

User manual for mLynx v8.0

March 01, 2018

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<https://xrb.siemens.com.sg>

Home Screen

The application opens at the home screen showing links to all other screen. Below the links is the News Ticker showing information regarding updates and scheduled downtimes

News:
Follow us on SSN at: <https://siemens.socialcast.com/groups/862>

Next SAP downtime:
Start: Mar, 17 00:00
End: Mar, 17 08:00
SGT (GMT+8).

The Menu icon contains links to Connect/Stop controls, help and version info from the Menu button. Manually **Connect** without sending information or **Disconnect** without closing mLynx

Connect	the status becomes green	
Disconnect	the status becomes grey	

Note: When the status blue, the connection is off line. You can continue working until the connection is established. Any data stored in the 'inbox' is sent when the connection status is green

Sending or refreshing any screen will connect if the application is currently disconnected

Stop	Stops the application
Help	Access links to online help
About	mLynx version information

Common icons

Menu icon 

Back 

Refresh 

Search 

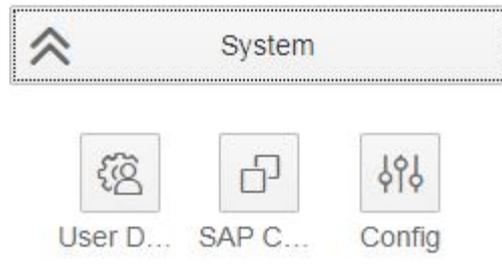
Send 

* Field is Mandatory

System Menu

The System Menu provides access to submenus

- **User Data**
- **SAP Codes**
- **Config**



After the setup data is entered and connecting successfully, the SAP Coded and Config screens must be refreshed. Failure to complete all steps may cause the application to fail.

User Data

Before you can use mLynx, you must enter the following data. The account is made up of the following information created in SAP:

Name	Craig Miller
Personnel Number	41012212
Work Centre	A253404
Plant	9850
Storage Loc	1170
Sales Organisation	2550
Default Activity - Travel	FSTN
Default Activity - OSR	FSNW
Technician mail	craig.miller@siemens.com
User password
Expiry date	2/09/18
New password	
Retype password	

Passwords

Three password fields are used.

Field 1: User Password

The password expiry date is displayed after successful login

Field 2: New Password

Field 3: Retype Password

First Login

1. Enter the initial password provided by back office in field 1
2. Enter your own password in field 2
3. Re-enter your own password in field 3
4. Select 'Send'

Change Password

1. Do not change any data in field 1
2. Enter your own password in field 2
3. Re-enter your own password in field 3
4. Select 'Send'

I forget the password

1. Contact your back office to reset your password
2. Enter the password provided in field 1
3. Enter your own password in field 2
4. Re-enter your own password in field 3
5. Select 'Send'

New / additional Installations, I know the password

1. Enter your own password in field 1
2. Enter your own password in field 2
3. Re-enter your own password in field 3
4. Select 'Send'

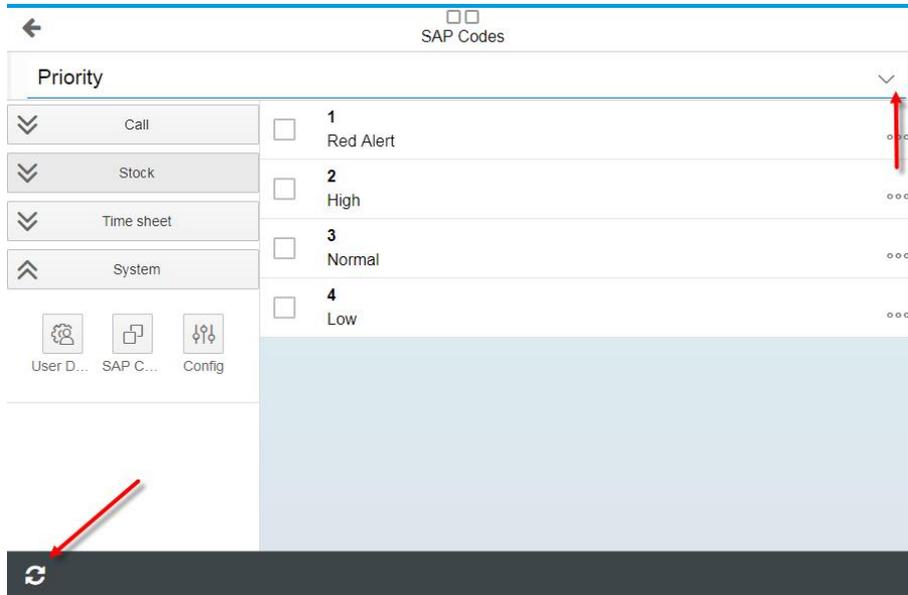
Please reset your password on or before the password expiry date. Back Office must create a new initial password if the password is not reset within 2 days of the expiry data

Please keep passwords to max 4-5 characters

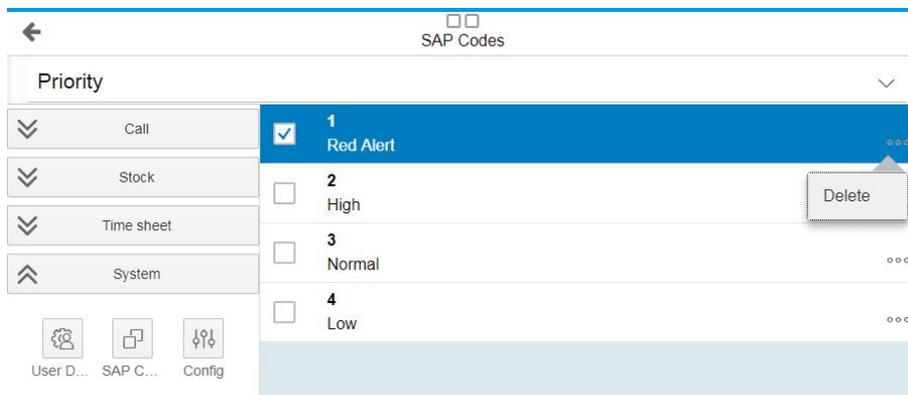
SAP Codes

SAP Codes must be downloaded when the application is first started or when advised of any changes. These settings are responsible for code lists in drop lists based on you company requirements.

