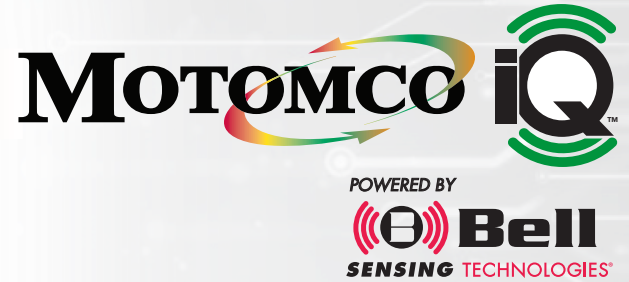


# TIPS FOR APP

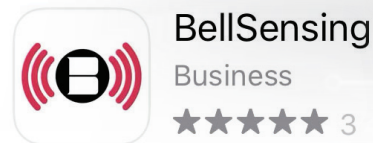


## SYSTEM VS PRODUCT

### STEPS:

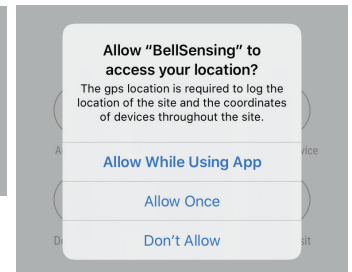
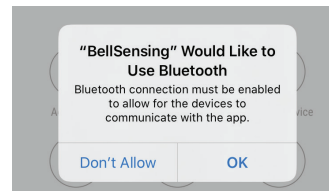
1. PURCHASE PRODUCTS
2. SET UP ONLINE PORTAL
3. DOWNLOAD THE APP

[www.bellsensing.com](http://www.bellsensing.com)



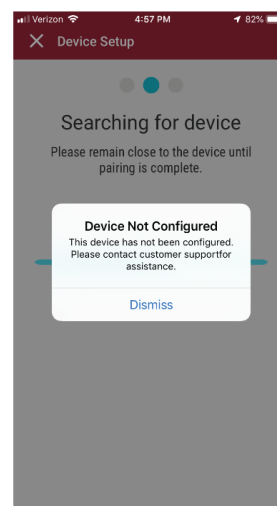
## LOCATION/BLUETOOTH

- BLUETOOTH ENABLED
- LOCATION ENABLED
- APP GIVEN PERMISSION TO ACCESS BOTH



## DEVICE NOT CONFIGURED

- WHEN ADDING A DEVICE AND THIS ERROR MESSAGE POPS UP, IT MEANS THE DEVICE MUST BE REPLACED



# TIPS FOR APP



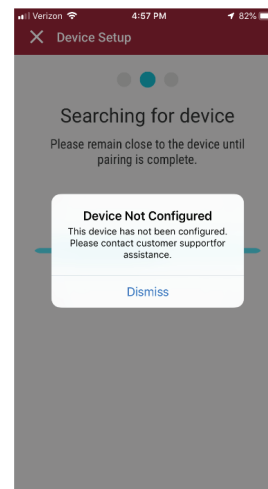
## SEARCHING FOR DEVICE

- **BLUETOOTH/LOCATION ISN'T ENABLED**
- **APP DOESN'T HAVE PERMISSION TO ACCESS BLUETOOTH OR LOCATION**
- **THEY HAVE NOT WOKEN UP THE SENSOR/BATTERY**
- **THEY HAVE NOT WOKEN UP THE SENSOR/BATTERY**



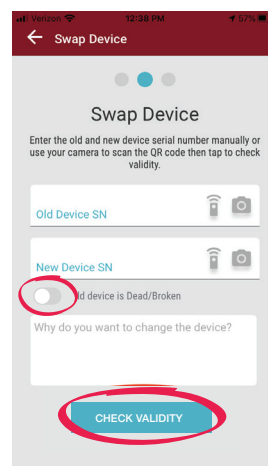
## DEVICES UNDISCOVERED

- **WHEN ADDING A DEVICE AND THIS ERROR MESSAGE POPS UP, IT MEANS THE DEVICE MUST BE REPLACED**



## SWAPPING DEVICES

- **SCAN OR FIND OLD DEVICE**
- **SCAN NEW DEVICE**
- **IF OLD DEVICE IS DEAD OR BROKEN MOVE SLIDER FROM LEFT TO RIGHT**
- **TAP CHECK VALIDITY**

