

Service Manager

SOFTWARE

This document contains summary information on new features, late-breaking product information, updates, and troubleshooting tips not covered in the Trimble® Service Manager documentation.

Introduction

These release notes describe the features and enhancements that are new in version 30.0.0.22 of Service Manager, for the following components only:

- Service Manager Desktop
- Service Manager Web Portal
- Service Manager Engineer

For further support information, go to <http://mep.trimble.co.uk/support>.

New features and changes

The improvements that have been made to the Service Manager software are summarised in the following table.

Upgrade procedure

Updates will be made available and automatically downloaded via Trimble LiveUpdate.

Version: 13.0.0
Date: 2017
Month: June

| ENHANCEMENTS AND FEATURES | |
|---------------------------|--|
| ID | Description |
| SERVMAN-1376 | The Complete and Time Taken buttons on Tasks in the Engineer app now only show when a task is selected |
| SERVMAN-1219 | The End User Licence Agreement text has been updated within the software installer |
| SERVMAN-1204 | Added a 'Gas Council Number' field to Equipment items in the Site Equipment |
| SERVMAN-1203 | Added a 'Gas Council Number' field to Equipment items in the Equipment Library |
| SERVMAN-1202 | We have created an integration between the Service Manager Engineer app and Infomill's PartsArena™ app to enable an exchange of data. To use this integration you must have a valid licence for Service Manager Engineer and for PartsArena™ on the same mobile device |
| SERVMAN-1180 | A 'Release Notes' option has been added to the Help dropdown menu, when selected this will open your default internet browser and navigate to the Trimble Release Notes page |

| BUG FIXES | |
|---------------------|--|
| ID | Description |
| SERVMAN-1343 | Resolved an issue that resulted in a crash on Windows 10 with .NET 4.7 when trying to open an attachment |
| SERVMAN-1339 | Corrected an error in time reported to and from mobile devices back to the desktop system |
| SERVMAN-1324 | Start and End dates are now displayed in the correct format within the PPM Schedule Manager screen |
| SERVMAN-1275 | The Contract Renewals routine will no longer fail if a service has a NULL Forecast Hours value |
| SERVMAN-1198 | Equipment details now refresh correctly on mobile devices if they are changed on an existing job |

New feature details

SERVMAN-1202 – Service Manager Engineer / PartsArena Pro Integration

We have created an integration between the Service Manager Engineer app and Infomill’s PartsArena Pro app to enable an exchange of data. To use this integration you must have a valid licence for Service Manager Engineer and for PartsArena on the same mobile device.

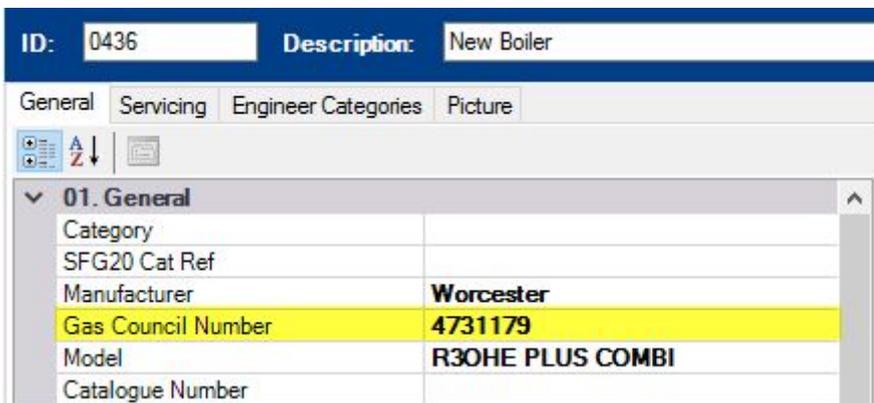
Key Features

Gives access from Service Manager Engineer to PartsArena Pro exploded parts view, parts lists and technical manuals

Create a Parts Picklist within PartsArena Pro and pass back to SME to use as Parts Used against a job or to add to a Purchase Order or Requisition

Defining Gas Council Numbers Against Equipment Items

To enable the integration a new field has been added in the Equipment Library and Site Equipment screens of the Service Manager desktop application, this allows the Gas Council (GC) Number to be populated, if relevant, against an equipment item and that detail is then sent to the engineers mobile device when the equipment item is added to a job.



What is a Gas Council Number? Whilst British Gas was the sole national distributor of natural gas they created a council of General, Municipal Boilermakers. Part of this council's responsibilities was to create a log of all gas appliances manufactured or sold within the UK.

Launching PartsArena from a Service Manager Engineer Task

If you are using Service Manager Engineer on a mobile device that has PartsArena installed and, within a job, a valid GC Number is recorded against an equipment item on the task the PartsArena icon will be displayed.

