

# Mammut

## User Manual

DC443|ED02|EN

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# 1 Mammut

## 1.1 What is “Mammut”?

Mammut is an Android mobile application that complements the Prognos™ platform. Mammut empowers field-based technicians on their day to day activities. Mammut allows to support and schedule all field operations by providing precise activities to the workforce.

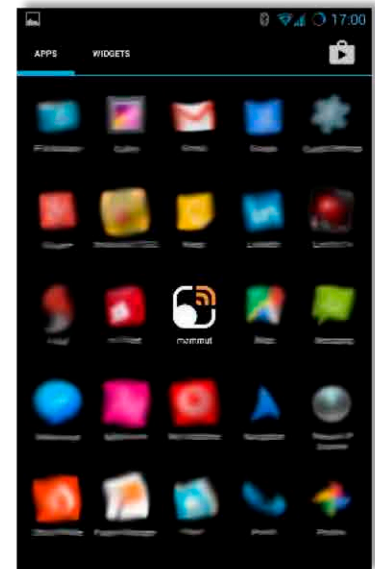
A set of pre-determined activities is passed on to the technician phone. It also includes the complete equipment configuration on the field, avoiding unnecessary interactions with customer support.

All equipment information is available and uploaded using an embedded QR Code reader which will allow the technicians to insert equipment information swifter.

Mammut is prepared to work offline during the field operation which means that there is no dependency on cellular data to execute scheduled operations.

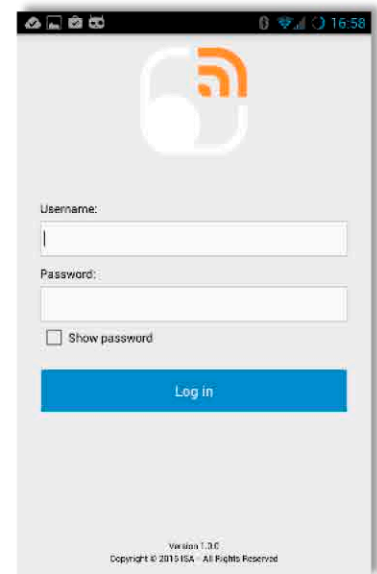
An effective synching mechanism will assure that all the information is updated at the central servers once Internet connection is available.

Mammut is available at the Android Play Store [here](#) and it's free for download.



## 1.2 How can I use the Mammut application?

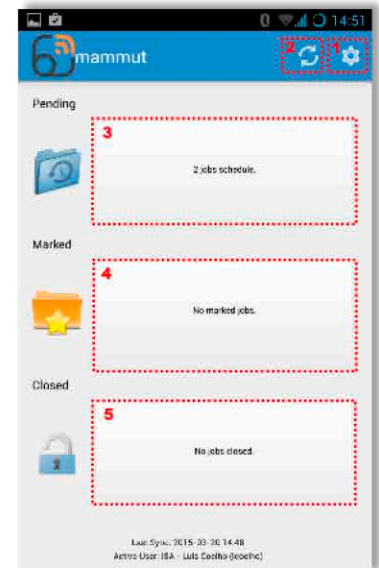
The Mammut application requires a user login and password authentication. The first time a login is attempted, the device must have an Internet connection in order to successfully login.



## 2 Start using the application

Mammut's home screen comprise the following areas:

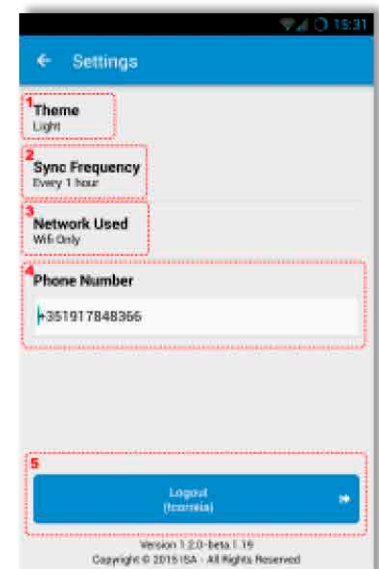
- 1 - Settings button;
- 2 - Sync button;
- 3 - Pending Jobs list (Jobs to do);
- 4 - Marked Jobs List (Starred Jobs);
- 5 - Closed Jobs List (Jobs already done, but not yet synchronized with Prognos web platform).



