn on the GPS unit *before* entering your PIN.

- 2 The batteries in the GPS unit may be flat.
 - The light should be flashing *blue*. If it is flashing *red* instead, change the batteries.

GPS – quick activation

► Solution:

- 1 Press the central button on the navigation pad (see "Screen Icons" on page 17) to activate the GPS function. When you get to the asset location, press again and you will have an almost instant response.

GPS does not fix – it says "searching for satellite 0000"

► Solution:

- 1 This is because at the beginning of your session you haven't allowed the GPS unit to fix your location, or the GPS connection to the device has somehow been lost and it's trying to reconnect.
 - Make sure the aerial is pointing the right way, towards the sky. For example, on the Navman unit you should be able to read Navman on the back.
 - Make sure the GPS has the least interference possible. Buildings, hills, even trees can affect the location fix.
 - The first time you start Pocket Manager for the day, wait till you see *Fixed... Recording* on Pocket Manager before starting Pocket RAMM. This will get you your location fix. After this, you need to look out for *Acquiring...* before starting Pocket RAMM.

GPS icon on map isn't in the right place and/or doesn't look right

► Solution:

- 1 GPS technology works on the principle of triangulation, and the GPS unit may not have locked in a proper location fix. This sometimes happens when interference weakens the signal - for example, if you're in an urban area and surrounded by tall buildings.

- See the GPS does not fix (see "GPS does not fix - it says "searching for satellite 0000"" on page 71) help to do another location fix.
- 2 The size of the GPS icon does not change, so when you have zoomed right out the icon may be covering something.
 - Zoom in to the map to increase map magnification and you will see more details. Note that the GPS icon does not change when you do so.
 - 3 The two lines on the side of the street show *boundaries*, not the side of the road. You may need to configure the map view.
 - Get your Administrator's help on showing *Top Surface* and *Footpath* assets on the map. This will give you a better idea of the side of the road.

NOTE: The more assets you view, more you slow down Pocket RAMM (see "Pocket RAMM runs slow" on page 68), so use this option with caution.

GPS – can I plot an asset if the icon doesn't look right?

► Solution:

- 1 Yes, but remember that there is a margin of error of up to 5 metres, so you may not actually need to do so. If you're sure you can match the asset to a boundary line with a higher degree of accuracy, go ahead.

I can't connect to the Internet, and I see Cannot Connect or Connection Failed errors

► Solution:

- 1 The phone may be off (*Flight Mode* may be on).
 - Tap  to bring up the connection, and tap **Turn Off Flight Mode** to connect.
- 2 The Mobile Broadband network may be down. Please try again in a short while.
- 3 Your Internet settings may need checking - for example your *username / password* or *server* settings. Contact us (see "Contacting CJN Technologies Ltd" on page iii).

I can't connect to the Bluetooth GPS Unit, and I see a GPS Error message.

▶ **Solution:**

- 1 The Bluetooth GPS unit may be off. Press and hold the power button on the GPS unit for *THREE* seconds until the blue light starts flashing.

Pocket Manager says Connecting but does not connect to the GPS unit.

▶ **Solution:**

- 1 The Bluetooth GPS unit battery may be low. Replace the batteries and try again.

I can't see Pocket Manager in the Programs list

▶ **Solution:**

- 1 The Pocket Manager software may need to be installed, or the device battery may have been depleted and the software wiped. The Pocket Manager software needs to be reinstalled.
 - Go to our Pocket Software download page (<http://pda.cjntech.co.nz>), download and install the latest Pocket Manager software.

I can't remember my PIN number

▶ **Solution:**

- 1 Start Pocket Manager, delete your user profile and add a new one. You'll need your password - if you don't know it, contact us (see "Contacting CJN Technologies Ltd" on page iii).

Setting Up Pocket Manager for HP Ipaq HX2100 and Nokia 6234

This topic covers specific setup instructions for the HP Ipaq HX2100 device to enable it to connect to Pocket RAMM using the Nokia 6234 mobile phone as a bluetooth modem, via Vodafone GPRS connection.

► Setting Up Pocket Manager for HP Ipaq HX2100 and Nokia 6234

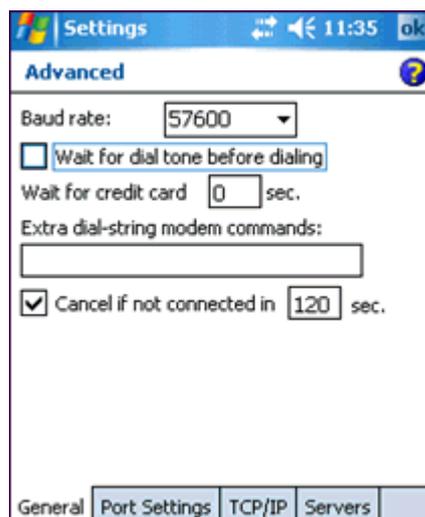
- 1 Enable bluetooth services on the Nokia. Select **Settings > Connectivity > Bluetooth**. Set *Bluetooth* to **On**, and *My Phones Visibility* to **Permanently Visible**.
- 2 Set up a dialup connection on the Ipaq. Tap **Start > Settings > Connections**.



