

# SOLUTIONS 30

---

## SMARTFIX USAGE

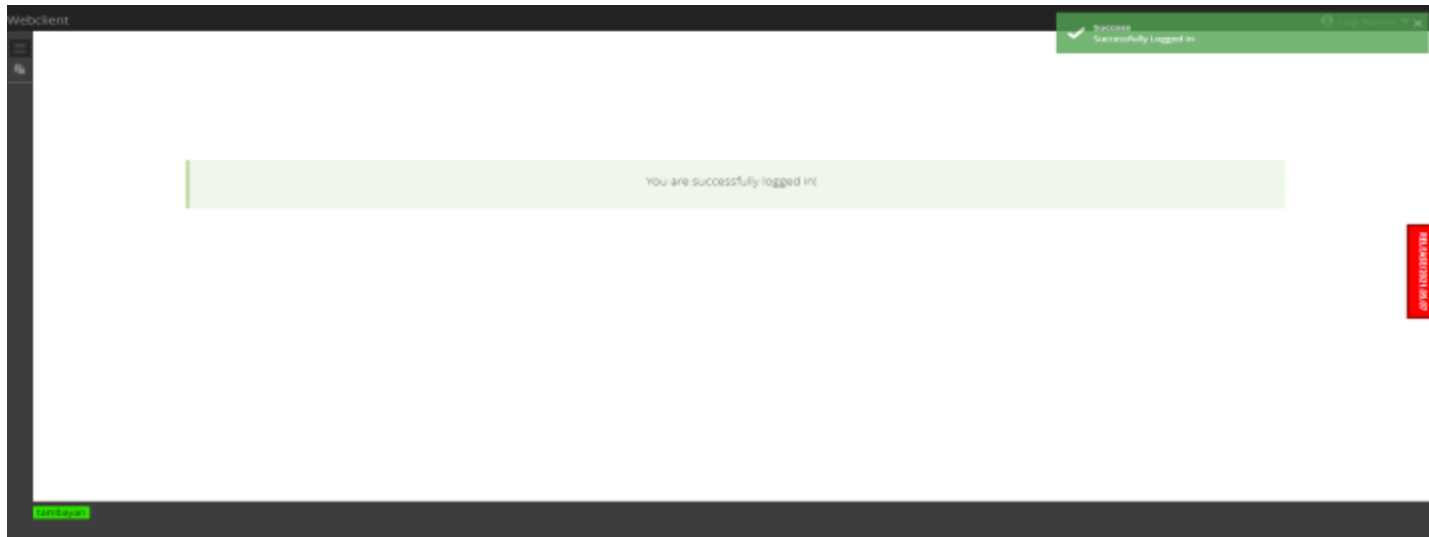
---



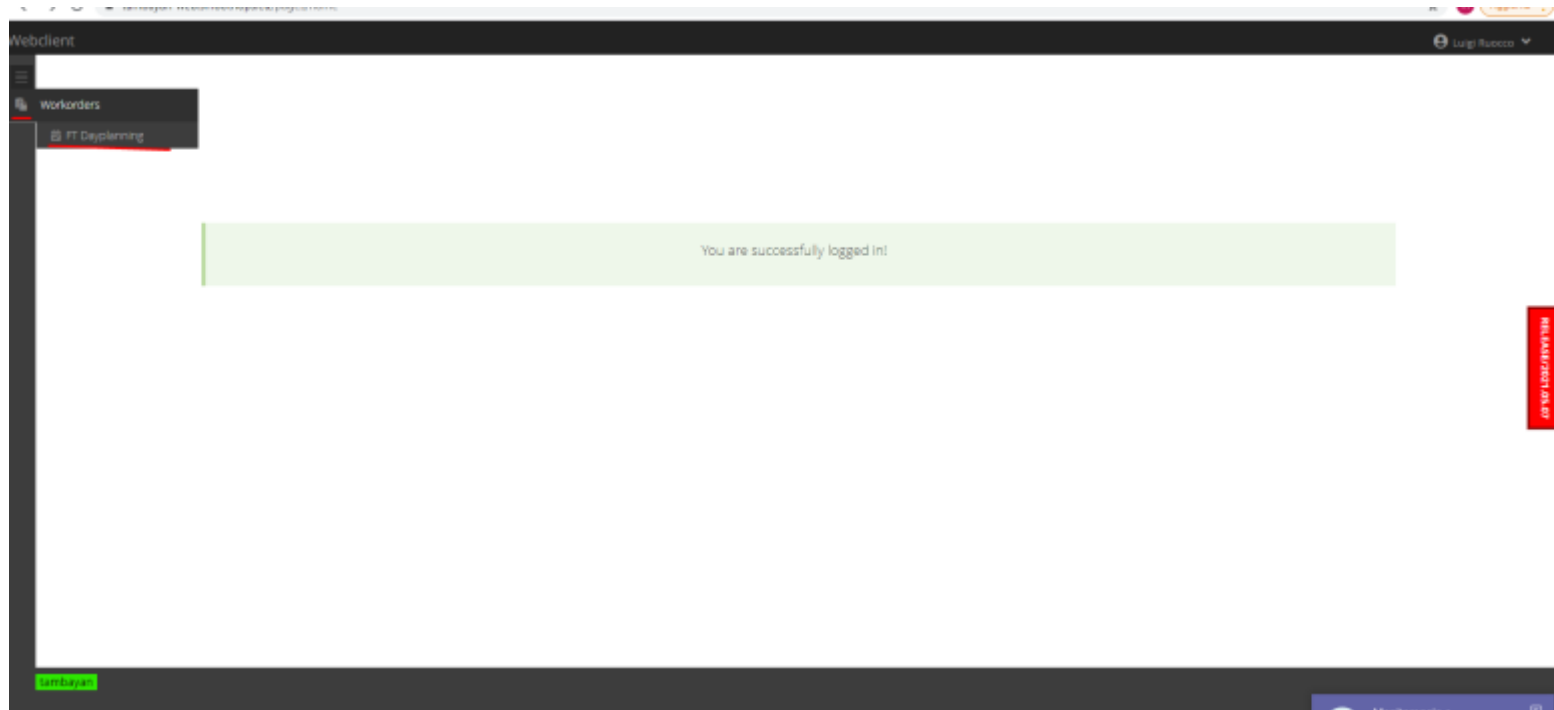
# LOGIN



APRIRE IL SEGUENTE URL : <https://webclient.solutions30.com/>,  
UTILIZZARE INDIRIZZO MAIL E PSW RICEVUTA VIA MAIL E SELEZIONARE LA  
LINGUA ITALIANO NELL SCHERMATA DOVE INSERITE LA VOSTRA LOGIN



## CLICCARE SULL ICONA A SINISTRA E SELEZIONARE: FT DAYPLANNING



# CLICCARE SUI 'OSSERVAZIONE' PER VISUALIZZARE LE NOTE INSERITE PER LA GESTIONE DELL INTERVENTO

Order | Project | Ticket | Tipo di visita | Customer | Address | Osservazione | Contact | Products | More info | Action

No data found for the resource.

Future Meetings

Order | Project | Ticket | Tipo di visita | Customer | Address | Osservazione | Contact | Products | More info | Action

|   |  |                                 |                                       |                         |                              |  |  |  |  |
|---|--|---------------------------------|---------------------------------------|-------------------------|------------------------------|--|--|--|--|
| ▲ |  | A-8048727 -<br>0112287_90360000 | Install<br>2021-06-28<br>AM Pull Week | LMO CLIFFALMO<br>CLIFFA | Via Pesto 20, 10080<br>Cuneo |  |  |  |  |
|---|--|---------------------------------|---------------------------------------|-------------------------|------------------------------|--|--|--|--|

Remark for ticket

Collegent remark: intervento concordato con la signora vincenza cutti a per il 28 giugno mattina

