User manual for mLynx v8.0

March 01, 2018

Contents

https://xrb.siemens.com.sg

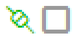
Home Screen

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 

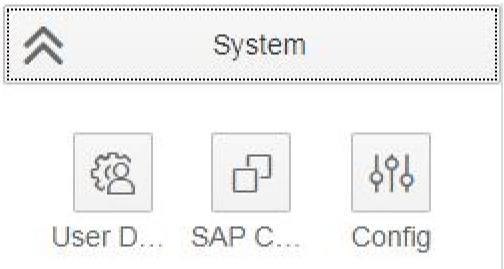
Send 

* 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'

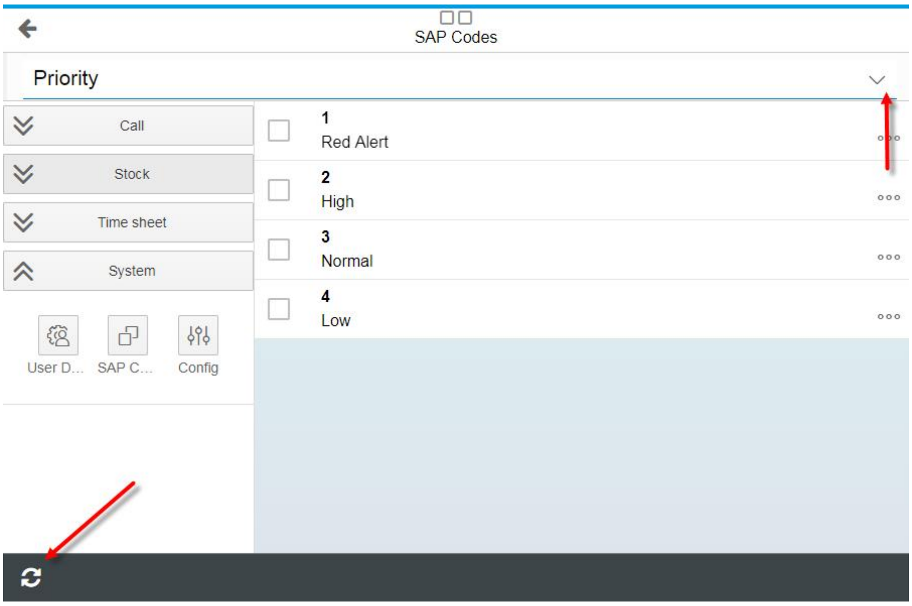
Please reset your password on or before the password expiry date. Back Office must create a new initial password if the password is not reset within 2 days of the expiry data

Please keep passwords to max 4-5 characters

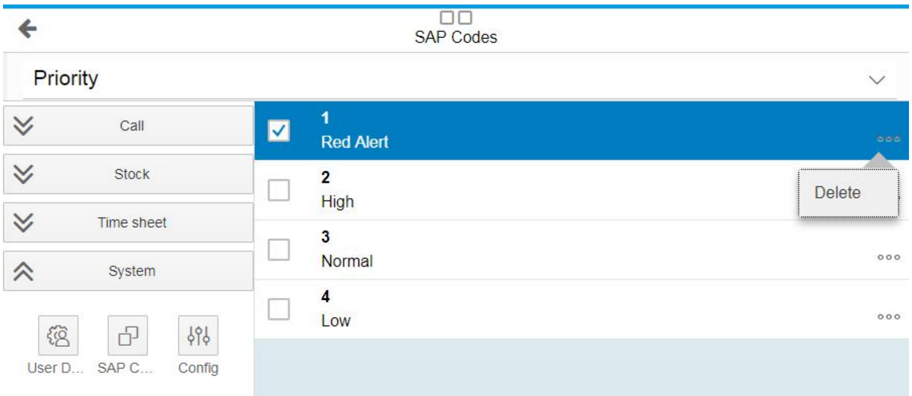
SAP Codes

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



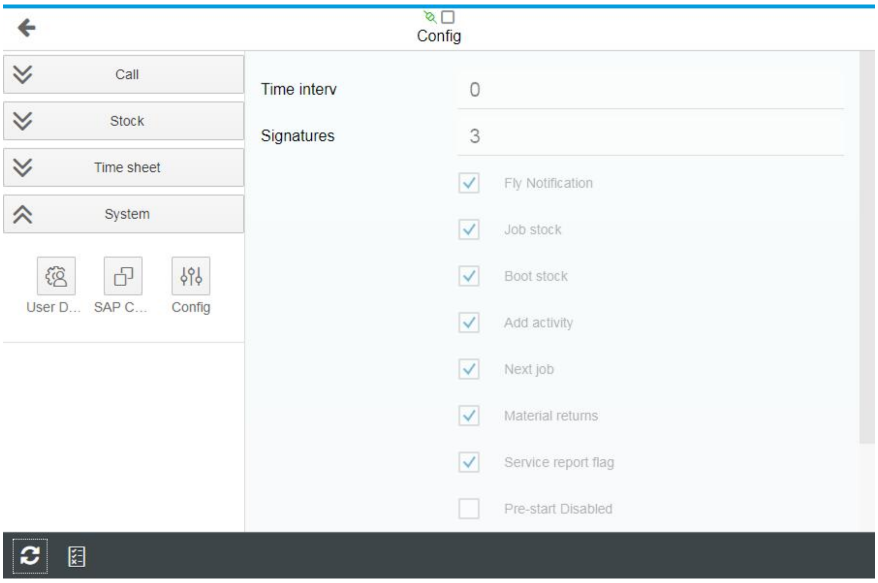
Deleted codes are restored when the SAP codes screen is refreshed

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”

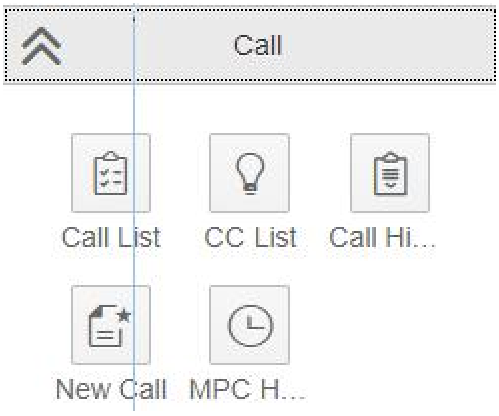


Tap to update the Checklist Configuration if applicable if Checklists are used

Call Menu

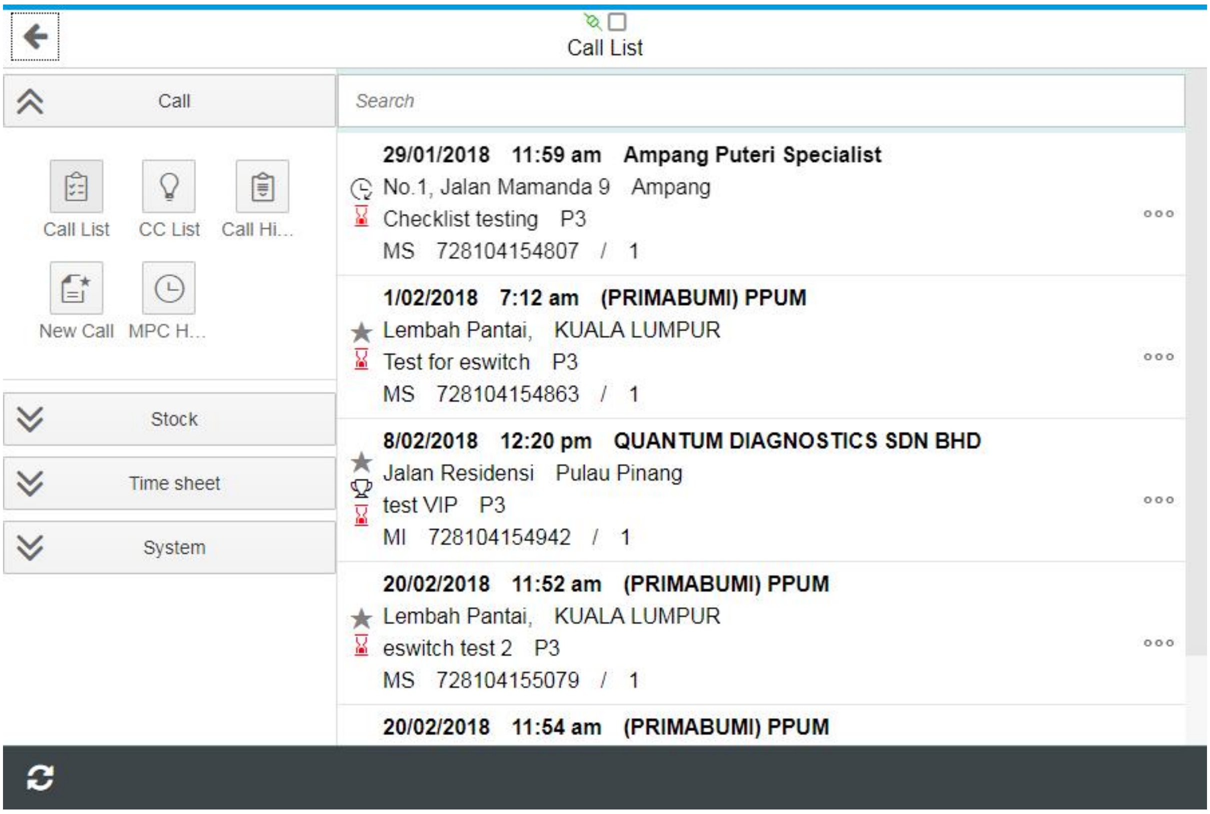
Access the submenus for:

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



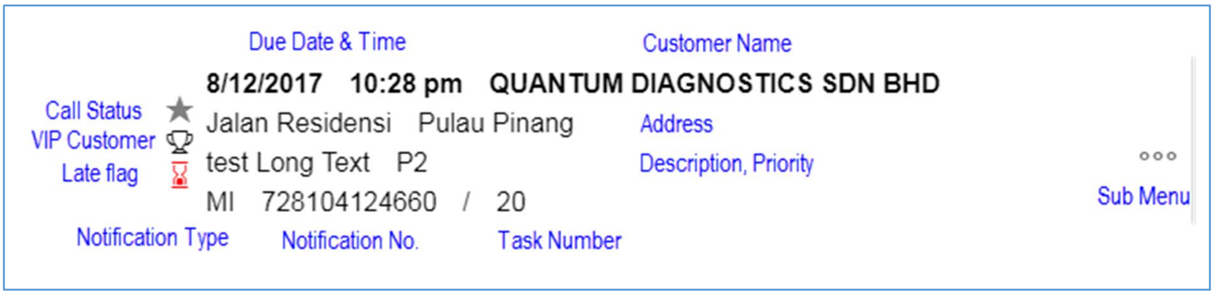
Call List

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



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

Call information provided in the list



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:

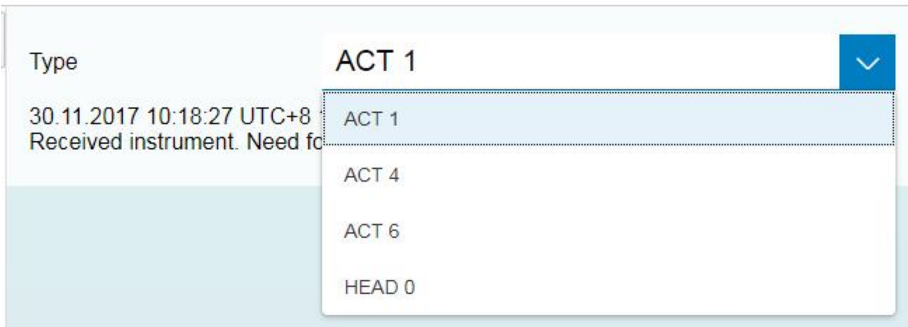
- EQ description, EQ Serial number, EQ Tech ID
- Call Description, Call Type, Planned Start, Planned End, Required End date
- Customer name, Caller's Name, Caller Phone, Customer notes, (FL Long text), Remote Support
- Customer address, contact

Contract:

- Contract data, fields displayed depend on the contract

History:

- Tap the i 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

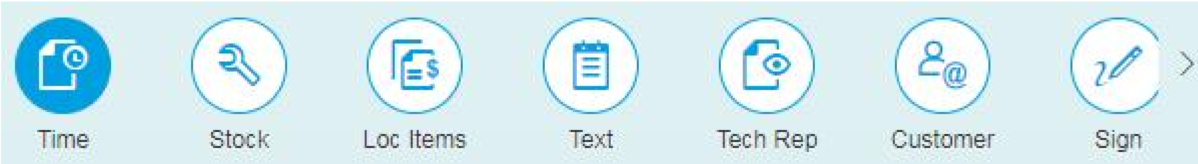
Travel and Work can be changed if **Task Screen Lock** is enabled in **Config**

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



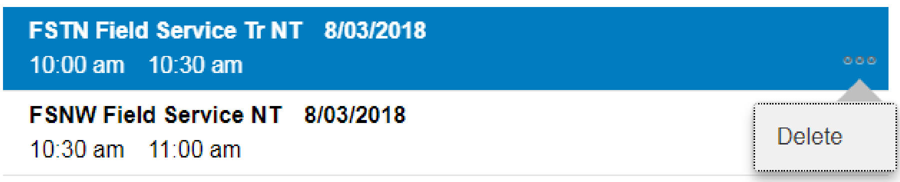
If enabled, select the mandatory Pre-Start option.

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.

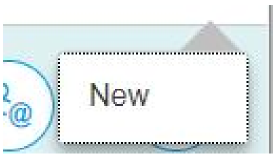
The start time on the first row is taken from the time in the **Start Travel** Task. This can be updated or even removed if the customer is not charged for travel

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

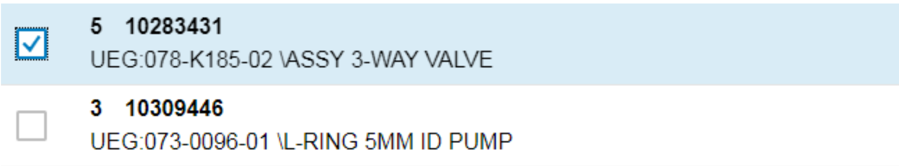


Stock

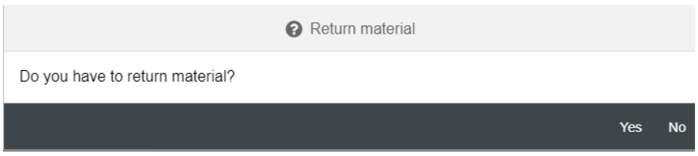
Select Job Stock or Own Stock, the same process applies for both stock types

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

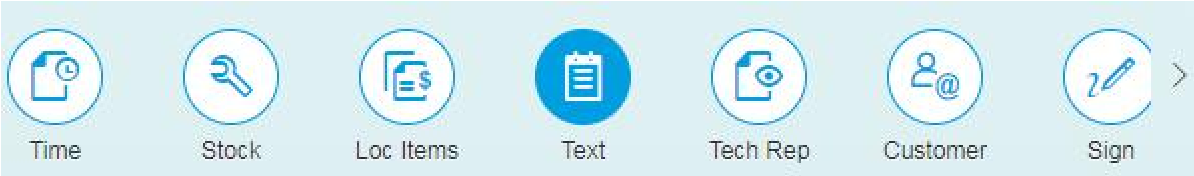
Local Items

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

Enter the item details and tap 

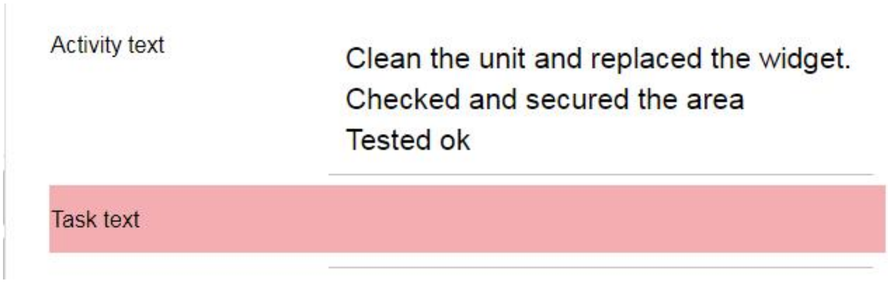
Tap the sub menu icon to delete the line

