

Vehicle Mobile Application User Guide

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Notes about this Manual

The Vehicle Mobile Application is available for both iOS and Android operating systems. Except where noted, the screenshots in this manual are from the iOS version of the app, using the data for the Demo user (see the section on “Demo Mode” and the Appendix on “Demo Mode Data”).

Using the Vehicle Mobile Application

The Vehicle Mobile App (also referred to as “VMA”) is used to record the pickup and delivery of vehicles.

To use the app:

1. Log in to the App
2. Refresh from Dispatch to get information about what vehicles need to be delivered
 - When you start off, all the vehicles will have “Assigned” status
3. Pick Up the Vehicles, load them onto your truck
 - Record which vehicles were loaded, and if there were any damages
 - When you record a vehicle, it is given “Loading” status
4. Send the information back to dispatch
 - When you tell dispatch about a vehicle, it is given “Loaded” status
5. Deliver the Vehicles, unloading them at the destination
 - Record which vehicles were delivered, and if there were any damages
 - When you identify a vehicle for delivery, it is given “Delivering” status
 - Collect signatures
6. Complete the Delivery, send the information back to dispatch
 - When you tell dispatch about a vehicle delivery, it is given “Delivered” status

Log in to the App

When you launch the app for the first time, it will present you with the login screen.



Enter the Username, Password, Truck number, and Dispatcher Code. You will only need to enter the Dispatcher Code the first time, after that it will remember your Dispatcher Name and display it on the login screen.



Tap “Login” and you will enter the program and arrive at the Current Run screen.

Demo Mode

To assist with evaluating the app and training new users, we have provided a “Demo Mode” that shows off the operation of the app with sample data. The Appendix “Demo Mode Data” describes each of the sample loads of vehicles available to the demo mode driver.

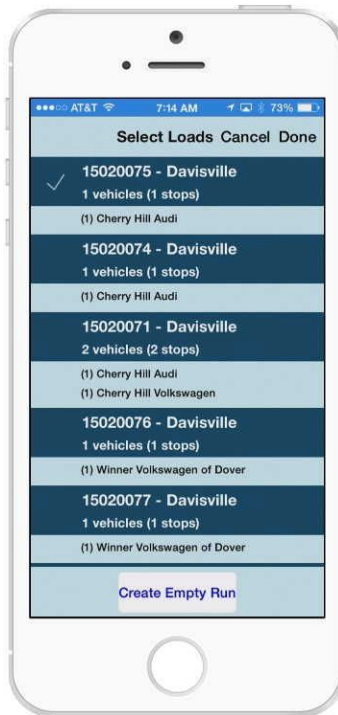
To log in using the Demo Mode, just tap the Demo Mode button on the login screen. You do not have to enter anything for the Username, Password, Truck, or Dispatcher.

Reporting to Multiple Dispatchers

Some contractors need to deliver loads for more than one dispatcher using the Vehicle Mobile Application. \$\$\$

Refresh from Dispatch

- Tap the main menu icon
- Tap the line for “Refresh from Dispatch”
 - This will contact dispatch and ask for any loads of vehicles that have been assigned to you
 - A “good” sound will play if it finds one or more loads, a “bad” sound will play if there are no loads assigned to you



- Any loads the dispatcher has assigned to you will be listed on the **Select Loads** screen
 - Each line shows the pickup point, the number of vehicles being picked up, and a list of the destinations with the number of vehicles going to each
 - If there's only one load, the app will select it automatically
 - If there's more than one load, choose one or more to make up your Current Run
 - Tap a line once to select it (shows a check mark at the left)
 - Tap a line again to deselect it
 - Don't choose more vehicles than will fit on your truck
- Once you've selected the load(s) you want to work with, tap Done
- This will take you back to the Current Run screen and display the vehicles from the load(s) you selected

Pick Up the Vehicles

- Tap the Load button next to the pickup point you're at
 - Or, you can tap the Load button at the top right of the screen to load vehicles from any location
- Load your first vehicle
 - If a VIN barcode is available, you should scan it
 - Tap Scan, hold the phone so the barcode shows in the window, rotating the phone if needed to get the barcode oriented long ways across the display
 - If lighting is poor, tap the "Flash" button to turn on the camera's light
 - Once the app detects the barcode, it will come back and ask you about damages
 - If a VIN barcode is not available, you should enter the VIN and search for it
 - Tap the white space to the right of "VIN", the keyboard will appear
 - Type in at least the last eight digits of the VIN
 - The last eight digits of the VIN are its unique identifier
 - The app searches for what you've typed in at the END of the VIN number, not the beginning