Close

# CLICCARE SUI 3 PUNTINI PER VISUALIZZARE TUTTI I PARAMETRI NECESSARI PER LA CONFIGURAZIONE DEL MODEM

A-00032105 - 00085906

2021-04-22 09:27:17 2021-04-22 13:15:37

|                             |   |
|-----------------------------|---|
| Ticket Extra Info           | Task Extra Info   |
| None                        | none  |
| Customer Details            |   |
| Language:                   | Italian / Italy   |
| Task Group Extra Info       |   |
| Observation:                | none  |
| Expedited Delivery Date:    | 19-04-2021  |
| Shipment Tracking URL:      | <a href="http://www.upd.com/WebTracking/processInputRequest?tracknum=12V764696800036814">http://www.upd.com/WebTracking/processInputRequest?tracknum=12V764696800036814</a> |
| Delivery Mode:              | Directly to the Customer  |
| Intervention type:          | install   |
| Satellite:                  | KOONNECT  |
| Satellite-orbital position: | 7,2   |
| Satellite tx polarization:  | lhcp  |
| Satellite beam number:      | 334   |
| Antenna size:               | 74  |
| Antenna azimuth:            | 196,16  |
| Antenna elevation:          | 40,92   |
| Modem latitude:             | 42.2721000000000  |
| Modem longitude:            | 12.2403000000000  |
| Modem activation key:       | KCX-200105-UZYY4Q088H   |

[Reopen](#)

# CLICCARE SUI 3 PUNTINI PER VISUALIZZARE TUTTI I PARAMETRI NECESSARI PER LA CONFIGURAZIONE DEL MODEM

Webclient

Dayplanning

Today's Meetings

Order Project Ticket Tipo di visita Customer Address Osservazione Contact Products More info

|   |               |                     |                                       |               |  |  |  |  |  |
|---|---------------|---------------------|---------------------------------------|---------------|--|--|--|--|--|
| ▲ | Euresat Italy | A-00032106-00085906 | Install<br>2021-04-22<br>PM Full Week | Rossano Rossa | Strada Provinciale<br>Cirivra 2376, 01027<br>Roccapietra |  |  |  |  |
|---|---------------|---------------------|---------------------------------------|---------------|--|--|--|--|--|

