INFRASPEAK
Academy

Technician Training Manual

This How-To guide will be very useful to every kind of technician that needs to use Infraspeak. The daily maintenance jobs that you do will be more effective with the Infraspeak Mobile App. All the tasks and work history will all be in one single app. Let us make your life easier!

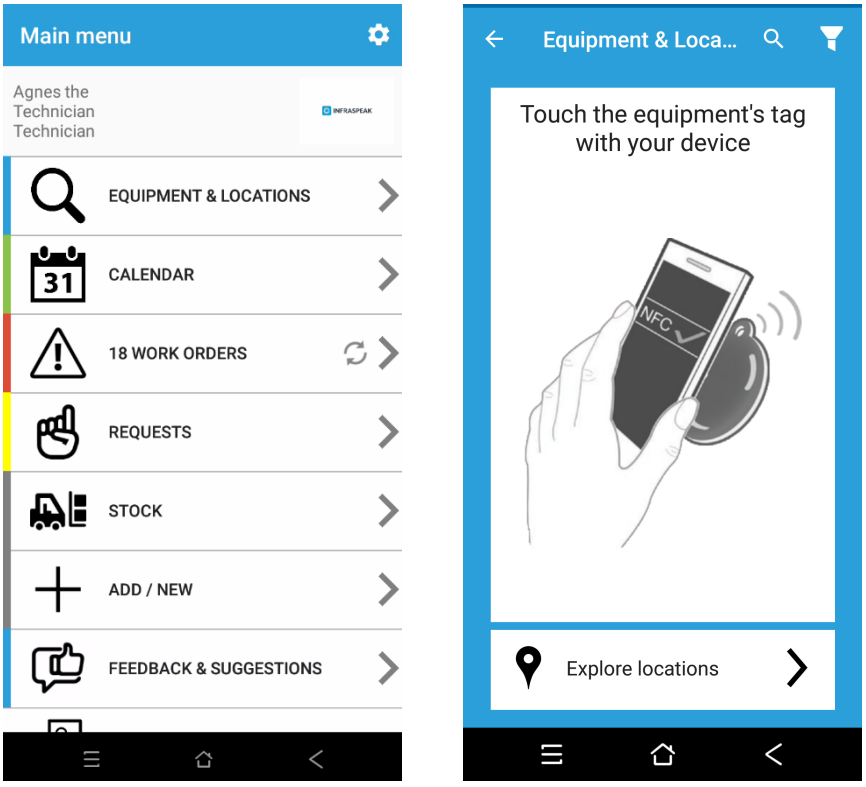
In this guide you will find instructions on the three main functions:

- How to search and add new equipment/location
- How to execute scheduled works
- How to report/solve work orders

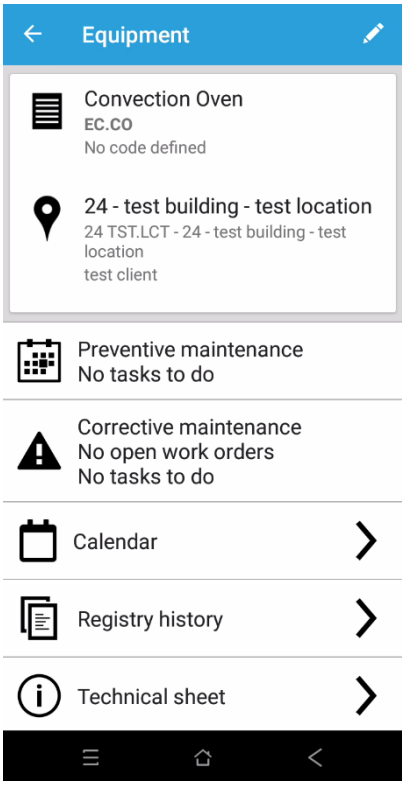
We have prepared this manual with real images from the Infraspeak Technician App.

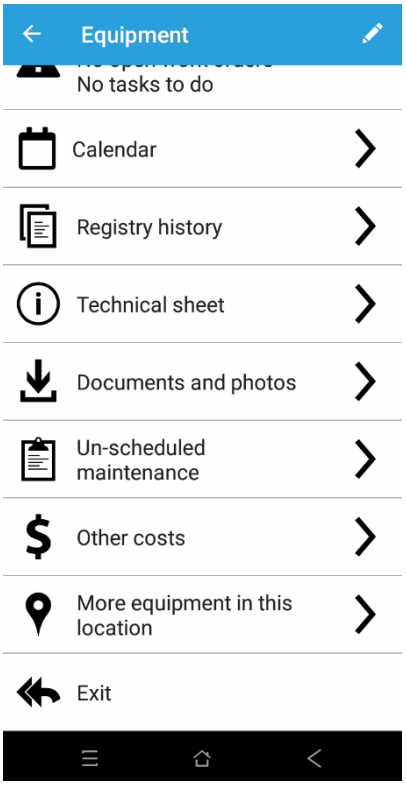
How to search for equipment/location

Near Field Communication, or NFC, is a technology that can communicate wirelessly and securely. With Infraspeak, we can tag all equipment or locations with NFC tags to make that identification. On the “Main Menu” (left image below) you can choose the “Equipment & Locations” option and then you’ll have access to the “Search Equipment & Locations” menu (image on the right):



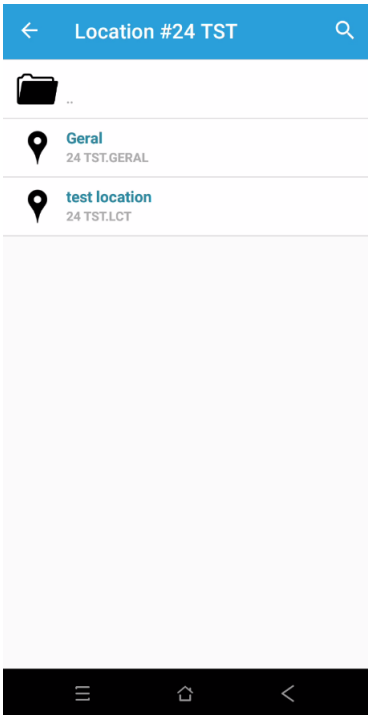
The “Search Equipment & Locations” menu allows you to identify equipment or locations by NFC tag when you touch the tag with your phone (as the next example shows). On the left: the “Equipment Menu” after reading an NFC tag. On the right: the same menu when you scroll down. There are many options to help your daily work, such as the “Technical Sheet”, “Registry History” or even “Documents and Photos” that you can add to equipment or locations.