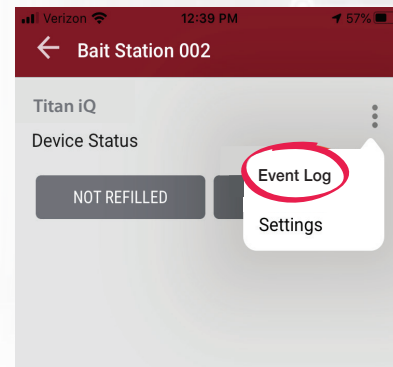


## TIPS FOR APP



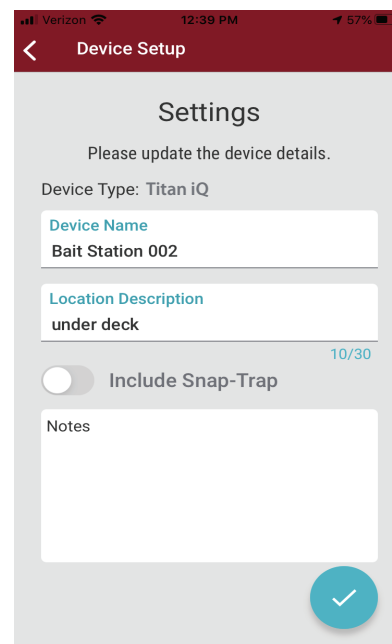
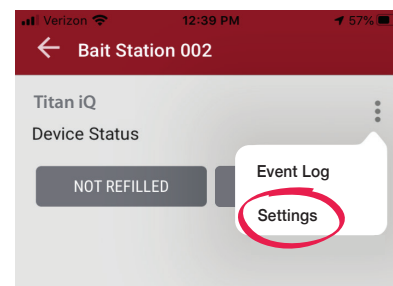
### TIMESTAMPS WITHIN THE APP

- DOWNLOAD EVENTS FROM DEVICE
- ON THE SERVICE SCREEN TAP THE ELLIPSIS IN UPPER RIGHT-HAND CORNER
- TAP EVENT LOG



### CHANGING DEVICE DESCRIPTION IN APP

- TAP THE DEVICE NAME IN THE DEVICE LIST
- TAP THE ELLIPSIS IN UPPER RIGHT-HAND CORNER
- TAP ON SETTINGS
- MAKE CHANGE AND TAP THE BLUE CHECK

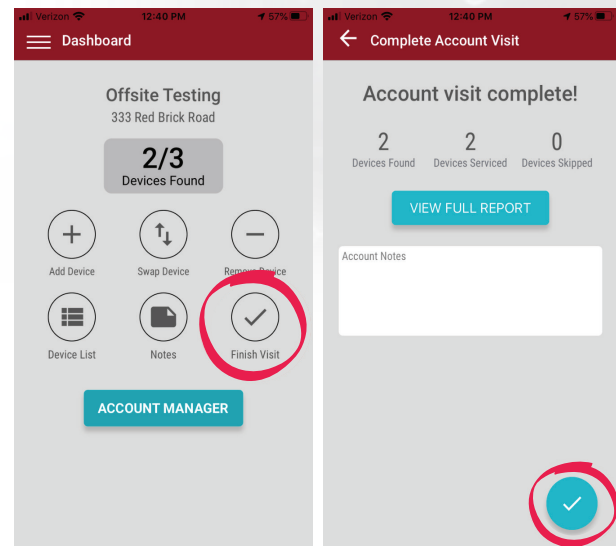


# TIPS FOR APP



## FINISH DEPLOYING OR SERVICING VISIT

- ACCOUNT DASHBOARD
- TAP FINISH VISIT
- FOLLOW PROMPTS
- PENDING ACCOUNT UPLOAD



## PENDING UPLOAD

NEED CONNECTIVITY  
CAN TAKE SOME TIME  
CLOSE AND REOPEN APP  
START ANOTHER ACCOUNT VISIT