Tap **Refresh** to update the list



To temporarily delete a codes that you do not required, select item, then Menu, then Delete



Deleted codes are restored when the SAP codes screen is refreshed

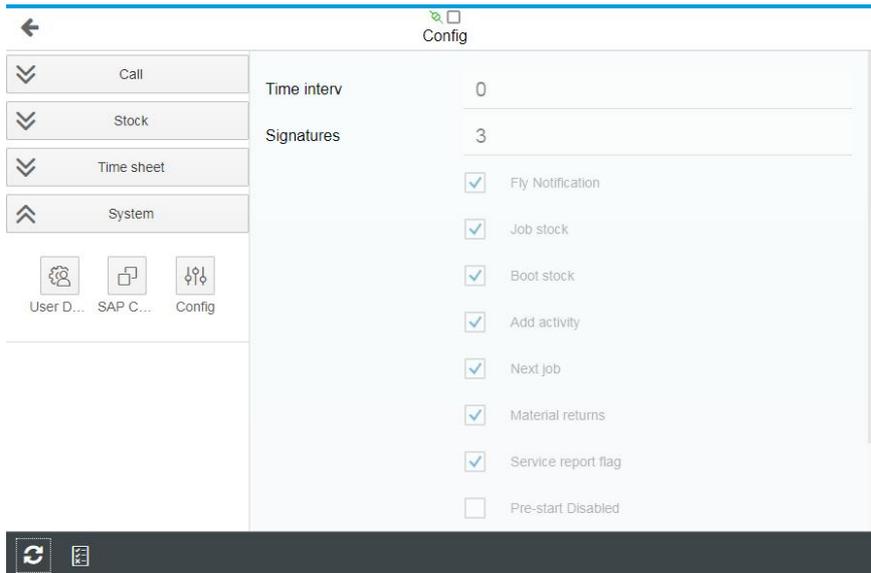
Config

Configuration must be updated when the application is first downloaded. These settings are responsible for application behaviour based on you company requirements.

Tap to update the Configuration



Enabled features are “checked”



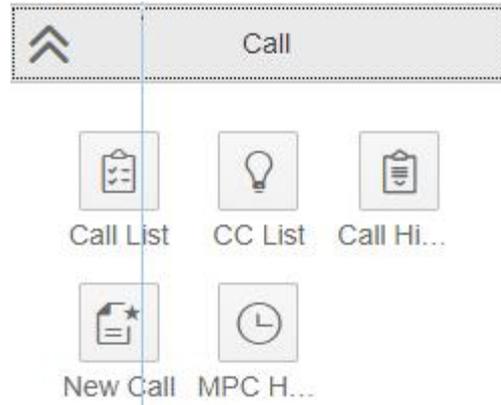
Tap to update the Checklist Configuration if applicable if Checklists are used



Call Menu

Access the submenus for:

- **Call List**
- **Confirmation**
- **Create call**
- **MPC History**



Call List

This screen has all open calls sorted by date/time with the following fields, sorted by date and time.

The screenshot displays the 'Call List' application. At the top, there is a search bar and a 'Call List' title. Below the search bar, a list of calls is shown, each with a date, time, customer name, address, and task details. A left sidebar contains navigation options: 'Call List', 'CC List', 'Call Hi...', 'New Call', 'MPC H...', 'Stock', 'Time sheet', and 'System'. A refresh button is located at the bottom left of the screen.

Date	Time	Customer Name	Address	Task
29/01/2018	11:59 am	Ampang Puteri Specialist	No.1, Jalan Mamanda 9 Ampang	Checklist testing P3 MS 728104154807 / 1
1/02/2018	7:12 am	(PRIMABUMI) PPUM	Lembah Pantai, KUALA LUMPUR	Test for eswitch P3 MS 728104154863 / 1
8/02/2018	12:20 pm	QUANTUM DIAGNOSTICS SDN BHD	Jalan Residensi Pulau Pinang	test VIP P3 MI 728104154942 / 1
20/02/2018	11:52 am	(PRIMABUMI) PPUM	Lembah Pantai, KUALA LUMPUR	eswitch test 2 P3 MS 728104155079 / 1
20/02/2018	11:54 am	(PRIMABUMI) PPUM		

When a new call is released, tap the Refresh to update the list.

Call information provided in the list

The screenshot shows a call detail view with the following information:

- Due Date & Time:** 8/12/2017 10:28 pm
- Customer Name:** QUANTUM DIAGNOSTICS SDN BHD
- Call Status:** Call Status
- VIP Customer:** VIP Customer
- Late flag:** Late flag
- Notification Type:** Notification Type
- Notification No.:** Notification No.
- Task Number:** Task Number
- Address:** Jalan Residensi Pulau Pinang
- Description, Priority:** test Long Text P2
- Sub Menu:** Sub Menu

Use the search field to refine the list or find calls if the list is too long.

Call Detail

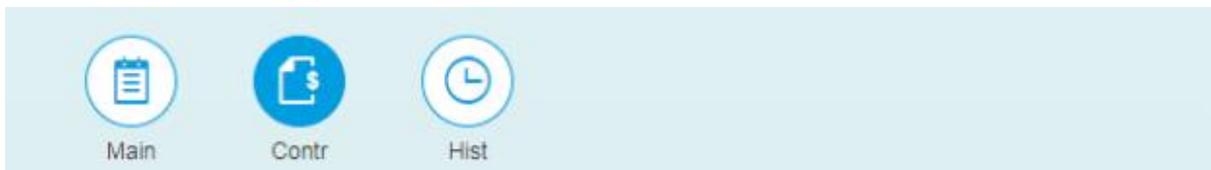
Tap the Call to display the tabs for Main, Contract and History details

Main:



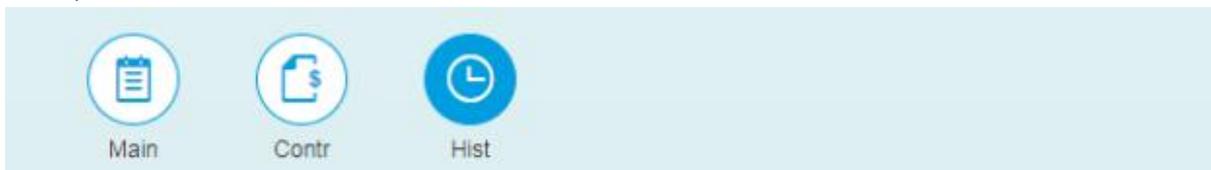
- EQ description, EQ Serial number, EQ Tech ID
- Call Description, Call Type, Planned Start, Planned End, Required End date
- Customer name, Caller's Name, Caller Phone, Customer notes, (FL Long text), Remote Support
- Customer address, contact