Text

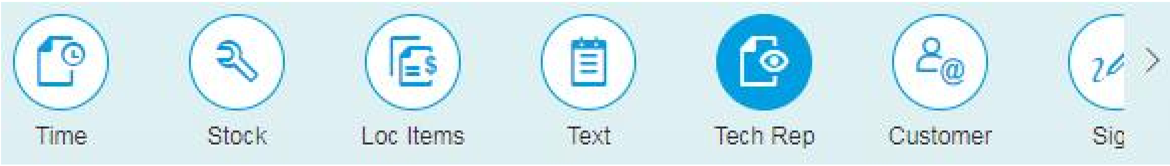


The description of activities completed can be entered directly into are detailed in the text field. The text can be typed or copy/paste from another source.

Do not use the other text box



Tech Rep



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

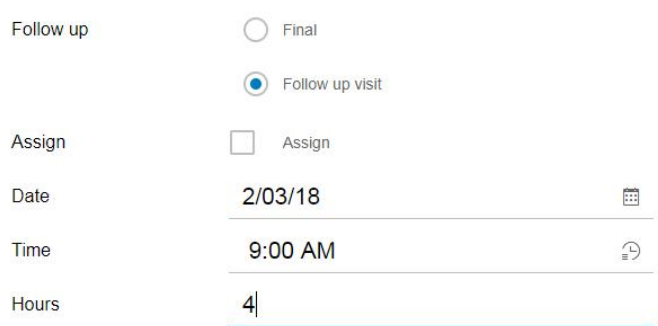
MU task in only enabled, then mandatory if the Notification type = MU

Final or Follow-up

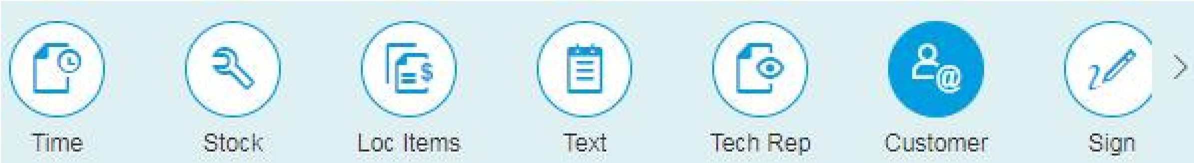
If the visit is the last, set **Final**. Otherwise, request Follow-up visit. The following can be defined for the new DISP task:

- 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.

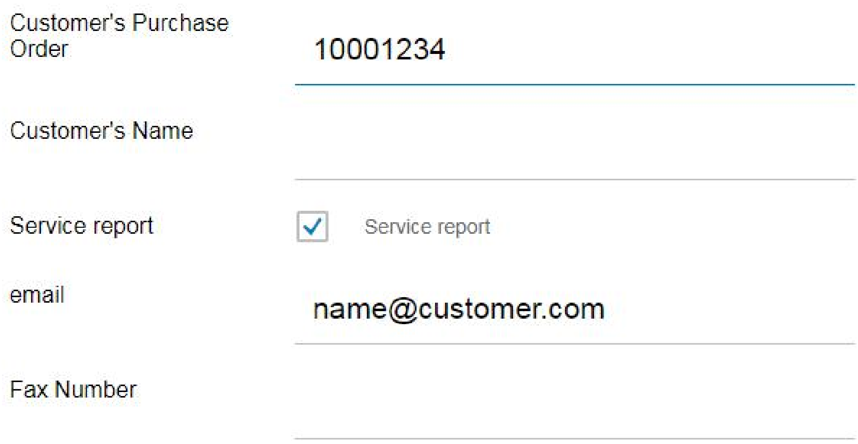


Customer



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



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

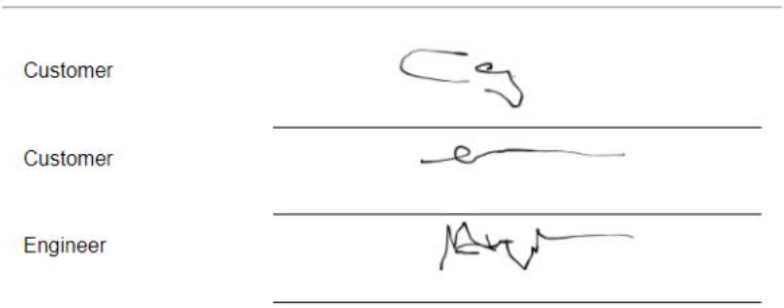
Parts:

1 x UEG:078-K185-02 \ASSY 3-WAY VALVE

Activity:

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

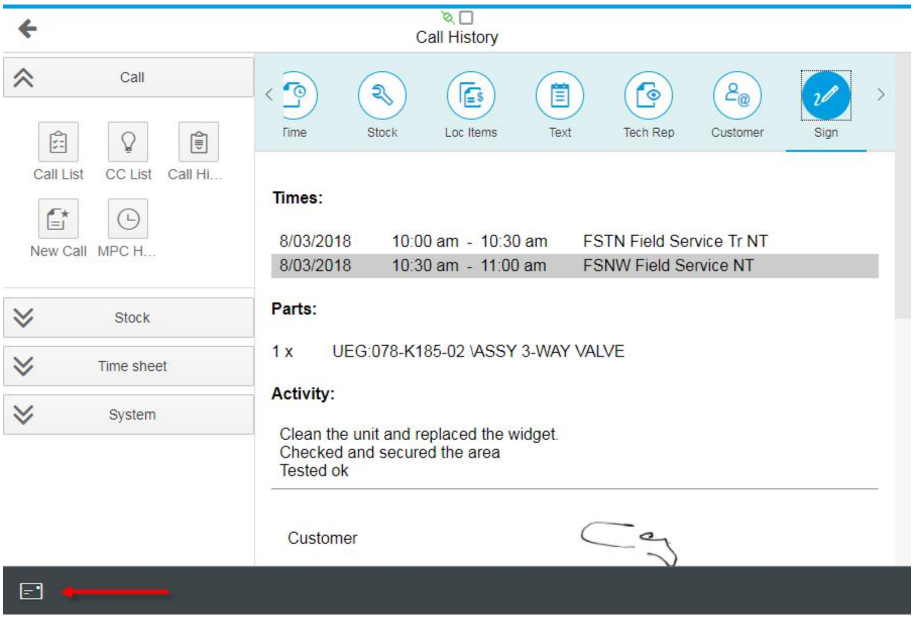
Up to 3 signatures can be configured. Tap the signature field to sign



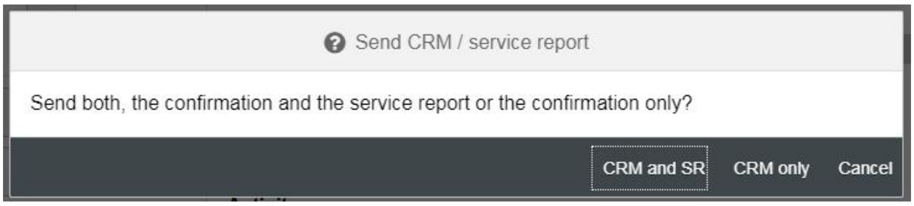
The Satisfaction survey can be completed, a ranking of 1-5 is posted to SAP if enabled

Send

Sending the Confirmation is irreversible.