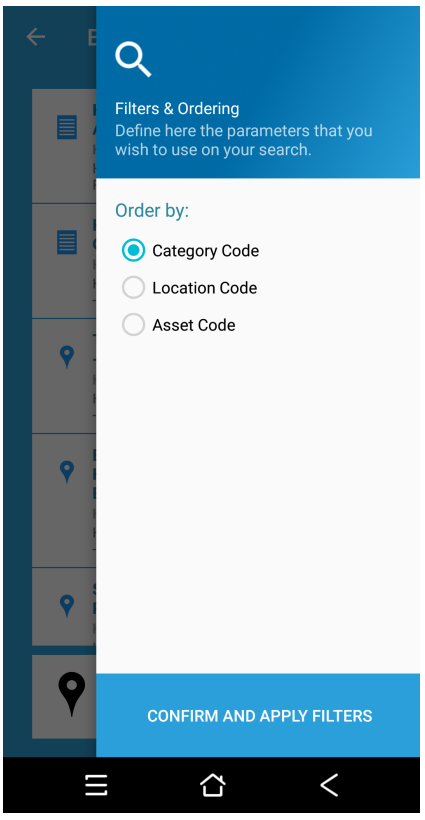
Also in the “Search Equipment & Locations” tab, you can search for equipment or locations via two different options:

- By selecting the “Explore Locations” tab (shown below), where you can select which folder or location do you need:



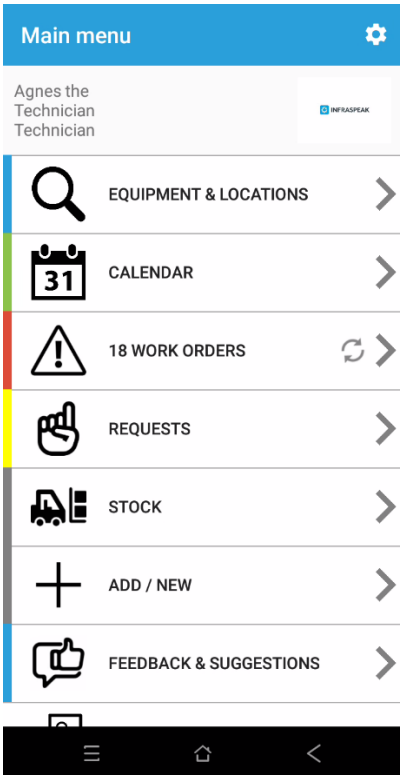
- By using the “Magnifying Glass” icon on top to locate equipment or locations. That option allows you to search by keywords:

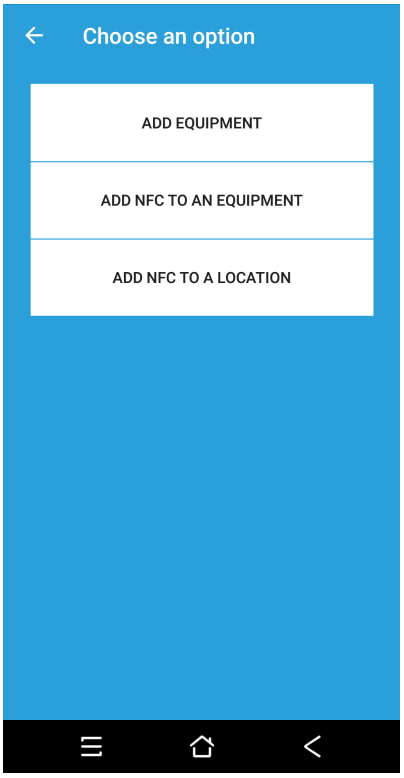
So you have two different ways to identify any equipment or location and then read its information or work to do. In this menu you may also find a “Filter” icon with the following options of sorting/ordering:



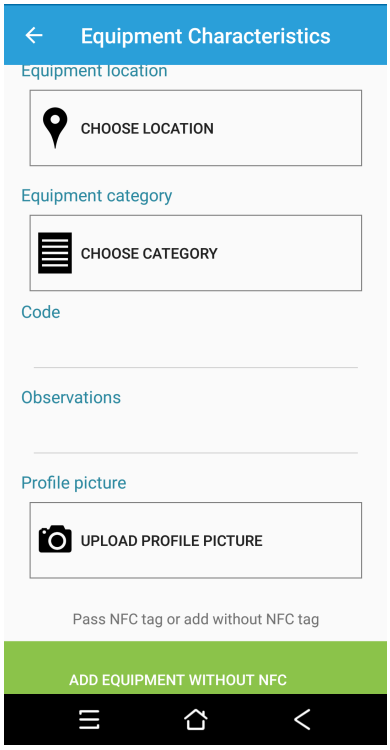
How to add new equipment/location

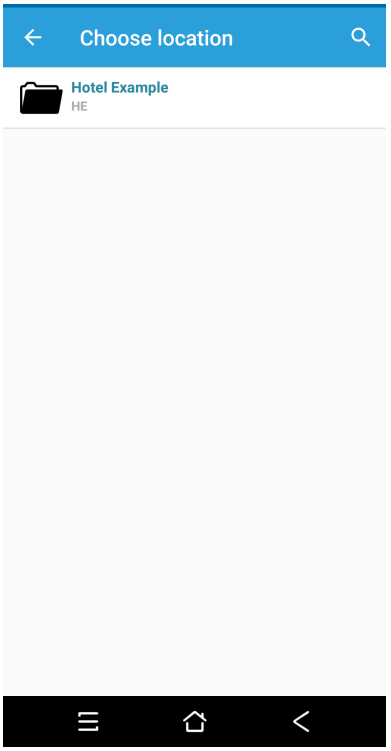
You have now learned how to identify equipment and locations, but this task is only possible if the data collection inserted on the system for each equipment or location is real, so in this step, you will learn how to do it. As you've seen before you can identify equipment and locations with or without an NFC tag. By choosing the "Add/New" tab (shown below) you open a menu with 3 options (image on the right). There, you can assign an NFC tag to an existing equipment or location, and add new equipment with or without NFC tag.

