

Personal Computer Data Services

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The Independent Software Provider

OnCallPDA User Manual

Overview v2.0 - Software Version 1.5.65

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Overview

OnCallPDA Summary

OnCallPDA is a web application which can be accessed on any modern web browser from your phone, tablet or computer. It is intended to be used by engineers who are out in the field without access to Alarm Master. It can be used to book jobs and preventative maintenance visits whilst away from the office and out of hours.

Application Features

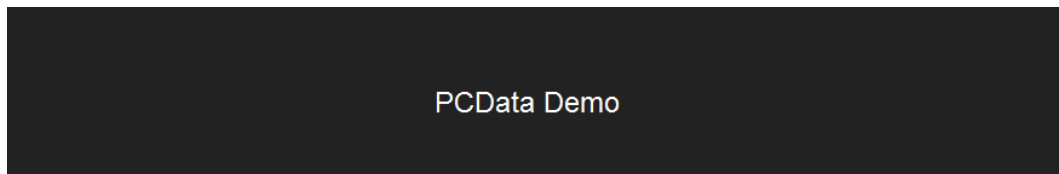
- Search
 - Search for any contract in the Alarm Master Database.
 - Search using any memorable information regarding the contract including post codes, contact names, client names etc.
- Book
 - Book jobs and PM visits under contracts and provide special instructions.
 - Jobs and PM visits are then sent back to the office and are automatically entered into the Alarm Master database, which can then be seen and edited.

Accessing OnCallPDA & Logging In

Accessing OnCallPDA

Upon installing the application, one of our staff will have provided your business with the address of the application to visit in your web browser. It is recommended that you bookmark or favorite this address for easy access later.

Using any modern browser (Chrome, Firefox etc.), put the address provided to you in the URL bar at the top and hit 'go'. You should see the below page:



Enter Login Details

Last Updated: 05/09/16 (Version: 1.5.65)

Logging In

Each user of this application should have their own login credentials. If you have been entered into Alarm Master, the username and password that you were given will be what you should use for OnCallPDA. If you don't have this, contact your office manager to get Alarm Master credentials.

Simply enter your username and password into the text fields provided and click Login.

Searching

Search

Enter Search Term

Overview

You can search for any contract that is contained within the Alarm Master database. There are several ways you can find a contract as the application searches other data fields for a contract, and not just its contract number. Searching with any keywords from the data fields below may yield the contract you desire:

- Contract number
- Post Code parts
- Address parts
- Client name
- Contract status
- Short/Account code
- Telephone number
- Contact name

To initiate a search, enter your search term into the field provided and hit enter, or the search button.

Search Results

Any results brought back from the database will show in contract number order. Each result will show as a blue bar with white text inside each. These are the headers of each contract, with quick information allowing you to clearly see which contract is the correct one.

Once you find the correct contract, press the blue bar. It should then expand and show you more information about that contract (depending on what configuration options have been selected). Common information includes system types, contract type, notes etc.

You should also see in this drop down section several text fields and drop select drop downs.

Searched For: 'LIVE' [Records found 11]

- + 0002/01 Unit 6 / HU2 0PH / LIVE / ROCKWA / Rockware Bakery // Intruder Alarm and/or PA Alarm / ⚠
- + 0003 23 Acadia Grove / HU3 4AN / LIVE / SMITH / Fred Smith // Intruder Alarm and/or PA Alarm /
- + 101 26 Regents Street / HU4 6DP / LIVE / LANGHA / Langham Insurance // Fire Extinguisher /
- + 104 Unit 6 / HU15 1LG / LIVE / ROCKWA / Rockware Bakery // Fire Alarm /
- + 105 45 Melton Close // LIVE / JADE G / Jade Garden // Fire Extinguisher /
- + 106 Knightsdale Road // LIVE / LANGHA / Wilfred Clog Factory //

+ 0002/01 Unit 6 / HU2 0PH / LIVE / ROCKWA / Rockware Bakery // Intruder Alarm and/or PA Alarm / ⚠

Contract Type : ANNUAL

Intruder Alarm and/or PA Alarm

Notes: Not Found

Brief Desc: Not Found

Rockware Bakery

Unit 6, 59 Whiffler Road, Spalding, Lincs, HU2 0PH

Mr R Stewart

01704 406718

H&S WARNING: Multiple Hazard

Service Due in 02/2015

App Date:

App Time:

Special Instructions:

Engineer:

 ▼

Call Type:

 ▼

(Only applicable if booking call out.)

[Book Service](#) [Book Call Out](#)

Booking Jobs & Services


To book a job or service, start by finding the contract you want to book the job/service under. Once found, expand its header into the box to the right.

Tap on the text fields of App Date and App Time for the current date and time to be populated, which will inform Alarm Master of the appointment times. You can change these if you wish, for the future or past.

Add any special instructions in the box provided. Choose the engineer to be assigned the job from the drop down. This should contain a list of all engineers registered within Alarm Master. Finally, pick a call type for the job (only when booking a call out).

If the contract is NOT on maintenance, the book service button will not be shown. Click either button depending on what you are doing and wait until a popup appears saying “Job booked” or “Service booked”.

What is happening here is the data packet has been sent to the office and processed into the Alarm Master system. If you have Alarm Master Mobile, the system in the office will then dispatch a full job project down to the engineer’s (you or whoever was assigned the job) handset/device with all the relevant details and boxes – ready to be filled in with job information.

+ 0002/01 Unit 6 / HU2 0PH / LIVE / ROCKWA / Rockware Bakery // Intruder Alarm and/or PA Alarm / 

Contract Type : ANNUAL

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Service Due in 02/2015

App Date:

App Time:

Special Instructions:

Engineer:

Call Type:

(Only applicable if booking call out.)

For more information and access to the online demo for the OnCallPDA module, please call our enquiries line on 01482 607350.