### 2.1 Settings Area

In this area you will be able to do the following tasks:

- 1 - Change the *Theme* to either Light or Dark;
- 2 - The application has a mechanism of auto synchronization and can be defined here the synchronization frequency;
- 3 - Change here the Network used for the auto synchronization mechanism;
- 4 - To send/receive SMS text messages correctly to/from the deployed equipment the user must type in the phone number of the mobile phone, including the international code (ex: UK +44).
- 5 - Logout button<sup>1</sup>.



<sup>1</sup> Once the user logs out the application, in case a different user needs to login, it will not be possible to use the application again, until signing in, and for that an Internet connection is required;

## 2.2 Sync button

The 1<sup>st</sup> time you log in the Mammut application the *Jobs List* is empty. To fetch his/her assigned jobs, the user should press the "Sync Now" button and wait for the button label to change to "Success".

Then, the user should press the back arrow button in the Top Bar to return to the main window.

## 2.3 Pending Jobs list

The user can access the list of pending jobs assigned to him, by pressing the "Pending Jobs" button.

Each entry in the Jobs list has an icon:



This is job to perform a new installation;



This is a maintenance job;

To start a job the user needs to press the corresponding entry.

Here you can also press the Back Arrow button [←] in the Top Bar to return to the Main window.



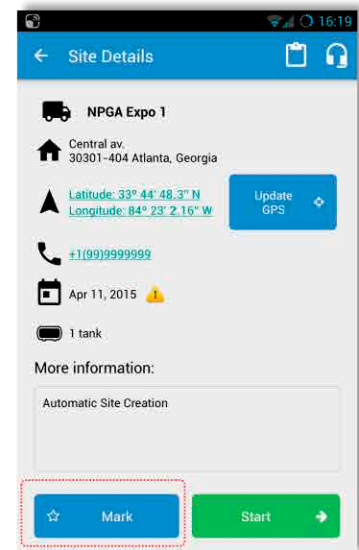
## 2.4 Mark a Job

To mark a Job the user needs to select a job in the “Pending Jobs” list and click the button “Mark”.

The Marked Jobs list shows all starred jobs in one place, making it easier find a particular set of jobs.

## 2.5 Closed Jobs List

To access the *Closed Jobs List* that were saved but not yet submitted/synced the user needs to press the “Closed” button in the Main window. Then, it will be displayed a complete list with all the jobs that have been previously saved. At this point the user can modify the details of the job. Once the application syncs, the list will be empty.




## 3 Fill in a Job Form

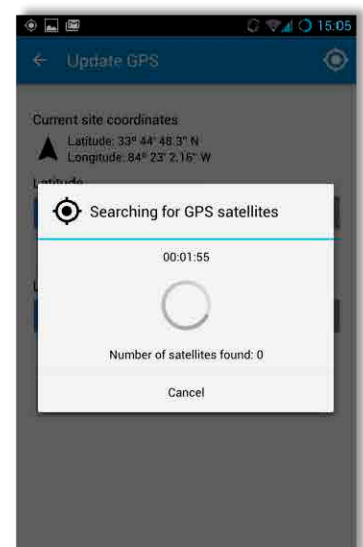
### 3.1 Tank level monitoring system installation/maintenance

The user should run the following steps to proceed with the system installation/maintenance:

- a) First, login to the application Mammut to access the start screen, ("Welcome area").
- b) After that you press the "Pending" or "Marked" button to access the list of Pending jobs and select one of the Jobs to open the correspondent form. You can scroll down to view more information if available.
- c) The Site Details form, displays the name of the site (1), its address (2) and the coordinates (3) of the site hold in the Prognos database. Other information displayed includes:
  - (5) Telephone number of the Site manager.
  - (6) Expected date to accomplish the job.
  - (7) Number of tanks in the site.
  - (8) Notes included by the maintenance service provider. If the Job is a maintenance it is import to read it, because it has details about de maintenance ;

To proceed with the equipment installation or maintenance the user must click in the "Start" (9) button.

