

Quick Summary:

OASIS – Onsite Accelerated Service (Sat) Installation System

Mobile App that will aid Installer before/during/after the onsite installation process.

- This version is for both Enterprise and Consumer Field Service Orders.

Support Email: Oasis-Ent-Issue@hughes.com (Please include App version# Device Model # and OS version)

Supported Devices:

Android 6.0 – 9.0 devices

Test Devices: Google Pixel, Moto G, Samsung S5/S6/S9, Samsung Note9, Samsung Tab S2

Apple iOS 9.0 – 12.0 devices (Currently supporting iOS 11)

Test Devices: iPhone 7/6/6s/5/5s, iPad Mini Retina

Note: We are not supporting iPhone 4/4s anymore.

Installation Issues: Accept Hughes Certificate from General->Device Management -> "Trust Hughes Network Systems"

Download Link: Available in Quick Actions Section of Installation Portal <https://dwayinstalls.hns.com> Home page.

Delete the previous App from your device, before downloading (Make sure to upload existing work 1st)

Apple Audio: User should enable "Change with buttons" under Settings -> Sounds -> Ringer and Alerts

Apple iOS9 Upgrade: Follow the steps below if doing fresh install on iOS 9.x devices. After app install, if Oasis is throwing the message "UNTRUSTED ENTERPRISE DEVELOPER" "Hughes Network System is not trusted on this phone"

Then follow the steps below to install the Hughes Certificate:

- Open iPhone device "Settings"
- Go to the "General" and then "Device Management".
- Select the "Hughes Network Systems, LLC" option that is coming in the Enterprise App section.
- Tap on the option "Trust Hughes Network Systems" to validate the certificate.
- Now open OASIS to continue

Unknown Sources: Must be enabled on Android device (Google: "android unknown sources")

Barcode Scanning: Requires Rear facing Camera with Autofocus

(Most of the tablets have barcode scanning limitations, due to cheaper camera without auto focus)

Internet/(3G/4G): Not required onsite, but required for 1st login after app download and when Syncing/Uploading from/to Installation Portal

GPS Location Services – Make sure GPS satellites checked in Android

Memory/Storage Requirements - The app itself doesn't take up much space ~12MB, it's the data that the user stores especially the photos etc. We recommend at least 100MB of space or the installer will have to delete data frequently.

Special Characters: Please do not type any chars other than A to Z, a to z or 0 to 9 in the App (In Notes fields)

Upload – Unlike Consumer, Enterprise app support Auto-upload every 30min (data only, attachments still need manual upload). Also, upload interval is user configurable with in app.

Attachment Export - Unlike Consumer, Enterprise app support Auto-export to device gallery during the time of photo capture. Defaulted to always, however it is user configurable with in app if tech needs to turn-off.

Removing Completed Work/Housecleaning: OASIS doesn't auto delete your work. We've seen this cause issues with saving Photos, if too much information stored. (You can delete in Bulk, from Home click on All Records, select records, click delete)

Check Your Date/Time: Causes issues with Home page showing your orders (I've seen it reset – if battery dead), May need to delete App and Re-Install, if data corrupted.

OASIS Release Versions:

v4.03.021 (Latest – Nov 24th 2019)

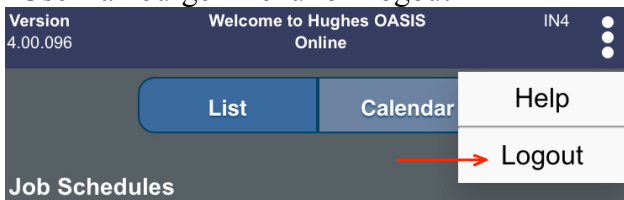
- TechTrack for SME Orders
- Drupal One-click document linking for NEP

v4.03.018 (Nov 10th 2018)