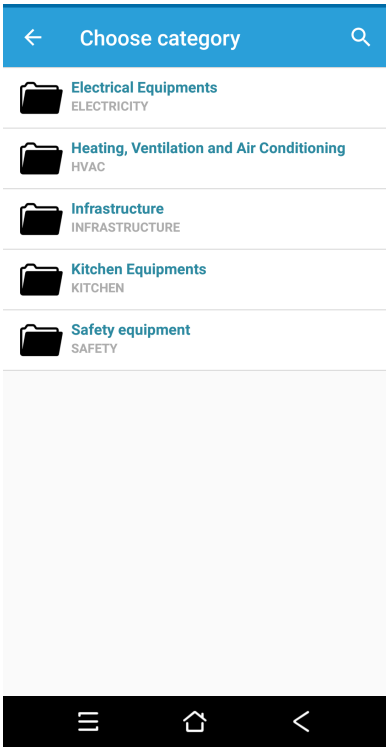


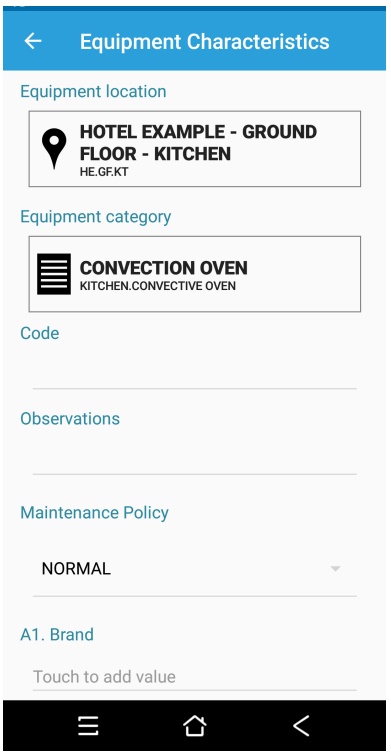


After choosing the first option on top (Add Equipment), you will access a page to fill in with the respective equipment information (left below). For every kind of equipment you have different technical characteristics, so make sure you choose them correctly depending on the equipment you're filling in.

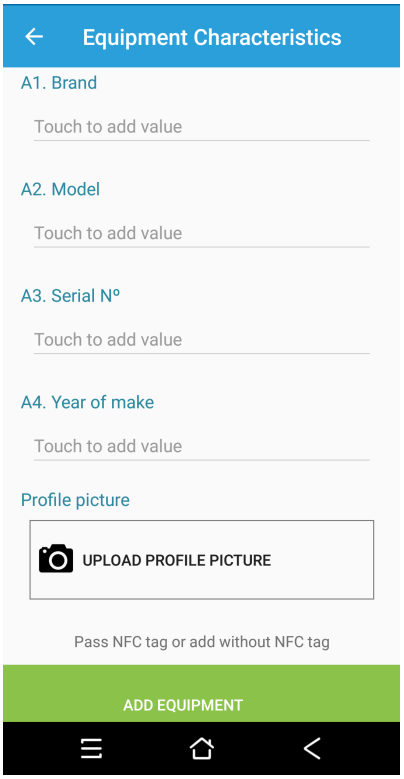

Equipment Characteristics
Equipment location
CHOOSE LOCATION
Equipment category
CHOOSE CATEGORY
Code
Observations
Profile picture
UPLOAD PROFILE PICTURE
Pass NFC tag or add without NFC tag
ADD EQUIPMENT WITHOUT NFC

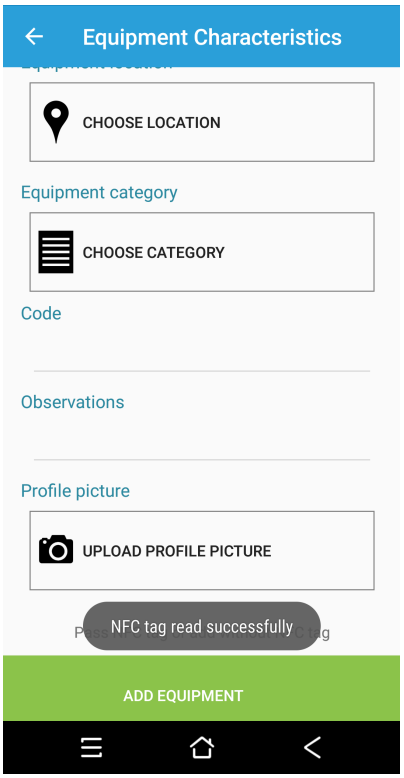

Choose location
Hotel Example
HE


Choose category
Electrical Equipments
ELECTRICITY
Heating, Ventilation and Air Conditioning
HVAC
Infrastructure
INFRASTRUCTURE
Kitchen Equipments
KITCHEN
Safety equipment
SAFETY

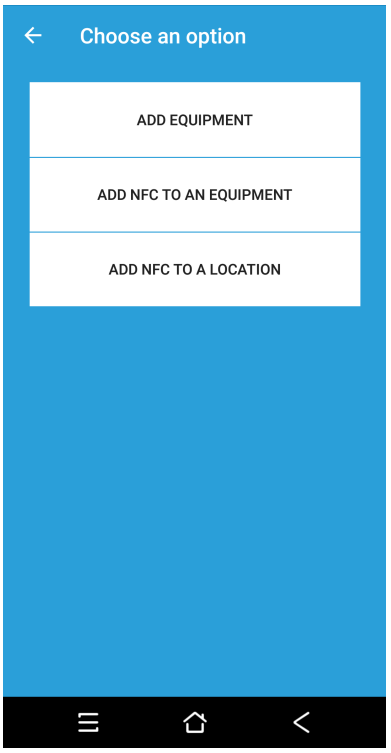

Equipment Characteristics
Equipment location
HOTEL EXAMPLE - GROUND FLOOR - KITCHEN
HE.GF.KT
Equipment category
CONVECTION OVEN
KITCHEN.CONVECTIVE OVEN
Code
Observations
Maintenance Policy
NORMAL
A1. Brand
Touch to add value

Here you should also upload a profile picture of the asset. Also, always fill in the Equipment Characteristics with all the necessary details (left).
In this menu you can read an NFC tag at any moment if you want to add one for that equipment or location.





