

REVISIONS

Rev.	Date	Revision Description	Performed by:	Approved by:
01	27/01/2023	User Manual App moduli installazione	Marco Limoni	

APP moduli_installazione(Technicians)

User Manual

Moduli_installazione (Technicians) is a mobile application used for assistance services carried out by internal and external technicians of Tecno-Gaz.

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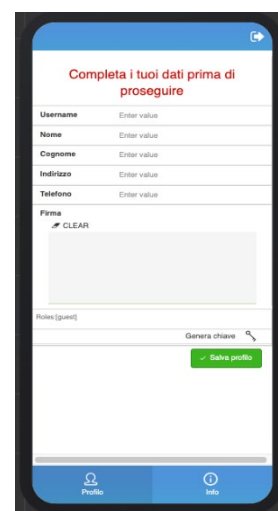
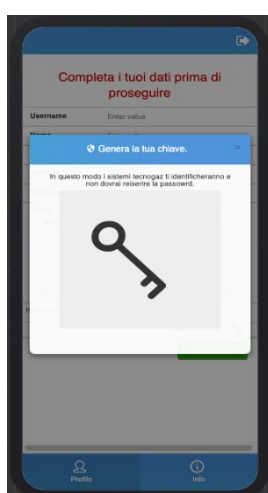
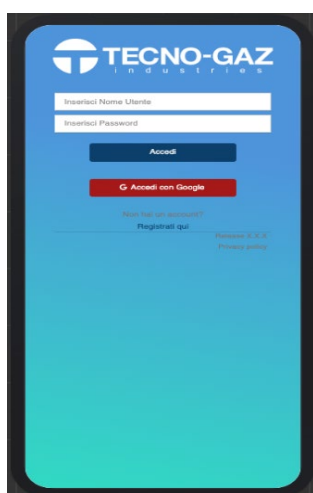
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Access methods

After downloading, installing and opening the application on your mobile device, the first page accessed is an OPEN page where end customers can view IoT DEMO devices and other ads for marketing purposes. To access the Login page you must click either on the "T" icon at the top right or on the Home word at the top left.



On the Login page, the first time you log in, you will need to enter your credentials. At the first access, each user will only be able to access the Info and Profile pages. On the profile page, the missing information of the logged in user must be added and click Save. After saving the missing information, you will be able to access all the resources in the application. In addition, the user can generate a key, or a certificate, which will allow him to access the app in the future without having to enter credentials. In the event that the certificate expires, the user must forcibly log in by entering their credentials and then generate a new certificate.

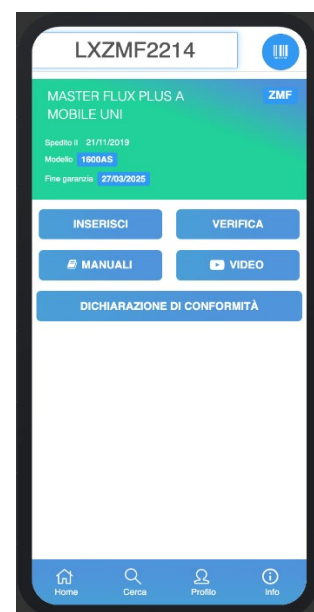


PAGES

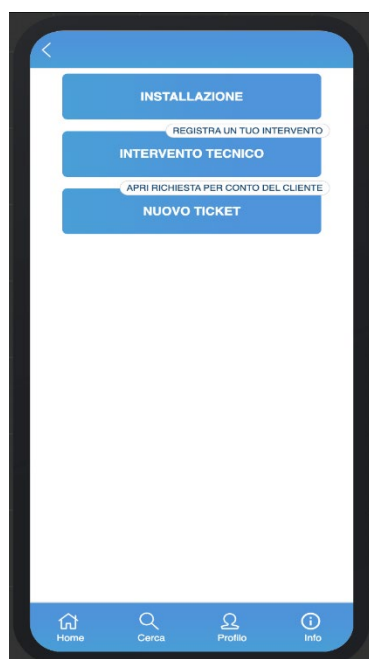
Home

The **Home** page is the main page of the application. The access point to most of the app's features is through entering a valid service tag. You can enter a serial number by typing it in the appropriate field or by clicking on the blue button with the barcode icon and framing the QR code of the serial number with the camera of your device. Entering a valid serial number on the Home page will allow the user to access the following features:

- Serial information
 - Description
 - Family
 - Ship date
 - Model
 - Warranty expiration date
- ENTER
 - Forms that can be filled in online
- VERIFICATION
 - Technical documentation produced by the user logged in on the entered serial number (Check button).
- MANUALS
 - List of technical manuals, in the various languages available, for the model of the serial number inserted (manuals button).
- VIDEO
 - Access to the list of videos published on the YouTube channel of TECNO-GAZ
- DECLARATION OF CONFORMITY
 - Declaration of conformity form for the serial number inserted



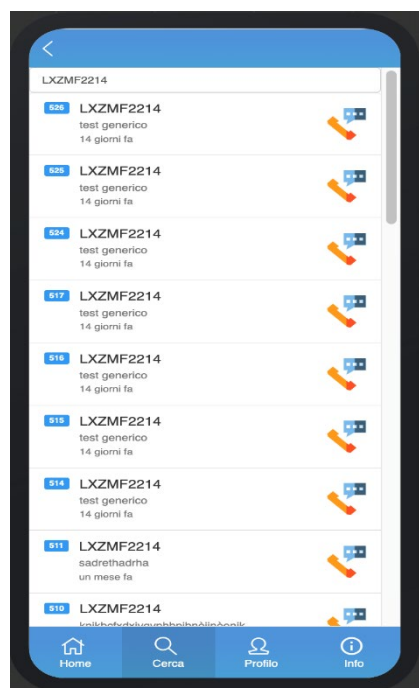
Enter



By clicking on the insert button you access the page where you can choose which technical form you want to fill out. The available modules are:

- **INSTALLATION** (Installation report)
- **TECHNICAL INTERVENTION** (recording of an intervention without a request for assistance already managed by TECNO-GAZ)
- **NEW TICKET** (Opening assistance request on behalf of a customer)

