

**Partner Next**  
**version 3.3**

iOS Application

**User Manual**

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

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Partner Software  
Partner Next App v3.3  
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## Welcome to Partner Next v3.3

Partner Next gives you full access to your maps, data, and map images on an Apple® mobile device without or with an internet connection. Without a connection you can move around your maps, view information about map items, and find locations. If your electrical connectivity model allows, you can also trace. With an internet connection you can see and track your position, find routes to map items, and update your maps.

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**Note** — Partner Next v3.3 requires the Apple operating system iOS 10 or greater.

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With the purchase of Mobile Outage (MO), Partner Next provides communication between field personnel and the office dispatchers concerning outage assignment and resolution. Interacting directly with your organization's outage management system (OMS), Mobile Outage shows outage locations and information to field crews and communicates field discoveries to the office Dispatch department.

With the purchase of Distribution Inspection (DI) on the Partner Complete Platform, Partner Next provides a field tool for data collection. Synchronization keeps all DI users up to date whenever and wherever an internet connection is made.

This document gets you started and will be a useful reference later.

### Manual Access on Your Device

Download this manual to your device so that you can access it anytime; no internet connection required. To download the manual, connect to the internet and use your browser to navigate to [www.partnersoftware.com/product-documentation/](http://www.partnersoftware.com/product-documentation/). The PDF format is compatible with the iBooks® app. Further information for using the iBooks app can be found in If You Are New to iOS Devices<sup>[12]</sup>.

## Manual Conventions

This manual uses terms and typographical conventions that may be unfamiliar to you. This section describes them.

### Terms

***cursor*** — denotes your position in an area requiring a typed entry. It displays as a blinking vertical line.

***DI*** — abbreviation for Partner Software's Distribution Inspection product.

***double tap*** — specifies that you tap the screen twice in the same place.

***drag*** — an action for moving something on screen from one place to another . Use your finger to tap, hold and drag a list, switch, or screen item to a new position. Remove your finger from the screen when you reach your destination.

***MO*** — abbreviation for Partner Software's Mobile Outage product.

***map item*** — selectable element in your Partner maps. Map items have some amount of associated data. Usually, several facts about the item appear in the Selection pane, but at the very least, the item's name is provided.

***mapset*** — a container for map data (both graphical and informational) and actions (tools for working with the data); similar to map layers in other software.

***OMS*** — outage management system software.

***scroll*** — an action for bringing a part of the interface into view. Place your finger at the bottom of a Task pane and drag it up to move the lower portion into view. Drag from the top to the bottom to bring the upper area back into view.

***selection stack*** — a list of every item within a specified radius of your selection. Choose the item you want to select from the list.

***swipe*** — an action for switching between active apps. Place four fingers on the screen. Quickly drag them right or left to switch to another screen.

***tap, select, or choose*** — directs you to tap your finger (or stylus) on the screen.

### Use of Fonts and Style

- Software menus, selections, and command buttons are highlighted in **bold font**.

- Partner application messages, field labels, and pop-up window titles are indicated by **Courier New bold font**.
- Names of interface parts are indicated by Initial Capitalization. If the name appears in the software, this manual matches the capitalization and punctuation used on screen.
- New or possibly unfamiliar terms are shown in *italics* when encountered the first time.
- Content you supply to the computer, such as search bar entries, are displayed in ***Courier New bold italics***. For example, type *meter*.
- A variable item or selection is indicated by a placeholder. The placeholder is a descriptive identifying phrase enclosed in brackets as demonstrated in the following example:

From the Selection Stack list, choose **Work:[subtype name here]**.

The [subtype name here] could be any one of the Right of Way work subtypes: Removal, Trim, Mowing, Spraying, or Trimming. When the actual value that the placeholder represents is used, in this case the subtype, is will not be bracketed.

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**Note** — This manual references two types of *location services*: Apple Location Services (iOS controls found on your device in **Settings**) and Partner LOCATION SERVICES (controls found within the Partner Next app in the **Navigation** tab). Each is capitalized according to how it is shown within its software. Apple Location Services uses initial capitalization while Partner LOCATION SERVICES is set in full caps.

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## Selection Series

When directed to make a series of selections to complete a task, the selections are stated in order from first to last and separated by a right angle bracket (>). For example, **Navigation>LOCATION SERVICES>Enable>ON**, directs you make four selections.

1. **Navigation** tab
2. LOCATION SERVICES area
3. **Enable** switch
4. **ON** position

---

**Tip** — Sometimes a selection orients you to a place in the interface rather than requiring you to tap something. In the above example, the second selection (LOCATION SERVICES) is actually a position in the **Navigation** tab and does not require any tap or input. It is intended to guide you to the area containing the third selection (**Enable switch**).

---

## Procedures

Numbered step-by-step directions are preceded by the following Partner symbol and heading:



Here's How

## Notes, Tips, and Cautions

Special messages are labeled as Notes, Tips, or Cautions and are presented inside page wide lines as shown below.

---

**Note** — The maps, forms, and reports presented in this document are examples only. Maps, forms, and reports for your organization will be different.

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## Special Topics

Some topics in this manual only apply to organizations who have purchased Partner's Mobile Outage or Complete Distribution Inspection system. These sections begin with the following message marked with the Live tab symbol:





The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

## New to v3.3

Partner Next is designed to change rapidly in order to support our Plus and Complete products. Each release will incorporate new live features for the iOS platform that work in conjunction with the desktop versions of Mobile Outage, Distribution Inspection, and Right of Way Vegetation Management. As they are released, these new live features will be immediately available to organizations holding each appropriate product license.

## Scope of Release

Partner Next v3.3 focuses on bug fixes and app improvements.

## General

- Corrected the app's handling of location information that previously caused the app to crash.
- Fixed hyperlinks in Data pane. (Non-standard configuration.)
- Corrected an issue that caused mapset names with spaces to be removed from the app during update.
- The Data Selection pane [**# of total**] now displays correctly.
- Sync pane labels changed from **Last Sync/Next Sync** to **Last Attempt/Next Attempt**<sup>[56]</sup> for clarity.
- When **Auto Sync** is disabled, the **Next Attempt** time entry is removed.
- Renamed the Tracing actions<sup>[37]</sup> for consistency across platforms.
- Fixed bug that prevented Find Items from displaying correctly immediately after map update.

- Data can not be removed (**System>Uninstall**<sup>[61]</sup>) during an active update (Published Data) or an active sync (Dynamic data).
- When switching maps (editions or organizations), the previous hosted server is not retained.
- Raster imagery now immediately visible after initial download and unpack.
- An active Find no longer obscures viewing of the list of downstream consumers (Tracing action).
- The **Test Connection** check mark no longer persists inappropriately.
- The map update progress countdown clock now displays minutes and seconds correctly.
- Fixed an issue for iPhone that caused the map to freeze after the app was minimized.

## **Live Mapsets (Mobile Outage and/or Distribution Inspection)**

- The **Archive** action will be removed from Mobile DI with the v4.28 Partner System upgrade. (Requires an additional configuration adjustment.)
- Fixed copy from source "all" types for Mobile DI.
- If a Live synchronizing mapset (e.g., MO or DI) is hidden from view, a pop-up message appears when a selection is made from a Live list.
- If a Live mapset (e.g., Tracing or DI) is hidden from view, the map is displayed automatically when an action pertaining to the mapset is selected.
- Inspections created in Mobile DI now populate the record's latitude and longitude fields.
- Fixed a bug that swapped AM and PM when times between 12:00 - 1:00 were saved.
- Synchronization is disabled for a hidden Live mapset (e.g., MO or DI). A pop-up message alerts the user to this new behavior when these mapsets are hidden or shown. A pop-up message is also provided at startup if these mapsets are hidden.
- If all installed Live mapsets (e.g., MO and/or DI) are hidden when sync is attempted, a pop-up message is provided.

- Fixed an issue where some records may fail to display after editing a record and syncing.

## System Requirements

This section describes both recommended and minimum system requirements for operating v3.3 of the Partner Next iOS app. While minimum requirements may serve your needs, the recommended requirements are more likely to provide an optimum experience.

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**Tip** — Devices only meeting the minimum requirements have a shorter lifespan (e.g., they most likely will not be supported in future Apple operating system updates) and typically do not perform as well as more capable devices.

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### Summary

#### Map Viewing Without Imagery Mapsets

##### Minimum System Requirements

- Apple iOS v10 or later
- device compatible with Apple iOS v10 or later
- 32GB of storage
- Wi-Fi® networking

##### Recommended System Requirements

Wi-Fi+Cellular networking (improves location accuracy)

#### Map Viewing With Imagery Mapsets

Same as above, except the recommended storage capability is increased to accommodate large image file downloading and unpacking. Devices with increased processor power provide more satisfactory image mapset viewing, especially when panning and zooming.

## **Minimum System Requirement**

- 64GB of storage
- Device with a more powerful processor. Generally, a device capable of running iOS 11 or greater.

## **Mobile Outage**

### **Minimum System Requirements**

- Apple iOS v10 or later
- device compatible with Apple iOS v10 or later
- Wi-Fi+Cellular networking

### **Recommended System Requirement**

Data subscription

## **Distribution Inspection**

DI synchronization and user authentication manage large volumes of record transfers. Therefore, DI requires a more robust system.

### **Minimum System Requirements**

- Apple iOS v10 or later
- device compatible with Apple iOS v10 or later
- Wi-Fi+Cellular networking

### **Recommended System Requirement**

Data subscription

## **Details**

### **Operating System**

The Apple operating system version determines device compatibility. Partner supports the Apple iOS current major version and one previous major version. This ensures that both the hardware and operating system are well-supported by Apple as well as Partner. We further recommend that you upgrade to the latest minor version

of each major version to ensure that security and stability fixes are applied to your device. When troubleshooting a problem with Partner Next, Partner support may request you update your operating system.

For Partner Next v3.3, the current major version of Apple iOS is v11. The previous version supported by Partner Next is Apple iOS 10 and its subsequent point releases. Apple iOS versions previous to iOS 10 are no longer supported.

## Device

Since Apple's operating systems and hardware are tightly coupled, any device that supports Partner's minimum Apple iOS version requirement will be capable of running Partner Next for map viewing and Mobile Outage. However, Distribution Inspection increases device requirements to those capable of running iOS 11.

For Partner Next v3.3 Map Viewing and Mobile Outage, the devices that meet our minimum requirements and support Apple iOS 10 are:

- iPhone® 5, 5c
- iPad® 4th generation

The iPhone 5 & 5c, and iPad 4th generation are substantially less powerful than newer devices. Therefore, we do not recommend using them for Partner Next Distribution Inspection.

For Partner Next v3.3 Distribution Inspection, the devices that support Apple iOS 11 are:

- iPhone® 5S and later
- iPod touch® 6th generation
- iPad® Air and Air 2, iPad (2017), and iPad Pro
- iPad mini™ 2, 3, and 4

## Storage

The storage capacity of the device must account for the operating system, other applications, data, and so on, in addition to Partner Next and your map data. While Partner maps are highly compressed, they do take up substantial storage space, and updates can require additional space to allow room for downloading and unpacking.

For Partner Next v3.3, we require at least 32GB of available storage. If you are using map imagery (e.g., aerial photography) your device storage requirement increases to 64GB.

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**Note** — Downloading map updates or aerial photography requires that available storage be equal to twice the file size to provide enough space to successfully unpack.

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## Map Imagery

Adding map imagery such as aerial or satellite photos to Partner Next greatly increases both storage and processor usage. If you plan on using this feature with Partner Next, choose a device with at least 64GB of storage and a more powerful processor.

## Network Capability

Map updates require a high-bandwidth network connection (e.g. Wi-Fi).

To use Live features (Mobile Outage and Distribution Inspection), a cellular or mobile network is not strictly required but certainly adds value. Synchronization, an integral characteristic of Live features, requires an internet connection. However, for viewing and local editing, Live features do not require an active internet connection.

Cellular network-capable devices also include higher-accuracy GPS location hardware bundled with the cellular radio. The benefit of the additional location

hardware does not require enabling or using the cellular network feature. Of course, you may also find use for the cellular network feature.

Since many of our customers depend upon accurate locations for their work, we recommend but do not require Wi-Fi+Cellular devices.

## External GPS Devices

We have tested some external Bluetooth® GPS devices. They appear to work as a replacement for the internal location hardware but there have been problems with support in some versions of iOS. We do not feel confident in recommending or supporting these external devices at this time.

## Partner System Requirements for Specific App Features

### Tracing and App Location Services

Maps must be published, converted, and posted with Map Publisher v4.5.24 or greater.

### Mobile Outage

- The Complete (hosted) Partner Platform v4.24 or greater in addition to the Mobile Outage & Partner Mobile licenses.
- Maps must be published, converted, and posted with Map Publisher v4.5.24 or greater.

### Distribution Inspection

- The Complete (hosted) Partner Platform v4.26 or greater in addition to the Distribution Inspection & Partner Mobile licenses.
- Maps must be published, converted, and posted with Map Publisher v4.5.26 or greater.

## Install the Partner Next App

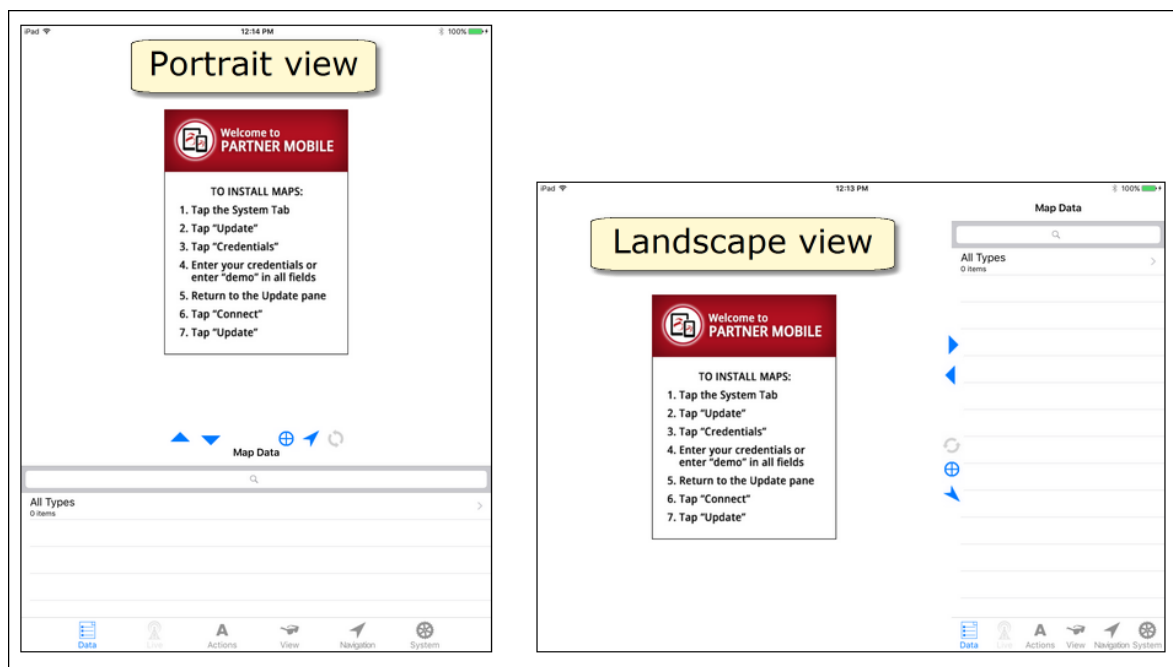
From your device, connect to the internet and go to the Apple App Store®. Search for Partner Next and download it to your device. Even though the app is free, an Apple ID® is required.

If you need help using the App Store, please refer to the appropriate Apple documentation<sup>[13]</sup>.

The app is useless without Partner maps to view. See section 1.2.1 Credentials and Access<sup>[66]</sup> and its subtopics for information about installing maps.

## Empty App Views

Your newly installed Partner Next map pane shows a message about installing maps.



No Maps Installed

## If You Are New to iOS Devices

Apple iOS devices are extremely easy to use once you know your way around. At first, though, the simplicity of the interface may mask the power of each device.

Apple's user guides explain many features and controls that you might not discover



for yourself. Instructions for accessing your user guide and specific topics pertinent to using Partner Next follow.

## iBooks App and Apple User Guides

iOS versions 9.3 and higher include the iBooks app. Open it and search for your operating system version (e.g., iOS 10 or later) and device (e.g., iPad or iPhone). Download the Apple user guide appropriate for your device and operating system from the iBooks Store™. Use iBooks to view your Apple user guide, or any other EPUB or PDF document, anytime; no internet connection is required.

## Download Apple's User Guide for Your Device and Operating System

The following procedure assumes you already have the iBooks app. Downloading requires an internet connection.



### Here's How

1. Tap **iBooks** on your Home screen to open the app. If iBooks opens to your Bookshelf, go to the iBooks Store.
2. At the top right, tap **Search**. The on-screen keyboard appears.
3. Enter your operating system version (e.g., iOS 10 or later), then select it from the list. Your matches appear.
4. Tap **GET** for the user guide matching your device and operating system. **GET BOOK** appears.
5. Tap **GET BOOK**. You will be asked to enter your Apple ID if you haven't already. The guide downloads. When the download is complete, the button says **READ** and your new item appears on your iBooks shelf.
6. Tap **READ** to open the user guide.

---

**Note** — You can use the iBooks app to read Apple manual PDF downloads or any other .pdf file. To get the free PDF, go to *Apple.com*>**Support**. Select your device, then select **Manuals** (left side). Choose the PDF format for your operating system to download it. When your download is finished, tap the top of the page and choose **Open in "iBooks"**.

---

## Topics Pertinent to Using Partner Next

While all information in the Apple user guides is useful, certain items are essential for Partner Next. Become familiar with the following topics.

### iOS 10

Table of Contents	Topic
Basics	Use Apps Siri® Enter Text (Type and Enter Text, Set options for typing.) Security (Passcode, Find My iPad)
Personalize Your iPad	Adjust the screen brightness.
Privacy and security	Privacy (Location Services) Security (All Topics)
Maps	All Topics
App Store	All Topics
iBooks	All Topics
Accessibility	Set display accommodations (Invert the screen colors.)

## iOS 11

Table of Contents	Topic
Basics	Wake and unlock iPad Home Screen Gestures Enter Text
Privacy and security	Privacy (Location Services) Security Find your iPad
Maps	All Topics
App Store	All Topics
iBooks	All Topics
Accessibility	Display accommodations

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**Note** — This manual references two types of location services: Apple Location Services (iOS controls found on your device in **Settings**) and Partner LOCATION SERVICES (controls found within Partner Next in the **Navigation** tab). Each is capitalized as it is shown within its software. Apple Location Services uses initial capitalization while Partner LOCATION SERVICES is set in full caps.

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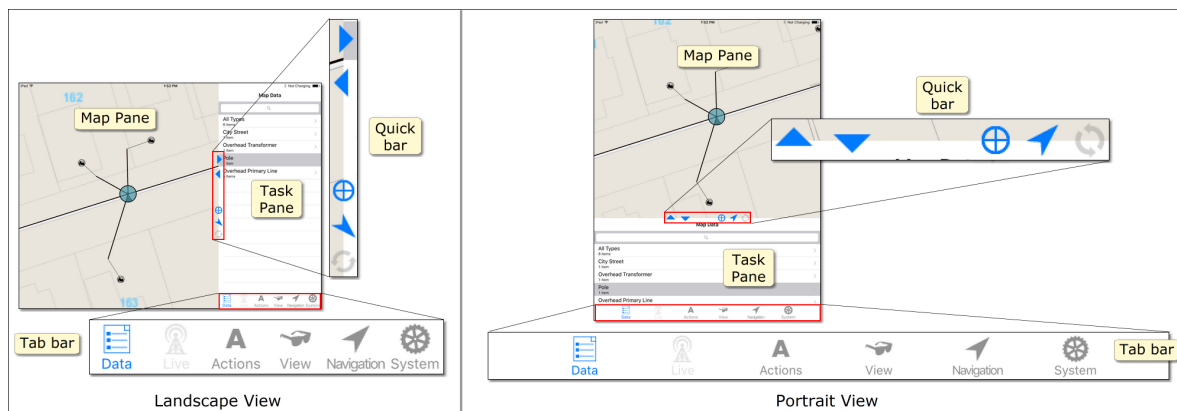


## Part 1. About the Partner Next App

As Partner products are optimized for Apple's Mobile devices, the Partner Next app serves as the iOS platform supporting these products. To use a Partner product, (currently, Mobile Outage or Distribution Inspection) on an iOS device, you must install the app, have the individual product license, and have the Partner Complete (hosted) license.

### 1.1 Partner Next Interface

The Task pane provides the tools for interacting with your app, maps, and system. When holding your device in landscape position, the Task pane is located on the right; when holding your device in portrait position, the Task pane is located on the bottom. The Task pane is made up of several panes; each pane is designed for a specific task. The Tab bar, found at the bottom of the Task pane, provides access to each pane. The Quick bar, positioned between the Map and Task panes, provides full time access to pane resizing controls as well as the **Current Location**<sup>[110]</sup> and **Follow**<sup>[112]</sup> features. Each Task pane and Quick bar element is discussed in the subtopics of this section.



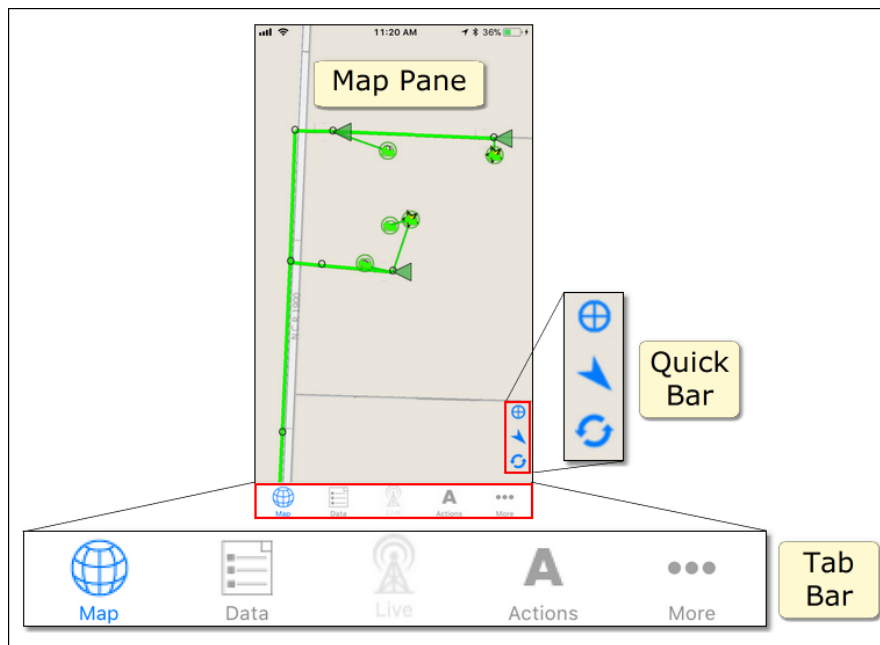
Partner Next v3.3 on an iPad (iOS 10)

**Note** — Partner Next v3.3 requires the Apple operating system iOS 10 or greater.

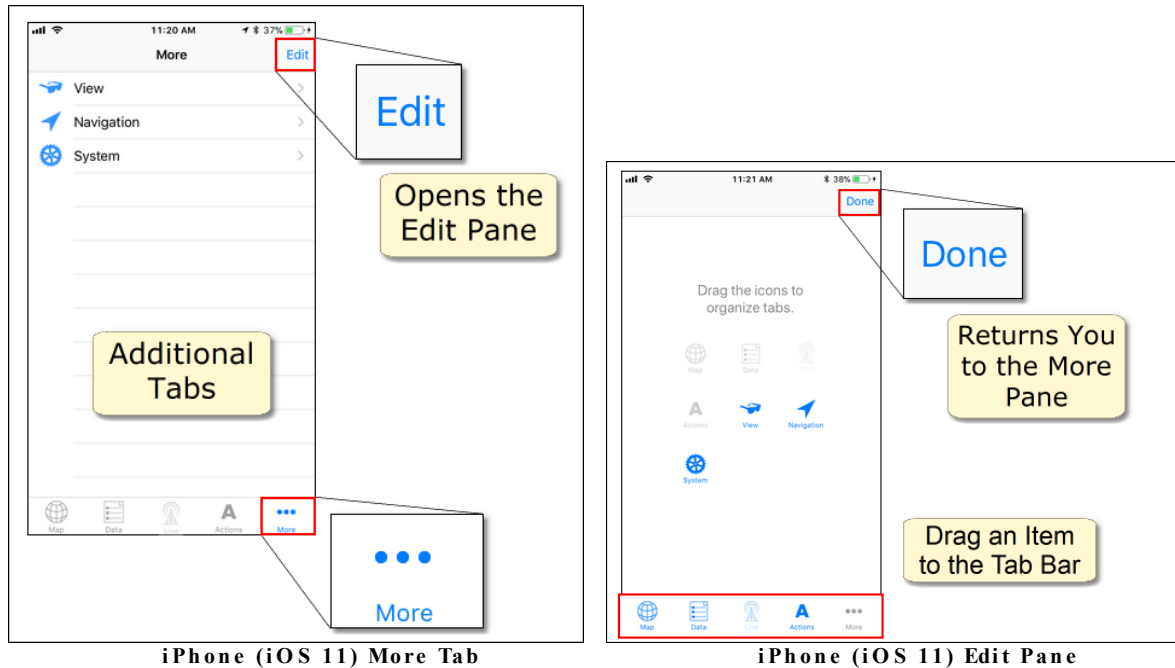
## iPhone and iPod touch Limitations

Since the limited screen size of the iPhone and iPod touch does not allow for constant map display (i.e., you can see the Task pane or the map, but not both at the same time), the interface for these devices uses a bottom Tab bar to access the map or task panes. To see your map on these small-screened devices, tap the **Map** tab.

Another restriction of the small screen is the scarce number of tabs that are visible in the Tab bar. Since all tabs can not be shown persistently in the bar, the iPhone and iPod touch interface uses the **More** tab. If the tab you want does not appear in the Tab bar, look in the **More** tab. To rearrange the tabs, use the **Edit** button (top right of the More pane) to access the Configure pane. To place items in the Tab bar, drag them from the Configure pane to the bar.



Partner Next v3.3 on an iPhone (iOS 11)




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**Note** — This manual uses the iPad interface to illustrate the procedures for using Partner Next v3.3. When using the iPhone or iPod touch, you must add an extra step to access your maps (tapping the **Map** tab). Also, you must use the **More** tab to get to tabs not shown in the Tab bar.

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### 1.1.1 Task Pane

In the Task pane, the tabs at the bottom access specific types of controls and displays. The fundamental Partner Next tabs include **Data**, **Actions**, **View**, **Navigation**, and **System**. The Complete Platform with the Mobile Outage and/or Distribution Inspection license(s) add(s) functionality to the **Live** tab (see Live Tab Note<sup>[20]</sup>, below). To open a tab, tap it. The next few topics describe each tab's pane and parts.



Task Pane Tab Bar (iPad)

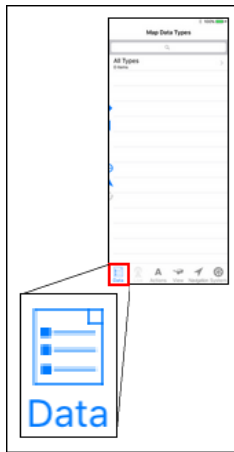
**Live Tab Note** — The **Live** tab is operational only if your organization has the Partner Complete Platform and the license to use Mobile Outage or Distribution Inspection. Otherwise, it appears in the Tab bar but is grey-ed out and inaccessible.

		
Without MO License; Cannot Select	With MO License; Unselected	With MO License; Selected

### 1.1.1.1 Data Tab

The **Data** tab handles both map data and Find data. Tap a map location to engage Map mode<sup>[22]</sup> and gain access to map data; tap the Search bar to switch to Find mode<sup>[26]</sup> and gain access to Find data.



**Data Tab**

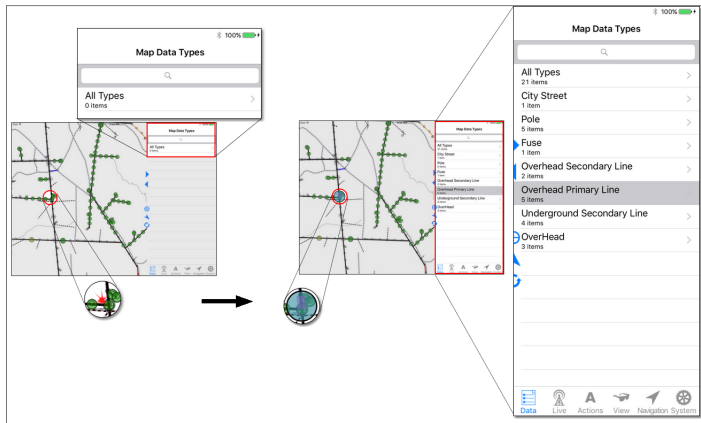
Each mode provides three panes to assist you in accessing the data you want. The top level, or Types pane, shows the available Map Types within your selection radius, or Find Types for your search entry. Select a Type to access the Items pane. Here you see a list of the items within your chosen Type. Select an item to access the Selection pane. This pane provides the data for your selected item.

Data Pane Mode	Types Pane	Items Pane	Selection Pane
<b>Map Data Mode</b>			
<b>Find Mode</b>			

**Data Tab Tiered Panes for Map or Find Selection**

### 1.1.1.1.1 Map Selection Mode

To make a selection, tap a map item location. Some map locations have items placed close together making it unlikely that you tap the item you want. Partner Next lists all items within a defined radius of your tap. Tap the **Data** tab to view the list of Types included in your selection radius.



Tap a Map Location to Access Map Data

To display these varying levels of map selection data, the **Data** tab consists of three panes, Map Data Types, Items, and Selection.

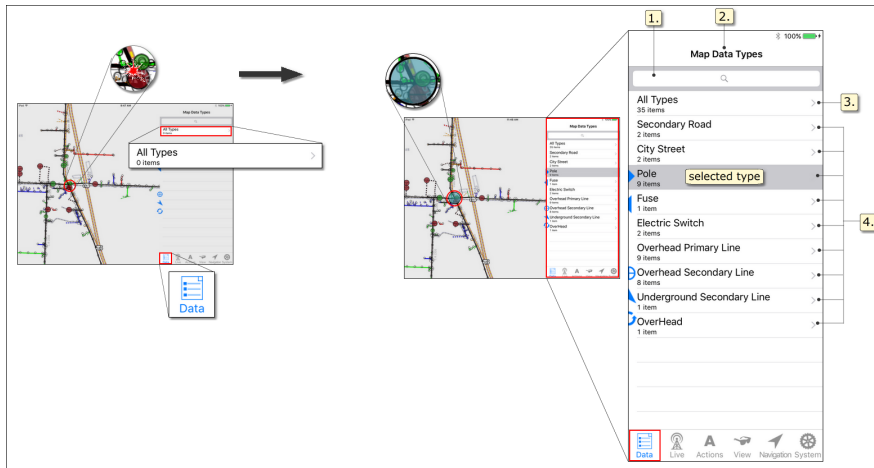


Data Tab Tiered Panes for Map Selection Mode

### Map Data Types Pane

A summary of the Types included in your selection radius appears in the **Data** tab Map Data Types pane. If a Type contains more than one item, tapping it opens a new

pane listing the individual items of that Type. Tap an item to select it and see its data. If a Type in the Map Data pane includes only one item, tapping it directly selects it and accesses its data.



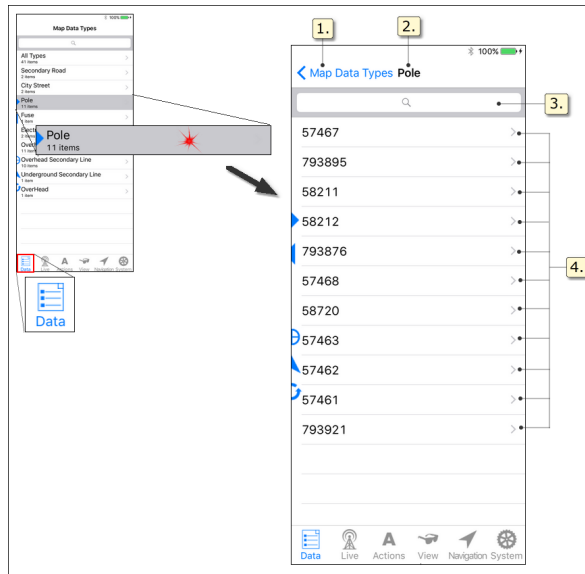
**Data Tab, Map Data Types Pane**

1. **Search bar** — tapping activates Find mode which switches the pane display to show your organization's Find Types. This opens the on-screen keyboard so that you can type in your search entry.
2. **Title** — identifies the active mode, in this case, Map Data Types.
3. **All Types** — all items within a defined radius of your map tap. Selecting **All Types** opens a list of the individual items. Tap an item in the list to select it and see its data.
4. **Individual Map Data Types** — categories of map items included in your map selection radius. Each Type is identified by name and provides an item count. If a Type contains more than one item, tapping it opens the Items pane and provides a list of the individual items of that Type. If a Type includes only one item, tapping that Type selects the item and directly opens the Selection pane. The grey highlight indicates the current selected Type.

## Items Pane

This pane shows the list of items included in your current map selection radius. Depending on your selection in the Map Data pane, this list could consist of all items or a specific Type of item. This pane also shows the list of consumers resulting from

the Tracing action, **Find Downline Consumers**<sup>[39]</sup>. Tap an item in the list to select it, pan the map to its location, and view its data.



**Data Tab, Map Items Pane**

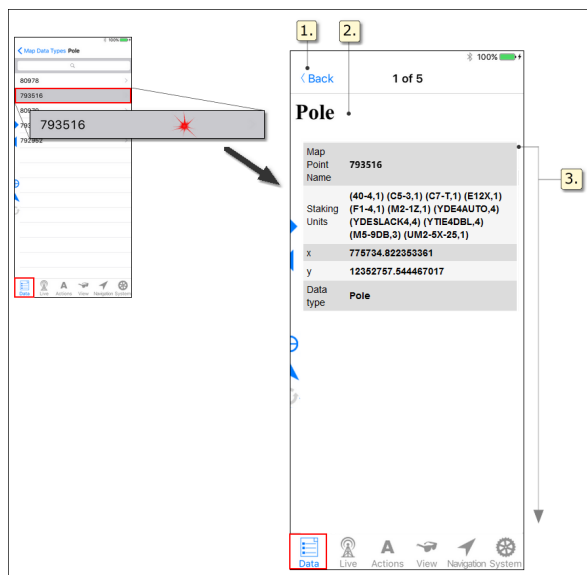
1. **Back button** — returns to the Map Data Types pane.
2. **Type Name** — identifies the category of map items listed. View this pane by selecting a Type from the Map Data list of Types included in your selection stack of from the Tracing action<sup>[39]</sup>, **Find Downline Consumers**.
3. **Search bar** — initiates Find mode and returns to the Types pane.
4. **Map Items list** — items of the selected Type included in the defined radius of your map tap. If you selected All Types in the Map Data pane, this list consists of each item, no matter its Type, that was included in your selection radius. Tap an item to select it and view its information in the Selection pane. This pane also shows Downstream Consumers for the Tracing action, Find Downline Consumers.

## Selection Pane

View map item data in the Selection pane of the **Data** tab. When selecting on the map<sup>[98]</sup>, tap the **Data** tab to see your selection Type summary (Map Data Types pane). If a Type contains more than one item, tapping it opens a new pane (Items

pane) showing individual items of that category. Tap an item to open the Selection pane and see your chosen item's data. If a Type in the Map Data pane includes only one item, tapping that Type directly opens the Selection pane.

**Tip** — You can zoom the Selection pane content in the same way you zoom the map: use the spread gesture<sup>[95]</sup> to zoom in, enlarging the text; use the pinch gesture<sup>[95]</sup> to zoom out, returning to the default size.

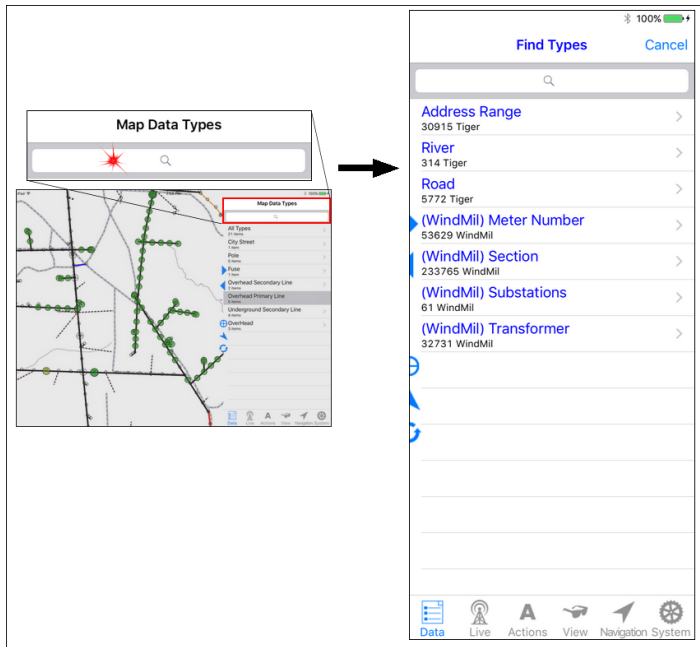


**Data Tab, Map Selection Pane**

1. **Back button** — returns to your previous **Data** tab pane (i.e, Type or Map Data).
2. **Data Type name** — identifies the map item category. To access actions available for this Type, tap the **Actions**<sup>[37]</sup> tab.
3. **Selection Data** — information associated with the selected item.

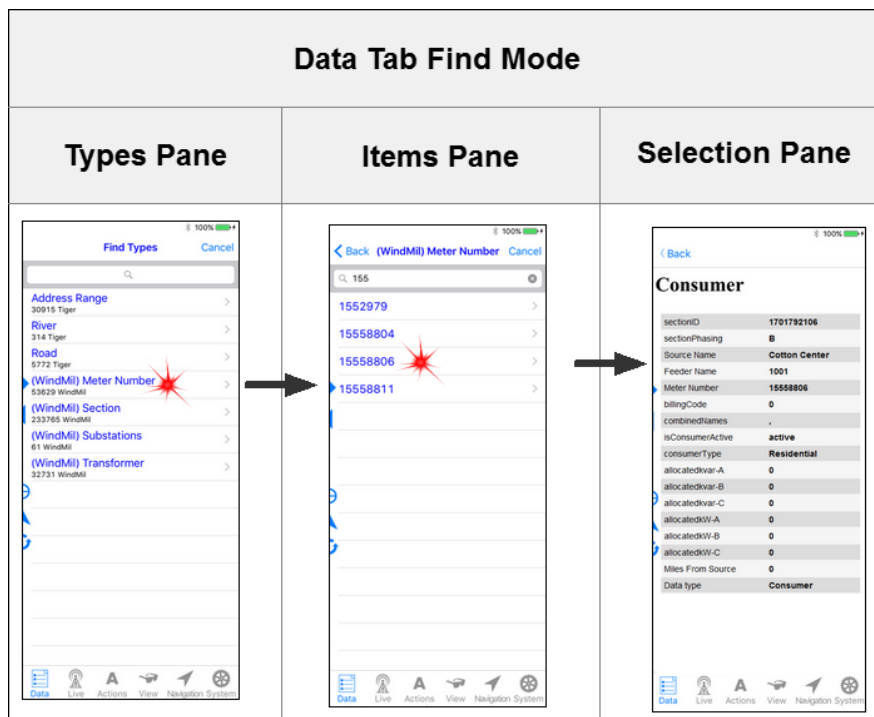
#### 1.1.1.1.2 Find Mode

To access the Find mode, tap the **Data** tab Map Data Types Search bar. The pane text color changes to blue, the list displays your organization's Find Types and the on-screen keyboard appears. To return to Map Selection mode, tap either the **Cancel** button or the map.



Tap the Data Tab Search Bar  
to Access Find Data

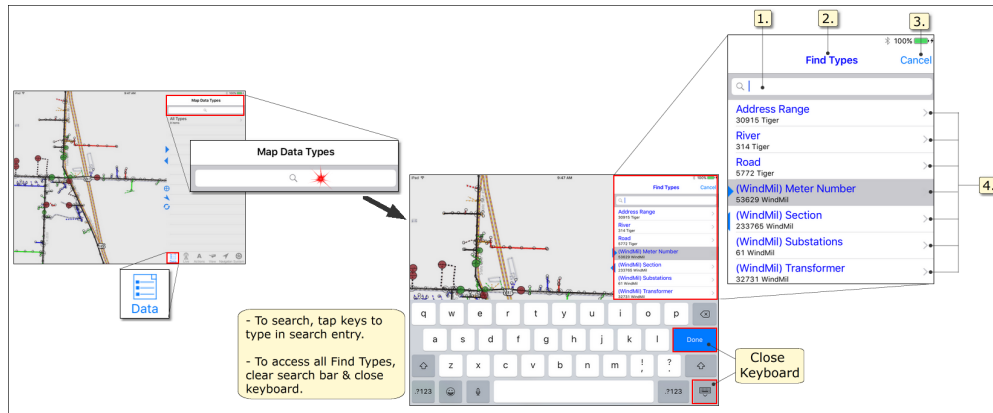
In order to display the varying levels of Find data, the **Data** tab consists of three panes, Find Types, Items, and Selection.



Data Tab Tiered Panes for Find Mode

## Types Pane

When the Search entry is empty, all Find Types appear in the list. As you type your search entry, the Types are narrowed so that only Types containing matching items are listed. Tap a Type to access the list of individual items.



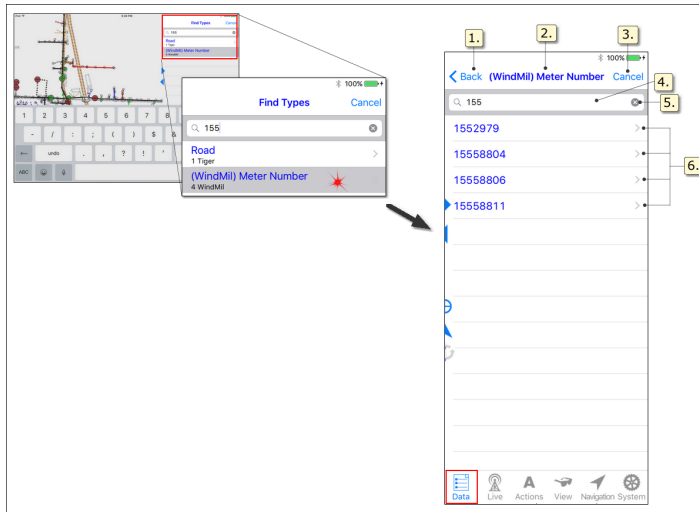
Data Tab, Find Types Pane

1. **Search bar** — tapping activates Find mode and searches your Map Publisher configured Find Types for items matching your typed-in characters. A list of Types appears below the entry bar. Each Type provides the total number of matches found within its category. Tapping a Type opens a list of items. Tapping an item in the list shows that item's data and causes the map to pan and select it. If no characters are entered in the Search bar, all Find Types are shown along with each Type's item total.
- 
- Tip** — Finds are configured in the Map Publisher and apply to both the desktop Map Viewer and the Partner Mobile apps.
- 
2. **Title** — identifies the active mode, in this case, Find Types.
  3. **Cancel** — terminates Find mode and returns the pane's display to Map Data Types. If you entered search criteria in the Search bar, it is retained the next time you use Find for the duration of your app session.
  4. **Individual Find Types** — your organization's configured search categories. If nothing is entered in the Search bar, all Find Types are listed. As you type in the Search bar, the listed Find Types narrow to only those with items matching your search.



## Items Pane

This pane shows the list of items of your selected Type. Your Search bar entry narrows the list to those items that match. Tap an item in the list to select it, pan the map to its location, and view its data.

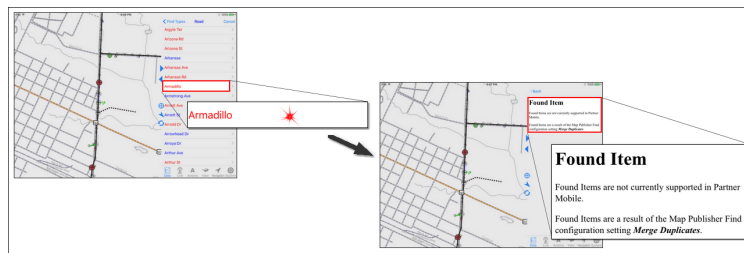


Data tab, Find Items Pane

1. **Back button** — returns to the Find Types pane.
2. **Title** — identifies your selected Find Type.
3. **Cancel** — terminates Find mode and returns to the Map Data Types pane. Does not remove your previously entered search criteria from the Search bar.
4. **Search bar** — allows you to further refine your active search within your selected Find Type. Continue typing to narrow your Result list further. To start a new search, tap the **Back** button to return to the Types pane.
5. **Clear Entry button** — clears the Search bar entry and restores the complete list of your selected Find Type items.
6. **Find Result list** — list of items matching your search criteria. If nothing is entered in the Search bar, all items for your selected Find Type are listed.

**Tip** — Merged Find items, which are not supported in Partner Mobile, appear red in the Find Result list. These items are produced by the Map Publisher Find configuration setting, **Merge Duplicates**. Tapping a red Find item does not select the item's map location and does not display the item's data.

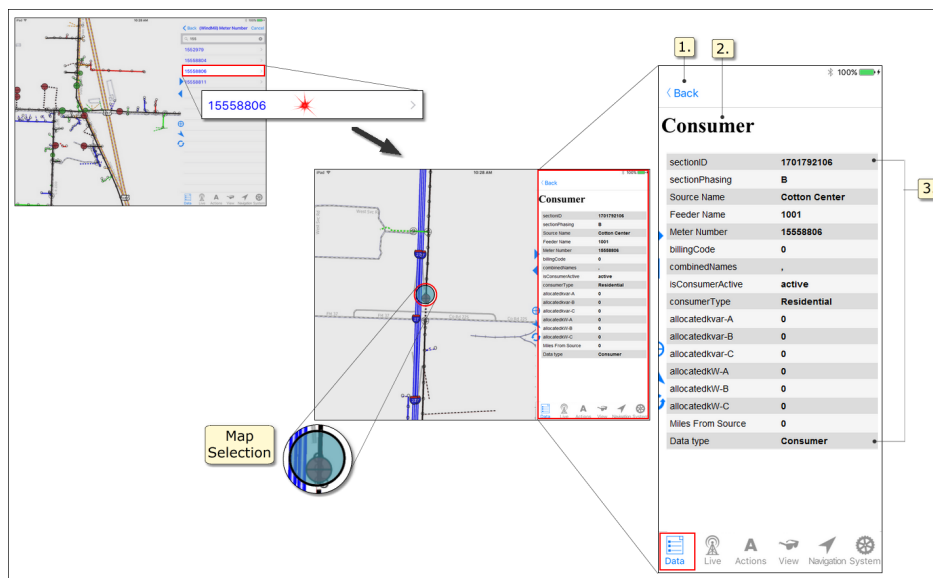
Instead, the Found Item message appears in the **Data** pane.



## Selection Pane


View your selected item data in the Selection pane.

**Tip** — You can zoom the Selection pane content in the same way you zoom the map: use the spread gesture<sup>[95]</sup> to zoom in, enlarging the text; use the pinch gesture<sup>[95]</sup> to zoom out, returning to the default size.



Data tab, Find Selection pane

**1. Back button** — returns to the Find Items pane.




2. **Data Type name** — identifies the map item category. To access actions available for this Type, tap the **Actions**  tab.
3. **Item Data** — information associated with the selected item.

### 1.1.1.2 Live Tab



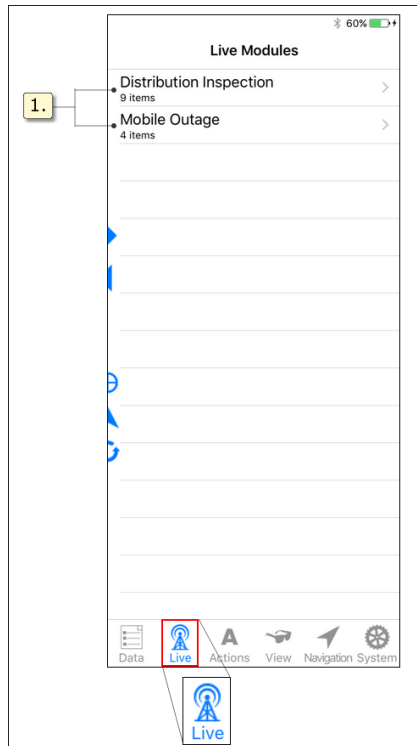
The information provided here applies to the Partner Mobile Outage system and to the Distribution Inspection system on the Complete Platform. Access to this functionality requires the Complete Platform with Mobile Outage license or Distribution Inspection license. To learn about Partner products and licensing and how to acquire their capabilities for your organization, contact Partner Sales.

