Communication

As a web user, you can control how often a device communicates with the server. Additionally, you can set up various notifications for missed communications. Also, notifications for new items that are received on the device such as new jobs and new messages.
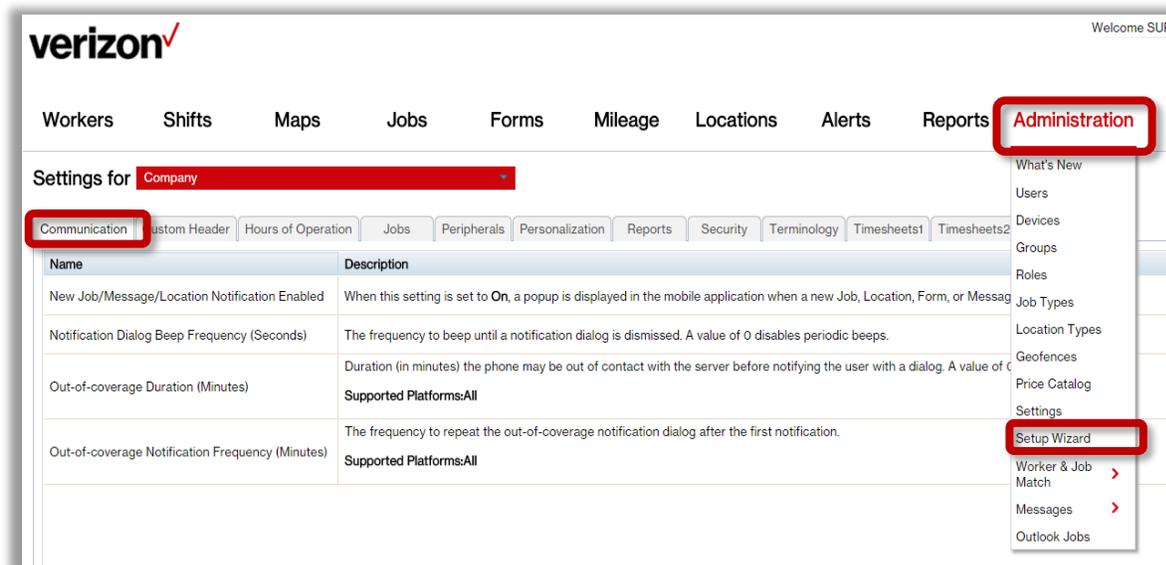
What's in it for me:

Understand how to configure the communication settings for the worker's device for communication with the web portal. Additionally, configure time frames and notifications for some new items that the device receives from the Field Force Manager web portal.

Accessing the Communication settings:

To access the "Communication" settings page. Navigate to the "Administration" tab on the top of the web page > "settings" from the dropdown menu. Then select the "Communication" tab on the left-hand side. This will open the communication settings page.

To change a setting:

Click on an item, the line will highlight in red. Then in the right hand column labeled "Value" you will see the current setting. To change the setting click on the "Edit" option.

Once you click on edit, a widow will open with a "Value" field that you can edit.

Communication settings:

- **New Job, Message, and Location Notification Enabled:** When this setting is "**On"**, a popup is displayed in the mobile application when a new Job, Location, Form, or Message is received.

- **Notification Dialog Beep Frequency (Seconds):** The frequency (in seconds) for a beep that is heard on the device until a notification dialog is dismissed. A value of "0" will disable the periodic beeps.

- **Out-of-coverage Duration (In Minutes):** The duration (in minutes) the phone may be out of contact with the web application before notifying the user with a dialog. A value of "0" disables the notification.

- **Out-of-coverage Notification Frequency (In Minutes**): The frequency to repeat the Out-of-coverage notification dialog after the first notification.