

# HERALD MOBILE APP - ANDROID

USER MANUAL V1.0

Herald by DEVOTED

[www.heraldservices.net](http://www.heraldservices.net)

[www.devoted.ba](http://www.devoted.ba)



## TABLE OF CONTENTS

1	INTRODUCTION .....	3
1.1	About the app.....	3
1.1.1	Privacy policy.....	3
1.2	Language.....	3
2	INSTALLATION.....	4
2.1	Requirements .....	4
2.2	Phone Permissions .....	4
3	REGISTRATION& SIGN IN.....	5
3.1	Register new account.....	5
3.1.1	Password requirements .....	5
3.1.2	Email validation .....	6
3.2	SIGN IN .....	6
3.2.1	Welcome message .....	6
3.2.2	Forgot password.....	7
4	MAIN VIEW .....	8
4.1	General overview .....	8
4.2	Receiving notifications .....	8
4.2.1	App in foreground .....	8
4.2.2	App closed or in background.....	8
5	NOTIFICATIONS.....	9
5.1	Notifications overview .....	9
5.2	Notification types .....	10
5.3	Notification Actions.....	10
5.3.1	Read notifications.....	10
5.3.2	Archive notifications.....	11
5.3.3	Acknowledge notifications.....	12
5.3.4	Own / Defer notifications.....	13
6	FILTER.....	15
6.1	General information.....	15
6.2	Filter options.....	15
7	SETTINGS.....	16
8	ABOUT .....	17
9	IN APP UPDATES .....	18
10	OFFLINE MODE .....	19
11	TROUBLESHOOTING .....	20
12	CONCLUSION .....	22



## 1 INTRODUCTION

DEVOTED Ltd. developed an IIoT platform named **Herald** (will be referred to as '**the platform**' in this document) as a commercial product which includes two major modules:

- [Herald App](#) –android application used for utilizing the platform's app notification service,
- [Herald Dashboard](#) – commercial online web application used for configuration of the platform.

This document is an instruction manual on how to use the android version of the Herald app (will be referred to as '**app**' in this document). More information about the platform in general can be found on the [official website](#). The [Configuration manual](#) gives in detail instructions on how to configure the platform using Herald Dashboard.

### 1.1 About the app

Herald App is a free android application which allows users to receive notifications about events happening in their plants or businesses as configured through Herald Dashboard. Inside the app, notifications can be searched, filtered, acknowledged, owned, deferred and archived. Error, warning and info notifications are supported.

The app functionality is described in detail in the following chapters.

#### 1.1.1 Privacy policy

The app's privacy policy is available in the app and under [this link](#).

### 1.2 Language

The app will automatically be displayed in the language that is set as the default language in the phone settings. Currently, the following languages are supported:

- English
- German
- Bosnian
- Croatian
- Serbian

If none of the listed languages are recognized as the set phone language, the app will be displayed in English.



## 2 INSTALLATION

### 2.1 Requirements

The app can be found on Google Play Store and installed on devices running Android 5.0 or higher.

### 2.2 Phone Permissions

After the user has downloaded and installed the app, the first dialog the user sees after opening the app requires the user to allow providing of required permissions.

This app can be used actively (single user logged in) on up to three different devices. To be able to uniquely identify each device, a permission to read phone state is required. This permission falls under the 'Make and manage phone calls' group.

After the user clicks on the "Add permission" button, a default android pop-up appears asking the user to confirm the providing of the required permission (Figure 2.1). By clicking on "Allow", the user grants the required permission. This can also be done manually through the phone's Settings menu (allow the 'Phone' permission for Herald app).

This permission needs to be provided only once and will be remembered for the future (though it can be turned off after successful login).

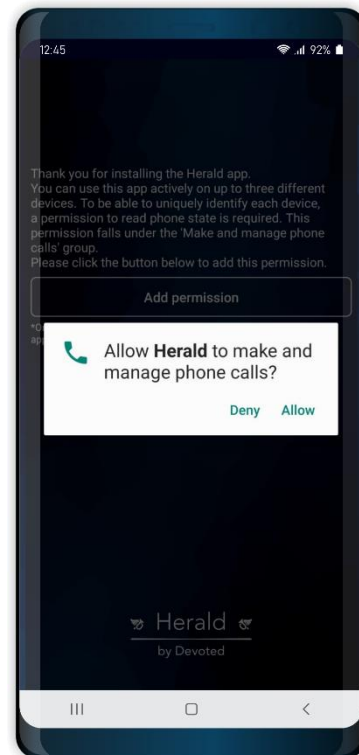


Figure 2.1 - Allow providing of required permissions



## 3 REGISTRATION& SIGN IN

### 3.1 Register new account

After the required permission was added, the app automatically navigates to the 'Sign in' dialog (Figure 3.1). If the user has no Herald account and would like to register via the app, by clicking on the 'Join now' field (on the right side, below the 'Sign in' button) the user will navigate to the registration dialog (Figure 3.2).