Notice: If needed, the user can update the GPS Coordinates by pressing the "Update GPS" (4) button. In the Update GPS window the user must press the button  to initiate the searching for GPS Satellites.





d) The user have the option to “Cancel Job” or “Proceed with Job”:

a) If you cannot perform the job because the required material is missing or is impossible to locate or enter the site or any other reason, opt to cancel the job. It will be reschedule later once the impediment is solved;

b) If all is in place to proceed with the job, opt accordingly;



e) The user needs either to fill the text Boxes with the respective equipment information or use the QR code reader to fill that information automatically (recommended); The buttons “replace” (7) and “Status SMS” (8) are only available in the maintenance Jobs. The user must use the “Replace” (7) button if it is necessary change the equipment;



Notice: If the user want to test the existent equipment press the button “Status SMS” (8). This option sends a status message to the existent equipment. The user needs to select the protocol used by the equipment to send that message (usually is ISA);




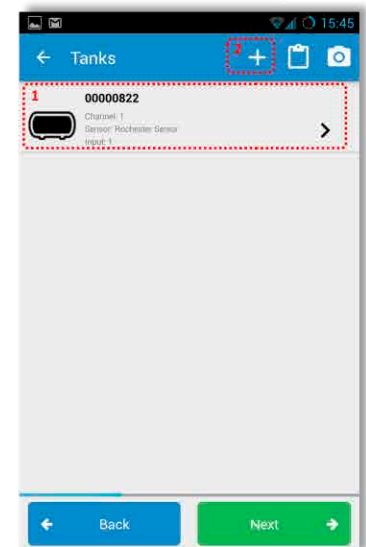
To read the Equipment QR code, the user should press the "Scan QR code" (1) button and then point the camera of the phone to the QR code (7) printed in the equipment label. The serial number, phone number and ERP reference will be automatically filled;

**Notice:** At the end of the form, there is a progress bar that indicates the status of the job and in the top bar there are two buttons: one to access the Camera (6) 📷 and another to access the Observations fields (5) 📄. At any time of the installation the user can add photos or observations to the job;



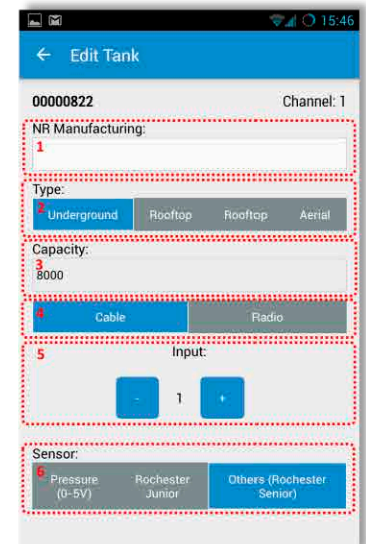
- f) The user should continue filling the form related to each tank, by selecting the individual tank information (1);

Notice: In the top bar there is a button  (2) to add new tanks if necessary; If you find more tanks that those defined in the job, you should enter the needed tanks, which will create a new form for each added one;