A-00032106 - 00085906

2021-04-22 09:27:17 2021-04-22 13:15:37

Ticket Extra Info: None  
 Task Extra Info: none

Customer Details  
 Language: Italian / Italy

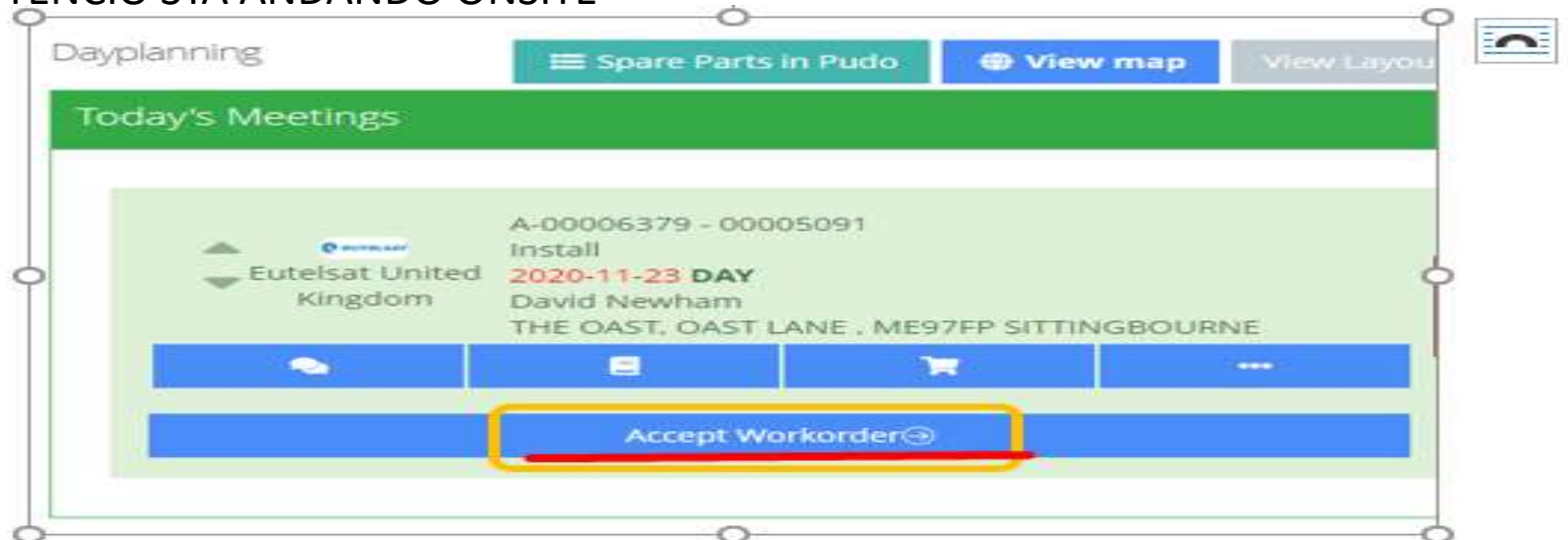
Task Group Extra Info

Osservazione: none  
 Expedited Delivery Date: 19-04-2021  
 Shipment Tracking URL: http://www.upd.com/WebTracking/processInputRequest?tracknum=12V764696800036814

Delivery Mode: Directly to the Customer  
 intervention type: install  
 Satellite: KOVINSCT  
 Satellite-orbital position: 7,2  
 Satellite tx polarization: lhcp  
 Satellite beam number: 234  
 Antenna size: 74  
 Antenna azimuth: 196.16  
 Antenna elevation: 40.92  
 Modem latitude: 42.272100000000  
 Modem longitude: 12.240200000000  
 Modem activation key: KCX-200105-UZY4Q088H

Register

VERRANNO VISUALIZZATI TUTTI GLI INTERVENTI ASSEGNATI.  
CLICCARE SU ACCEPT WORKRDER QUANDO SI STA ANDANDO ON SITE DAL  
CLIENTE. IN QUESTO MODO IL CLIENTE RICEVE UN SMS INFORMANDOLO CHE IL  
TENCIO STA ANDANDO ONSITE



## UNA VOLTA ARRIVATI ON SITE , CLICCARE SU START WORK ORDER

Dayplanning

Spare Parts in Pudo View map View Layout

Today's Meetings

A-00006379 - 00005091  
Install  
2020-11-23 DAY  
David Newham  
THE OAST, OAST LANE, ME97FP SITTINGBOURNE

Reset Workorder



CLICCANDO SU START WORK ORDER VEDRETE TUTTI I DATI DEL CLIENTE E ANCHE GLI INTERVENTI PRECEDENTI DA CHI SONO STATI GESTITI

The screenshot displays the 'febcient' web application interface. At the top, there is a navigation bar with a 'Save data temporarily' button and a user profile for 'Euteisat Spain Technician 5'. The main content area is divided into several sections:

- Workorder Info:** Displays details for workorder 'customer\_209 / service ticket\_209 / Meeting / install (3040399)'. Fields include Taskgroup name, Taskgroup code (1654048), Order Date (2020-10-21 13:34:05), Task Type (Install), and a callout remark: 'call the customer 1 hour in advance'.
- Client Info:** Displays client details for '(Unknown) Cesar Alonso', including Company Name, Language (Spanish / Spain), Mobile (34 91 2123456), Phone (34 60 8345678), Email (no-reply@solutions30.com), Ticket Reference (BT1465986), and Project Name (Euteisat Spain).
- Products to be installed:** Shows 'No products'.
- Previous Meetings:** A table showing a meeting state of 'Open' with reason 'customer\_209 / service ticket\_209 / Meeting / install Meeting started 2020-10-21' and user 'By Euteisat Spain Technician 5'.
- Client Contact Details:** A table listing contact information:

| Type   | Value                    | Remark |
|--------|--------------------------|--------|
| mobile | 34 91 2123456            | none   |
| phone  | 34 60 8345678            | none   |
| email  | no-reply@solutions30.com | none   |

A red vertical banner on the right side of the screenshot reads 'IN SOME SERVICE DOCUMENT'.