Use the CRM Only button if no service report is required



Reject

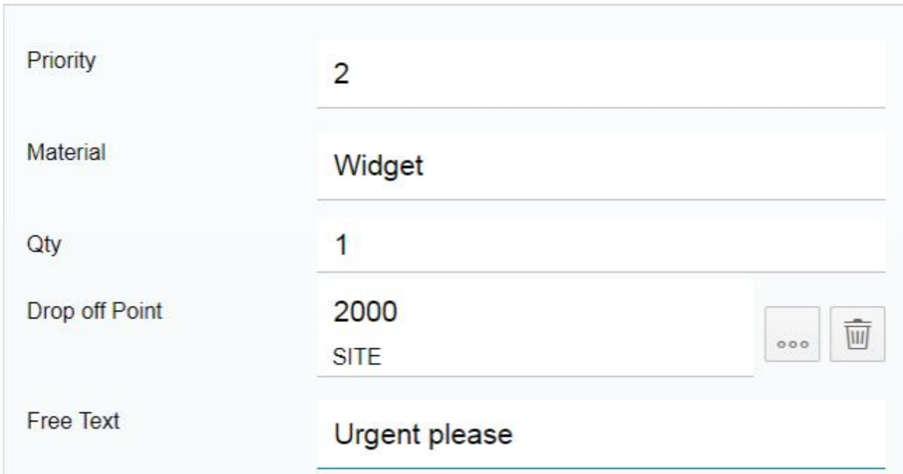
Sending an ETA is an acceptance of the call, it is also possible to reject a call.

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.

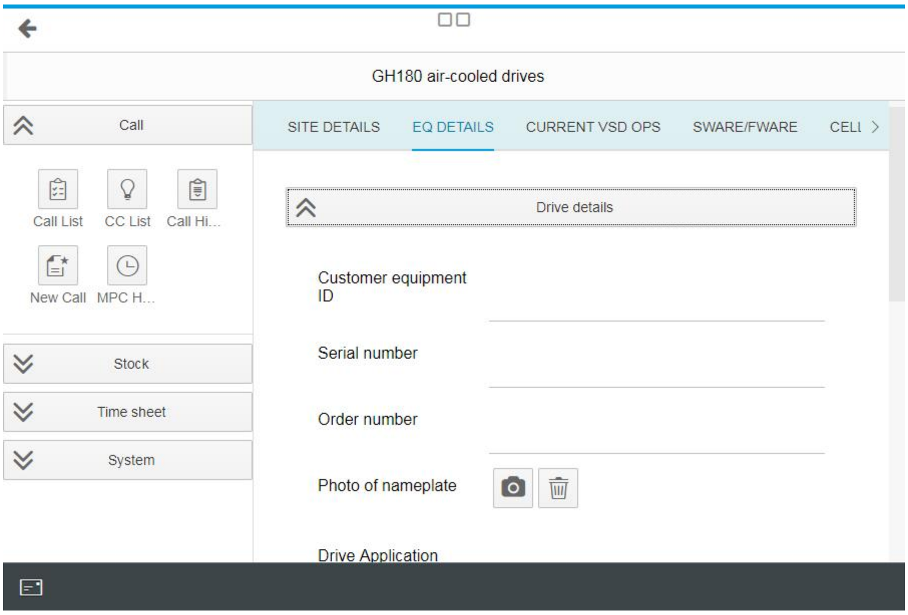
The MPC task is created for the selected call.



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.



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

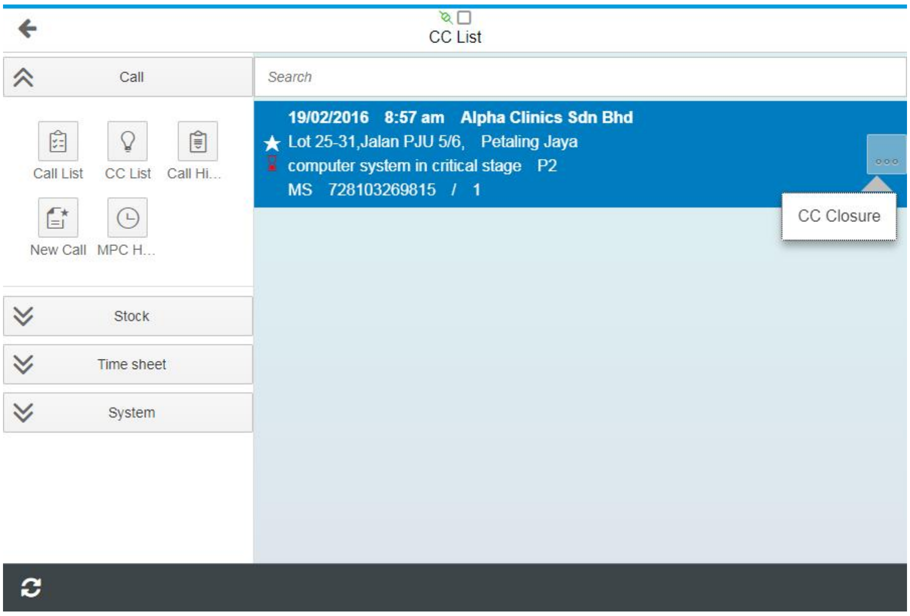
The checklist data is saved in SAP. A pdf is also saved in SAP and copy can be emailed to the customer.

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:

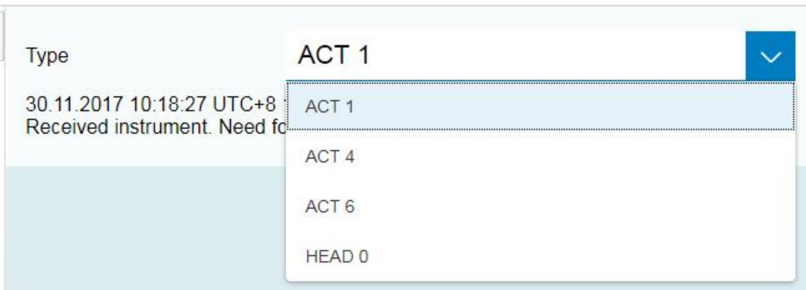
- EQ description, EQ Serial number, EQ Tech ID
- Call Description, Call Type, Planned Start, Planned End, Required End date
- Customer name, Caller's Name, Caller Phone, Customer notes, (FL Long text)
- Customer address fields

Cont tab:

- Contract data

Hist tab:

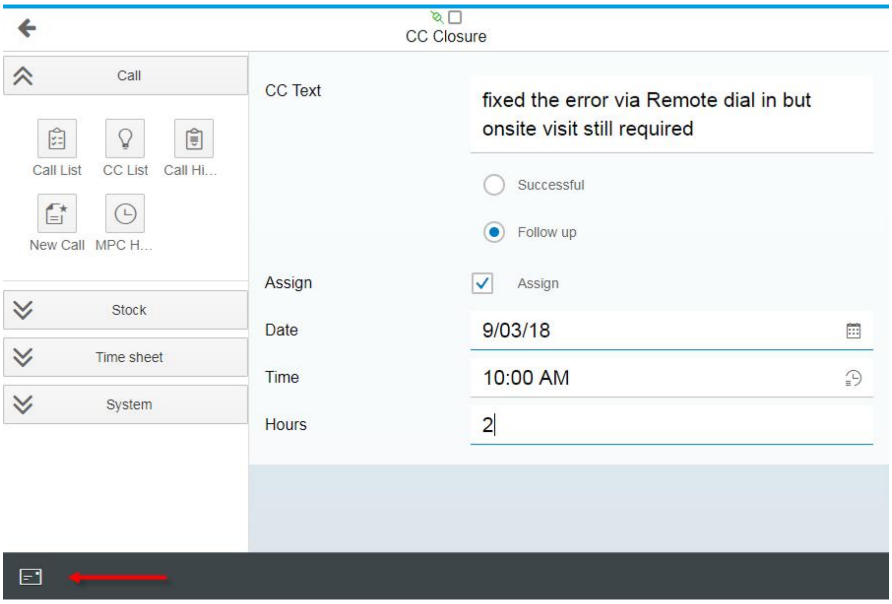
- Tap the i icon to show the text screen
- Select the task type/ task no. from the list. Header text is always displayed as HEAD 0



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.