Contract:

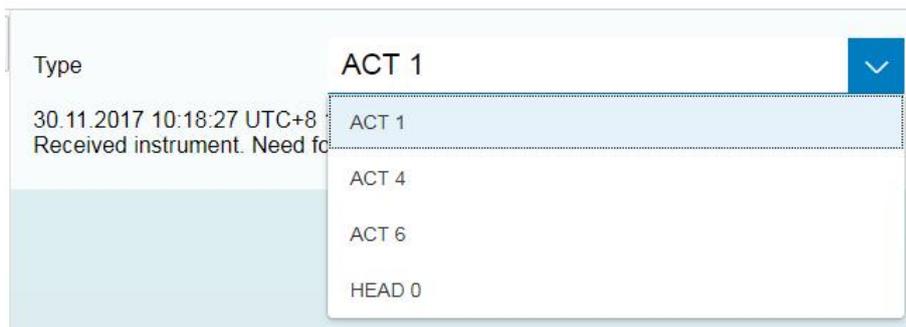


- Contract data, fields displayed depend on the contract

History:



- Tap the  icon to show the text screen
- Select the task type/ task no. from the list. Header text is always displayed as HEAD 0



Call Activities

Activities for each call are available from the sub menu



Status

Each status creates a task in the notification, back office can see the status changes in SAP (VPB or ZMON).



To change the dates, tap  or enter the format dd/mm/yy

To change the times, tap  or directly enter in the format hh:mm AM (or PM)

The sequence of status is:

ETA  -> Start Travel  -> Start Work  -> Planned End Time 

Note:

See the information about GPS data at the end of this manual

Time/date is not updated if the task screen lock is enabled in the Configuration menu

Travel and Work can be changed if **Task Screen Lock** is enabled in **Config**

Confirm

The Confirmation steps will complete the DISP task to end the call. The Hours and Material costs are posted to the Service Order and the Service Notification will be closed.

If another visit is required, the Engineer can initiate a "Follow-up visit" from mLynx or another DISP task can be added to the notification and released.

Time



If enabled, select the mandatory Pre-Start option.

Pre-Start Options *

ZPSTART - 001

Pre-Start Safety Checklist
completed



Hours must be entered within the same day but not in advance. Activity Types are copied from the default settings in the User data screen. These can be changed from the allowable list if required.

The start time on the first row is taken from the time in the **Start Travel** Task. This can be updated or even removed if the customer is not charged for travel

The end time and the start time on the second row is taken from the time in the **Start Work** Task. Add the end time for the **Start Work** task, add new rows for overtime activities and hours after midnight if required

Use the Sub menu button to change or delete items



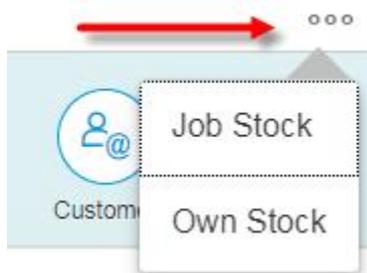
Use the Menu button to add more rows



Stock

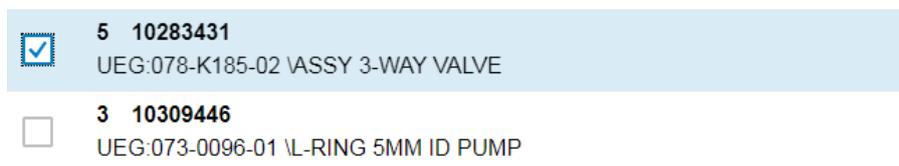


Select Job Stock or Own Stock, the same process applies for both stock types

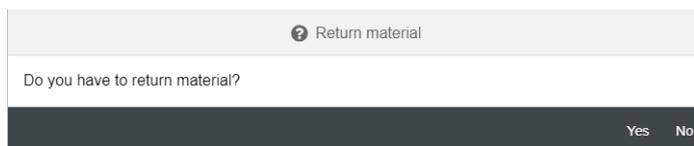


The list of available stock is displayed. Refresh **Call List** is stock is missing

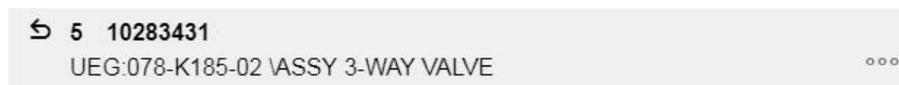
Select the parts to consume and tap 



Select **Yes** if you have a return material



If the Return Material is triggered, the return icon is displayed. The return part will be added to the Return Storage Location. The total quantity of stock is displayed (x5)

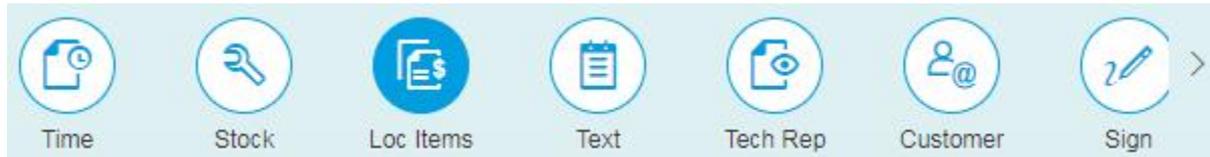


Tap on a material to maintain the quantity, serial number (if required) etc

It is also possible to change return status here

Use the sub menu icon to delete unwanted lines

Local Items



Consumables and other items can be marked for attention in the Service Order for Billing

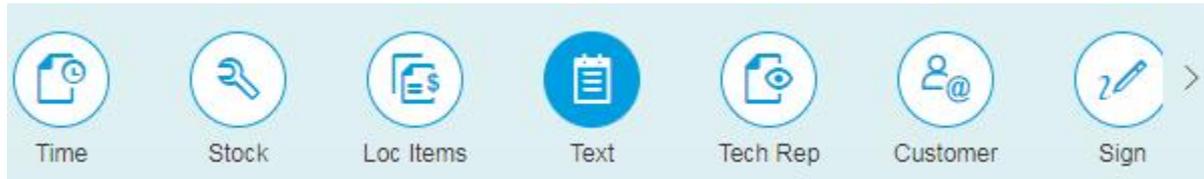


Enter the item details and tap ←

Car Parking 1 150 ...