**Live Tab Note** — The **Live** tab is operational only if your organization has the Partner Complete Platform and the license to use Mobile Outage or Distribution Inspection. Otherwise, it appears in the Tab bar but is grey-ed out and inaccessible.

		
Without MO License; Cannot Select	With MO License; Unselected	With MO License; Selected

The Complete Platform with Mobile Outage and/or Distribution Inspection makes the **Live** tab available in your Tab bar.

The **Live** tab consists of three panes, Live Modules, [Individual Module Name], and [Module Predefined Query]. The Live Modules pane lists the systems available to your organization (i.e. Mobile Outage and/or Distribution Inspection).



Live Tab

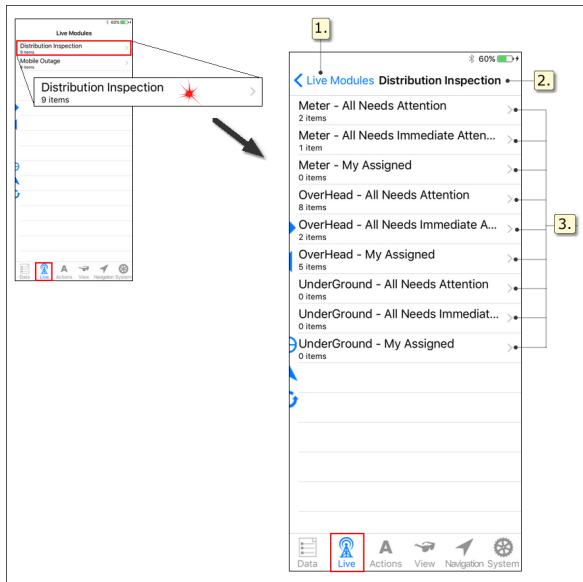
1. ***Live System Name(s) and Predefined Query Count(s)*** — the Live Systems available to your organization appear here. Select a system name to access its Live lists.

#### 1.1.1.2.1 Live Distribution Inspection Pane



The information provided here applies to the Distribution Inspection system on the Complete Platform. Access to this functionality requires the Complete Platform with the Distribution Inspection license. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

The Distribution Inspection pane provides your organization's DI Live lists. Under each Live list name, the record count is shown. Tap a name to access its list of individual records.



**Live Tab, Distribution Inspection Pane**

1. **Back button** — provides access to the Live Modules pane.
2. **Live Module Type** — identifies the Live module name. In this example, the Live module is Distribution Inspection (DI).
3. **Live Lists** — the catalog of DI Live lists. The record count is shown under each list name.

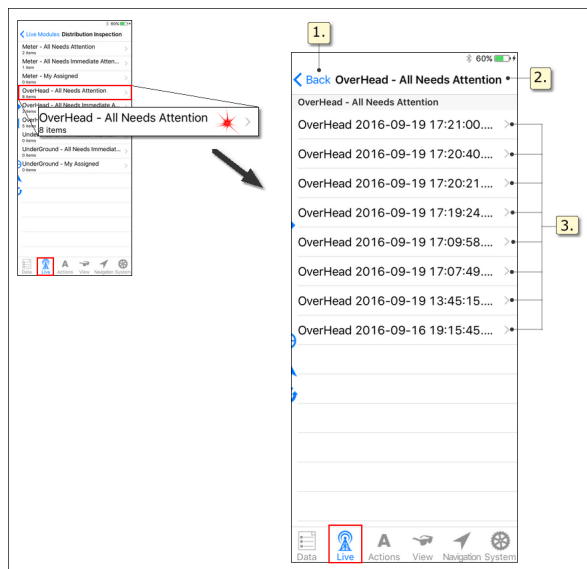
## Live List Items Pane



The information provided here applies to the Partner Complete Distribution Inspection system. Access to this functionality requires the Complete Distribution Inspection license. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

Tap a Live list name in the Distribution Inspection pane to access the individual records. Tap a record once to pan to its location and select it. To access a record's data in the **Data** tab and see its location, double tap the record in the Live list.

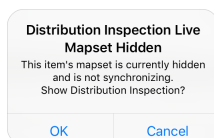
**Hidden Live Mapset Note** — If a synchronizing mapset (e.g., MO or DI) is hidden from view, a pop-up message appears when a record is selected from a Live list. See item 3 (below) for more details.



**Live Tab, Distribution  
Inspection Items Pane**

1. **Back button** — returns to the catalog of Distribution Inspection Live lists.
2. **Live List Name** — identifies the Live list you are viewing.
3. **Individual Inspections** — list of individual records for this Live list. Tap a record in the list to select and pan to its location. To access a record's data in the **Data** tab and see its location, double tap the record in the Live list.

**Note** — Hidden Live mapsets do not synchronize. If you select a DI record from the Live list when the DI mapset is hidden (see the topic View Tab<sup>43</sup>), the follow message appears:



- Choosing **OK** automatically makes the DI mapset visible and selects the DI record on the map. From this point forward, the DI data will sync whenever a synchronization takes place, whether manually or at the next auto sync interval.

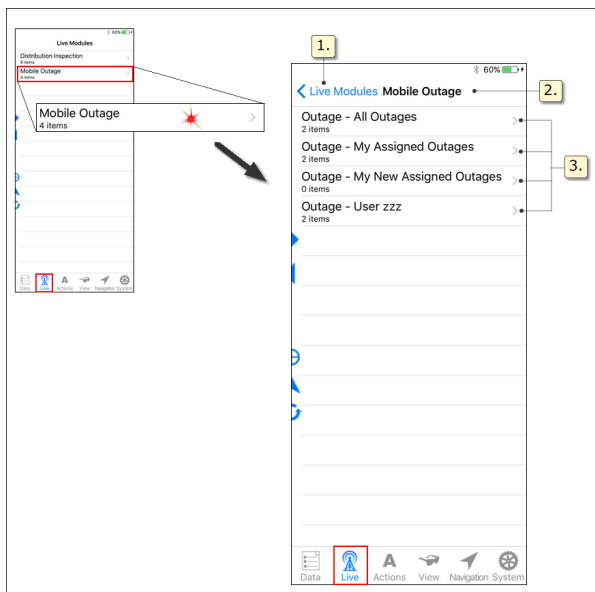
- Choosing **Cancel** terminates your DI record selection and maintains the mapset's hidden and non-synchronizing state.

### 1.1.1.2.2 Live Mobile Outage Pane



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

The Mobile Outage pane provides a catalog of Live lists. Under each Live list name, the record total is provided. Tap a name to access the list of individual records.



Live Tab, Mobile Outage Pane

- 1. Back button** — provides access to the Live Modules pane.
- 2. Live Module Type** — identifies the Live module name. In this example, the Live module is Mobile Outage (MO).
- 3. Live Lists** — the catalog of MO Live lists. The record count is shown under each list name.

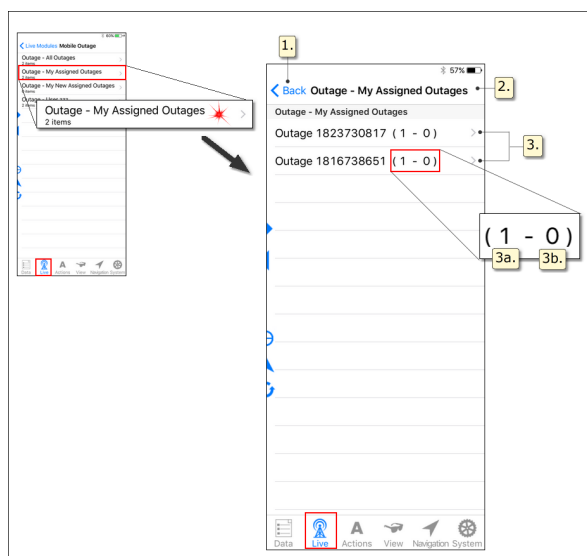
## Live List Items Pane



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

Tap a Live list name in the Mobile Outage pane to access the individual records. Tap a record once to pan the map to its location and select it. To access a record's data in the **Data** tab and see its location, double tap the record in the Live list.

**Hidden Live Mapset Note** — If a synchronizing mapset (e.g., MO or DI) is hidden from view, a pop-up message appears when a record is selected from a Live list. See item 3 (below) for more details.

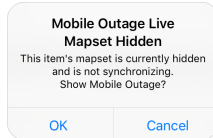


Live Tab, Mobile Outage Items Pane

1. **Back button** — returns to the catalog of Mobile Outage Live lists.
2. **Live List Name** — identifies the Live list you are viewing.
3. **Individual Outages** — list of individual outages for this Live list. Tap an outage in the list to select and pan to its location. To access a record's data in the **Data** tab and see its location, double tap the record in the Live list.



**Note** — Hidden Live mapsets do not synchronize. If you select a MO record from the Live list when the MO mapset is hidden (see the topic View Tab<sup>[43]</sup>), the follow message appears:



- Choosing **OK** automatically makes the MO mapset visible and selects the MO record on the map. From this point forward, the MO data will sync whenever a synchronization takes place, whether manually or at the next auto sync interval.
- Choosing **Cancel** terminates your MO record selection and maintains the mapset's hidden and non-synchronizing state.

**3a.** ***All Affected*** — number of consumers without power as a result of this outage. (See note below.)

**3b.** ***Priority Affected*** — number of priority consumers without power as a result of this outage. Priority customers have special needs and take precedence for power restoration over regular customers. (See note below.)

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**3a & 3b Note** — The totals All Affected and Priority Affected described above are default configuration. During installation, your organization could choose to use these displays differently. Contact your supervisor to learn how this area is configured for your organization.

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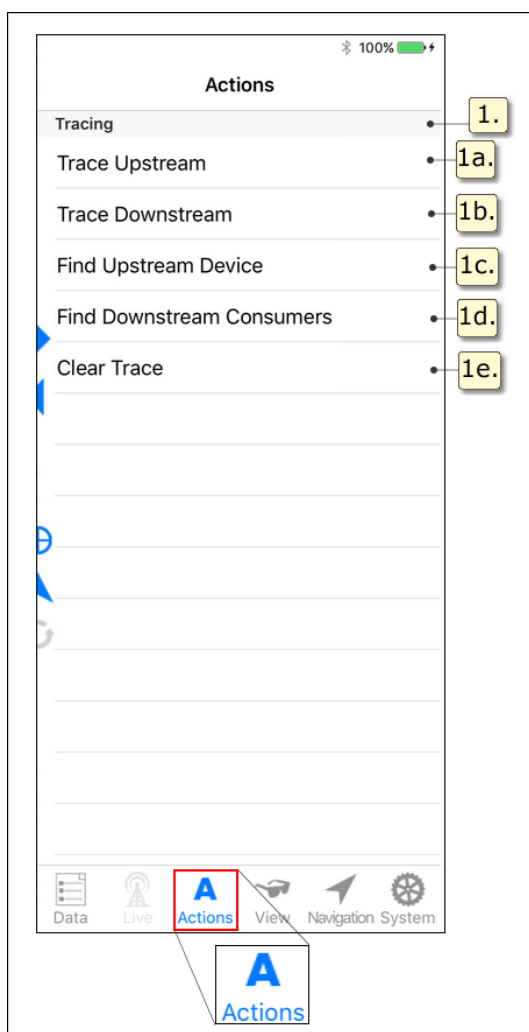
### 1.1.1.3 Actions Tab

The **Actions** tab shows the actions available to your organization. All organizations have Tracing actions. If your organization has purchased both the DI license and Complete Platform, you will also have Distribution Inspection actions<sup>[39]</sup>.

Actions are specific to the map item you select. Actions that are not available for your selected map item are greyed-out and not operable.

**Note 1** — Tracing functionality is based on your organization's electrical connectivity model and requires maps produced and converted by the Partner Map Publisher v4.5.24 or greater.

**Note 2** — If a Live mapset (e.g., Tracing or DI) is hidden from view, the mapset is displayed automatically when an action pertaining to the mapset is selected. For example, if you select the appropriate map item, and then select an available Tracing action, you most likely intend to trace. In this situation Tracing automatically engages, allowing you to continue working without interruption.



1. **Tracing** — title for this set of actions. Individual actions are listed below each category title. If your selected map item does not have electrical connectivity, the Tracing actions are grey-ed out.
  - 1a. **Trace Upstream** — traces all conductors upstream of the selected map item.
  - 1b. **Trace Downstream** — traces all conductors downstream of the selected map item.
  - 1c. **Find Upstream Device** — traces upstream from the selected map item and selects the first device found, no matter its state. Repeated action selection continues upstream, selecting each successive device until you reach the source / substation.
  - 1d. **Find Downstream Consumers** — automatically switches from the **Actions** tab to the **Data** tab and gives the count of consumers downstream from the map item you initiated this Trace action from. Tap Consumers to access the list of individual records. Tap a record in the list to access the consumer data.
  - 1e. **Clear Trace** — removes all tracing lines from the map.

#### 1.1.1.3.1 Distribution Inspection Actions

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The information provided here applies to the Partner Complete Distribution Inspection system. Access to this functionality requires the Complete Distribution Inspection license. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

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DI on Partner Mobile supports only Point inspections at this time. The Point inspections are available as actions on map items such as poles, padmount transformers, and consumers.

**Note 1**— Depending on decisions made by your organization during Distribution Inspection Workflow Consultation, the map items configured for Distribution Inspection actions could be different from the examples provided here. Contact your supervisor for specific information about your program.

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**Archive Note** — The **Archive** action will be removed from Mobile DI with the v4.28 Partner System upgrade. Until your organization's system gets the upgrade, the **Archive** action will continue to be available and useable.

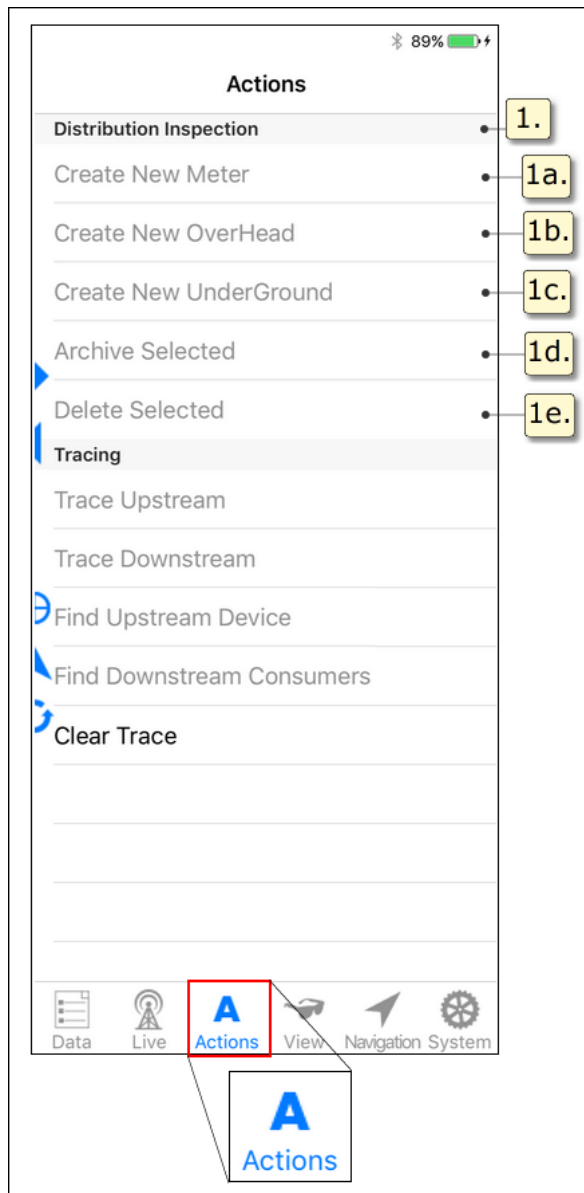
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DI actions allow you to create inspections as well as archive (if available) and delete them. Action availability is contingent on your map item selection. To create new inspections select the map items configured for your organization. (Typically, these are poles, padmount transformers, and consumers.) To archive or delete inspections, select the inspection you want to affect.

---

**Note 2** — If a Live mapset (e.g., Tracing or DI) is hidden from view, the mapset is displayed automatically when an action pertaining to the mapset is selected. For example, if you select the appropriate map item, and then select an available DI action, you most likely intend to do DI work. In this situation DI automatically engages, allowing you to continue working without interruption.

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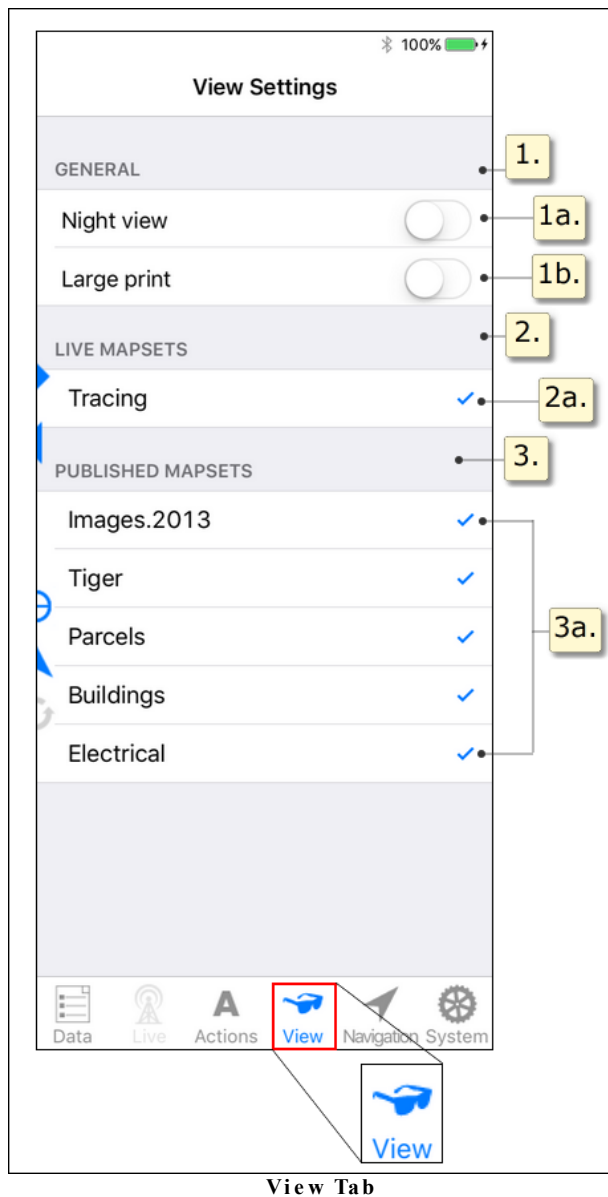
**Actions Tab Showing  
Distribution Inspection Actions**

- 1. *Distribution Inspection*** — title for this set of actions. Individual actions are list below each category title.
- 1a. *Create New Meter*** — accessible when a consumer is selected on the map. Initiates a new inspection record.
- 1b. *Create New OverHead*** — accessible when a pole is selected on the map. Initiates a new inspection record.

- 1c.** *Create New UnderGround* — accessible when a pad mount transformer is selected on the map. Initiates a new inspection record.
- 1d.** *Archive Selected* — if available in your list of DI actions, this option is accessible when an inspection is selected on the map. It removes the inspection symbol from the map and terminates the inspection chain at this location. The records are maintained in the DI database and can be retrieved using the desktop DI Filter Table.
- 
- Archive Note** — The **Archive** action will be removed from Mobile DI with the v4.28 Partner System upgrade. Until your organization's system gets the upgrade, the **Archive** action will continue to be available and useable.
- 
- 1e.** *Delete Selected* — accessible when a local (unsynchronized) inspection is selected on the map. Removes the inspection symbol from the map and deletes the record. This action is not available for synchronized inspections.

### 1.1.1.4 View Tab

Alternative viewing options help you see the map during adverse conditions. Show or hide mapsets so you can focus on the items necessary for your work. Your mapset visibility selections are remembered when you restart Partner Next.



View Tab

**1. General** — optional controls for adjusting your map display.

**1a. Night view switch** — in the **On** position, this switch changes the map background to black and adjusts the color of map items and text for easier viewing in low light conditions.

**1b. *Large print switch*** — in the **On** position, this switch enlarges map labels and features for easier viewing.

**2. *Live Mapsets*** — dynamic mapsets including Tracing and mapsets exclusive to Partner's Complete products (i.e., Mobile Outage or Distribution Inspection). Your selections are remembered when you restart Partner Next.

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**Tracing Mapset Note** — While most Live mapsets require individual licenses in addition to the Partner Complete platform, Tracing is the exception. Tracing provides a visual indication of your electrical connectivity network from a specific electrical map item. Tracing is available to organization whose Map Publisher version is 4.5.24 or greater.

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**2a. *Live Mapset Name*** — most mapsets of this type require additional licensing (i.e., Mobile Outage, Distribution Inspection), but the Tracing mapset appears by default. Tap a mapset name to toggle visibility.

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**Note** — Hiding a Live synchronizing mapset (i.e., Mobile Outage or Distribution Inspection) prevents that mapset's data from synchronizing. For more detail about this behavior, see the Live Synchronizing Mapsets section, below.

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**3. *Published Mapsets list*** — all available static mapsets are listed here. Your selections are remembered when you restart Partner Next.

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**Images Mapset Note** — Published mapsets originate and are maintained in the Map Publisher. The Images (aerial photography) mapset is an exception. Images for your service area are a separate purchase and may be prepared by Partner or a third party.

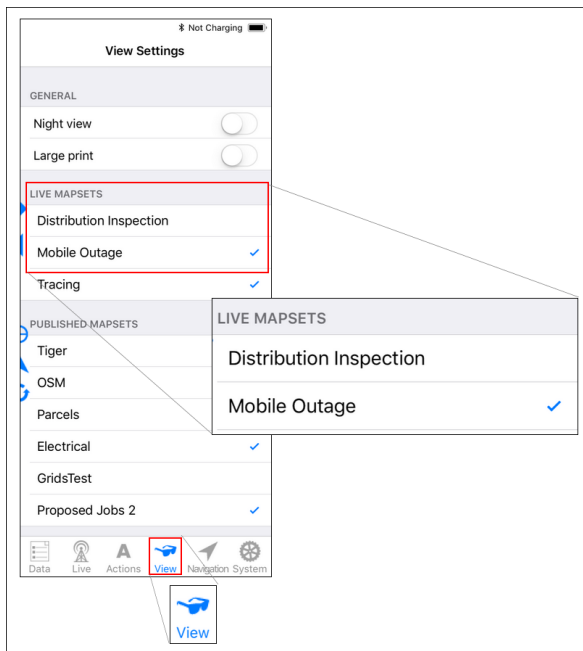
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**3a. *Published Mapset Name*** — your individual mapset names appear here. Typically, these include names such as Tiger, Electrical, Proposed Jobs, Images, etc. Tap a mapset name to toggle visibility.

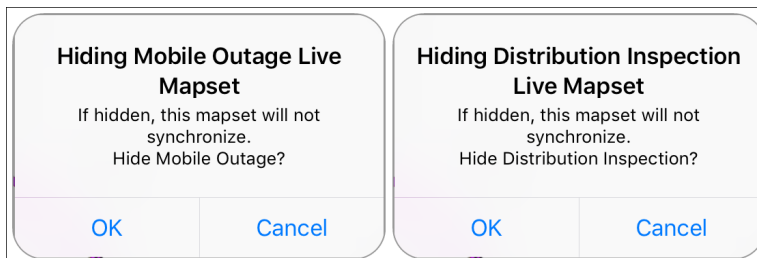


## Live Synchronizing Mapsets

If the Live synchronizing mapsets (i.e., Mobile Outage and/or Distribution Inspection) are hidden from view, they do not synchronize. When either MO or DI are de-selected, or hidden, in the **View** tab, a pop-up message informs you of the non-synchronizing behavior and asks you to confirm your choice before proceeding. Tap **OK** to hide and suspend syncing; tap **Cancel** to terminate the action.

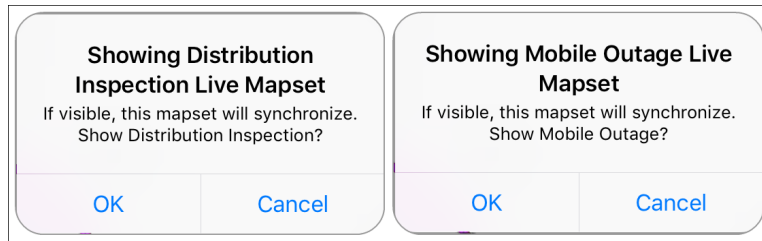


**Distribution Inspection and Mobile Outage  
in the View Tab**



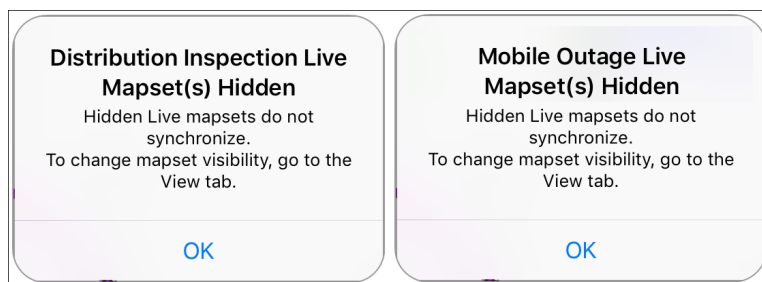
**Hiding MO or DI Confirmation Messages**

Conversely, a pop-up also asks you to confirm your choice when restoring visibility for the MO or DI mapset.



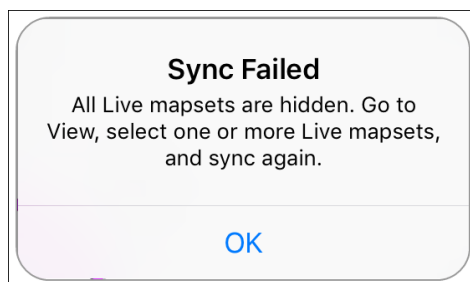
**Restoring MO or DI Visibility  
Confirmation Messages**

Your **View** selections are remembered between sessions. If MO or DI is hidden when you start Partner Next, a pop-up notifies you.



**Reminder Messages for MO or DI  
Hidden at App Startup**

If both MO and DI are hidden when the app synchronizes, a pop-up message communicates why the synchronization failed.

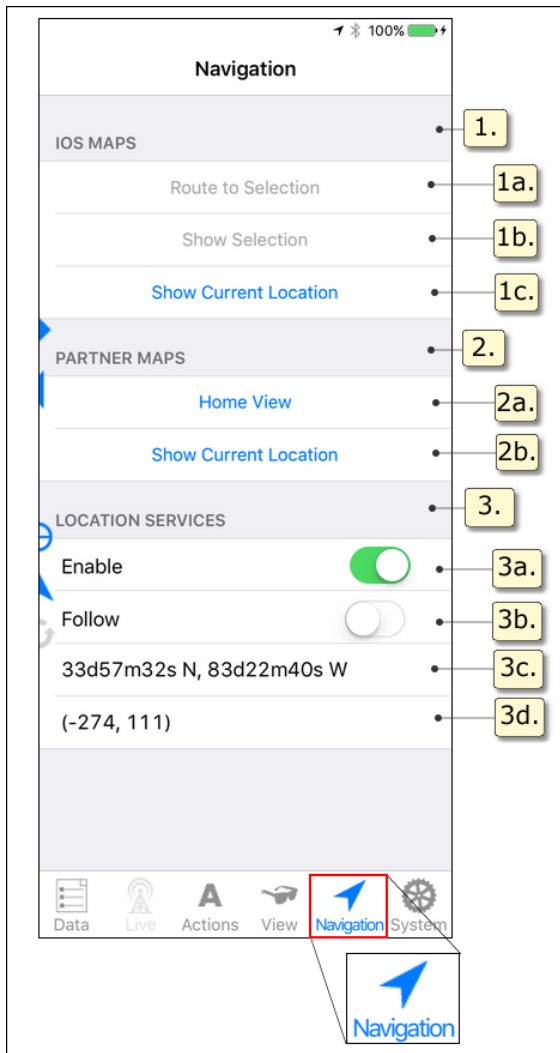


**MO and DI Hidden  
Sync Fail Message**

### 1.1.1.5 Navigation Tab

The **Navigation** tab contains controls for the iOS-provided Maps app and Partner's location features. To use most of these, Apple Location Services must be turned on for your device (**Settings>Privacy>Location Services>On**) and you must allow location access for Partner Next (**Settings>Privacy>Partner Next>While Using**

**the App**). If the necessary location services are not enabled, the associated buttons appear greyed out and are not operable.





Navigation Tab

**1. iOS Maps** — buttons in this area operate with the iOS-provided Maps app in conjunction with Partner map selections. Choosing a button here opens the iOS-provided Maps app to provide routing and location information for Partner map locations.

**1a. Route to Selection** <sup>116</sup> — select an item in your Partner maps, then select this button to open the iOS-provided Maps app. Your current location and the selected item location are marked and routing suggestions are given from your location to the selected Partner map item. This action requires


Apple® Location Services, Partner LOCATION SERVICES, and an internet connection.

**1b. *Show Selection***  — opens the iOS-provided Maps app and displays the location of a selected Partner map item. This action does not require Apple or Partner location services. An internet connection is required for full access to iOS Maps data.


**1c. *Show Current Location***  — opens the iOS-provided Maps app and displays your current location. This action requires Apple Location Services and Partner LOCATION SERVICES.



**2. *Partner Maps*** — buttons in this area operate with your Partner maps.

**2a. *Home View*** — navigates immediately to your Partner Map Publisher configured Home View. Typically, the Home View shows your entire service area in the Map pane. This action does not require Apple Location Services, Partner LOCATION SERVICES, or an internet connection.

**2b. *Show Current Location***  — navigates to and marks your location on your Partner maps. This action requires Apple Location Services and Partner LOCATION SERVICES.

**3. *Location Services*** — the controls found here require Apple Location Services to be enabled for your device. (**Settings>Privacy>Location Services>On**).





**3a. *Enable***  — switch to the **On** position to use **Show Current Location** (PARTNER MAPS option) or the iOS MAPS **Route to Selection** and **Show Current Location** buttons. If Apple Location Services is not on, the message **disabled on device** appears. In this case, go to your device **Settings>Privacy>Location Services** and turn on Location Services.

**3b. *Follow***  — when in the **On** position, the Map pane centers on your location in the Partner map as you travel. The Partner Locator  shows your place in the map. The **Enable** switch must be positioned **On**.

- 4. Message/Current Location coordinates** — when the **Enable** switch is off and Apple Location Services is off or restricted, a message shows here (see table below). When the **Enable** switch is on and Apple Location Services is on, your location coordinates display here.

**4a.** *lat, lon* — your current location in latitude, longitude coordinates.

**4b.** *x, y* — your current location in projected map coordinates.

Troubleshooting Location Services				
IF	and	and	THEN	SOLUTION
Apple Device Location Services are	Apple Device Location Services for Partner Next are Set to	Partner Next App LOCATION SERVICES Enabled Toggle is	Partner Next LOCATION SERVICES Displays	
On	While Using for the App	On 	33d57m32s N, 83d22m40s W (6538401, 7725130)	None Required. Device and App are configured and working correctly.
Off	N/A	On 	disabled on device	Turn on Apple Location Services for your device. Settings>Privacy>Location Services>On
On	Never	On 	disabled for app	Turn on Apple Location Services for the Partner Next app. Settings >Privacy>Location Services>Partner Next>Partner Next>While Using the App
Restricted	Restricted	On 	restricted for device	Disable Restrictions for your device and turn on Location Services for your device and the Partner Next app. Requires device passcode. Settings>General>Restrictions>On>Privacy>Location Services>Allow Changes and Location Services>On and Partner Next>While Using the App

### 1.1.1.6 System Tab

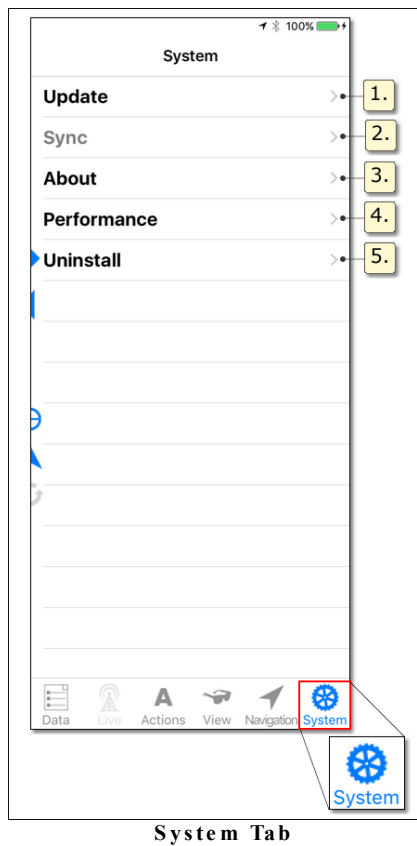
Get app details and manage app connections and data in the **System** tab. The **System** tab contains six panes: **Update**, **Sync**, **About**, **Performance**, and **Uninstall**. Tap **System** in the Tab bar to access the list of panes. Tap the pane name to open it.

---

**Note** — Once you select a pane from the **System** menu, Partner Next remembers it for your current session. Each time you select **System**, it opens to the pane you previously selected. Use the **System** button (top left) to return to the **System** menu. Restarting the app clears your pane selection so that when you select the **System** tab, the menu appears.

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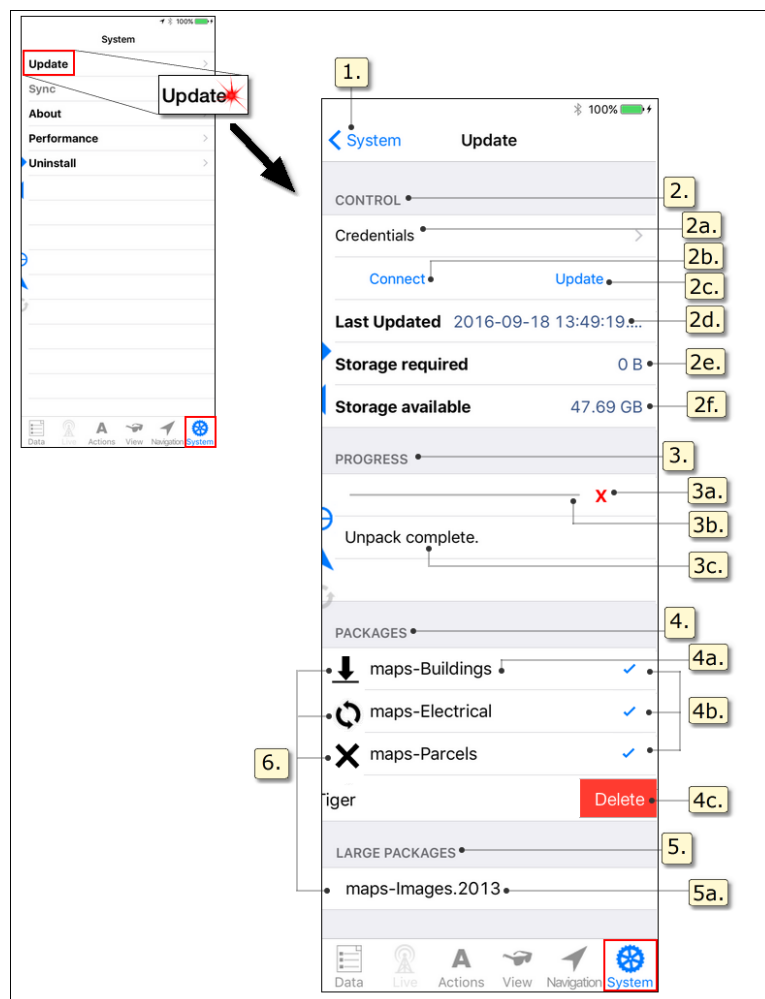
To be functional, the **Sync** pane requires the Complete Platform with Mobile Outage and/or Distribution license(s). Otherwise, **Sync** appears greyed out and does not work.



1. **Update** — after successfully entering your credentials and connecting to Partner's secure server, mapsets available are listed here. Make your mapset selections and then tap update to download them to your device. You can also remove individual mapsets from your device using this pane.
2. **Sync** — manages Partner Passport login and the automatic synchronization interval setting. Functionality requires the Complete Platform with Mobile Outage and/or Distribution Inspection license(s).
3. **About** — identifies the application, version, and build.
4. **Performance** — lists rendering rates in frames per second and other performance metrics. Useful to Partner support when you seek help.
5. **Uninstall** — deletes all maps and data with one click from your application and device.

### 1.1.1.6.1 System Update Pane

Use the Update pane to load new mapsets, update installed mapsets, or delete mapsets from your device.



System Tab Update Pane

1. **System button** — returns to the **System** tab menu.
2. **Control section** — manages map Update Credentials and provides information about your last update, size needed for a pending update and the space currently available on your device.
  - 2a. **Credentials** — tap to access the map Update Credentials management pane.
  - 2b. **Connect button** — connects to Partner's secure server to access new and updated mapsets.



**2c. Update button** — starts the download of new and/or updated maps.

Updates require valid **Customer**, **User**, and **Password** information (see the section, Update Credentials Pane<sup>[54]</sup>) for the update to be successful.

Requires a connection to the internet.

**2d. Last Updated** — identifies the date and time of your device's most recent map update.

**2e. Storage required** — the amount of space necessary on your device to download and unpack selected mapsets. If the map Edition you are preparing to install is smaller than the Edition currently installed, the Storage required value is appended with **less** (e.g., 18.20 MB less). An error message appears if your device has insufficient storage space and you attempt to update.

**2f. Storage available** — the amount of unused storage space currently available on your device.

**3. Progress section** — informs you of the progression of the active map(s) download.

**3a. Stop button** — interrupts and terminates your active download of new and updated mapsets.




**3b. Progress bar** — shows the pace of your download and unpack process. The bar fills from left to right as your download advances and unpacks.

**3c. Progress message** — provides information about your download and unpack process including the download rate (bits per second). When finished, the message **Update Complete.** appears.

**4. Mapset packages** — lists mapset packages on your device and available from the server. This list contains all mapset packages less than 500 MB. By default, all new or updated packages are selected to load.

**4a. Mapset name** — identifies each mapset package.

**4b. Mapset selection** — new and updated mapset packages automatically display a check mark indicating they are selected to download. To de-select, tap the mapset name; the check mark disappears and the mapset will not be downloaded.

**4c. Mapset Delete** — to pull **Delete** into view, slide your finger from right to left across the mapset package name. To hide **Delete**, slide your finger in the opposite direction. Tapping **Delete** for an installed mapset ( , , or no symbol) removes it from your device. Tapping **Delete** for a new mapset ( ) removes it from the Packages list; tap the **Connect** button to replace it in the list.

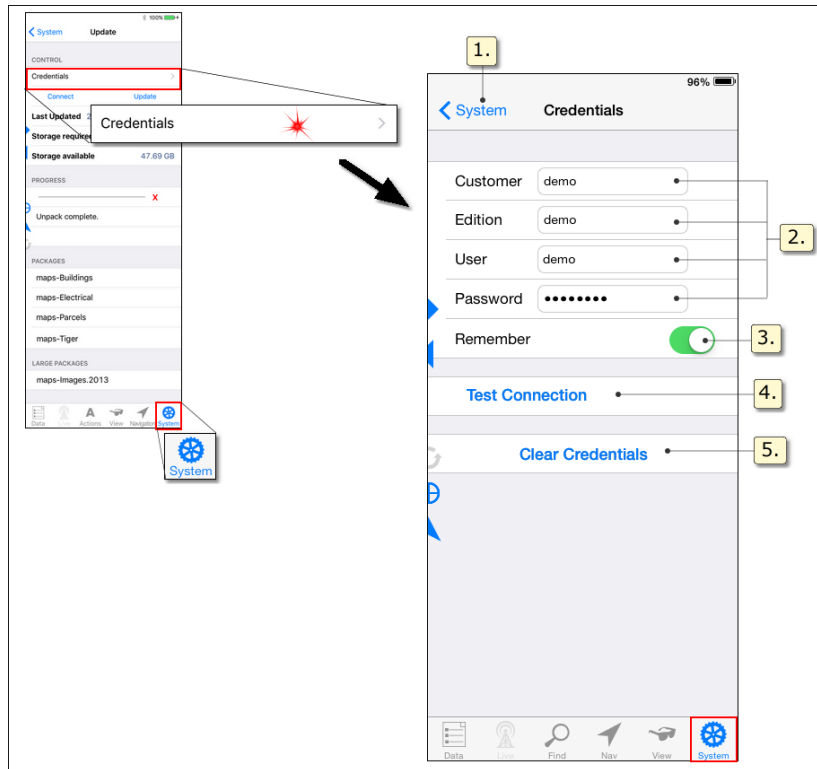
**5. Large Mapset packages** — any mapset package greater than 500MB in size. Typically, aerial images are found in this list. Because of their size, downloading large packages requires a reliable and uninterrupted internet connection. If using a cellular data plan, substantial charges may be incurred. It is not recommended that you attempt to install these packages while working in the field.

**5a. Mapset name** — see **4a.**

**6. Mapset status** — a symbol represents whether a mapset package is new, updated, or not found on the server. If a mapset shows no symbol, then the mapset on your device matches the mapset on the server and has not changed. See the topic, Load and Update Mapsets<sup>[69]</sup> to find out more about mapset status symbols.

### 1.1.1.6.1.1 Update Credentials Pane

Type your authorization information for map access in the Update Credentials pane. Verify you are connected to the internet and that your **Customer**, **Edition**, **User** and **Password** entries are correct with the **Test Connection** button. Save your information by turning on the **Remember** switch so you don't have to re-type everything next time. To quickly remove all credential entries, use **Clear Credentials**.



System Tab Credentials Pane

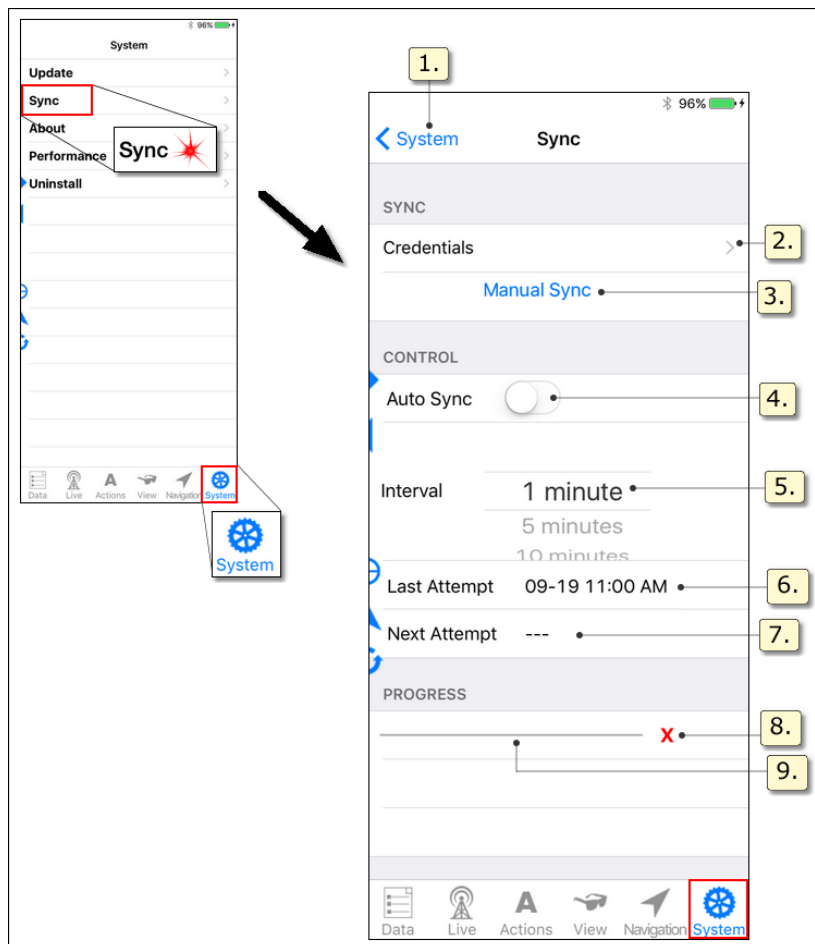
1. **Back button** — returns to the **Update** pane.
2. **Server access credentials** — provided to you from Partner during installation.  
Allows access to new and updated mapsets.
3. **Remember switch** — if switched **On**, your update credentials are retained whenever the app restarts. Your credentials are remembered when your device sleeps, is turned off, or you close the app. If switched **OFF**, Credentials will be cleared when you close the app.
4. **Test Connection button** — verifies your authorization information and tests your internet connection.
5. **Clear Credentials button** — deletes all Update pane entry areas at once.

### 1.1.1.6.2 System Sync Pane



The information provided here applies to the Partner Mobile Outage or Distribution Inspection system. Access to this functionality requires the Complete Platform and Mobile Outage or Complete Distribution Inspection license(s). To learn about these systems and how to acquire them for your organization, contact Partner Sales.

Installation of a licensed Live mapset enables the **Sync** option in your **System** tab menu. The Sync pane provides access to your Sync Credentials, manages your Sync settings, and provides information about your past, present, and future synchronizations.



System Tab Sync Pane

1. **System button** — returns to the **System** tab menu.

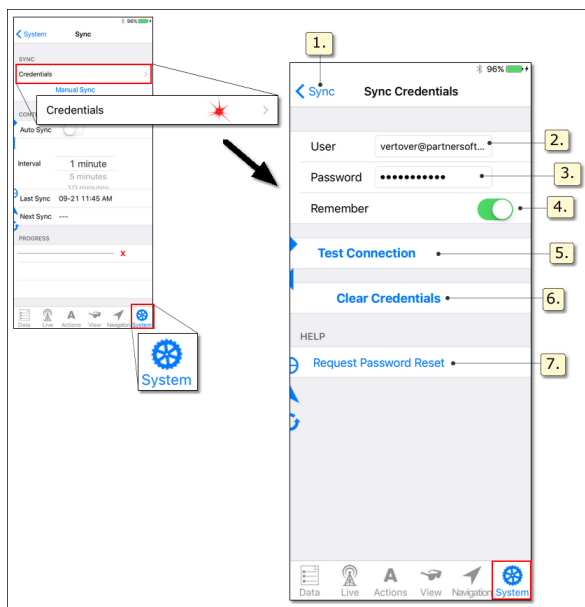
2. **Credentials** — tap to access the Live systems Sync Credentials management pane.
3. **Manual Sync button** — verifies your authorization information, tests your internet connection, initiates synchronization, and logs in to your Live system(s). An internet connection is required.
4. **Auto Sync switch** — if on, your app automatically synchronizes at designated intervals (see **Auto Sync Interval** setting, below). When off, you must initiate synchronization manually by tapping **Manual Sync** (see above) or **Quick Bar Sync**<sup>[64]</sup> each time you want to synchronize.
5. **Auto Sync Interval setting** — controls the length of the period between automatic synchronizations (Auto Sync Interval). Swipe up or down with your finger to move the spinner and roll the interval you want to the selection area.
6. **Last Attempt date/time stamp** — states the most recent date and time your app data was synchronized.
7. **Next Attempt date/time stamp** — states the next scheduled data synchronization based on the current Auto Sync Interval setting (see item 5, above). If Auto Sync is off, --- shows.
8. **Cancel button** — terminates an active synchronization.
9. **Progress bar and message** — indicates the pace and provides messages about the active synchronization.

### 1.1.1.6.2.1 Sync Credentials Pane



The information provided here applies to the Partner Mobile Outage or Distribution Inspection system. Access to this functionality requires the Complete Platform and Mobile Outage or Complete Distribution Inspection license(s). To learn about these systems and how to acquire them for your organization, contact Partner Sales.

In the Sync Credentials pane, type in your Partner Passport User & Password (initially set up by your Partner Administrator). Password changes are initiated here as well.



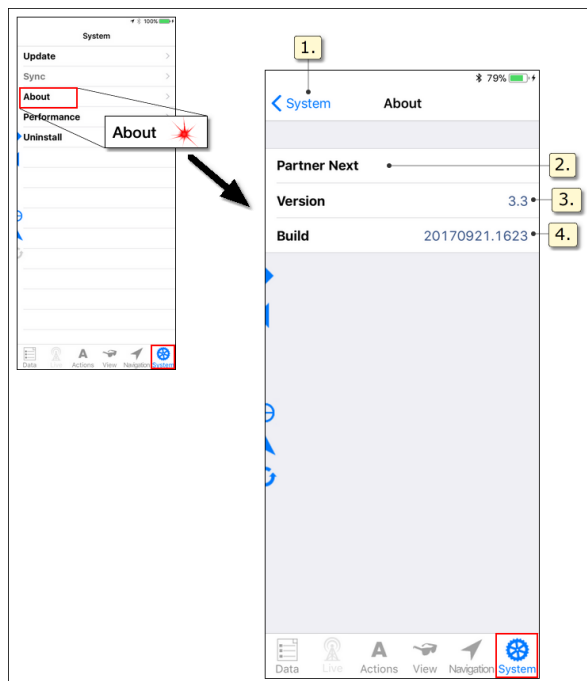
System Tab, Sync Credentials Pane

1. **Back button** — returns to the Sync<sup>56</sup> pane.
2. **User** — your Partner Passport-associated email address. Your log in credentials are comprised of your User name and Password. Both parts are necessary for authentication.
3. **Password** — your private sequence of characters. Your Partner Passport credentials are comprised of your User name and Password. Both parts are necessary for authentication. To protect your data, do not share your password with anyone; Partner employees will never ask for your password.

