Thank you for selecting to use the Compusource - Ascente MobilePro system for your company's field technician's mobile processing solution. This document is intended to provide you with specific considerations regarding selecting what devices you decide to purchase and have your field technicians should use to run Ascente MobilePro. These are based on our years of experience with service companies and their experiences and feedback regarding their selection of mobile devices.

Ascente MobilePro is now a web based application that runs in a web browser and internet connectivity is required. This means that you are free to run on any device running an operating system with a current and supported web browser.

Compusource does not recommend specific devices. With the proliferation of hardware devices, we can't say that it will work on all mobile devices. We will provide the Ascente MobilePro requirements and other considerations so that you can locate the readily available devices needed to run Ascente MobilePro. We have provided a link that you can use to test the compatibility of a browser on a mobile device or a computer.

IMPORTANT RECOMMENDATION

We recommend in all cases when you are selecting a new device, that you only purchase or preferably test one mobile unit and test it thoroughly to verify that Ascente MobilePro, any other required application software and any possible external devices work with the unit before purchasing additional units. In addition to evaluating the MobilePro software, this test should assess the look and feel of the device, connectivity in your area, and pertinent features of the device. See if a vendor will provide a unit to test with and will allow you to return it if it does not work.

Considerations

Operating Systems

Ascente MobilePro is now a web based application. What this means is that any mobile device that uses and supports a current web browser should be able to run our software. We have tested it to work on the operating systems listed below:

Android Browser 4.4 or Greater	We have not experienced any problems
Apple iOS 8.0	We have experienced some problems with this
Apple iOS 9.2	We have not experienced any problems

Ascente MobilePro also runs on Microsoft windows computers. However, at this writing, Android and iOs account for over 90% of new operating systems sold. It is becoming harder to find hardware offerings for the Microsoft operating system on the Verizon and AT&T websites.

Devices

We are not tied to any specific device make or manufacturer. It does not matter if it is an Android, iPad or Microsoft operating system device. But it does require a current web browser as noted above.

You of course want to use a device that your technicians will easily be able to use in the field.

- Screen Sizes can vary from a small phone to a large tablet or laptop. Can all of your technicians easily read and key in the information?
- Will the mobile device use a touch screen, stylist, mouse or keyboard?
- What is the battery life?
- Is a mobile charger or replaceable battery necessary or available?

- The tech may use this device to present quotes to customers. In this case, a professional image is important. A small cell phone is probably not the most effective way to present these options.

These are just a few of the many form factors available for mobile devices.

Durability

You of course want a durable device. Price can become a consideration depending on how durable you need it to be. Many devices can have an optional protective enclosure installed that will help protect it from the inevitable bumps and scratches. What type of warranty is provided for your mobile device?

Accessories

Does your device need to support connecting any features such as:

- Credit Card Reader
- Bar Code Device
- Flash Drives
- Do you need usb ports or Bluetooth for connecting devices to the tablet or laptop?
- Internal memory and processor. Performance can sometimes be enhanced by using higher capacity devices.

Camera

Do you need a camera on the device?

E-mail and Texting

- Does the mobile unit support e-mail directly or only web based e-mail such as Gmail?
- Does the unit support texting?

Other Applications

Do you plan on running other applications or programs on the device? Will they run on the device? You don't want to purchase an Android device and expect to run iOS or Windows programs on it.

Mobile Device Vendors

Some mobile phone vendors will offer deals for you to sign a contract. Before signing a contract for multiple mobile devices, we recommend that you consider all of the above recommendations and again, *test using one unit* and verify that your technicians can use the device and that the provided web browser will run Ascente MobilePro before purchasing additional units.

Credit Card Processing

Because Ascente MobilePro is a web based application, X-Charge or XWeb credit card processing vendors do not now directly interface with the Ascente MobilePro application. What does this mean to you?

Your credit card processor may have an app that runs on an iPad or Android device. It makes sense that you take advantage of that feature. The tech would run that application to process the credit card. From there, it takes only a couple of keystrokes for the tech to acknowledge the credit

card payment in Ascente MobilePro. If you want the tech to enter the credit card transaction, that app should be part of the hardware evaluation.

Testing a New Devices Compatibility

You can use this link on a mobile unit to verify the mobile devices browsers ability to run Ascente MobilePro:

http://ascmobilepro.cloudapp.net/amp/amp_calls/AmpCalls.html

You will get a welcome screen:

Tap or click on the [Enter] button to start the setup process.

After setup is complete, you will get a login screen on your browser similar to what is shown below:

*Login: **test***
*Password: **t1***
*Then tap or click on the [**Login**] button.*
NOTE: This password may change.
Contact your Compusource representative or hotline if you need the current password.

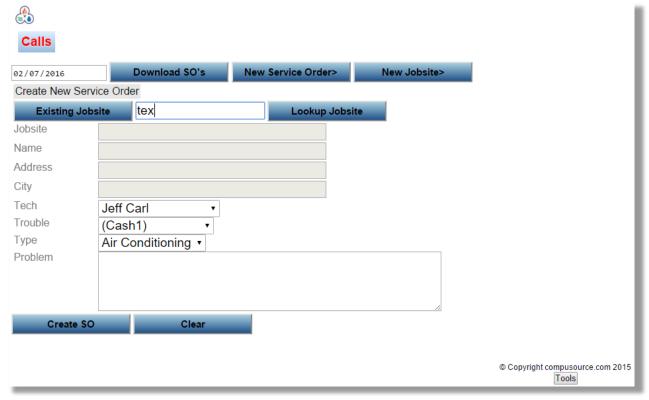*You will get a browser screen that looks like this below:*

If you get this far, then you have determined that the device and browser will run our Ascente MobilePro software.

If you want to go further, tap or click on the [Get SO's] button, then the [New Service Order] button.

Put text in the jobsite box such as 'tex' and tap or click on the [Lookup Jobsite] button.

Add a description and click on [Create SO].

*Then if you hit the **[Download SO's]** button, a call will appear. Select that call, and try the other options.*