Tap the sub menu icon to delete the line

Text

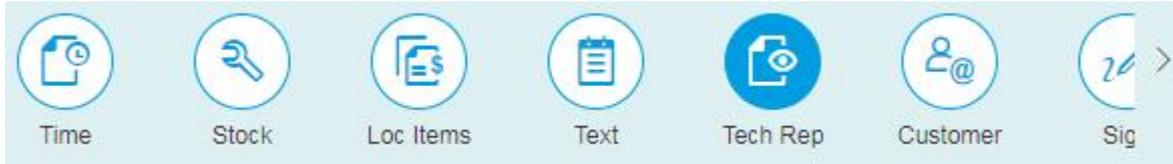


The description of activities completed can be entered directly into are detailed in the text field. The text can be typed or copy/paste from another source.

Do not use the other text box

Activity text	Clean the unit and replaced the widget. Checked and secured the area Tested ok
Task text	

Tech Rep



Activity, Cause, Damage and Object codes can be selected from the PDA Codes list.

Activity		<input type="button" value="..."/>	<input type="button" value="🗑"/>
Cause *	ZSAKURA - 101 software (operating system)	<input type="button" value="..."/>	<input type="button" value="🗑"/>
Damage		<input type="button" value="..."/>	<input type="button" value="🗑"/>
Object		<input type="button" value="..."/>	<input type="button" value="🗑"/>

MU task is only enabled, then mandatory if the Notification type = MU

Final or Follow-up

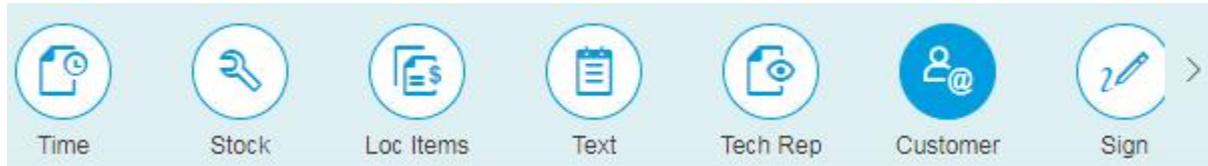
If the visit is the last, set **Final**. Otherwise, request Follow-up visit. The following can be defined for the new DISP task:

- Assign: The DISP task will be assigned to the same Engineer
- Date: The planned start date
- Time: The planned start time
- Hours: The duration

When all 4 fields are completed, a new DISP task is automatically released back. In this case, the "Assign" field is blank so the auto release function will not be triggered.

Follow up	<input type="radio"/> Final
	<input checked="" type="radio"/> Follow up visit
Assign	<input type="checkbox"/> Assign
Date	2/03/18 <input type="button" value="📅"/>
Time	9:00 AM <input type="button" value="🕒"/>
Hours	4 <input type="button" value="📏"/>

Customer



Customer details for sending the service report can be entered.

If the “Service Report” box is ticked, an email address must be entered. If the tick box is clear, the customer will not get a copy of the service report, even if the service report is sent during CRM

Customer's Purchase Order	10001234
Customer's Name	
Service report	<input checked="" type="checkbox"/> Service report
email	name@customer.com
Fax Number	

Fax is not available in some locations

Sign



The times, texts and parts used are displayed

Times:

8/03/2018	10:00 am - 10:30 am	FSTN Field Service Tr NT
8/03/2018	10:30 am - 11:00 am	FSNW Field Service NT

Parts:

1 x UEG:078-K185-02 VASSY 3-WAY VALVE

Activity:

Clean the unit and replaced the widget.
Checked and secured the area
Tested ok

Up to 3 signatures can be configured. Tap the signature field to sign

Customer

Customer

Engineer

The Satisfaction survey can be completed, a ranking of 1-5 is posted to SAP if enabled

Satisfaction



Send

Sending the Confirmation is irreversible.

The screenshot shows the 'Call History' screen in a mobile application. The top navigation bar includes a back arrow, a 'Call History' title, and several icons: Time, Stock, Loc Items, Text, Tech Rep, Customer, and Sign. The 'Sign' icon is highlighted with a red dashed box and a red arrow. Below the navigation bar, there are several sections: 'Call List', 'CC List', 'Call Hi...', 'New Call', and 'MPC H...'. The main content area is divided into three sections: 'Times', 'Parts', and 'Activity'. The 'Times' section shows two entries for 8/03/2018. The 'Parts' section shows one entry for 'UEG:078-K185-02 VASSY 3-WAY VALVE'. The 'Activity' section shows three lines of text: 'Clean the unit and replaced the widget.', 'Checked and secured the area', and 'Tested ok'. At the bottom, there is a 'Customer' field with a handwritten signature.

Time	Duration	Location
8/03/2018	10:00 am - 10:30 am	FSTN Field Service Tr NT
8/03/2018	10:30 am - 11:00 am	FSNW Field Service NT

Parts:
1 x UEG:078-K185-02 VASSY 3-WAY VALVE

Activity:
Clean the unit and replaced the widget.
Checked and secured the area
Tested ok

Use the CRM Only button if no service report is required

The screenshot shows a dialog box titled 'Send CRM / service report'. The dialog contains the text 'Send both, the confirmation and the service report or the confirmation only?'. At the bottom, there are three buttons: 'CRM and SR', 'CRM only', and 'Cancel'. The 'CRM and SR' button is highlighted with a red dashed box.

Reject

Sending an ETA is an acceptance of the call, it is also possible to reject a call.



Please contact your back office before rejecting a call

MPC

The MPC can be used to request parts from the back office. A history of request is retained until deleted or mLynx history is cleared.



The MPC task is created for the selected call.

Priority	2
Material	Widget
Qty	1
Drop off Point	2000 SITE
Free Text	Urgent please

Complete the fields and tap 'Send'



Checklist

Checklist can be completed before sending Confirmation. The tabs, grouping and fields are defined in SAP per the equipment requirements so they are usually different for each checklist.

GH180 air-cooled drives

Call

Call List CC List Call Hi...
New Call MPC H...