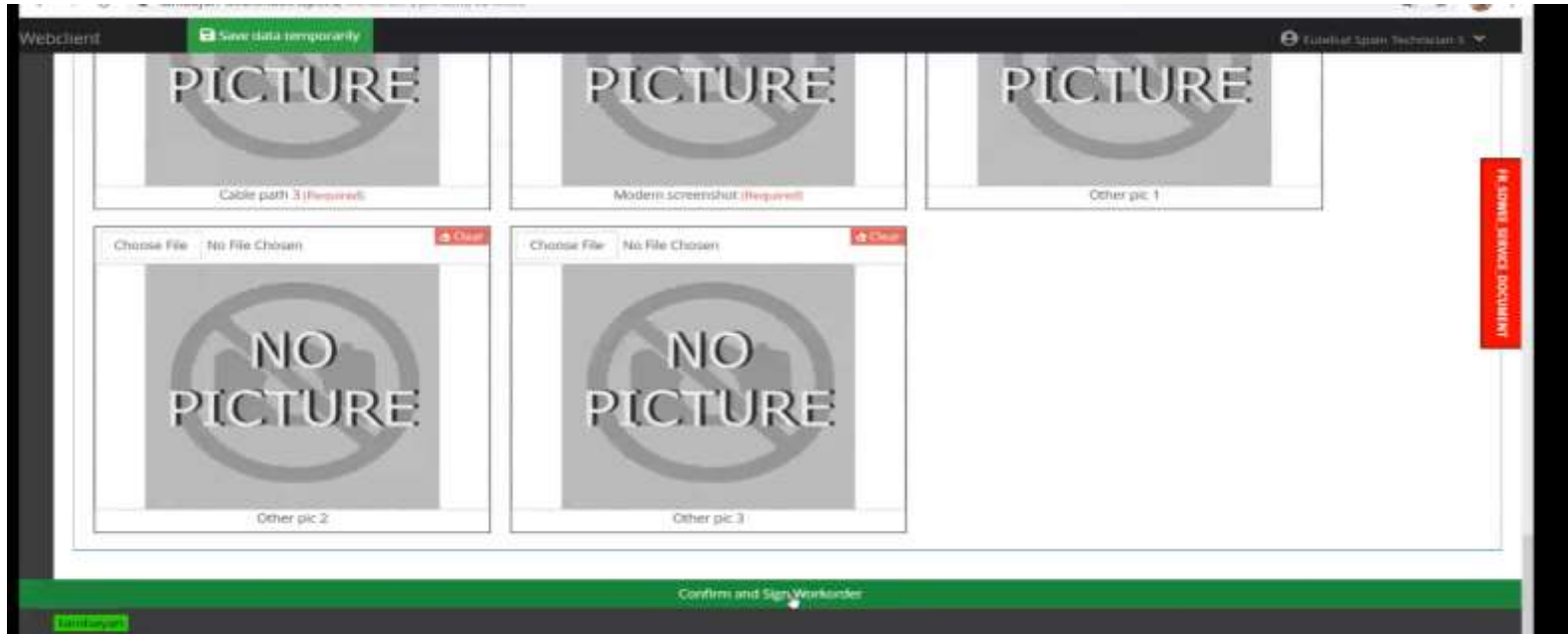
PER CHIUDERE GLI INTERVENTI , SCENDERE IN BASSO E CLICCARE SU OK , IN CASO DI INSTALLAZIONE ANDATA A BUON FINE. E' OBBLIGATORIO COMPILARE TUTTI I CAMPI RIFERITI ALL'ATTIVITA' E COMPILARE IL CAMPO REMARK CON IL COMMENTO DI CHIUSURA INTERVENTO

The image displays two screenshots of a software interface. The left screenshot shows a 'Workorder Outcome Selector' dialog box with a green 'OK' button and a red 'N-OK' button. Below the buttons, there is a 'currently selected' field with 'OK' and a 'Remark' field. The right screenshot shows a form with fields for 'Modem MAC', 'Modem Serial', and 'Remark'. The 'Remark' field is a large text area at the bottom of the form.