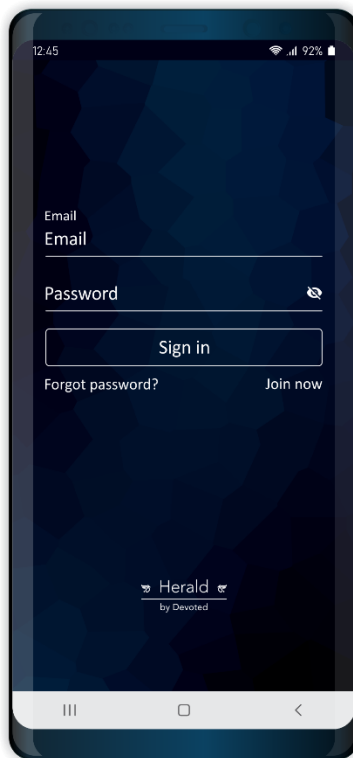


Figure 3.1–Sign in Screen

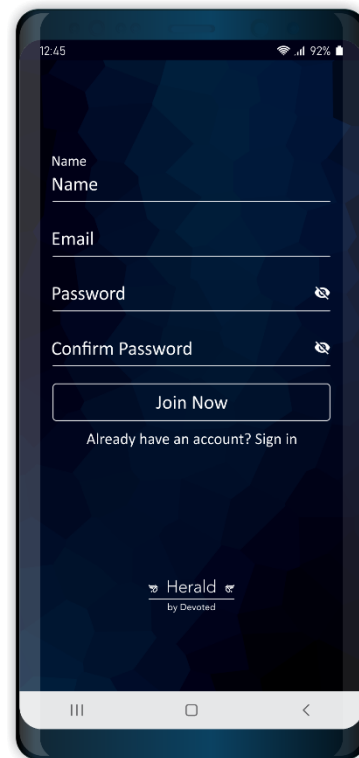


Figure 3.2 - Registration Screen

The user must enter the following data to be able to successfully register (fields cannot be left blank):

- Name – first or last as well as full name entries are supported. This name will be saved in Herald and can later be changed through the Herald dashboard,
- Email – a valid email address owned by the user,
- Password – must meet strength requirements and be confirmed. Password visibility can be toggled by clicking the small 'eye' icon on the right.

#### 3.1.1 Password requirements

The password must:

- be at least 8 characters long,
- be less than 64 characters long,
- contain letters and at least one of the following: a digit, a combination of uppercase and lowercase letters, a special character.



## 3.1.2 Email validation

After entering all of the required data, by clicking the 'Join now' button the user initiates the registration process. Shortly after, an email with a validation code will be sent to the provided email address. The app shows the 'Complete registration' dialog shown in Figure 3.3.

To complete registration, the user must enter the code from the received email. If no email was received, please check the junk folder or request a resend by clicking the 'Resend code' link. If problems persist please contact [support](#).

If the correct code has been entered, a click on the 'Complete registration' button will validate the corresponding email address and the app will show the 'Sign in' dialog.

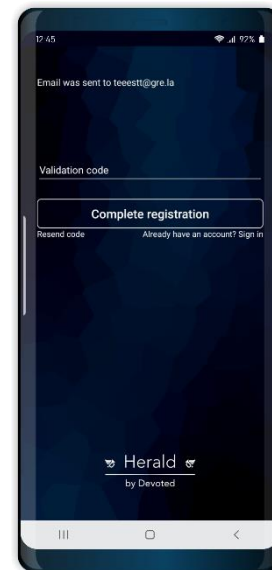


Figure 3.3 - Confirm Registration

## 3.2 SIGN IN

Figure 3.1 shows the 'Sign in' dialog. To sign in, the user is required to enter the email and password previously provided during the registration process (note, the password can be changed over time through the Herald Dashboard).