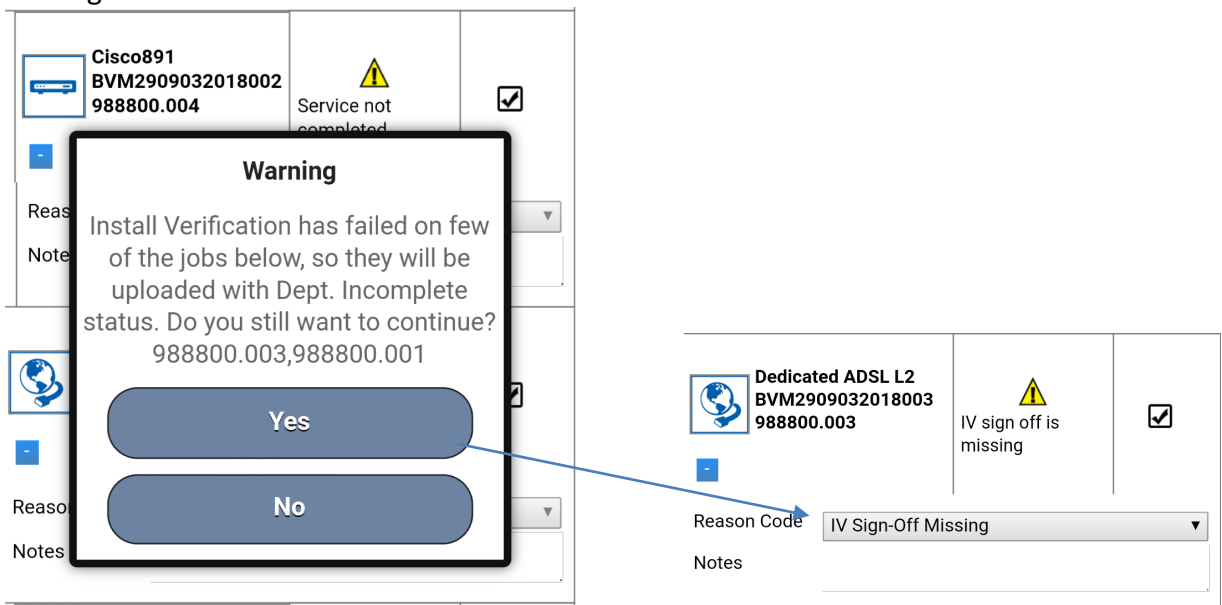
- HT2000L Support
 - ICCID is not required for HT2000L/Cradlepoint devices
 - Instead, pick Host By (HT2000L/Cradlepoint) when collecting the SIM card S/N
 - In ZTP screen, associate SIM as a separate device to activate the SIM card alone
 - **Fix to HT2000L**, Host By list is populated from location instead respective single FSO
- Chat Support – Use Support icon in home or inside workflow to launch chat window in a mobile browser, online Agent will be available for support



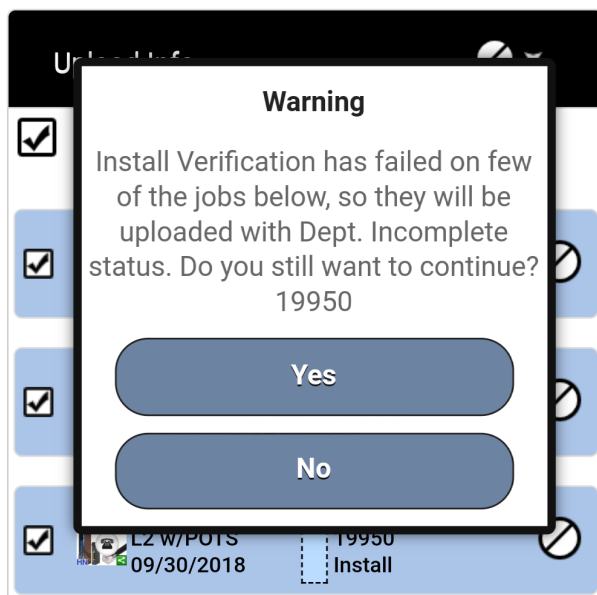
- Home – Use Hamburger Menu for Logout



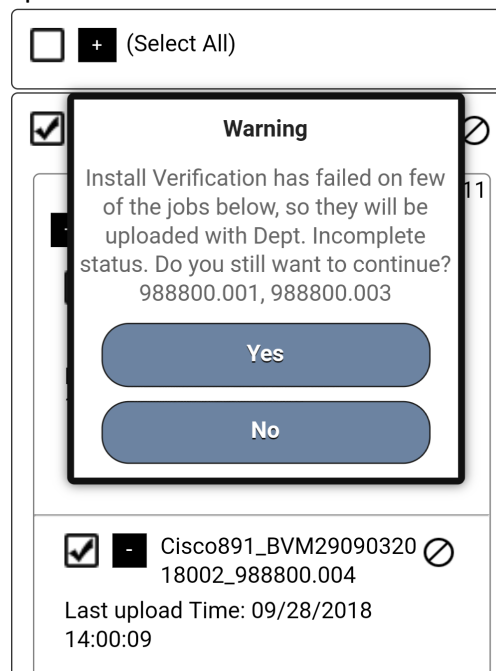
- **IV Sanity Check added before Departure submit & during Upload**
 - Make sure IV Sign Off is collected if required before doing departure complete
 - If IV offline is checked, and trying to do Departure Complete, OASIS validates IV sign off is required for that FSO and if sign off# is missing, it would throw an error to installer and also would flip Dept. Complete to Incomplete status with a reason code selected “IV Sign off missing”



- If OASIS is working in offline, it would let installer continue to do departure complete in offline without any IV check
- But OASIS would validate IV when device is back with internet connection/online and when trying to do upload
- Records/All Records page - during manual upload – Example below with screenshot



a.



b.

