

[Redacted]

From: [Redacted]
Sent: Wednesday, 19 August 2009 9:26 PM
To: [Redacted]
Subject: Fw: PDA

**EXCLUDED FROM
PUBLIC REGISTER**

[Redacted]

----- Original Message -----

From: [Redacted]
To: [Redacted]
Sent: Wed Aug 19 19:55:44 2009
Subject: PDA

Hi Guys,

I'd like to thank you for launching PDA system. I have been using my PDA for three months and I found it very helpful in terms of saving the time and the money.

I really like the category "Unassigned For Today" where I can check unassigned jobs and pick them up straightaway.

I had a job yesterday in Darlinghurst where I installed 4 IQ boxes and I activated all of them through PDA within 7 minutes without making phone call.

Since I started to use PDA I have no problems with my stock inventory. , because in past even when I installed box or smartcard sometimes the computer system didn't accepted the item and item stayed on my account and then I had to look for it in my paper work where I installed it.

But I have to admit there are still few problems which force me to call BSA instead of using PDA. Most of them are not technical problems but the problems in relation work orders are incorrectly set up in system. Hopefully people who are creating wo's won't make mistakes and using the PDA will be 100% successful.

Thank You

Kind Regards

[Redacted]

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[REDACTED]

From: [REDACTED]
Sent: Wednesday, 19 August 2009 9:25 PM
To: [REDACTED]
Subject: Fw: PDA feedback

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----- Original Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Wed Aug 19 20:16:25 2009
Subject: PDA feedback

Hi General. Here is a list of pro's and cons I consider thus far with my use of the PDA as you requested.

1. Increased time saved on job.

No waiting on the phone for assistance = more efficient job completions = less \$\$\$ required on phone calls mostly spent on hold.

2. Real time updates and messages.

Cancellations/rebooks, etc sent direct to your fingertips before wasting time on calling customer and being told that the job wont proceed or in some instances, driving to the premises and being told on the doorstep. Often you are able to see which jobs have been cancelled or rebooked the night before the appointments. This information is forwarded to the technician a zillion times sooner then the old sms system or the occasional phone call from Jeopardy.

3. Real time web updates for NRC's and inventory.

After a days slog at work, the last thing you want to do when you get home is sit in front of the PC and toil away conducting the often time consuming clerical aspects of the job. The inventory is updated automatically to the web IMMEDIATELY when the job has been completed/box hit sent via the PDA. (Though on some instances, you must enter the the "verify job completion" section on the PDA and enter the details manually. This is very rare and takes usually a minute or two tops.)

4. Ability to backtrack old jobs.

Being able to during the day or any time in fact to have the function to be able to either enter a date or a work order of a job from in the past and bring it up to see what was done, including the notes left on the job without waiting til you get home to check old paperwork or the web on the PC is a huge benefit when it comes to saving time and creating additional work after hours.

5. Having access to the next days jobs without having to get home and log into your PC is another plus.

6. PDA assist line.

A huge benefit is if there are any queries/adjustments, etc required on a work order, you can use the PDA to send a request through to the PDA assist team and they will call you back (though the time taken to call back at times I am a bit indifferent about which I will elaborate on below.). This means no money forked out on making phone calls and wasting time on hold when work can be carried out whilst waiting for the call back.

7. Wet weathering/cancelling/re booking jobs.

All accessible at the touch of the PDA via a simple few clicks. The information you provide is sent to BSA's Jep team and they take it from there. This means no money outlaid on phone calls, wasting time etc on a job that is not going ahead. Why spend money when your not making money? A big favourite feature of mine..

8. Having access to the "Unassigned Work" of the day. This feature allows you to have direct access to see if there's any work that you might wish to pick up where otherwise you may not have known. No wasting time on the phone calling the office to see if there's any work available as you can see exactly what they see and poach it yourself.

24/08/2009

9. Service Calls & Troubleshooting.

My personal favourite benefit. The PDA allows the user to swap/remove inventory and box hit themselves without having to call TST to do it. Especially on service calls, prior me having access to the PDA, I had numerous instances where I spent more time waiting on hold on the phone than what I actually spent working on the job. A real pet peeve. Also being able to resend box hits is a huuuuge plus. Especially of late. If the IQ features don't work after receiving a box hit (error code 320 and 321) you can re hit the box to get it to work without the ringmaroll of calling the office to get it done. Same with 007 error codes, etc.

10. Web notices and messages are sent now directly to the PDA without having to log onto the web to read and accept them. Another plus for not having to worry about getting on the web to check what's the latest goss from BSA.