Stock

Time sheet

System

SITE DETAILS EQ DETAILS CURRENT VSD OPS SWARE/FWARE CELL >

Drive details

Customer equipment ID

Serial number

Order number

Photo of nameplate

Drive Application

Complete the checklist fields and tap **'Send'**



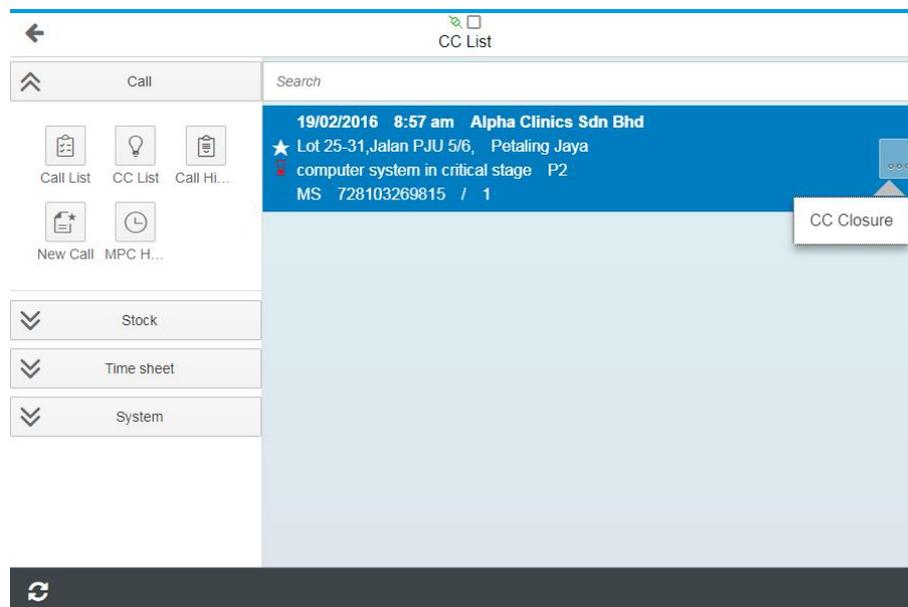
The checklist data is saved in SAP. A pdf is also saved in SAP and copy can be emailed to the customer.

Checklist is assigned to equipment and must be sent before Confirmation is sent.

Refresh the Checklist codes in the SAP Codes screen to download the latest codes.

CC List

Tap Refresh at bottom of screen to update the list.



Use the search field to refine the list or find calls if the list is too long.

CC List Detail

Tap detail area to display the tabs for Main, Contract and History details

Main tab:

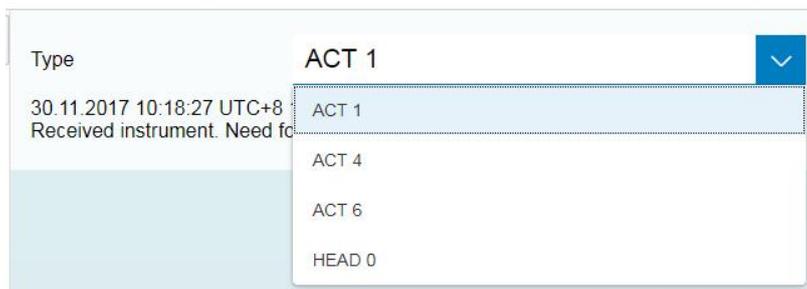
- EQ description, EQ Serial number, EQ Tech ID
- Call Description, Call Type, Planned Start, Planned End, Required End date
- Customer name, Caller's Name, Caller Phone, Customer notes, (FL Long text)
- Customer address fields

Cont tab:

- Contract data

Hist tab:

- Tap the  icon to show the text screen
- Select the task type/ task no. from the list. Header text is always displayed as HEAD 0



CC List Activities

A CC task can be used for phone fixes or when site visit is not required. If it is decided that a site visit is required, a follow-up task can be created

Enter the solution text or follow-up texts in the **CC text** field.

Call Closure

Call

Call List CC List Call Hi...
New Call MPC H...

Stock
Time sheet
System

CC Text

fixed the error via Remote dial in but onsite visit still required

Successful
 Follow up

Assign

Date 9/03/18

Time 10:00 AM

Hours 2

Send

Successful or Follow-up?

If the phone fix was success, set **Successful**. The call is closed

Otherwise, request **Follow-up visit**. The following can be defined for the new DISP task:

- Assign: The DISP task will be assigned to the same Engineer
- Date: The planned start date
- Time: The planned start time
- Hours: The duration

When all 4 fields are completed, a new DISP task is automatically released. If the “Assign” field is blank, the auto release function will not be triggered.

Complete the fields and tap ‘**Send**’



Call History

After successful Confirmation, the Call History is displayed. The Call History list displays old Confirmations.

It is possible to add return travel, additional tasks and send CRM from this list
The list of closed confirmations (green indicator), calls that are not confirmed (clear indicator) and confirmations with errors (red indicator).

<input checked="" type="checkbox"/>	28/02/2018 9:49 am Siemens Bayswater FSS	WO \$4,336.55 Single door for new SBT are 520000270192 1	...
<input checked="" type="checkbox"/>	6/03/2018 1:30 pm Siemens Bayswater FSS	WO \$4,336.55 Single door for new SBT are 520000270192 24	...
<input type="checkbox"/>	QUANTUM DIAGNOSTICS SDN BHD	test Long Text 728104124660 20	...



= Service Report was sent

The screenshot shows the same list of call history entries. A context menu is open over the second entry (6/03/2018 1:30 pm Siemens Bayswater FSS). The menu options are: Return Travel, Add activity, Invoice, and Delete.

Return Travel

To add return travel, tap the **sub menu**, then **Return Travel**

Enter date/times

Tap **Back** to return to the list

Tap **Send** to complete the request

GPS location data can be collected

Invoice

When available, the invoice for service can be sent

Delete

Delete unwanted confirmations to free up space on your device.

To delete an entry, tap the **sub menu**, then **Delete**

To delete all, tap the **screen menu**, then **Delete All**

New Call

If enabled, a new call can be created “on the fly” from mLynx in much the same way as in SAP. Enter 1 or more parameters to search for a customer/equipment and tap “Search”

The screenshot shows the 'New Call' screen. On the left, there is a sidebar with navigation options: Call, Stock, Time sheet, and System. The 'Call' section is expanded, showing icons for Call List, CC List, Call Hi..., New Call, and MPC H... The main area contains a search form with the following fields: Customer's Name (Siemens), Equipment Serial Number, Equipment Number, and Tech ID. Below the search bar, a search results list is shown, with the first entry being 'Siemens Healthcare Sdn Bhd' at 'Level 16, CP Tower, No. 11, Petaling Jaya'. A red arrow points to the search icon in the bottom navigation bar.

