Vehicle Mobile App Quick Reference

Installation Instructions

Android Installation (Google Play Store)

The Android version is downloaded through the Google Play Store. Here's how to locate and download the app:

1. Open the Play Store app on your phone
2. Tap the little **Search** icon in the upper right
3. Enter the text **"vehicle mobile application"** in the entry box. _Be sure to type in the double-quote marks around it_
4. Tap the **Search** button, it should now find and display the icon for the Vehicle Mobile Application
5. Tap the app icon, it will take you to the app's Store page
6. If you are installing for the first time
   - ➢ Tap the **Install** button
   - ➢ It will ask if you want the app to have access to your photos and camera
   - ➢ Tap **Accept**
7. If you are updating from a previous version
   - ➢ Tap the **Update** button
   - ➢ It will say you do not need any new permissions
   - ➢ Tap **Accept**
8. Once the app is done installing, tap **Open**
9. Enter your Username, PIN, Truck number, and Dispatcher code

iPhone Installation (Apple App Store)

The iPhone version is downloaded through the Apple App Store. Here's how to locate and download the app:

1. Open the App Store app on your iPhone
2. Tap the little **Search** icon at the bottom of the screen
3. Enter the text **vehicle delivery scan** in the entry box.
4. Tap the **Search** button, it should find and display the entry for the Vehicle Mobile App
5. If you are installing for the first time
   a. Tap the **Get** button
   b. It may ask if you want the app to have access to your photos and camera
   c. Tap **Accept**
6. If you are updating from a previous version
   a. Tap the **Update** button
7. Once the app is done installing, tap **Open**
8. Enter your Username, PIN, Truck number, and Dispatcher code

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Setup and Testing

Once you've installed the Vehicle Mobile App, you can run some simple checks to ensure you will be ready to deliver loads of vehicles. If you encounter problems, please consult the error messages page below and the Vehicle Mobile App User Guide, or talk to your Dispatcher.

Test Demo Mode Login

This will confirm that you can communicate with the dispatch computer. *Before starting, make sure that your phone is connected to the internet using either cellular data or wifi.*
- Open the Vehicle Mobile Application by tapping on its icon
- At the login screen, tap the **Demo Mode** button. This will log you in to the dispatch computer with a dummy name that will let you see and work with sample loads, but not save your changes.
- A prompt will display "No Load Selected", tap the **Refresh Now** button
- Now it should display the Select Loads screen
- Tap the dark blue line for load 15020087 so a checkmark is displayed next to it, tap the **Done** button
- It should now display the Current Run screen showing nine vehicles, with damages
- You have now verified communication with Dispatch

Test Your Own Login

This will confirm that your user account, driver account, and truck assignment are set up correctly in the dispatch computer, and that your Dispatcher has given you the correct login information. *Before starting, make sure that your phone is connected to the internet using either cellular data or wifi.*
- Open the Vehicle Mobile Application by tapping on its icon
- At the login screen, enter the username, PIN (put the PIN in the Password space), truck number, and dispatcher code you were given by your dispatcher. You can write them down here for reference:

Username		Truck	
PIN		Dispatcher Code	

- Tap the **Login** button, it should log you into the dispatch computer
- A prompt will display "No Load Selected", tap the **Skip** button
- You have now verified your own login

Verify Printer Hookup

This will confirm that your phone can communicate with your mobile printer.
- While logged in as the demo user, or using your own login, go to the main menu (tap the icon in the upper left of the screen with three horizontal lines.
- Tap the **Test Printer** line in the menu, it asks if you want to print a sample, tap **Yes**
- It will print a short report showing driver name, ID, truck, mileage, and app version
- You have now verified connection to the mobile printer

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Reporting Errors

Please use our online support form at http://www.mophilly.com/support/report-issues/

Troubleshooting

Problem: I took a photograph and the app crashed

In the first release version of the Vehicle Mobile Application, there is an issue with crashes if you take more than about 10 photos for the vehicles in a single load. Try taking fewer photos, just enough to document the scope of the damage.

Problem: I didn't get an exception for a vehicle I added to my load, and it disappeared

In the first release version of the Vehicle Mobile Application, there is an issue with adding extra vehicles to your load that were not assigned to you. If you add one of these vehicles and after doing "Send to dispatch" it disappears, try using "Refresh from Dispatch" on the main menu. You should see your original load and a second load with the other vehicle, select both of them for your Current Run and the vehicles will all display together.

Problem: I'm not sure if my printer is connected

Try using the "Test Printer" selection on the main menu. You can use this any time to print a short test report to the printer to verify connection, paper feed, etc.

Problem: It printed fine just a minute ago, but now the app is no longer communicating with the printer

This mostly happens on iPhones. If your iPhone loses its connection with the printer, follow these steps:

- Go into the Settings app, into the section for Bluetooth
- In the Bluetooth section under "My Devices", tap little "i" icon at the right of the line for "Star Micronics", then on the next screen tap "Forget This Device"
- Now it should come back up asking you to pair with the printer, enter the PIN code of 1234 to re-pair the printer (see the "Connecting the Mobile App to your Printer" section of this manual)

Problem: I did not have a cell signal at Delivery and I can't figure out how to send my information to Dispatch.

Go to the Current Run/Pickup screen and use the Send button (little icon with two circling arrows). This will send your delivery information to Dispatch.

Error Messages

General messages

These messages may occur at different points in the workflow.

No Network
Network access is required to use this feature. Connect to Cellular or Wifi network and try again.

If you do not have either a cellular data connection or a wifi connection and do any operation that needs to communicate with Dispatch, it will display this message. This could happen on "Login", "Refresh from Dispatch", "Send" on the Current Run/Pickup screen, or completing a delivery.

This message will be followed by a second error message:
Server Error
A system exception has occurred.

Login messages

When trying to log in, there are several messages that may display.

Object reference not set to an instance of an object
There may be a problem with the dispatcher computer that you log into, such as the server running low on memory. Contact Dispatch and tell them you are having trouble logging in.

No Matching Truck
Would you like to report using a different truck? (No/Yes)
In the TMS, every driver is assigned a current truck, usually it's set to the last one used for delivery. If you try to log in to the mobile app with a different truck number than the one assigned to you in the system, it will display this message to make sure you meant to change your current truck. If you know that your truck has changed and you want to use the new number, tap "Yes"; if you had made a mistake and would like to reenter the truck number, tap "No."

Server Error
WebServiceException (103): Current Truck does not match truck on file [247] (OK)
If you answer "No" after getting "No Matching Truck" (above), it will display this message. The number in highlighted in blue is the truck number it was expecting (247 in this case) so you know what the system has on file as your last recorded truck number.

Server Error
WebServiceException (100): Login Failed (OK)
You entered the wrong Username or Password/PIN.

Unable to log in with that Username/PIN
You entered the wrong Username or Password/PIN.

Please fill in the login information
You have not entered one of the three items required for login — your username, password/PIN, and truck number. These have been assigned by your dispatcher.