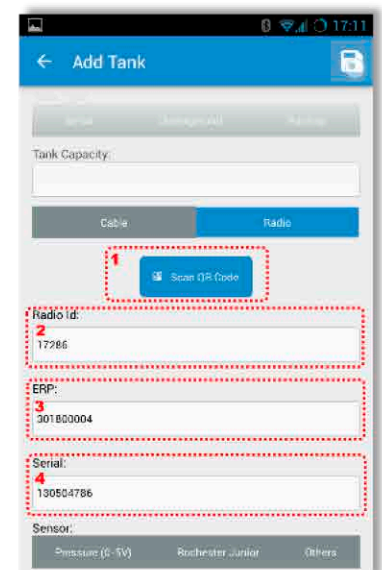



To each tank the user needs to confirm the following information:

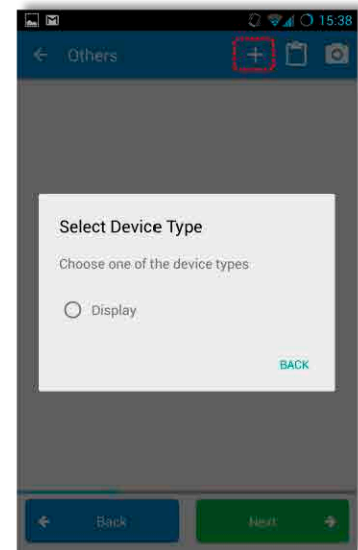
- 1) Manufacturing tank number;
- 2) Tank type (Aerial, Underground or Rooftop);
- 3) Tank Capacity (The Volume, either in liters or US gallons);
- 4) Sensor input Type (Cabled or Radio/RTU);
- 5) Sensor Input Number by using the buttons [+] and [-];
- 6) Sensor Type: Pressure (0-5V), Rochester Junior and Others; Selecting others the user must select a sensor from a list of sensors presented;



**Notice:** If the user chooses a Radio input Type he/she can also use the QRcode reader by pressing the button “Scan QR Code”(1) and the Radio ID (2), ERP (3) and Serial (4) will be filled automatically;

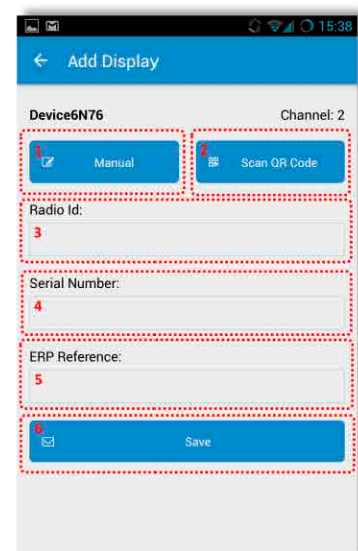


- g) In the others Form the user has the option to add other type of devices, like Display. To add a new device, it should click on the button "Add"  and select the device type to be added.



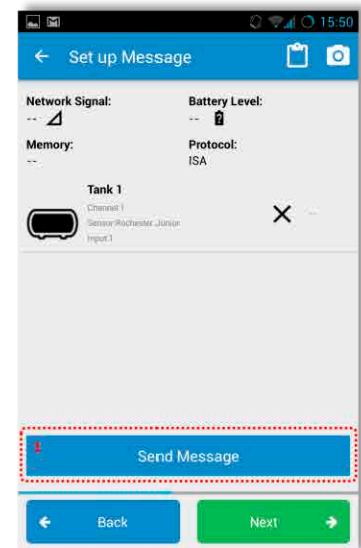
The user needs either to fill the text Boxes with the respective equipment information or use the QR code reader to fill that information automatically (recommended);

To read the Equipment QR code, the user should press the "Scan QR code" (2) button and then point the camera of the phone to the QR code printed in the equipment label. The radio ID (3), serial number (4), ERP reference (5) will be automatically filled;  
Click in "Save" (6) button to add the new device.