Select a customer/equipment from the list to open the new call screen. Enter the priority, effect and description and tap “Send”

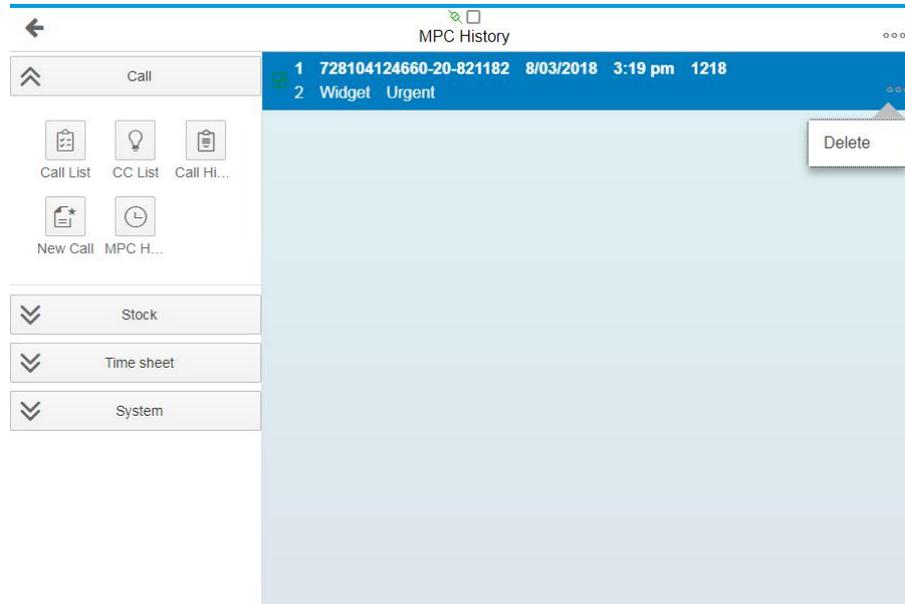
The screenshot shows the 'Create call' screen. On the left, there is a sidebar with navigation options: Call, Stock, Time sheet, and System. The 'Call' section is expanded, showing icons for Call List, CC List, Call Hi..., New Call, and MPC H... The main area contains a form for creating a new call with the following fields: Priority * (3), Effect * (Normal), Failure Description (Widget failed), Caller's Name, Caller's Phone no, Customer (10001464), Customer's Name (Siemens Healthcare Sdn Bhd), and Equipment Number (1025593006). A red arrow points to the 'Send' icon in the bottom navigation bar.

Once submitted, the call is recorded in SAP and the number is provided in the feedback. If the customer credit is good and no other errors are found, the DISP is automatically created and released back to the same engineer.

MPC History

The list of sent recent MPC tasks is displayed

After the requested part is delivered, the record of the MPC task can be deleted



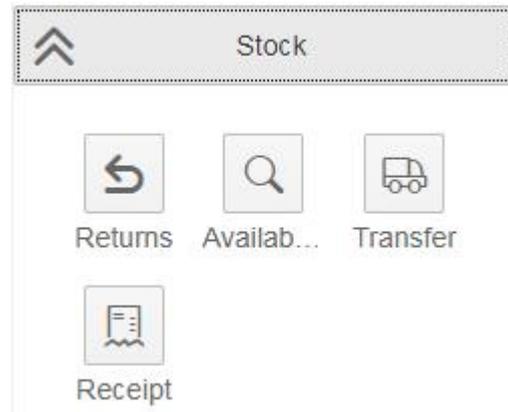
To delete a completed request, tap sub menu, then Delete.

To delete all completed requests, tap screen menu, then Delete all.

Stock Menu

Access the submenus for:

- **Returns (if enabled)**
- **Availability**
- **Transfer (if enabled)**
- **Receipt**



Returns (if enabled)

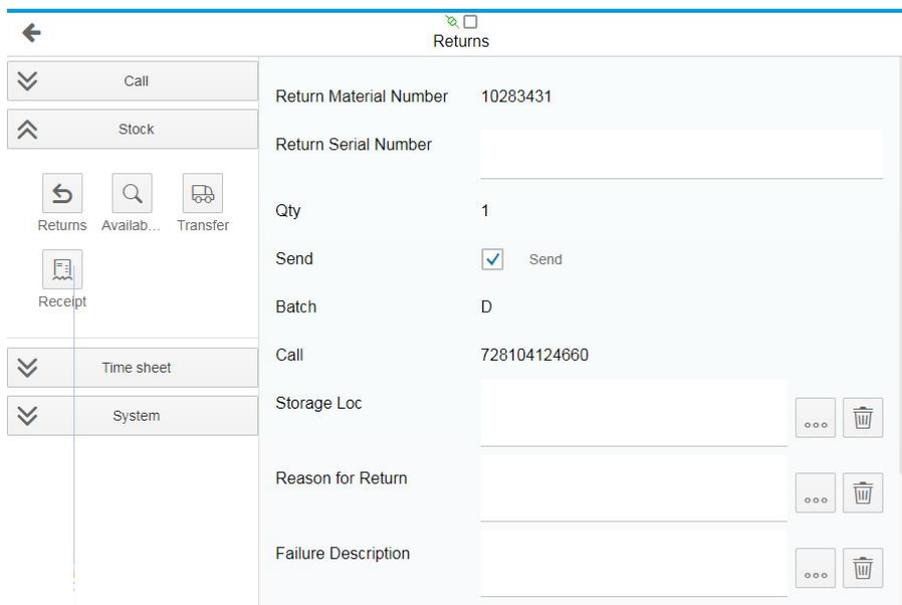
When enabled, parts can be returned to the central warehouse for quality checking and return to supplier. Unused and excess stock can also be returned via the same process.

Return List

Any stock marked as “return” during CRM Task are already listed. To add unused CSE and Job stock to the return list, tap Menu button and select the items to add