○ **Auto upload -**

- Since OASIS work in background to Sync/upload OASIS data to installation portal, it wouldn't interrupt the installer from doing the current job if any errors in background.
- All upload statuses/errors are updated in All Records as below
- **We recommend installers to check in All Records for status updates and make sure everything is uploaded successfully.**

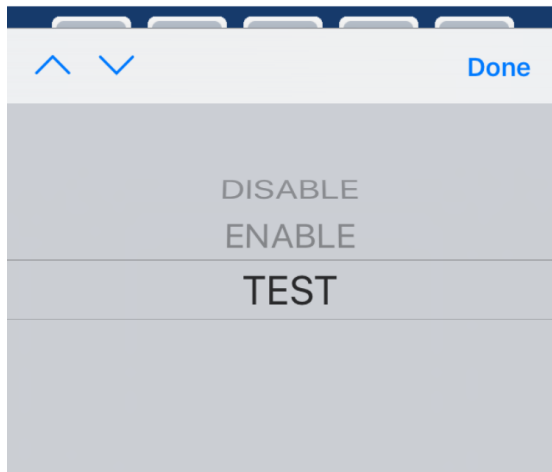
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Dedicated ADSL L2_BVM 2909032018003_988800.003	<input type="checkbox"/>
Last upload Time: 09/28/2018 14:00:07 Data Upload: Failed <i>Error auto upload: IV check failed, job is still incomplete. Please verify and upload manually.</i>	
Attachement: <input type="radio"/>	
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Innoband R1_BVM2909032018004_988800.001	<input type="checkbox"/>
Last upload Time: 09/28/2018 14:00:03 Data Upload: Failed <i>Error auto upload: IV check failed, job is still incomplete. Please verify and upload manually.</i>	
Attachement: <input type="radio"/>	

v4.03.017 (Oct 8th 2018)

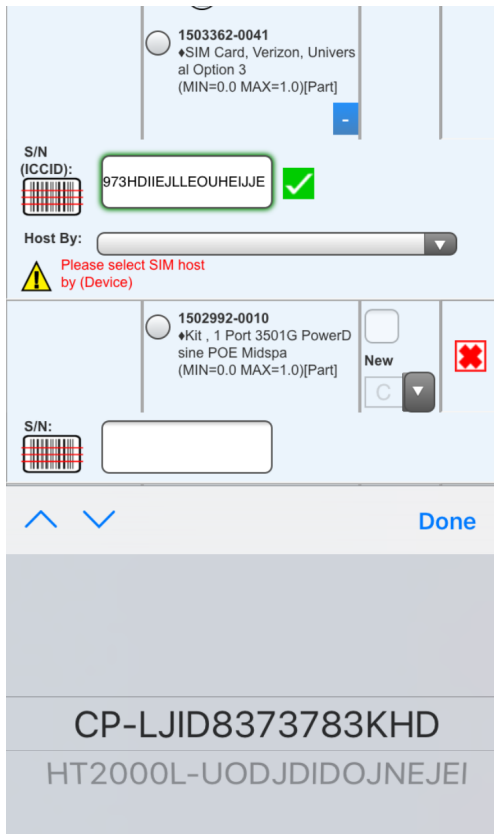
- ZTP support - ARUBA-WIFI-IAP-303, HT2000L devices
- User Config → ZTP test flag added on device level

Photo Resolution	620 X 360
Auto Uploading Time Interval	After 30 Mins
App Theme	WHITE
Auto Export	YES
Is Ztp Enable	TEST
Polling Time Interval	After 5 Sec

Save Configuration



- SIM Handling –
 - New device type (i.e. 'SIM') added
 - Collect required barcodes for SIM category devices i.e., CP/HT2000L
 - Collect the serial# for SIM in BOM section as a separate device
 - Also select the 'Host By' device (CP/HT2000L etc.,) for SIM
 - In ZTP screen, you would find separate entry for SIM to activate/associate
 - Encouraged to use 'Bulk Associate' if multiple devices.
 - Few screenshots below



Site Type - SAN :
 Dedicated ADSL L3 - LTNZTP003M1

P/N : 1503362-0014

Device Type : SIM

S/N(ICCID) : 973HDIEJLLEOUHEIJJE

Host By : HT2000L-...

HostBy S/N : ...

HostBy IMEI : ...