If a wrong email or password is entered, the user is advised to review the entered data and try again.

If, for some reason, the user has initiated but did not finish the registration process (the confirmation code was not entered), the app will navigate to the email validation screen (described in chapter 3.1.2). In this case, the validation code will be re-sent to the user's email address and the user will get the opportunity to complete the registration process.

Chapter 11 gives a more detailed list of login process difficulties and possible solutions.

Upon a successful sign in, a short 'Welcome' splash screen is displayed and the app is ready for use.

### 3.2.1 Welcome message

As previously described, a single user can actively use the app on up to three devices. When a new device is registered, a welcome notification is sent to all active user devices (where the corresponding user is signed in). The notification contains information on the number of active devices, which enables the user to track the number of currently used devices and even possibly detect account misuse (Figure 3.4).

Generally speaking, different types of notifications are supported. This is thoroughly explained in chapter 5.2. The 'welcome message' is a 'system' type notification which means that this notification has been generated by the Herald platform.

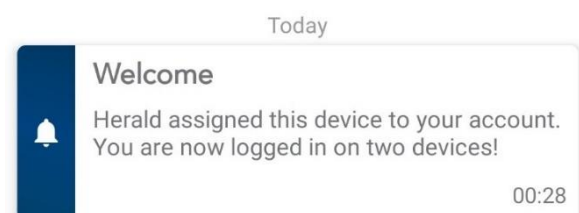


Figure 3.4 - Welcome notification



### 3.2.2 Forgot password

In case the user has forgotten the password, a 'Forgot password' link is provided on the 'Sign in' dialog (Figure 3.1). A click on this link will open the internet browser and redirect the user to the 'Forgot password' dialog on the Herald Dashboard website.

There, the user can enter the email address associated with the corresponding account and initiate the 'Password reset' procedure by clicking on the 'Request password reset' button. This will send an email with a password reset link which will redirect the user to a page where he/she will be required to enter and confirm the new password.

## 4 MAIN VIEW

### 4.1 General overview

Figure 4.1 shows the app's main view. The numbered fields represent the following:

1. **Notifications overview section** - contains the list of notifications sorted by date (latest at the top). Notifications are grouped by days they have been received on. Groups are separated with appropriate headlines e.g. 'Yesterday'.
2. **App name** (doubles as info about internet activity. More about this in chapter 10).
3. **Search field** – used to search for notifications containing the corresponding text in their titles and/or contents.
4. **Filter menu action button** – used to toggle the filter menu. Users can filter notifications by a number of different criteria such as notification type, organization association, group etc. More about this in chapter 6.
5. **Options menu action button** – provides access to: Settings, About, Privacy policy and Log out.

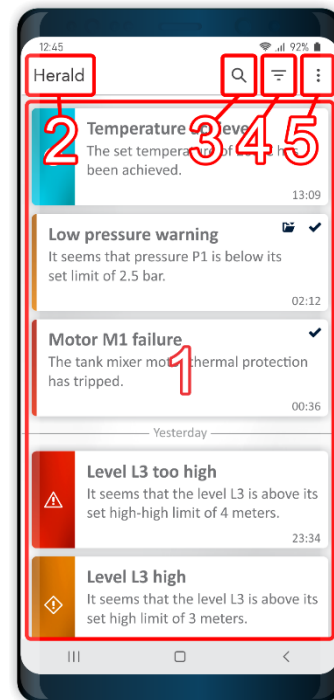


Figure 4.1 - Main View

### 4.2 Receiving notifications

#### 4.2.1 App in foreground

If a notification is received while the app is opened and in foreground, the notification is added on top of the list and standard notification sound is played. Push notification is not shown.

Additionally, if the notification is received while scrolling through the list of notification, a **scroll up** bubble is shown at the bottom right corner of the screen and expanded to accommodate a 'New messages' text. A click on this button will trigger a scroll to the top action which will lead the user to the newly arrived message.

#### 4.2.2 App closed or in background

When the app is in background or closed, upon receiving the notification, a push notification is shown and standard notification sound is played. If more notifications are received, a summary of all Herald notifications is created on the notification panel (at the top of mobile device's screen).

When the user clicks on the received notification / summary of notifications or opens the Herald app, a short actualization of notifications is done and a blue bubble appears on top of the screen. This bubble contains information on how many notifications were received since the last time the app was opened and, additionally, how many of these notifications are errors and warnings (more about notification types in chapter 5.2).