4. **Remember switch** — if switched **On**, your Sync credentials are retained whenever the app restarts. Your credentials are remembered when your device sleeps, is turned off, or you close the app. If switched **OFF**, Credentials will be cleared when you close the app.
5. **Test Connection button** — verifies your authorization information and tests your internet connection.
6. **Clear Credentials button** — deletes all Sync pane entry areas at once.
7. **Request Password Reset button** — initiates changing your password. A message is sent to your Partner Passport associated email account and provides instructions for changing your password.

### 1.1.1.6.3 System About Pane

Find out your app version and build in the About pane. This information is important to know when calling Partner Support about Partner Next issues.



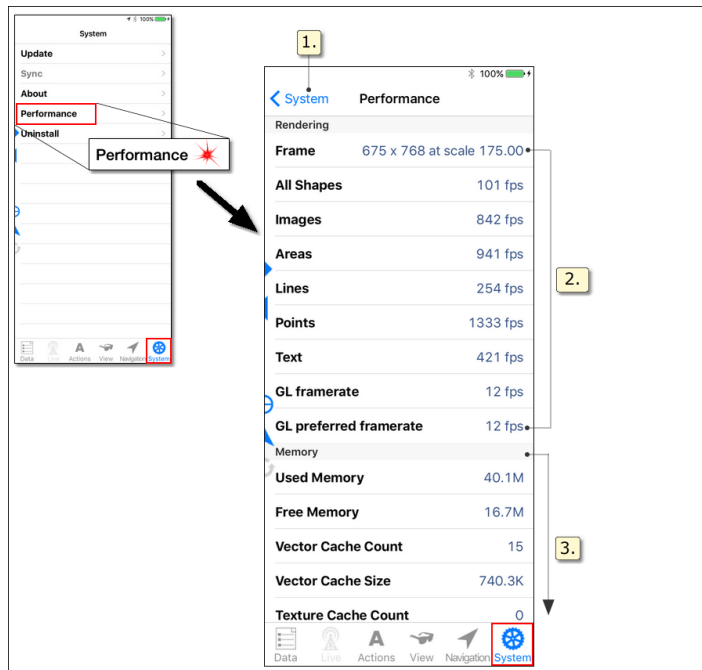
System Tab About Pane

1. **System button** — returns to the **System** menu.
2. **App name** — identifies the application.

3. **Version number** — identifies your app version.
4. **Build number** — identifies your app build.

#### 1.1.1.6.4 System Performance Pane

Get information about your app's rendering rates and memory usage in the Performance pane. This information can be important when calling Partner Support about Partner Next issues.



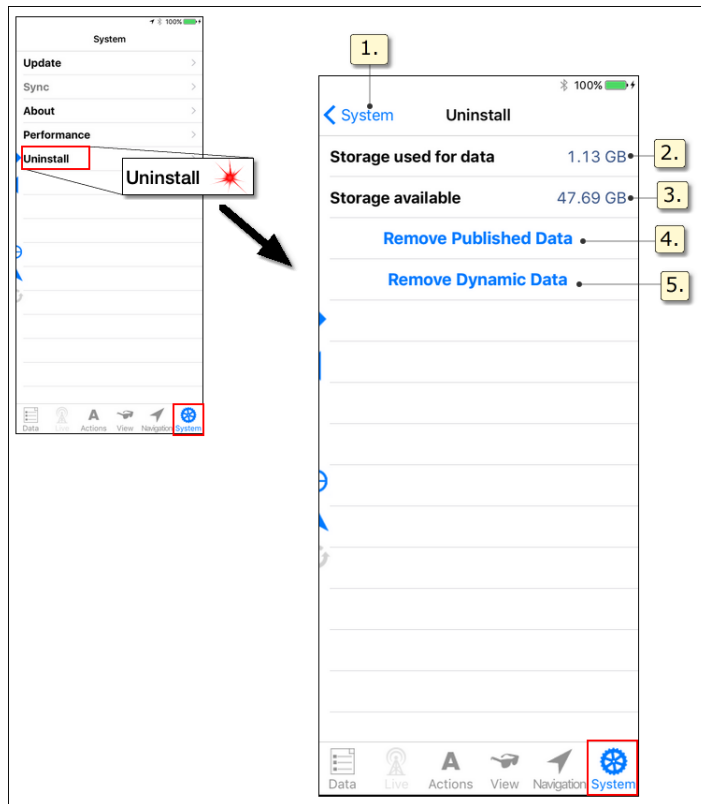
System Tab Performance Pane

1. **System button** — returns to the **System** menu.
2. **Rendering rates** — list of frames per second (fps) for different parts of the map. Provide this information when calling Partner Support.
3. **Memory measurements** — list of various memory metrics helpful to support personnel when troubleshooting problems.



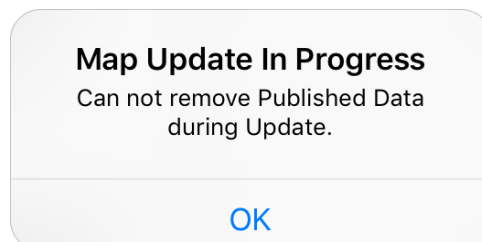
### 1.1.1.6.5 System Uninstall Pane

To clear Partner Next of all maps and data, use the Uninstall pane.

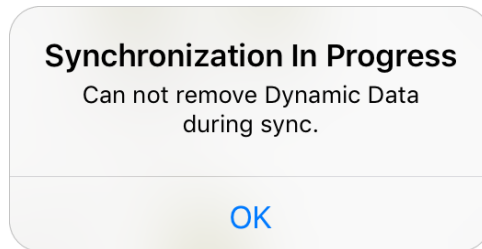


System Tab Uninstall Pane

1. **System button** — returns to the **System** menu.
2. **Storage used for data** — the amount of your device's storage space being used for Partner Next data.
3. **Storage available** — the amount of unused storage space on your device.
4. **Remove Published Data button** — deletes all static data from your device without affecting the app itself. This action can not be performed during map update. Attempting to remove Published data during a map update causes the following pop-up message to appear:



5. **Remove Dynamic Data button** — deletes all live data from your device without affecting the app itself. If you only use Partner Next for map viewing, this button has no effect. This action can not be performed during synchronization. Attempting to remove Dynamic data during a synchronization causes the following pop-up message to appear:



### 1.1.2 Quick Bar



The iPad Quick bar is located between the Map pane and Task pane. The iPhone & iPod Touch Quick bar is placed in the bottom right of the Map pane. It provides full time access to pane resizing controls as well as **Follow** and **Current Location**, the Partner Next location features. Tap a control to use it.

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**Note 1** — To use the Quick bar **Follow** or **Current Location** controls, Apple Location Services must be on.


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**Caution** — If you are working with the map at a location other than your physical location, tapping **Follow**  or **Current Location**  immediately changes your map view.

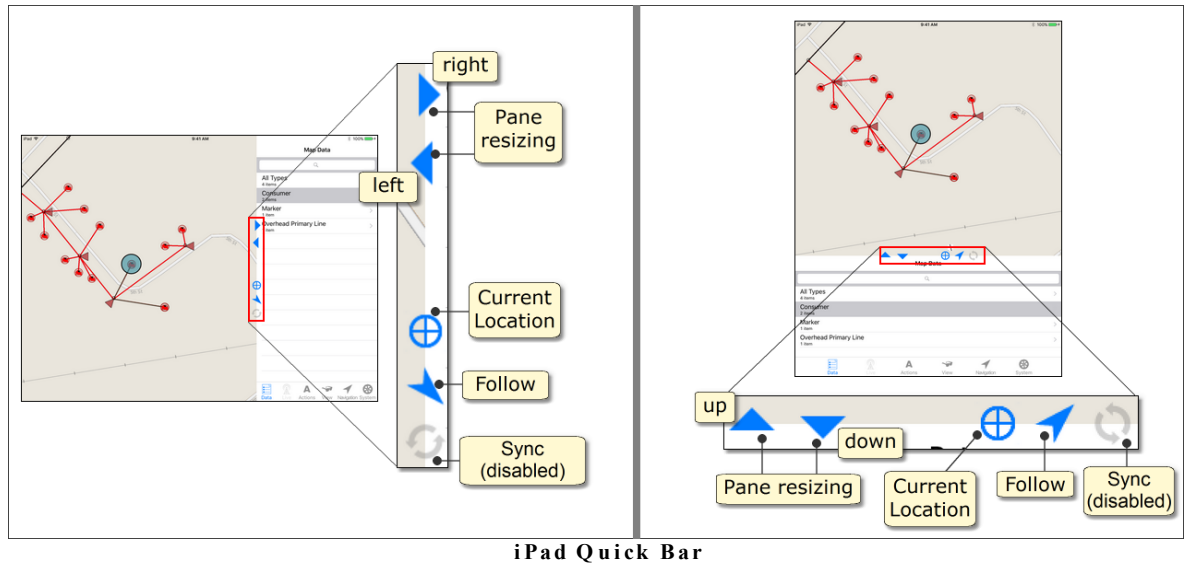
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**Tip** — The **Quick Bar Sync**  is enabled for users of Mobile Outage and/or Distribution Inspection. If your organization does not use this additional app functionality, the **Quick Bar Sync** appears greyed out and is not operational.

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The following figure shows the location of the Quick Bar buttons. Each button and its function is listed below the figure.



iPad Quick Bar

**left or up button** — decreases the size of the Map pane and increases the size of the Task pane.

**right or down button** — increases the size of the Map pane and decreases the size of Task pane.

**Sync button** — for Partner Next users on the Complete Platform with the Mobile Outage or Distribution Inspection license(s), this button pushes your work to the hosted server and retrieves any changes from the server to your device. Synchronization requires an internet connection.

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**Note 2** — Hiding a Live synchronizing mapset (i.e., Mobile Outage or Distribution Inspection) prevents that mapset's data from synchronizing. For more detail about this behavior, see the Live Synchronizing Mapsets<sup>[45]</sup> section.

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**Follow button** — initiates the Follow<sup>[112]</sup> feature by automatically turning on the Partner Next LOCATION SERVICES **Enable** and **Follow** switches. When on, the arrow shows green.

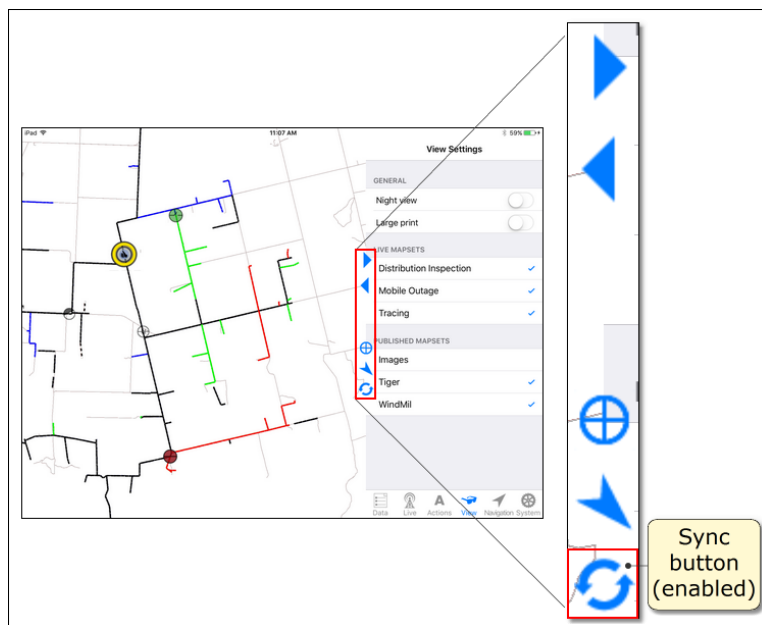
**Current Location button** — enables the Partner Next LOCATION SERVICES and automatically pans to your location on the map. The Locator symbol appears on the map and represents you.

## About Quick Bar Sync



The information provided here applies to the Partner Mobile Outage or Distribution Inspection system. Access to this functionality requires the Complete Platform with Mobile Outage and/or Distribution Inspection license(s). To learn about these components and how to acquire them for your organization, contact Partner Sales.

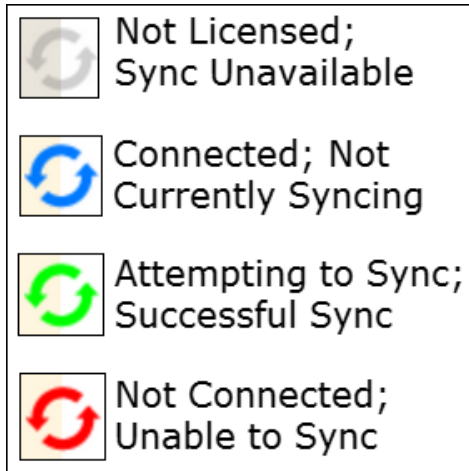
Installation of a licensed Live mapset enables the **Sync** button in the Partner Next Quick Bar.



**Mobile Outage Quick Bar Sync Button**

When a successful synchronization is in progress, the button changes from blue to green. Tap the **Sync** button to manually initialize a synchronization. If **Auto Sync** is turned **ON**, the **Quick Bar Sync** button changes to green with each synchronization. If your synchronization fails for any reason, the **Quick Bar Sync** button shows red.

**Note 2** — Hiding a Live synchronizing mapset (i.e., Mobile Outage or Distribution Inspection) prevents that mapset's data from synchronizing. For more detail about this behavior, see the Live Synchronizing Mapsets<sup>[43]</sup> section.



Sync Button Color Codes

## 1.2 Get Started

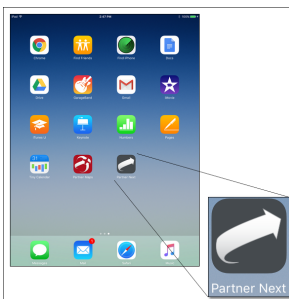
This section shows you how to prepare for work. First, open the Partner Next app with a finger tap to the **Partner icon** on your Home screen. To set up your synchronization, make changes to the Sync settings.<sup>[78]</sup> To set up your workspace on screen the way you want to see it, make changes in the **View tab**.

### Open the Partner Next App



Here's How

1. Find **Partner Next** on your Home screen.



2. Tap the icon with your finger. The app opens.

If you just installed your Partner app, you must type in your Update credentials<sup>[67]</sup> and download your maps<sup>[69]</sup>; otherwise, adjust your settings<sup>[89]</sup> and get to work.

## 1.2.1 Credentials and Access

Partner Next is a free app available on the App Store<sup>SM</sup>. It is useless, however, without Partner maps to view (Partner Basic Platform required for map viewing alone; Partner Complete Platform required for Mobile Outage and/or Distribution Inspection). Contact Partner Software Sales (800-964-1833) for more information about obtaining Partner licenses.

The topics of section 1.2.1.1 Published Mapsets<sup>[66]</sup> explain how to enter your system credentials and then load, update, and manage your static and Tracing maps.

The topics of section 1.2.1.2 Live Mapsets<sup>[77]</sup> explain how to use your Partner Passport credentials to access your Mobile Outage and/or Distribution Inspection system(s). Management of your Partner Passport password and synchronization settings is also discussed.

### 1.2.1.1 Published Mapsets

Mapsets are categorized as Published or Live. Published mapsets originate in the Partner Map Publisher and are static. Live mapsets change to reflect action selections and record edits. The topics of this section pertain to accessing and managing your Published mapsets.

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
**Images Mapset Note** — Published mapsets originate and are maintained in the Map Publisher. The Images (aerial photography) mapset is an exception. Images for your service area are a separate purchase and may be prepared by Partner or a third party.

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**Tracing Mapset Note** — While most Live mapsets require individual licenses in addition to the Partner Complete platform, Tracing is the exception. Tracing provides a visual indication of your electrical connectivity network from a specific electrical map item. Tracing is available to organizations using Map Publisher version 4.5.24 or greater.

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### 1.2.1.1.1 Published Mapset Update Credentials

The **Update Credentials**  pane is accessed from within the **System** tab, Update pane. Your Update Credentials are your key to our secure server and your maps. This information consists of four parts: **Organization**, **Edition**, **User**, and **Password**. Partner provides your credentials during set up and configuration. If you do not know your credentials, see your administrator.

Partner Next can remember your credentials so you don't have to enter them each time. Turn on the **Remember** switch to save your credentials. (See the Note following the procedure.)

To delete all credential entries, tap **Clear Credentials**.

## Edition

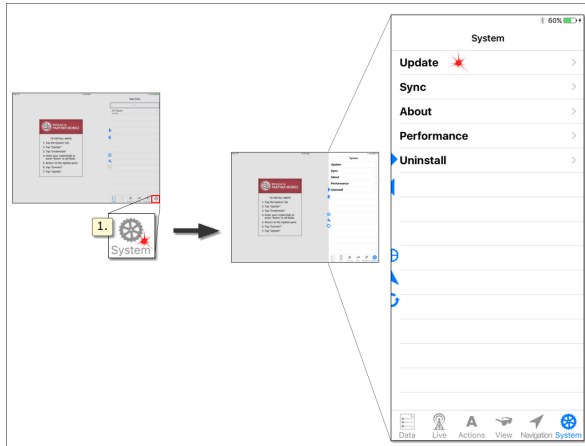
In Partner Next, an Edition is a set of maps and data tailored for a specific group of workers. For instance, an Edition for contractors might contain a limited amount of consumer information while an Edition for employees would include much more customer information. Editions may also be designed for different departments within your organization.

## Type in Your Credentials



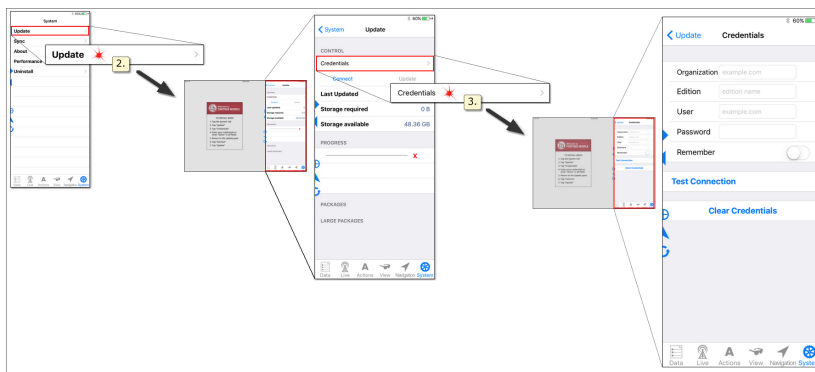
Here's How



1. In the Tab bar, tap **System**. The **System** menu appears.

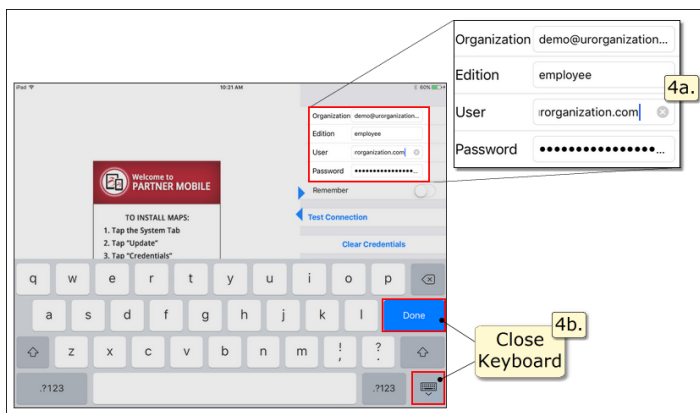


2. Tap **Update** to access the map Update pane.

3. Tap **Credentials** to access the map update Credentials pane.

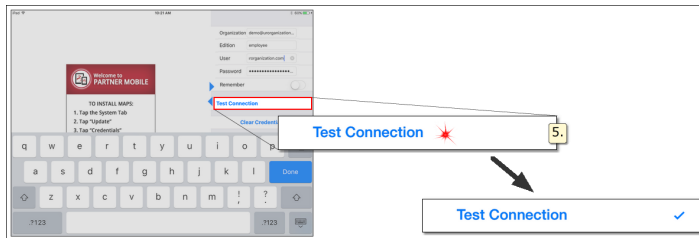


4. Tap an entry area (4a.) to type in your login information (provided by Partner during installation). The pop up keyboard appears. Use your finger to type in your information. Repeat for each field (**Organization**, **Edition**, **User**, and **Password**). To close the keyboard, tap (4b.) the lower right **Keyboard** key  (iPad) or **Done** button  (all devices).



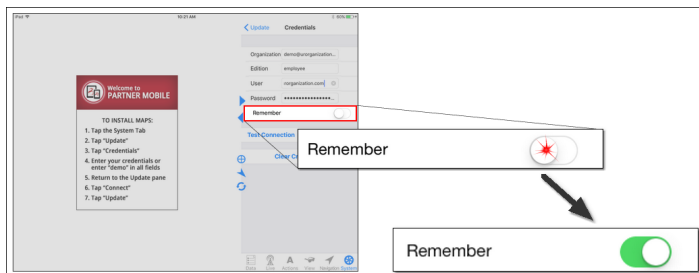


5. Tap **Test Connection**. A check mark appears when a connection is established with our server. If there is a problem, an **Error** window appears describing your issue. Possible errors include inaccurate credentials (try re-entering your data) or a failed internet connection (check your device's network connection in **Settings**).






6. After successfully entering your credentials, return to the System pane by tapping **System** (upper left), then tap **Update** in the list. See the section, Load and Update Your Maps<sup>[69]</sup> for more information about downloading maps to your app.

**Note** — If you want Partner Next to remember your credentials so that you don't have to type them in again, switch **Remember** to the **On** position.







### 1.2.1.1.2 Load and Update Published Mapsets

Use the Update pane (found within the **System** tab) to load maps and images (mapset packages) to your device. After connecting to Partner's secure server (**Test Connect** button on the Credentials pane or **Connect** button on the Update pane), mapsets available to you are listed under PACKAGES and LARGE PACKAGES. Mapsets larger than 500MB (e.g., images) are classified as large packages. New, updated (changed since you installed them), and installed mapsets are listed. The symbol preceding each mapset name conveys status. The following table defines each symbol.





Mapset Symbol	Description	User Choices
	New; This mapset is not currently on your device.	<ul style="list-style-type: none"> <li>• Select to download.</li> <li>• Deselect and download at a later time.</li> </ul>
	Update; This mapset has changed and is different than the mapset on your device.	<ul style="list-style-type: none"> <li>• Select to download.</li> <li>• Deselect and download at a later time.</li> </ul>
	Invalid mapset; not included in your Edition. This mapset is on your device, but is not part of the Edition you are installing or is no longer included in the Edition you are updating. It will be deleted from your device during the Update process.	Leave as is.
(no symbol)	No Change; The mapset on your device matches the mapset on the server.	Leave as is.

---

**Delete Tip** — Use the DELETE button  to remove a single mapset. To pull **Delete** into view, slide your finger from right to left across the mapset package name.

Tapping **Delete** for an installed mapset (  ,  , or no symbol) removes it from your device. Tapping **Delete** for a new mapset (  ) removes it from the Packages list; tap the **Connect** button to replace it in the list.

---

A check mark following the package name shows it is selected for downloading. By default, packages with the  (new) and  (updated) symbols are selected to download; those with no symbol (unchanged) and  (invalid) symbol are not selected. Mapsets showing  are deleted during the Update process.

Large packages (greater than 500MB) are the exception. You must select large packages to have them included in your download. Because of their size, large mapsets take more time to install. Consider your wait time, your network reliability, and possible incurred costs to your cellular data plan when deciding whether to accept large packages.

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**Note** — Consider the **Storage required** and **Storage available** sizes (top of the Update pane under CONTROL) when choosing packages to download. Downloading map updates or aerial photography requires that available storage be equal to twice the file size to provide enough space to successfully unpack. Reliability of your network connection should also be a factor; interruption of your connection could cause your update to fail. If you attempt to update and your device has insufficient storage space, an error message appears.

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**Tip** — If the map Edition you are preparing to install is smaller than the Edition currently installed, the **Storage required** value is the difference (e.g., 18.20 MB less).

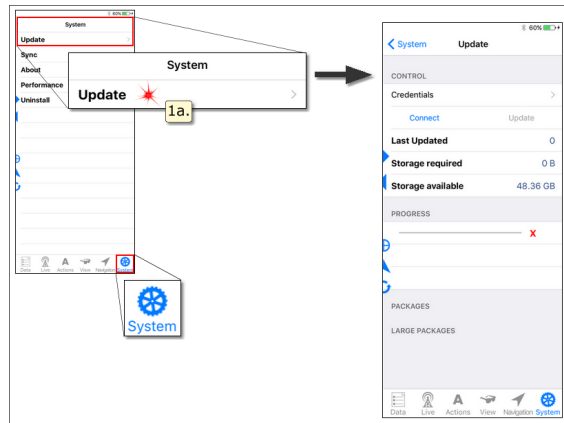
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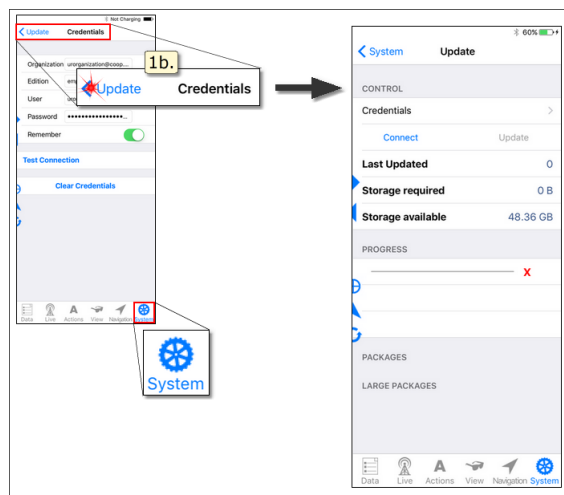
## Here's How

Entering your Update Credentials<sup>[67]</sup> is a prerequisite for downloading and updating maps.

1. To access the map Update pane:
  - a. From the **System** tab, tap **Update**.

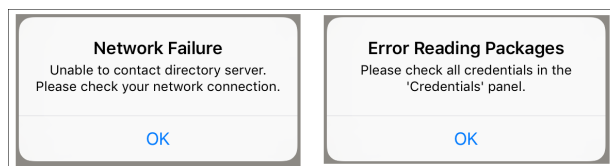


b. From the **System** tab Update Credentials pane, tap **Update**.



## 2. Tap **Connect**.

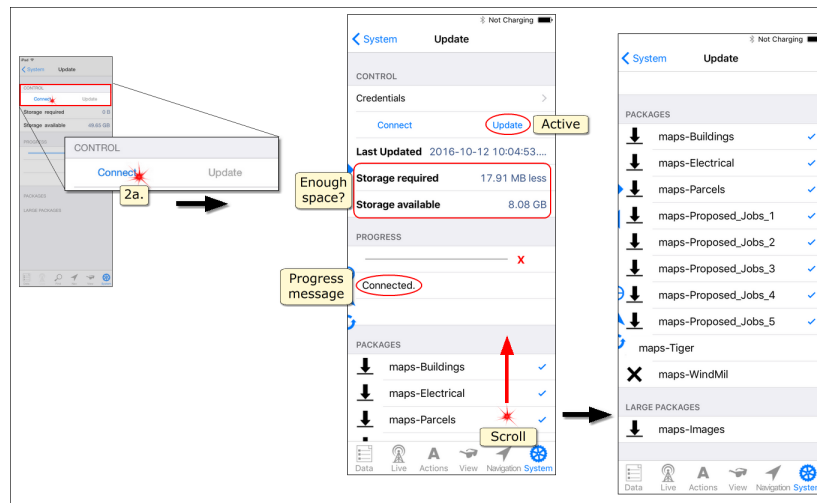
- If you are unable to connect to the server, a pop-up message appears.



- Tap **OK** to close the message. After fixing your issue, try again.
- If you connect to the server,
  - The **PACKAGES** and **LARGE PACKAGES** lists populate. Mapsets available for download as well as mapsets already on on your device are listed in the **PACKAGES** and **LARGE PACKAGES** areas. (See the chart at the beginning of this section to identify status symbols preceding each mapset's name.)

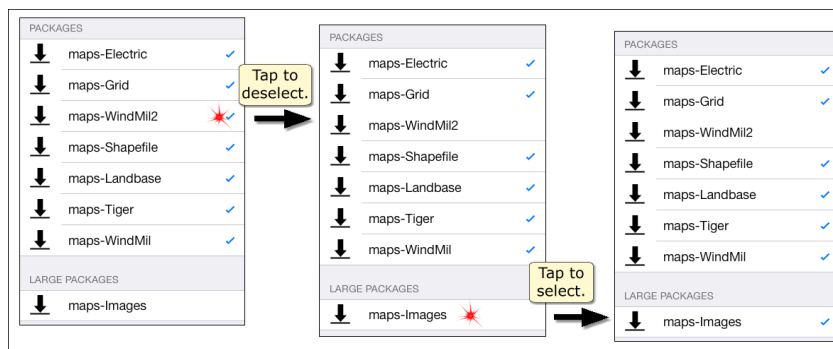
- To see the mapsets at the bottom of the pane, scroll <sup>2</sup>.
- The Progress message states **Connected**.
- The **Update** button becomes active.
- To ensure your device can accommodate downloading and unpacking your mapset packages, Under **CONTROL**, verify that the Storage required value is less than or equal to half the Storage available value.

**Tip** — If you navigate to the Update pane from the Credentials pane and had applied **Test Connection** on the Credentials pane, your Packages lists are current and **Update** is enabled. In this case, you do not need to tap the **Connect** button on the Update pane.



3. Packages showing a check mark are selected to load, those without a check mark are not selected to load.

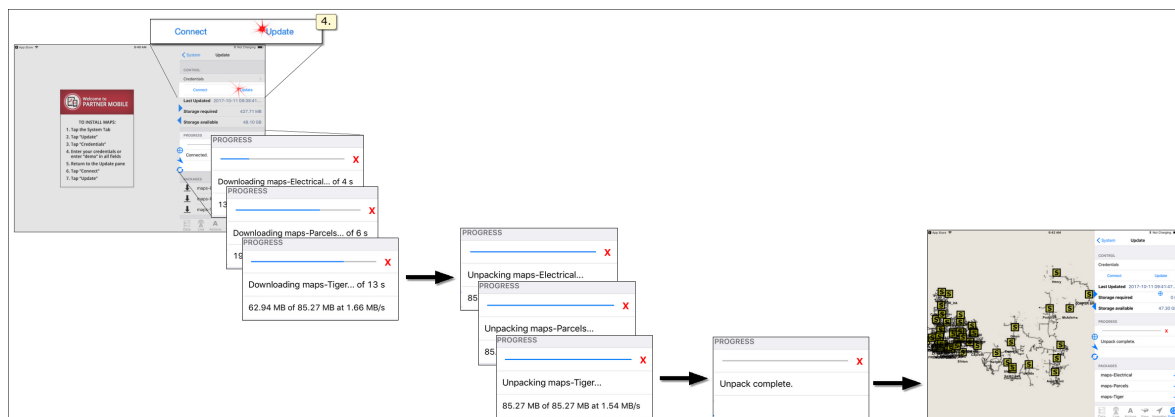
- Tap a selected mapset to deselect it (check disappears).
- Tap a deselected mapset to select it (check mark appears).



**Caution** — Large packages are listed separately from other mapsets. To qualify as a large package the file must be greater than 500MB. Downloading map images and other large packages requires a stable, uninterrupted. If using a cellular data plan, substantial charges may be incurred. To ensure a successful download of these mapsets, do not accept them while working in the field; wait until you are connected to a reliable network and have sufficient time for the download to complete.

4. When satisfied with your selections, tap the **Update** button (upper right under CONTROL).

- If **Space required** exceeds **Space available**, a pop-up message appears, informing you of this situation. You can choose to proceed with your download, but your update could fail.
- If **Space required** is less than **Space available**, your files start downloading. The Progress bar fills from left to right as your files are loaded. Messages below the bar tell you the stage of the process as well as the rate of the download and unpack. If you need to interrupt the process, tap **X** to the right of the Progress bar to stop the download. When your update is complete your maps appear in the Map pane and the Progress message states **Update complete**.



### 1.2.1.1.3 Remove an Individual Published Mapset

The following procedure explains how to delete an individual mapset from Partner Next. This procedure deletes mapsets currently on your device using the **Delete** button. Access the **Delete** button by swiping the mapset name with your finger.

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**Note** — Since you can only access one **Delete** button at a time, you must remove mapsets individually. To remove all published maps and data from the Partner Next app, go to **System>Uninstall>Remove Published data**.

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**Tip 1** — To hide a mapset without deleting it, see the topic, 1.2.2.1 Determine Mapset Visibility<sup>[89]</sup>.

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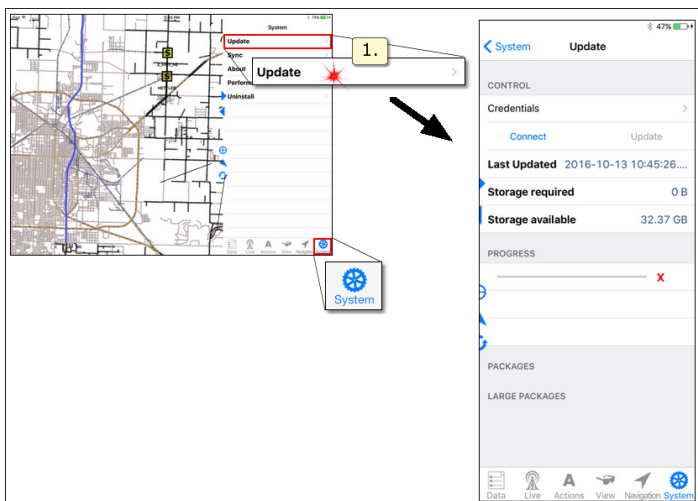
**Tip 2** — **Delete** removes mapsets that have not changed, and those showing the  (update) or  (invalid) symbols from your device. Since they have not been downloaded to you device, mapsets displaying  (new) are removed from your PACKAGES or LARGE PACKAGES lists only.

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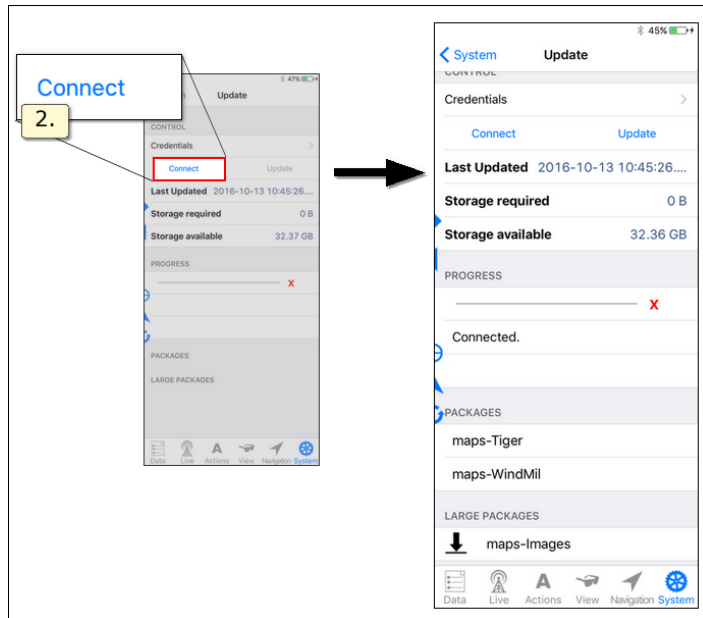


### Here's How

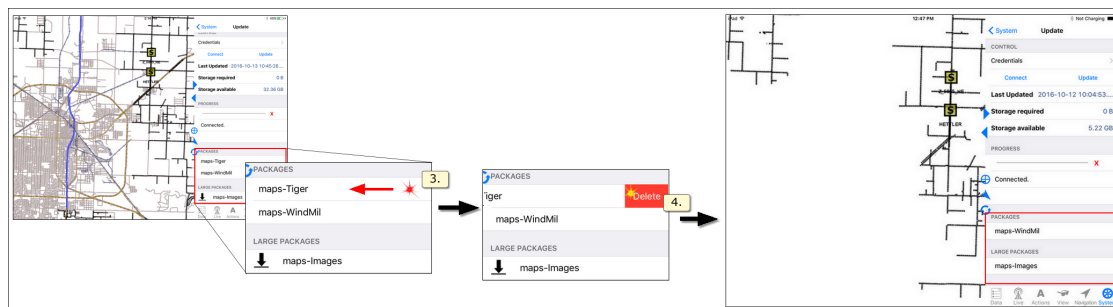
1. Tap the **System** tab to open it, then choose **Update** from the list. The Update pane appears.



2. Tap **Connect** (upper left under CONTROL) to update your Packages lists.  
You must enter your Update Credentials<sup>[67]</sup> at this point if you did not engage **Remember**<sup>[69]</sup> previously in the Credentials pane.



3. To remove a mapset from your device, slide your finger from right to left across the mapset name. **Delete** slides into view and the mapset name slides partially out of view. If you change your mind and want to close **Delete**, slide your finger from left to right across the mapset name. **Delete** slides out of view.
4. Tap **Delete** and the mapset is immediately removed.





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### 1.2.1.2 Live Mapsets

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The information provided here applies to the Partner Mobile Outage or Distribution Inspection system. Access to this functionality requires the Complete Platform with the Mobile Outage and/or Distribution Inspection license(s). To learn about these components and how to acquire them for your organization, contact Partner Sales.

---

Mapsets are categorized as Live or Published. Live mapsets change to reflect recent events and action selections (e.g., Mobile Outage or Distribution Inspection). Published mapsets originate in the Partner Map Publisher and are static. This section provides information for accessing<sup>[78]</sup> and managing synchronization<sup>[85]</sup> of Live mapsets.

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**Images Mapset Note** — Published mapsets originate and are maintained in the Map Publisher. The Images (aerial photography) mapset is an exception. Images for your service area are a separate purchase and may be prepared by Partner or a third party.

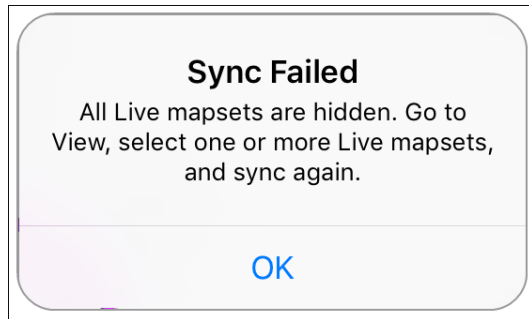
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**Tracing Mapset Note** — While most Live mapsets require individual licenses in addition to the Partner Complete platform, Tracing is the exception. Tracing provides a visual indication of your electrical connectivity network from a specific electrical map item. Tracing is available to organizations whose Map Publisher version is 4.5.24 or greater.

---

When hidden (see topic 1.1.1.4 View Tab<sup>[43]</sup>), the Live mapsets (i.e., Mobile Outage and Distribution Inspection) do not synchronize. If both MO and DI are hidden when the app synchronizes, a pop-up message communicates why the synchronization failed.



**Hidden MO and DI  
Sync Fail Message**

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### 1.2.1.2.1 Live Sync Credentials



The information provided here applies to the Partner Mobile Outage or Distribution Inspection system. Access to this functionality requires the Complete Platform with the Mobile Outage and/or Distribution Inspection license(s). To learn about these components and how to acquire them for your organization, contact Partner Sales.

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Partner Next brings your MO and/or DI systems to the iOS platform specifically for field work. With an internet connection (via Wi-Fi or cellular data plan), you can share information with the office and other users. When you are without a connection, your new data is stored locally while new data from others is stored on the hosted server. When a connection is established, the data stores sync.

Each crew member must log in with their Partner Passport in order to synchronize. Partner Passport has two parts: user name and password. The user name is the email address used to create your Partner Passport profile; your password is whatever you choose. Passwords must meet basic security standards and can be reset.

---

**Note** — To change your password, you must be able to access the email account associated with your Partner Passport.

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After logging in and establishing a connection with the hosted server, all current records (outages and/or inspections) are downloaded to your device. Those assigned to you or your crew show a yellow ring and are listed in the **Live**<sup>[31]</sup> tab Mobile Outage<sup>[35]</sup> or Distribution Inspection<sup>[32]</sup> panes.

The **Mobile Outage Alert** appears if your crew has **New** outage assignments when you first connect to the hosted server. Thereafter, as new outages are assigned to your crew, the **Mobile Outage Alert** pops up and notifies you.

## Sync Login

To log in to your Mobile Outage and/or Distribution Inspection system, access the **Sync Credentials**<sup>[58]</sup> pane from the **System**<sup>[50]</sup> tab, **Sync**<sup>[56]</sup> pane. The Sync pane also manages your synchronization preferences<sup>[85]</sup>.

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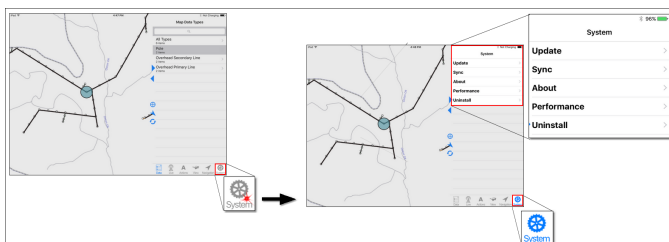
**Note** — Update Credentials and Sync Credentials serve different purposes and apply to different parts of your app. They should be managed separately and kept private. The procedures in this section apply only to the Sync (Partner Passport) Credentials. For procedures pertaining to your Update Credentials (updating and managing your mapsets), see Load and Update Published Mapsets<sup>[69]</sup>.

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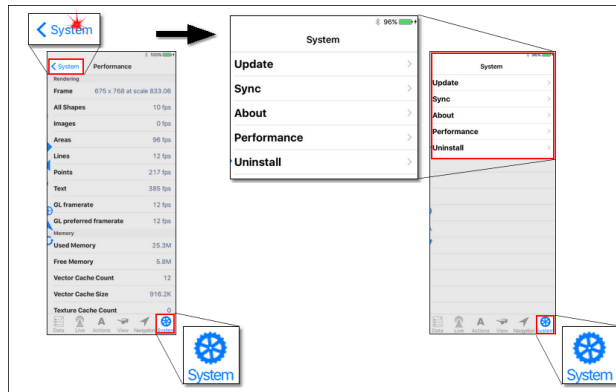


### Here's How

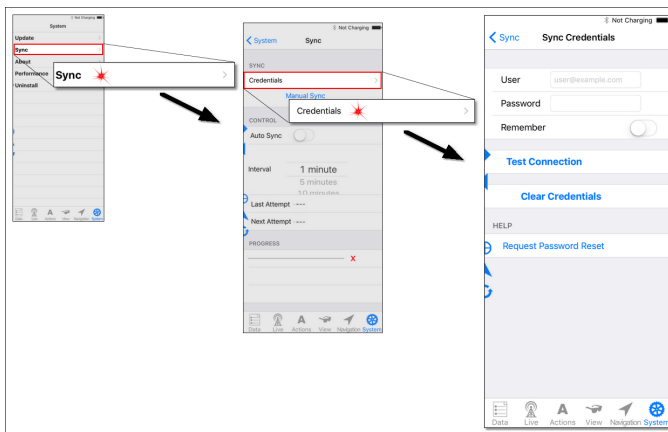
1. Tap the **System** tab to access the System menu.



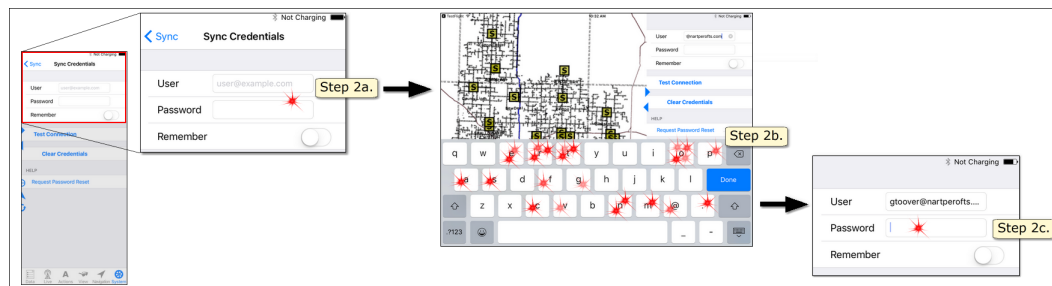
- If tapping the **System** tab directly opens a particular System pane rather than the **System** menu, tap **System** in the upper left to access the menu.





2. Tap **Sync** to access the Sync pane.
3. Tap **Credentials** to access the Sync Credentials pane.

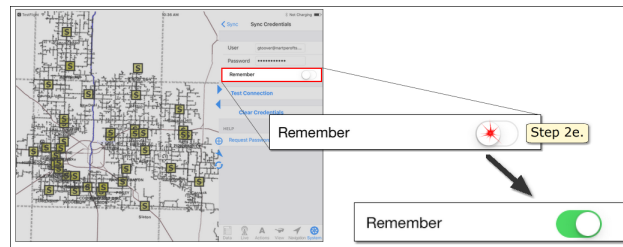


4. To enter your credentials,
  - a. Tap the **user** entry area. The pop up keyboard appears.
  - b. Use your finger to type in your Partner Passport-associated email address.
  - c. Tap the **Password** entry area and type in your privately chosen combination of characters.

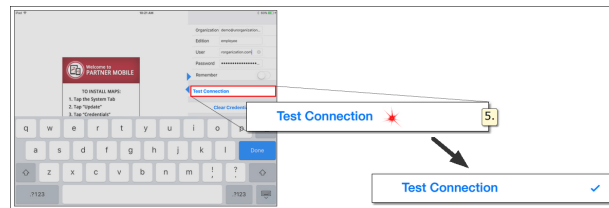


- d. To close the keyboard and apply your entries, tap **Done**  or **Keyboard** .

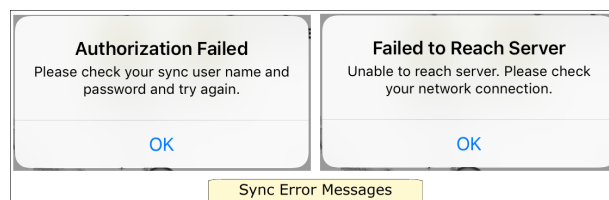
- e. If you want Partner Next to remember your credentials so that you don't have to type them in again, switch **Remember** to the **On** position.



- f. To confirm your credentials are correct and you can contact your hosted server, tap **Test Connection**.
- When a connection is established, a check mark appears.



- If there is a problem, a pop-up message appears and describes your issue. Possible errors include inaccurate credentials (try re-entering your data) or a failed internet connection (check your device's network connection in **Settings**).



5. Sync using one of the methods listed below to download Live system records (MO or DI) to you device. Your very first synchronization may take longer than expected if your system has a sizable number of records. Subsequent syncs will take less time.

- Quick bar Sync button<sup>64</sup>
- Sync pane Manual button<sup>57</sup>
- Sync pane Auto Sync switch<sup>57</sup>

During synchronization, the **Quick Bar Sync** button shows green. When the synchronization is finished, it shows blue.

## Single User Device or Shared Device?

Since the iOS operating system does not provide for multiple user accounts, Partner considers Apple mobile devices to be single user. As the lone user of a device, you can set Partner Next to remember your Partner Passport. Partner recommends manually synchronizing at the beginning and end of each app work session to ensure that your data is up-to-date and that any local records on your device are shared. Also, to protect your organization's data, be sure to set up a passcode for your device.

If your organization shares devices among workers, a different protocol is necessary. When you have finished a work session, be sure to manually sync to share any remaining local records and then clear your Partner Passport. These steps ensure that the next person using the device will be required to log in with their Partner Passport to access MO.

The following procedure describes the steps required for removing your Partner Passport from the Sync Credentials pane. Follow this protocol before passing your device to someone else.