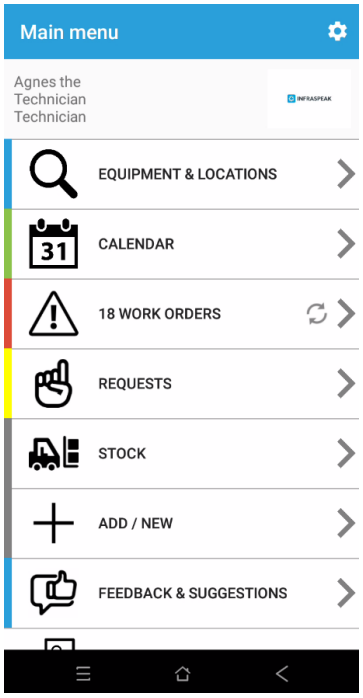
Going back to the menu, you have the option to add NFC tags to an asset that's already registered on the system. You only need to choose what option you want: "Add NFC to an Equipment" or "Add NFC to a Location", and then search for it.

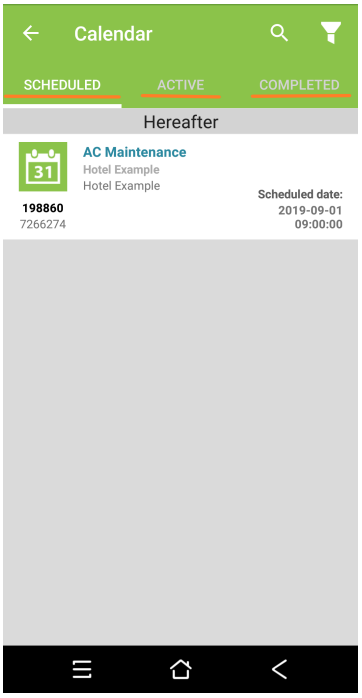


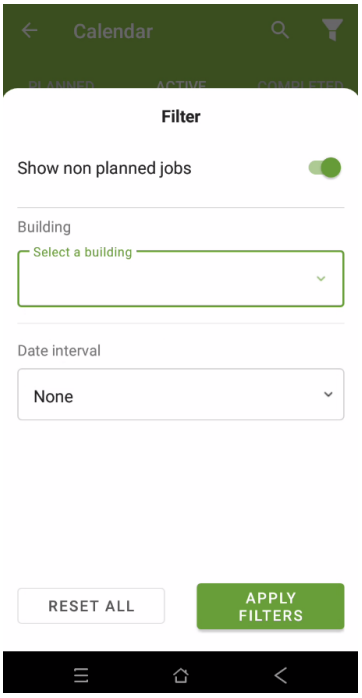
How to execute scheduled works

Now it's time to discover how to complete scheduled maintenance that has been inserted in your calendar. As we've explained previously, you can identify equipment and locations, so you can complete jobs on equipment or locations as your manager requires.

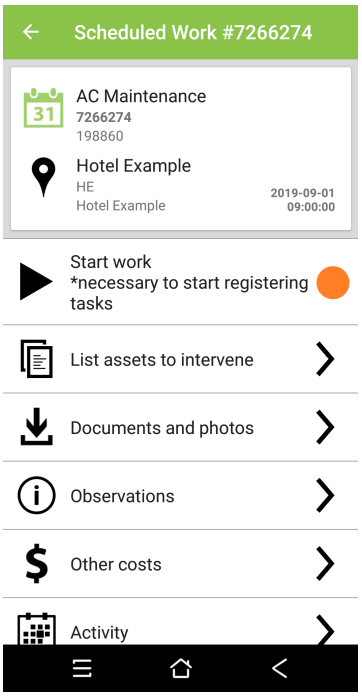
In the "Main Menu" choose the "Calendar" tab (left below), then you'll have access to "Scheduled", "Active" and "Completed" jobs (centre below). Like in the "Equipment & Locations" menu, it is possible to filter and arrange the job list by building and date (right, below). Don't forget the "Magnifying Glass" icon - it's always there to help you find whatever you need by keywords.