The bubble disappears when the user starts scrolling through the list or clicks on the bubble itself.



## 5 NOTIFICATIONS

### 5.1 Notifications overview

Received notifications are displayed in the notifications overview section (Figure 4.1 – item 1) in form of cards according to the currently active filter setting. Notification cards give some insight in the notification's content and state. They provide the following information:

- **Notification title** – as configured through Herald dashboard in the corresponding Template,
- **Notification content** – short version (cut off with three dots),
- **Colored left-side banner** – shows the notification type as well as its current read-state,
- **Archive icon** – if the notification is archived (read chapter 5.3.2),
- **Acknowledge checkmark** – if the notification has been acknowledged (read chapter 5.3.3),
- **Owned / Deferred icon** – if the notification is owned or deferred (read chapter 5.3.4),
- **Time of event** – in the overview section, notification cards are grouped and separated by date.

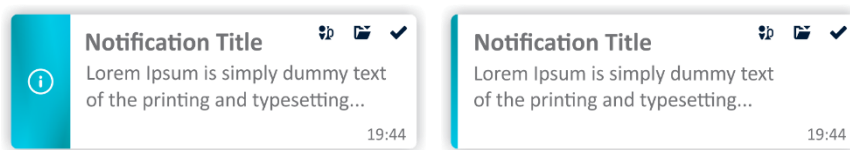


Figure 5.1 - Notification card (left - unread, right - read)

By clicking on a notification card, the user leaves the overview section and enters an **expanded, full-screen detailed representation** of the corresponding notification.

The **expanded notification representation** shows the following information:

- **Colored top-side banner** – indicating the notification type,
- **Notification title** – as configured through Herald dashboard in the corresponding Template,
- **Notification event date-time**,
- **Notification's corresponding Organization**,
- **Group & Role** due to which the notifications has been sent to this user,
- **Notification type** in text,
- **Notification content** – full version,
- **Archive button** – colors are inverted if the notification is archived,
- **Acknowledge button** – colors are inverted if the notification is acknowledged,
- **View history button** – used to access the view and click history for this notification,
- **Own / Defer button** – used to access the Own / Defer action and history section for this notification.

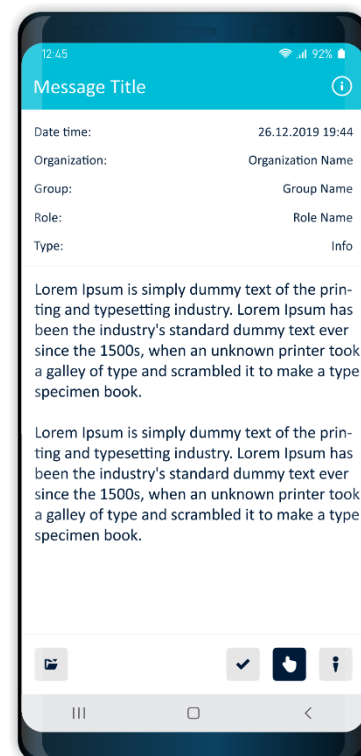


Figure 5.2 - Expanded notification

Depending on the configuration settings which have been done through the Herald dashboard, previous to the receiving of a notification, some elements may not be available on the expanded representation (for example, the acknowledge button, if the event is not configured to be acknowledgeable).



## 5.2 Notification types

Depending on the notifications' source (configured integrations or the Herald platform) and their associated severeness level (a template setting in Herald Dashboard), incoming notifications can be one of four types:

- Info (colored in turquoise),
- Warning (colored in orange),
- Error (colored in red) and
- System (colored in dark blue).

Info, Warning and Error notifications are usually generated and sent to users as a consequence of events which have happened in the monitored plants or businesses.

System notifications are informational messages sent from the Herald platform to the user. They usually contain information on the user's account activity (for example, the 'Welcome' notification after login).

## 5.3 Notification Actions

All received notifications are subject to user actions. In the following subchapters, notification actions will be explained. Some actions may not apply to all notification types (read 5.2). Most actions are recorded by the platform to assure app functionality according to the available and supported features.

### 5.3.1 Read notifications

All newly received notifications are displayed in an unread state. This is easily visible by the size of the colored banner on the left side of the notification - all unread notifications have a bigger banner, with an icon within (Figure 5.1 - left). Once the notification is read, the colored banner gets smaller and the icon within the banner disappears (Figure 5.1 - right).