11. The unit itself.

A very robust device. Home and car chargers plus a spare battery should see a very extensive life for the unit. The functionality to be able to call your customers from it is there to be taken advantage of by those who wish to do so, more so those who wish not to carry this and a phone around. The unit itself is not restricted to simply the BSA Work Manager software. The data plan subscribed to also offers the user the benefit of access to the World Wide Web, emails, Microsoft Office applications, camera, voice recorder, etc. A very versatile unit indeed.

12. Hot Swaps.

A big plus with having BSA allowing technicians to "Hot Swap" their device should it become faulty, therefore nullifying any potential down time and loss of income.

**** In a nutshell, the benefits of having the PDA are light years ahead of not having one. Once people can get past the negativity of having to fork out for one of these and become well ad versed in using it, they will be the same. No doubt at all. I think the common denominator in all the points I raised above is the effectiveness that the PDA has on time saving. And in our cases, TIME = MONEY. Sadly excess wasted time and loss of \$\$\$ often causes poor workmanship, stress, anger and anguish etc which in tum causes poor and unhealthy attitude towards work colleagues and customers especially, but also yourself. You have to consider your sense of well being and quality of life. An increase in spare time, less stress, more options available to make more money is there for the taking! And one especially I can vouch for. My stress levels have gone from an 8 1/2 down to a minus 40!**

The negatives.

Nowadays the flaws are NOWHERE near what they used to be! The bits that shit me the most are as follows.

- Quite often the amount of time spent waiting for the PDA requests to be responded to can be quite lengthy. I have disproven at times the explanation of the "we're busy and the phones are going crazy" by sending the request through, then calling up the old fashioned way to see what gets done first. The phone usually answers with a minute or two. The call back for my PDA request more often than not is about 10 to 15 minutes later. Often when I'm on the way to my next job.

- Error messages being received when you mistakenly change a return path setting, then go back to change it to something else. Some rant about about foxtel and pending codes, etc but a nuisance nonetheless as you cannot get a box hit sent through otherwise due to this error message which results in unnecessary phone calls.

- I had an issue a few weeks ago where work orders were being completed by people in the office without my doing so. Trying to carry out a box hit on the PDA to receive a message saying the job had already been completed was a real pain in the ass. I've raised this issue with Mel and I've yet to see it reoccur. Thanks Mel.

- I would ideally love to have the functionality to enter details myself for network faults, thus saving me making phone calls to my QA and lightening up their already hectic schedule.

- Customers able to sign the PDA. Optus has the function going without a hitch. On service calls especially. The customer only need sign to verify the service is working. No additional stuff with signing to adhere to contracts etc is required.

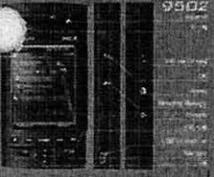
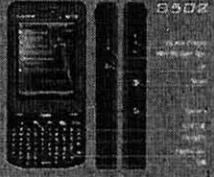
Thats about it really. Like I said the pros far outweigh the cons on this one. If you'd asked me a few months back to write some negative stuff I could have given you more. But honestly, from where it was, to where it is now, is unbelievable. Full credit to Mel especially, and everyone involved with making this implementation a success.

24/08/2009



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3 Step Set-up Guide

Step 1 Let us know who you are

Thank you for purchasing the Ultimate hand set from i-mate. You can automatically configure your device and automate your device settings through the i-mate website. This allows you full-control over your Ultimate device.

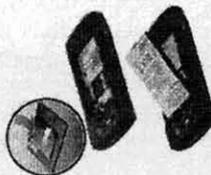
- A. Write down your **ROM** lock code located on your device's box and place in secure location.
- B. Go to www.imate.com and click "Sign In" from your computer.
- C. "Not a member? Sign Up here"
- D. Fill in the necessary information then select: Create Account.

If you are an Existing Member, Enterprise, or registered for Enhanced Support, please select the holds that apply to you or visit www.imate.com for more information.

Step 2 Install your SIM and Battery

6150 and 8150 SIM card and battery installation.

1. Open the battery cover latch.
2. Remove the back plate.
3. Insert the SIM Card with the gold contacts facing down.
4. Slide the battery into position and replace the back plate.

