

MT MobileTech R6.0

(6.0.12)

February 27, 2018

This document provides descriptions of new features and resolved issues that are included in Signature MobileTech R6.0.

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INSTALLING THE SERVICE PACK

UPGRADE TO R6.0 FROM A PREVIOUS VERSION

You can upgrade to MobileTech R6.0 from version R5.x or higher.

The components that you'll install for MobileTech R6.0 will overwrite your existing components. You don't need to uninstall or rename the current MobileTech files. You can install and set up the newest version as described in the *Signature MobileTech R6.0 Installation and Administrative Guide*.

Note: Before you upgrade from a previous version of MobileTech, make sure that all mobile devices have been synced to the host system.

If you've made changes to views or stored procedures in previous versions of MobileTech, those changes will be overwritten during the upgrade.

We recommend that you remove the previous client shortcut from the devices. The R6.0 installation process creates a new shortcut instead of overwriting the previous shortcut.

You'll be prompted to install database objects the first time you log on to MobileTech Administration. You must do this for each company. If you're not prompted to install database objects, go to *Tools > Create MobileTech Objects* and choose *Process*.

For more information, see "Log on to MobileTech Administration" in the *Signature MobileTech R6.0 Installation and Administrative Guide*. For additional upgrade notes, see "Upgrading MobileTech" in the *Signature MobileTech R6.0 Installation and Administrative Guide*.

Note: The steps for importing a new Resco Woodford project file have changed from previous releases. Be sure to read "Important information for upgrade customers who already use Woodford" in the *Signature MobileTech R6.0 Installation and Administrative Guide* before you import the new project file.

INSTALL MOBILETECH FOR THE FIRST TIME (YOU'RE A NEW USER)

You can install and set up MobileTech as described in the *Signature MobileTech R6.0 Installation and Administrative Guide*. If you're installing MobileTech as a new user, you'll be prompted to install database objects the first time you log on to MobileTech Administration. You must do this for each company. If

you're not prompted to install database objects, go to **Tools > Create MobileTech Objects** and choose **Process**.

For more information, see "Log on to MobileTech Administration" in the *Signature MobileTech R6.0 Installation and Administrative Guide*.

INSTALLATION COMPONENTS AND COMPATIBILITY

MOBILETECH COMPONENTS TO INSTALL

To set up and implement MobileTech, you must install these components:

- MobileTech Sync Server
- MobileTech Integration Sync application
- MobileTech Administration application
- MobileTech Client application
- Resco Woodford (MobileTech.woodford)

Notes: Do not install MobileTech server components on your SQL Server machine. Install MobileTech Administration on the MobileTech web server.

Additionally, verify the eTimeTrack Web Service current release version matches the installed version of Signature.

For installation instructions for each component, see the *Signature MobileTech R6.0 Installation and Administrative Guide*.

COMPATIBILITY INFORMATION

This table lists the compatible versions for MobileTech R6.0.

Software or device	Compatible versions
Operating systems The following operating systems have been tested and are supported, as of February 2018:	<ul style="list-style-type: none">• 6.0 (Marshmallow), 7.0 (Nougat), and 8.0 (Oreo) <p>Note: The Google Nexus 9 (Nougat) is not compatible.</p> <ul style="list-style-type: none">• iOS 10, 11• Windows 8.1 and 10
Signature version number	<ul style="list-style-type: none">• Signature 2018• Signature 2016 R3• Signature 2015 R2

INSTALLATION NOTES

- **Important Note:** If your technicians use iOS devices, do not install the client updates on those devices unless you'll also be updating the MobileTech Sync Server and MobileTech Admin applications to the identical MobileTech version.

We recommend that you clearly communicate this information to your technicians.

We also recommend that you turn off automatic downloads of updates on iOS devices. To do this, go to *Settings > iTunes & App Store*. In the *Automatic Downloads* section, make sure the Updates option is turned off (the toggle switch should appear gray, not green). Repeat this task on each iOS device.

- **Known Issue with R6.0 and iOS users:** If *ReportEmailMode* under the Report Settings options in MobileTech Administration is set to **Selected or entered by technician**, the Email text box field in the Appointment or Call Summary windows does not display.

Workaround: Rotate the screen 90 degrees and then rotate back. The Email field displays as expected.

MOBILETECH R6.0 FEATURES AND FIXES

NEW FEATURES

- **Ability to require task responses.** Task responses can be set as required in Signature and enforced by MobileTech during the appointment completion process. If a child response is *required* but the parent response type is skipped, the required child response is also skipped and marked as Completed.
- **Added the option to display the inventory Quantity Available for a technician's site.** This displays as a third row in the Site Inventory lookup.
$$Qty\ Available = Qty\ on\ Hand - Qty\ Allocated - pending\ MobileTech\ inventory\ inquiry\ items$$
- **Ability to create additional Job or Service appointments during the Appointment completion process.**
- **SyncAllEquipmentRecords** is available to use when *CreateNewCallForAnyCustomer* is set to *True*. This option determines whether all equipment records that technicians have access to are synced to the client devices. *SyncAllEquipmentRecords* is no longer connected with the Visual Equipment Inspections (VEI) module.
- **Added a new Equipment setup option called AssignedEquipmentValidationLevel.** This lets you set the level of requirement for equipment to be assigned during the appointment completion process.
- **Added event-based sync to Field Payment form.** If *UseEvenBasedSync* in Options > Mobile Device Global Settings is set True, the device will auto-synchronize to the host.
- **Added the ability to control technician email delivery at the report level.** For example, if you want to email Employee Timesheets to technicians, mark the Email Technician check box. MobileTech Admin > Setup Options > Options > Report and Email Options.
- **Added additional fields to search for service or job appointments in Time Entries.** You can now search by Customer Name, Location Name, Location Address 1, Location Address 2, Location City, or Location State. To implement this new feature, you will need to import the latest MobileTech.woodford file into Woodford.

- **Included Refrigerant tracking information on the Call Summary and Appointment Summary reports.**
 - Call Summary - All refrigerant tracking records associated to the service call will be printed.
 - Appointment Summary - Only displays the refrigerant tracking records associated to the technician on the appointment.
- **Report Maintenance** has been enhanced to include a **Created On** date column as well as the ability to sort columns by choosing a column heading.
- **XOi Workflow integration.** We've enabled easy access to XOi Technology's new workflow-enabled Vision Portal from within the appointment form. The XOi workflow setup enables the field resources to follow the workflow process during appointment. Images can be associated with any step of the workflow. MobileTech continues to support the creation of the hyperlink value, stored in the Call Resolution field.

ISSUES FIXED

- Call Summary, Appointment Summary, and Job Summary reports are not showing Inventory ('+' button) transactions with a cost code of 1 or 5. For Signature versions 2015 and 2016, you will need to download and deploy the RDL files.
- Changing of Activity ID creates duplicate appointments and can cause a "TECHNICIAN xxxxx is not currently assigned to appointment" error.
- Unable to hide the Unknown Vendor when UnknownVendorId=<blank>.
- Appointment notes not refreshing for appointments, service calls, customer, location when accessed via the calendar.
- On an Android device, barcode scanning only searches after hitting a SPACE after scanning.
- Signatures entered on an Android device need to be darker.