When a user clicks on an unread notification, the notification expands to a more detailed, full-screen representation. From that moment on, the notification is considered 'read', meaning, the user has been offered the opportunity to read its content and other data at least once. Figure 5.2 shows the expanded, full-screen representation of an example notification.

The read action is recorded by the platform. This is visually represented in the notification's action history as well as in the size of the colored banner on the left side of the collapsed notification.

The notification's action history can be accessed from the expanded view by clicking on the button with the hand icon. Figure 5.3 shows the action history table for an example notification. The 'eye' icon indicates that the corresponding user has seen the notification meaning that it has been rendered and shown on the user's screen. The 'hand' icon indicates that the corresponding user has expanded the notification.

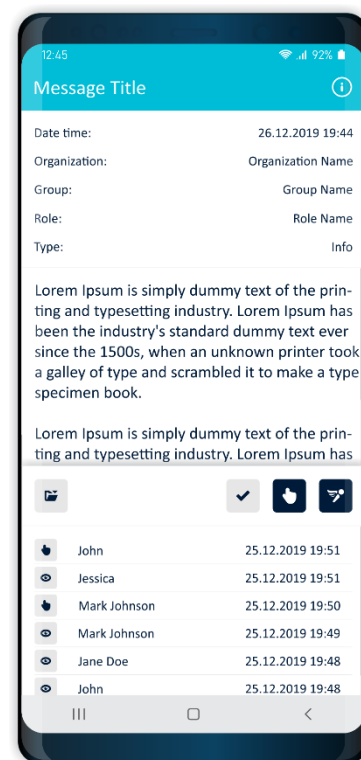


Figure 5.3 – Action history



## 5.3.2 Archive notifications

Some notifications may be less important to users than others so it might be helpful to move them out of the regular notifications overview. For this reason, notifications can be archived.

Figure 5.4 shows the archive section for an unarchived notification. By clicking on the Archive button, the notification becomes archived. Figure 5.5 shows the archive section for the archived notification. Compared to an unarchived notification, the corresponding buttons are colored in inverted colors. Also, in the notifications overview section, archived notifications are displayed with a small archive icon in the upper right section of the notification card (Figure 4.1 – notification card with title: “Low pressure warning”).

In the notification overview, archived notifications can be accessed by modifying the overview filter setting.

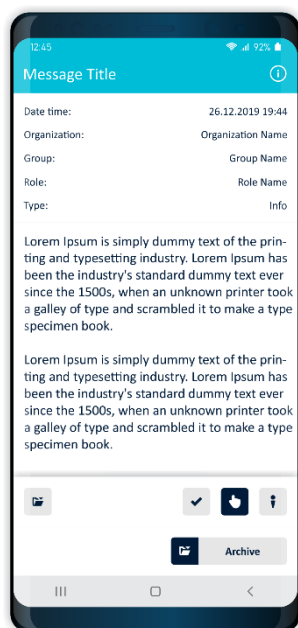


Figure 5.4 - Archive

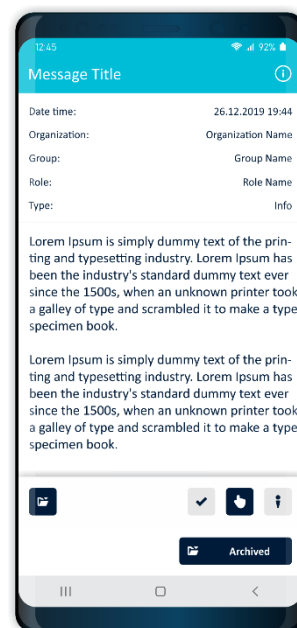


Figure 5.5 - Archived

### 5.3.3 Acknowledge notifications

For notifications which have been sent to users based on routing rules which allow notification acknowledgement (for better understanding, read the corresponding sections in the [Herald Dashboard Configuration Manual](#)), the notifications' full-screen view features an acknowledgement option.