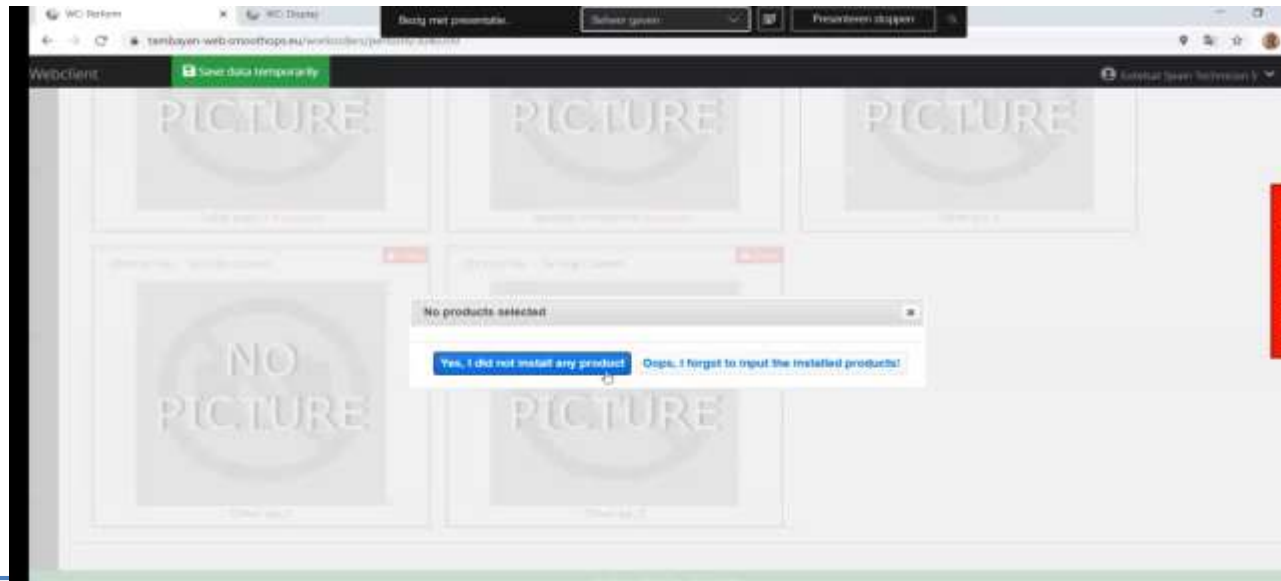
SCENDENDO ANCORA PIU IN BASSO NELLA SCHERMATA E' TASSATIVO ALLEGARE LE FOTO DEL LAVORO SVOLTO. SE IL CLIENTE NON DA IL CONSENSO X LE FOTO NON PROCEDERE E CLICCARE SU SKIP

The screenshot shows a web interface titled "Photo Uploader" with a blue header. Below the header, there are six file upload slots arranged in a 2x3 grid. Each slot contains a "Choose File" button, a "No File Chosen" status, and a "SKIP" button. The labels for the slots are: "Antenna location (Required)", "Satellite line of sight (Required)", "Mount & fixations (Required)", and three unlabeled slots. A red vertical button labeled "INTERVIEWS TAKEER ENGAGE #1" is positioned on the right side of the grid. At the top left of the interface, it says "no products defined for this project".