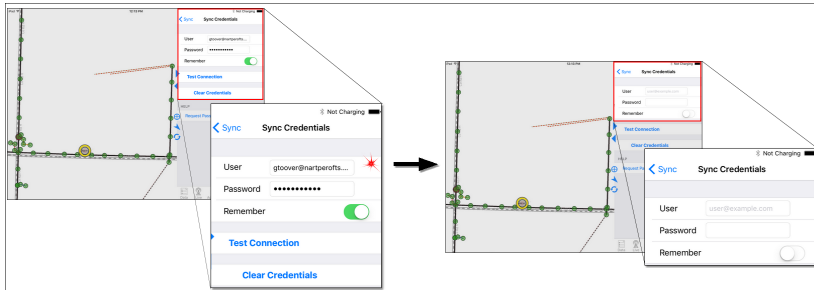


### Here's How

1. Sync using one of the following methods to ensure your work has been filed with your organization's system.
  - Quick bar Sync button<sup>[64]</sup>
  - Sync pane Manual button<sup>[57]</sup>
  - Sync pane Auto Sync switch<sup>[57]</sup>
2. Access the Sync Credentials pane.<sup>[79]</sup> (See Steps 1-3 for the [Sync Log In](#) procedure, above.)
3. Tap **Clear Credentials**. The User and Password entries are deleted. If the **Remember** switch is on, it is automatically switched off. You are now logged out of your organization's syncing systems. The records persist on the map and

each record's data is viewable. No new records can be accessed and no record can be edited.

- To edit and access new Live records, Log In<sup>[79]</sup>.
- To remove Live records from the map, Uninstall Dynamic Data<sup>[62]</sup>.



## Reset Your Partner Passport Password

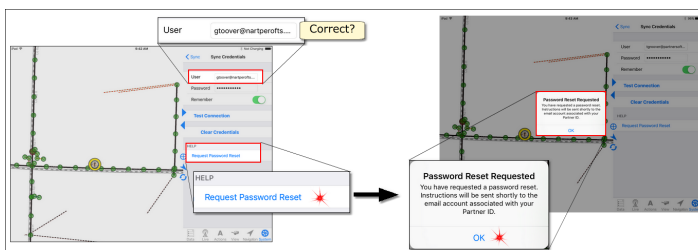
Initiate changing your password from the **Sync** pane. You must have access to your Partner Passport associated email account to reset your password.

This procedure requires internet connectivity.



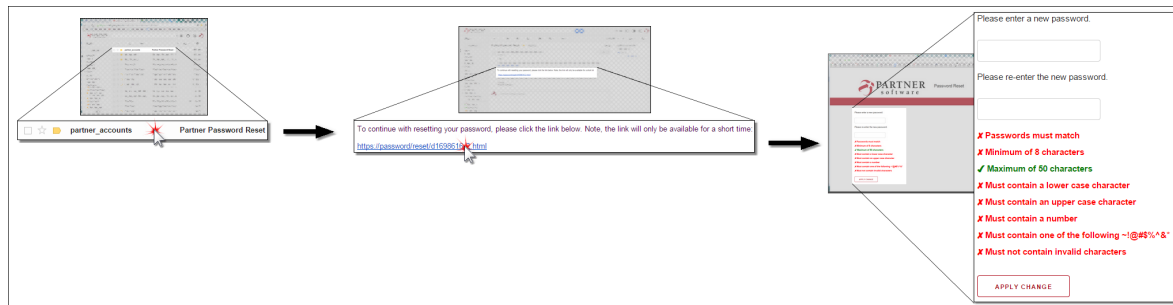
Here's How

1. Access the Sync Credentials pane.<sup>[79]</sup> (See Steps 1-3 for the **Sync Log In** procedure, above.)
2. Confirm the email address associated with your Partner Passport account is entered correctly for the **User** field.
3. Tap **Request Reset Email**. The Password Reset Requested pop-up window appears notifying you that instructions are being emailed to your Partner-associated email address.
4. Tap **OK** to close the window.

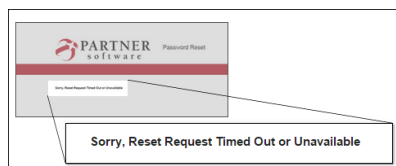


5. Check your email account for the Partner message.

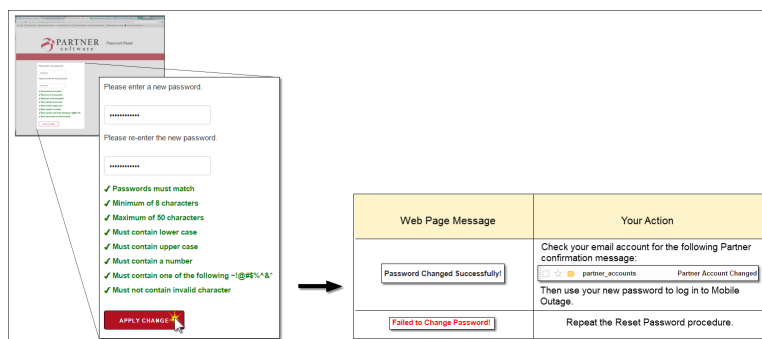
6. Click the link in the email to access the **Partner Password Reset** web page.



**Caution** — For security purposes, the Password Reset web page is active for a limited time. Clicking the link beyond the time limit produces the message **Sorry, Reset Request Timed Out or Unavailable**. In this case, repeat the procedure.



7. Follow the requirements for creating a new password. All requirements must be satisfied before you can continue.
8. Click **Reset Password** to apply your new password. The web page provides a message stating your password reset success or failure.





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### 1.2.1.2.2 Manage Live Sync Settings

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The information provided here applies to the Partner Mobile Outage or Distribution Inspection system. Access to this functionality requires the Complete Platform with the Mobile Outage and/or Distribution Inspection license(s). To learn about these components and how to acquire them for your organization, contact Partner Sales.

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The synchronization, or sync, action requires an internet connection to share information with other DI users and/or MO users and your integrated OMS. Synchronization may be initiated manually or set to occur automatically. Without an internet connection, your edits are stored on your device and new information from others (office and crews) is stored on the hosted sever. As soon as your connection is re-established, all stored information is shared at the next synchronization event.

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**MO Sync Tip** — Since MO work is time sensitive, **Auto Sync** is the best sync option for MO users.

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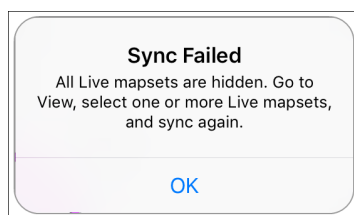
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**DI Sync Tip** — To ensure DI records are not synced prematurely, **Manual Sync** is the best option for DI users. If you will be collecting DI data in an area with an unreliable or weak internet connection, Partner recommends synchronizing over a reliable and strong internet connection both before and after your data collection work. The sync before ensures you have the most up-to-date data on your device. The sync after shares your new data with other DI users. Syncing over a weak connection can be inefficient and slow, as well as incredibly frustrating.

---

Manage your synchronization settings in the **System**<sup>[50]</sup> tab **Sync**<sup>[56]</sup> pane. Here you can choose manual or automatic synchronization as well as set your automatic synchronization interval.

**View Settings Note** — When hidden (see topic 1.1.1.4 View Tab<sup>43</sup>), the Live mapsets, Mobile Outage and Distribution Inspection, do not synchronize. If both MO and DI are hidden when the app synchronizes, a pop-up message communicates why the synchronization failed.



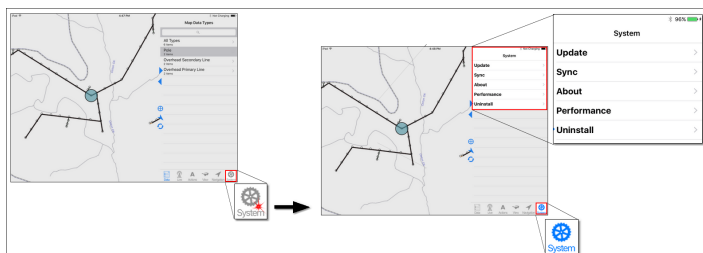
**Hidden MO and DI  
Sync Fail Message**

## Choose Manual or Automatic Sync

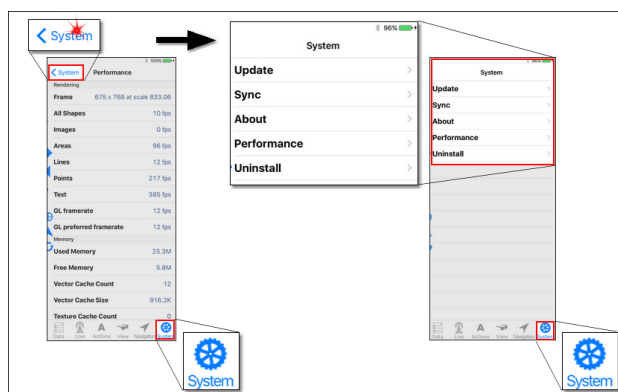


Here's How

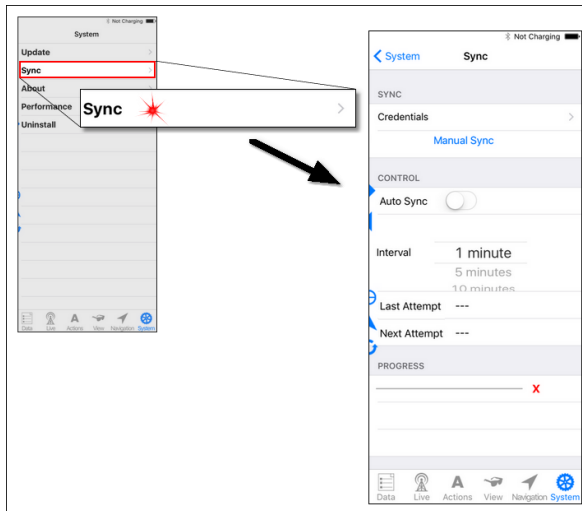
1. Tap the **System** tab to access the **System** menu.



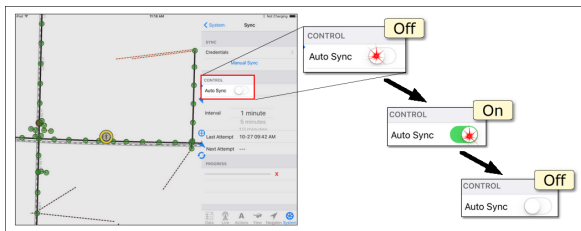
- If tapping the **System** tab directly opens a **System** pane, tap **System** in the upper left to access the menu.



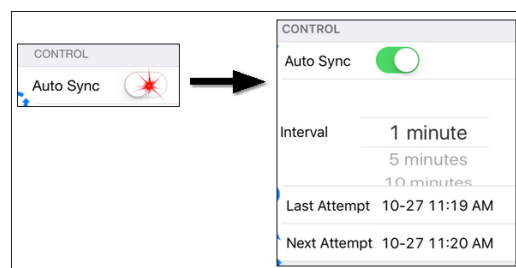
2. Select **Sync**. The Sync pane appears.



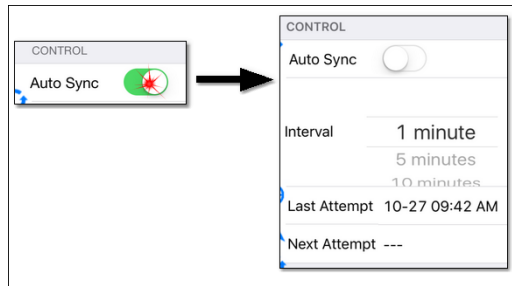
3. Below CONTROL, tap the **Auto Sync** toggle switch to turn it on or off.



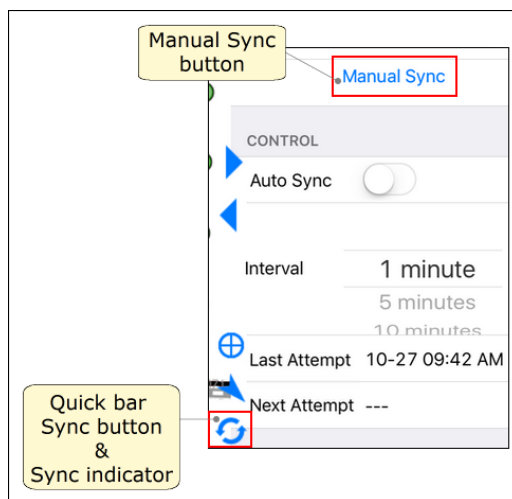
- To sync automatically at determined intervals, turn the switch **ON**. The toggle slides to the right, a sync occurs, and the switch appears green. **Last Attempt** and **Next Attempt** dates / times are provided at the bottom of the CONTROL section. The default sync interval is 1 minute. (See the procedure [Determine Your Automatic Sync Interval](#), below, to select a different interval.)



- To stop automatic syncing, turn the switch **OFF**. The toggle slides left and the switch appears white. At the bottom of the CONTROL section, the date and time are provided for the **Last Attempt**, while --- is listed for **Next Attempt**. The sync interval is shown, but does not apply to manual synchronization.



- Whenever you want to sync manually, tap either the **Quick Bar Sync** button or the Sync pane **Manual** button. You can sync manually at any time regardless of the **Auto Sync** setting.



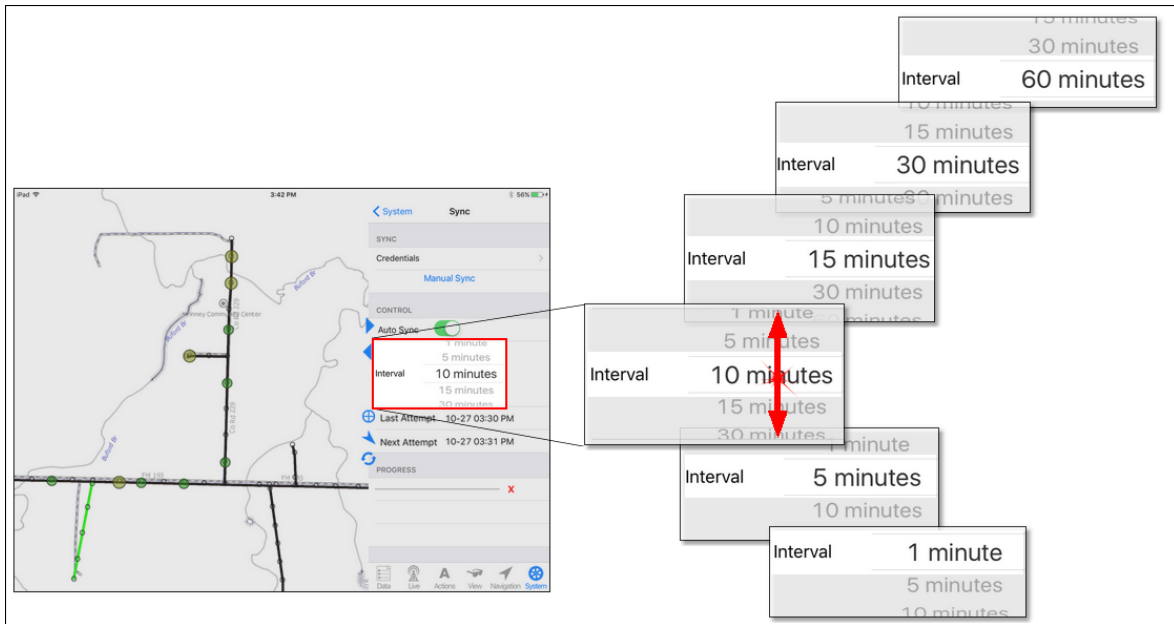
## Determine Your Automatic Sync Interval

The sync interval only applies to automatic synchronization. (To turn on automatic sync, see the procedure, [Choose Automatic or Manual Sync](#), above.) The default setting is 1 minute, but you can alter the setting to suit your needs. The procedure below shows you how.



### Here's How

1. Navigate to the Sync pane.<sup>[86]</sup> (Follow Steps 1 & 2 for the [Choose Automatic or Manual Sync](#) procedure, above.)
2. Below CONTROL and to the right of **Interval**, drag the options up or down until the interval you want is positioned between the two horizontal lines.



## 1.2.2 Set Up Your App

Alternative viewing options help you see the map during adverse conditions. The **View** tab allows you to hide or show individual mapsets<sup>[89]</sup> for less cluttered viewing. It also provides options for night viewing<sup>[92]</sup> and/or larger symbols and text<sup>[93]</sup>. Your mapset visibility selections are remembered when you restart Partner Next.

This section gives you procedures for managing these settings.

### 1.2.2.1 Determine Mapset Visibility

In Partner, mapsets work similar to map layers in other programs. For a less cluttered view, you can turn off individual mapsets. When you need to see the mapset again, go to the **View**<sup>[43]</sup> tab and tap the mapset name to turn it on. Your selections are remembered between your Partner Next work sessions; if the app goes to sleep or you close it, your visible and hidden selections are remembered.

Mapsets are categorized as Published or Live. Published mapsets originate in the Partner Map Publisher and are static. Live mapsets change as records are created, edited, or synced. Some action selections (e.g. Tracing), also change the live mapset's display. Access to most Live mapsets requires an additional license.

**Images Mapset Note** — Published mapsets originate and are maintained in the Map Publisher. The Images (aerial photography) mapset is an exception. Images for your service area are a separate purchase and may be prepared by Partner or a third party.

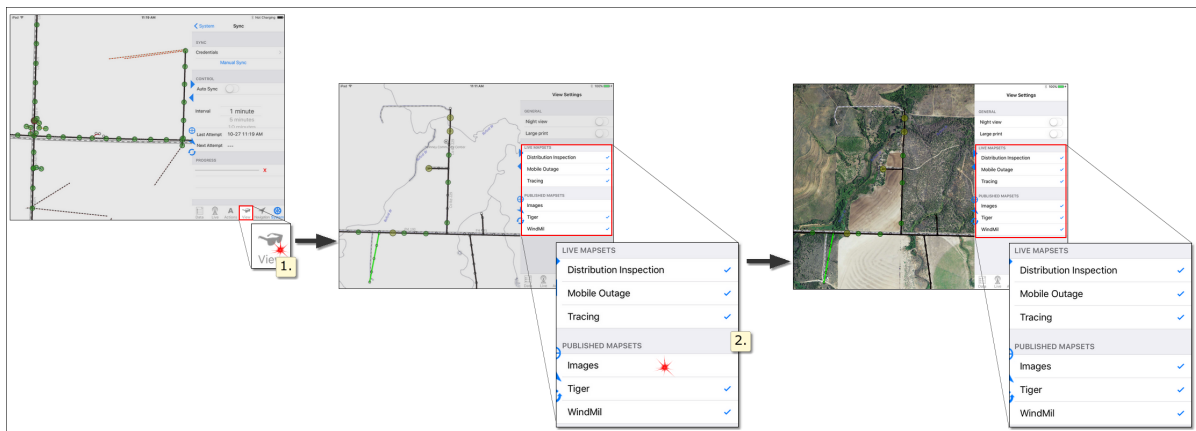
**Tracing Mapset Note** — While most Live mapsets require individual licenses in addition to a Partner platform upgrade, Tracing is the exception. Tracing provides a visual indication of your electrical connectivity network from a specific electrical map item. Tracing is available to organizations using Map Publisher version 4.5.24 or greater.

**Note** — Hiding a Live synchronizing mapset (i.e., Mobile Outage or Distribution Inspection) prevents that mapset's data from synchronizing. For more detail about this behavior, see the [Live Synchronizing Mapsets](#) section, below.



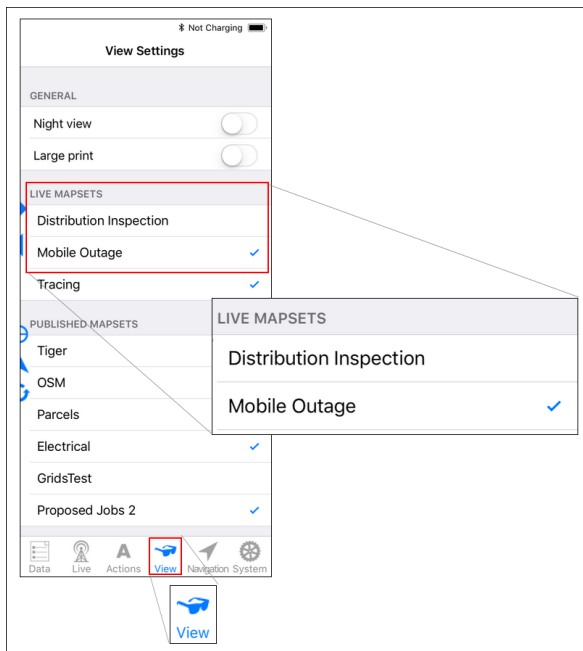
Here's How

1. In the Tab bar, tap **View** to open it.
2. Under LIVE MAPSETS or PUBLISHED MAPSETS,
  - Tap a checked mapset to hide it. The check mark disappears and the mapset is hidden from view.
  - Tap an unchecked mapset to select it for viewing. A check mark appears and the mapset is visible.

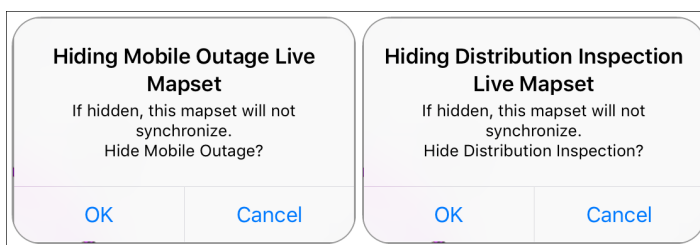


## Live Synchronizing Mapsets

If the Live synchronizing mapsets (i.e., Mobile Outage and/or Distribution Inspection) are hidden from view, they do not synchronize. When either MO or DI are de-selected, or hidden, in the **View** tab, a pop-up message informs you of the non-synchronizing behavior and asks you to confirm your choice before proceeding. Tap **OK** to hide and suspend syncing; tap **Cancel** to terminate the action.

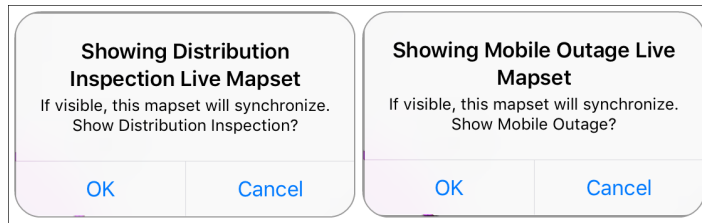


**Distribution Inspection and Mobile Outage in the View Tab**



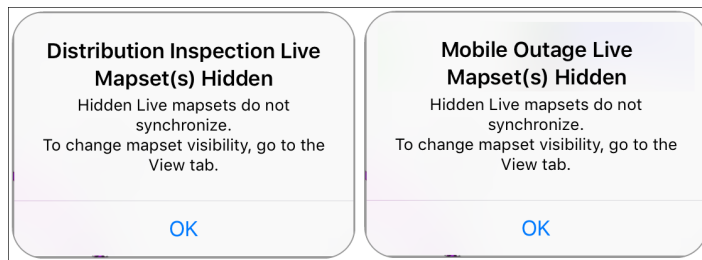
**Hiding MO or DI Confirmation Messages**

Conversely, a pop-up also asks you to confirm your choice when restoring visibility for the MO or DI mapset.



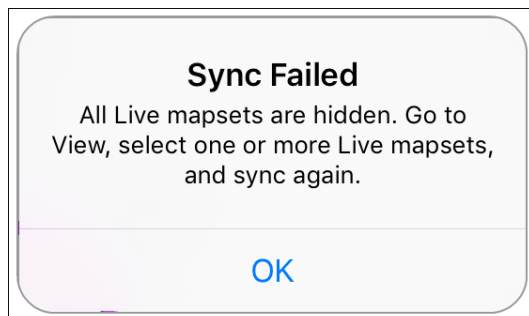
**Restoring MO or DI Visibility  
Confirmation Messages**

Your View selections are remembered between sessions. If MO or DI is hidden when you start Partner Next, a pop-up notifies you.



**Reminder Messages for MO or DI  
Hidden at App Startup**

If both MO and DI are hidden when the app synchronizes, a pop-up message communicates why the synchronization failed.



**Hidden MO and DI  
Sync Fail Message**

### 1.2.2.2 Enable Night View

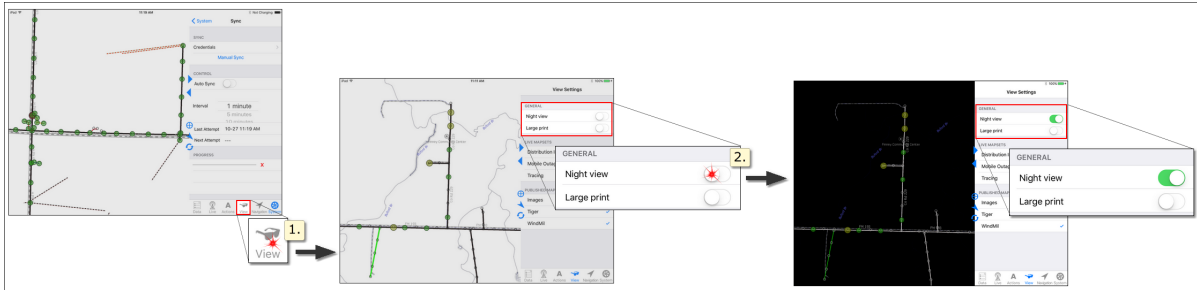
Night view, found in the **View** tab, changes your map background to black for easier viewing in low light conditions. Map item colors also alter for easier viewing against the dark background.





## Here's How

1. In the Tab bar, tap **View** to open it.
2. At the top under GENERAL,
  - Tap the **Night view** switch to turn it **On**. Your map background changes from light to dark.
  - To restore the light background, tap the **Night view** switch to turn it **Off**.



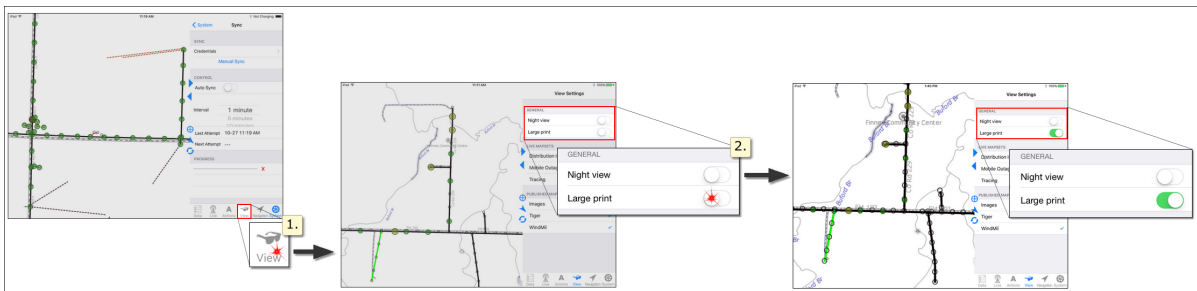
### 1.2.2.3 Enlarge Map Labels and Symbols

Text and symbols can be made larger for easier reading. Turn Large print on or off as needed.



## Here's How

1. In the Tab bar, tap **View** to open it.
2. At the top under GENERAL,
  - Tap the **Large print** switch to turn it **On**. Your map labels and point symbols become larger.
  - To restore the smaller labels, tap the **Large print** switch to turn it **Off**.



## 1.3 Maneuver Around the Map

The full map of your service area is much larger than the iPad screen can comfortably show. Partner Next provides a way to change the area visible in the Map pane (*zoom*<sup>[95]</sup>), and a way to re-center the view (*pan*<sup>[97]</sup>).

### See More or Less Area

You may want to see where a transformer lies in relation to its substation, so you need to see a large map area. Or, you may want to see which pole contains a consumer's security light, so you want a close-up view. Changing the amount of area you see is called *zooming*.

### Different Zoom, Different Symbols

As you change zoom levels, different amounts of map detail are appropriate. You would probably expect to see a large amount of detail (individual houses, land plots, etc.) when viewing a small map area such as a cul-de-sac of a neighborhood. When viewing a large map area, your service area for example, the same amount of detail would be overwhelming. Items appropriate for such a large area may include county boundaries, substation locations, and service area boundaries. The Map Viewer adjusts the amount of detail by showing or hiding map symbols as you zoom. Each of these adjustments results in a *scale region*. Your map is less detailed when zoomed out and more detailed when zoomed in. Scale Regions are determined in the Partner Map Publisher. The Map Publisher is required for converting your Partner map to the iOS format.

### See a Different Location

Suppose you are looking at a road intersection and want to see what lies north, but that area is currently outside of the map pane. Repositioning the map to bring a new area into view is called *panning*.

## Partner Retains Your Map Position

Partner Next remembers your map center point and zoom level between sessions. Each time you start the app, you can pick up where you left off.

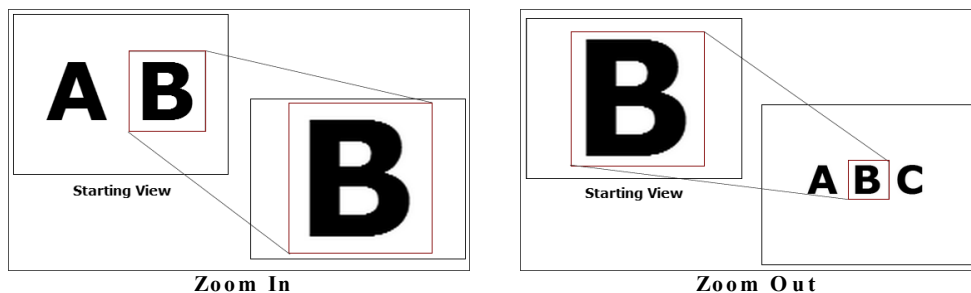
### 1.3.1 Zoom

Zooming increases or decreases the area that's included in the map pane. Zoom in to see a small area in detail such as a house location. Zoom out to show your map from a distant view so you see more area at once. For example, you could look at a county-sized area to see subdivision locations.

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**Note** — Whenever you want to return to your service area view (key map), tap **Navigation** in the Tab bar, then **Home View**.

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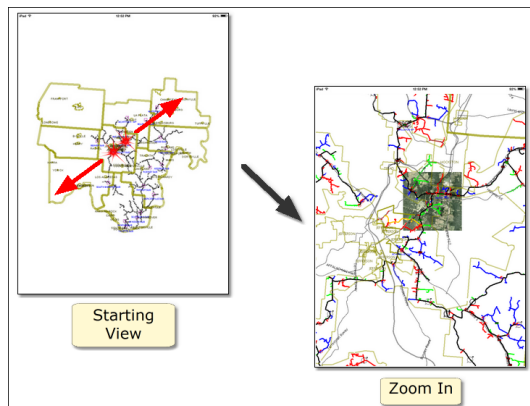
### To See Things Locally, Zoom In

Use the spread gesture to zoom in.



#### Here's How

1. Place two closed fingertips on the screen.
2. Slide your fingertips open across the screen. Less map area is visible on screen, but you can see more detail than before. Repeat the spread gesture as needed.



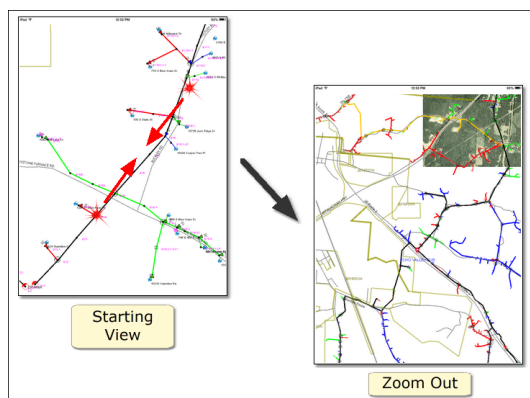
## To See Things Distantly, Zoom Out

Use the pinch gesture to zoom out.



Here's How

1. Place two open fingertips on the screen.
2. Drag them closed across the screen. As you zoom out more map area is visible on screen and the symbols you see are more general.



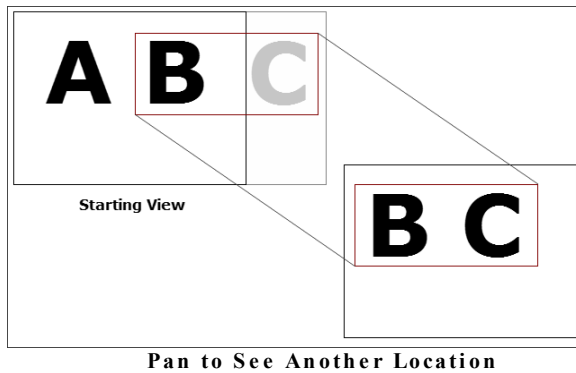
### 1.3.2 Pan

See different map locations by panning. Simply drag a different portion of your map into view.

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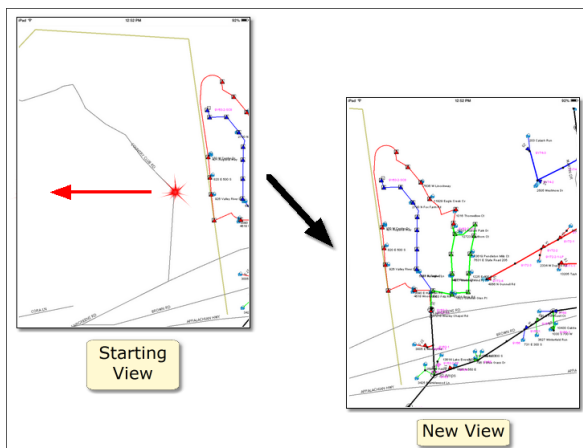
**Note** — Whenever you want to return to your service area view (key map), tap **Navigation** in the Tab bar, then **Home View**.

---



#### Here's How

1. Place one finger on the screen in the direction of the place you want to see.
2. Drag your finger across the screen in the Map pane in the opposite direction of the area you want to see. The starting map region slides out of the window as new area slides into view. Repeat the finger-dragging gesture until you can see the area you want.



## 1.4 Get Information from the Map

Select a map item to view its associated data. Partner Next provides two approaches to item selection. First, you can navigate to its location and tap it. Second, you can use the Find<sup>[101]</sup> feature. Here you type identifying information and select the item from a list. Find item selection shows the item's data, centers the item in the Map pane, and marks its location.

### Selection Stack

Where a location contains multiple map items (for example: a pole, transformer, and security light), it is unlikely that your tap will select the item you want. Partner Next provides a list of every map item within a defined radius of your tap. The resulting group of items is called a *selection stack*. The selection stack appears in the Data tab pane. Tap the item you want in the list to select it.

Find<sup>[26]</sup>, in contrast, selects only the map item you specify, even when it is located in a stack. To access the selection stack, tap the location on the map.

### Electrical Connectivity Information

Selecting a map item having electrical connectivity gives you access to the Tracing actions. Tracing<sup>[103]</sup> creates a visual overlay of your electrical connectivity network and provides information about how the selected item relates to other parts of your system.

#### 1.4.1 Tap the Map

Tapping a map location displays information in the **Data**<sup>[20]</sup> tab. This tab allows you to choose the item you want and view its associated data. It is comprised of three panes, Map Data Types<sup>[22]</sup>, Items<sup>[23]</sup>, and Selection<sup>[24]</sup>,

Some map locations have several map items placed close together or stacked on top of each other, making individual selection unlikely. Partner Next provides a list of every item, grouped by Type, within a specific radius of your tap. The resulting group of items is called a *selection stack*<sup>[98]</sup>. Tap the **Data** tab to view the list of Types included in your selection stack. Select a Type to get a list of individual items, then tap an item to view its data. The category All Types shows a complete list of the items in your current selection stack.

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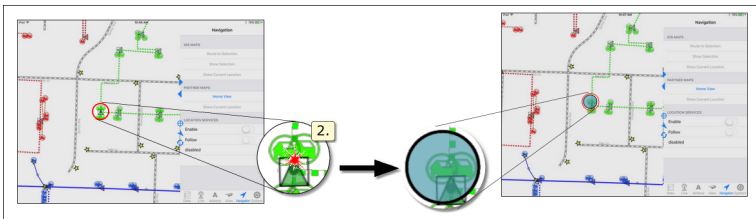
**Note** — You can zoom the **Data** tab Selection pane content in the same way you zoom the map: use the spread gesture<sup>[95]</sup> to zoom in, enlarging the text; use the pinch gesture<sup>[95]</sup> to zoom out, returning to the default size.

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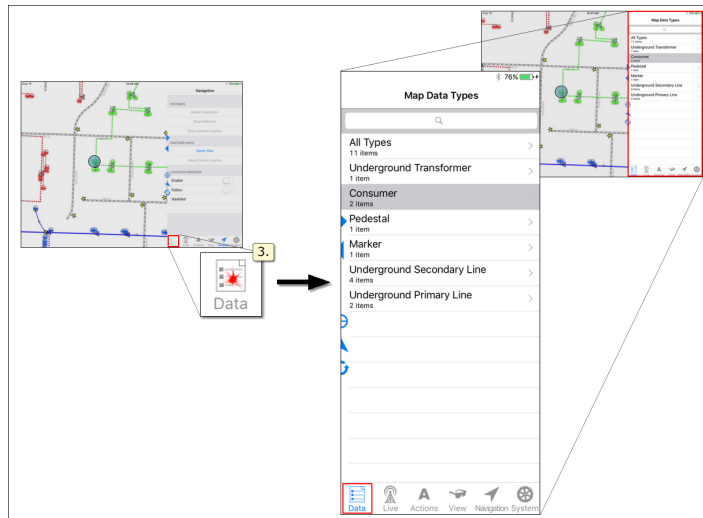


## Here's How

1. Pan<sup>[97]</sup> and zoom<sup>[95]</sup> to find the map item location you want.
2. Tap the location with your finger. A filled circle highlights the symbol, indicating selection. If other items are in close proximity, they are included in your selection radius.

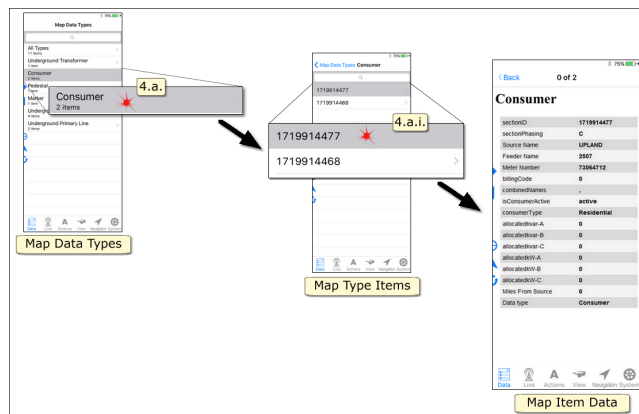


3. Tap **Data** in the Tab bar to open the Map Data Types pane. A summary of the Types included in your selection radius is shown.



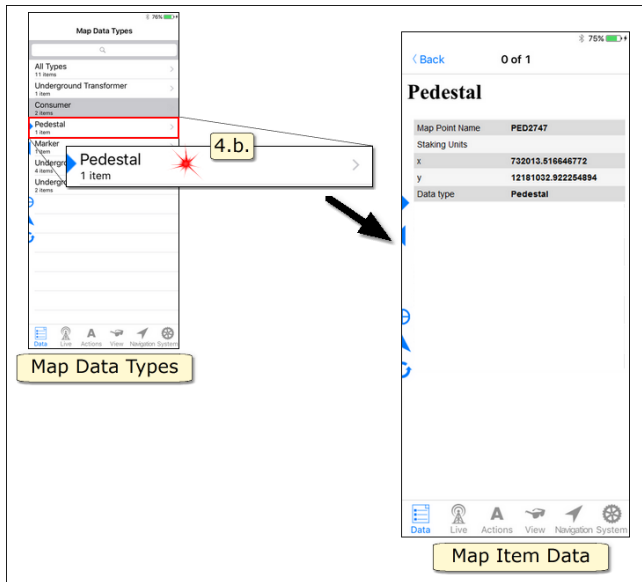
#### 4. Tap a Type in the list.

- If a Type contains more than one item, tapping it opens the Items pane and lists the individual items of that Type. Tapping an item in the list selects it and accesses the Selection pane. The Selection pane displays item data.



- If a Type in the Map Data pane includes only one item, tapping it directly selects it and accesses its data.









### 1.4.2 Find

If you know something specific about the map item you want, you can use that information to select the item. Tap the search bar to activate Find mode. The pane text color changes to blue, the list displays your organization's Find Types, and the on-screen keyboard appears. Begin typing your information into the Search bar. As you enter characters, your list of configured Find Types narrows to those containing matches for your entry. Tap a Type to see its list of matching items. Continue typing to further reduce your list of matches. Tap an item to select its location and see its data.

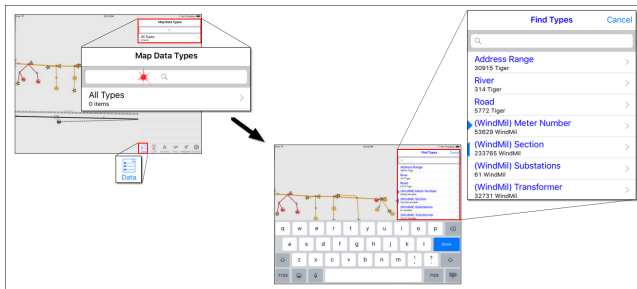
#### Tips

- To quickly clear your entry from the Search bar, tap  on the right.
- Tap the  key to access the number keyboard.
- To minimize the on-screen keyboard, tap **Done**  or the Close Keyboard key .
- To return to the Items pane, tap the Selection pane **Back** button.
- To return to the Types pane, tap the Items pane **Back** button.
- To return to Map mode, tap the map or **Cancel** button.

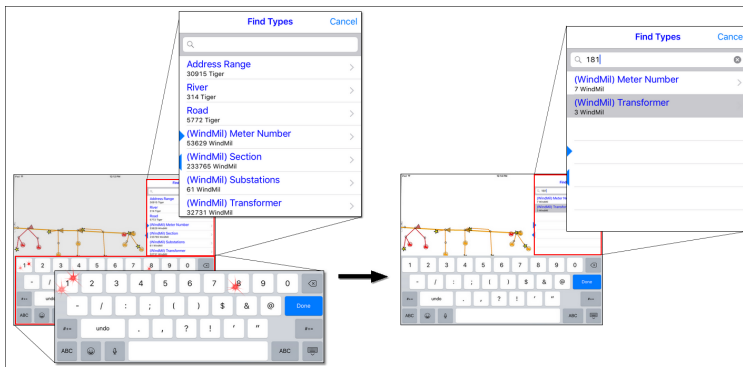


## Here's How

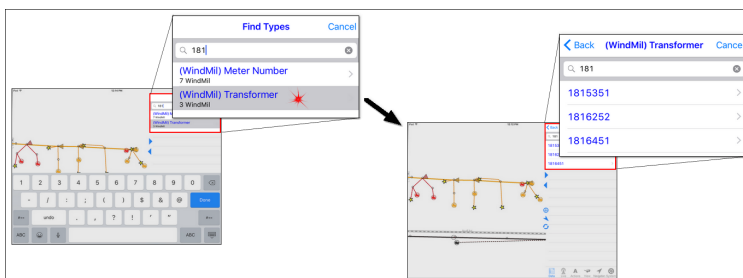
1. In the **Data** tab, tap the Search bar. The pane text color changes to blue, the list displays your organization's Find Types, and the on-screen keyboard appears.



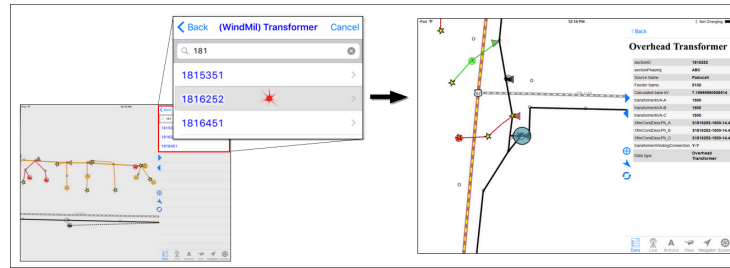
2. Use your finger to type the item name you want. As you enter characters, the Find Types narrow to show just those containing items that match your entry.



3. Tap the Find Type you want to select. The Types pane switches to show the Items pane. Each item matching your Search entry for your selected type is listed.



4. Tap an item in the list to view its data. The map pans to the item's location and selects it on the map.



### 1.4.3 Trace

A trace appears as a visual overlay of your electrical network. The overlay is colored by phase and pulses to distinguish it from other map lines.

---

**Note** — Partner Next offers visual tracing and information based on your organization's electrical connectivity model. It uses data supplied by the engineering software you use, if any. If your organization does not use such a program, this section does not apply to you since Tracing will not be available.

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Select a map item that has electrical connectivity to access the Tracing actions.

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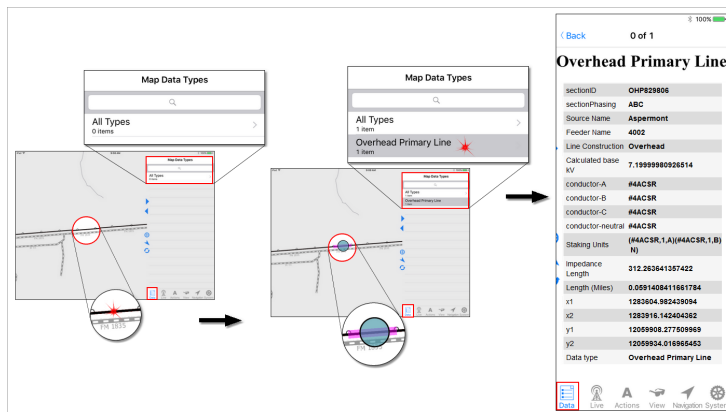
**Note 2** — If a Live mapset (e.g., Tracing or DI) is hidden from view, the mapset is displayed automatically when an action pertaining to the mapset is selected. For example, if you select the appropriate map item, and then select an available Tracing action, you most likely intend to trace. In this situation Tracing automatically engages, allowing you to continue working without interruption.

---



#### Here's How

1. Select a map item having electrical connectivity. For example, select a span of conductor, or a fuse, but not a pole.



2. Select the **Actions** tab. A list of Tracing Actions appears.



- If your active selection has connectivity, the actions are available for selection.
- If your active selection does not have connectivity, the actions are grey-ed out and not selectable.

3. Tap the action you want. Your options are described below.

**Trace Upstream** — traces all conductor upstream of the selected map item.

The Trace is colored by phase. Side-by-side red, blue, and green lines following the conductor indicate an ABC trace; single colored lines indicate a single phase trace.

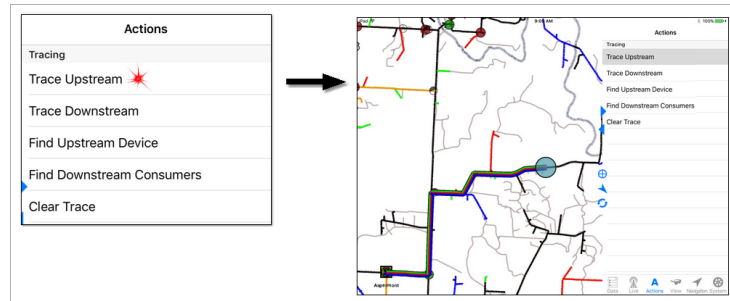
**Trace Downstream** — traces all conductor downstream of the selected map item. The Trace is colored by phase. Side-by-side red, blue, and green lines following the conductor indicate an ABC trace; single colored lines indicate a single phase trace.

**Find Upstream Device** — selects and automatically displays data for the device upstream from the selected map item. This action locates the upline device no matter its state. Repeated action selection continues

upstream, selecting each successive device until you reach the source / substation.

***Find Downstream Consumers*** — opens the **Data** tab, Items pane and provides a list of all consumers beyond the selected map item in the connectivity model.

***Clear Trace*** — removes your active Trace from the map.



## 1.5 Use Location Services

Sometimes it is useful to find your position on the map. Partner Next may be able to help.

---

**Note** — This manual references two types of location services: Apple Location Services (iOS controls found on your device in **Settings**) and Partner LOCATION SERVICES (controls found in the Partner Next **Navigation** tab). Each is capitalized according to how it is shown within its software. Apple Location Services uses initial capitalization while Partner LOCATION SERVICES is set in full caps.

---

The location features of Partner Next depend on Apple Location Services<sup>[14]</sup> to find out where you are. All iOS device models support Location Services and do not require an internet connection to determine your location. However, not all device Location Services use the same method to calculate where you are. In other words, iOS device models vary in the way Location Services determines your location.

Wi-Fi® only models use your position in relation to known Wi-Fi hotspots to make a best guess about your location. Consequently, if you are working in a remote area with few known Wi-Fi hotspots, Location Services may not be able to show where you are or may give an inaccurate location reading.

Wi-Fi + Cellular models have a built in assisted GPS (aGPS) that uses satellite radio signals, like regular GPS, along with network data to determine your position. The Wi-Fi + Cellular devices are more likely to provide an accurate and reliable location reading, even when working in rural areas. Therefore, although Partner Next works on all iOS device models capable of running iOS 10 and greater, Partner recommends the Wi-Fi + Cellular models for maximum useability.