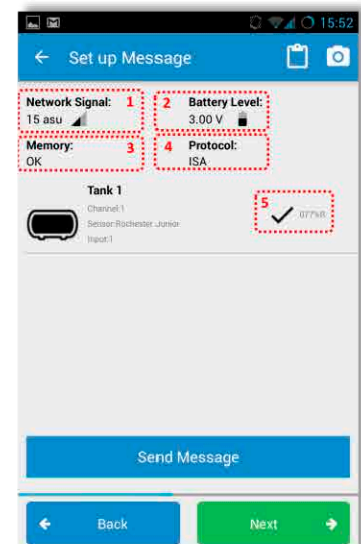


- h) In the set up message Form the user must press the “Send Message” (1) button. An installation message will be sent automatically to the equipment and the user should wait to receive an answer message; It can take up to 5 minutes to get an answer message from the equipment.

**Notice:** The user must use a magnet to activate the equipment and then wait until the green light is blinking every 2 seconds; If the user doesn't receive any message, the message needs to be sent again;



When the application receives a valid message from the equipment, the application fills the network Signal quality (1), Battery level (2) and sensor level (5) information;

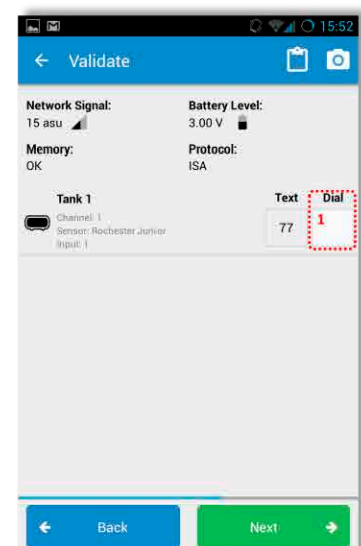



The user should then press the “Next” button to advance to the Validate Setup form;

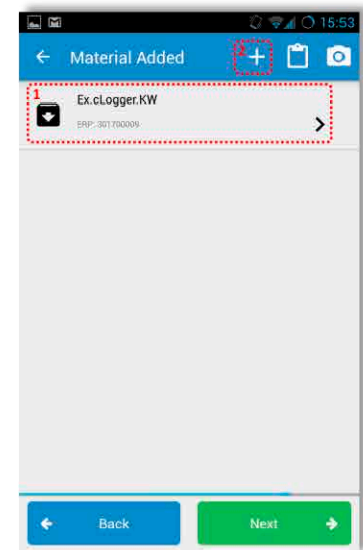
- i) In the Validate Setup form the user must insert the Dial level (1) and verify if all the parameters (network Signal and Battery level) are correct;

The user will be alerted if the values are:

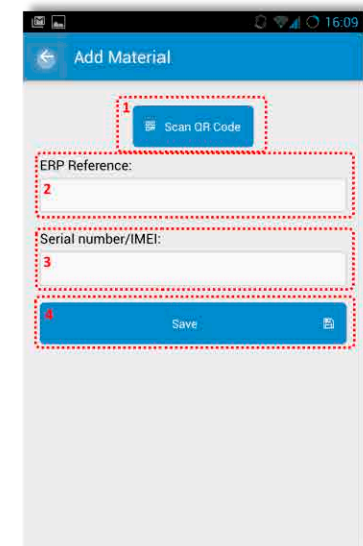
- Network Signal Quality less than 6;
- Battery level less than 2,6 V;
- Sensor Level lower or higher 4% than the level measured by the dial;




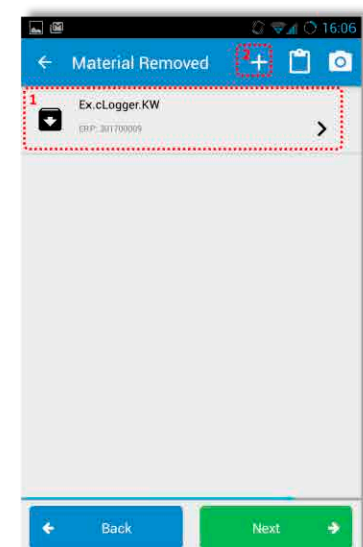
- j) In the form “Material Added” the installer will be able to see the material used (1) in the installation process. The user has the possibility to add additional material by pressing the “Add”  button (2) in the Top bar.