HostBy MAC :

Last Update : 09/24/2018 14:15:55

Next Poll : 0 Seconds

STATUS:

Operational Progress - 100%

StatusMessage : SIM card is active. You may insert into 4G device and continue installation

Progress : 100

State : Operational

SerialNumber : 89148000004026785884

detail : Request Successful

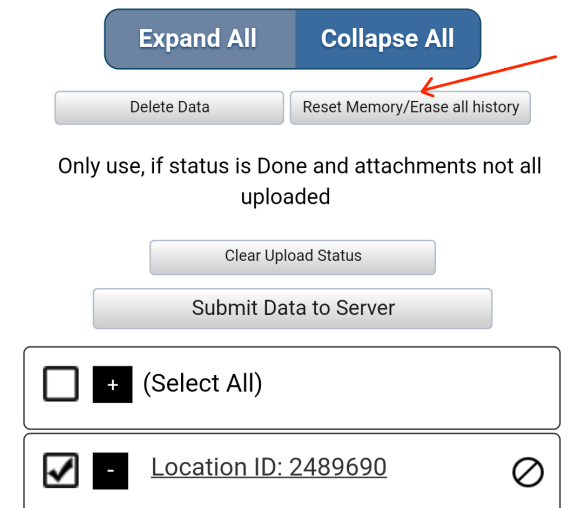
Check, Assoc, De-Assoc icons are visible on the right side.

v4.03.016 (Aug 11th 2018)

- ZTP – Cradlepoint support
- Sync is more efficient and faster
- User config – Reset to defaults added
- Fix to push back to Arrival screen from Safety

v4.03.015 (Jun 30th 2018)

- OASIS - Cradle point ZTP support
- Add “Reset Memory” button on All Records.
 - To clear the cache and all history which resets memory back to original
 - This would avoid uninstall & re-install fresh app



- UI issue need to resolved for S8/S8+.
- Fix to ZTP flag default in config.

v4.03.013 (Apr 29th 2018)

- Support Auto/background Sync to check for latest updates on Master/Location.
 - Once in every 15 mins, OASIS shall automatically sync any updates to the MFSO that the Installer is currently working on.
 - OASIS shall allow tech to either choose to view the updates and sync data by going back to home screen or continue with his work.
- ZTP support – HR4700, HR4860

v4.03.012 (Mar 18th 2018) – Visit level Audit Questions

- Support to add Visit Level Audit Questions.
 - Audit Screen “ONCE” and “PER VISIT” Section added.
 - Once → Answer only once at location level – copied to all child’s.
 - Visit → Answer on every new visit.
- WIFI Gauge added in the Offline
- API’s changed from GET to POST.
- Reason code highlighting if user has not selected reason for Departure
- Minor bug fixes to previous .11 build

v4.03.011 (Feb 11th 2018) – ZTP Enhancement

1. Zero-Touch Provisioning (ZTP) Support
 - a. Disable by default to all users – server configured

User Configuration

Schedule Days	7 Days
Synchronization Time Interval	After 30 Mins
Photo Resolution	1640 X 1080
Auto Uploading Time Interval	After 30 Mins
App Theme	WHITE
Auto Export	NO
Is Ztp Enable	DISABLE
Polling Time Interval	After 30 Sec

Save Configuration



2. App Icon updated to new enterprise green icon



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3. Resolved other UAT defects from previous version

v4.03.008 (Oct 22nd 2017)

- Mobile version(Android/iOS) to support Enterprise installs with all windows app (4.01.x) functionality
- Includes, Safety linking, photos, Signatures, BOM mobile portable screen, OVT Audits and IVR
- Designed to supports both NEP and Non-NEP models
 - Non-NEP – Grouped based on location id

- NEP – Grouped under Master
- Unlike current windows app, Collect once per location/master.
 - Reduces lot of duplication on FSO level.
- For further help and details, please review
 - https://dwayinstalls.hns.com/mobile/download/help/OASIS_Enterprise_MobileApp_HelpDoc_NonNEP.pdf

- NEP



- NonNEP

List Calendar

Job Schedules

Previous Job Schedules
Last Refreshed On: 02/05/2018 15:37:43 **0**

Current Job Schedules
Last Refreshed On: 02/05/2018 15:37:43 **3**

Mon, 02/05/2018

CONFIRMED AM
 CUST : Production Test Customer
 ADDR : 11136 Worchester Dr New Market MD
 POC : Training Dealer
 CUST LOC : 20020
 HNS LOC : 1378801

FSO:

+

Tue, 02/06/2018
NO JOBS SCHEDULED

Wed, 02/07/2018
NO JOBS SCHEDULED

SYNC FULL IP ALL RECORDS LOG OUT CONFIG

List Calendar

Current Job Schedules
Last Refreshed On: 02/05/2018 15:37:43 **3**

Mon, 02/05/2018

CONFIRMED AM
 CUST : Production Test Customer
 ADDR : 11136 Worchester Dr New Market MD
 POC : Training Dealer
 CUST LOC : 20020
 HNS LOC : 1378801

FSO:

-

Broadband Remote 02/08/2018 NPTYDS02 6114557 Install

Broadband Remote 02/05/2018 NPTYDM231235 7278013 Install

Tue, 02/06/2018

SYNC FULL IP ALL RECORDS LOG OUT CONFIG

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