Since all Partner Next Location features depend on Apple Location Services<sup>[12]</sup>, Location Services must be turned on for the iOS device as a whole and for the Partner Next application. In addition, Partner LOCATION SERVICES features must be enabled in the **Navigation**<sup>[46]</sup> tab of Partner Next.

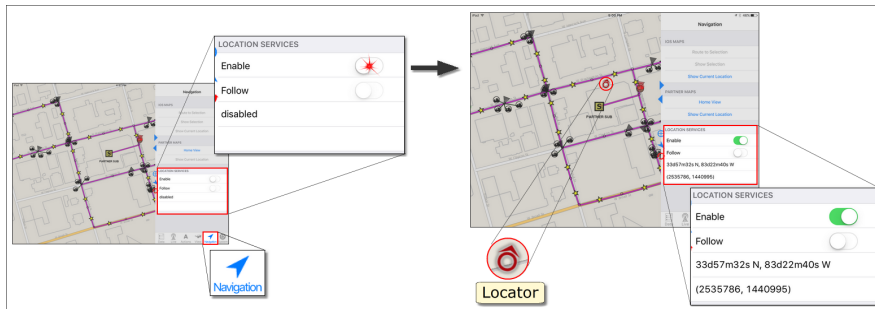
## Use the Navigation Tab to Turn On Partner LOCATION SERVICES

To use any of the **Navigation** tab features (see topics 1.5.1 — 1.5.5 for details), first turn on Partner LOCATION SERVICES.



### Here's How





1. Tap the **Navigation** tab to open it.
2. Under LOCATION SERVICES, tap the **Enable** switch to turn it **On**. Your location information appears below the **Follow** switch. The Locator icon appears on your Partner map showing your location and orientation.



**Tip** — To ensure the Locator position accurately reflects your location and movement, hold your device vertically (screen parallel with your body) as opposed to horizontally (screen perpendicular to your body) when stationary or moving slowly.

## Troubleshooting

Partner Next provides messages in the **Navigation** tab LOCATION SERVICES about the state of your device's Location Services. Use the table below to troubleshoot your device Privacy settings and restore Location Services functionality.

Troubleshooting Location Services				
IF	and	and	THEN	SOLUTION
Apple Device Location Services are	Apple Device Location Services for Partner Next are Set to	Partner Next App LOCATION SERVICES Enabled Toggle is	Partner Next LOCATION SERVICES Displays	
On	While Using for the App	On 	33d57m32s N, 83d22m40s W (6538401, 7725130)	None Required. Device and App are configured and working correctly.
Off	N/A	On 	disabled on device	Turn on Apple Location Services for your device. Settings>Privacy>Location Services>On
On	Never	On 	disabled for app	Turn on Apple Location Services for the Partner Next app. Settings >Privacy>Location Services>Partner Next>Partner Next>While Using the App
Restricted	Restricted	On 	restricted for device	Disable Restrictions for your device and turn on Location Services for your device and the Partner Next app. Requires device passcode. Settings>General>Restrictions>On>Privacy>Location Services>Allow Changes and Location Services>On and Partner Next>While Using the App



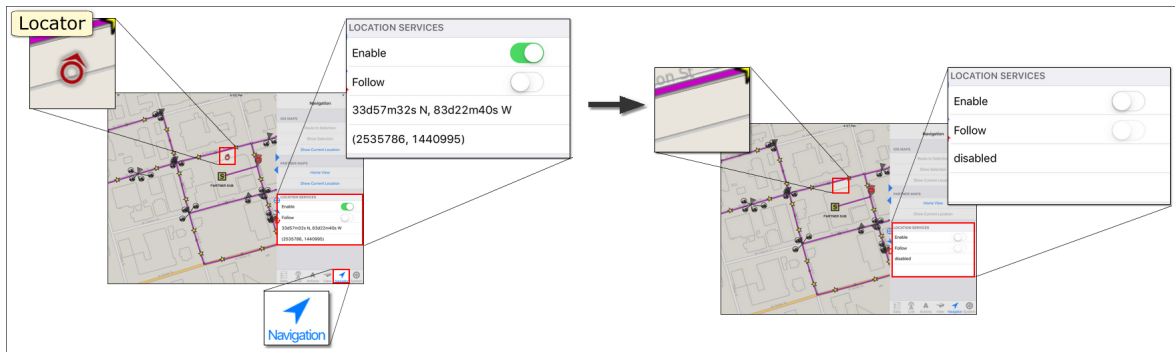
## Turn Off Partner LOCATION SERVICES

Disable Partner LOCATION SERVICES in the **Navigation** tab.



Here's How

1. Tap the **Navigation** tab to open it.
2. Under LOCATION SERVICES, tap the **Enable** switch to turn it **OFF**. Below the **Follow** switch, your location information disappears. On your Partner map, the Locator icon disappears.



## See Yourself in Partner

Partner Next can display your position in relation to your current map view, or it can display the map in relation to your current position. In the first case, the map stays put and the Locator moves around as you do (1.5.1 See Your Location on Your Partner Map<sup>[110]</sup>). In the second case, the Locator remains centered in the Map pane and the map pans as you move around (1.5.2 Track Your Position on Your Partner Map<sup>[112]</sup>).

## Get a Suggested Route in the Apple Maps App

Partner Next links to the built-in Maps app, so you can find a path between your present location and any item on your Partner map (1.5.5 Get a Route on Your iOS Maps<sup>[116]</sup>). This feature requires an internet connection. For Wi-Fi only devices, a

hotspot must be within range. Wi-Fi + Cellular models can use Wi-Fi or a wireless data plan.

	See Your Location on Your Partner Map	Use the Apple built-in Maps App
Wi-Fi models	<ul style="list-style-type: none"> <li>• Apple Location Services uses known Wi-Fi hotspots</li> <li>• No internet connection required</li> </ul>	Wi-Fi connection required
Wi-Fi+Cellular models	<ul style="list-style-type: none"> <li>• Apple Location Services uses built-in aGPS (satellite signals plus known Wi-Fi hotspots)</li> <li>• No internet connection required</li> </ul>	Wi-Fi connection or data plan required

## The iOS Maps Options

The **Navigation** tab IOS MAPS buttons open the iOS-provided Maps application. Tapping **Route to Selection** shows a suggested route from your location to a selected Partner map item on the iOS-provided maps. You have the option of displaying directions as well as changing the type of map. See the topic *If You Are New to iOS Devices*<sup>[12]</sup> to find out how to access the Apple user guides. Information for using the Maps app is found there.

### 1.5.1 See Your Location on Your Partner Maps

To see where you are on your Partner maps, use the Quick bar **Current Location** or use the the **Navigation** tab PARTNER MAPS **Show Current Location**. The Locator icon represents you and shows your location and orientation. The map stays put and the Locator moves around as you do. The Locator changes position to reflect your movement each time your location information refreshes.



Locator Icon


**Note** — To use this feature, you must turn on Apple Location Services<sup>[14]</sup>.

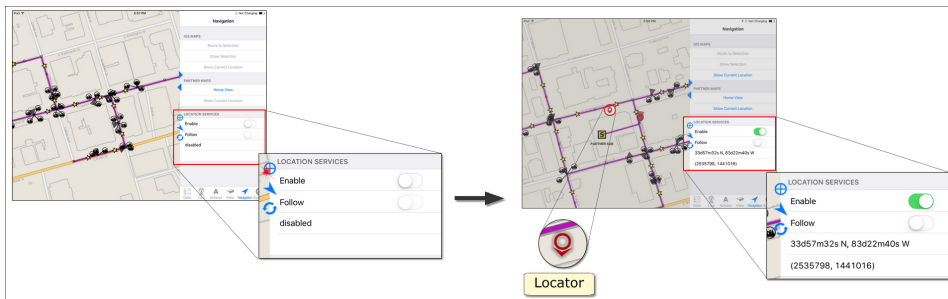
## Use the Quick Bar

**Caution** — If you are viewing any map area other than your location, using the Quick bar **Current Location** button automatically repositions the Map pane to center on your location.



### Here's How

- Tap the Quick bar  to automatically activate the **Navigation** tab **LOCATION SERVICES Enable** switch. The Map pane repositions and centers on your location. The Locator icon indicates your place and bearing.
- To turn off Partner **LOCATION SERVICES**<sup>[109]</sup>, open the **Navigation** tab and switch **LOCATION SERVICES Enable** off.



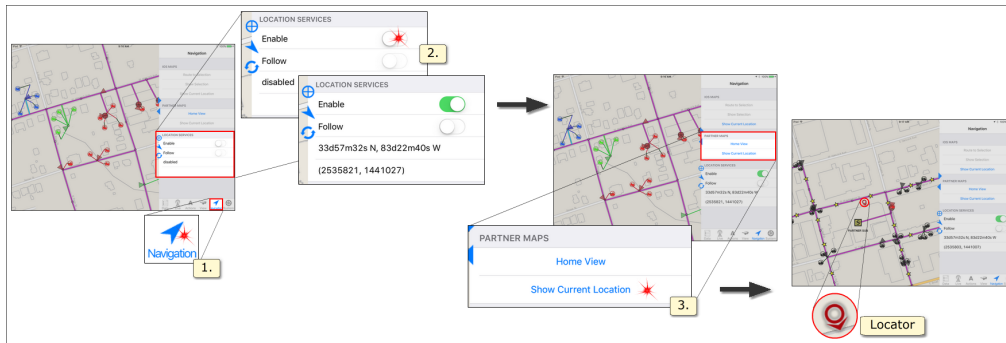
**Tip** — To ensure the Locator position accurately reflects your location and movement, hold your device vertically (screen parallel with your body) as opposed to horizontally (screen perpendicular to your body) when stationary or moving slowly.

## Use the Navigation Tab



Here's How

1. Tap the **Navigation**<sup>[46]</sup> tab to open it.
2. Under LOCATION SERVICES, tap the **Enable** switch to turn it **On**.
3. Under PARTNER MAPS, tap **Show Current Location**. The map pans and centers on your location at your current zoom level. The Locator icon represents you.



### 1.5.2 Track Your Position on Your Partner Maps

Enable Follow to track your position. The Locator icon remains centered in the Map pane while the map pans as you move around.

The Quick bar allows you to enable Follow with one tap. Use the **Navigation** tab when you need to control Partner Location Services and Follow separately. Both procedures are described below.



## Use the Quick Bar

To use this method, you must turn on Apple Location Services<sup>[14]</sup>.

**Caution** — If you are viewing any map area other than your location, using the Quick bar **Follow** button immediately repositions the Map pane to center on your location.



## Here's How

- Tap the Quick bar  Follow to automatically enable the **Navigation** tab LOCATION SERVICES **Enable** and **Follow** switches. When enabled, the Quick bar Follow arrow shows green. The Map pane repositions and centers on your location as you travel. The Locator icon indicates your place and bearing.
- Tapping  Follow again disables tracking, but not Partner's LOCATION SERVICES.
- To turn off Partner's LOCATION SERVICES<sup>[105]</sup>, open the **Navigation** tab and switch LOCATION SERVICES **Enable** to **OFF**.



**Tip** — To ensure the Locator position accurately reflects your location and movement, hold your device vertically (screen parallel with your body) as opposed to horizontally (screen perpendicular to your body) when stationary or moving slowly.

## Use the Navigation Tab

To use this method, you must turn on Apple Location Services<sup>[14]</sup> and the Partner LOCATION SERVICES Enable switch<sup>[106]</sup>.



## Here's How

1. Tap the **Navigation**<sup>[46]</sup> tab to open it.
2. Under LOCATION SERVICES, tap the **Follow** switch to turn it **ON**. The Quick bar Follow arrow turns green. The Map pane repositions and centers on your location as you travel. Your place and bearing are shown by the Locator icon.




---

**Tip** — If you pan away from your location while Follow is on, the Map pane re-centers on the Locator whenever your location information is refreshed. Disable Follow when not in use.

---

### 1.5.3 Track Your Position on Your iOS Maps

Use the IOS MAPS **Show Current Location**, found in the **Navigation** tab, to see where you are on your iOS-provided maps. A pin represents your initial location. As you move, a transparent blue-shaded circle represents the general location of your new position.

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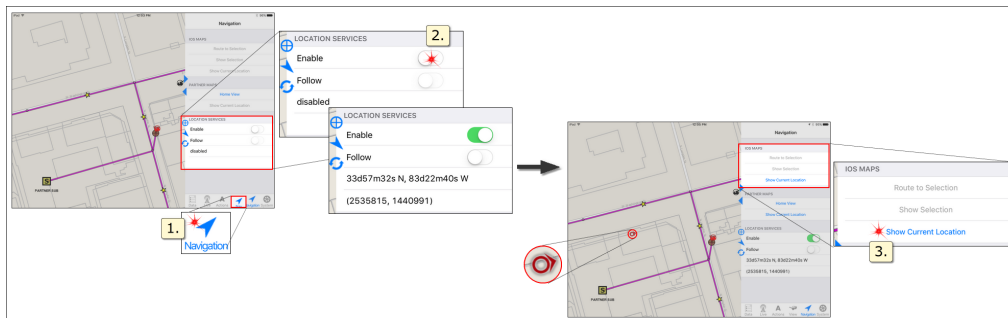
**Note** — To use this feature, you must turn on Apple Location Services<sup>[14]</sup> and Partner LOCATION SERVICES Enable switch<sup>[106]</sup>. Additionally, an internet connection is required to access the iOS-provided Maps app. For Wi-Fi only iPad models, a hotspot must be within range. Wi-Fi + Cellular models can use a Wi-Fi connection or a wireless data plan.

---



## Here's How

1. Tap the **Navigation**<sup>[46]</sup> tab to open it.
2. Tap the PARTNER MAPS **Enable** switch to turn it **ON**.
3. Under IOS MAPS, tap **Show Current Location**. The iOS-provided Maps app opens automatically and drops a pin at your location.



### 1.5.4 See Your Selection on Your iOS Maps

See the location of a selected Partner map item in your built-in iOS Maps app. Your location information is not necessary, so this feature does not require the Partner LOCATION SERVICES **Enable** switch to be on.

---

**Note** — Without an internet connection, this feature allows you can see the location of a selected Partner map item in the iOS-provided Maps app. To access all features of the iOS-provided Maps app you must have an internet connection. For Wi-Fi only models, a hotspot must be within range. Wi-Fi + Cellular models can use Wi-Fi or a wireless data plan.

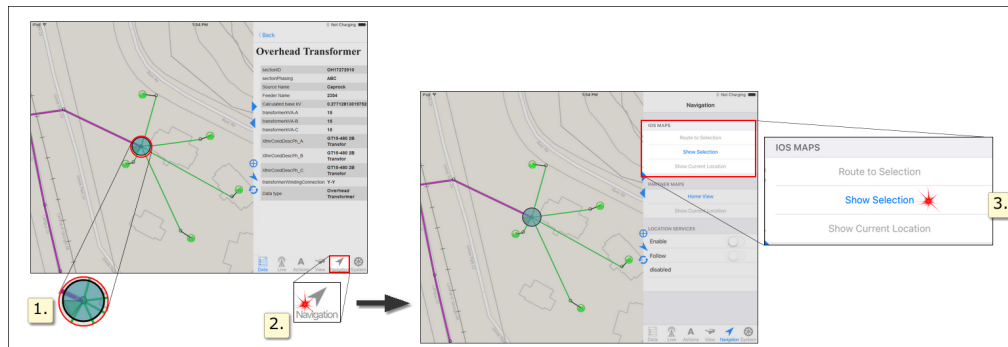
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## Here's How

1. Navigate<sup>[94]</sup> or use **Find**<sup>[101]</sup> to locate and select your Partner map item. You must select an item in the Partner maps to see its location on the iOS-provided maps.
2. Tap the **Navigation**<sup>[46]</sup> tab to open it.

- Under IOS MAPS, tap **Show Selection**. The iOS-provided Maps app opens. A red pin marks your Partner map item and a tag above the pin identifies it.



**Note** — To Return to Partner Next from the Maps App, double click your iPad **Home** button to open the Task Manager. Drag your finger horizontally across the screen to scroll through your open apps. Tap Partner Next to open it.

## 1.5.5 Get a Route on Your iOS Maps

Partner Next links to the built-in iOS Maps app, so you can find a path from your present location to any item in your Partner map.

**Note** — To use this feature, you must turn on Apple Location Services<sup>[14]</sup> and the Partner LOCATION SERVICES<sup>[14]</sup> Enable<sup>[106]</sup> switch<sup>[106]</sup>. This feature requires an internet connection. For Wi-Fi only models, a hotspot must be within range. Wi-Fi + Cellular models can use Wi-Fi or a wireless data plan.

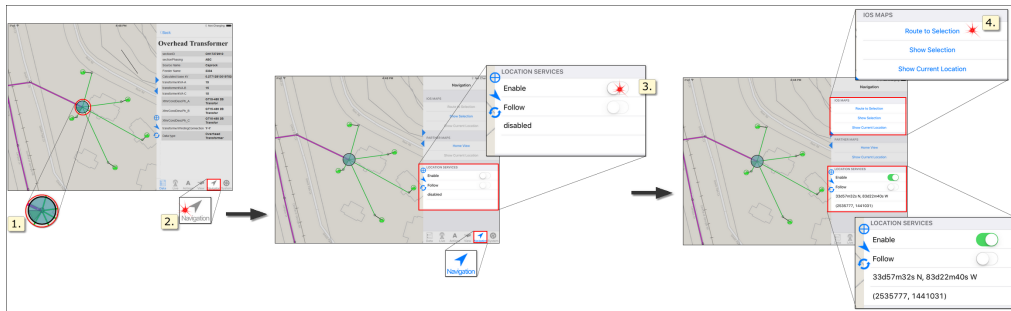


### Here's How

- Navigate<sup>[94]</sup> or use **Find**<sup>[101]</sup> to locate and select your Partner map item. You must select an item in the Partner map to get a suggested route.
- Tap the **Navigation**<sup>[46]</sup> tab to open it.
- Under LOCATION SERVICES, tap **Enable** to turn it on. iOS MAPS and PARTNER MAPS options change from grey to blue and become available for selection.



4. Under IOS MAPS, tap **Route to Selection**. The iOS-provided Maps app opens. A green pin marks your location; a red pin marks your Partner map item. The suggested route is shown in blue.



**Note** — To Return to Partner Next from the Maps App, double click your iPad's **Home** button to open the Task Manager. Drag your finger horizontally across the screen to scroll through your open apps. Tap Partner Next to open it.

## Troubleshooting

**Problem:** The **Route to Selection** button is not available.

**Explanation:** You must slide the **Enable** switch to **ON** to have access to the **Route to Selection** IOS MAPS button.

**Problem:** I turned on the LOCATION SERVICES **Enable** switch, but many of the navigation and location buttons are not available to me. What's wrong?

**Explanation:** Apple Location Services is off. Go to **Settings>Privacy>Location Services** to turn it on for your device.

**Problem:** **Route to Selection** opens the iOS-provided map but only shows my current location. There is no suggested route. Pop-up messages tell me there is no network and that no directions are available. The Partner LOCATION SERVICES **Enable** switch is **ON** and the message area shows my location coordinates.

**Explanation:** You are without a network connection. Either you are out of range or your connection (Wi-Fi or data) is disabled in your device Settings.

## 1.6 Get App Information

Information about your app and its performance is found in the **System** tab. The following list summarizes useful data found there:

- See version and build information in the **About**<sup>[59]</sup> pane.
- See rendering rates and memory metrics in the **Performance**<sup>[60]</sup> pane.
- Monitor map download progress in the **Update**<sup>[52]</sup> pane.
- See information about synchronization for your Live data in the **Sync**<sup>[56]</sup> pane.

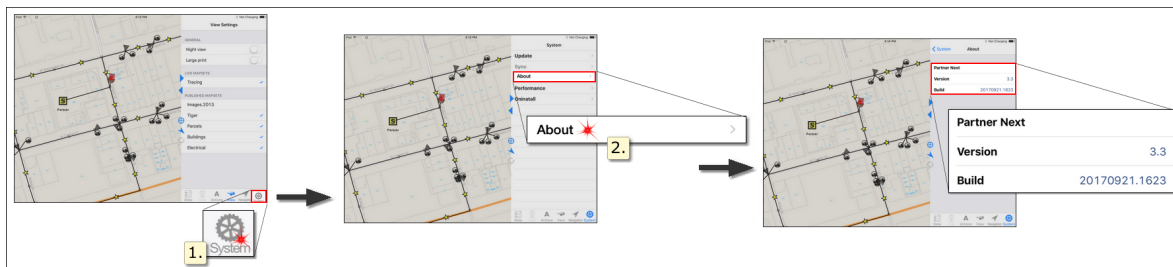
### App Version and Build

Sometimes it is important to know your software version and build. Find this information in the **System** tab, About pane.



Here's How

1. In the Tab bar, tap **System** to open it.
2. In the the list, tap **About** to open it. The About pane provides information about your application's build and version.



### App Performance

The **System** tab, Performance pane provides information about general operations of your app. These measurements can be useful when troubleshooting support issues.



Here's How

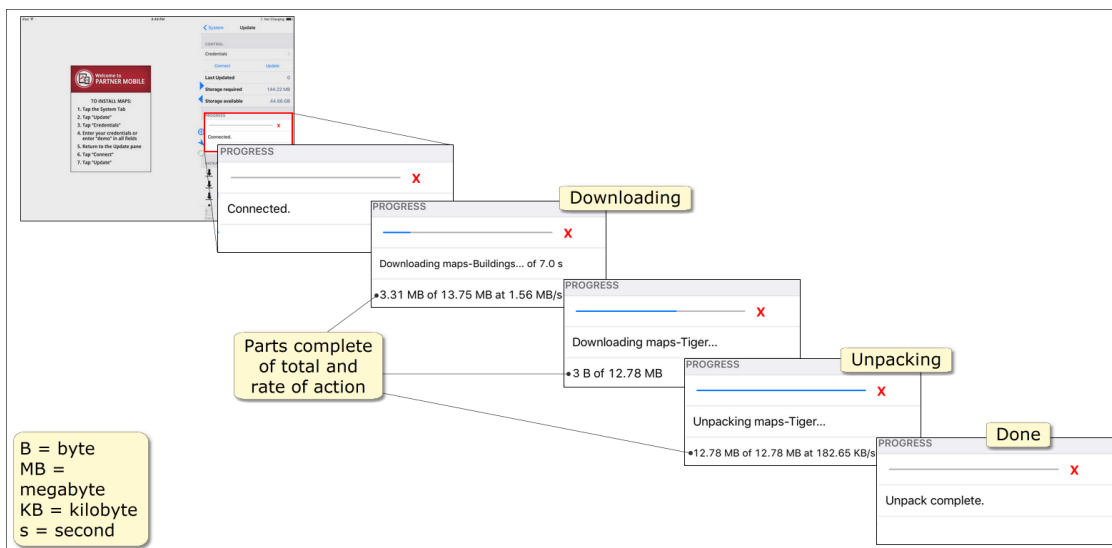
1. In the Tab bar, tap **System** to open it.

- In the the list, tap **Performance** to open it. The Performance pane provides information about your application's rendering rates and memory usage.



## Map Download Performance

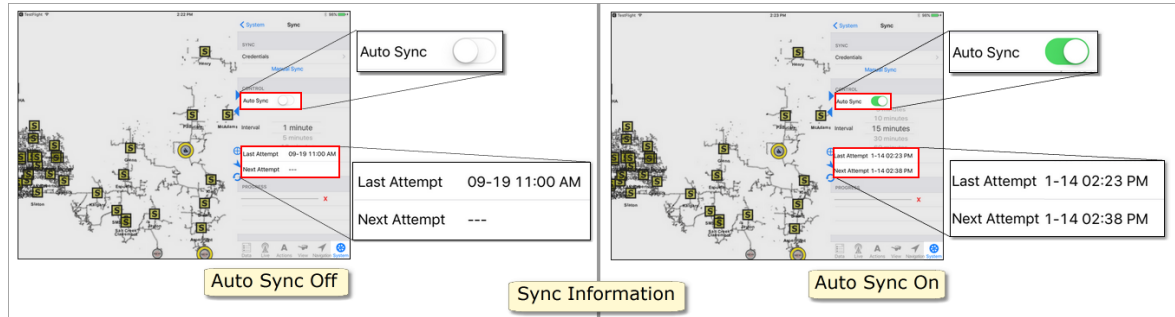
Find information concerning your mapset packages download in the **System** tab, **Update** pane.



Update Information in the System Tab, Update Pane

## Sync Information

If your organization uses Mobile Outage and/or Distribution Inspection, find out when you data last synchronized in the Sync pane. If **Auto sync** is engaged, you can also find out when the next synchronization will occur.



## Part 2. Partner Goes Mobile

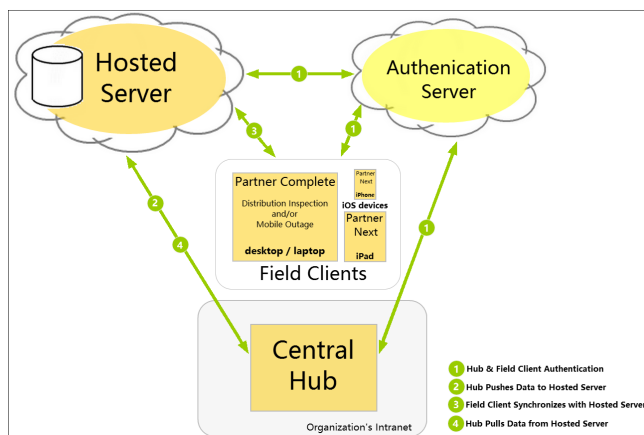


The information provided here applies to the Partner Mobile Outage or Distribution Inspection system. Access to this functionality requires the Mobile Outage and/or Distribution Inspection license(s) and the Partner Complete Platform. To learn about these systems and how to acquire them for your organization, contact Partner Sales.

Partner Next brings your MO and/or DI systems to the iOS platform specifically for field work. With an internet connection (via Wi-Fi or cellular data plan) you can share information with the office and other users. When you are without a connection, your new data is stored locally while new data from others is stored on the hosted server. When your connection is regained, the data stores sync.

### Security

The authentication server assures secure information transfer. Before any device communicates with the hosted server, it must first pass a security check point. Each user must sign on to the system with their own user name and password (Partner Passport). These credentials are compared with those maintained on the authentication server. Once your credentials are accepted, the hosted server verifies your credentials with the authentication server. Data transfer occurs only after this second verification. The entire process takes seconds.



## Part 2.1 Mobile Outage

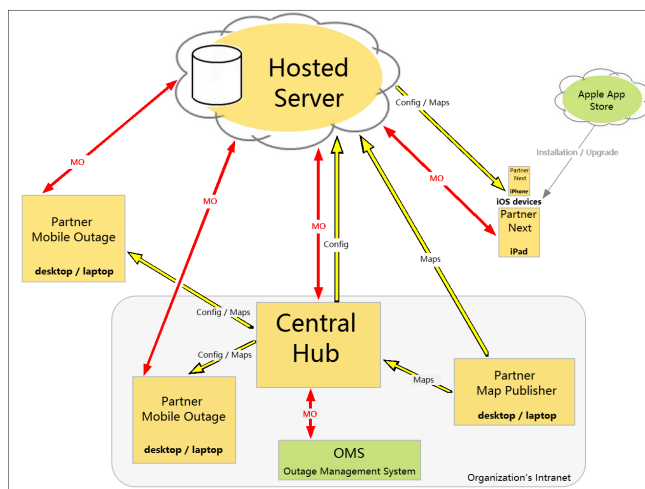


The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about these systems and how to acquire them for your organization, contact Partner Sales.

Partner's Mobile Outage reduces reliance on radio and cell phone communication, freeing field crews to work outages. New assignments and information are collected in Partner for acceptance at your convenience. Field responses are automatically transferred to your organization's outage management system (OMS) reducing manual input as well as communication and transcription errors by dispatch personnel.

### How It Works

In the office, the Partner Hub communicates directly with your organization's OMS. The Hub picks up outage crew assignments and pushes this information to your organization's dedicated hosted server. In the field, crew devices automatically synchronize at regular intervals with the hosted server, receiving and sending new information as it occurs. Field information travels back to your organization's OMS and to dispatch personnel via the hosted server and the Partner Hub.



## Network Connectivity

Synchronization shares information across the Partner Mobile Outage system.

Requiring a connection to the internet, synchronization occurs automatically at set intervals or can be initiated manually when you want to communicate right away.









When you are without an internet connection, your edits are stored on your computer and new information from others (office and crews) is stored on the hosted sever. As soon as your connection is regained, all stored information is shared.

### 2.1.1 MO on the Map



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

A circular symbol marks the OMS-predicted outage location and conveys the status of the outage. Crew selections for two form entries (**Field Crew Status**<sup>[126]</sup> and **Field Outage Status**<sup>[127]</sup>) change the outage symbol on the map. Each symbol provides a quick understanding of the assigned crew's progress to anyone viewing Mobile Outage.

Mobile Outage Symbols and Meaning							
Field Crew Status				Field Outage Status			
							
New	Received	On the Way	On Site	Closed With Power	Closed No Power	Verified	Restored

---

**Note** — Currently, the only outage status that appears in your organization's OMS is the Field Outage Status, **Restored**. All other statuses only appear in Mobile Outage.

---




Outage status is determined by **Crew** or **Outage** form selections. **Field Crew Status** communicates acknowledgment and intent for an assignment. **Field Outage Status** reflects a crew's progress for an assignment.

---







**Tip** — **Field Outage Status** entries override **Field Crew Status** entries.

---

## Synchronization Status of Your Edits

If you have engaged **Auto Sync**, synchronization occurs as you work. Your form edits begin on your computer (symbolized on the map with ) where only you can see them. The synchronization following your edit shares your changes with Mobile Outage users. If you edited a field that is shared with your organization's OMS ,  indicates your edit is now visible to Mobile Outage users, but not yet visible to your OMS users. Edits of the fields shared only with Partner Mobile Outage users show no small letter at this time. Since this information is not shared outside of Mobile Outage, it has reached its target. The next synchronization (the second following your form edit) completes your communication and shares your OMS-shared field edits with your organization's OMS. The absence of a small letter indicates your OMS-shared edits have reached their target.



Synchronization Status of Your Recent Edits			
Symbol	Meaning	OMS-Shared Field Edit Map Example	Mobile-Outage-Only Field Edit Map Example
	Edit Visibility = Local Your Edits Exist on Your Computer; No One Else Can See Your Changes Yet	 Edit Sync Status = Local for Your Crew's <b>Received</b> Outage	Same as OMS-Shared Field Edit
	Edit Visibility = Mobile Outage Your OMS-Shared Edits are Visible to Mobile Outage Users; Your OMS Does Not Have Access to Your Changes Yet	 Edit Sync Status = Mobile Outage for Your Crew's <b>Received</b> Outage	 Sync Status = Mobile Outage for Your Crew's <b>Received</b> Outage
No Letter Symbol	Edit Visibility = Mobile Outage & Your OMS (if appropriate) Distribution of Your Edits is Complete; Your Changes are Visible in Mobile Outage & Your OMS (if appropriate)	 Edit Sync Status = Your OMS for your Crew's <b>Received</b> Outage	Same as OMS-Shared Field Edit

### 2.1.1.1 MO Field Crew Status

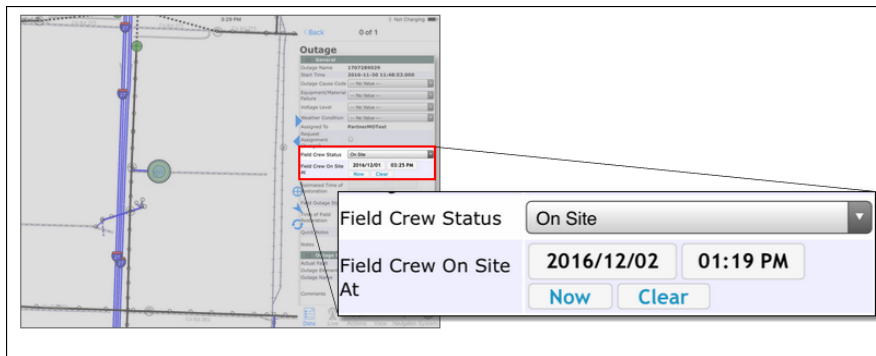


The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.





Your selection on the outage form sets the **Field Crew Status** and communicates your focus to the office dispatcher and other crews. Your status selection changes the icon on the map for quick recognition of your crew's acknowledgment of and intention regarding an assignment. When your crew begins work at a location, the **Field Outage Status** takes precedence.

**Note** — Currently, **Field Crew** statuses only appear in Mobile Outage; they are not shared with your organization's OMS.

**Tip** — Selecting the **Field Crew Status On Site** option automatically applies the current date and time to **Field Crew On Site At**. However, you can edit these entries as needed by tapping the entry and making selections with the pop-up date or time picker(s).






Setting Field Crew Status to "On Site" automatically populates Field Crew On Site At.

Field Crew Status			
Communicates Crew Intentions			
			
<b>New</b>	<b>Received</b>	<b>On the Way</b>	<b>On Site</b> automatically sets Field Crew On Site At date & time entries

**Tip** — The **Received** status informs everyone you are aware of new work. Therefore, it is important to change **New** outage assignments to **Received** as you get them.

A separate field of the outage form allows a crew to request their outage be reassigned to another crew.

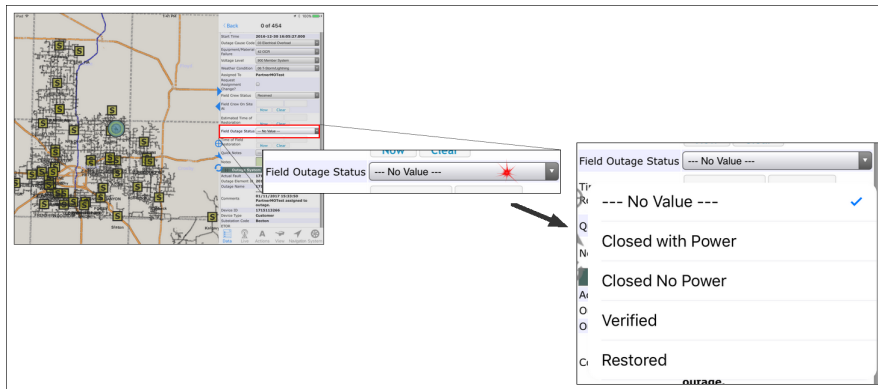
Reassignment Request		
Alerts Office Dispatcher to Crew's Solicitation		
		
Reassignment Request	Another Crew's Reassignment Request for Their <b>Received</b> Status Outage	Your Reassignment Request for Your Crew's <b>New</b> Status Outage

### 2.1.1.2 MO Field Outage Status







The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

Your selection on the outage form sets the **Field Outage Status**. This form selection communicates outage progress to the office dispatcher and other crews. Your selection changes the icon on the map for quick recognition of outage diagnostics and ultimate resolution. Since this information is determined once a crew is on site and working the outage, it take precedence over the **Field Crew Status**.



Field Outage Status Supersedes Field Crew Status on the Map

**Note** — Currently, only the **Restored** field outage status appears in your organization's OMS. The other three **Field Outage** statuses only appear to users of Partner Mobile Outage.

Field Outage Status			
Communicates Outage Information			
			
<b>Closed With Power</b>	<b>Closed No Power</b>	<b>Verified</b>	<b>Restored</b>

### 2.1.2 MO in the Task Pane



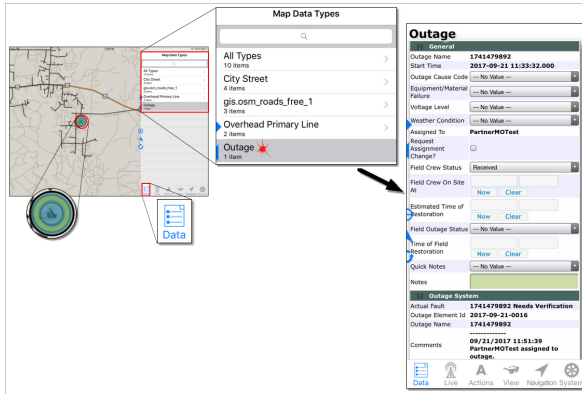
The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

Mobile Outage in Partner Next adds functionality to the Task pane. This section describes these MO-specific capabilities.

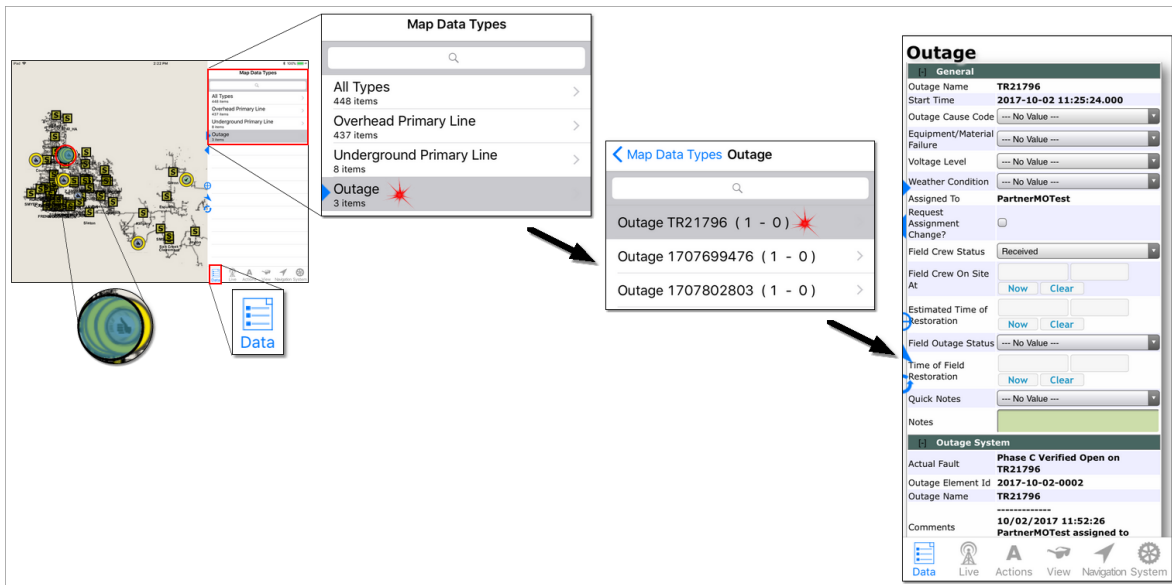
## Data Tab

Selecting an outage provides the Outage type in the **Data** tab Map Data Types pane. If the Outage type shows

- Only one item in its summary, selecting it automatically accesses the outage data.



- More than one item, selecting it opens a list of the outages within your selection radius.
  - Tap an outage to access its data.

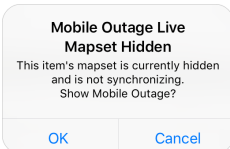


## Live Tab

If your organization is licensed for Distribution Inspection or Mobile Outage, the Partner Next **Live** <sup>31</sup> tab is selectable. Tap it to access your organization's Live lists. If your organization uses Distribution Inspection, it will be named here. If it also uses

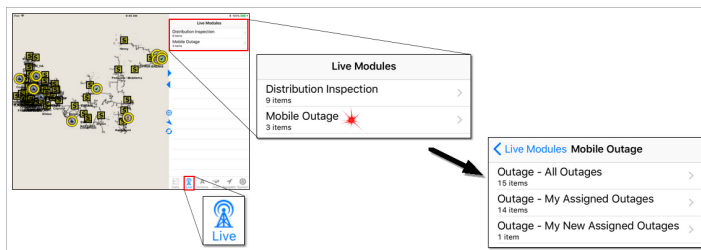
Mobile Outage, it is listed here as well. The summary provided under each system name refers to the number of Live lists configured for each system.

**Note** — Hidden Live mapsets do not synchronize. If you select a MO record from the Live list when the MO mapset is hidden (see the topic [View Tab<sup>43</sup>](#)), the following message appears:

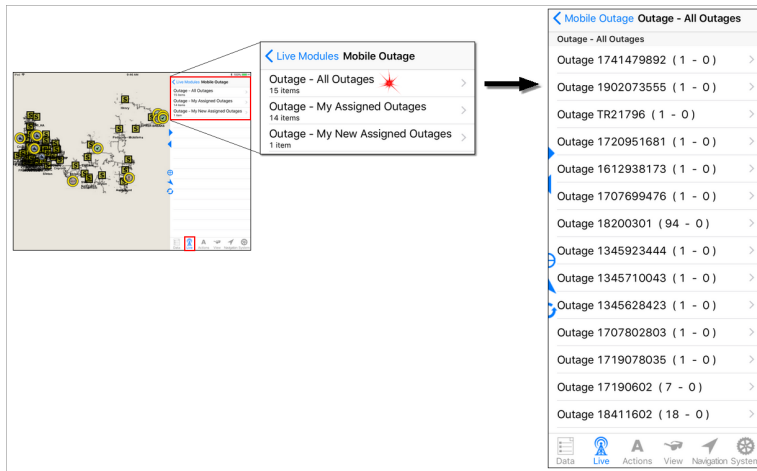


- Choosing **OK** automatically makes the MO mapset visible and selects the MO record on the map. From this point forward, the MO data will sync whenever a synchronization takes place, whether manually or at the next auto sync interval.
- Choosing **Cancel** terminates your MO record selection and maintains the mapset's hidden and non-synchronizing state.

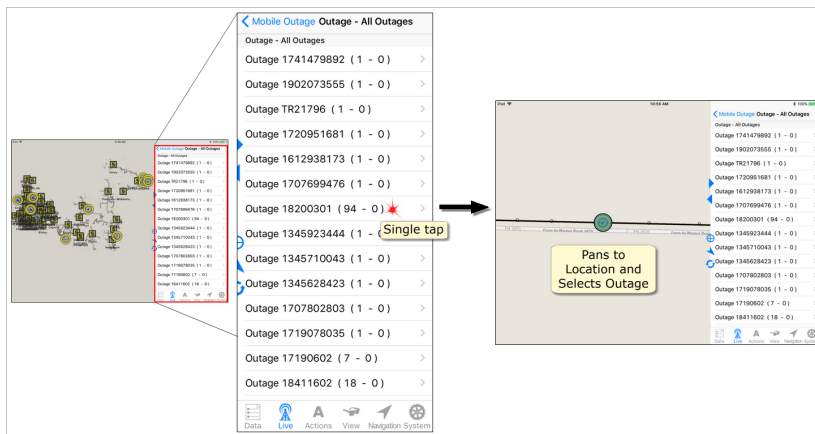
Tap Mobile Outage to access the Live list catalog for your crew.



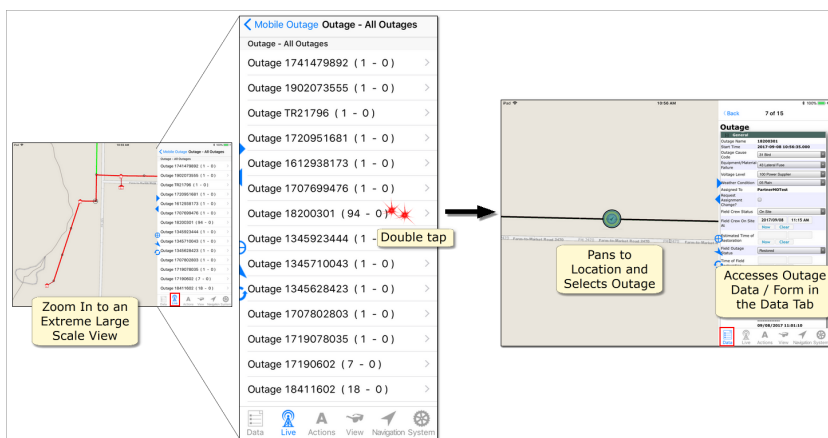
Tap a Live list name to access the individual outages.



Tap an outage in the list to select it on the map.



Double tap an outage in the list to access its data in the **Data** tab and see its location on the map.



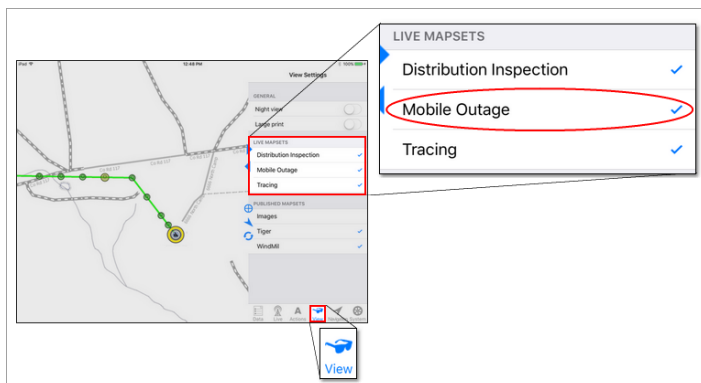
**Note for Older Devices** — The oldest devices capable of running Partner Next v3.3 (iPhone 5 & 5c, and iPad 4th generation), are not powerful enough for the double tap action described above. If using these devices, you must either

- zoom in to an extreme large-scale map view before double tapping the record in the Live list, or
- manually select the **Data** tab after tapping the item in the **Live** tab list.

**Tip for iPhone (MO)** — To access an outage's data, use the double tap process described above. Then, to see the item's location, tap the **Map** tab. If necessary, zoom to a level that displays the items appropriate for your purpose.

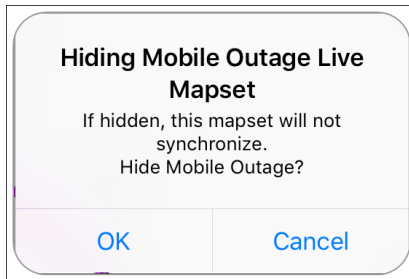
## View Tab

The Mobile Outage license adds the Mobile Outage mapset to the Live Mapsets list. De-select a mapset to hide it; select a mapset to view it.



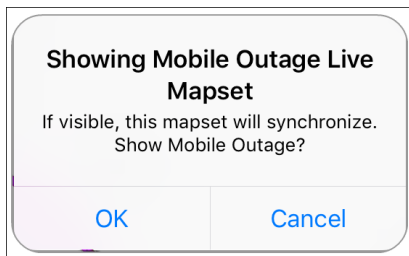
Hiding a Live synchronizing mapset (i.e., Mobile Outage or Distribution Inspection) disables synchronization for that mapset's data. When MO is de-selected, or hidden, in the **View** tab, a pop-up message informs you of the non-synchronizing behavior and asks you to confirm your choice before proceeding. Tap **OK** to hide and suspend syncing; tap **Cancel** to terminate the action.





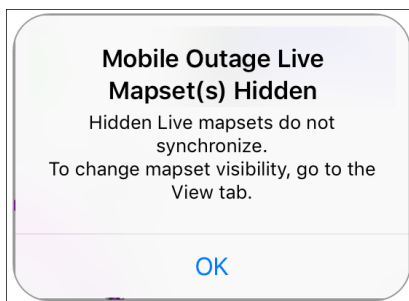
**Hiding MO  
Confirmation Message**

Conversely, a pop-up also asks you to confirm your choice when restoring visibility for the MO mapset.



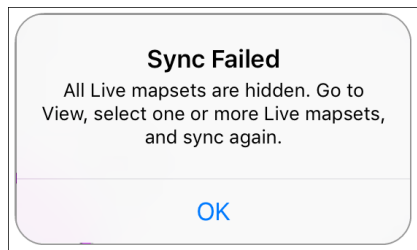
**Restoring MO Visibility  
Confirmation Message**

Your **View** selections are remembered between sessions. If MO is hidden when you start Partner Next, a pop-up notifies you.



**Reminder Message for  
MO Hidden at App Startup**

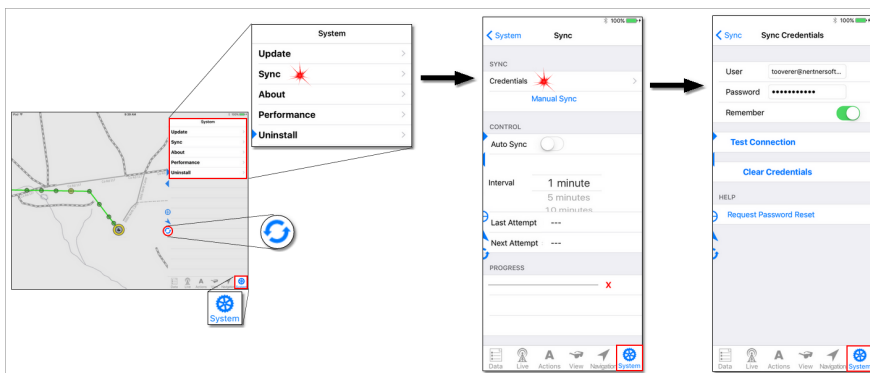
If all installed synchronizing mapsets are hidden when the app attempts to synchronize, a pop-up message communicates why the synchronization failed.