In the “Add Material” form the user can fill the text boxes manually or use the QR code reader to fill that information automatically.



If the job is a maintenance a new form opens, when the user presses the “Next” button, to register the materials removed from the site. The user has the possibility to add additional removed material by pressing the “Add”  button (2) in the Top bar.





- k) To Finish the Job the user must submit at least two photos (1).

If the Job is of a maintenance type, the user needs to select a reason for the maintenance in the site by clicking the button "...Select a reason..." (2).

Examples of reasons are: Battery Change, GSM Network or SIM card problems, and others;

The last action needed to complete the job is to fill the "Observations" (3) field.

To finish the job the user should click the button "Finish Job" (4).

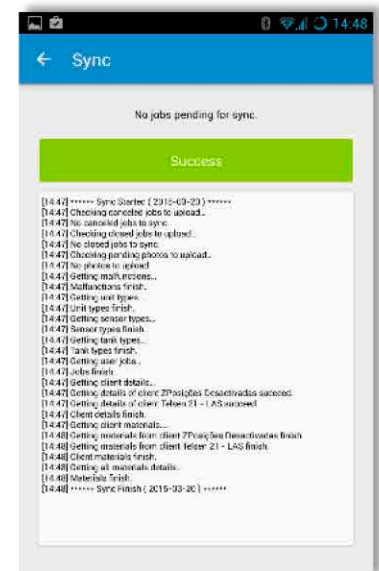
The saved version of the job will be available at the Start Screen menu in the "Closed Jobs" list.

## 4 How to submit the jobs to the platform

The user will only be able to submit jobs once the corresponding forms are completed. Usually the option to sync automatically is enabled. If so the Jobs close/cancelled are sent to the server without the user intervention, when an internet connection is available. If this Auto Sync is disabled, the user should do the following steps:

1. The user should go to the Sync window by pressing the "Sync" button on the Top bar and then press the "Sync Now" button.
2. If the interventions are submitted, a Success message will be displayed.
3. In the "Closed Jobs" list the user will see that the list is empty.

The user can also use the "Back" button to return to the previous menu.





## 5 Troubleshooting

### 1) I cannot login to the *Mammut* application. What should I do?

Make sure you have a connection to the Internet and that your mobile device has enough cellular network signal quality to connect. You should re-enter your credentials (username and password) and check if you have inserted them correctly.

### 2) I cannot find any assigned job available in my “Pending List” area.

If the list is empty, press the “Sync” button in the Top bar and in the new Window press the “Sync Now” button.

If the problem persists, please contact customer support.

### 3) I cannot read the product QR code.

Make sure there are no objects in front of the QR code label and if there is enough brightness in the area. Try to keep the camera phone as stable as possible and then press the “OK” button again.

### 4) I have wrongly filled the job and I wish to change it.

If that problem occurs, please contact customer support.

### 5) I want to delete the picture that I took and insert another one.

In the photo area, click in the photo you took and select Delete photo button. Confirm this option and click again on "Take Photo" button on the Top menu. Point the camera of your phone to the shooting area you want and press the “Ok” button.

### 6) The job I filled does not appear on the “Closed jobs” list.

Verify that the job is not in the list of "pending jobs" Note that the intervention will only be redirected to the list of “Closed jobs” in case it is completely filled and if you press the "Finish job" button available at the end of each intervention form.

#### 7) I cannot submit the job.

You can only submit the job if you have an Internet connection. Make sure you have an Internet connection and try again. If the problem persists, please contact customer support.

#### 8) When I take a Photo I get an error “Not enough memory available”

If this happens, try to reduce the resolution (mega pixels) of photo taken in the camera application. Usually 1.3Megapixels is enough.



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