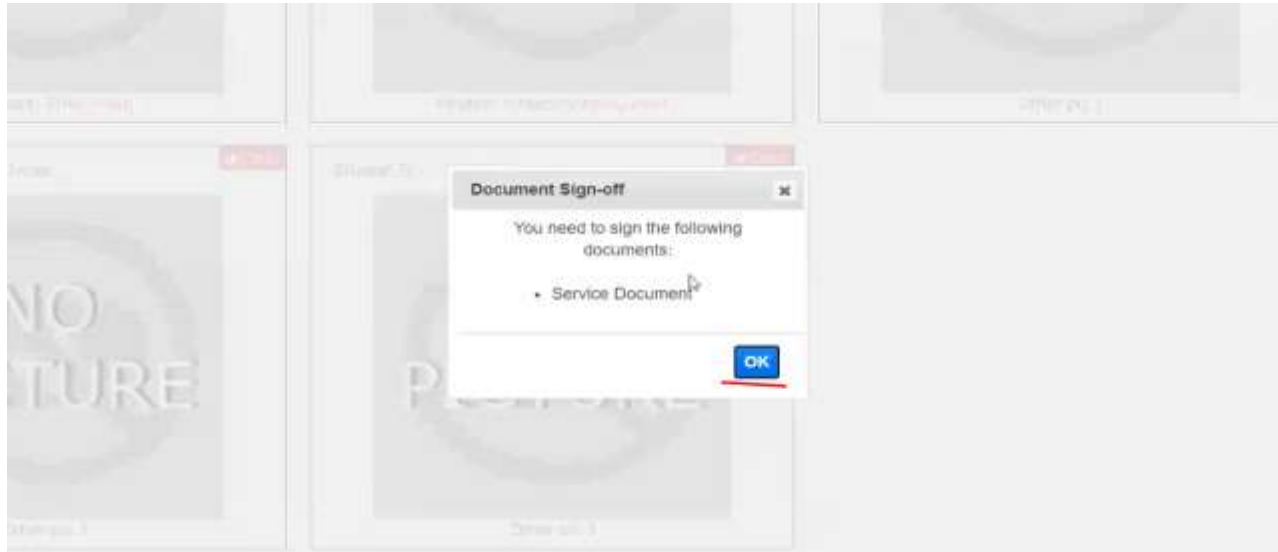
DOPO AVER ALLEGATO LE FOTO, CLICCARE IN BASSO SU CONFIRM AND SIGN WORKORDER



DOPO AVER CLICCATO SU CONFIRM AND SIGN WORKORDER, APPARE UN POP UP, CLICCARE SU 'YES I DO NOT INSTALL ANY PRODUCT ' (questo semplicemente perchè il kit è già presso cliente e non lo porta il tecnico)



CLICCARE SU OK PER APRIRE IL RAPPORTINO CHE SARA' AUTOMATICAMENTE COMPILATO CON TUTTE LE INFORMAZIONI TECNICHE CHE AVETE INSERITO PRECEDENTEMENTE



# LOGIN

## RAPPORTINO EUTELSAT

 Service Document

Customer Details: Cesar Alonso

Ticket name: customer\_209

Taskgroup name: service ticket\_209

Company: Company Name

Address: Calle Manuel Pavia 20 28031 Madrid

Outcome : Ok

Antenna Location : Facade

Surface Material : Wood

Installation type : Type 2

Boits dimension : 4 cm

LOS analysis : Dsfedqf

Modem location : Kitchen

Ticket name: customer\_209

Taskgroup name: service ticket\_209

Company: Company Name

Address: Calle Manuel Pavia 20 28031 Madrid

Outcome : Ok

Antenna Location : Facade

Surface Material : Wood

Installation type : Type 2

Boits dimension : 4 cm

LOS analysis : Dsfedqf

Modem location : Kitchen

Ventilation info : Sdfgsdfg

Cable path description : Info about cabling...

Modem MAC : 575

Modem Serial : 457575

Speed test up : 58

Speed test down : 85

Remark : General remark

Subtype : Instal

Date: 2020-10-21

Signature:

# FAR FIRMARE IL CLIENTE SUL PALMARE E CLICARE SU SAVE