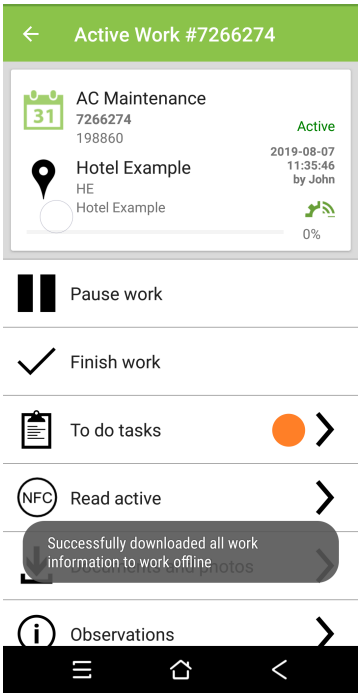


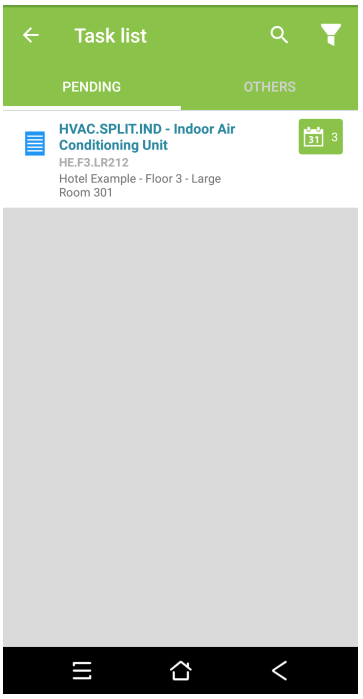




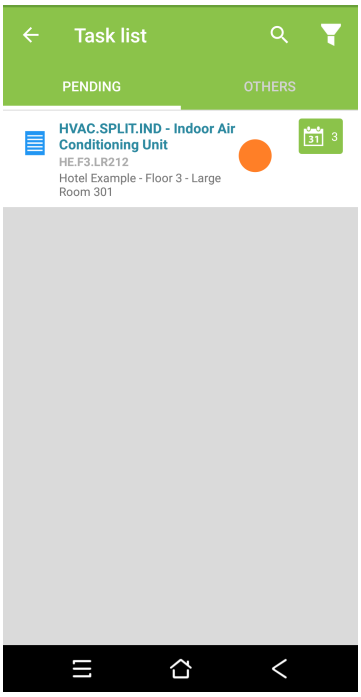
If you choose the job that you see in the Scheduled tab, you're redirected to that “Planned Job Order” with the respective number (left hand side in bold). There you have many options, as you can see below. The most important option is “Start Planned Job”, which is the first step to take. After that, your job turns from scheduled to active and then you have the second step: the “To do Tasks” tab (centre below). After starting the planned job order and accessing the To-do Tasks, you will encounter the “Task List” screen. That menu shows all the equipment and locations that need intervention in that scheduled job.

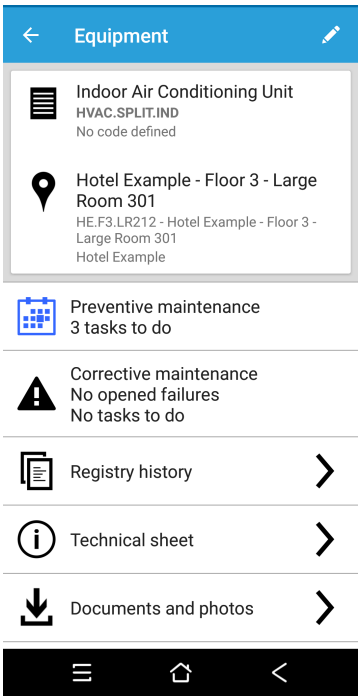


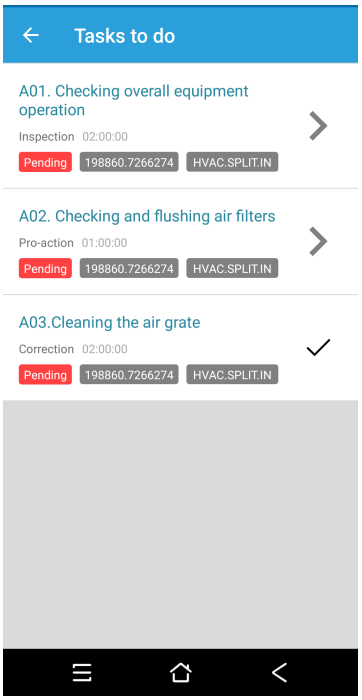




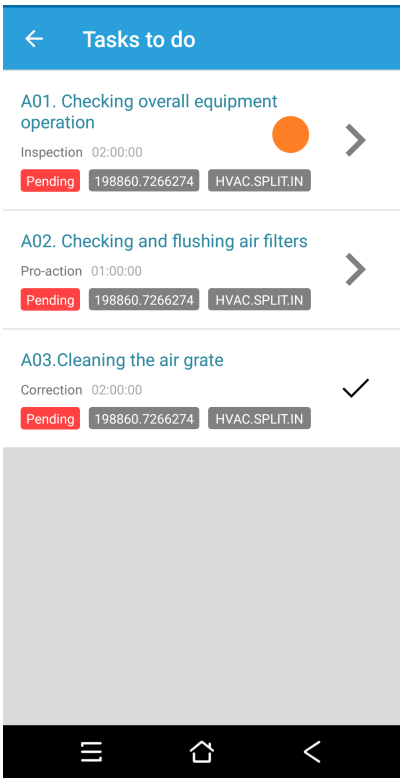
The equipment shown on the first screenshot below has several tasks to be performed, so you need to click on it to have access to the equipment's task list. In this menu, under the equipment's identification, you can see the number of preventive tasks to do (middle below) and you just need to open this option to see all tasks on that list (right hand side image below).