- To find VIN code WAUHFAFL4027069EN, type in 027069EN. Not WAUHFAFL
 - When you've entered the VIN to search for, tap "Search"
 - When the app finds the VIN you entered, it will come back and ask you about damages
 - Or you may choose the VIN from a list
 - Tap Select, it will display a list of vehicles to be picked up
 - Red or green vehicles have already been loaded
 - Tap the line for the vehicle you want to load, this will take you to the damage entry screens
- Inspect the vehicle, enter damages
 - Perform a pickup inspection, and if you find damages note them in the app
 - Damage entry can be done by selecting codes from a list, or by entering a code manually
 - Selecting damage codes from a list
 - On the **General Damage Location** screen, tap the area of the picture where the damage is located
 - On the **Damage Area** screen, tap the detailed area where the damage is located
 - On the **Damage Type** screen, select how the vehicle is damaged
 - On the **Damage Severity** screen, select how large the area of damage is

Send the information back to dispatch

- Return to the **Current Run/Pickup** screen, tap the Send button, the the circling-arrows icon in the top right
- It will display a message "Updating Server" and return with your vehicle(s) in the Loaded state
- Print a Gate Pass report listing the vehicles you picked up, you will give this to the gate attendant as you leave the yard
 - Tap the main menu icon, select "Gate Pass"

Deliver the Vehicles

- On the **Current Run** screen, tap the Delivery tab
- Tap the Unload button next to your delivery location
- This will take you to the **Manage Delivery** screen where you select exactly which vehicles you want to deliver
 - By default, all the vehicles at the chosen location are selected
 - You may also select more vehicles if you need to drop them off at this destination instead of where they were headed
- Tap Next and it asks if you want to report damages
- If not, it takes you to the **Delivery Conditions** screen
 - Select if delivery was Attended (someone was there to receive the vehicles) or not
 - Select if the delivery is still Subject To Inspection (STI)
- Tap Next and it will take you to the **Complete Delivery** screen
- Have the customer inspect the list on the Complete Delivery screen to make sure all damages have been recorded properly
 - Enter customer signature, customer name, and driver signature

Complete the Delivery

- Tap the Done button on the **Complete Delivery** screen

- This will send the information about your delivery back to dispatch
- Then it will print a receipt on your mobile printer to give to the customer
- After data is sent to dispatch and the receipt has printed, you will be returned to the **Current Run** screen
- If your load is completely delivered, it will be removed from your app
- If you need to print another copy of the delivery receipt, tap the main menu and select “Reprint Last Receipt”

Main Menu

The Main Menu has common functions.

- Refresh from Dispatch
 - Update your mobile app with new information from dispatch
- Shag Summary
 - Prints a report of all vehicles in Assigned, Loading, or Loaded states, showing their Bay Locations. This is used when you're going around looking for the vehicles to load.
- Reprint Last Receipt
 - Reprint the delivery receipt for your last delivery
- Load Summary Report
 - Prints a report of all vehicles from a location or locations that have Loading or Loaded status
- Gate Pass Report
 - Prints a report of all vehicles from a location or locations that have Loading or Loaded status. Blank spaces between the vehicles allow you to paste on barcode stickers.
- Refresh App Settings
 - Updates the values of some static information used by the app, such as damage codes
 - Normally you don't need to do this, only used if told by dispatch
- Manage Exceptions
 - If you did not handle all loading exceptions, you may go back and take care of them here
- Test Printer
 - Prints a short test report to the mobile printer
- About
 - Tells you the version number of the app and who's logged in. If you need to submit a report to tech support, please include all the information from this screen.
- Logout

Glossary

Load

A group of cars that have been assigned to you for delivery. It could contain one car or up to as many as will fit on your truck. The Load Number of each load is shown on the Select Loads screen initially, and on the Vehicle Detail screen for each vehicle.

Run

You will choose one or more Loads of vehicles to make up your Current Run, this is your work order for what vehicles you need to pick up and deliver.

Recommendations for Mobile Devices

General Notes

In addition to platform-specific requirements, any device (phone or tablet) to be used with the mobile app needs a rear-facing camera with autofocus in order to scan barcodes and take damage photos.

iOS

Minimum supported OS: Version 8

Devices supported:

- iPhone 4S, 5, 5C, 5S, 6, 6 Plus

Note: iPhone 4s has had intermittent problems where HockeyApp would not download and install the mobile app.

Note: not yet available for iPad

Android

Minimum supported OS: Version 4.0 (Ice Cream Sandwich)

Phones should be upgraded to the latest version they will support, for the phones listed below this is a minimum of v4.3.