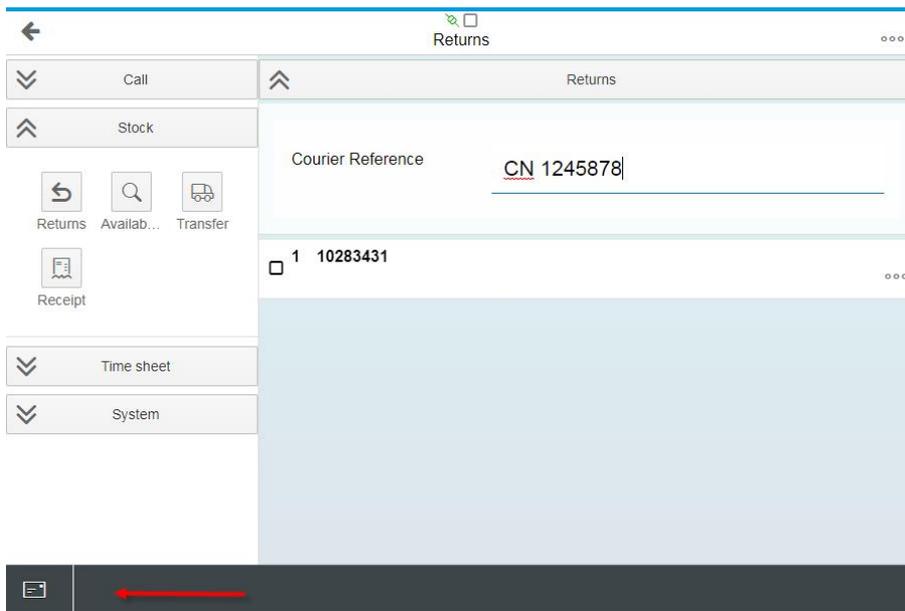
Then tap on the material number to open the details screen. Tick the Send box and select the Storage Location, Reason for Return and enter the Failure text

A screenshot of the 'Returns' details screen in a mobile application. The screen has a blue header with a back arrow and the title 'Returns'. On the left is a sidebar menu with options: 'Call', 'Stock', 'Returns', 'Availab...', 'Transfer', 'Receipt', 'Time sheet', and 'System'. The main content area contains the following fields:

- Return Material Number: 10283431
- Return Serial Number: (empty text field)
- Qty: 1
- Send: Send
- Batch: D
- Call: 728104124660
- Storage Loc: (empty text field with a three-dot menu and a trash icon)
- Reason for Return: (empty text field with a three-dot menu and a trash icon)
- Failure Description: (empty text field with a three-dot menu and a trash icon)

Tap **Back** to return to the list

Enter a Courier reference/Consignment note number and tap Send



If the stock is return material from CRM, the stock is transferred from the Engineer's Return Storage Location, otherwise the stock is transferred from the Engineer's Storage Location

Availability

Check stocks in Engineer's Storage Location or another Engineer's Storage Location

Material Number	Call
4 10283431 UEG:078-K185-02 \ASSY 3-WAY VALVE	
1241	65202547
3 10309446 UEG:073-0096-01 \L-RING 5MM ID PUMP	
1241	65202547

Entering information in the following will yield different results:

All fields are blank: All CSE and Job stock in own Storage Location.

Enter Material: CSE and Job stock for material in all Storage Locations

Enter Call: Job stock for all material in all Storage Locations

Enter Material & Call: List Job stock for entered material in all Storage Locations

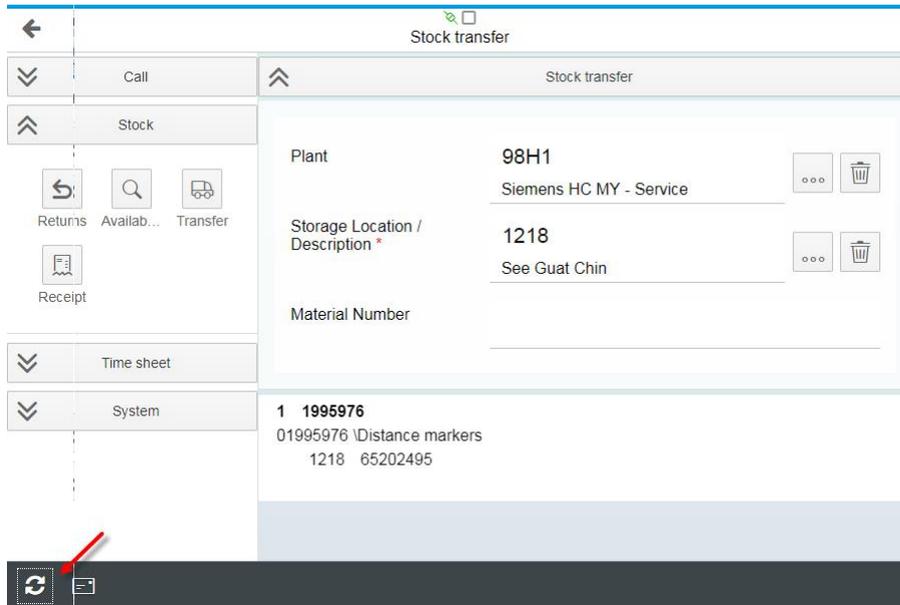
If stock is not displayed during Confirmation step, refresh the Call Overview screen and try again

Transfer (if enabled)

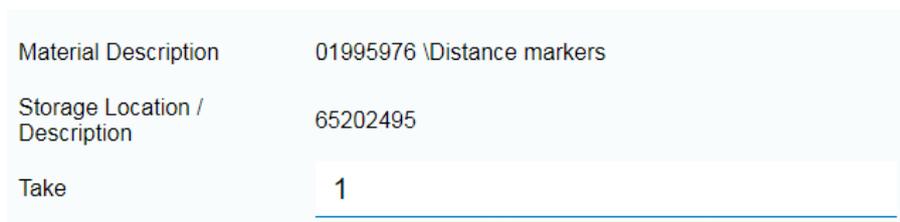
If parts are required urgently and another CSE has spare, it is possible to “get” the parts with permission by transferring between storage locations.

Check the Stock Availability and contact the Engineer to arrange the transfer. So the parts can be used in the CRM Task, they must be transferred in SAP first.

Then, at the Transfer screen, enter the Plant, Storage Location and material number to take