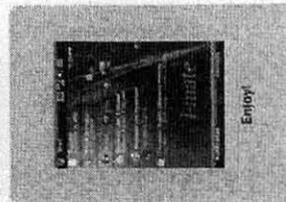
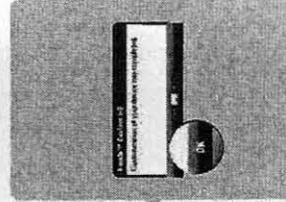
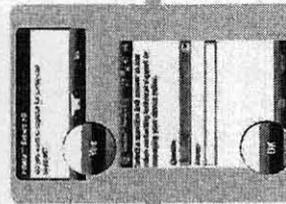
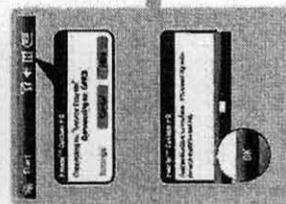
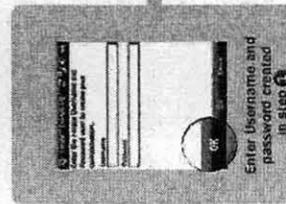
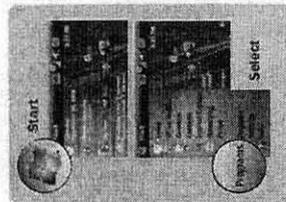
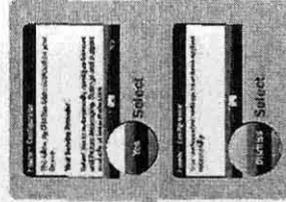
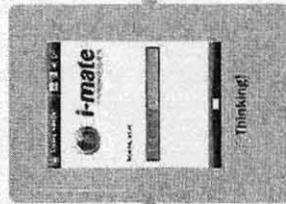
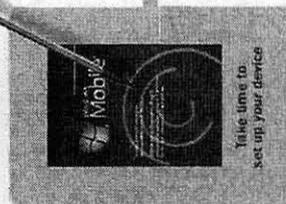
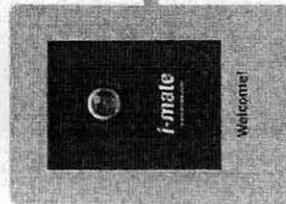
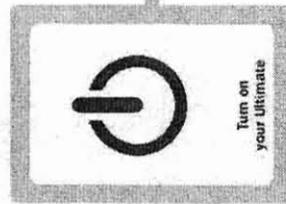


8602 and 9502 SIM card and battery installation.

1. Open the battery cover latch.
2. Remove the back plate.
3. Slide the metal SIM cover to the left and lift. Insert the SIM Card with the gold contacts face down. Place the SIM cover down, slide it to the right and lock into position.
4. Slide the battery into position and replace the back plate.



Step 3 Time to meet your Ultimate / Grab your stylus!



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High speed data upload function as well as download. Send & Receive emails fast. Upload data back to the office as and when you need to. Global roaming & Wi-Fi so you are always connected.

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There's no need for multiple devices, the ULTIMATE 9502 is the ultimate single solution for work and play.

Email – keep on top of things wherever life takes you...

- Send and receive emails including attachments (Word, Excel, Powerpoint and PDF)².
- Fast access to emails with Microsoft® Direct Push Technology⁴.
- You choose when you want your emails to arrive, e.g. immediately, at scheduled intervals or when you are ready².

Phone – all the features of a standard mobile, and more...

- Powered by 3.5G (HSDPA & HSUPA) and Wi-Fi plus international roaming, so it's fast and fully connected².

PC – no need to wait until you get back to the office or home...

- Access the same information on your PC including Contacts, Calendar, the Internet and important documents.
- Automatically set up your ULTIMATE as a modem for your PC.

Photos and Videos – capture the moment...

- 3.0 Megapixel digital camera/video to take photos and videos on the fly to send onto others via MMS or email².