- 3 Tap **Add a new modem connection** in the Connections window.



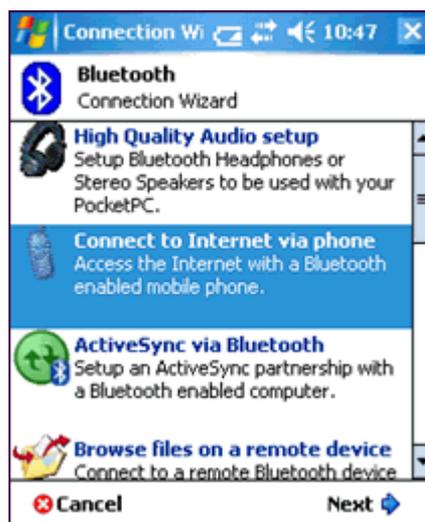
- 4 Enter **Vodafone** as the name for the connection, select **Bluetooth Dialup Modem** and tap **Next**.
- 5 Enter ***99#** as the number to dial, and tap **Next**.
- 6 You will now see the Vodafone Settings screen. Leave *User name*, *Password* and *Domain* blank. Tap **Advanced**.
- 7 In the Advanced screen, set the *Baud Rate* to **57600** and untick **Wait for dial tone before dialling**.



- 8 Tap **OK**, and when you return to the Vodafone Settings screen tap **Finish**. You will return to the global Settings screen. You've finished setting up the modem connection.
- 9 Now tap the **Bluetooth** icon in the same screen to set up the bluetooth connection to the Nokia phone.



- 10 In the Bluetooth General screen, tap the **Bluetooth Manager** link at the bottom.
- 11 In the Bluetooth My Shortcuts screen, tap **New**.
- 12 Tap **Connect to the Internet via Phone**, and then tap **Next**.



- 13 In the *Prepare your phone - Step 1 - Phone Selection* screen of the connection wizard, tap **Next**.
- 14 In the *Prepare your phone - Step 2 - Preparing Bluetooth* screen of the connection wizard, tap **Next**.
- 15 If you have set up your phone correctly for bluetooth as in step 1 above, the connection wizard should now find the Nokia phone.

Tap the **Nokia 6234** icon to *pair* the Ipaq with the Nokia.



- 16 Enter the *passkey* as **1234** on the PDA, and tap **Next**.
- 17 The Nokia will now show the message *Pair with wm_pda_name*. Enter the same passkey code **1234** on the Nokia phone and press the **centre button**. When you see the message *Allow this device to connect automatically?* press the **centre button** again.
- 18 On the Ipaq, a small Bluetooth dialog box will now show *Device pairing - Authenticating device 'Nokia 6234'*.

- 19 Tick **Use this phone as default connection to the internet**. Make sure the **Vodafone** connection you set up in step 4 above is selected, and tap **Next**.



- 20 Tap **Finish** when the wizard tells you that the shortcut has been created.
- 21 Tap **OK** and then **OK** again to return to the Today screen.
- 22 The final step is to download and install Pocket Manager from the CJN Technologies PDA software download page. Launch Internet Explorer: tap **Start > Internet Explorer**.



Enter the address **pda.cjn.co.nz** (the **http://** will be automatically inserted) and tap the green arrow to connect to the Internet and go to that page.

- 23 You will see a *Network Log On* dialog. Tick **Save Password**, leave the other fields blank, and tap **OK**. You will not see this dialog again.
- 24 You'll be taken to the PDA software download page (below). Click the **pmsetup.cab** link to download and install Pocket Manager (see "Installing Pocket Software" on page 19).



Glossary

1x (CDMA)

On a device Title bar (see "Screen Icons" on page 17) this indicates that it is using the CDMA (Code Division Multiplex Access) mobile phone technology from Telecom New Zealand at 1x speed. Devices running Pocket RAMM will see this when it is in an area that does not have the faster EVDO (see below) coverage.

Bracket

In Street Lights, the Bracket is the item that attaches the Light to the Pole. Various Bracket Types can also be defined.

Call Types

The type of call made to report a fault (e.g. public call, council, routine patrol).