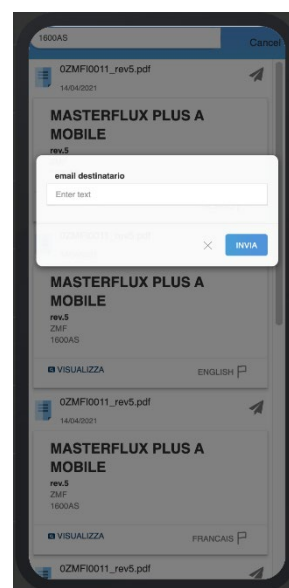
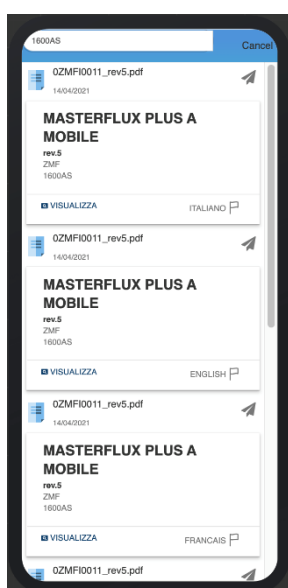
Verification



By clicking on the verification button you access the Search page, where all the documents produced by the technician logged in to the application will be presented, filtered by the serial number entered on the homepage.

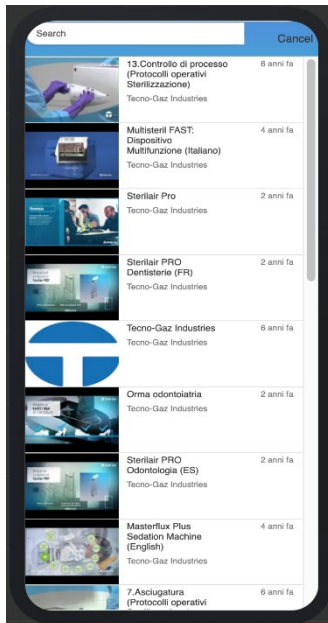
Manuals

Clicking on the manuals button takes you to the manuals page. The manuals page allows you to find and download the manuals corresponding to the model of the serial number entered on the homepage page. Once you have entered the page you can also search for manuals for other models. At the top of the page there is a search bar where typing a template will return all the manuals found in the various languages present. You can view them on your mobile device by clicking on VIEW at the bottom left of each card representing a manual (central photo). In the display page of the manual you can enlarge or shrink the image using the appropriate zoom bar located at the top left, while to scroll through the pages of the manual you need to use the buttons with the arrows at the top right, finally clicking on the close icon will close the display page. You can also send the manuals by email by clicking on the SEND icon (right photo) at the top right of each card representing a manual. After clicking on the send icon, a dialog box will open where you will need to type the email address to send the selected manual and click send to send the manual.



To exit the manuals page you need to click on the word **Cancel** at the top right of the page. By clicking on "cancel" the arrow will appear that allows, by clicking it, to return to the Home page. While clicking on the magnifying glass icon, the search bar will reappear and it will be possible to make a new search within the manuals page.

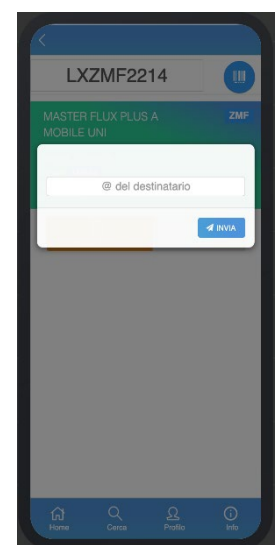
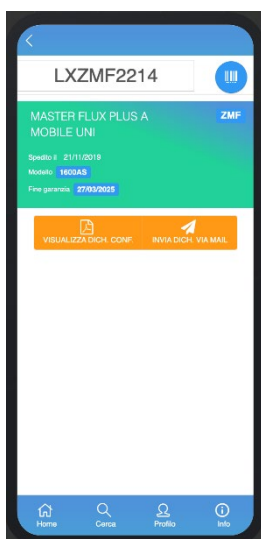
Video



By clicking on the VIDEO button, you can access the page containing the videos on the TECNO-GAZ youtube channel. Once you enter the page you can search among the videos in the list, to do so just type the name of a video in the search bar, located at the top of the page. To exit the video page you need to click on the word **Cancel** at the top right of the page. By clicking on "cancel" the arrow will appear that allows, by clicking it, to return to the Home page. While clicking on the magnifying glass icon, the search bar will reappear and you can make a new search within the video page.

Declaration of conformity

By clicking on the DECLARATION OF CONFORMITY button you will access the corresponding page, where you can view the declaration of conformity for the serial number entered on the HOME page, or send it by email. By clicking on VIEW DICH. CONF. The Declaration of Conformity display page will open. On the display page you can enlarge or shrink the image using the appropriate zoom bar located at the top left, while to scroll through the pages, if there is more than one, you must use the buttons with the arrows at the top right, finally clicking on the close icon will close the display page. By clicking on the SEND DICH button. VIA EMAIL a dialog box will open in which you will need to type the recipient's email address and click on send to send the email with the pdf of the declaration of conformity to the email address typed in the recipient field. The email sent will have a link in the body of the text, clicking on this link will download the pdf of the declaration of conformity to the local device.



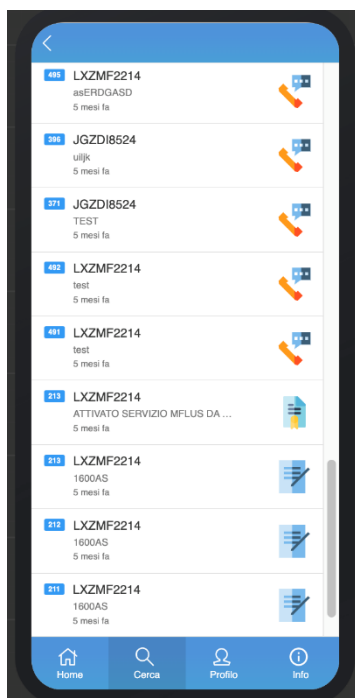
Search

The **Search** page allows you to search and view all the documentation produced by the technical user of the app. By entering a valid serial number, for example, you can view all the documentation produced, by clicking on the icons located on the right side of each line you can view the details of the selected form. If you do not specify a search pattern, documents are displayed in chronological order from newest to oldest. The documents are distinguished from each other according to the icons used and the color of the arrows described above.

In the search bar at the top of the page you can search by words in the contents of registered forms such as name, surname, address, city and email of a customer, serial number, model, alarms entered in a ticket, ticket number, etc. The results of the searches carried out will always be displayed in chronological order.