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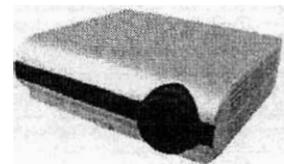
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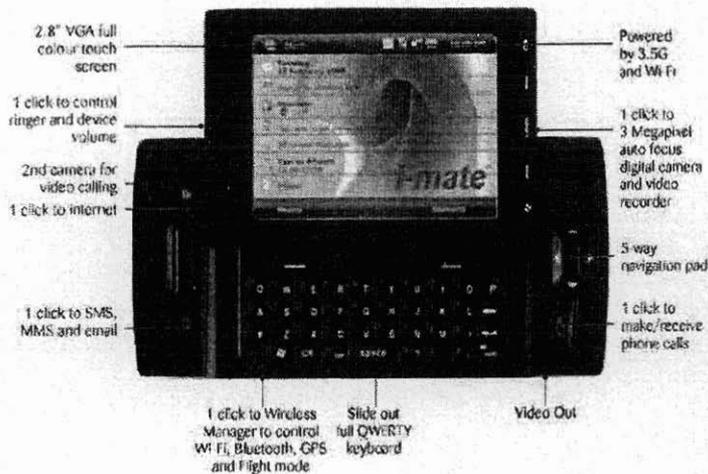
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External screen requires composite video input. Subject to network connection. Email access also requires an email service. Remote access to Contacts and Calendar also requires Microsoft Direct Push technology or an equivalent mobile enterprise messaging solution. Microsoft Direct Push technology requires Exchange Server 2003 with Service Pack 2 or Exchange Server 2007. Requires !-mate HQ trademarks of !-mate plc or its affiliated companies. Windows, Windows Mobile and the Windows logo are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Criteria	!-mate
Outstanding products	
• A full range of exceptional mobiles with different form factors so you can take your pick - one size does not fit all.	✓
• Fully customisable so you can tailor your mobile to suit you, e.g. your preferred Today Page image, email accounts, web link favourites, company settings, ring tones, etc.	✓
• 3.5G (HSDPA & HSUPA) so you can get faster download and upload speed to power your way through emails and the internet.	✓
• Video Out so you can connect your mobile to a Digital Projector or a TV.	✓
• Extensive features including GPS, MP3 Player and 2nd camera lens on front for video calling.	✓
• Quad-Band GSM and Tri-Band HSDPA so you can use your mobile on overseas networks.	✓
• BIG touch sensitive full colour VGA screen (laptop quality).	✓
• The freedom to add on applications to suit you.	✓
Easy to use	
• Powered by Microsoft [®] for familiarity and ease of use.	✓
• Ability to access both work and personal emails with separate folders for each to help manage them easily.	✓
• Auto email set up.	✓
• Access to the same information on your PC including your emails, contacts, calendar and to do list.	✓
• Full email attachment support so you can view Word/Excel/Powerpoint and PDF documents.	✓
• Full range of input options including qwerty keyboard, jog wheel, on screen keyboard and transcriber mode (hand writing recognition).	✓
Fully backed	
• 24x7x365 support so you can get assistance when you need it.	✓
• 24 month global warranty.	✓
• Ability to remotely configure, trouble shoot or change the settings on your mobile.	✓
• Ability to remotely lock down and wipe your personal data from your mobile if it is ever lost/stolen (including any information on your SD card).	✓
• Ability to install new applications and upgrades onto your mobile remotely, e.g. no need to return back to the office.	✓
• Access to the world's largest Windows Mobile [™] user community with live support online, software updates, operator settings, user guides, tutorials and innovative applications.	✓

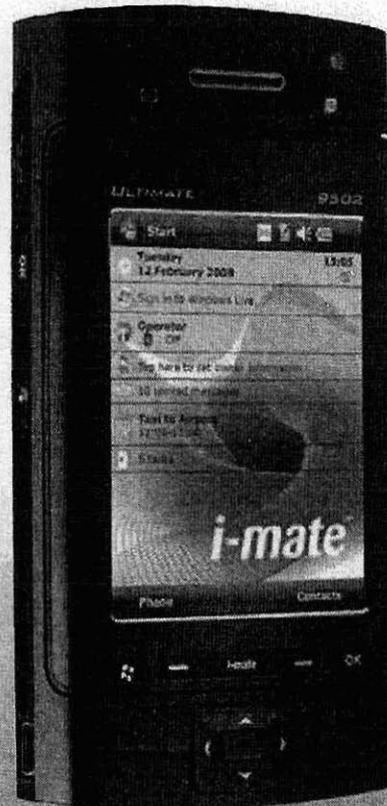
A buyers guide

With thousands to choose from, we understand that buying your new mobile phone can be tricky and confusing. So we developed a checklist of what you should consider before making your next mobile phone purchase.



Specifications

Phone:	Tri-Band UMTS/HSDPA/HSUPA, 850/1900/2100, Quadband GSM/GPRS/EDGE 850/900/1800/1900
Operating System:	Windows Mobile® 6 Professional
Dimensions:	116mm(L) x 60mm(W) x 17.8mm(T)
Weight:	200 grams (with battery)
Processor:	400 MHz Qualcomm® MSM 7200™
Memory:	256MB ROM, 128MB RAM
Wi-Fi:	Wi-Fi 802.11 b/g
Bluetooth:	V2.0
Screen:	2.8" VGA 262k colour LCD Touch Screen
Camera:	3.0 Megapixel digital camera/video with auto focus
Video Out:	Composite
Expansion slot:	Supports Micro SD expansion cards
Battery:	1620mAh
Talk time:	Up to 4 hours
Stand by time:	Up to 180 hours
Windows Media Player:	Supports MP3, WMA, WMV, MP4
In box components:	ULTIMATE 9502, Battery, Pouch, USB Sync Cable, Video Out cable, AC Adapter with Power Plug, Stereo Headset, Quick Start Guide, soft copy User Manual, Microsoft ActiveSync® Software.



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