Carriageway

A term for a continuous section of road between displacements (see below). RAMM sometimes identifies assets in relation to carriageway sections.

Circuit Information

This refers to the *line company*, *bulk change groups* and *lighting circuits*. A bulk change group is the grouping together of circuits for regular maintenance of the assets.

Claim Groups

Claim groups help categorise claims. Two different types of claim groups are available in RAMM Contractor.

There is the *contract claim group*, which you set up in the Contract Details window.

This group is distinct from the *asset type claim group*, which is managed via the **Maintenance** menu.

Claim Header

A claim header groups together claim lines for the same contract within a fixed period. Claim headers must exist for claim lines to be entered during the dispatch completion process.

Claim Line

A claim line contains the details of the maintenance work done on a particular dispatch, including the costs and the crew member's name. A claim line is always linked to a claim header.

Coating Systems

In Street Lights, this refers to the Coating Systems used for each Pole, Bracket and Light.

Contract Item Activities

Types of activities that can be carried out under a contract. These items need to be defined at the beginning of a new contract, either by or on behalf of the network owner, and form the *Activities* that schedule items are grouped under.

Data Transfer

The transfer of data relating to a specific database and contract that takes place between Council and Consultant/Contractor at regular intervals, and especially at the beginning and end of each contract. The purpose of the transfer is to synchronise the Council's and Contractor's copies of the database so that they correspond.

Dispatch

A record of work raised in response to a fault. Dispatches are called *Jobs* in Pocket RAMM.

Dispatch Groups

Dispatch groups help categorise dispatches. Two different types of dispatch groups are available in RAMM Contractor.

There is the *contract dispatch group*, which you set up in the Contract Details window.

This group is distinct from the *asset type dispatch group*, which is managed via the **Maintenance** menu.

Displacement

A reference to a location on a road, used to define sections such as carriageways (see above) and expressed in metres.

EVDO

Evolution Data Optimised. A Telecom New Zealand T3G network data transmission protocol used in Pocket RAMM.

Event Code

A code for classifying events, included on a progress note.

Fault

A description of a regularly occurring fault or problem (for example, *flickering lamp*, *light out*).

Filters

Filters help you sort information by specific criteria so that you see only what you need. You can also save your filter to use them again.

Gear

In Street Lights, the group of components that ignite, control and regulate the operation of the Lamp (see below).

Gear Ballast

In Street Lights, a type of transformer that varies the voltage through the Lamp (see below).

Gear Capacitor

In Street Lights, evens out the flow of current and provides protection from "noise" produced by the Gear on the network.

Gear Ignitor

In Street Lights, provides an increased voltage across the Lamp (see below) to get it started, and then switches itself off.

GPS

Global Positioning System. GPS technology uses the signals from multiple satellites to pinpoint a location.

Lamp

In Street Lights, the bulb, filament or tube that generates illumination from the Light.

Light

The entire object that would generally be termed a Street Light. The Light includes the Gear and the Lamp (see above).

Line Company

The company that owns the power supply lines.

Location

The details that help to locate an asset within a database- the side of the road it is on, what landmarks are nearby, external factors (for example, "dog in brown house next to crossing bites").

Manufacturer

A short code for the manufacturer's name or the models supplied by each manufacturer (refers to Poles, Lights, Gears and Lamps).

Pole

In Street Lights, the Pole that the asset is attached to.

Pole and Light Owners

The owners of the the Pole and the Lamp (or of both) of the respective Street Light.

Pole Definitions

Definitions specific to a pole, for example **Control Types, Construction Materials, Pole Shapes, Pole Purpose**.

Pole Link

This option enables you to locate a pole by a unique means of identification- for example a System Pole ID, Power Board number. These options can be set from the main RAMM Contractor menu by selecting **Actions > Options** and choosing an identifier from the **Pole Link** drop-down list on the **Database** tab.

Power Company

The power company that supplies power to the asset.

Power Supply Points

Asset power supply points (for example **Overhead** or **Underground**).

RAMM Hosting Service

The RAMM Hosting Service allows you to host your database and the software on one of our fast servers at CJN. You simply use your standard internet browser to run the software and work with your data, so you don't need any specialised software. It's also more secure, since your data is on our servers and not your local machine.

Rating Categories

User definable ratings that describe the condition of Street Lights. They can be categorised and activated individually.

Replacement Reasons

The reasons given for the replacement of an asset. Replacement reasons can be set up and selected at the time of replacement.

Road (Road Name)

In RAMM Contractor this specifically refers to a road in the context of a location of an asset.

Update Asset

When entering Contract Details, selecting **Update Asset** will allow automatic updating of the asset data when completing a dispatch.

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