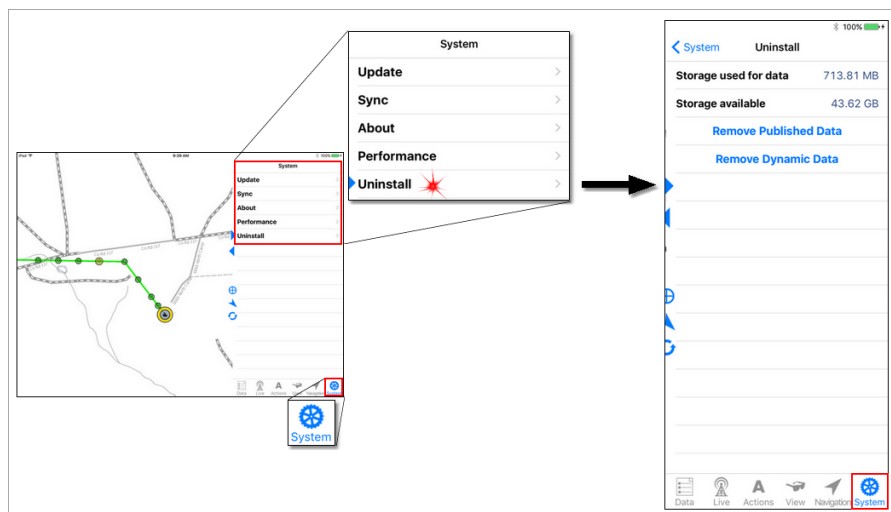
**All Syncing Mapsets  
Hidden; Sync Fail Message**

## System Tab

The Mobile Outage license enables the **System** tab Sync pane. Manage your Sync Credentials as well as Auto Sync and auto sync intervals here.

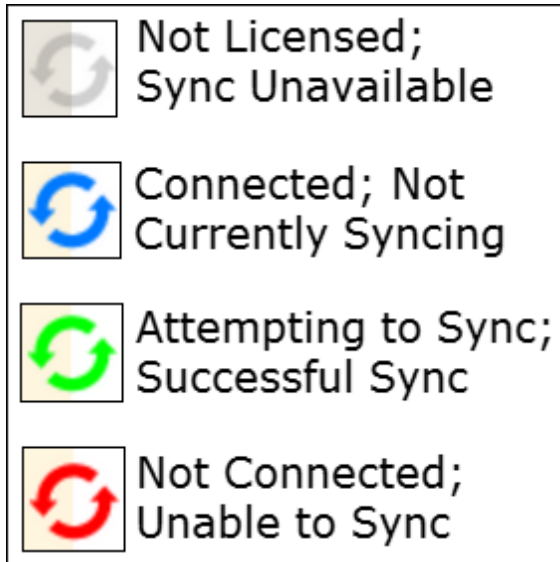


To remove your Live data (also known as Dynamic data), use the action located in the **System** tab Uninstall pane.



## Quick Bar

The Mobile Outage license enables the **Quick Bar Sync** button. This button is found between the Task and Map panes. It changes color to indicate specific connectivity states. To find out more about the Quick bar and the controls found there, see topic 1.1.2 Quick Bar<sup>[62]</sup>.



Sync Button Color Codes

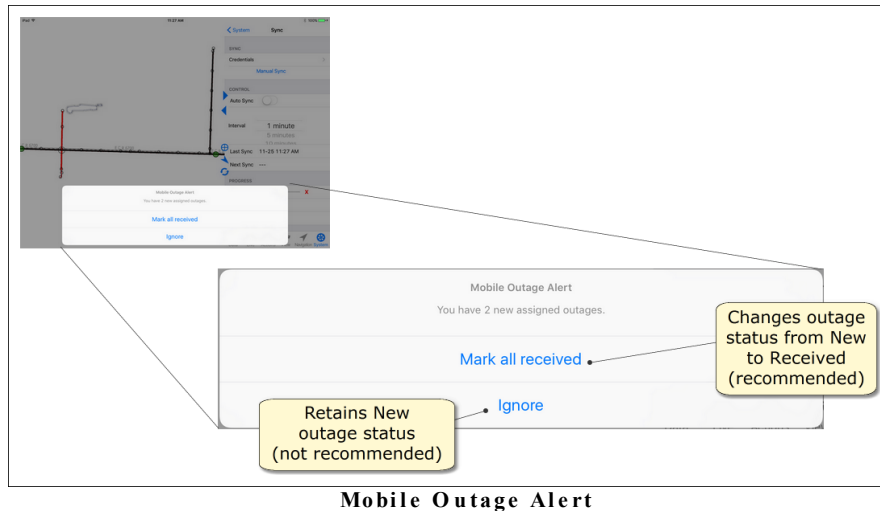
### 2.1.3 Your Crew's MO Assignments



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

As crew assignments are made in your organization's OMS, Mobile Outage picks them up and distributes them.

After you log in<sup>[78]</sup> and establish a connection with the hosted server, a synchronization downloads outages to your device. If your crew has new assignments, the **Mobile Outage Alert** appears.

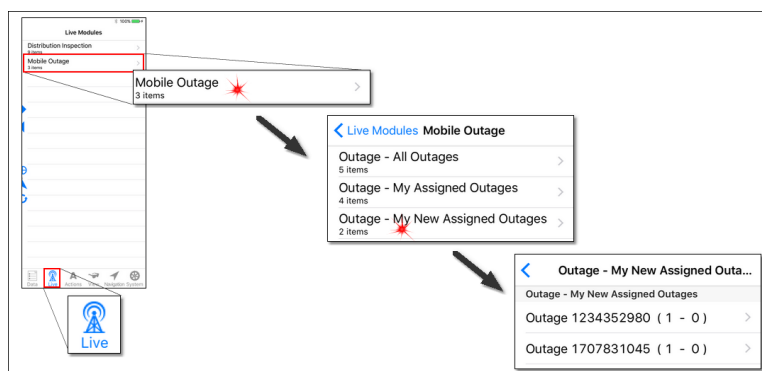


On the map, your assigned outages show a yellow ring.



**Your Crew's  
New Outage  
Assignment**

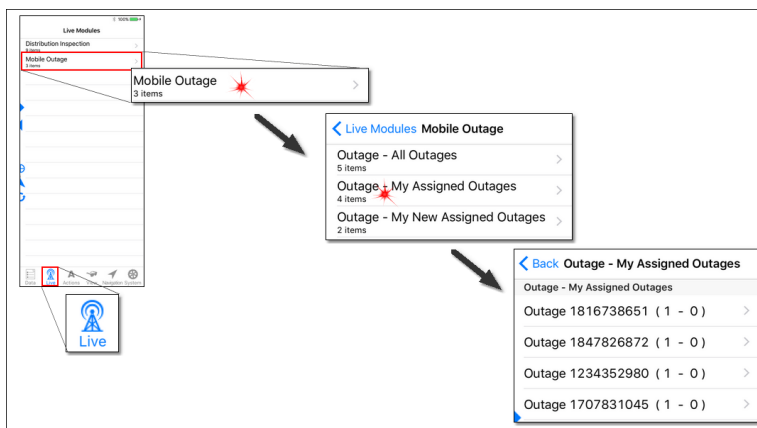
Your crew's newly assigned outages (those you have not marked as **Received** since they were assigned) are listed in the **Live** tab Items pane<sup>35</sup>.



**Your New Assigned Outages  
in the Live Tab Items Pane**

As stated previously, the **Mobile Outage Alert** notifies your crew's members of **New** assignments. To close the alert, you must choose to either **Mark all received** or **Ignore**. **Mark all received** changes the assignments from **New** to **Received** and removes them from the **My New Assigned Outages** list of the **Live** tab Items pane<sup>35</sup>. **Ignore** closes the alert, but does not affect the status of your **New** assignments.

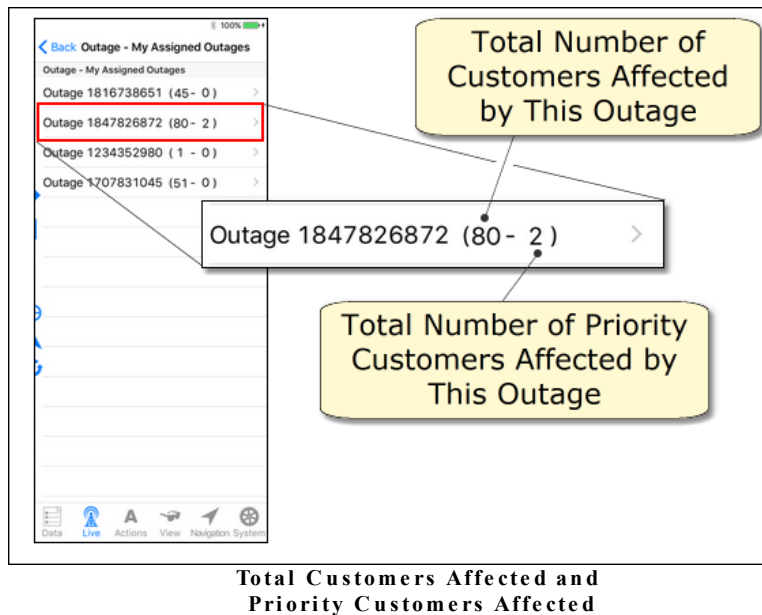
All outages assigned to your crew appear in the **Live** tab Items pane **My Assigned Outages** list.



**Your Non-New Assigned Outages in the  
Live Tab Items Pane**

**Note** — The **Received** status informs everyone you are aware of new work. Therefore, it is important to change **New** outage assignments to **Received** as you get them.

The numbers within parentheses following each outage ID provide information about the customers affected by this outage. The first is the total number of customers and the second is the number of priority customers.



Tap an outage in the **Live** tab Items pane and the map automatically pans to its location and selects it. To access an outage's data in the **Data** tab and see its location, double tap the outage in the Live list.

---

**Note for Older Devices** — The oldest devices capable of running Partner Next v3.3 (iPhone 5 & 5c, and iPad 4th generation), are not powerful enough for the double tap action described above. If using these devices, you must either

- zoom in to an extreme large-scale map view before double tapping the record in the Live list, or
  - manually select the **Data** tab after tapping the item in the **Live** tab list.
- 

If internet connectivity is maintained as you edit your assignment, synchronization distributes your new information to other Mobile Outages users (field crews or office staff) and to your organization's OMS. Synchronization also distributes information from other Mobile Outage users and the OMS to you. If connectivity is lost, your edits collect on your computer and new information from others collects on the hosted server. When connectivity is restored and synchronization (manual or automatic) takes place, all collected information is shared.

## 2.1.4 Information Shared between Mobile Outage & Your OMS



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

The dispatcher assigns outages predicted by your OMS to crews. Assignments are picked up by Partner's Mobile Outage and delivered to crews in the field. As a crew reports outage information in Mobile Outage, the information distributes to other MO users and back to your OMS. Outages are tracked throughout this process by their OMS assigned record ID.

### Outage Form

Selecting an outage assigned to your crew provides an editable form in the Data Selection pane.

**Outage**

**General**

Outage Name: 1826795317

Start Time: 2017-02-22 09:07:40.000

Outage Cause Code: --- No Value ---

Equipment/Material Failure: --- No Value ---

Voltage Level: --- No Value ---

Weather Condition: --- No Value ---

Assigned To: PartnerMOTest

Request Assignment Change? ☐

Field Crew Status: On The Way

Field Crew On Site At:  Now

Estimated Time of Restoration:  Now

Field Outage Status: --- No Value ---

Time of Field Restoration:  Now

Quick Notes: --- No Value ---

Notes:

**Outage Form**

Your crew's outage data is shared with other Mobile Outage users and a portion of that data is shared with your OMS. The Request Assignment and Field Crew status<sup>125</sup> information in Mobile Outage are not shared with your OMS. Additionally,

no Field Outage statuses<sup>127</sup> are shared with your OMS except for the **Restored** status.

The screenshot shows the 'Outage' form with a 'Key' on the left. The key indicates that green boxes represent 'OMS & Mobile Outage' and yellow boxes represent 'Mobile Outage only'. A yellow callout box points to the 'Field Outage Status' dropdown, stating: 'Restored is the only Field Outage Status that appears in Your OMS'. The form is divided into two sections: 'General' and 'Outage System'.

General	
Outage Name	1847826872
Start Time	2016-11-08 10:29:52.000
Outage Cause Code	14 Jumper
Equipment/Material Failure	--- No Value ---
Voltage Level	--- No Value ---
Weather Condition	--- No Value ---
Assigned To	PartnerMOTest
Request Assignment Change?	<input type="checkbox"/>
Field Crew Status	Received
Field Crew On Site At	Now Clear
Estimated Time of Restoration	Now Clear
Field Outage Status	--- No Value ---
Time of Field Restoration	Now Clear
Quick Notes	--- No Value ---
Notes	
Outage System	
Actual Fault	1847826872 Needs Verification
Outage Element Id	2016-11-08-0002
Outage Name	1847826872

**Outage Form Fields that Appear in Your OMS and/or Mobile Outage**

## Outage System Section

The Outage System information below the outage form comes from your OMS and is view only. Field crew edits to the outage form can update some of this information.

When the field edits are pushed to your OMS, the changes appear here.

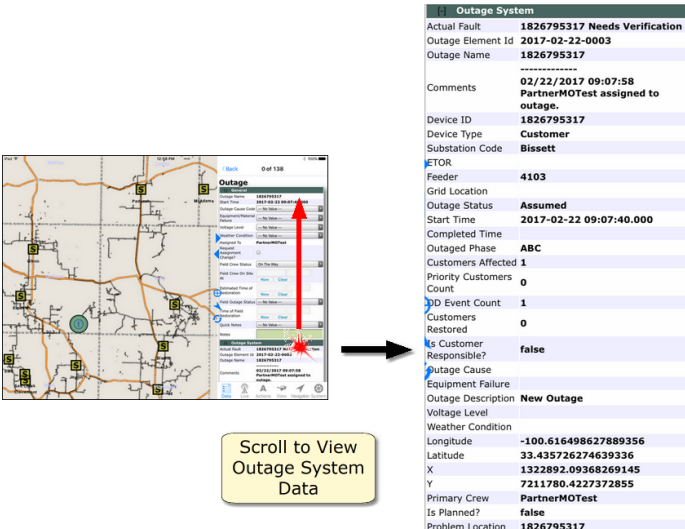
Comments<sup>160</sup> in this section are timestamped and serve as a record of the communication between the office dispatcher and the field crew members.

---

**Note 1** — Currently, **Notes/Comments** are only sent to your OMS with **Cause Code** changes or when the outage **Field Status** is set to **Restored**.

---





Scroll to View Outage System Data

11. Outage System	
Actual Fault	1826795317 Needs Verification
Outage Element Id	2017-02-22-0003
Outage Name	1826795317
Comments	02/22/2017 09:07:58 PartnerMOTest assigned to outage.
Device ID	1826795317
Device Type	Customer
Substation Code	Bissett
Feeder	4103
Grid Location	
Outage Status	Assumed
Start Time	2017-02-22 09:07:40.000
Completed Time	
Outage Phase	ABC
Customers Affected	1
Priority Customers	0
Count	
Event Count	1
Customers Restored	0
Customer Responsible?	false
Outage Cause	
Equipment Failure	
Outage Description	New Outage
Voltage Level	
Weather Condition	
Longitude	-100.616498627889356
Latitude	33.435726274639336
X	1322892.09368269145
Y	7211780.4227372855
Primary Crew	PartnerMOTest
Is Planned?	false
Problem Location	1826795317

Outage System Data

**Note 2** — Outage data labels in the General section are standard for Mobile Outage, but labels in the Outage System section are inherited from your organization's OMS.

## 2.1.5 Working with Mobile Outage in Partner Next

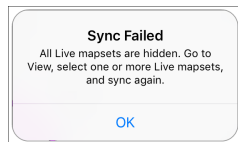


The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

To work with Mobile Outage, you must first log in<sup>[79]</sup> with your Sync Credentials (Partner Passport). Each unique Partner Passport makes certain that assignments are routed correctly and that outage edits are credited to the appropriate crew. After logging in, confirm your sync settings<sup>[85]</sup> are configured appropriately for your tasks.

**MO Sync Tip** — Since MO work is time sensitive, **Auto Sync** is the best sync option for MO users.

**View Settings Note** — When hidden (see topic 1.1.1.4 View Tab<sup>43</sup>), the Live mapsets, Mobile Outage and Distribution Inspection, do not synchronize. If both MO and DI are hidden when the app synchronizes, a pop-up message communicates why the synchronization failed.



**MO and DI Hidden  
Sync Fail Message**

---

## Single-User Device

Since the iOS operating system does not provide for multiple user accounts, Partner considers Apple mobile devices to be single user. As the lone user of a device, you can set Partner Next to remember your Partner Passport. At the end of each shift, Partner recommends doing a manual sync to ensure that any local records are shared. Also, to protect your organization's data, be sure to set up a passcode for your device.

## Multi-User Device

If your organization shares devices among workers, a different protocol is necessary. When you have finished a work session, be sure to manually sync to share any remaining local records and then clear your Partner Passport. These steps ensure that the next person using the device will be required to log in with their Partner Passport to access MO.

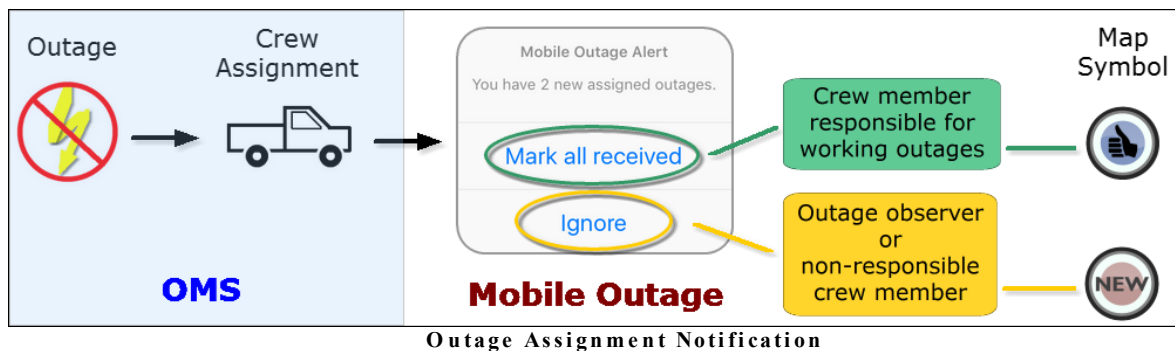
This section provides procedures and tips for using Mobile Outage in the field. For a description of the Mobile Outage system and how it augments the Partner Next app, see topic 2.1 and its sub-topics 2.1.1 - 2.1.3.

### 2.1.5.1 Receive New MO Assignments Now or Later



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

After you log in<sup>[78]</sup>, establish a connection with the hosted server, and enable **Auto sync**<sup>[85]</sup>, Mobile Outage syncs outages to your device at regular intervals. The Mobile Outage Alert reports the number of **New** outages assigned to your crew. To close the alert, you must choose either **Mark all received** or **Ignore**. Selecting **Mark all received** removes the newly assigned outages from the **Live tab > Mobile Outage > My New Assigned Outages** list and changes the symbols on the map. Selecting **Ignore** retains their **New** status.



Once you select **Ignore**, you can then individually change each **New** outage to **Received**. To do this, select an outage and change its status by editing the form.

**Note** — The **Received** status informs everyone you are aware of new work.

Therefore, it is important to change **New** outage assignments to **Received** as you get them if you are the crew member tasked with this responsibility.

All outages assigned to your crew are listed in the **Live** tab > **Mobile Outage** > **My Assigned Outages** list. Every outage is listed in the **Live** tab > **Mobile Outage** > **All Outages** pane.

## New Assignment Alert

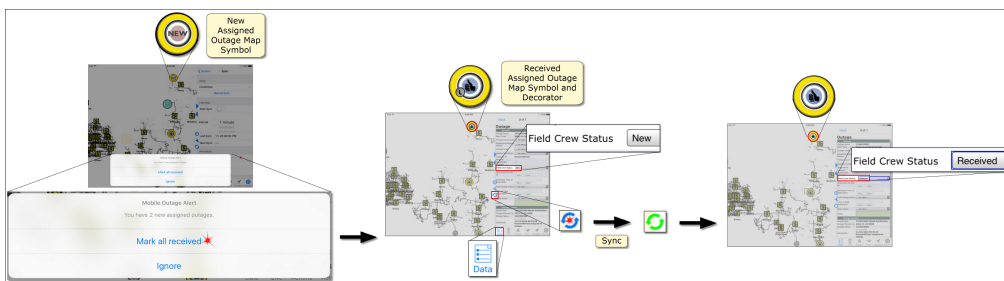
When outages are assigned to your crew, the Mobile Outage Alert appears. You must select either of the alert options in order to close the pop-up and access your map again. This procedure walks you through each option and its outcome.



Here's How

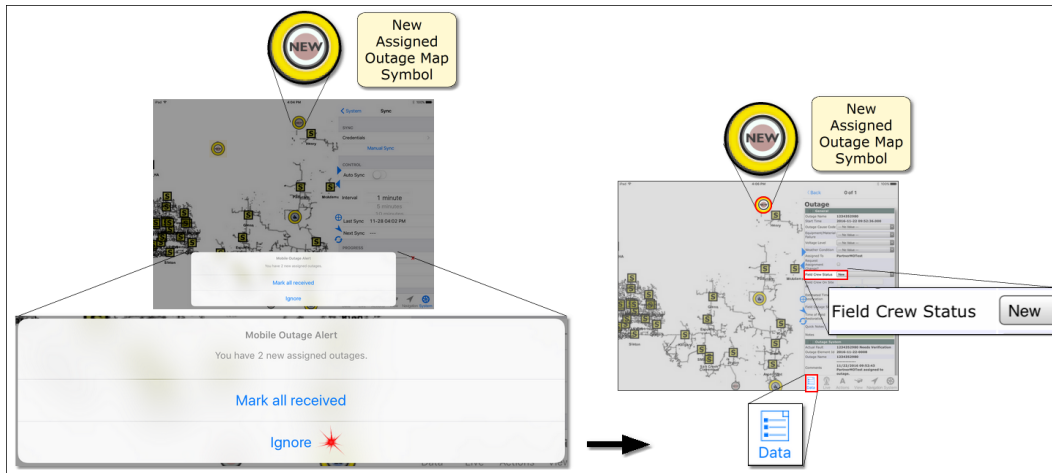
### • Mark All Received Option

If you are the crew member responsible for claiming outages, select **Mark all received**. The alert disappears. The **New** map symbols change to **Received**. The decorator **L** indicates this new data is not yet synchronized. With the next sync, the decorator disappears and the **Crew Status** form entry changes to **Received**. Other Mobile Outage users can see that your crew has received these outages.



### • Ignore Option

If you are not the crew member responsible for claiming the outage, select **Ignore**. The message disappears and your crew's new outage assignments retain their **New** status on the map and in your **Live** tab lists.




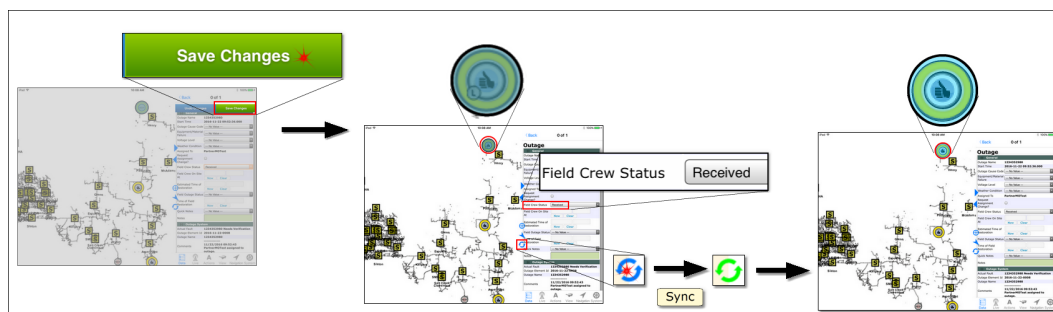
## • Receive A New Assignment Manually

To change an individual outage status, select the outage and edit its form. This procedure shows you how.

1. Access the assignment's editable form through one of the following methods:
  - Map Selection and the Selection Stack<sup>146</sup>
  - Live Tab > Mobile Outage > My Assigned Outages Pane Selection<sup>148</sup>
2. In the **Data** tab outage form, tap the drop-down bar for **Field Crew Status** to access the options list.
3. Tap **Received**. The list closes and the status changes from **New** to **Received**.



4. At the top of the form, tap **Save Changes**. The map symbol changes to reflect the **Received** status. The decorator  indicates this new data is not yet synced.



### 2.1.5.2 Work a MO Assignment



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

As you work to restore an outage, information about the outage must be communicated. The form associated with an assigned outage allows your crew to convey your finding to others. To edit the form you must select the outage.

In addition to the outage form, selecting an outage provides read-only outage information from your OMS. Scroll down below the form to access the Outage System information.

Partner provides two methods of selection: from the map or from the **Live** tab pane. The procedure for each method is provided below.

#### Selecting an Outage Assigned to Your Crew

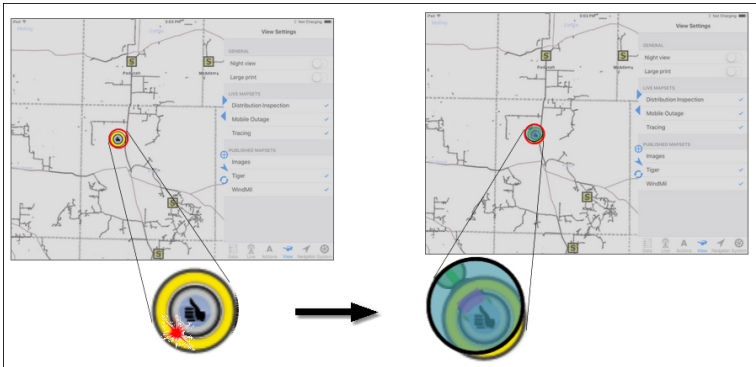
##### Method 1. Map Selection and the Selection Stack



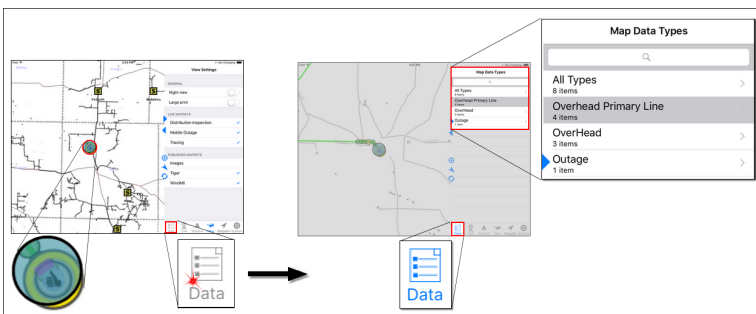
Here's How

1. Pan and zoom to find the outage assignment you want.

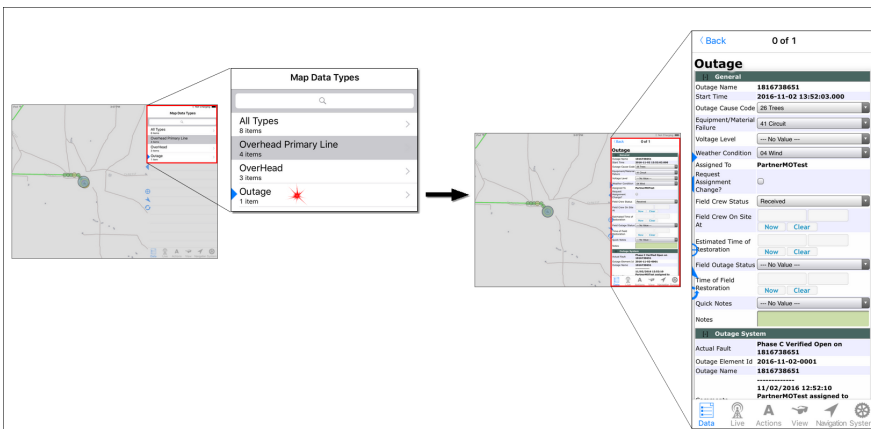
2. Tap the outage symbol with your finger. A filled circle highlights the place on the map, indicating selection. If other items are in close proximity, they are included in your selection stack.



3. Tap **Data** in the Tab bar to open the Map Data Types pane. All items in the selection stack are listed.



4. In the list, tap the outage type to select it.
  - If the outage type contains more than one item, tapping it opens a new pane listing the individual outages. Tap an item to select it and access its data.
  - If the outage type includes only one item, tapping it directly accesses its data.

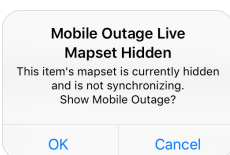


## Tips

- The pane scrolls; use your finger to drag information into view.
- For more information about filling out the form, see the other topics of this section (i.e., 2.1.4.2.1 — 2.1.4.2.5).
- Deselect by tapping an empty area of the map. The **Data** tab Items pane<sup>[23]</sup> clears and the highlight on the map disappears.

## Method 2. Live Tab Outages Selection

**Note** — Hidden Live mapsets do not synchronize. If you select a MO record from the Live list when the MO mapset is hidden (see the topic View Tab<sup>[43]</sup>), the follow message appears:

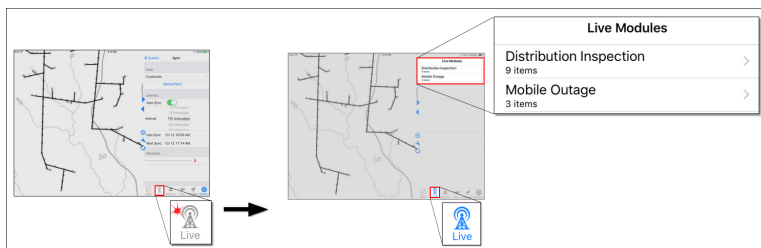


- Choosing **OK** automatically makes the MO mapset visible and selects the MO record on the map. From this point forward, the MO data will sync whenever a synchronization takes place, whether manually or at the next auto sync interval.
- Choosing **Cancel** terminates your MO record selection and maintains the mapset's hidden and non-synchronizing state.



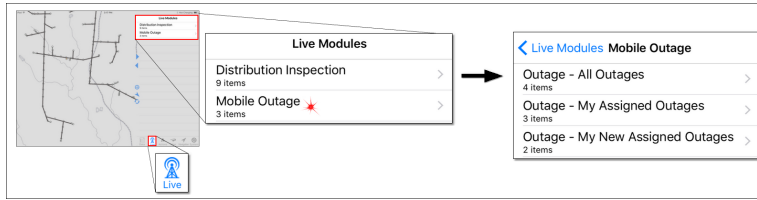
## Here's How

1. Tap the **Live** tab to open it.

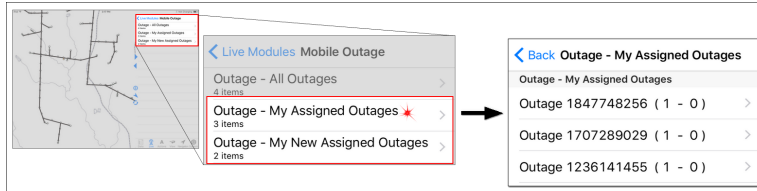


2. Tap Mobile Outage to access the three outage categories: **All Outages**, **My Assigned Outages**, and **My New Assigned Outages**.



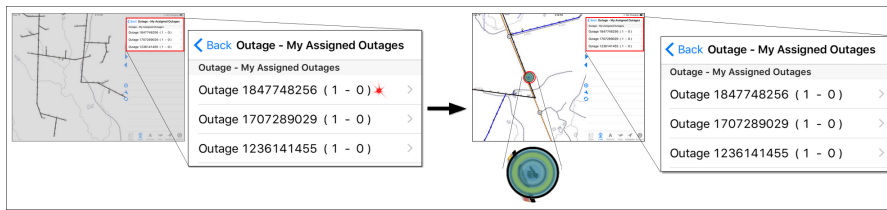


3. Tap a category name. A list of outages appears.



4. Choose one of the following options:

- To pan to and select an outage map location, tap the outage in the list.
  - If this is not the outage you want, tap a different outage in the list.



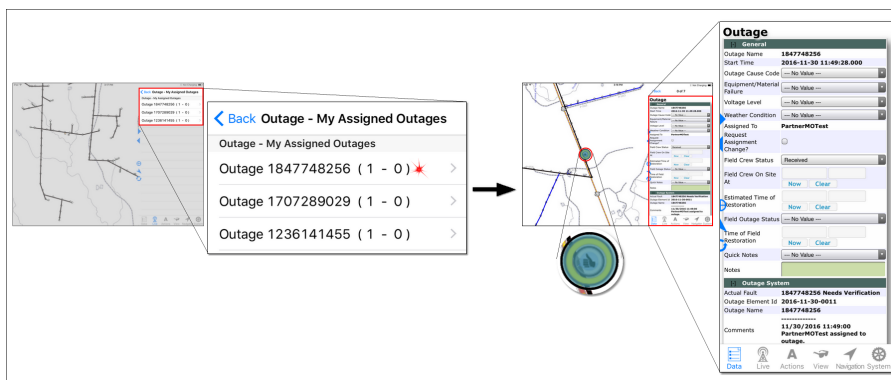
- To access a record's data in the **Data** tab and see its location, double tap the record in the Live list.

---

**Note for Older Devices** — The oldest devices capable of running Partner Next v3.3 (iPhone 5 & 5c, and iPad 4th generation), are not powerful enough for the double tap action described above. If using these devices, you must either

- zoom in to an extreme large-scale map view before double tapping the record in the Live list, or
  - manually select the **Data** tab after tapping the item in the **Live** tab list.
- 

- If this is not the outage you want, tap the **Live** tab to return to the list of outages and make a new selection.



## Tips

- The pane scrolls; use your finger to drag information into view.
- For more information about filling out the form, see the other topics of this section (i.e., 2.1.4.2.1 — 2.1.4.2.5).
- Deselect by tapping an empty area of the map. The Data tab Items pane<sup>[23]</sup> clears and the highlight on the map disappears.





### 2.1.5.2.1 Set MO Field Crew Status



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

Your selection on the outage form sets the **Field Crew Status**. This form selection communicates your focus to the office dispatcher and other crews. Your selection changes the icon on the map for quick recognition of your crew's acknowledgment of and intention regarding an assignment. When your crew begins work at a location, the **Field Outage Status**<sup>[23]</sup> takes precedence.

**Tip** — Selecting the **Field Crew Status On Site** option automatically applies the current date and time to **Field Crew On Site At**. However, you can edit these entries as needed.

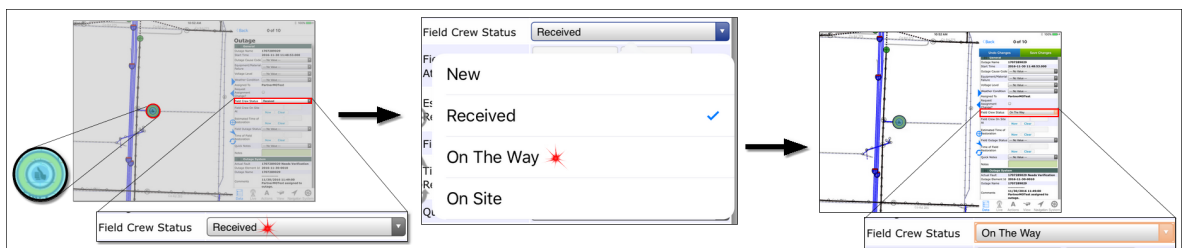
Field Crew Status			
Communicates Crew Intentions			
			
New	Received	On the Way	<b>On Site</b> automatically sets Field Crew On Site At date & time entries


Currently, the **Field Crew Status** is only shared with Partner Mobile Outage users; it does not appear in your organization's OMS.

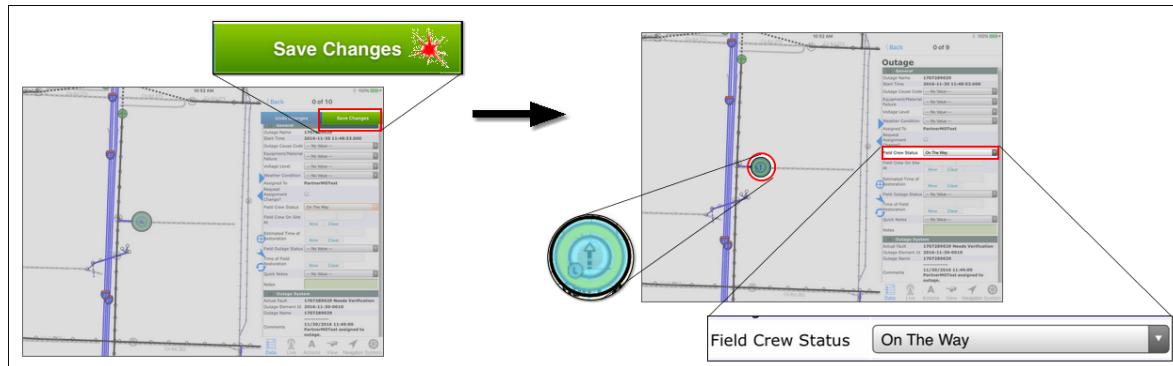


### Here's How

- Access the form for the outage you want.
  - Map Selection and the Selection Stack<sup>146</sup>
  - Live Tab > Mobile Outage > My Assigned Outages Pane Selection<sup>148</sup>
- To the right of **Field Crew Status**, tap the drop-down bar. The options list appears.
- Tap the status you want. The list closes and your selection appears in the form. The edited field shows an orange highlight.



- At the top of the form, tap **Save Changes**. The outage symbol changes to show the the new Field Crew status. The  decorator indicates the change exists on this computer only. With the next synchronization, the status is visible to other Mobile Outage users and the decorator disappears.







### 2.1.5.2.2 Set MO Field Outage Status



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

Your selection on the outage form sets the **Field Outage Status**. This form selection communicates outage progress to the office dispatcher and other crews. Your entry changes the map icon for quick recognition of outage diagnostics and ultimate resolution. Since this information is determined once a crew is on site and working the outages, it takes precedence over the **Field Crew Status**.

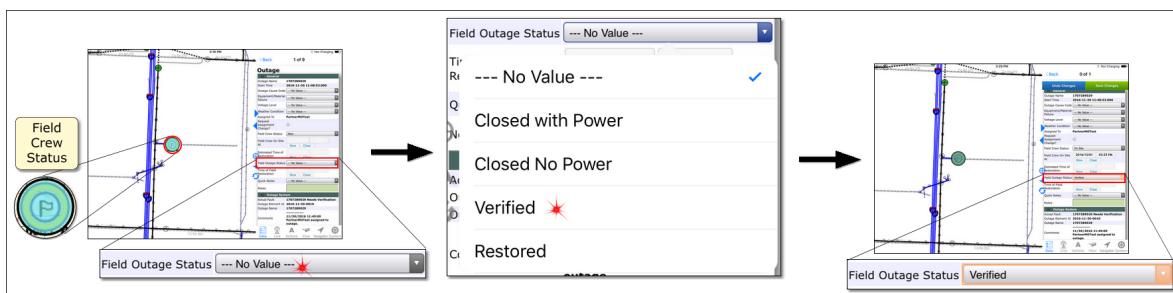
**Note** — Currently, only the **Restored Field Outage Status** appears in your OMS. The other three **Field Outage Statuses** only appear to users of Partner Mobile Outage.


Field Outage Status Communicates Outage Information			
			
<b>Closed With Power</b> The OMS prediction is wrong. The outage is somewhere down line from this location in the circuit.	<b>Closed No Power</b> The OMS prediction is wrong. The outage is somewhere up line from this location in the circuit, but did not trip this device.	<b>Verified</b> The OMS prediction is correct. The issue causing the outage is at this location.	<b>Restored</b> The issue causing the outage is fixed and power is restored. The outage remains in Mobile Outage until the dispatcher closes it out in your OMS.

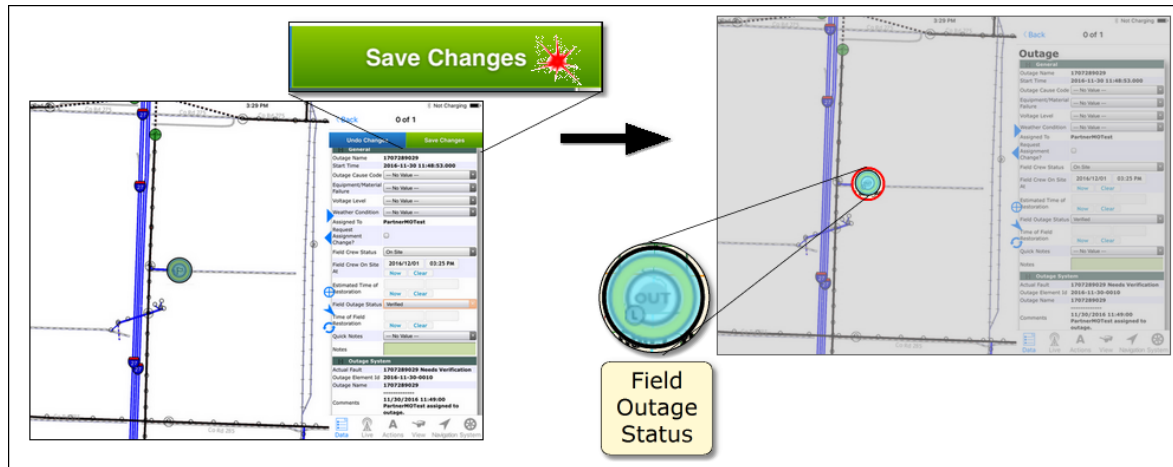


## Here's How

- Access the form for the outage you want.
  - Map Selection and the Selection Stack<sup>[146]</sup>
  - Live Tab > Mobile Outage > My Assigned Outages Pane Selection<sup>[148]</sup>
- To the right of **Field Outage Status**, tap the drop-down bar. The options list appears.
- Tap the status you want. The list closes and your selection appears in the form.



- At the top of the form, tap **Save Changes**. The outage symbol changes to show the the new Field Crew status. The  decorator indicates the change exists on this computer only. With the next synchronization, the status is visible to other Mobile Outage users and the decorator disappears.



### 2.1.5.2.3 MO Estimated and Actual Restoration Date and Time

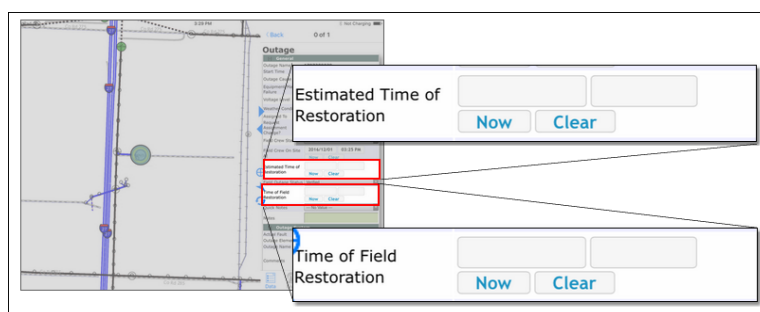


The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

Mobile Outage communicates two categories of restoration time

- 1) Your best guess, or estimate, after you have verified and assessed the outage, and
- 2) The actual time power is reinstated.

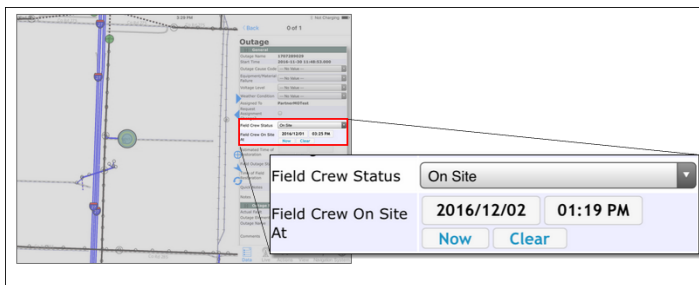
The best guess is called **Estimated Time of Restoration (ETOR)**. The ETOR is shared with your OMS. The actual time power is reinstated is called **Time of Field Restoration**. The Time of Field Restoration is not shared with your OMS.



**Estimated Time of Restoration and Time of Field Restoration**

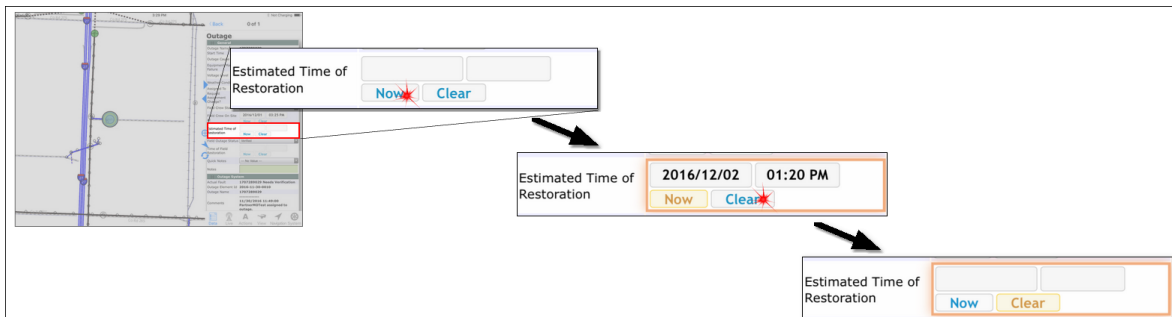
Both use date and time pickers to set their entries. These date and time selectors are described below.

**Tip** — In addition to **Estimated Time of Restoration** and **Time of Field Restoration**, **Field Crew On Site At** also uses date and time pickers. The **Field Crew On Site** entry is set automatically when the the **Field Crew Status On Site** is selected. The date and time pickers allow you to edit the entries as necessary.



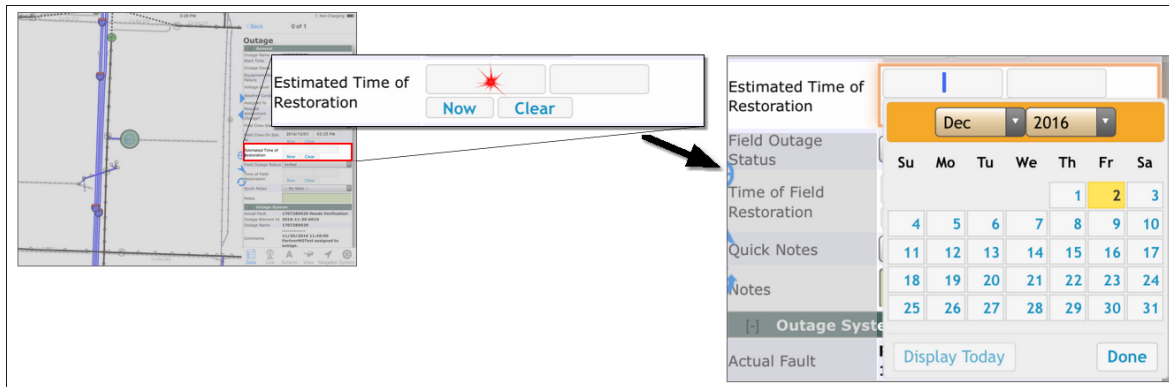
**Setting Field Crew Status to "On Site" automatically populates Field Crew On Site At.**

To apply the current date and time, tap the **Now**. To delete both field entries, tap **Clear**.



**Now and Clear**

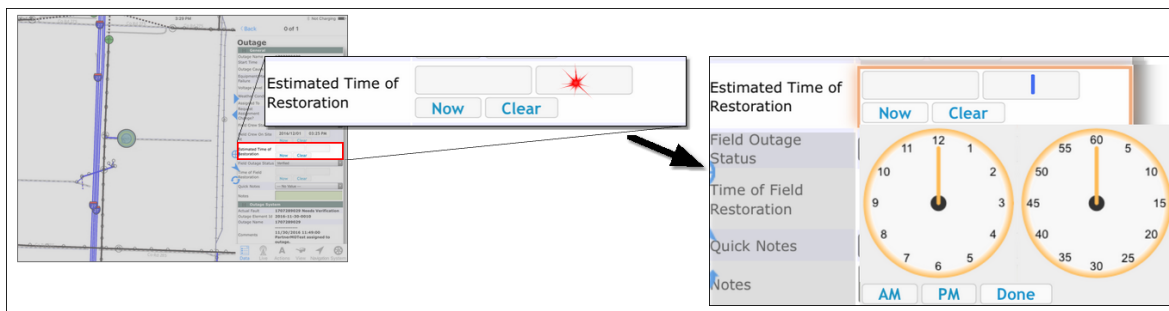
Partner Next provides separate pickers for date and time. Select your date from a calendar picker and your time from clock pickers — one sets the hour and the other the minutes. Tap the field to open the picker.