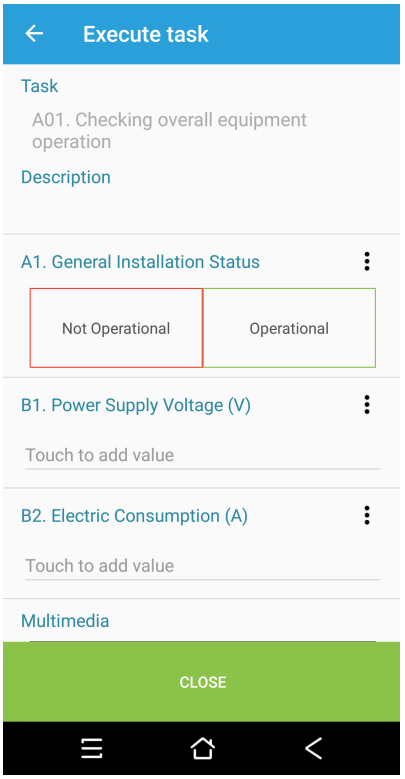


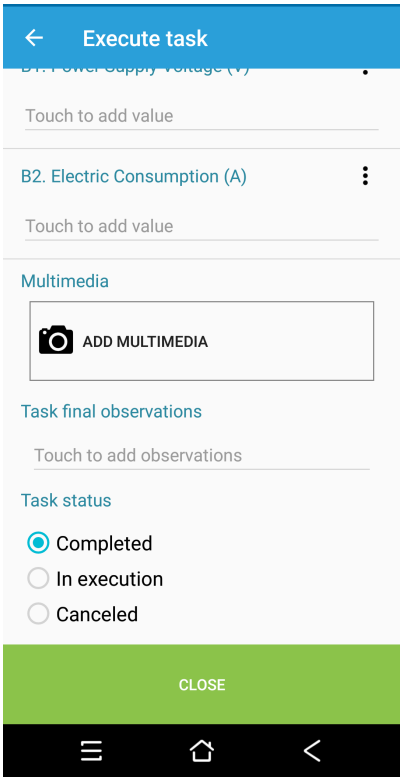




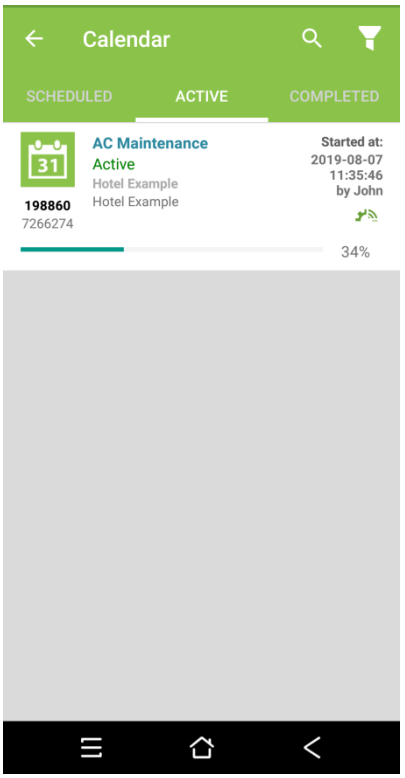
Now you can perform all three tasks to complete that job. In each task, you may find a description and measurements or options to validate. Also, you can add photos and observations if you wish. Don't forget to choose the "Task status" when you reach the end of the task, to complete it (or not).


Tasks to do
A01. Checking overall equipment operation
Inspection 02:00:00
Pending
198860.7266274
HVAC.SPLIT.IN
A02. Checking and flushing air filters
Pro-action 01:00:00
Pending
198860.7266274
HVAC.SPLIT.IN
A03.Cleaning the air grate
Correction 02:00:00
Pending
198860.7266274
HVAC.SPLIT.IN

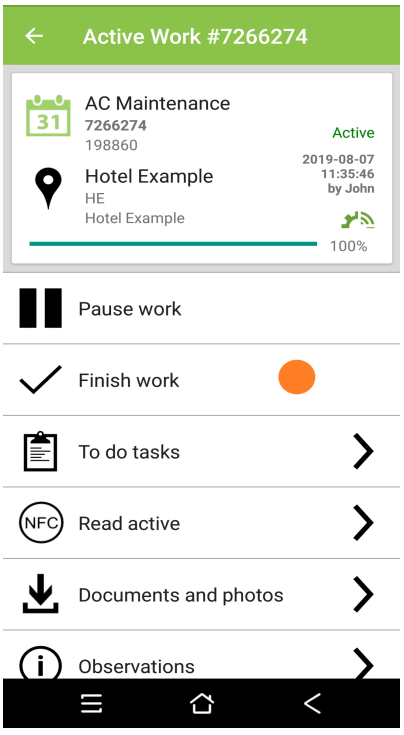

Execute task
Task
A01. Checking overall equipment operation
Description
A1. General Installation Status
Not Operational
Operational
B1. Power Supply Voltage (V)
Touch to add value
B2. Electric Consumption (A)
Touch to add value
Multimedia
CLOSE

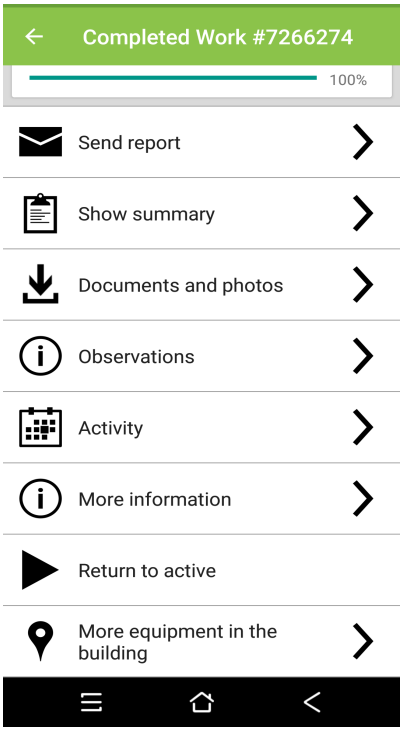

Execute task
Touch to add value
B2. Electric Consumption (A)
Touch to add value
Multimedia
ADD MULTIMEDIA
Task final observations
Touch to add observations
Task status
Completed
In execution
Canceled
CLOSE

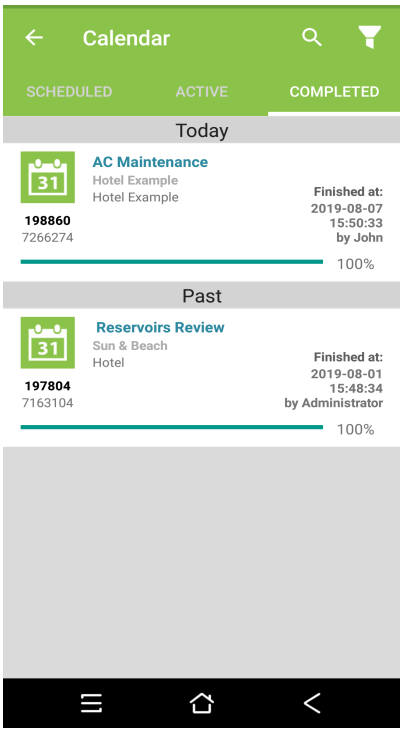
If you don't close all those planned tasks or have not completed that planned job order, you can find the progression bar of the planned job at the "Calendar" tab, by choosing "Active" jobs (as you can see in the next image):



If everything goes according to plan, you can find the Planned Job Order with the completed status bar at 100%, and then you only have to choose the "Finish Planned Job" option. After you finish that job order, it turns into a "Completed Planned Job" (centre below). In that screen, you have the option to add or consult information. Now, when you consult your "Calendar" you can see your completed job order on the "Completed" tab.

