Certification Guide for Technical Support

Key Learning Objectives

A. Using Feature Phones:

2. Explain the need to avoid downloading lots of files to the SD card

Tips for increasing Battery Life:

- Keep WiFi, Bluetooth, and GPS switched OFF when not in use.
- Reduce Screen Brightness and Screen Timeout.
- Switch to using only 2G networks, especially if the primary use of phone is to run CommCare (which works fine with just 2G).
- See which applications are using up a lot of battery charge. Go to Settings -> Battery. Generally, 3G, WiFi, Screen Brightness, GPS, and Bluetooth consume most power.
- Setup a black image as phone background. To take a black picture, cover camera with your hand and click a photo. Then use it as wallpaper.
- In general, feature phones have much better battery life than Android smartphones
- Turn the phone off at night- especially if it is only being used for work, be sure to keep the phone off when not in use
- Keep your screen off when not in use- most of a smart phone's battery will be used for the screen. By having your screen time out quickly or making the screen "sleep" when not in use you can conserve charge.
- Put your phone into "airplane mode"- if you are in an area with limited reception your phone will expend a lot of energy trying to find signal. Putting your phone into airplane mode will help with this.
- Try installing a battery monitoring app- on android, some of these will show the percentage charge in the status bar which makes it easy for the user to see how much charge is remaining.

For more information see Solutions for Charging Phones in Areas with Poor Electricity
5. Find the SD card and understands what its purpose is

Phone will send data if there is a good network

If there is an E or a G in a box, the phone will send data

You need to find a place with stronger signal

You need to find a place with stronger signal

7. Configure the phone for improved usability (home screen, language, keyboard settings, etc.)

What is GPRS?

GPRS, or General Packet Radio Service, is the mobile data that a 2G or 3G phone uses to access the internet. On a feature phone (like a Nokia), you will need to turn on the GPRS settings provided by your network provider. The local store should be able to help you do this. Often times, the provider has a "shortcode" you can dial that will automatically set up your phone with their GPRS settings. Other times you will need to manually set the phone up from within the settings, like the "Manual Setup Process" below.

Things to verify with the selected Network Provider:

- I need to use a SIM card that enables GPRS. (Not a "voice only" SIM card). Is this possible?
- How do I turn on the GPRS for this type of phone?
- How do you bill for data? Is it possible to bill per kilobyte (amount used) rather than the time connected?
- Can I bundle the data package? How often does the bundle expire? How do I recharge it?
- How much does the data cost if used outside of a bundle?

To Turn on the GPRS

Make sure the settings on your phone have been correctly configured to enable GPRS. There are two ways to do this:

1. Some providers will send GPRS settings to the handset upon receiving an activation request via SMS. Depending on the provider, it may take a while for the settings to activate.
2. Set up GPRS manually (process described below for many kinds of phones).

For more information please see GPRS Setup

---

B. Basics of CommCare for Feature Phones

Set a CommCare Shortcut

For easy access, you can set a shortcut to the CommCare application. Follow these instructions to do so.

1. Menu -> Settings -> My shortcuts -> Right selection key -> Application list -> CommCare
2. Menu -> Settings -> My shortcuts -> Left selection key -> Camera (if needed)
Note: In some phone models, CommCare will not appear in the Application list unless all the application permissions are set and the application has been opened at least once.

CommCare Java/J2ME/Nokia Download and Installation

2. Open CommCare via the actual folder containing CommCare
3. Log into CommCare with a username and password
4. Understand and respond to a “wrong username/password” combination
5. Explain the difference between logging in and demo modes
6. Understand how to use the log-in screen (username, password, log-in, and demo)
7. Navigate among forms and modules (selecting forms/modules and going back)
   - **Text:** Inserts a text question or a “label” that does not elicit a user response
   - **Multiple choice:** Inserts a multiple choice question that can have a single-answer (i.e. Do you have children? yes or no) or multiple answers (i.e. which foods do you like? pizza/toast/peanut butter/apples/carrots)
   - **Choice:** Inserts the options available for your multiple choice question
   - **Number:** Inserts a question with a numeric response (i.e. phone number or age)
   - **Date:** Inserts a date or time question
   - **Hidden Value:** Allows access to values from other forms or allows you to perform more complex calculations. The user cannot see a hidden value when working in the form.
   - **Group:** Provides a structure to keep related questions together
   - **Multimedia Capture:** Inserts a question that captures an image, audio, or video file
   - **Advanced:** A list of more advanced and less commonly used types of question

please see Beginner Tutorial Part 3 - Building a Simple Form for more information

10. Use keyboard to type, change answers, and switch between number/keyboard configurations
11. Can play multimedia files (audio, video as applicable)
12. Submit a completed form
13. Understand what case list and case detail screens are and how to navigate in them
14. Recognize if there are unsent forms on the phone
15. Understand when to contact a supervisor for support
16. Understand that network connectivity is not required to work after the first login
17. Log out when done with work
18. Understand the need to work only under a real user ID
19. Understand that CommCare data is submitted using cellular phone data (not SMS)
20. Understand that CommCare can work offline

C. **Managing CommCare for Feature Phones**

1. Correctly install a CommCare application
2. Set appropriate network permissions
3. Describe the required files to run an application
4. Explain that there can be more than one application on a phone
5. Create a shortcut for CommCare
6. Restore a user and describe the steps required to do this
7. Install multimedia
8. Describe what it is possible to do when logged in as an admin
9. Conduct a CommCare network test
10. Explain that data useful for troubleshooting is available on CommCareHQ

D. Troubleshooting Feature Phone/Java Applications - Tier I and II issues

1. Identify the CommCare Version being used

Mobile balance or credit needs to be present on the phone in order for the phone to send data from CommCare to the server. If the balance runs out, you can continue working in the application, but you could experience several challenges:

1. Your data will not be submitted, and/or
2. Your data will not be synced/shared with the other users in your team.

Please see 300. Verify user has sufficient credit_balance. for more information.

3. Recognize and advise about responding to form validation condition issues

4. Troubleshoot audio settings

5. Respond to a deleted or corrupted application

Unable to render {include} The included page could not be found.

7. Provide advice on what to do with case list or other data discrepancies

8. Respond to missing multimedia files or corrupt SD cards

Unable to render {include} The included page could not be found.

10. Recognize the need for further training/content explanation vs a technical issue

11. Fix language issues – either the phone’s language or the keyboard language/settings

Unable to render {include} The included page could not be found.

13. Respond to issues with the phone’s screen time-out settings (sleep mode)

14. Recognize and respond to problems with the application permissions