For each row/document in the list, the following data is displayed:

- Document identification number
- Freshman
- Description
 - Ticket: Malfunction
 - Minutes: Device model
 - MF PLUS: Service Activation Description
- Time elapsed since document registration



Installation report

219 LXZMF2214
1600AS
3 mesi fa



Ticket

525 LXZMF2214
test generico
14 giorni fa



Master Flux Plus

215 LXZMF2214
ATTIVATO SERVIZIO MFLUS DA ...
4 mesi fa

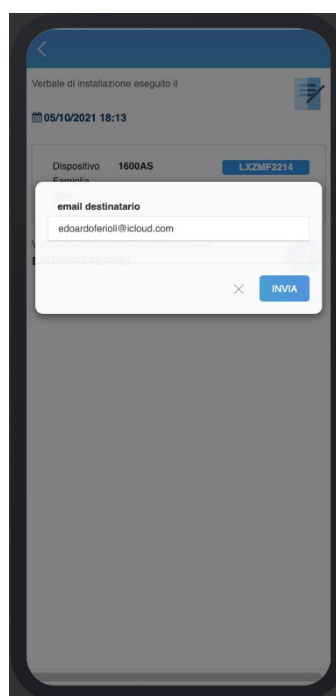
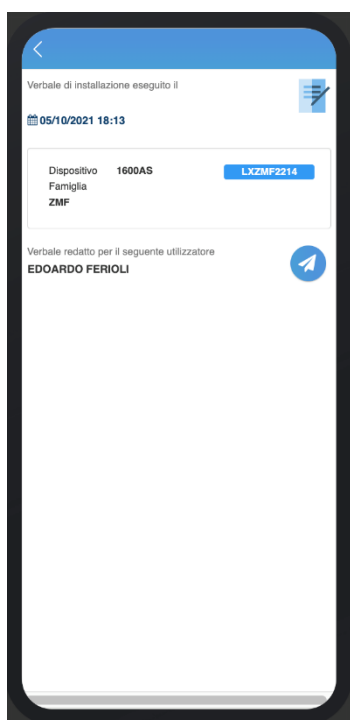


Verbal

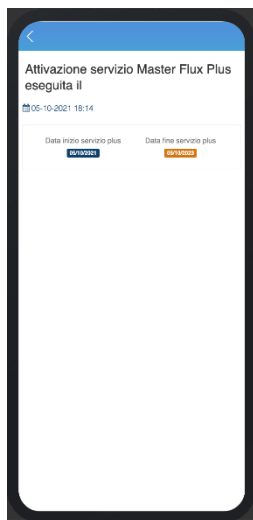
By clicking on the icon of a Report you access the page with the details of the Report. This page displays:

- The date the device was installed
- The model of the device
- The technical family of the device
- the serial number of the device
- Name and Surname of the user of the device, entered when filling out the INSTALLATION form

Finally, by clicking on the blue button with the SEND icon it will be possible to send the pdf of the installation report via email. Clicking on the button just mentioned will open a dialog box in which you will need to type the recipient's email address and click on send to send the email with the pdf of the declaration of conformity to the email address typed in the recipient field. In the recipient field is entered by default the email address of the user entered when filling out the INSTALLATION form, it is still possible to edit it. The email sent will have a link in the body of the text, clicking on this link will download the pdf of the installation report to the local device.



MasterFlux Plus (MF Plus)



Clicking on the icon of an MF Plus takes you to the page with the details of the Master Flux Plus. On this page you will be able to view:

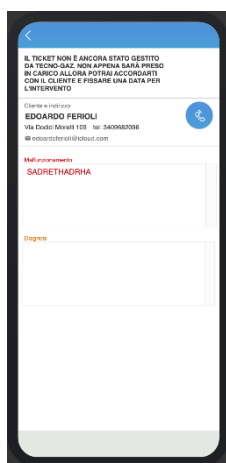
- MF PLUS Service Registration Date
- MF PLUS service start date
- MF PLUS service end date

Ticket

By clicking on the icon of the ticket to be managed, you access the page with the ticket information. The tickets displayed on the search page can be of three different progress. A technician then views three different types of tickets depending on the progress they are in. You can view:

- Tickets opened by the technician on behalf of a user
- Tickets managed by TECNO-GAZ and assigned to the technician to carry out the necessary repair work
- Tickets Resolved by technician

For each type of ticket there is always a blue button with the phone icon, by clicking you can contact the customer at the number displayed next to it.



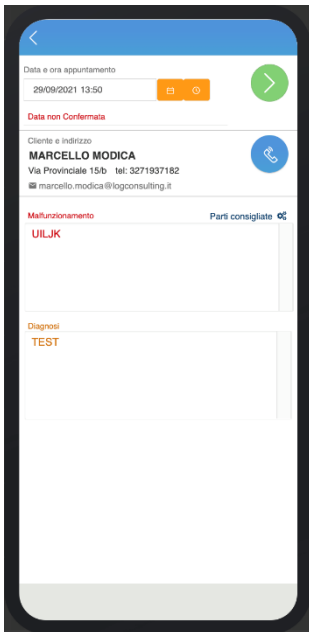
Ticket opened by the technician and not yet managed by TECNO-GAZ

In this type of ticket the information that can be displayed will be the following:

- Name and Surname user
- User address
- User Email
- User phone

At the top of the page is the wording: **THE TICKET HAS NOT YET BEEN MANAGED BY TECNO-GAZ, AS SOON AS IT WILL BE TAKEN CARE OF THEN YOU CAN AGREE WITH THE CUSTOMER AND SET A DATE FOR THE INTERVENTION**

Tickets managed by TECNO-GAZ and assigned to the technician to carry out the necessary repair work

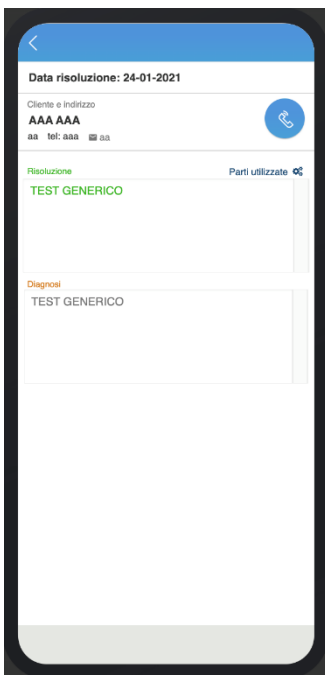


In this type of ticket the information that can be displayed will be the following:

- Date and time of appointment
- Name and Surname user
- User address
- User Email
- User phone
- Malfunction description
- Diagnosis
- Recommended Parts (if any)

In this type of ticket the technician can change the scheduled date for the intervention at the customer and the change of the date will be sent a confirmation email to TECNOGAZ and the customer with the ticket data and the new date of the intervention entered. Finally, at the top left of the page there is a green button that will allow you to access the intervention

report module. The button will be visible and enabled when the scheduled date of the intervention has been inserted.