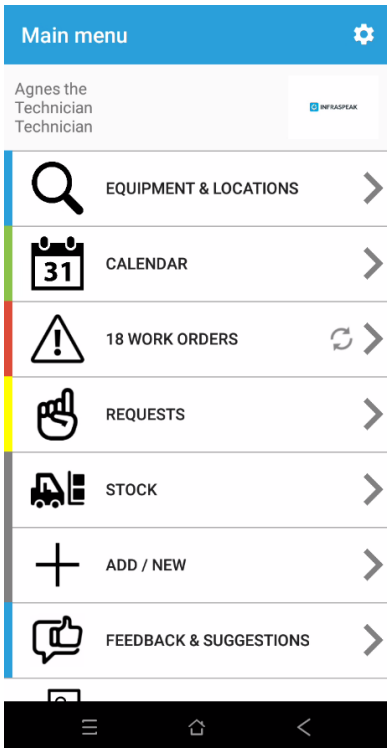


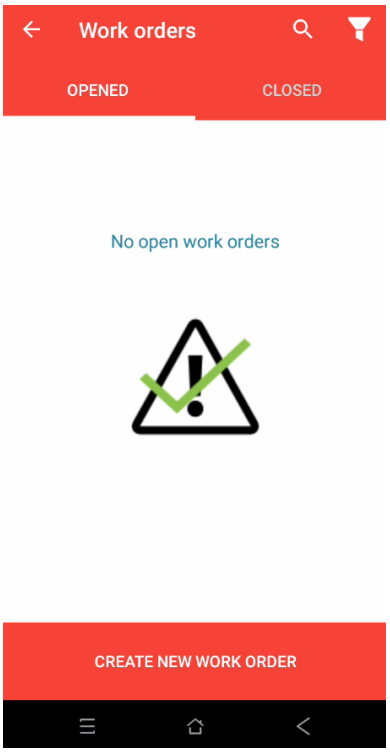




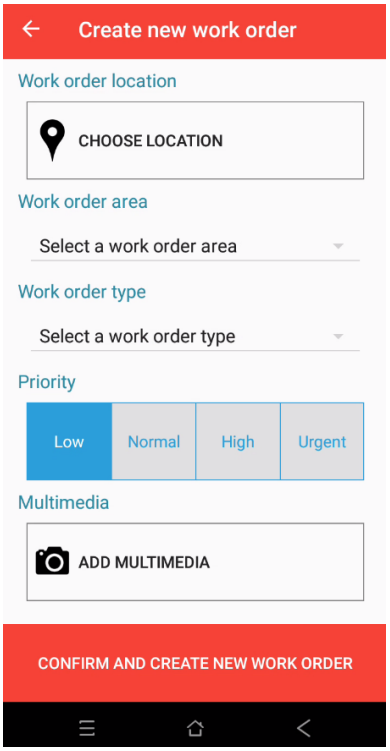
How to report/solve Work Orders

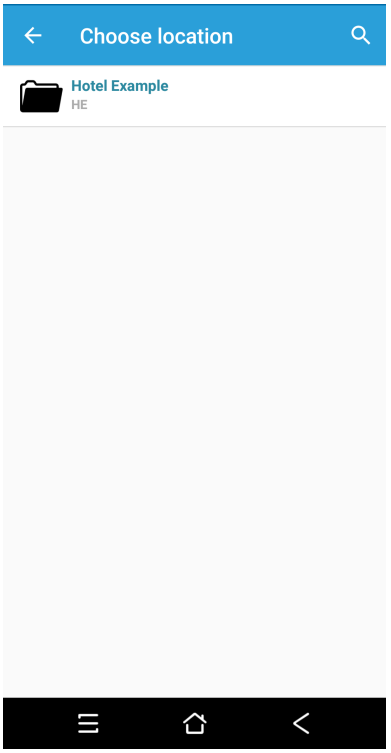
In Infraspeak you can not only work on preventive maintenance, but also report Work Orders (corrective maintenance). In the “Main Menu” you need to select “Work Orders” (left below) and then you can see the work orders menu with three options: “Opened” and “Closed” work orders, and the button at the bottom called “Create New Work Order”(right, below).