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

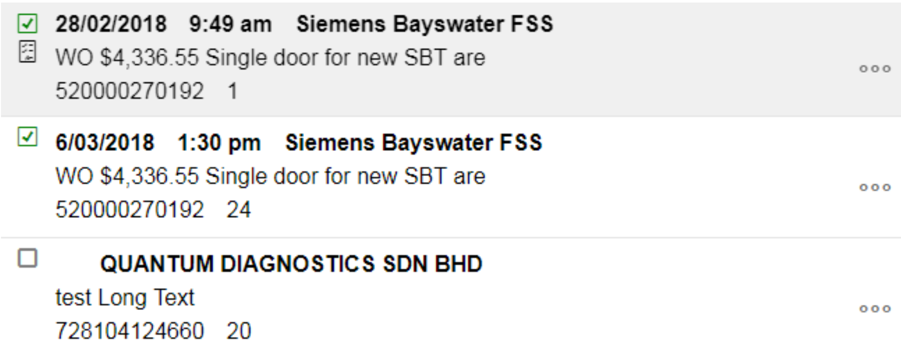
When all 4 fields are completed, a new DISP task is automatically released. If the “Assign” field is blank, the auto release function will not be triggered.

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).



 = Service Report was sent

Return Travel

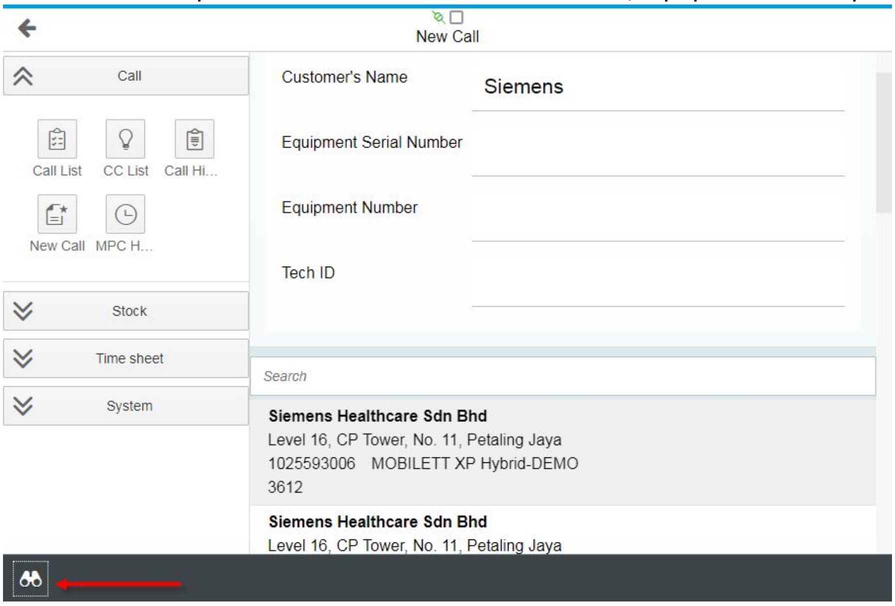
To add return travel, tap the **sub menu**, then **Return Travel**
Enter date/times
Tap **Back** to return to the list
Tap **Send** to complete the request
GPS location data can be collected

Invoice
When available, the invoice for service can be sent

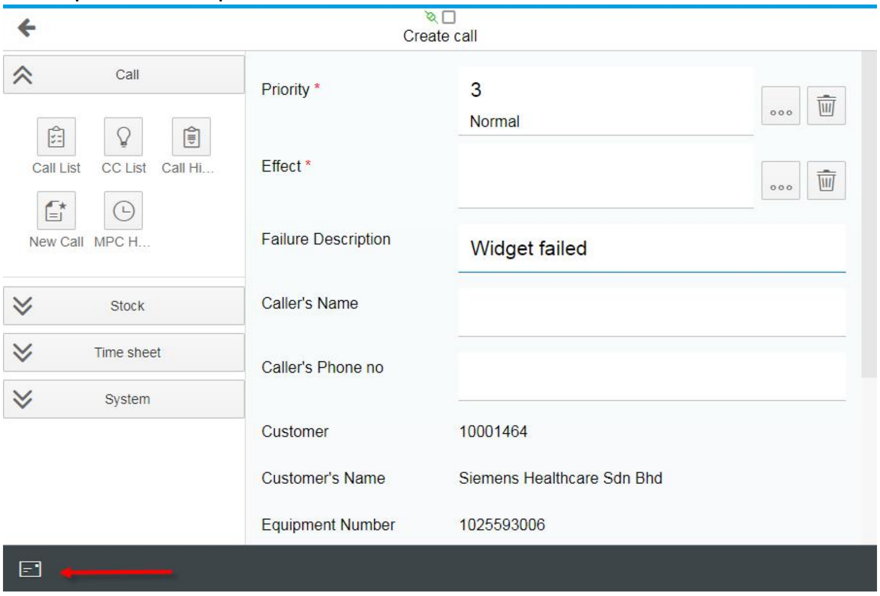
Delete
Delete unwanted confirmations to free up space on your device.
To delete an entry, tap the **sub menu**, then **Delete**
To delete all, tap the **screen menu**, then **Delete All**

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”



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

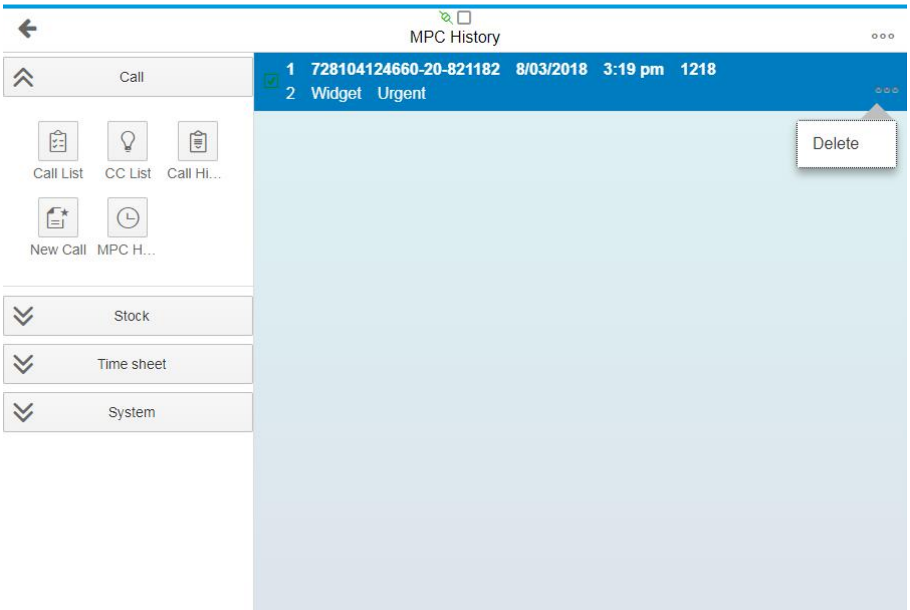


Once submitted, the call is recorded in SAP and the number is provided in the feedback. If the customer credit is good and no other errors are found, the DISP is automatically created and released back to the same engineer.

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



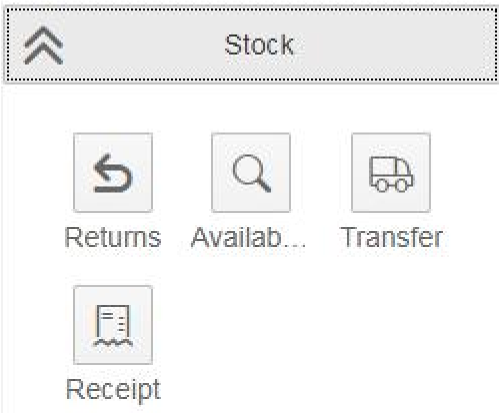
To delete a completed request, tap sub menu, then Delete.