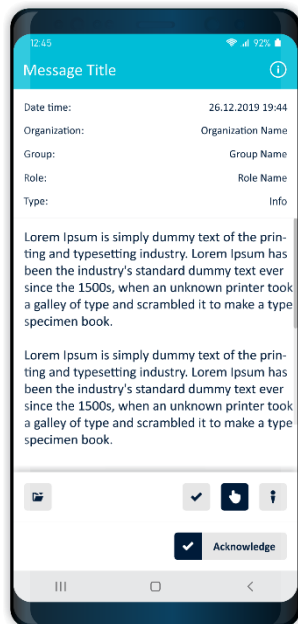


Figure 5.6 - Acknowledge

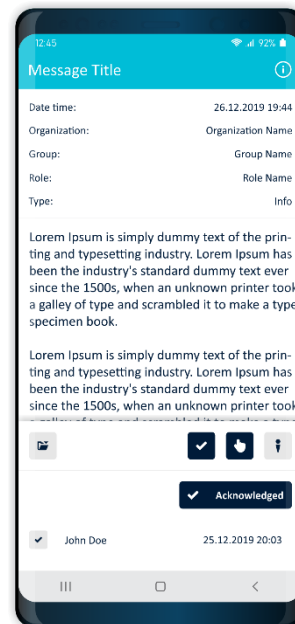


Figure 5.7 - Acknowledged

Figure 5.2 shows an example of an expanded notification. In the bottom right corner, a checkmark button can be found. A click on this button will expand the acknowledgement section.

Figure 5.6 shows the acknowledgement section for an unacknowledged notification. Depending on the setup done through Herald Dashboard, a click on the “Acknowledge” button can trigger actions on the integration’s side (restart a paused production process for example).

Generally speaking, notifications are sent to users when a Trigger gets triggered (the platform records a specific event on the integration’s side which has been defined in the Herald Dashboard). Users who receive these notifications are selected based on defined routing rules in the Herald Dashboard. This means that when an event which triggers sending of notifications happens, multiple users might get the same notification as a consequence of that single recorded event at that specific point in time. All of these notifications are linked and within that group, the acknowledgement action can be initiated only once. So, as long as no user has acknowledged his/her notification, the acknowledge option will be available to all users. Once any of the receiving users clicks on the Acknowledge button, the notification gets acknowledged and this is synced to all other users’ devices so that they cannot perform a re-acknowledge.

The acknowledge action is recorded by the platform. Figure 5.7 shows the acknowledgement section for an acknowledged notification. Compared to an unacknowledged notification, the corresponding buttons are colored in inverted colors, the full name of the acknowledging user along with the action’s date-time is displayed. Also, in the notifications overview section, acknowledged notifications are displayed with a small checkmark in the upper right section of the notification card (Figure 4.1 – notification card with title: “Motor M1 failure”).

## 5.3.4 Own / Defer notifications

Notifications can be sent to users to inform them about events which require hands-on actions in the field (for example, checking on the state of some equipment). Since multiple users can receive the same notification, it might be redundant if all of them would abort their regular activities to check on the corresponding equipment. For this reason, the app allows users to own / defer notifications. By owning a notification, the corresponding user declares to all other notification receivers that he/she will be responsible for all activities which this notification normally requires. By deferring a notification, the corresponding user declares to all other notification receivers that he/she is currently not available or not in the position to take actions required by the corresponding notification. By letting other users know about one's availability regarding actions that need to be taken, reaction times as well as down-times can be lowered while collaboration and security can be improved. Additionally, managers and leads have insight in the staff's behavior regarding their responsiveness and collaboration. This introduces a passive control mechanism which can further improve work quality and effectiveness.