Ticket Solved by Technician

In this type of ticket the information that can be displayed will be the following:

- Date of termination of the intervention
- Name and Surname user
- User address
- User Email
- User phone
- Intervention description
- Diagnosis
- Parts used

Profilo

On the **Profile** page you can view and edit the details of the technical user using the app: Username, Name, Surname, Address, Phone and Signature. These fields must be completed correctly to allow the user to take advantage of the features of the application, after filling them in / modifying them you must click on the green button with the words Save profile to save the changes. By clicking on the arrow at the top right you can log out of the application. Finally, by clicking on the word Generate key, located above the Save profile button, it will be possible to generate a new certificate that will allow the user to access the application without having to enter a username and password.

Username: edoardoferioli@icloud.com

Nome: edoardo

Cognome: fericoli

Indirizzo: Via dodici Morelli 109/5

Telefono: 3409682096

Firma: CLEAR

Roles: [tecnico]

Genera chiave

✓ Salva profilo

Info

Legenda e manuali

Manuale App (Tecnico)

Verballi

Ticket

Info applicazione e dispositivo

Versione dell'app: X.X.X

Versione Cordova: X.X.X

Tipologia di connessione: NONE

Modello del dispositivo: DEVICEMODEL

UUID dispositivo: DEVICEUUID

Sistema operativo del dispositivo: DEVICESOS

Versione del sistema operativo: X.X.X

Informazioni connessione

connectivityType: NONE

isConnecting: false

isNetworkAvailable: true

isOffline: false

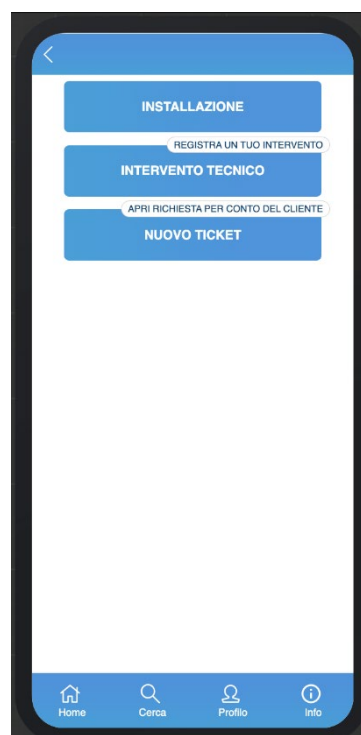
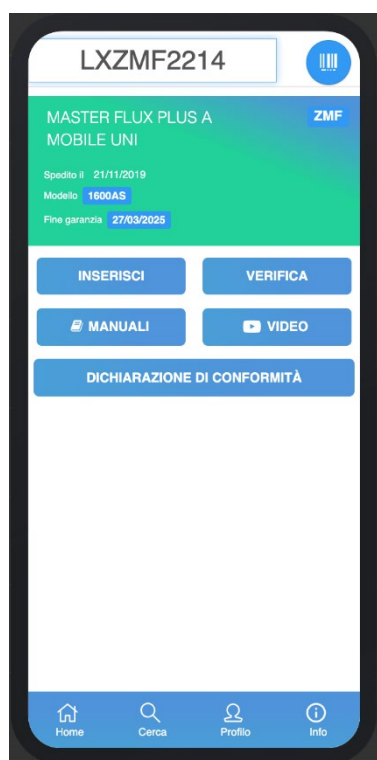
isOnline: true

On the **Info** page you can view information about the application and the device used, the legend of the icons of the forms that can be filled in through the application and finally clicking on the words App Manuals (Technicians) you can access this guide.

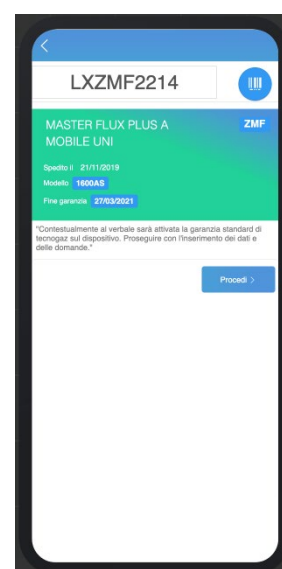
MODULES

Installation

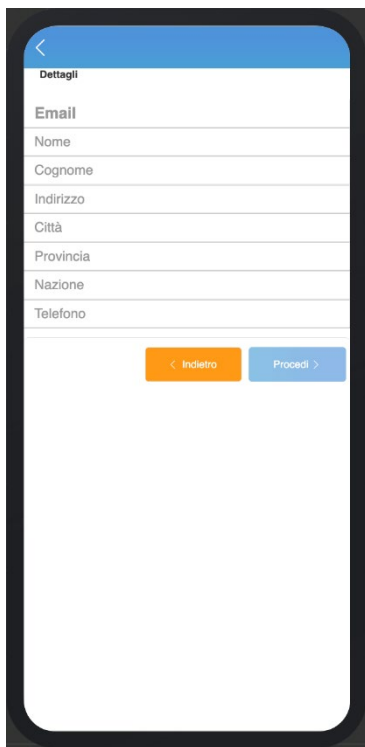
To access the Installation Report form you must enter a valid serial number on the Home page, click on the blue INSERT button and access the Technical Modules page. On the Technical Modules page click on the INSTALLATION button.



By clicking on the button just mentioned you will access the form. In the first step the serial number is displayed with its information, entered on the Home page, it is editable. Also on this page you can change the serial number by framing a QR code with your mobile device, to do so just click on the blue button with the barcode icon and you will access the camera of your device. Under the information of the serial number entered there is a wording in which it is recalled that at the same time as the report the warranty for the device will be activated, without the registration of the report the standard warranty for the device will not be activated. By clicking on Proceed you can access the next step.