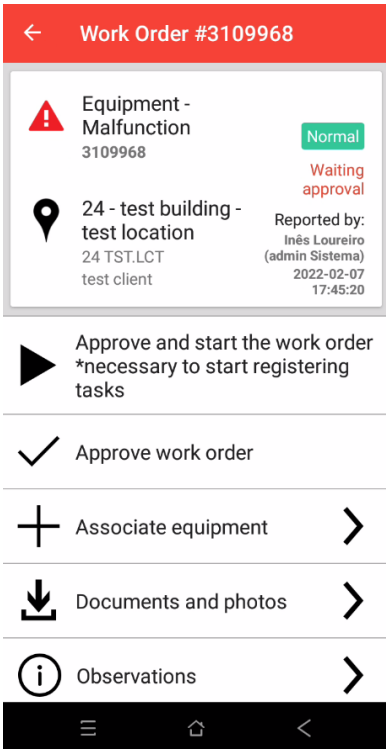


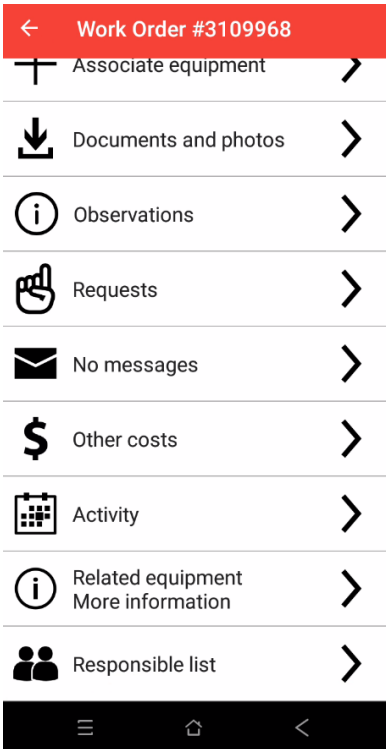
Now it’s time to learn how to create a new Work Order. The first step is to click the button “Create New Work Order” that you see in the image above (right-hand side). After that you can create a new work order by filling in the necessary fields, as you can see in the images below. You need to choose the location, Work Order area and type, and define the priority level identified for the Work Order. You can also add photos and any additional description at this point. Finally, you need to click the button at the bottom “Confirm And Create New Work Order” in order to log it.


Create new work order
Work order location
CHOOSE LOCATION
Work order area
Select a work order area
Work order type
Select a work order type
Priority
Low
Normal
High
Urgent
Multimedia
ADD MULTIMEDIA
CONFIRM AND CREATE NEW WORK ORDER

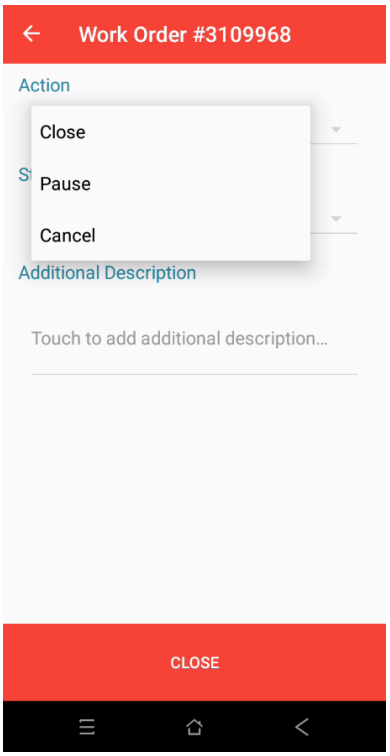

Choose location
Hotel Example
HE

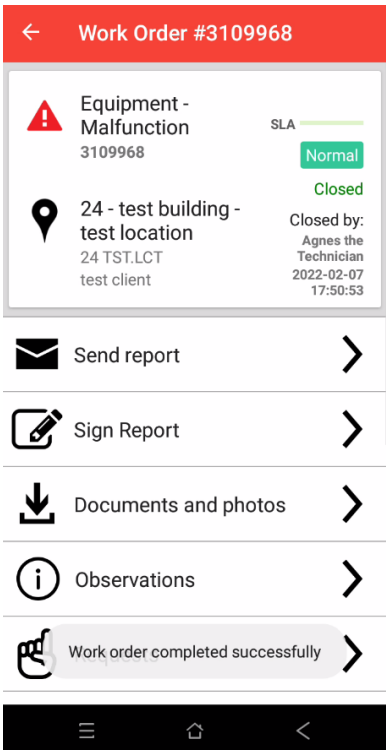
Now we have a Work Order reported, so we can see it in the “Work Orders” section in the “Opened” tab. If you choose that Work Order you can see its description and there you can start completing the Work Order. You can either approve or start it immediately (the approval action is automatic in that case). On the right hand side of the Work Orders menu, scroll down.



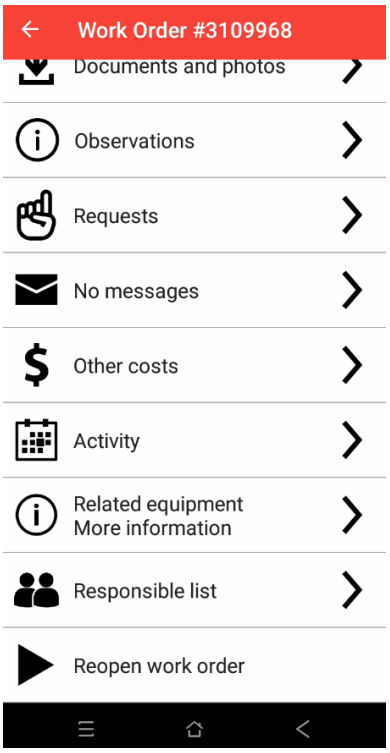
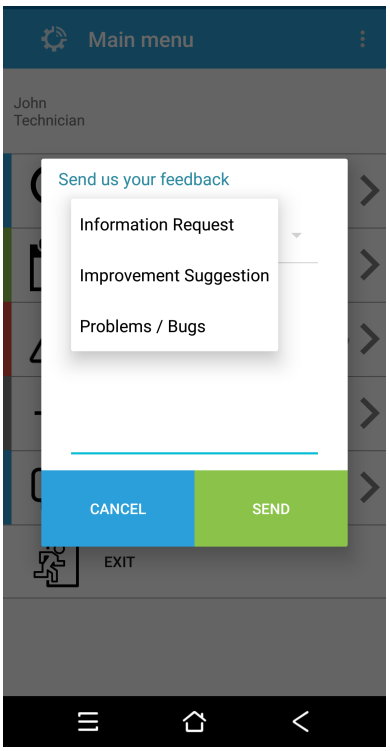


After starting a Work Order, you can complete and close it. As you can see on the next image (left, below) you can choose what action you want to take (Close, Pause or Cancel) and which status applies to that Work Order. Also you are able to write any additional description before closing and making that Work Order “Completed” (right, below).





At any moment, if you search for that closed Work Order in the “Completed” tab, it is possible to reopen it.



Finally, to support us in making your experience even better, please send us your feedback and suggestions through the Infraspeak Technician App. We pay close attention to those comments, so please feel free to write to us. As you see below, there are three options to choose from when leaving your feedback.