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**

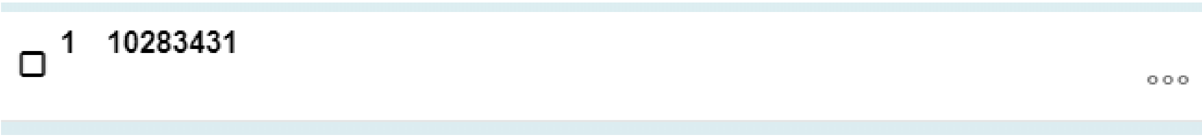


Returns (if enabled)

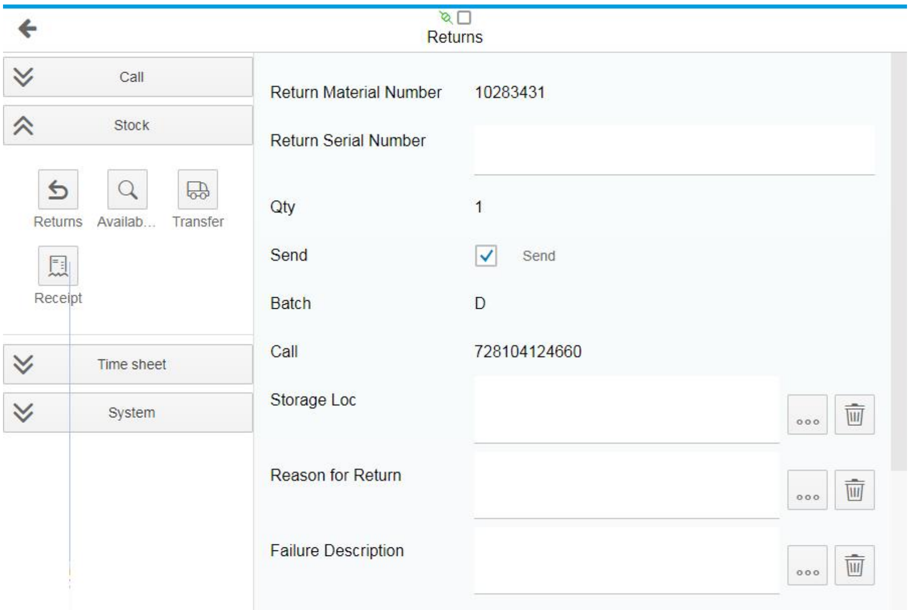
When enabled, parts can be returned to the central warehouse for quality checking and return to supplier. Unused and excess stock can also be returned via the same process.

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

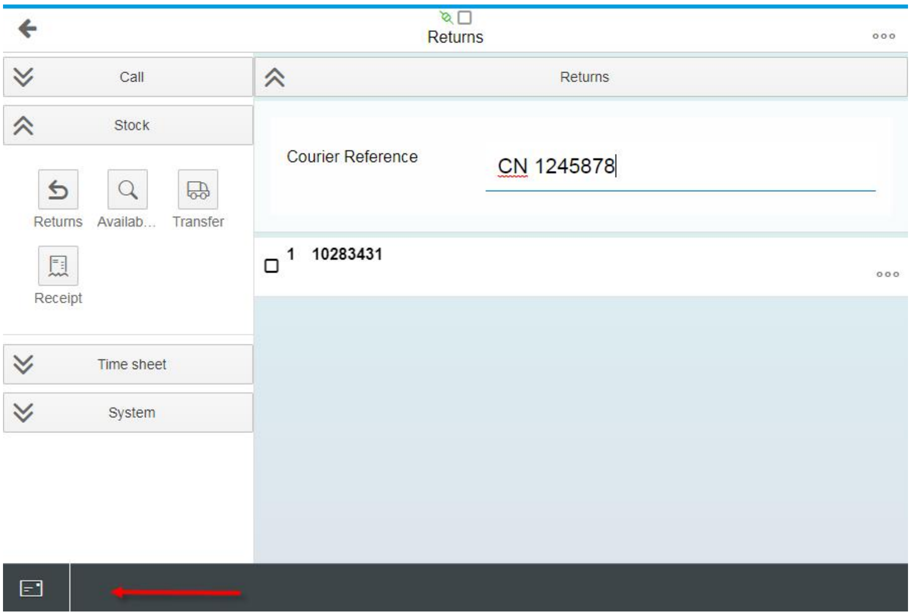


Then tap on the material number to open the details screen. Tick the Send box and select the Storage Location, Reason for Return and enter the Failure text



Tap **Back** to return to the list

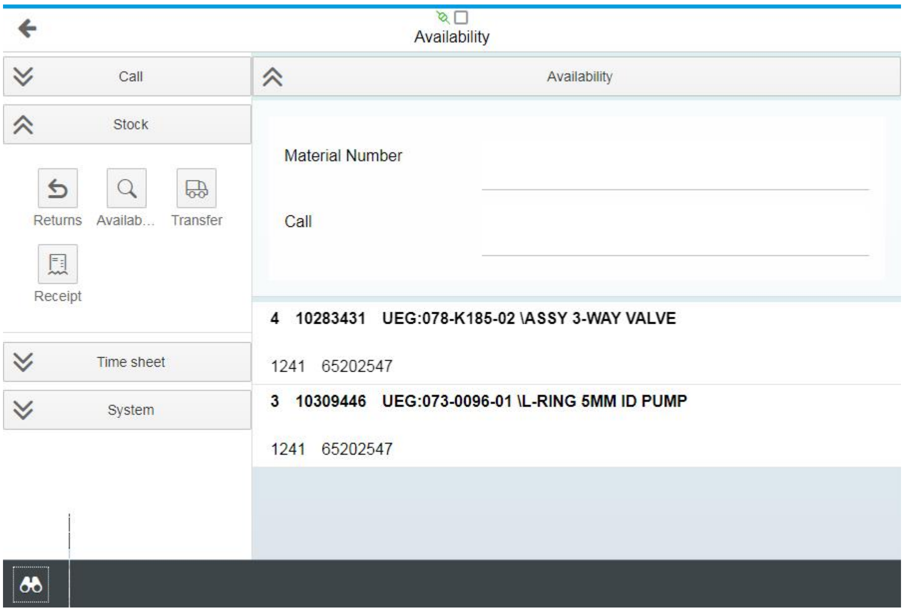
Enter a Courier reference/Consignment note number and tap Send



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



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

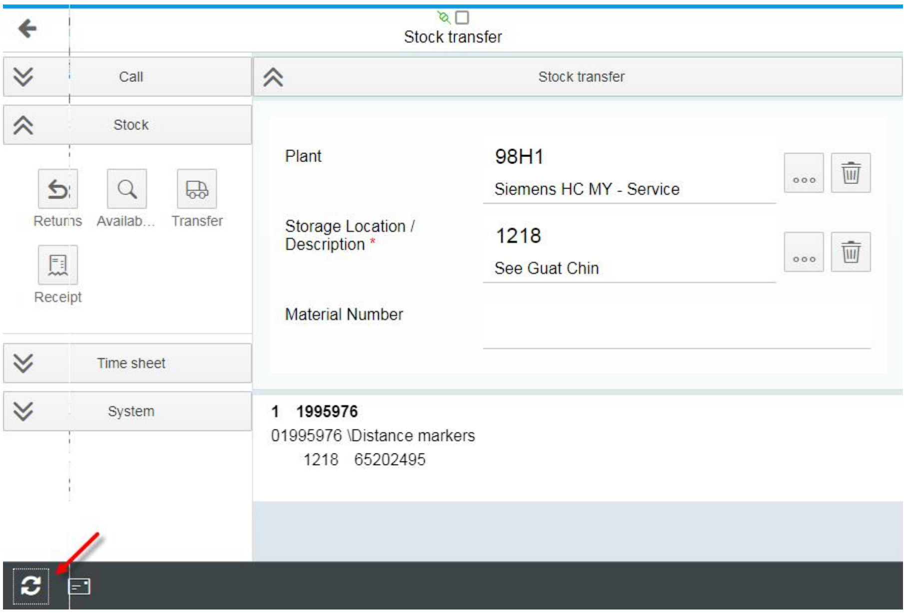
If stock is not displayed during Confirmation step, refresh the Call Overview screen and try again

Transfer (if enabled)

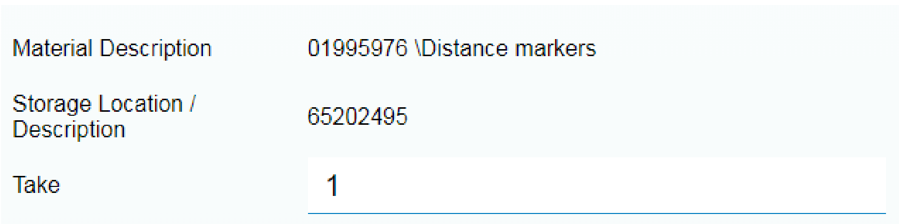
If parts are required urgently and another CSE has spare, it is possible to "get" the parts with permission by transferring between storage locations.