Open the detail screen



Enter the quantity to take and tap **Back**

The quantity to take appended to the entry

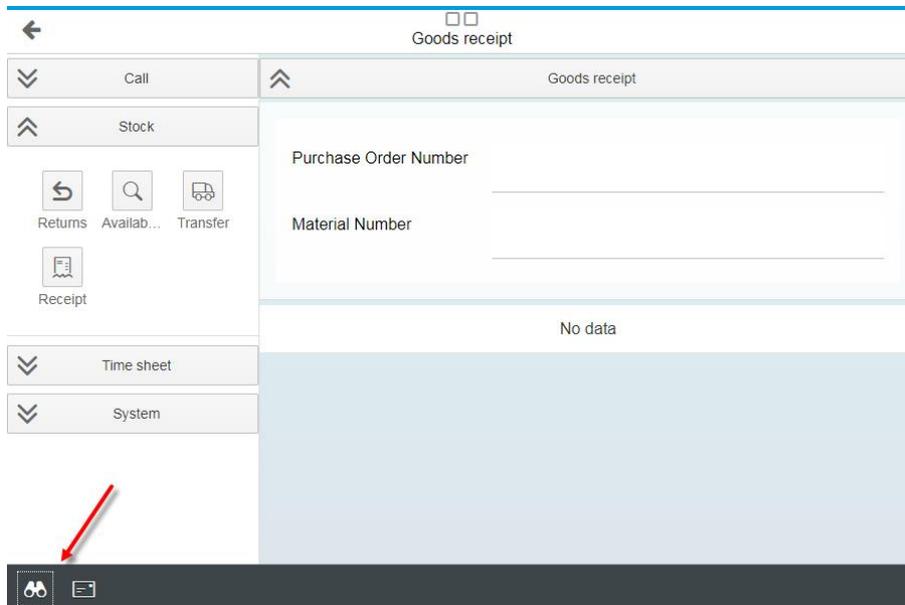


Tap **Send** to complete the request

Goods Receipt

Parts issued to Engineer Storage Location via Stock Transfer Order (STO) can be received via mLynx

To search for parts to GR in the Goods Receipt screen, enter the PO number or material number to reduce the search time and results



Goods receipt

Purchase Order Number

Material Number

No data

Hit Search

2 100440562 5395CG100 \Thinline, Classic, Grey

Select the item and enter the quantity.

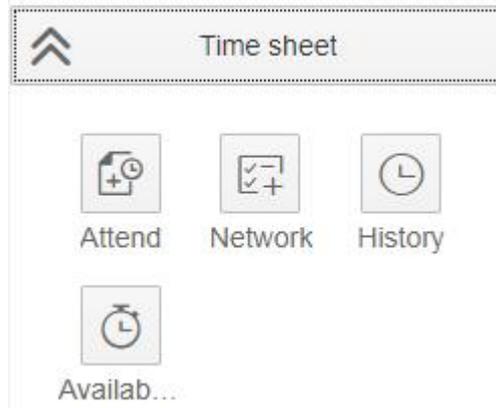
Material	5395CG100 \Thinline, Classic, Grey
Description	
Qty in Transit	2
Qty Received	<input type="text" value="2"/>

Tap **Send** to receive the stock

Time sheet Menu

Access the submenus for:

- **Attend**
- **Network**
- **History**
- **Availability**



Attend

This function allows the Engineer to record time for an activity that has no service order, e.g. meetings etc. Since SAP will record all the timesheet entries in CATS, time collisions etc. are also checked during entry.

Tap the + icon to add a line



Enter the date, times and comments.

Select the correct A/A type

The screenshot shows the 'Attend' form with the following fields and values:

Field	Value
Date *	8/03/18
Start Time *	10:00 AM
End Time *	11:00 AM
A/A Type *	0550 Staff meeting
Comment	

Tap  to return to the list

Tap  to add another line or tap  to send

Network

This function allows the Engineer to book hours to a Network Activity



Tap to list the assigned network activities

The screenshot shows a mobile application interface titled "Network list". On the left is a sidebar menu with options: Call, Stock, Time sheet, Attend, Network, History, Availab..., and System. The main content area displays a list of network activities. Each activity entry includes a title, an ID, a location, a category, and a numerical value.

Activity Title	ID	Location	Category	Value
SBT-VIC-FSS-Monash Health Cranbourne Int	5137339	SBT-VIC-FSS-Monash Health Cranbourne Int	0090 Project Management	0 47
SBT-VIC-FSS-Monash Health Cranbourne Int	5137339	SBT-VIC-FSS-Monash Health Cranbourne Int	0100 Engineering	0 0
SBT-VIC-FSS-Monash Health Cranbourne Int	5137339	SBT-VIC-FSS-Monash Health Cranbourne Int	0110 Commissioning	0 116
SBT-VIC-FSS-Scotch College Design Tech	5139923	SBT-VIC-FSS-Scotch College Design Tech	0090 Project Management	0 22
SBT-VIC-FSS-Scotch College Design Tech	5139923	SBT-VIC-FSS-Scotch College Design Tech	0100 Engineering	

The list is saved for offline use, tap Refresh to update the list



Tap the network to access the detail screen

Network

Network * 5137339

Type

Hours

Times

Days

Hours

Date * 3/03/18

Start Time * 2:00 PM

End Time * 5:00 PM

End Date

Activity Type * CONW
Consulting N T

Select the type of entry Hours/Times/Days

Enter the date, times and comments and select the correct A/A type

Tap **Send** to submit



Note, always select "Times" if also submitting times from the Call menu or Attend

History

The Engineer can download the timesheet data onto the mLynx screen, including entries for:

- Service Orders
- Attend
- Network Orders
- Approved leave from HR/Orchid

Search

Enter the start/end dates, tap **Search**



Start Date	<input type="text"/>	
End Date	<input type="text"/>	
Accumulated hours	3	

Note, if dates are blank, the current day is searched

Update

From the search list, incorrect timesheets can be corrected.

6/03/2018 11:30 am 1:00 pm
FSTN 520000270192 Travel Time

Tap on the incorrect line and change the times

Date *	6/03/18	
Start Time *	11:30 AM	
End Time *	2:00 PM	

Tap Send to update the time



Note: Approved leave from HR/Orchid cannot be updated.

Availability

The status of the mLynx engineer can be displayed in SAP. This allows the engineer to advise if working or on leave etc. without the need to actually call the back office.

The screen shows the current status and date/time sent.

The screenshot shows the 'Availability' screen in SAP. The interface is divided into a sidebar on the left and a main content area on the right. The sidebar contains several menu items: 'Call', 'Stock', 'Time sheet', 'Attend', 'Network', 'History', 'Availab...', and 'System'. The main content area displays the following information:

- New Status:** 1 (Checked In)
- Current status:** OSR
- Date Time:** 8/03/18 12:04 PM
- Address:** (Empty field)

A red arrow points to the bottom left corner of the screen, indicating a navigation option.

Select a new status from the list

Tap **Send**

Status for TRAV and OSR are updated from the last call and shown here automatically.

Important: See the notes about GPS data at the end of this manual

Notes about GPS

GPS must be enabled on your mobile device, please consult the manual for your mobile device.

Your location is only captured if GPS is enabled by your country/division.

Your location is captured only when you send it, tracking is not possible

The address is determined by coordinates captured by the device using GPS on the device

The address is sent to SAP and saved as long text of the task sent.

Google Geocoding service is used for this function

<https://xrb.siemens.com.sg>