In the next step you must enter the contact details. The first field to enter is the email address, in case the customer is already registered, after entering the email the other fields will be autocompleted. In the event that it is not, the fields must be entered manually and at the end of the form the customer will be registered on the customer data of Tecno-gaz so that from the next report or any other form his contact details will be autocompleted, also the registered device will be associated with the user corresponding to the data entered here, who can access his reserved area on the END USER platform and view it among his devices together with all the information concerning him, such as the date of activation and expiry of the warranty as well as the possibility of downloading the PDFs of the documents produced, relating to the device itself. In the event that a new user is created, the latter can access the END USER platform using the email address entered in this form as username and the serial number of the device for which the installation was installed as a password.



Data to be completed (all mandatory):

- Email
- Name
- Surname
- Address
- City
- Province
- Nation
- Telephone

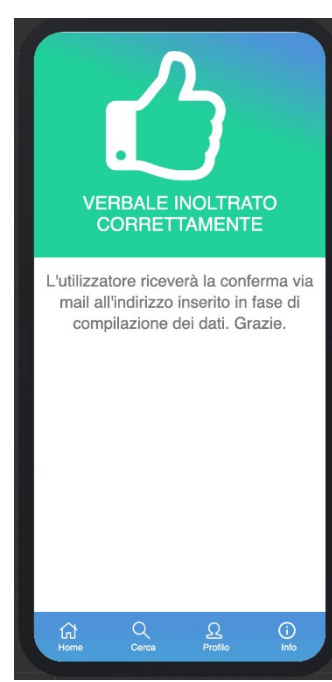
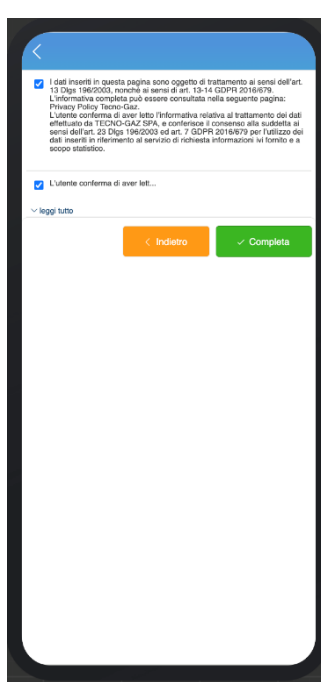
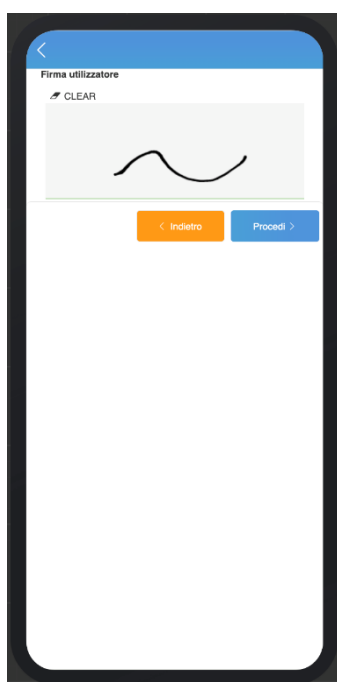
After filling in all the fields, clicking on Proceed will access the next step of the verbal form.

The next step shows all the questions in the report related to the model of the product for which the installation is being carried out. All questions have been designed to be answered closed, if they are selected the answer will be YES, if they are not selected the answer will be NO. In order to complete the report, all questions must be answered yes, i.e. they must be selected (by default they are all). Clicking on Proceed will take you to the next step of the Minutes form.

Domande

- ☒ Il presente verbale è stato rivisto con il Medico / Cliente
- ☒ Si è eseguito il ciclo di prova per valutare corretta installazione dell'apparecchiatura
- ☒ E' stata applicata la matricola Master Flux sul mobile in una zona visibile all'utilizzatore
- ☒ Gli utilizzatori sono stati informati che il Protossido e l'Ossigeno sono farmaci
- ☒ Gli utilizzatori sono stati informati che il Protossido di Azoto deve essere utilizzato solo in presenza di personale medico o odontoiatra con adeguato training in rianimazione cardiopolmonare (BLS-D)
- ☒ L'utilizzatore ha frequentato un corso (BLS-D)
- ☒ Gli utilizzatori sono stati informati che durante l'uso del Protossido è indispensabile verificare la percentuale di ossigeno nel sangue del paziente con pulsometro
- ☒ L'utilizzatore ha un pulsometro
- ☒ Il dispositivo e accessori sono integri
- ☒ Le sono stati consegnati i manuali e le istruzioni d'uso, come pure le condizioni di garanzia dei prodotti installati
- ☒ Il dispositivo è stato installato correttamente (valutazione della stabilità, visibilità dei rotametri)
- ☒ I cablaggio dei circuiti è corretto
- ☒ E' stato previsto e valutato un impianto di evacuazione dei gas esalati
- ☒ Il manuale istruzioni è a disposizione di tutti gli utilizzatori del dispositivo
- ☒ E' stato illustrato l'uso corretto e la manutenzione dell'apparecchio

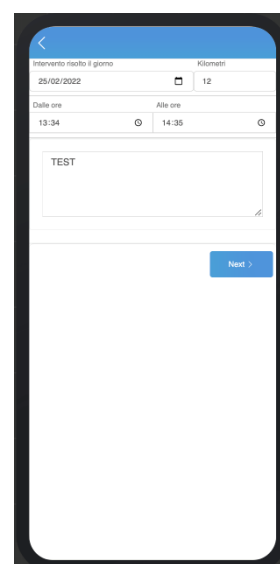
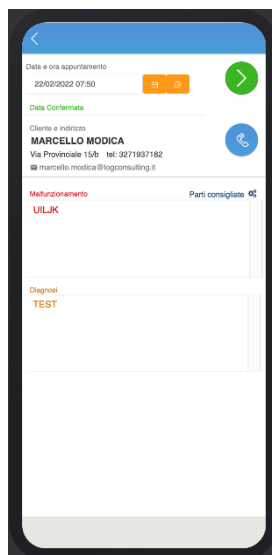
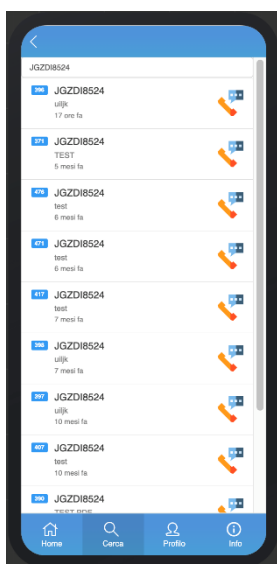
In this step of the form the customer must affix his signature. By clicking on Clear, above the signature input field, you can delete the signature made and insert a new one. After entering the customer's signature by clicking on Proceed, you access the last step of the form where you will find the privacy policy, necessary for the processing of customer data. In this step of the form, clicking on Complete will complete the installation. A confirmation email will be sent to the customer from which he can find all the information on the report and on the technician who carried out the installation as well as being able to download the complete pdf document of the installation and the certificate of the activated warranty.