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**

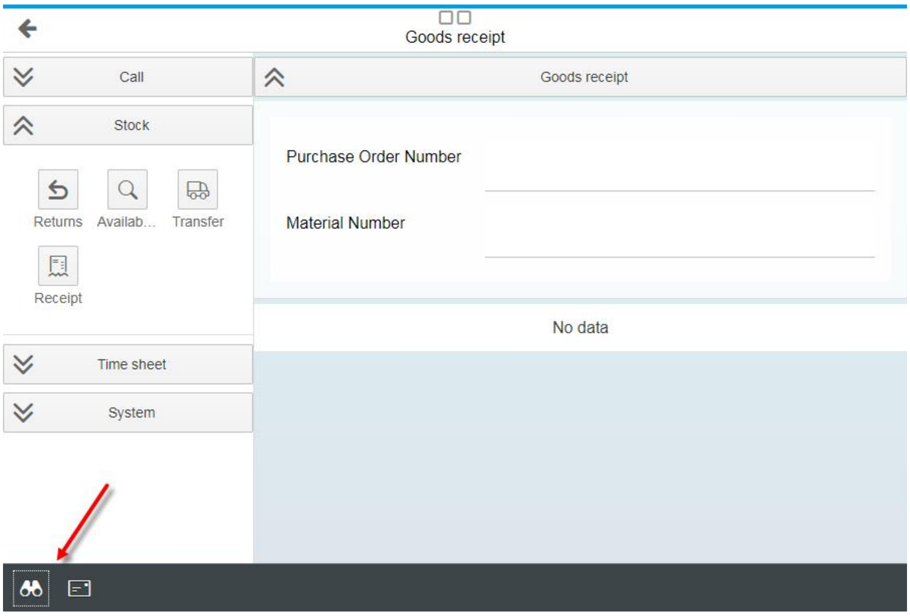
The quantity to take appended to the entry

Tap **Send** to complete the request

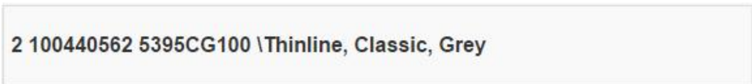
Goods Receipt

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



Hit **Search**



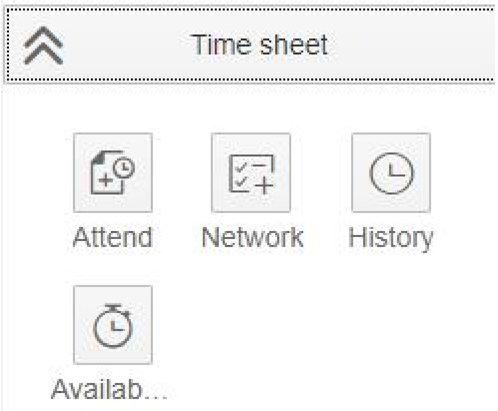
Select the item and enter the quantity.

Tap **Send** to receive the stock

Time sheet Menu

Access the submenus for:

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



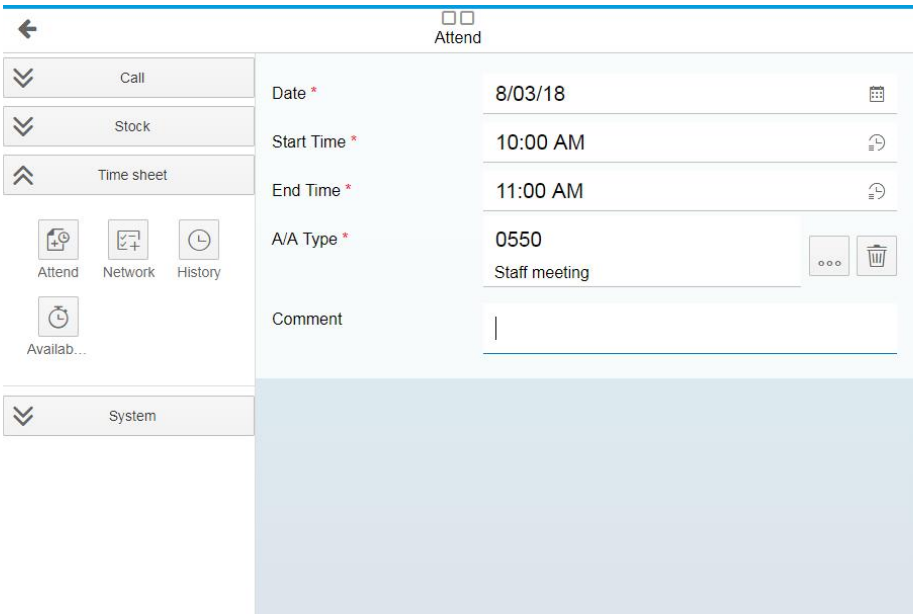
Attend

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



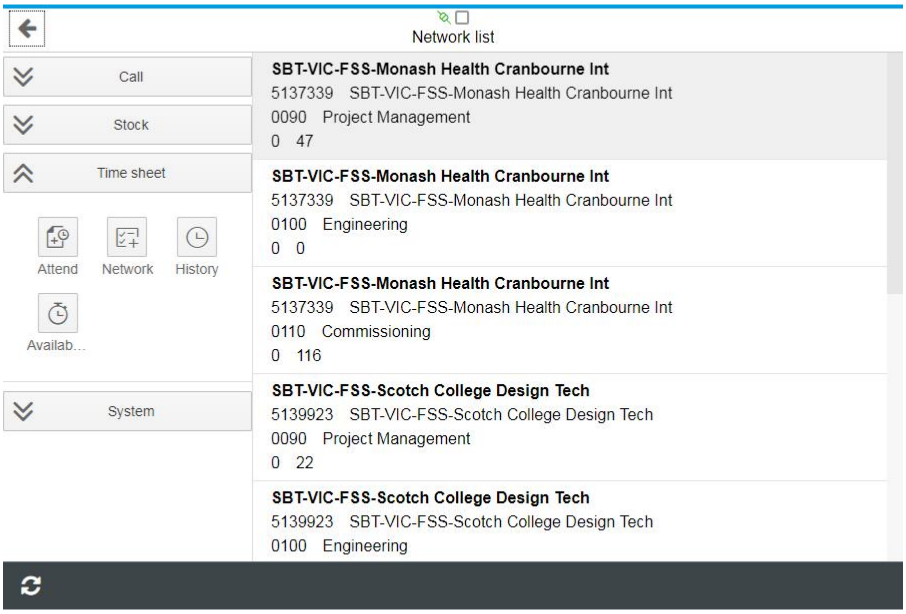
Tap to return to the list

Tap to add another line or tap to send

Network

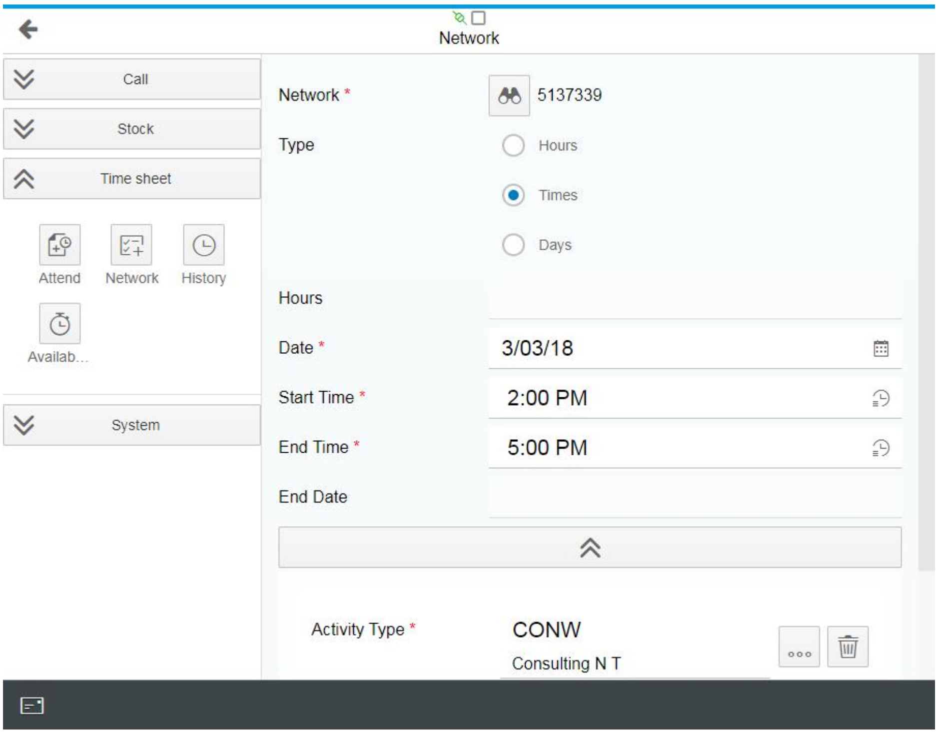
This function allows the Engineer to book hours to a Network Activity

Tap  to list the assigned network activities



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

Tap the network to access the detail screen



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

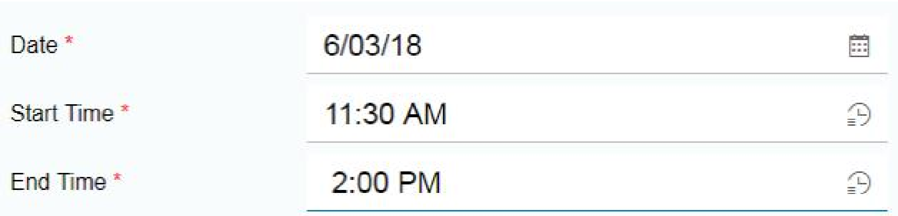
Enter the start/end dates, tap **Search**

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

Update

From the search list, incorrect timesheets can be corrected.

Tap on the incorrect line and change the times

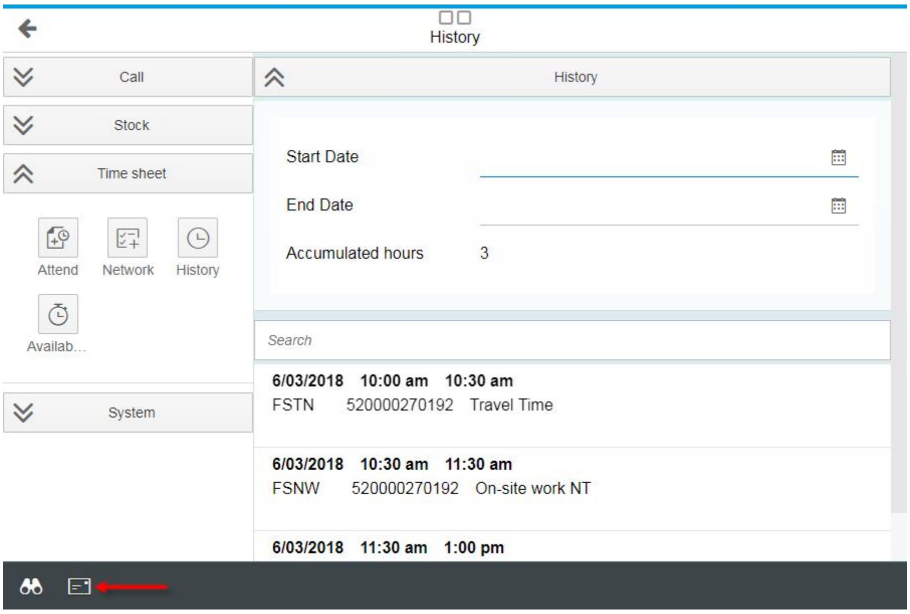


Tap Send to update the time

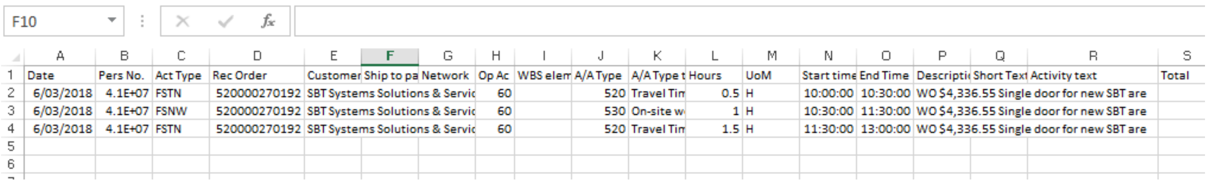
Note: Approved leave from HR/Orchid cannot be updated.

Send

Timesheets can be downloaded as a .csv file via email for further analysis



Tap **Send** to generate the file and send to the email address maintained in the user data screen.

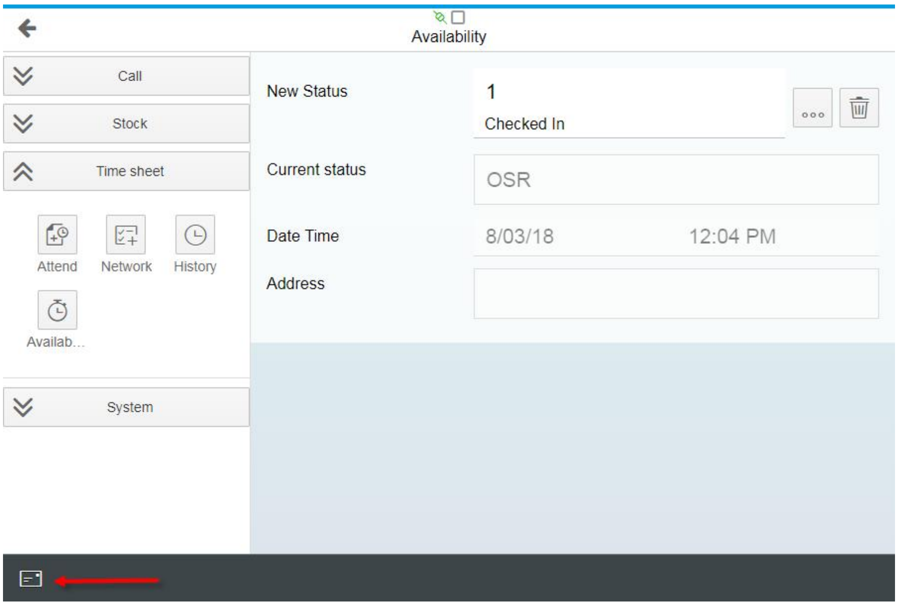


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Date	Pers No.	Act Type	Rec Order	Customer	Ship to pa	Network	Op Ac	WBS elem	A/A Type	A/A Type t	Hours	UoM	Start time	End Time	Descripti	Short Text	Activity text	Total
2	6/03/2018	4.1E+07	FSTN	520000270192	SBT Systems Solutions & Servic			60		520	Travel Tim	0.5	H	10:00:00	10:30:00	WO $4,336.55 Single door for new SBT are			
3	6/03/2018	4.1E+07	FSNW	520000270192	SBT Systems Solutions & Servic			60		530	On-site w	1	H	10:30:00	11:30:00	WO $4,336.55 Single door for new SBT are			
4	6/03/2018	4.1E+07	FSTN	520000270192	SBT Systems Solutions & Servic			60		520	Travel Tim	1.5	H	11:30:00	13:00:00	WO $4,336.55 Single door for new SBT are			
5																			
6																			

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.



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