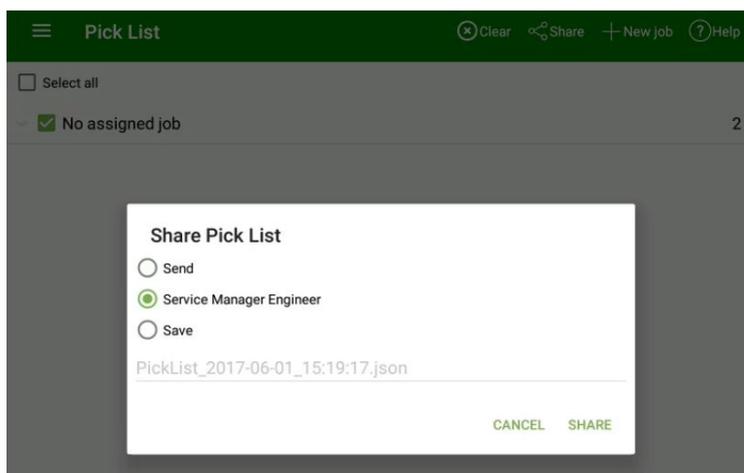
| PENDING TASKS | |
|---------------------------|------------|
| NAME Widget | ASSET NO |
| MODEL | SERIAL NO |
| SERVICE Quarterly | HOURS 1 |
| NAME Widget | ASSET NO |
| MODEL | SERIAL NO |
| SERVICE Quarterly | HOURS 1 |
| NAME Widget | ASSET NO |
| MODEL | SERIAL NO |
| SERVICE Quarterly | HOURS 1 |
| NAME Widget 31 | ASSET NO |
| MODEL | SERIAL NO |
| SERVICE Quarterly | HOURS 1 |
| NAME New Boiler | ASSET NO |
| MODEL R30HE PLUS COMBI | SERIAL NO |
| SERVICE Annual | HOURS 1 |



COMPLETED TASKS

Using the PartsArena Pick List

Once items have been added to the PartsArena Pick List clicking the 'Share' option will show an option to share with 'Service Manager Engineer', selecting this and tapping the 'Share' option will pass the items back to the SME app.



Selecting Pick List Items

When the items are displayed within SME you can tap each one to select it. Tapping an item a second time will deselect it.

| | | |
|-------------|--|-------------------------------------|
| Number | 87377052070 | |
| Description | Heat exchanger basic block FS/HF | |
| Quantity | 1 | <input checked="" type="checkbox"/> |
| Title | Worcester Bosch >> Boiler >> Greenstar >> R30 HE Plus Combi (GC No. 4731179) >> R30HE Plus Combi (Jun 2003 onwards) - Parts >> Burner/Heat exchanger | <input checked="" type="checkbox"/> |
| Number | 87101031530 | |
| Description | Burner sealing | |
| Quantity | 1 | <input type="checkbox"/> |
| Title | Worcester Bosch >> Boiler >> Greenstar >> R30 HE Plus Combi (GC No. 4731179) >> R30HE Plus Combi (Jun 2003 onwards) - Parts >> Burner/Heat exchanger | <input type="checkbox"/> |

Add Selected Items as Parts Used

Tap the + button in the top right hand corner to show the available options, select 'Add parts to job' option to add the selected item(s) to the Parts Used list.

<
PARTS
+

| | | |
|-------------|--|-------------------------------------|
| Number | 87377052070 | |
| Description | Heat exchanger basic block FS/HF | |
| Quantity | 1 | <input checked="" type="checkbox"/> |
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Add to purchase order...

Add to requisition...

Add parts to job...

Add Selected Items to a Requisition

Tap the + button in the top right hand corner to show the available options, select 'Add to requisition' option to add the selected item(s) to a new Requisition. Once added the line item detail can be edited, if required and the requisition can be 'Submitted' as normal.

← PARTS +

| | | |
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Add to purchase order...
 Add to requisition...
 Add parts to job...

Add Selected Items to a Purchase Order

Tap the + button in the top right hand corner to show the available options, select 'Add to purchase order' option to add the selected item(s) to a new Purchase Order. Once added the line item detail can be edited, if required, a supplier added and the requisition can be 'Submitted' as normal.

← PARTS +

| | | |
|-------------|--|-------------------------------------|
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| Description | Heat exchanger basic block FS/HF | |
| Quantity | 1 | |
| Title | Worcester Bosch >> Boiler >> Greenstar >> R30 HE Plus Combi (GC No. 4731179) >> R30HE Plus Combi (Jun 2003 onwards) - Parts >> Burner/Heat exchanger | <input type="checkbox"/> |
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Add to purchase order...
 Add to requisition...
 Add parts to job...

NOTE: In any of these 3 scenarios the '<' button in the top panel will accept your action and the 'X' button will cancel your action

Legal notices

Trimble Navigation Limited
MEP Division
10368 Westmoor Drive
Westminster, Colorado 800021
USA
800-361-1249 (toll free in USA)
+1-937-245-5154 Phone
+1-937-233-9441 Fax
www.trimble.com

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Release notice

This is the June 2017 release (Revision A) of the Release Notes. It applies to version 30.0.0.22 of the Service Manager software.