The registration of the Installation Report, activates the warranty of the device and associates the serial number to the customer for whom the Verbal has been registered in case the device is new. In the event that the device is "used", it will be dissociated from the old user and associated with the new one, while no warranty will be reactivated. You can always go back to the previous steps to edit the data by clicking on the orange button with the word Back in each step of the form. The recorded Report will now be visible on the SEARCH page.

INTERVENTION REPORT

The Intervention Report module is available when a Tecnogaz operator or the assistance center, through the **Support Shop** service, assigns a ticket to a technician for the resolution intervention. After the assignment you will receive an email to the technician with information about the customer and the instructions necessary to be able to locate the ticket on the application. To access the Intervention Report module it is necessary to identify the ticket in question within the SEARCH page on the application. There are, basically, two ways to access the SEARCH page and identify the ticket, entering the serial number of the device on which the intervention was carried out on the Home page and clicking on the Verify button, or by accessing the Search page directly and searching for the ticket by entering the number, serial number or customer information in the appropriate search bar. After locating the ticket, by accessing the Ticket page from Manage you can view the information on the request for assistance described in the previous paragraph Ticket. In order to access the intervention report form it is necessary to enter the date of the appointment, if there is no one and click on the green button with the arrow icon at the top right of the Ticket page.

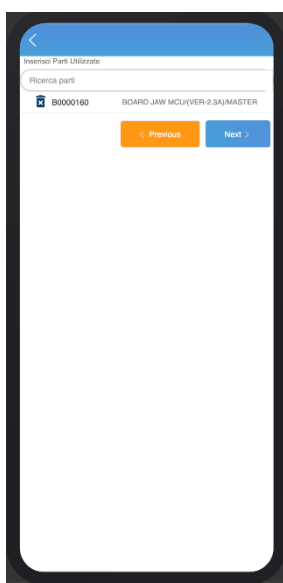
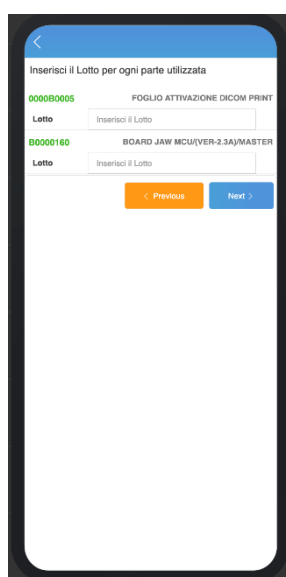
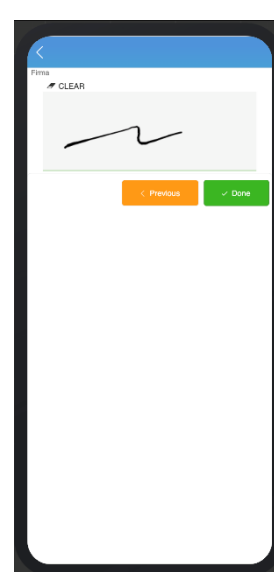
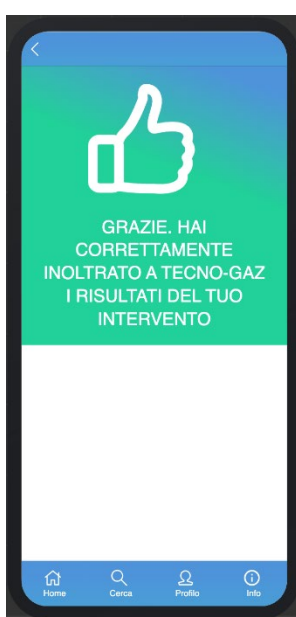


In the first step of the form it is necessary to enter:

- Intervention date
- Start time
- End time of intervention
- Description of the intervention
- Kilometers traveled (not mandatory)

Clicking on Proceed will access the second step of the Intervention Report module .

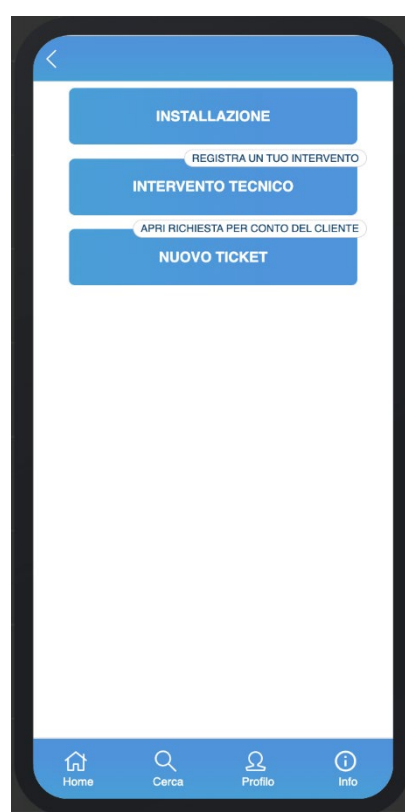
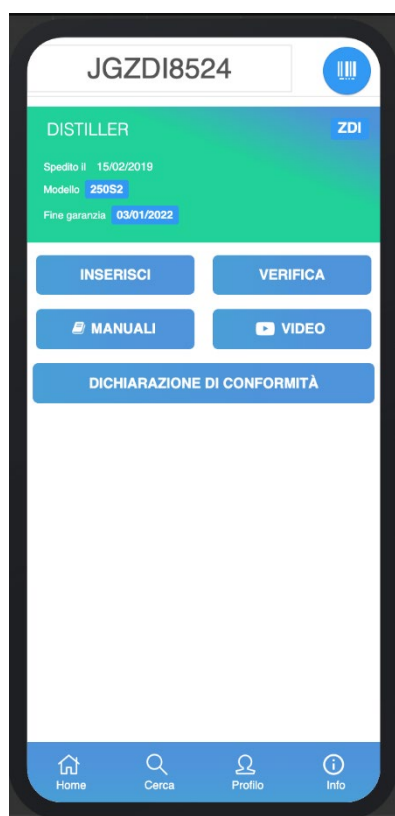
In the second step of the form it is possible to insert the parts used in the intervention, if any. By entering the code of a part or the description, in the appropriate field used for the search, it will be possible to select the part used from the menu that appears with the search results, after which the code and the description of the part will appear in the list of parts used under the search bar. To delete a part from the list just click on the trash can icon to the left of the part code. By clicking on Proceed you will access the third step of the form in which you can enter the lot codes of the parts used, this step is not mandatory for now, or you can access the fourth and last step, by clicking on Proceed, without having entered the lot codes. In the fourth step of the form the customer must affix his signature. By clicking on Clear at the top left of the signature area, you can delete the signature while clicking on Complete will complete the insertion of the form. You can always go back to the previous steps to edit the data by clicking on the Back button in each step of the form.