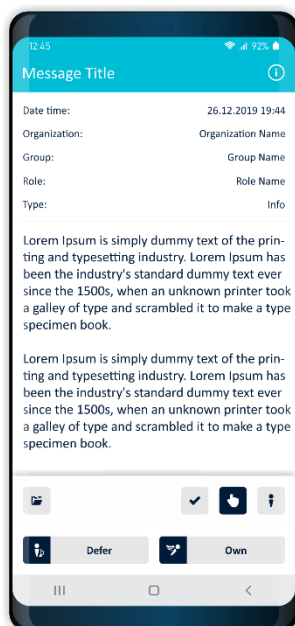


Figure 5.8 - Own / Defer dialog

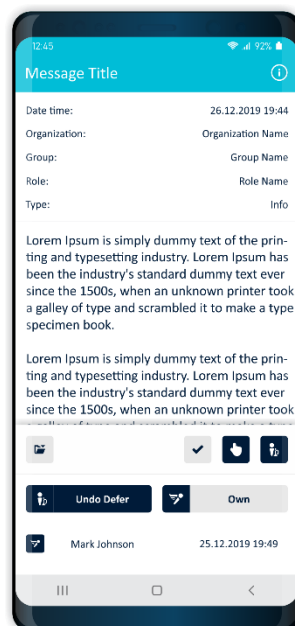


Figure 5.9 - Notification deferred

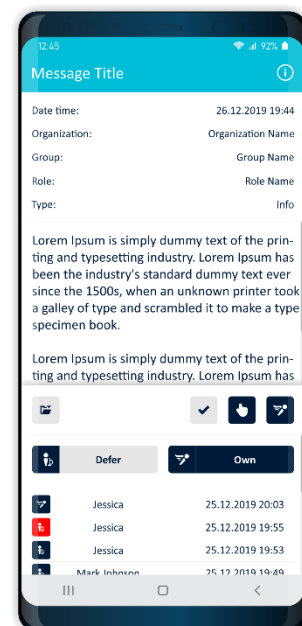


Figure 5.10 - Notification owned

Figure 5.8 shows the own / defer dialog for an example of an expanded notification. The dialog can be accessed by clicking on the button with a man silhouette symbol in the bottom right corner.

By clicking on the defer button, the user defers this notification and sends this information to all other users who have received this notification. This action gets recorded and inserted into an action history table just below the button itself (for all users). Figure 5.9 shows the deferred notification. The button for accessing the own / defer dialog has changed to a silhouette of a man with a lowered trumpet. If all receiving users would defer this notification, the corresponding notification card in the notifications overview would be displayed with this same symbol in the upper right corner, indicating that no one will take actions required by this notification.

By clicking on the own button, the user owns this notification and sends this information to all other users who have received this notification. This action gets recorded and inserted into an action history table just below the button itself (for all users). Figure 5.10 shows the owned notification with the action history table populated with actions initiated by multiple users. The button for accessing the own / defer dialog has changed to a flying man silhouette. If at least one of the receiving users owns his/her notification, the corresponding notification



card in the notifications overview is displayed with the same symbol in the upper right corner, indicating that actions required by this notifications will be taken care of by at least one user.

Owning and deferring of notifications can also be undone by clicking on the 'Undo' Own / Defer button. By doing this, the user takes back his previous action and shares this with other users. Undo actions are also recorded in the action history table and are represented with corresponding icons but in the color red (Figure 5.10).

## 6 FILTER

### 6.1 General

information

Notifications displayed in the notifications overview section can be filtered through the filter menu (Figure 4.1 – item 4). A click on the filter icon expands the filter definition view.

Figure 6.1 shows the filter definition options. When opened, the currently set filter definition options are displayed.

Notifications can be filtered per type, notification status, Organization affiliation, Group and Date-time.

When the 'Apply filter' button is clicked, the notification list on the main view is filtered accordingly. It's important to note that this button is only shown when changes in the filter selection are detected.

Turning filter off is possible by clicking the 'Clear filter' button in the top right corner and then applying this choice by clicking 'Apply filter'.

The filter setting is retained even if the user leaves and reenters the app.

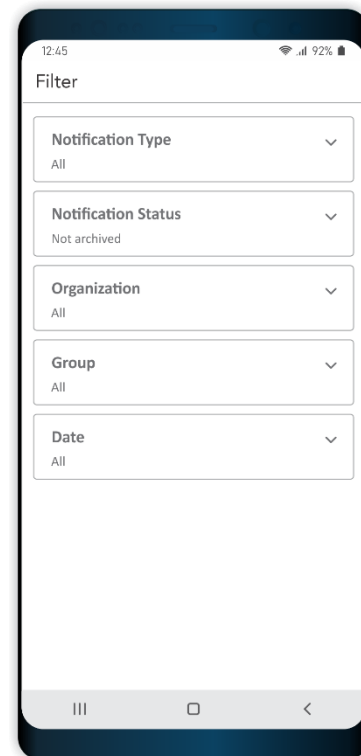


Figure 6.1 - Filter

### 6.2 Filter options

The following filter options are available:

- Notification type:
  - Info,
  - Warning,
  - Error,
  - System.
- Acknowledgement status:
  - Acknowledged,
  - Not Acknowledged.
- Archived status:
  - Archived,
  - Not Archived.
- Organization affiliation:
  - List of all user's organizations.
- Group affiliation:
  - List of all groups within selected organizations in which the user is currently active. This list depends on the list of organizations (it changes when the user changes the selected organization).
- Date
  - Filter by day,
  - Filter by date range.