Devices supported:

We will be testing for proper operation on these devices:

- Samsung Galaxy S III*
- Samsung Galaxy S4
- Samsung Galaxy S5
- Samsung Galaxy Note II*
- Samsung Galaxy Note 3
- Samsung Galaxy Note 4
- HTC HTC One M8
- GoogleNexus 7 v1, v2

The two models marked with "*" are older than the others, we plan to support them but if problems arise they may be left out of the final list. This won't affect buying decisions as they are no longer offered for sale.

Mobile Printer

Bluetooth Printer Setup for iPhone and Android

The Star Micronics SM-T400i mobile printer can be configured using a setup menu. To access the setup menu:

- Hold the printer's Power and Feed buttons until the red light blinks 5 times, then release
- Display will turn blue-ish, and current Bluetooth mode will be displayed
- Push Power button to toggle mode (we do not use UART mode)
- Pushing Feed button will cycle through other settings which we should NOT need to mess with
- After you are done, hold both buttons briefly, then release
- A short status page will print
- You should then be able to pair the device from the BT menu of the phone, and do a test print using the Star utility

Bluetooth Mode

There are two Bluetooth modes supported by the printer, its display shows the currently active mode

- Bluetooth iAP (for iOS) - this appears to be the default
- Bluetooth (for Android)

WARNING: if your printer is paired with either an Android or iOS device, you will NOT be able to enter the printer setup mode as described below. To be able to enter the printer setup mode, make sure that your iOS and/or Android device has been unpaired from the printer in the device's Settings app.

To toggle between them:

- Hold the printer's Power and Feed buttons until the red light blinks 5 times, then release
- Display will turn blue-ish, and current BT mode will be displayed
- Push Power button to toggle mode (we do not use UART mode)
- Pushing Feed button will cycle through other settings which we should NOT need to mess with
 - Bluetooth mode
 - Communication speed
 - Data bits
 - Parity
 - Stop bits
 - Density
 - Quality
 - Use marks (marks on the back of the paper that indicate stop points for printing)
 - Sensor
 - Powerdown
 - Auto connect
- After you are done, hold both buttons briefly, then release
- A short status page will print
- You should then be able to pair the device from the BT menu of the phone, and do a test print using the Star utility

Powerdown Mode

The mobile printer has an "Auto sleep" function that causes problems when used with iPhones.

If you are using an iPhone, disable Auto sleep using the Setup menu.

- Go into Setup mode as described above under "Bluetooth Mode"
- Use the Feed button to cycle through the different settings until you reach "PWDN" (Power Down)
- Use the Power button to choose the "NO USE" option.

From page 14 of the Star Micronics hardware manual:

"Auto sleep function at iOS mode [Bluetooth(iAP)]

When the iOS device wakes up from the sleep mode, it is required to turn the printer on again. It is required by the iOS specifications. Therefore, it is impossible to use the Auto sleep function when the Communication mode of the printer is set to iOS mode [Bluetooth(iAP)].

At iOS mode [Bluetooth(iAP)], set the Auto sleep mode to "NO USE" or Auto OFF mode."

Connecting the Mobile App to your Printer

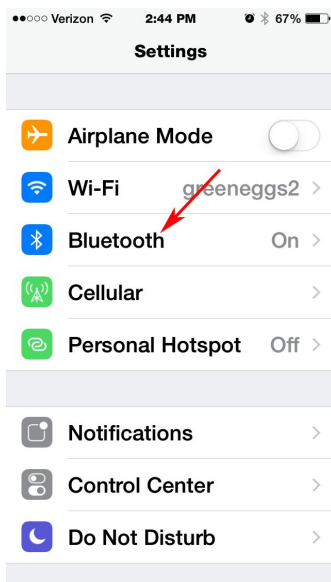
iPhone

It is easy to connect your iPhone to your Star Micronics SM-T400i mobile printer. Once you have set up the connection, printing reports from the mobile app only requires that the printer is On and loaded with paper.

Power the printer on by pressing and holding the power button until it makes a little series of tones, then releasing. The green light on the left side of the small display on top should be lit.

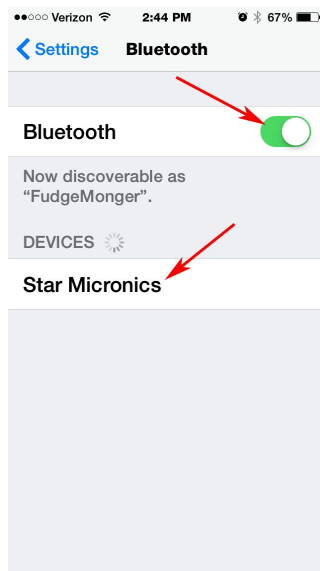
Open the Settings app on your iPhone.