Accessing the Date Picker

### Date/Time Picker Tips

- Selecting a day automatically applies the complete date and closes the picker. (Calendar)
- Tapping **Done** closes the picker. (Calendar and Clocks)
- Tapping **Display Today** button highlights the current day. (Calendar)



Accessing the Time Pickers

### 2.1.5.2.3.1 Set Dates and Times

The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

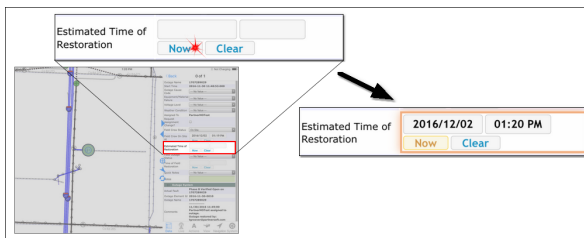




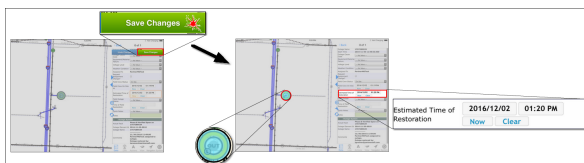


## Here's How

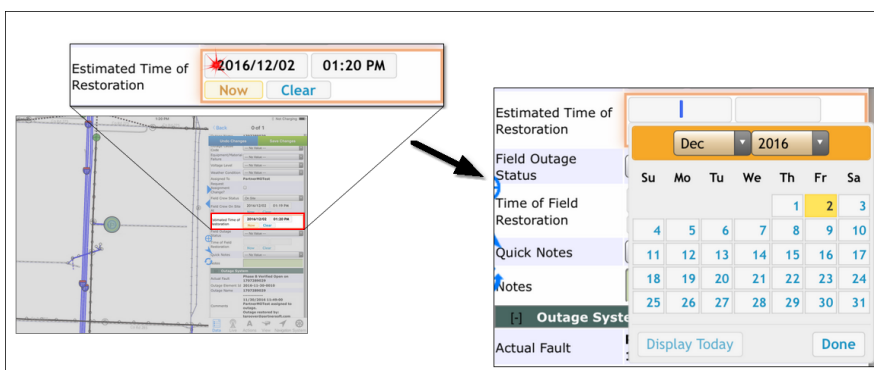
1. Access the form for the outage you want.
  - Map Selection and the Selection Stack<sup>146</sup>
  - Live Tab > Mobile Outage > My Assigned Outages Pane Selection<sup>148</sup>
2. To edit values for **Field Crew on Site At**, **Estimated Time of Restoration**, or **Time of Field Restoration**, choose from the options that follow.
  - To set the present date and time, tap **Now**.



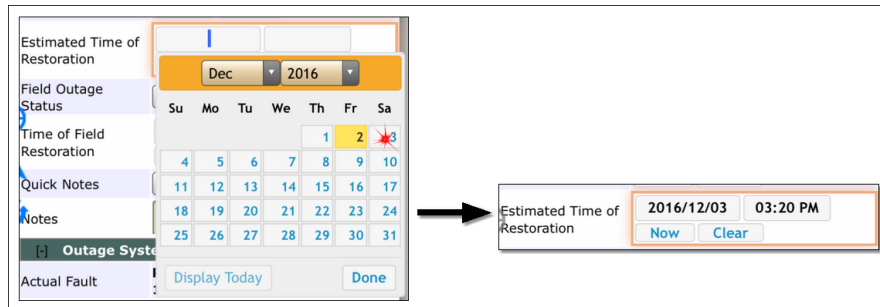
- If the current date and time are the entry you want, tap **Save Changes** at the top of the form. With the next synchronization, the information is visible to other Mobile Outage users. Subsequent synchronizations share it with your OMS.



- To set or edit the date
  - i. Tap the date field. The calendar date picker appears.



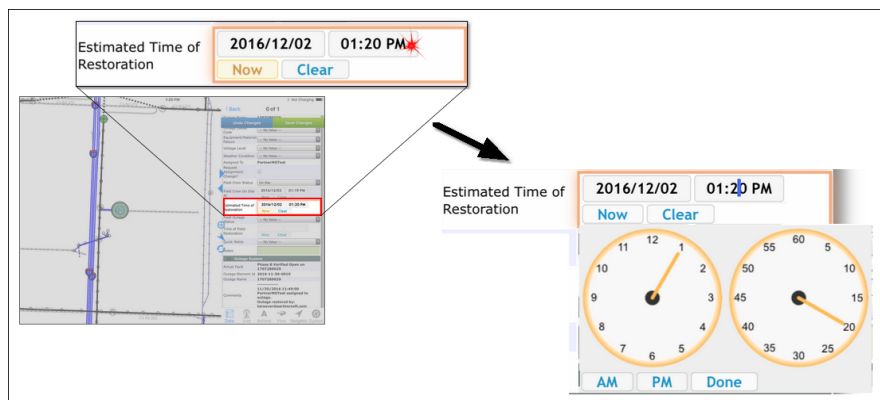
- ii. Select month, year, and day. Selecting the day closes the picker and applies your choices.



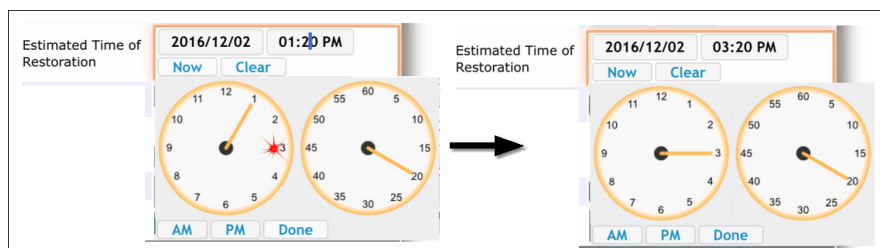
- iii. Tap **Save Changes** at the top of the form. With the next synchronization, the information is visible to other Mobile Outage users. Subsequent synchronizations share it with your OMS.

- To set or edit the time

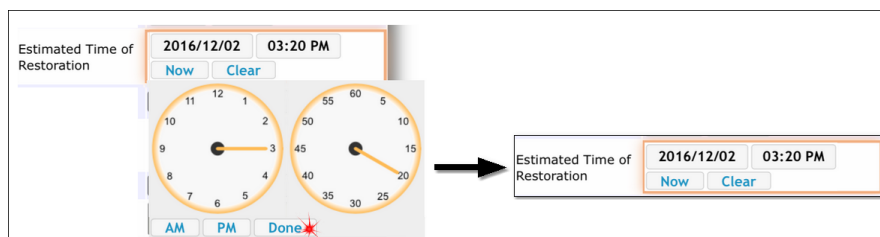
- i. Tap the time field. The clock pickers appear.



- ii. Tap the first clock to select the hour. Tap the second clock to select the minutes. Tap AM or PM as necessary.



- iii. Tap **Done** to apply your choices.



- iv. Tap **Save Changes** at the top of the form. With the next synchronization, the information is visible to other Mobile Outage users. Subsequent synchronizations share it with your OMS.

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#### Date/Time Picker Tips —

- Selecting a day automatically applies the complete date and closes the picker. (Calendar)
  - Tapping **Done** closes the picker. (Calendar and Clocks)
  - Tapping **Display Today** button highlights the current day. (Calendar)
- 

### Delete the Date and Time

To delete the entry for **Estimated Time of Restoration**, tap **Clear**. The entries are removed.

#### 2.1.5.2.4 Add Outage Details

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The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

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Each crew reports its outage field findings and progress to other Mobile Outage users through form entries. Some fields are also shared with your organization's OMS.<sup>139</sup> Selecting an outage assigned to your crew provides an editable form in the **Data** pane.

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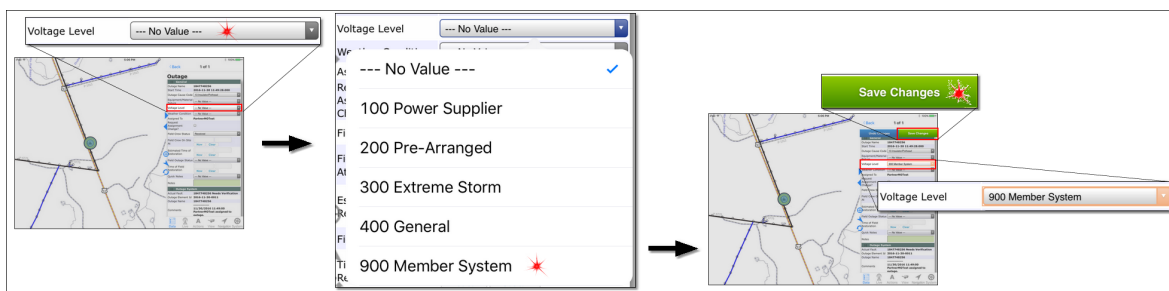
**Form Comments Note** — Currently, **Notes/Comments** are only sent to your OMS with **Cause Code** changes or when the **Field Outage Status** is set to **Restored**.

---



## Here's How

1. Access the form for the outage you want.
  - Map Selection and the Selection Stack<sup>146</sup>
  - Live Tab > Mobile Outage > My Assigned Outages Pane Selection<sup>148</sup>
2. If necessary, scroll to find the field you want to edit. Click the entry bar. A list of options appears.
3. Click the option you want. The list closes and your selection appears in the entry bar.
4. At the top of the form, click **Save Changes**. With the next sync, your selections are shared with other Partner Mobile users.



### 2.1.5.2.5 Communicate with the Office Dispatcher



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

**Quick Notes** (located above Notes) provides a picklist of some common outage situations. (See the topic Add Outage Details<sup>159</sup> for more information.) When you need to provide more detail, type your message in the **Notes** section.

Notes provide communication between the field crew and the office dispatcher. Type your message into the assigned outage form. After syncing with your OMS, your message and the office response appear in the Outage System section of the outage data.

---

**Form Comments Note** — Currently, **Notes/Comments** are only sent to your OMS with **Cause Code** changes or when the **Outage Field Status** is set to **Restored**.

---

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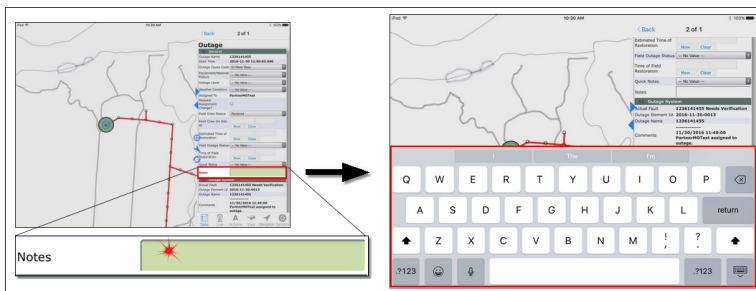
**Form Labels Note** — Outage data labels in the General section are standard for Mobile Outage, but labels in the Outage System section are inherited from your organization's OMS.

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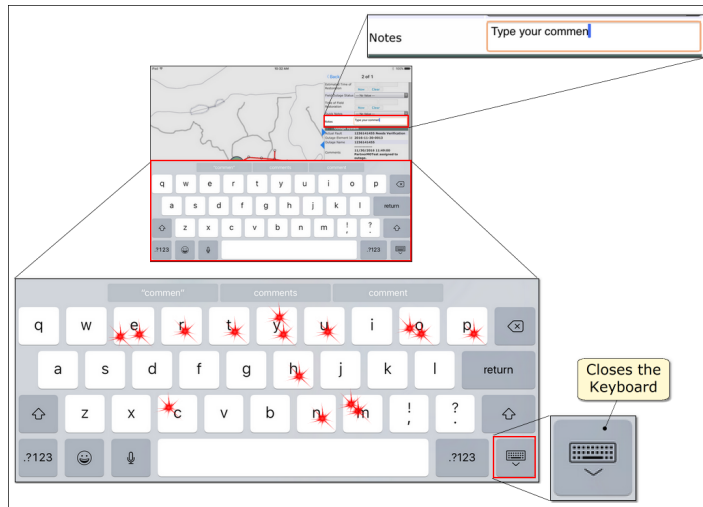


### Here's How

1. Access the form for the outage you want.
  - Map Selection and the Selection Stack<sup>146</sup>
  - Live Tab > Mobile Outage > My Assigned Outages Pane Selection<sup>148</sup>
2. Tap the entry **notes** box to select it. The pop-up keyboard appears.



3. Use your finger to tap the keys and type in what you want to say. As synchronization occurs, your typed information is visible to other Mobile Outage users.
4. Tap the **Close Keyboard** key when you are done typing.



### 2.1.5.3 Request Outage Reassignment



The information provided here applies to the Partner Mobile Outage system. Access to this functionality requires the Mobile Outage license and the Partner Complete Platform. To learn about Mobile Outage and how to acquire it for your organization, contact Partner Sales.

You can request a reassignment from the field, but only the office dispatcher can reassign an outage. A request for reassignment is made through an outage form checkbox. You can only request reassignment for an outage assigned to your crew.

When a reassignment request is made, a red square outlines the outage symbol.

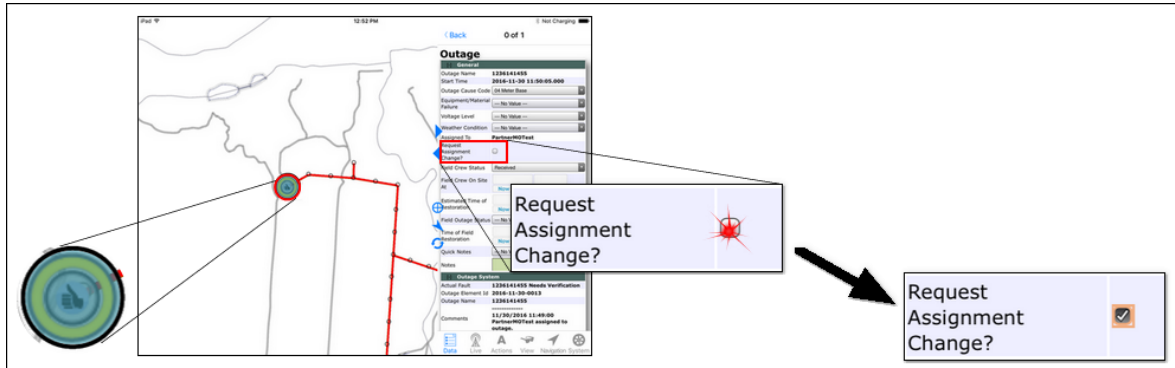
If the office dispatcher grants your request, the outage disappears from your Assigned Outage list. On your map, the red square and yellow ring disappear from the outage symbol.

**Caution** — Reassignment requests are only visible within Partner Mobile Outage. Dispatchers must have a Partner Mobile Outage install open to use this feature.

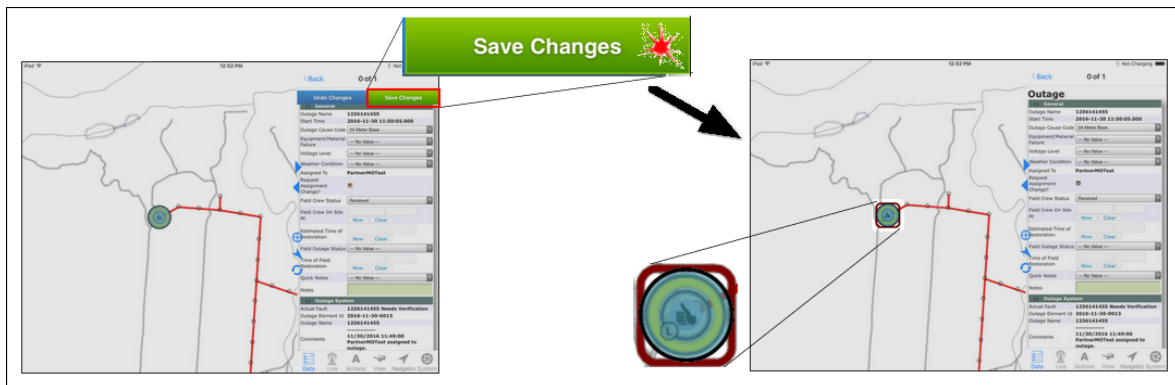


## Here's How

1. Access the form for the outage you want.
  - Map Selection and the Selection Stack<sup>146</sup>
  - Live Tab > Mobile Outage > My Assigned Outages Pane Selection<sup>148</sup>
2. In the outage form, scroll down to find **Request Assignment Change?**.
3. Tap the box. A check mark appears in the form.



4. Scroll down to **Notes**<sup>160</sup> and type in the reason for your request.
5. At the top of the form, tap **Save Changes**. A red square outlines the outage on the map.



**Note** — To cancel your request, tap the **Request Assignment Change?** box again. The check mark disappears and the red square is removed from the map. To commit your edit, tap **Save Changes** at the top of the form. With the next sync your edit is shared with other Mobile Outage users.

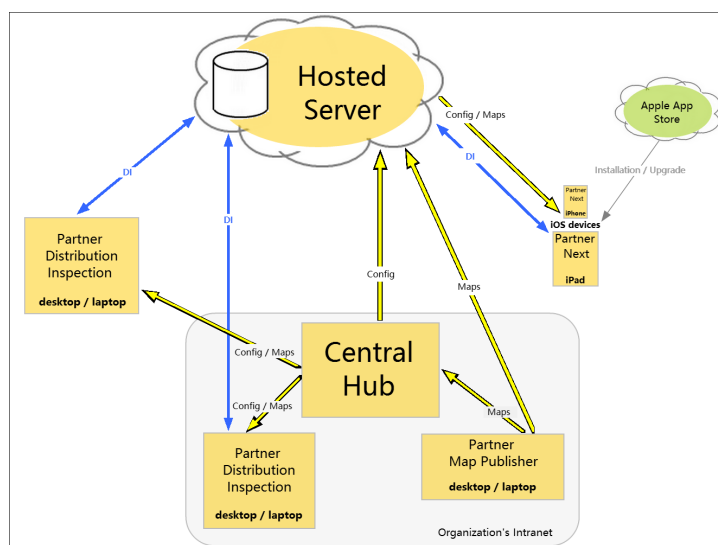
## Part 2.2 Distribution Inspection



The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

Partner Mobile Distribution Inspection is designed to be a field data collection tool. It contributes to and gets data from your organization's DI database, but Mobile DI is not intended to administer or report data like the desktop version does. This section describes how DI operates in the hosted/mobile environment and summarizes Mobile DI's capabilities.

The Partner hosted server holds your organization's DI data, such as inspections (both current and historical) and assignments. DI users, whether in the office or the field, synchronize with the hosted server, receiving and sending new information. While desktop users can sync current inspections or historical inspections, Mobile DI users can only sync current inspections. All users receive their assignments provided they have logged in.





## Network Connectivity

Synchronization shares information across the Partner Distribution Inspection system. Requiring an internet connection, synchronization can be initiated manually or set up to occur automatically at set intervals. When you are without an internet connection, your edits are stored locally on your computer and new information from others DI users is stored on the hosted sever. As soon as your connection is regained and synchronization occurs, all stored information is shared.

## Desktop Versus Mobile

Partner Mobile Distribution Inspection is designed to be a data collection tool for field use. Thus, it is not as robust and full-featured as the desktop version. Mobile DI does not include Planner actions or the Filter Table. Version 3.3 does not support the Ride Out subtype. To access these tools, use the desktop version.

---

**Archive Note** — The **Archive** action will be removed from Mobile DI with the v4.28 Partner System upgrade. Until your organization's system gets the upgrade, the **Archive** action will continue to be available and useable.

---

Desktop/Laptop DI Feature	Mobile DI Feature?
Get Your Assignments	Yes
Inspection Overview	No
Filter Table	No
Multiple Selection	No
Ride Out subtype	No
Create Point Inspections at Mapped Locations	Yes
Create Point Inspections at Un-Mapped Locations (Drag & Drop)	No
Re-Inspect Point Inspections at Mapped Locations	Yes
Re-Inspect Point Inspection at Un-Mapped Locations	No
Relocate an Inspection Chain	No
Inspection Attachments	No
Can Edit within 24 Hours	Yes
Can Apply Some Administrative Entries Beyond the 24 Hour Edit Limit (i.e., <b>Mark for Map Correction</b> , <b>Work or Service Order Assignments</b> , and the <b>Copy Data</b> action)	No
Planner Features	No
HTML Report a Single Location's History	No
Synchronize Current	Yes
Synchronize Current & Historical	No
Delete Removes Current Inspection and Provides Option to Restore Previous Archived Inspection	No Delete removes entire chain without message or option to restore previous archived inspection.

## 2.2.1 DI on the Map

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The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

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**Note** — Depending on decisions made by your organization during Distribution Inspection Workflow Consultation, the map items configured for Distribution Inspection actions could be different from the examples provided here. Contact your supervisor for specific information about your program.

---

Mobile DI supports only point inspections at this time. The point inspections are available as actions on map items such as poles, padmount transformers, and consumers.




To initiate an inspection, select an appropriate map item and then choose an action. For example, selecting a pole and choosing the **Create New OverHead** action initiates an OverHead inspection, while selecting a consumer location and choosing the **Create New Meter** action initiates a Meter inspection. A clock face in the shape of the subtype associated with your map item appears and the inspection form opens automatically. However, the inspection is not finished until **Save Changes** is selected at the top of the form. Tapping **Save Changes** alters the symbol, or *icon*, from a Clock to a color, indicating status. The icon is called an *inspection item*. The inspection status is determined from your form edits.

Inspection items with freshly edited data show a decorator to indicate the information is limited to your computer. Once a synchronization occurs, the decorator disappears and the edits are added to your DI system for others to access.

Inspection items and their decorator are described in more detail below.

## Clocks

A clock on the map means work is pending. In Partner Mobile, a clock results from initiating an inspection without ever tapping **Save Changes** in the form.

Pending Inspection Map Symbols		
New Inspection Assignments and Unsaved Records		
		
Unfinished Overhead Inspection	Unfinished Underground Inspection	Unfinished Meter Inspection













If less than 24 hours old, select the inspection, edit its form, and then click **Save Changes** to commit your edits and validate the inspection. The clock is replaced by appropriate inspection subtype and status. If the pending inspection is more than 24 hours old or has been synchronized before the 24 hour limit, you must re-inspect to archive the clock and replace it with the appropriate status.

## Subtypes and Status

The inspection subtypes track the equipment issues defined by your organization during installation. Common examples include the following:

- OverHead — issues concerning poles, guys and guards, assemblies, conductors, risers, and joint devices and other equipment.
- UnderGround — issues concerning padmounts, pedestals, junction boxes, switchgear, and trenching.
- Meter — issues concerning conductors, consumer equipment (mast, meter base), meter, and conduit.




Inspection status reflects conditions at the location. Color-coded inspection symbols summarize conditions at a glance. The color code may indicate that the location is fine (**OK status**), has an issue (**Needs Attention status**), has an urgent issue (**Immediate Attention Needed status**), or that a problem has been resolved (**Fixed status**). The inspection status reflects the overall status of the location. The overall status defaults to the most severe item condition for this location.

Distribution Inspection Map Symbols				
	<b>OK status</b>	<b>Needs Attention status</b>	<b>Immediate Attention Needed status</b>	<b>Fixed status</b>
OverHead subtype				
UnderGround subtype				
Meter subtype				

## Assignments






A large yellow ring distinguishes your assignments from other inspection items. Select an inspection to see assignment details (if any) in the form comments.

To get a list of your assignments, tap the **Live** tab and select **Distribution Inspection**.

Your Assignment		
Symbol	Map Examples	
		
Inspection Assigned to You	Meter Inspection Assigned to You	Pending OverHead Inspection Assigned to You

## Local Records and Edits

Unsynchronized records and edits show a decorator on their inspection item. This information resides only on your computer and you alone can see it. After synchronizing, either manually or automatically, the decorator disappears. The information is now available to other DI users and is shared with them the next time they sync.

Synchronization Status of Your Recent Edits			
Decorator	Meaning	Map Examples	
	Edit Visibility = Local Your Edits Exist on Your Computer; No One Else Can See Your Changes Yet	 Edit Sync Status = Local	 Edit Sync Status = Local
No Decorator	Edit Visibility = DI system Distribution of Your Edits is Complete; Your Changes are Visible to all DI System Users	 Edit Sync Status = DI System	 Edit Sync Status = DI System

## 2.2.2 DI in the Task Pane

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The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

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
---

**Note** — Depending on decisions made by your organization during Distribution Inspection Workflow Consultation, the map items configured for Distribution Inspection actions could be different from the examples provided here. Contact your supervisor for specific information about your program.

---

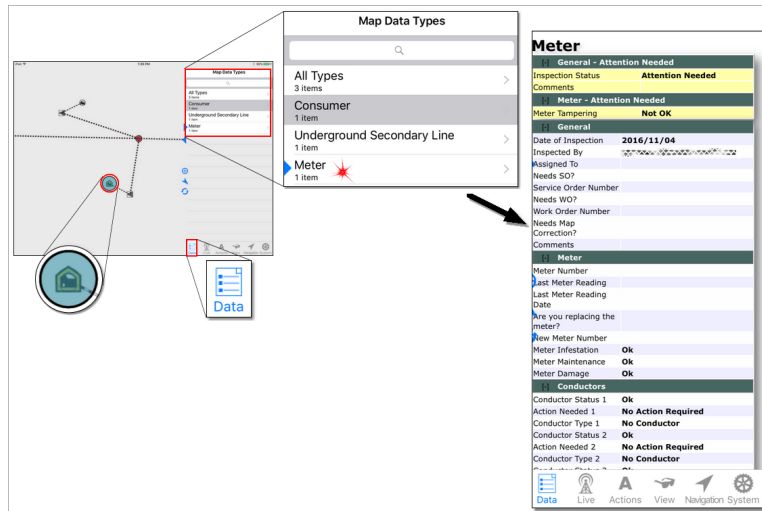
Distribution Inspection in Partner Mobile adds functionality to the Task pane. This section describes these DI-specific capabilities.

### Data Tab

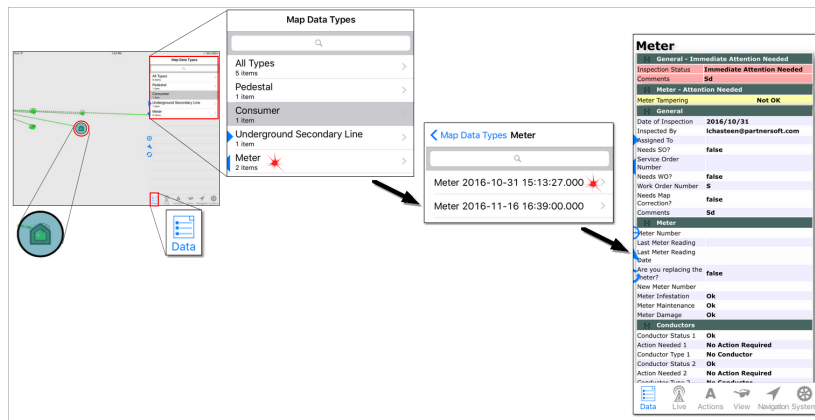
Selecting an inspection  provides inspection subtypes (Overhead, Underground, or Meter) in the **Data** tab Map Data Types pane.

If the subtype shows

- Only one item in its summary, selecting it automatically accesses the inspection data.



- More than one item, selecting it opens a list of the inspections.
  - Tap an item to access its data.



If the selected inspection is

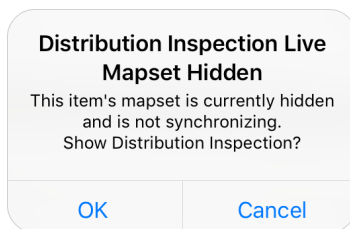
- less than 24 hours old and has not yet been synchronized, you can edit the data.
- more than 24 hours old or has been synchronized, you must re-inspect<sup>194</sup> to change the data.



## Live Tab

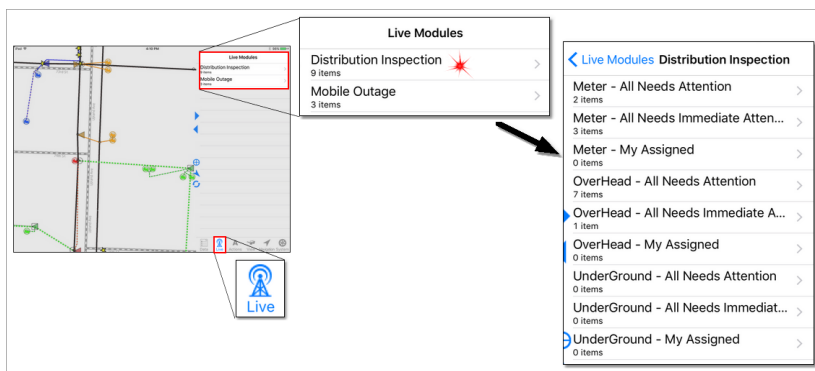
If your organization is licensed for Distribution Inspection or Mobile Outage, the Partner Next **Live** tab is selectable. Tap it to access your organization's Live lists. If your organization uses Distribution Inspection, it will be named here. If it also uses Mobile Outage, it is listed here as well. The summary provided under each system name refers to the number of Live lists configured for each system.

**Note** — Hidden Live mapsets do not synchronize. If you select a DI record from the Live list when the DI mapset is hidden (see the topic [View Tab<sup>431</sup>](#)), the following message appears:

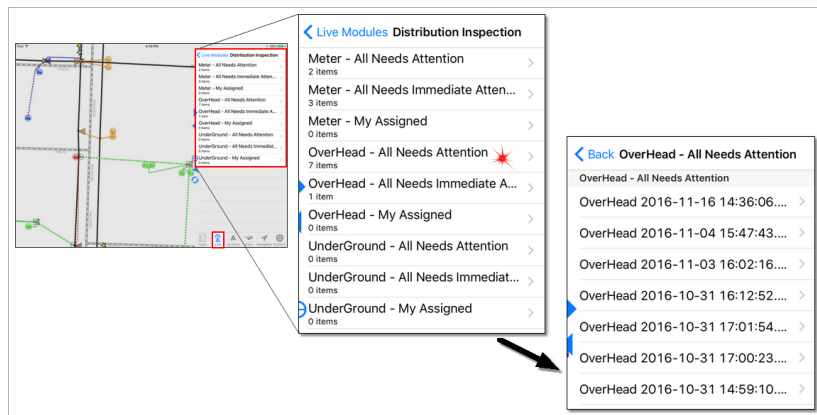


- Choosing **OK** automatically makes the DI mapset visible and selects the DI record on the map. From this point forward, the DI data will sync whenever a synchronization takes place, whether manually or at the next auto sync interval.
- Choosing **Cancel** terminates your DI record selection and maintains the mapset's hidden and non-synchronizing state.

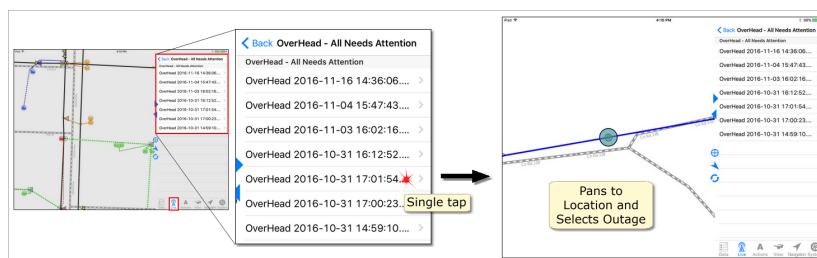
Tap **Distribution Inspection** to access the Live list catalog for your organization.



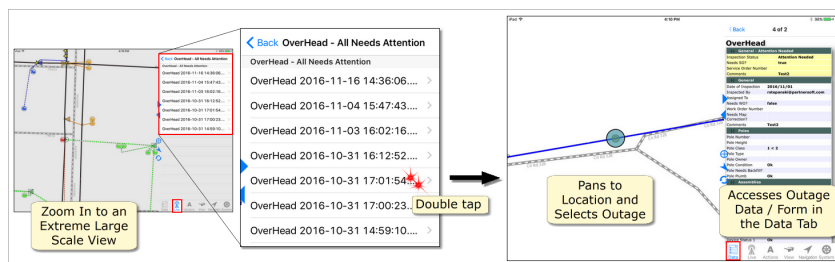
Tap a Live list name to access the individual inspections.



Tap an inspection in the list to select it on the map.



Double tap an inspection in the list to access its data in the **Data** tab and see its location on the map.



**Note for Older Devices** — The oldest devices capable of running Partner Next v3.3 (iPhone 5 & 5c, and iPad 4th generation), are not powerful enough for the double tap action described above. If using these devices, you must either

- zoom in to an extreme large-scale map view before double tapping the record in the Live list, or
- manually select the **Data** tab after tapping the item in the **Live** tab list.

---

**Tip for iPhone (DI)** — To access an inspection's data, use the double tap process described above. To then see the item's location, tap the **Map** tab. If necessary, zoom to a level that displays inspection items.

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## Actions Tab

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**Note** — Depending on decisions made by your organization during Distribution Inspection Workflow Consultation, the map items configured for Distribution Inspection actions could be different from the examples provided here. Contact your supervisor for specific information about your program.

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**Note 2** — If a Live mapset (e.g., Tracing or DI) is hidden from view, the mapset is displayed automatically when an action pertaining to the mapset is selected. For example, if you select the appropriate map item, and then select an available DI action, you most likely intend to do DI work. In this situation DI automatically engages, allowing you to continue working without interruption.

---

To enable the following DI actions, select a map item associated with an inspection subtype:

- **Create New Meter** — available when a consumer is selected on the map. Initiates a new inspection record.
- **Create New Overhead** — available when a pole is selected on the map. Initiates a new inspection record.
- **Create New Underground** — available when a pad mount transformer is selected on the map. Initiates a new inspection record.

To enable the following DI actions, select an inspection item:

- **Archive Selected** — if available in your list of DI actions, this option is accessible when an inspection is selected on the map. It removes the inspection symbol from the map and terminates the inspection chain at this location. The

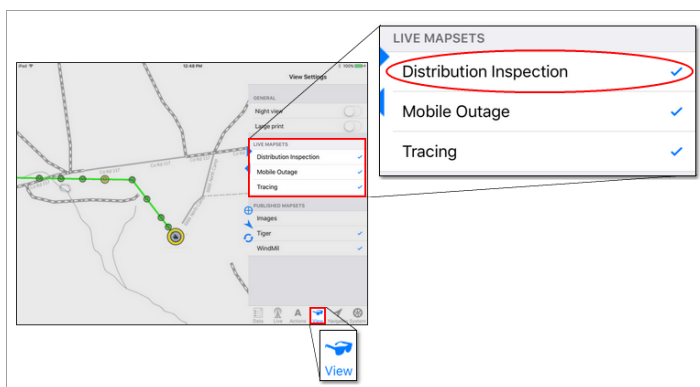
records are maintained in the DI database and can be retrieved using the desktop DI Filter Table.

**Archive Note** — The **Archive** action will be removed from Mobile DI with the v4.28 Partner System upgrade. Until your organization's system gets the upgrade, the **Archive** action will continue to be available and useable.

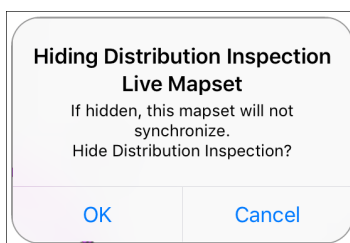
- **Delete Selected** — available when a local (unsynchronized) inspection is selected on the map. Removes the inspection symbol from the map and deletes the record. This action is not available for synchronized inspections.

## View Tab

The Distribution Inspection license adds the Distribution Inspection mapset to the Live Mapsets list. De-select a mapset to hide it; select a mapset to view it.

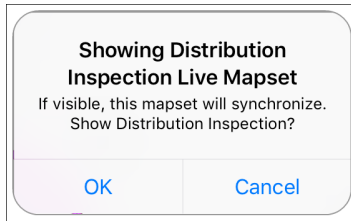


Hiding a Live synchronizing mapset (i.e., Mobile Outage or Distribution Inspection) disables synchronization for that mapset's data. When DI is de-selected, or hidden, in the **View** tab, a pop-up message informs you of the non-synchronizing behavior and asks you to confirm your choice before proceeding. Tap **OK** to hide and suspend syncing; tap **Cancel** to terminate the action.



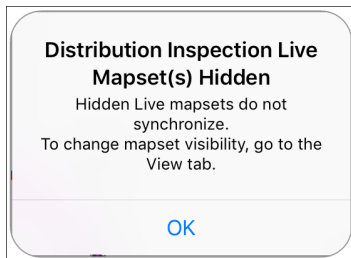
**Hiding DI  
Confirmation Message**

Conversely, a pop-up also asks you to confirm your choice when restoring visibility for the DI mapset.



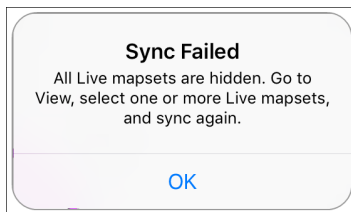
**Restoring DI Visibility  
Confirmation Message**

Your **View** selections are remembered between sessions. If DI is hidden when you start Partner Next, a pop-up notifies you.



**Reminder Message for  
DI Hidden at App Startup**

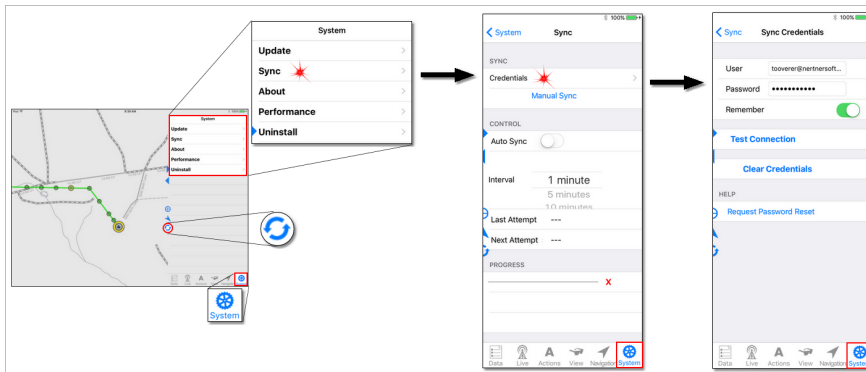
If all installed synchronizing mapsets are hidden when the app attempts to synchronize, a pop-up message communicates why the synchronization failed.



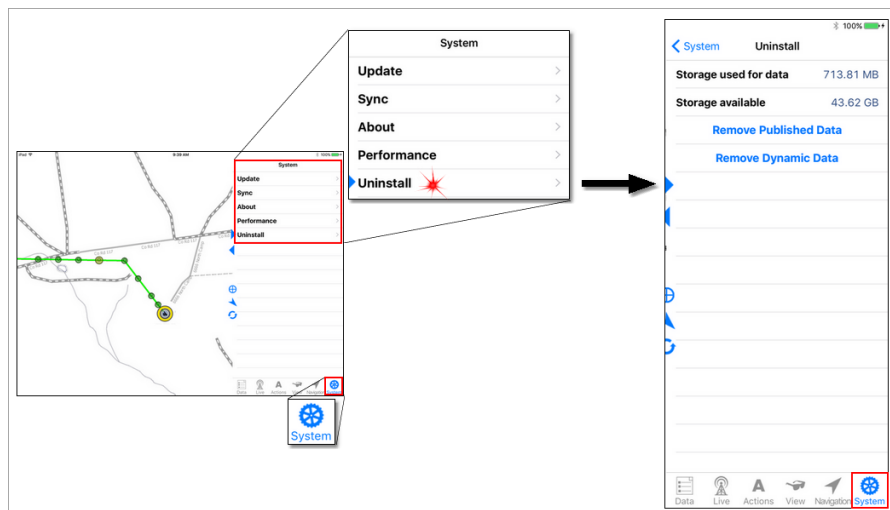
**All Syncing Mapsets  
Hidden; Sync Fail Message**

## System Tab

The Distribution Inspection license enables the **System** tab Sync pane. It manages your Sync Credentials as well as Auto Sync and auto sync intervals.







To remove your Live (also called Dynamic) data, use the action located in the **System** tab Uninstall pane.



## Quick Bar

The Distribution Inspection license enables the **Quick Bar Sync** button. This button is found between the Task and Map panes. It changes color to indicate specific connectivity states. To find out more about the Quick bar and the controls found there, see topic 1.1.2 Quick Bar<sup>[62]</sup>.

	Not Licensed; Sync Unavailable
	Connected; Not Currently Syncing
	Attempting to Sync; Successful Sync
	Not Connected; Unable to Sync

Sync Button Color Codes

### 2.2.3 Working with Distribution Inspection in Partner Next



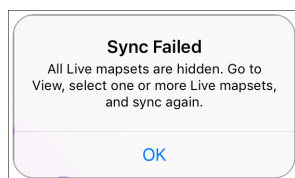
The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

To work with Distribution Inspection, you must first log in<sup>[79]</sup> with your Sync Credentials (Partner Passport). Each unique Partner Passport makes certain that assignments are routed correctly and that inspection records are credited to the appropriate person. After logging in, confirm your sync settings<sup>[85]</sup> are configured appropriately for your tasks.

**DI Sync Tip** — To ensure records are not synced prematurely, **Manual Sync** is the best option for DI users. If you will be collecting DI data in an area with an unreliable or weak internet connection, Partner recommends synchronizing over a reliable and strong internet connection both before and after your data collection work. The sync before ensures you have the most up-to-date data on your device. The sync after shares your new data with other DI users. Syncing over a weak connection can be inefficient and slow, as well as incredibly frustrating.

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**View Settings Note** — When hidden (see topic 1.1.1.4 View Tab<sup>43</sup>), the Live mapsets, Mobile Outage and Distribution Inspection, do not synchronize. If both MO and DI are hidden when the app synchronizes, a pop-up message communicates why the synchronization failed.



**MO and DI Hidden  
Sync Fail Message**

---

Since the iOS operating system does not provide for multiple user accounts, Partner considers Apple mobile devices to be single user. As the lone user of a device, you can set Partner Next to remember your Partner Passport. At the end of each shift, Partner recommends doing a manual sync to ensure that any local records are shared. Also, to protect your organization's data, be sure to set up a passcode for your device.

If your organization shares devices among workers, a different protocol is necessary. When you have finished a work session, be sure to manually sync to share any remaining local records and then clear your Partner Passport. These steps ensure that the next person using the device will be required to log in with their Partner Passport to access DI.



This section provides procedures and tips for using Distribution Inspection in the field. For an overall description of the Distribution Inspection system and how it augments the Partner Next app, see topics 2.2<sup>[164]</sup>, 2.2.1<sup>[167]</sup> and 2.2.2<sup>[171]</sup>.

Partner Next provides two methods for accessing active, or current, inspection data:

1) selecting on the map, or 2) selecting from the **Live** tab. While any inspection can be selected from the map, only inspection assignments and locations requiring attention can be selected from the Live tab.

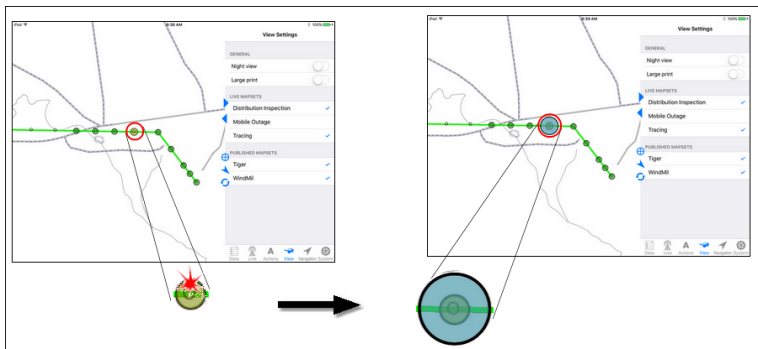
### Method 1. Selecting on the Map

Select any inspection on the map to view its data.

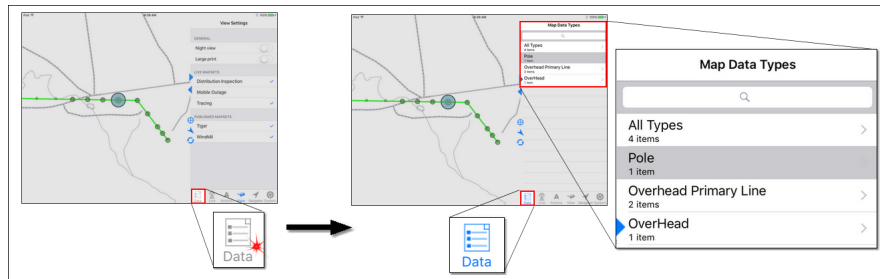


#### Here's How

1. Pan and zoom to find the inspection you want.
2. Tap the inspection symbol with your finger. A filled circle highlights the place on the map, indicating selection. If other items are in close proximity, they are included in your selection radius (also known as the selection stack).

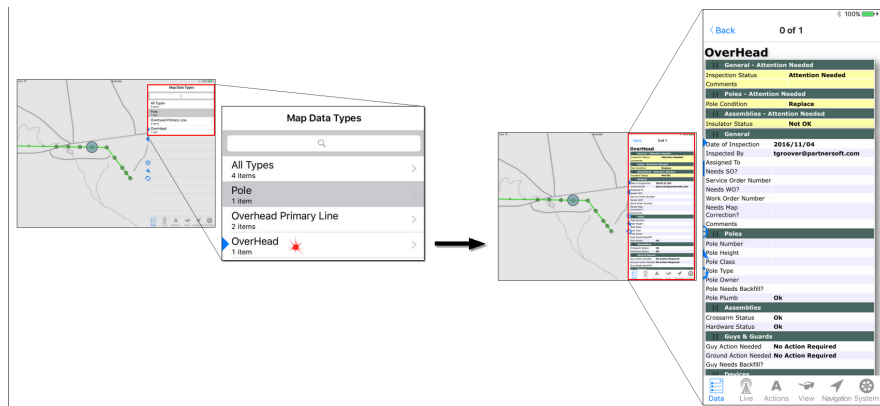


3. Tap **Data** in the Tab bar to open the Map Data Types pane<sup>[22]</sup>. All items within the selection radius are listed.



4. In the list, tap the inspection type to select it.

- If the inspection type contains more than one item, tapping it opens a new pane listing the individual inspection. Tap an item to select it and access its data.
- If the inspection type includes only one item, tapping it directly accesses its data.



**Note** — Partner Next remembers your last Map Data Type selection. If that type is included in your next selection stack, it selects it. If the Type is not in your next selection stack, the **Data** tab Map Data Types pane<sup>[22]</sup> selects something else. If you are viewing the **Data** tab Items pane<sup>[23]</sup>, the message, **No [Data Type name here] selected.** appears.

## Tips

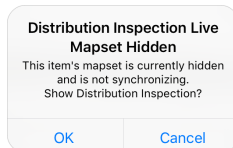
- The pane scrolls; use your finger to drag information into view.
- For more information about filling out the form, see the topic, Log Inspection Status and Information<sup>[199]</sup>.

- Deselect by tapping an empty area of the map. The **Data** tab Items pane<sup>[23]</sup> clears and the highlight on the map disappears.

## Method 2. Selecting from the Live Tab

The **Live** tab provides quick access to inspections requiring action.

**Note** — Hidden Live mapsets do not synchronize. If you select a DI record from the Live list when the DI mapset is hidden (see the topic View Tab<sup>[43]</sup>), the follow message appears:



- Choosing **OK** automatically makes the DI mapset visible and selects the DI record on the map. From this point forward, the DI data will sync whenever a synchronization takes place, whether manually or at the next auto sync interval.
- Choosing **Cancel** terminates your DI record selection and maintains the mapset's hidden and non-synchronizing state.

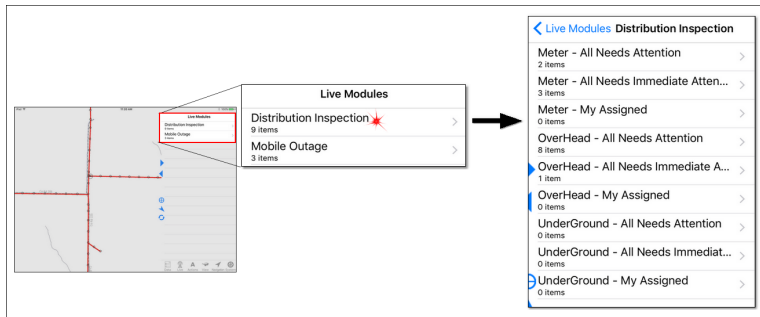


## Here's How

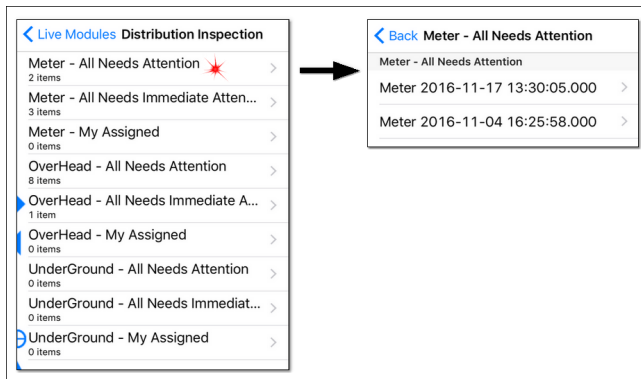
1. Tap the **Live** tab to open it.