After clicking on the green Complete button in the last step of the form, the Intervention Report will be completed and the ticket will be resolved. The customer will receive an email with the Intervention Report form downloadable in pdf format. Finally, the intervention report will also appear on the service, dedicated to assistance centers, **Support Shop** and on the platform used for ticket management of TECNO-GAZ.

TECHNICAL INTERVENTION

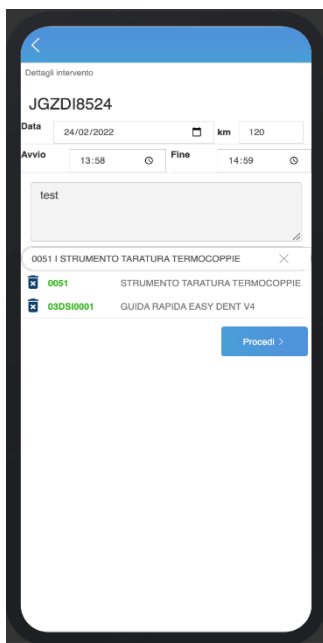
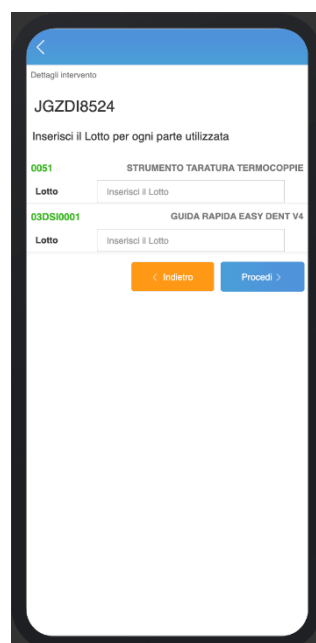
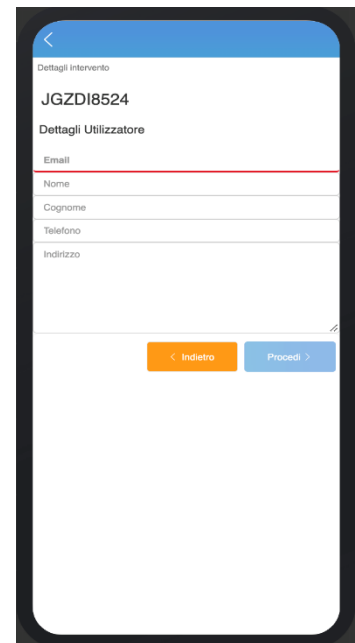
The Intervention module allows you to open a ticket and solve it by filling out the Intervention Report within the same form. It is a module designed to allow technicians to record and track an intervention carried out on a TECNO-GAZ device, without a ticket being previously opened and managed by TECNO-GAZ the management process and assignment to the service center and the technician. To access the Intervention module you must enter a valid serial number on the Home page and click on the INSERT button to access the Technical Modules page. On this page click on the TECHNICAL INTERVENTION button to access the Form.



In the first step of the TECHNICAL INTERVENTION module it is necessary to insert:

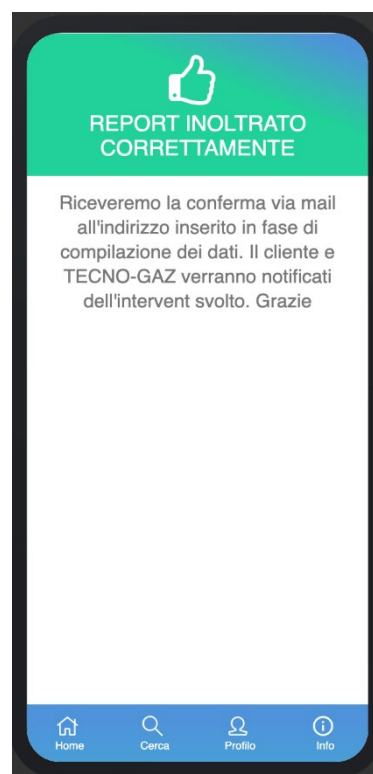
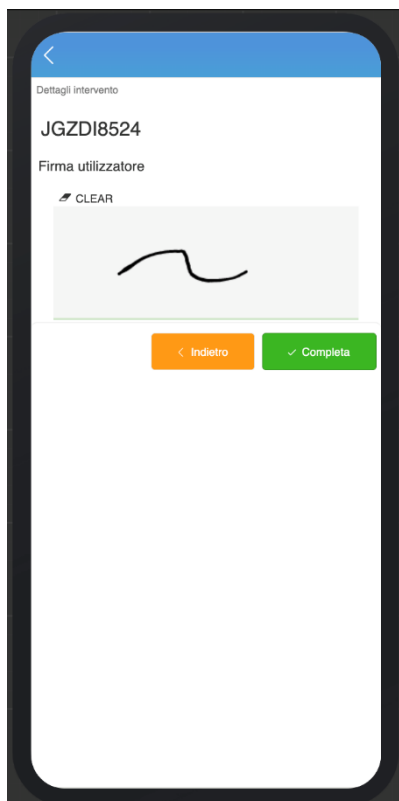
- Intervention date
- Start time
- End time of intervention
- Description of the intervention
- Parts used
- Kilometers traveled (not mandatory)

To insert the parts used in the intervention it is necessary to type the code or description of a part in the search bar and select it from the menu that appears with the search results, once selected the code and the description of the part will appear in the list of parts used under the search bar. To delete a part from the list just click on the trash can icon to the left of the part code. The serial number of the device on which the surgery was performed is visible at the top of the page in each step of the form. In the second step of the form, which is accessed by clicking on the Proceed button, you can enter the lot codes of the parts used, this step is optional for now, that is, you can access the third step, by clicking on Proceed, without having entered the lot codes. In the next step you must enter the customer's contact details. The first field to enter is the email address, in case the customer is already registered, after entering the email the other fields will be autocompleted. In case it is not, the fields must be entered manually and at the end of the form the customer will be registered on the customer data of Tecno-gaz and from the next technical intervention or any other form his contact details will be auto-completed. After being registered, through this form, the customer can access his reserved area on the END USER platform, view the intervention just carried out among his tickets and download the pdf of the intervention report that will also be sent to him by email upon completion of the form. In the event that a new user is created, the latter will be able to access the END USER platform using the email address entered in this form as username and the serial number of the device for which the technical intervention was carried out as a password. Clicking on Proceed will take you to the fifth step of the form.