Select Bluetooth.

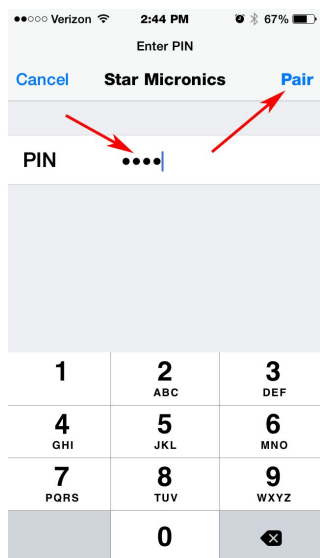


Turn Bluetooth On, if it is not already.

Wait a few seconds for “Star Micronics” to display under Devices. That is the printer, select it.



Enter the PIN, it is 1234.



Tap “Pair”. Your printer is now paired with your iPhone.

Android

- Open the Settings app on your Android.
- Select the Connections pane, then Bluetooth.
- Turn Bluetooth On, if it is not already.
- Wait a few seconds for “Star Micronics” to display under Devices. That is the printer, select it.
- Enter the PIN, it is 1234.

Troubleshooting/Frequently Asked Questions (FAQ)

Problem: I took a photograph and the app crashed

In the first release versions 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 versions 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

Open the Main Menu and use the "Test Printer" selection. You can use this any time to print a short test report to the printer to test the 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 iPhone's **Settings** app, and open 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)
 - If it does not ask you to pair with the printer then go back to the main Settings screen, reselect the Bluetooth section and it should now ask you for the PIN

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

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

Contact Dispatch and tell them you are having trouble logging in. There may be a problem with the dispatcher computer that you log into, such as the server running low on memory.

No Matching Truck

Would you like to report using a different truck? (No/Yes)

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."

In the TMS, every driver is assigned a current truck, usually it's set to the last one used for delivery.

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.

Appendix A: 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

Appendix B: Demo Mode Data

The Demo Mode driver has been set up with a selection of loads of vehicles to demonstrate various delivery scenarios a driver might encounter and show off different features of the app. This appendix describes each of these demo loads.

15020087

Composition of load:

9 vehicles loading at Selkirk

1 stop for delivery

9 vehicles to Mac Mulkin Chevrolet, Inc.

Vehicles have many pre-existing damages noted.

Purpose of this demo load:

This is intended to illustrate the simple situation of a load with a single origin and a single destination.

15020088

Composition of load:

9 vehicles loading at TLS - Newark

2 stops for delivery

5 vehicles to IRA Lexus of Denvers

4 vehicles to Ira Toyota of Denvers

Vehicles have no pre-existing damages.

Purpose of this demo load:

This is intended to illustrate transporting a load with a single origin, but multiple destinations (2 way split).

15020089

Composition of load:

9 vehicles loading at Ridgefield

3 stops for delivery

3 vehicles to Honda Manhasset

3 vehicles to Mohawk Honda

3 vehicles to Paragon Honda

Vehicles have no pre-existing damages.

Purpose of this demo load:

This is intended to illustrate transporting a load with a single origin, but multiple destinations (3 way split)

15020090

Composition of load:

4 vehicles loading at Brookfield

5 vehicles loading at TLS - Newark
1 stop for delivery
 9 vehicles to Prime Toyota
Vehicles have no pre-existing damages.

Purpose of this demo load:

This is intended to illustrate a load with multiple origins all dropping at a single destination.

15020091

Composition of load:

9 vehicles loading at Davisville
1 stop for delivery
 9 vehicles to Winner Volkswagen of Dover
Vehicles have no pre-existing damages.

Purpose of this demo load:

This is intended to illustrate a load with a single origin and a single destination, but also with a bad scan for one vin (simulating scanning the railcar number barcode off of the rail tag instead of the VIN barcode).

Appendix C: The Star Printer Test App

Star Micronics has provided a free mobile app to test printer functions, dispatchers who want to be able to more easily troubleshoot printer problems may download and install this on their device. It is called "StarIO SDK" in the Apple App Store and "Star Micronics Printer Demo" in the Google Play Store (but the installed app on Android is still called "StarIO SDK").

Warning: there are several apps from Star Micronics, use the one described above. Another one, "Star Utility" on iPhone and "Star Setting Utility" in the Google Play Store, does not seem to do anything.

When you run the app, it first asks you to select your printer type, choose "Star Portable Printers". Then you will be able to print a variety of test reports.