2. Tap **Distribution Inspection** to access the three inspection subtypes. Each subtype is divided into three categories : All Needs Attention, All Needs Immediate Attention, and My Assigned.

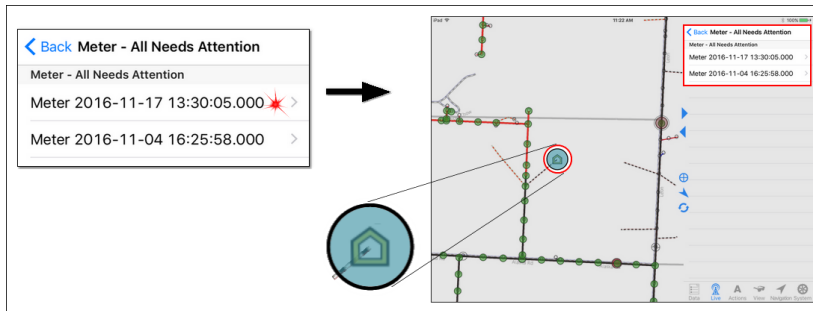


3. Tap a subtype and category to get a list of inspections.

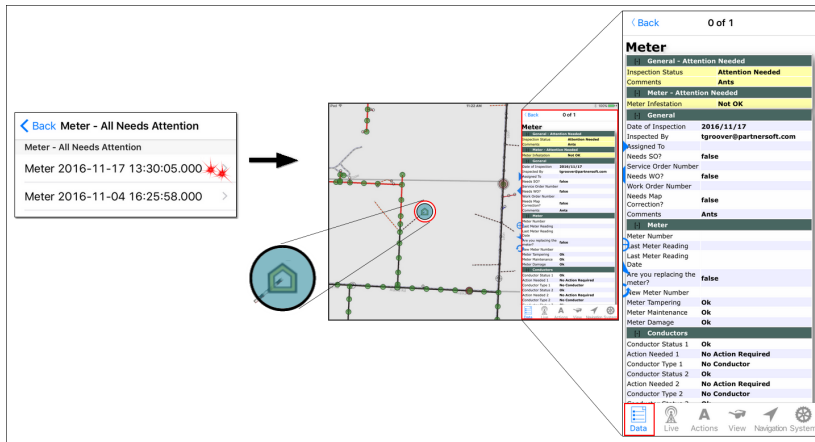


4. You have two selection options.

- To pan to and select an inspection map location, tap an inspection in the list.



- To access an inspection's data in the **Data** tab and see its location, double tap the inspection in the Live list.



## Tips

- The pane scrolls; use your finger to drag information into view.
- For more information about filling out the form, see the topic, Log Inspection Status and Information<sup>[199]</sup>.
- Deselect by tapping an empty area of the map. The **Data** tab Items pane<sup>[23]</sup> clears and the highlight on the map disappears.

### 2.2.3.1 Get Your Assignments



The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

**Note** — Depending on decisions made by your organization during Distribution Inspection Workflow Consultation, the map items configured for Distribution Inspection actions could be different from the examples provided here. Contact your supervisor for specific information about your program.

Partner Next provides two methods for accessing your Inspection assignments: 1) selecting on the map or 2) selecting from the **Live** tab.

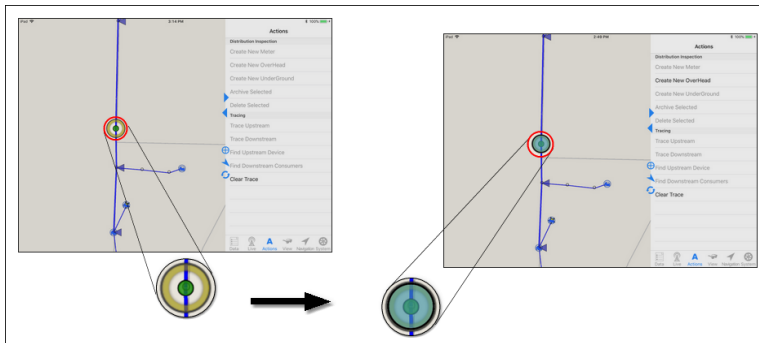
## Method 1. Selecting on the Map

To access an inspection assignment from the map, tap an inspection showing a yellow ring.

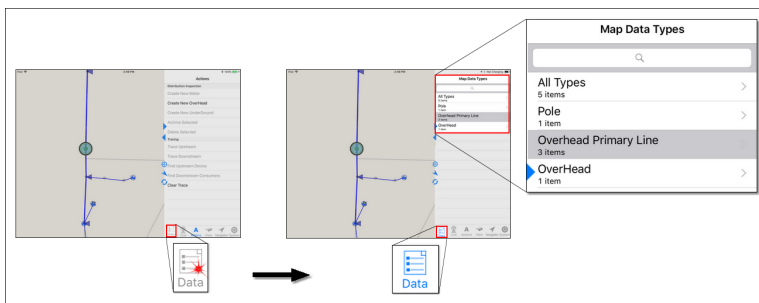


Here's How

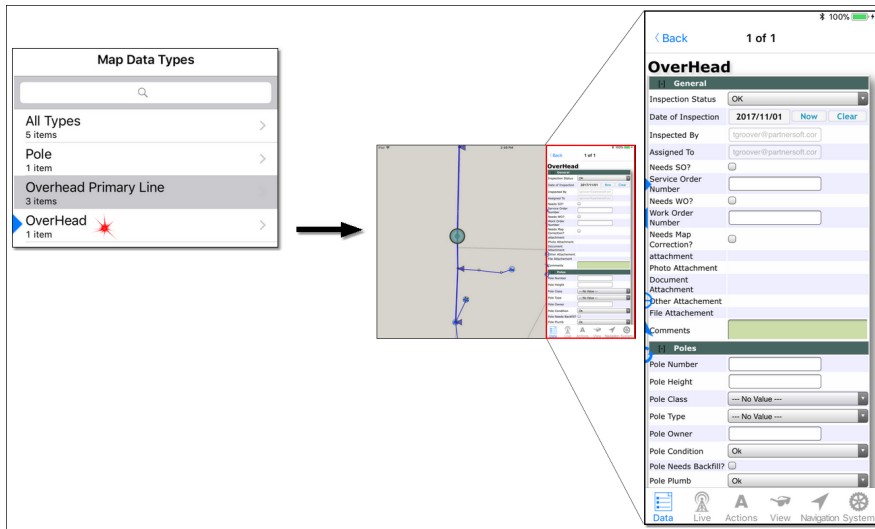
1. Pan and zoom to find an inspection with a yellow ring.
2. Tap the inspection symbol with your finger. The selection indicator appears. If other items are in close proximity, they are included in your selection radius (also known as the selection stack).



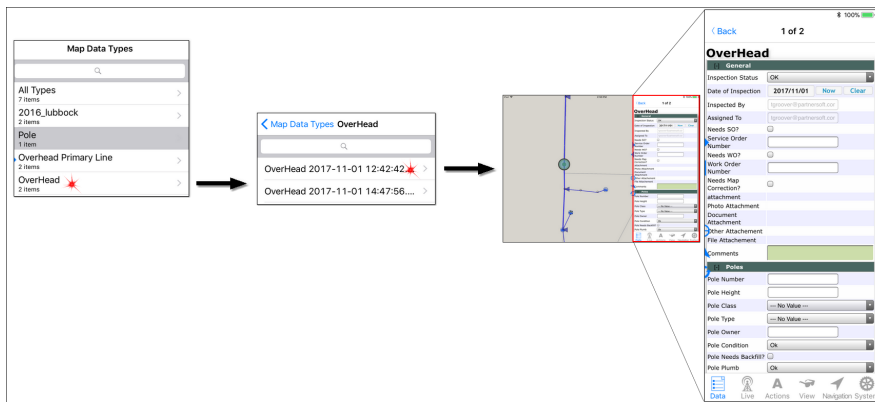
3. Tap **Data** in the Tab bar to open the Map Data Types pane<sup>[22]</sup>. All items within the selection radius are listed.



4. In the list, tap the inspection type to select it.
  - If the inspection type includes only one item, tapping it directly accesses its data or form.



- If the inspection type contains more than one item, tapping it opens a new pane listing the individual inspections. Tap an item to select it and access its data or form.



**Note** — Partner Next remembers your last Map Data Type selection. If that type is included in your next selection stack, it selects it. If the Type is not in your next selection stack, the **Data** tab Map Data Types pane<sup>[22]</sup> selects something else. If you are viewing the **Data** tab Items pane<sup>[23]</sup>, the message, **No [Data Type name here] selected.** appears.

---

## Tips

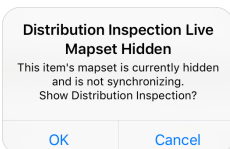
- The pane scrolls; use your finger to drag information into view.
  - For more information about filling out the form, see the topic, Log Inspection Status and Information<sup>[199]</sup>.
  - Deselect by tapping an empty area of the map. The **Data** tab Items pane<sup>[23]</sup> clears and the highlight on the map disappears.
- 

## Method 2. Selecting from the Live Tab

The **Live** tab provides quick access to your DI assignments. In addition to your assignments, all other Live lists are found here.

---

**Note** — Hidden Live mapsets do not synchronize. If you select a DI record from the Live list when the DI mapset is hidden (see the topic View Tab<sup>[43]</sup>), the following message appears:



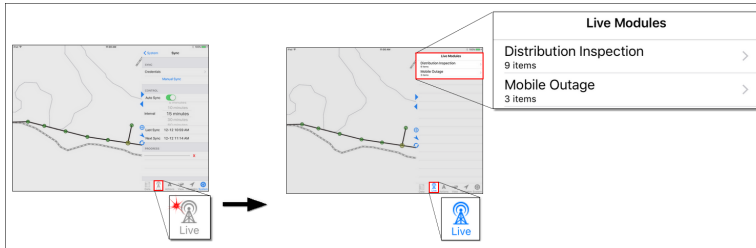
- Choosing **OK** automatically makes the DI mapset visible and selects the DI record on the map. From this point forward, the DI data will sync whenever a synchronization takes place, whether manually or at the next auto sync interval.
  - Choosing **Cancel** terminates your DI record selection and maintains the mapset's hidden and non-synchronizing state.
- 



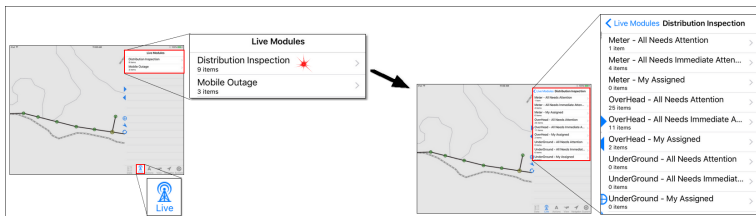
## Here's How

1. Tap the **Live** tab to open it.

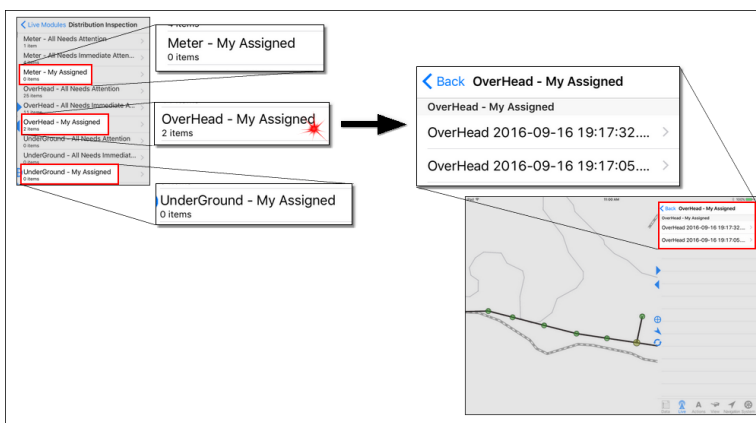




2. Tap **Distribution Inspection** to access the three inspection subtypes. Each subtype is divided into three categories : All Needs Attention, All Needs Immediate Attention, and My Assigned.

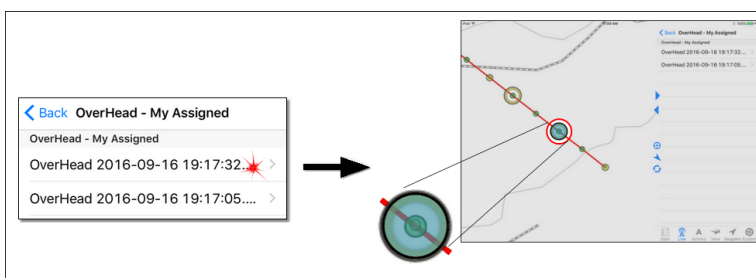


3. Tap [DI subtype name here] - **My Assigned** to get a list of inspections.

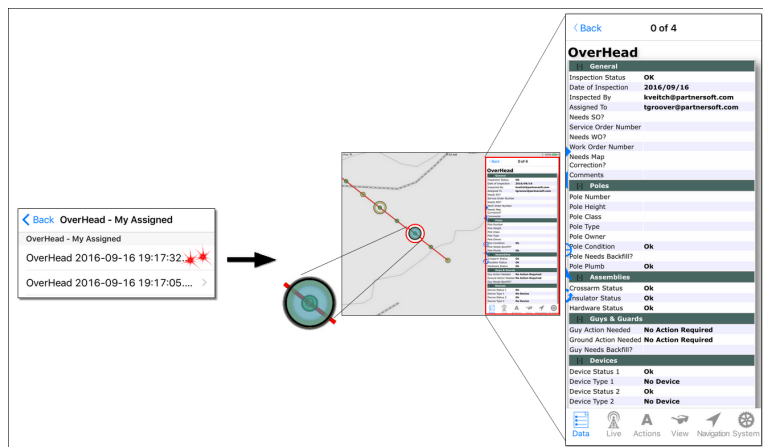


4. You have two selection options.

- To pan to and select an inspection map location, tap the inspection in the list.



- To access an inspection's data in the **Data** tab and see its location, double tap the inspection in the Live list.



## Tips

- The pane scrolls; use your finger to drag information into view.
- For more information about filling out the form, see the topic, Log Inspection Status and Information<sup>[199]</sup>.
- Deselect by tapping an empty area of the map. The **Data** tab Items pane<sup>[23]</sup> clears and the highlight on the map disappears.

### 2.2.3.2 Create an Inspection









The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

**Note 1** — Depending on decisions made by your organization during Distribution Inspection Workflow Consultation, the map items configured for Distribution Inspection actions could be different from the examples provided here. Contact your supervisor for specific information about your program.

Mobile DI supports only Point inspections at this time. The Point inspections are available as actions on map items such as poles, pads, and consumers.

If no inspection exist at the location you want to inspect, use this procedure.

To create an inspection, select a map item associated with the DI subtype you want to record. Typically, the map items associated with DI subtypes are as follows:

Map Item Example	DI Subtype
 Pole	 Overhead
 Padmount Transformer	 Underground
 Consumer	 Meter

**Note 2** — Partner Next remembers your last Map Data Type selection. If that Type is included in your next selection stack, it selects it. If the Type is not in your next selection stack, the **Data** tab Map Data Types pane<sup>[22]</sup> selects something else. If you are viewing the **Data** tab Items pane<sup>[23]</sup>, the message, **No [Data Type name here] selected.** appears.

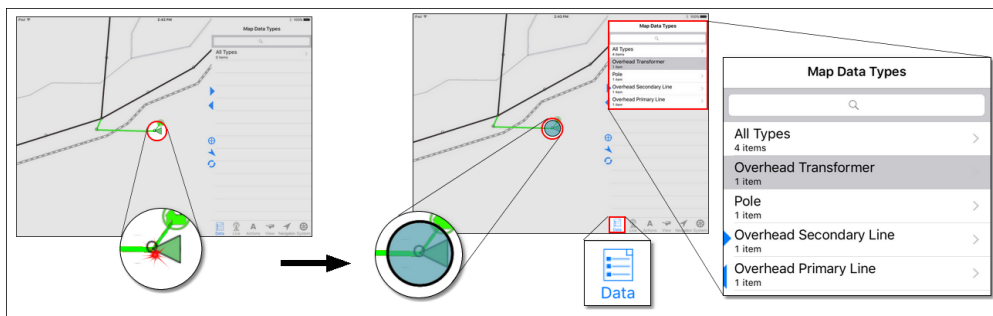
Use the following procedure to create a first inspection at a location. If the location has a current inspection, you must re-inspect<sup>[194]</sup> in order to associate your new inspection with the existing history.

**Note 3** — If a Live mapset (e.g., Tracing or DI) is hidden from view, the mapset is displayed automatically when an action pertaining to the mapset is selected. For example, if you select the appropriate map item, and then select an available DI action, you most likely intend to do DI work. In this situation DI automatically engages, allowing you to continue working without interruption.



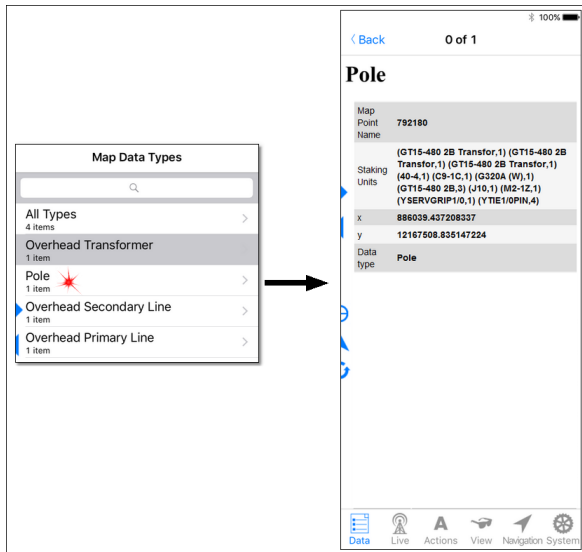
### Here's How

1. Tap the map item location representing the DI subtype you want to inspect. The selection indicator appears. If other items are in close proximity, they are included in your selection radius (also known as the selection stack).
  - If not selected, tap the **Data**<sup>[20]</sup> tab to open it.
  - If necessary, use the **Back** button (Map Items or Selection pane, top left) to navigate to the Map Data Types pane<sup>[22]</sup>.

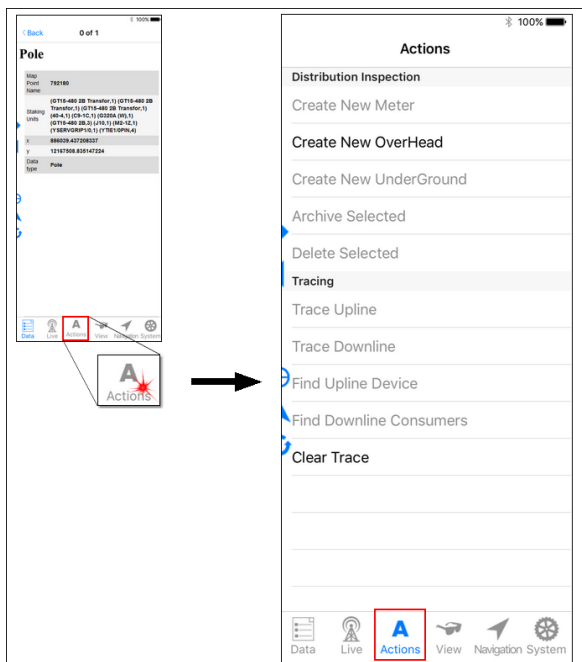


2. In the **Data** tab Map Data Items list,
  - If the map item representing the inspection you are making shows a grey highlight in the Map Data Items list, it is selected.
    - If the selected type contains more than one item, tapping it opens a new pane listing the individual map items. Tap an item to select it and access its data.
    - If the selected type includes only one item, proceed to Step 4.
  - If the map item representing the inspection you are making does not show a grey highlight in the Map Data Items list, tap it.

- If the selected type contains more than one item, tapping it opens a new pane listing the individual map items. Tap an item to select it and access its data.
- If the selected type includes only one item, tapping it directly accesses its data.




3. In the Tab bar, tap **Actions** to access DI actions appropriate for your map selection.



4. Select **Create New [DI subtype name here]**. A clock symbol appears on the map and the inspection form opens in the Task pane.

- If a pop up message appears, there is a current inspection at this location. See the topic, **Re-inspect**<sup>194</sup> for more information.



5. Make selections and entries to the the form as necessary.
6. Click **OK** at the top of the form. Your edits are saved and the appropriate symbol and status appear on the map. A small L  indicates this data is local (exists only on your computer). With your next synchronization, this inspection is available to other Distribution Inspection users.

### 2.2.3.3 Re-Inspect






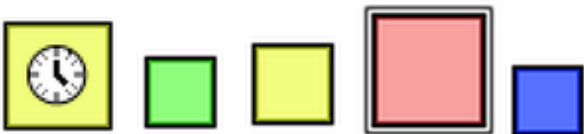


The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

**Note 1** — Depending on decisions made by your organization during Distribution Inspection Workflow Consultation, the map items configured for Distribution Inspection actions could be different from the examples provided here. Contact your supervisor for specific information about your program.

Mobile DI supports only Point inspections at this time. The Point inspections are available as actions on map items such as poles, pads, and consumers.

If a current inspection exists at the location you want to inspect, you must re-inspect to associate your new record with the established chain of records. When a location has more than one current inspection, you can view each inspection's data and choose the one you want to associate with your new observation.

To inspect a location, select the map item associated with the DI subtype you want to record. Typically, the map items associated with DI subtypes are as follows:

Map Item Example	DI Subtype
 Pole	 Overhead
 Padmount Transformer	 Underground
 Consumer	 Meter

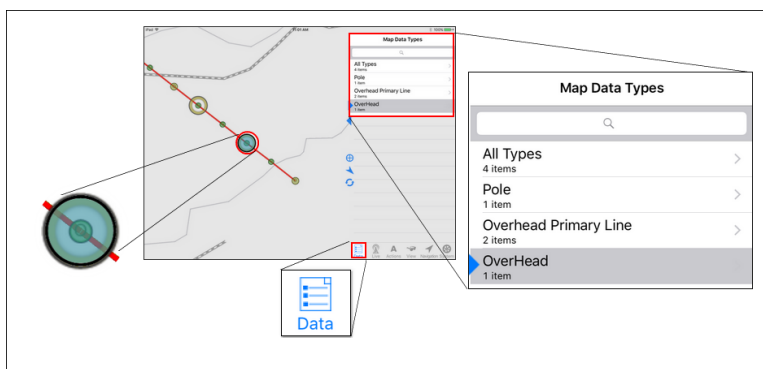
**Note 2** — Partner Next remembers your last Map Data Type selection. If that Type is included in your next selection stack, it selects it. If the Type is not in your next selection stack, the **Data** tab Map Data Types pane<sup>[22]</sup> selects something else. If you are viewing the **Data** tab Items pane<sup>[23]</sup>, the message, **No [Data Type name here] selected.** appears.

**Note 3** — If a Live mapset (e.g., Tracing or DI) is hidden from view, the mapset is displayed automatically when an action pertaining to the mapset is selected. For example, if you select the appropriate map item, and then select an available DI action, you most likely intend to do DI work. In this situation DI automatically engages, allowing you to continue working without interruption.



## Here's How

1. Tap the map item location representing the DI subtype you want to inspect. The selection indicator appears. If other items are in close proximity, they are included in your selection radius (also known as the selection stack).
  - If working a DI assignment, follow the procedure for Get Your Assignments<sup>185</sup> to navigate to your assignment location.



2. In the **Data** tab Map Data Items pane<sup>23</sup>,
  - If the map item representing the inspection you are making shows a grey highlight in the Map Data Items list, it is selected.
    - If the selected type contains more than one item, tapping it opens a new pane listing the individual map items. Tap an item to select it and access its data.
    - If the selected type includes only one item, proceed to Step 4.
  - If the map item representing the inspection you are making does not show a grey highlight in the Map Data Items list, tap it.



- 

**Actions**

- Distribution Inspection
- Create New Meter
- Create New OverHead
- Create New UnderGround
- Archive Selected
- Delete Selected

**Confirm Reinspection**

There is already a record at this location. Are you re-inspecting something?

Yes

No

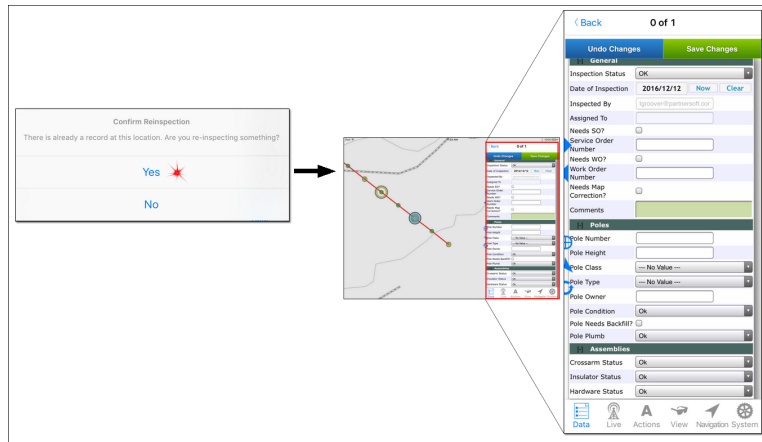
**Map View Confirmation**

There is already a record at this location. Are you re-inspecting something?

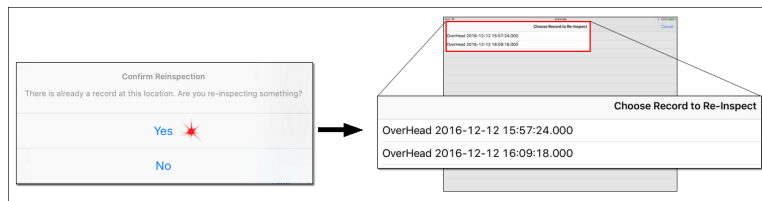
Yes

No

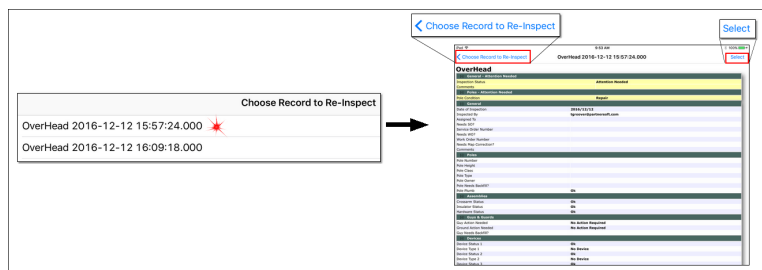
- © 2018 Partner Software



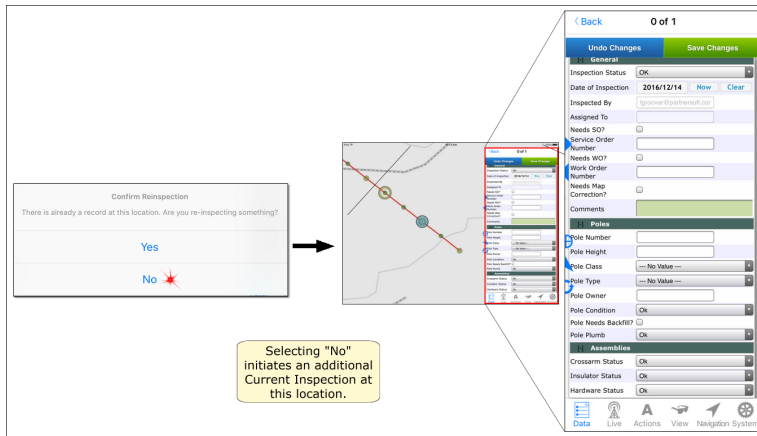
- If more than one inspection chain exists at this location, a list appears.



- Tap an inspection in the list to preview its data.
- ❖ To add your new observations to this chain, tap **Select** in the upper right of the preview. The inspection form appears.
- ❖ To return to the inspection list, tap **Choose Record to Re-inspect** in the upper left corner of the preview.



- To begin a new chain of inspections at this location, tap **No**. The inspection form appears.



5. Make your edits and then choose **Save Changes** at the top of the form. With your next sync, this inspection is available to other Distribution Inspection users.

### 2.2.3.4 Log Inspection Status and Information



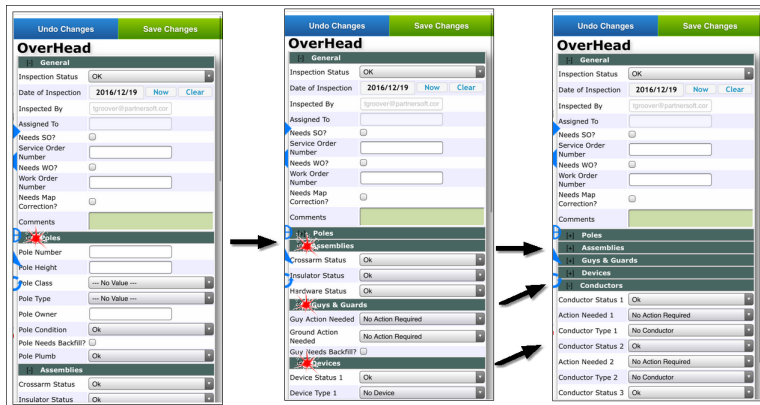
The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

DI uses forms to collect inspection data. This topic addresses inspection forms and how to use them.

**Note** — To edit an existing inspection, you must access it within 24 hours of its creation. If more than 24 hours have passed, you must re-inspect the location.

Each subtype form is made up of sections that target different aspects of the inspection. For example, the OverHead form may have sections for the pole, assemblies, and guys. While the Meter form may have sections for the meter and conductors. These sections correspond to the tabs in the desktop DI forms.

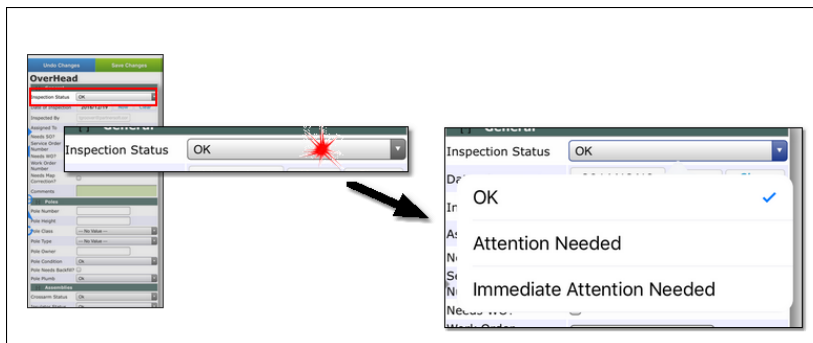
The General section is located at the top of each form. Scroll down to the other sections to enter observations on specific categories of equipment. Each section collapses to facilitate access to the sections you want.



Tap a Form Section Title [-] to Collapse It

Forms are used to collect data about a location. Some fields record information (such as, *pole number*) while other fields record conditions (such as, *broken cross arm*). These conditions may require further action.

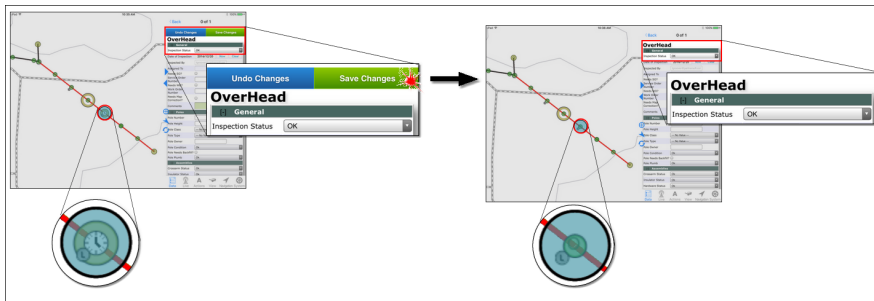
The inspection status alerts others to the locations in need of scrutiny or repair. Your condition field selections (such as, *Crossarm Status = Not OK*) can be configured to determine the inspection status. If your organization's forms are set up in this way, the most severe condition determines the overall status for this location. However, you can elevate the status manually if warranted.



The following forms are examples. Depending on decisions made during Workflow Consultation, your organization's forms may look different from the examples provided here.

## OK Status

When you inspect a location, if there are no issues to record, click **Save Changes** at the top of the form. The form defaults to a status of **OK** and you are ready for the next inspection.



## Attention Needed Status

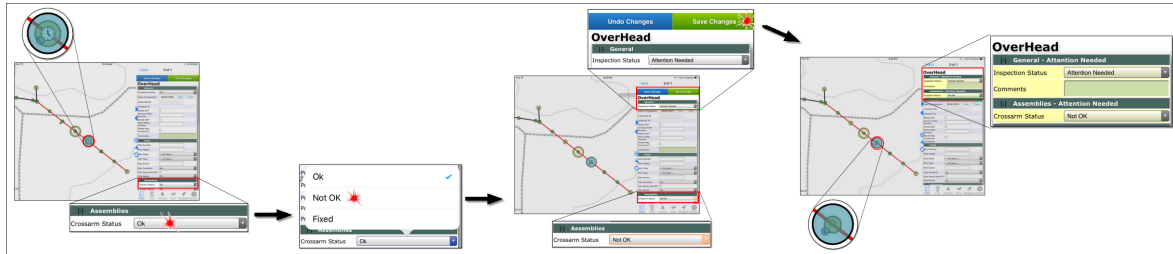
Certain condition field entries can set the overall status to **Attention Needed**. For these entries, changing from **OK** to any other selection alters the overall status to **Attention Needed**. If the situation is more serious than **Attention Needed**, you must manually set the overall status to **Immediate Attention Needed**. If you change an entry of the form back to **OK** or **No Action Required**, you must change the overall inspection status back to **OK**; it does not automatically return on its own.

---

**Note** — If you manually set the overall **Inspection Status** to **OK**, but have selected any form entry that triggers the **Attention Needed** overall status, the **Inspection Status** returns to **Attention Needed** when saved.

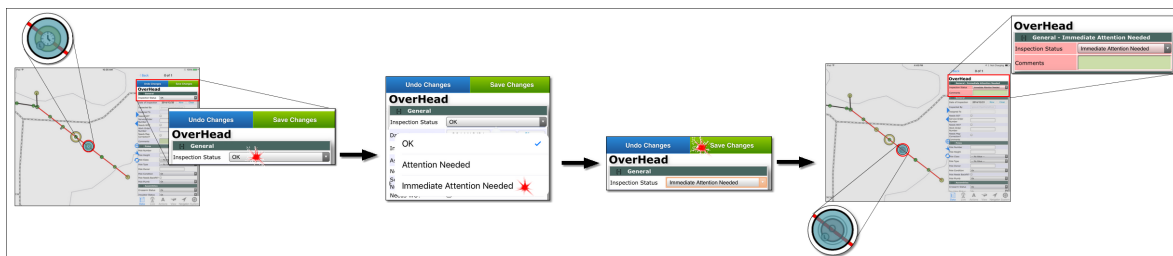
---

In the following example, changing the **Crossarm Status** to **Not OK** changes the overall **Inspection Status** to **Attention Needed**.



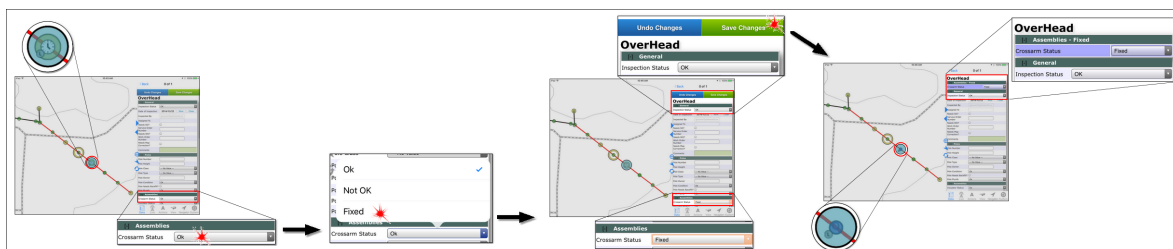
## Immediate Attention Needed Status

Certain condition field entries can set the overall status to **Immediate Attention Needed**. This is the highest priority, or most severe, status. For these entries, changing from **OK** to any other selection alters the overall status to **Immediate Attention Needed**. If you change an entry of the form back to **OK** or **No Action Required**, you must change the overall inspection status back to **OK**; it does not automatically return on its own.



## Fixed Status

After reported damage has been repaired, the location is re-inspected. Choose **Fixed** from the drop down list for the repaired condition field. If all issues are resolved at this time, manually set the overall status to **OK**. The inspection item changes to blue indicating the equipment is repaired.





## Here's How

1. Access an inspection's form using the appropriate procedure for your circumstance.
  - Create an Inspection<sup>192</sup> (Select the map item associated with the inspection subtype.)
  - Re-Inspect<sup>196</sup> a location (Select the map item associated with the inspection subtype.)
  - Edit an Existing Inspection<sup>203</sup> (Select the inspection item.)
2. Make the appropriate selection(s) to determine the inspection status for this location.
  - To record the condition of **OK**, tap **Save Changes**.
  - To record conditions that require further action, make selections and enter comments as needed.
    - Tap **Save Changes**. The changed fields relocate to the top of the form and show the appropriate color code (yellow or red) for the inspection status (**Needs Attention** or **Immediate Attention Needed**).
  - To elevate the overall status, manually select the appropriate higher priority status.
  - To record repairs that have been made to a location, select **Fixed** for the equipment field(s) that received repair.
    - Tap **Save Changes**. The changed field(s) relocate to the top of the form and show the blue color code for the inspection status **Fixed/OK**.

### 2.2.3.5 Edit Within 24 Hours



The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.

Distribution Inspection stores information with date and timestamps. This information reports and assures that your organization maintains its system and meets mandated requirements. Partner designates a time limit for editing inspections in order to preserve and protect the history and integrity of your DI records. Once you have created an inspection, you have 24 hours to make changes to it. To add new information after 24 hours, you must re-inspect<sup>[194]</sup>.

Distribution Inspection Form Edits		
	Less than 24 hours since the inspection was created	24 hours or more since the inspection was created
Can Edit Form?	yes	no; must re-inspect

---

**Note** — Inspections can be deleted if you have not synchronized since creating them.

---

## Edit an Inspection Less than 24 Hours Old

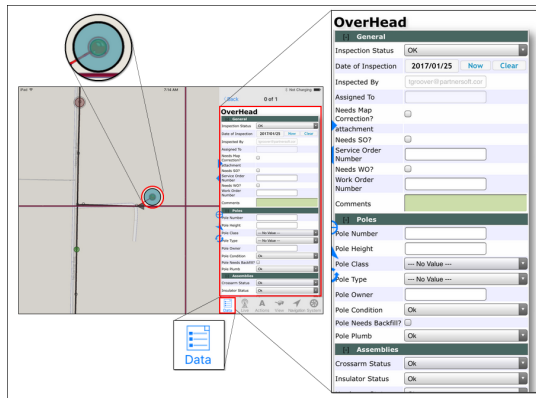


### Here's How

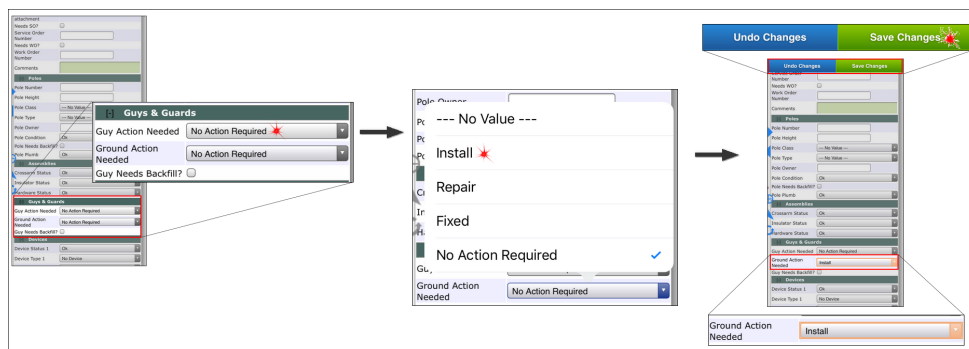
1. Select the inspection map item you want using one of the following methods:
  - Tap the map<sup>[98]</sup> and select **[DI subtype name here]**.
  - Find<sup>[101]</sup> the map item (i.e., pole, consumer, or padmount transformer) location and select **[DI subtype name here]**.
  - Select the **Live** tab, DI pane<sup>[32]</sup> if the inspection matches a predefined DI query criteria.

If not selected, tap the **Data** tab. The form appears in the **Data** tab Selection pane.





2. Tap the form item you want to edit. The **Save Changes** button appears at the top.
3. Edit the form as necessary.
4. Tap **Save Changes** at the top of the form to save your changes and validate the inspection.



### 2.2.3.6 Delete Versus Archive

The information provided here applies to the Partner Mobile Distribution Inspection system. Access to this functionality requires the Distribution Inspection license and the Partner Complete Platform. To learn about Distribution Inspection and how to acquire it for your organization, contact Partner Sales.



**Archive Note** — The **Archive** action will be removed from Mobile DI with the v4.28 Partner System upgrade. Until your organization's system gets the upgrade, the **Archive** action will continue to be available and useable.

Only unsynchronized inspections can be **Deleted**. Synchronized inspections can be edited<sup>[203]</sup> (within 24 hours), re-inspected<sup>[194]</sup>, or **Archived** (if available).

Delete Versus Archive		
	Not Synchronized Since Creating the Inspection	Synchronized Since Creating the Inspection
Can Delete Inspection?	yes	no
Can Archive Inspection?	yes	yes

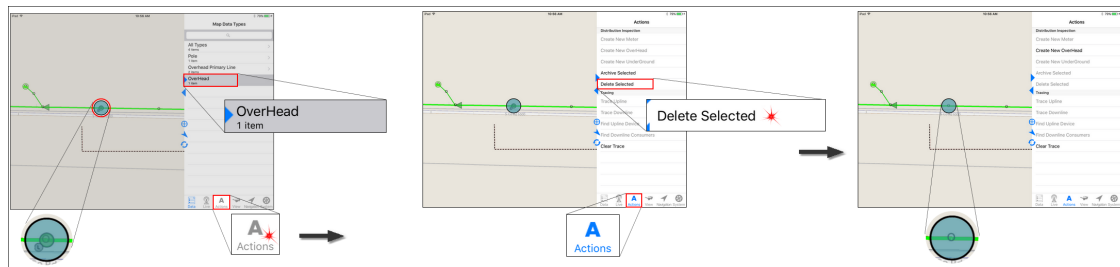
## Delete

**Delete** permanently removes inspection records. Partner Next provides the **Delete** action for unsynchronized (local) records—those that only exist on your computer and not the database. After synchronization, you can not **Delete** the synced records through a Partner Next action.



### Here's How

- Select the inspection item you want using one of the following methods:
  - Tap the map<sup>[98]</sup> and select **[DI subtype name here]**.
  - Find<sup>[101]</sup> the map item (i.e., pole, consumer, or padmount transformer) location and then select **[DI subtype name here]**.
  - Select the **Live** tab, DI pane<sup>[32]</sup> if the inspection is included in a Live list configured for your organization.
- Tap the **Actions** tab.
- Tap the Distribution Inspection **Delete Selection** action. The inspection item disappears from the map and the record is removed from your device.



## Archive

**Archive Note** — The **Archive** action will be removed from Mobile DI with the v4.28 Partner System upgrade. Until your organization's system gets the upgrade, the **Archive** action will continue to be available and useable.

The **Archive** action removes a record from your map but the data persists in the database. After archiving, the affected inspections can be retrieved and used to build reports from desktop DI.

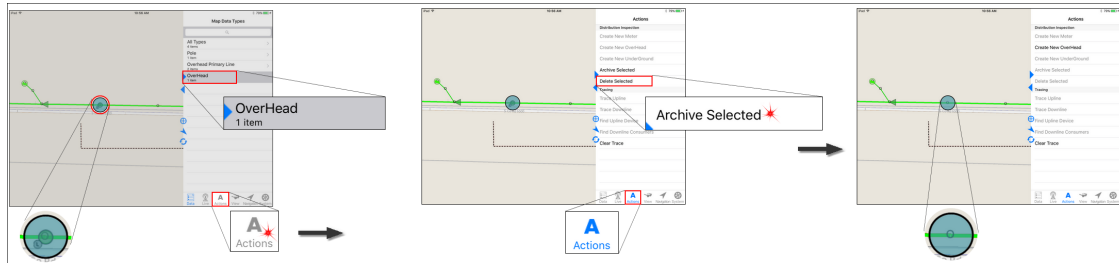
As your distribution system changes, your map changes. Lines are relocated; poles are removed. Use the **Archive** action when an inspected item has been removed from your map. The **Archive** action removes the inspection symbol from the map and terminates the inspection chain at that location. If something is built here in the future, start a new inspection chain by creating an inspection at this location.



### Here's How

1. Select the inspection map item you want using one of the following methods:
  - Tap the map<sup>[98]</sup> and select **[DI subtype name here]**.
  - Find<sup>[101]</sup> the map item (i.e., pole, consumer, or padmount transformer) location and select **[DI subtype name here]**.
  - Select the **Live** tab, DI pane<sup>[32]</sup> if the inspection is included in a Live list configured for your organization.
2. Tap the **Actions** tab.

3. Tap the Distribution Inspection **Archive Selected** action. The inspection item disappears from the map. The records are accessible through desktop Distribution Inspection.



## Appendix: Frequently Asked Questions

Here are some Partner Mobile frequently asked questions and helpful tips. If you don't see your question, contact Partner for the answer. This list will grow and benefit from your inquiries.

### 1. I'm having trouble viewing my screen. How do I adjust screen brightness?

Screen brightness controls for your device are found in **Settings>Wallpapers & Brightness**. For detailed instructions go to your **Apple user guide**<sup>[14]</sup> **>Basics>Customize [device]>Adjust the Screen Brightness**.

### 2. I'm seeing strange things in my display, but I'm not sure how to describe it to Partner support. What should I do?

When submitting an interface problem with the Partner Next software, please do the following:

1. Create a screenshot of the issue by pressing the **Power** button and **Home** button at the same time.
2. From your Home screen, tap **Photos** to open the Photos app.
3. Select the screenshot image.
4. Email it to support@partnersoft.com with a description of the problem.

See your user guide<sup>[12]</sup> if you need more information about any of these steps.

### 3. My maps seem cluttered and don't look so good. Any suggestions?

Speak with the person at your organization responsible for operating the Partner Map Publisher. The Map Publisher converts your traditional Partner map to the iOS format. Maps designed to run on a laptop or desktop may require some changes to be optimized for iOS devices.

#### 4. Map navigation seems sluggish and unresponsive. How can I improve my experience?

If your device only meets our minimum requirements<sup>[7]</sup> and you are attempting to work with the Images mapset visible, panning and zooming are incredibly frustrating. Images, being the largest and most demanding mapset, should be turned off<sup>[89]</sup> when navigating the map. Once you reach the location you want, open the **View** tab and turn Images on. But, for the majority of your work, the Images mapset should be hidden.

#### 5. Partner Next closed unexpectedly while I was working. What should I do?

Try removing your maps and reinstalling them. An internet connection is required to reinstall your maps.

1. From your Home screen, reopen Partner Next.
  - If you are unable to reopen,
    - a. Delete the app.
    - b. Open the App Store app.
    - c. Reinstall Partner Next. Reinstalling from the App Store requires an internet connection.
    - d. Enter your Update Credentials.
    - e. Skip to Step 6.
2. Tap **System** and choose **Uninstall** from the list.
3. Tap **Remove Published Data** to uninstall your maps.
4. Tap **System** to return to the System menu.
5. Select **Update** to open the Update pane.
  - You may need to open **Credentials** to type in your log-in information if you have not selected the Credentials **Remember** option.)
6. From the Update pane tap **Connect** and then **Update** to reinstall your maps.

**6. When updating my map, the process seemed to finish but no map appeared. The progress message stated, `Update complete`. but the map pane showed the `No Maps installed` message. When I tap `Update` again nothing changes. What should I do?**

Uninstall any map data and then **Update**.

1. Tap **System** and choose **Uninstall** from the list.
2. Tap **Remove Published Data** to uninstall your maps.
3. Tap **System** to return to the System menu.
4. Select **Update** to open the Update pane. (You may need to open **Credentials** to type in your log-in information if you have not selected the Credentials **Remember** option.)
5. From the Update pane tap **Connect** and then **Update** to reinstall your maps.





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