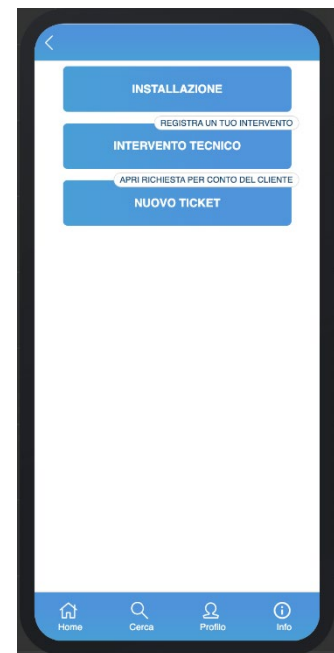
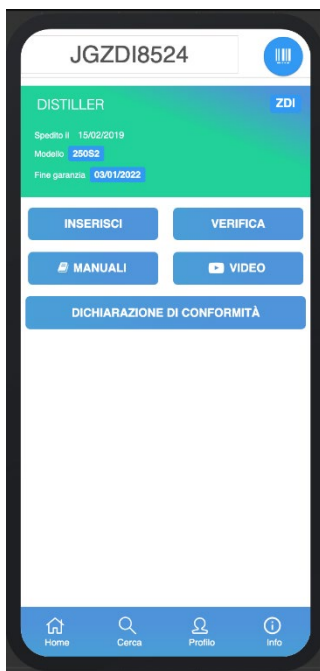
In the fifth step of the form, the customer must sign it. By clicking on Clear at the top left of the signature area, you can delete the signature while clicking on Complete will complete the insertion of the form. You can always go back to the previous steps to edit the data by clicking on the Back button in each step of the form.

By clicking on the green button Complete in the last step, the technical intervention form will be registered. The customer and the Technician will receive notifications via email to confirm the registration of the intervention carried out with all the information on the ticket created and resolved, the customer will also be sent the intervention report of the assistance carried out, downloadable in pdf format. the open and resolved ticket, through this form, will now be visible on the Search page.



TICKET

The Ticket module allows you to open a ticket on behalf of a customer. The open ticket will be managed by Tecno-gaz. The technician will always see the ticket among his documents even if he will not be assigned the intervention to be carried out at the customer's premises to solve the malfunction. To access the Ticket form you must enter a valid serial number on the Home page and click on the Enter button to access the Technical Modules page. On this page you need to click on the NEW TICKET button to access the form.



In the ticket form you must enter all the information necessary to open a new ticket. In the first part you need to enter the customer information: Email, Name, Surname, Address and Telephone. The first field to enter is the email address, in case the customer is already registered, after entering the email the other fields will be autocompleted. In case it is not, the fields must be entered manually and at the end of the form the customer will be registered on the customer data of Tecno-gaz and from the next insertion of a new ticket or any other form his contact details will be autocompleted. After being registered, through this form, the customer can access his reserved area on the END USER platform, view among his tickets, the one just opened and follow the progress status. In the event that a new user is created, the latter will be able to access the END USER platform using the email address entered in this form as username and the serial number of the device for which a new ticket has been opened as a password.

The serial number entered on the Home page is shown in the form with the following information: Family, Warranty Duration, Product Warranty, Serial Number Warranty, Shipping Date. It is possible to change the serial number within the form, modifying it will appear the information of the new serial number entered. If present, based on the serial number, a list of alarm codes of the device corresponding to the entered serial number will also appear. You can select the alarm reported on the device and enter it in the list of reported alarms (it will appear in red above the list just mentioned, see photo). To remove an alarm from the list of alarms already selected, just click on it. There is also a free text field where you can enter an alarm code that does not appear in the alarm

list of the device, entering the code in the text field will appear an alarm corresponding to the same, and clicking it will be added to the list of selected alarms. After the alarms are inserted, which is optional, it is necessary to enter a description of the malfunction, which is mandatory. Finally, by clicking on the green Open ticket button, a new ticket will be opened and a blue box will appear with the confirmation of the opening and the number of the new ticket opened. The customer will receive an email confirming the opening of the ticket. At the top of the page, clicking on the back arrow you can return to the Technical Modules page. The open ticket will now be visible on the Search page.

EMAIL * Inserire un indirizzo email valido

NOME * Inserisci Testo

COGNOME * Inserisci Testo

INDIRIZZO * Inserisci Testo

TELEFONO * Inserisci il numero di telefono

MATRICOLA * JGZDI8524

MODELLO 250S2

FAMIGLIA 250

DURATA GARANZIA 12

GARANZIA PRODOTTO 12

GARANZIA MATRICOLA 8

DATA SPEDIZIONE 12/09/2019

ALLARMI Inserisci Testo

DESCRIZIONE * Inserisci Testo

Apri ticket

EMAIL * edoardofenoli@icloud.com

NOME * edoardo

COGNOME * fenoli

INDIRIZZO * Via Dodici Morelli 109

TELEFONO * 3409882096

MATRICOLA * OM2VM3482

MODELLO VM013ZVM

FAMIGLIA 250

DURATA GARANZIA 12

GARANZIA PRODOTTO 12

GARANZIA MATRICOLA 8

DATA SPEDIZIONE 12/09/2019

ALLARMI Inserisci Testo

ERR 007 ERR 008 ERR 009

ERR 010 ERR 011 ERR 012

DESCRIZIONE * test

Apri ticket

TECNO-GAZ
industries

**TICKET INSERITO
CORRETTAMENTE**

TICKET ID: [531]

Riceverà un email con gli stati di avanzamento. Fare riferimento al numero identificativo del ticket per tutte le comunicazioni future.