## 7 SETTINGS

App related settings can be accessed through the settings menu (Figure 4.1 – item 5). A click on the three dots opens a drop-down menu with a 'Settings' option.

Figure 7.1 shows the settings view. Here notifications can be turned on / off.

When the push notifications are turned off, the push notifications in the notification panel will not be shown. However, the user still gets all notifications shown in the list.

Through the settings view, the user can also access the edit profile sections. For now, this section redirects the user to the Herald Dashboard. There, the user can edit all profile related settings.

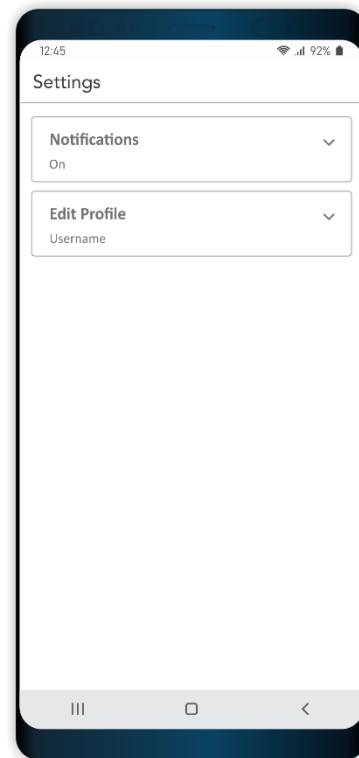


Figure 7.1 - Settings





## 8 ABOUT

App related settings can be accessed through the settings menu (Figure 4.1 – item 5). A click on the three dots opens a drop-down menu with an 'About' option.

The 'About' section, shows the currently installed version of the mobile app and provides direct links to:

- The Devoted Ltd. public page [www.devoted.ba](http://www.devoted.ba)
- The Herald dashboard [www.heraldservices.net](http://www.heraldservices.net)



## 9 IN APP UPDATES

In order to make sure the users always have the best possible experience with the app, the app takes care of its update. If a new update is available, when using the app, the app will show an Android window advising the user to download the update.

The app will not be usable until the update is performed.



## 10 OFFLINE MODE

For users to be able to receive notifications via their mobile apps, the user's devices must have an active connection to the internet.

The current state of the device's internet connection is displayed to the user within the app:

- As soon as the app detects a loss of internet connection, the text 'Herald' on the main view changes to 'Offline mode'. The user can still scroll through available notifications but all communication with Herald platform is stopped.
- When the app detects that connection to the internet has been reestablished, the app returns to its previous state and all pending notifications are delivered to the user.



## 11 TROUBLESHOOTING

This section gives a list of difficulties users might experience with the Herald app as well as possible solutions. If a user experiences a problem or unexpected behavior which is not listed in the table below, please contact [support](#). Our team will look into the matter and provide a solution as soon as possible.

ERROR DESCRIPTION	POSSIBLE CAUSE	SOLUTION
<i>Please enter your name.</i>	'Name' field left empty during registration.	Enter name.
<i>Please enter your email address.</i>	'Email' field left empty during registration or login.	Enter email.
<i>Invalid email.</i>	Invalid email entered during login.	Enter a valid email with standard email format.
<i>Please enter your password.</i>	'Password' field left empty during registration or login.	Enter password.
<i>Password must be 8-64 characters long.</i>	Password length not according to requirements.	Enter a password with required length.
<i>Please confirm password.</i>	'Confirm password' field left empty during registration.	Confirm password.
<i>Password mismatch.</i>	During registration, two fields for password have different values.	Make sure the passwords match.
<i>Please enter the code.</i>	Validation code was not entered during email validation.	Enter validation code.
<i>Wrong code. Please check the code and try again.</i>	Wrong validation code was entered during registration.	- Enter the exact code from the email - Resend code
<i>Invalid authentication data. Please check your email and password.</i>	Invalid data entered during login process.	Check the entered data. Toggle the 'eye' icon for password visibility.
<i>Email address already exists.</i>	Email entered during registration is already taken.	- Use another email. - If the desired email is entered but the password is forgotten, go to 'Log in' screen and click 'Forgot password'.
<i>This account is deactivated. For activation, register with the same email again.</i>	The account connected to the email entered during login was deactivated.	Contact support.
<i>Device number exceeded. Please log out from one of the other active devices.</i>	The maximum of three devices for active use (logged in) was exceeded.	Locate one or more of the other devices and logout from Herald app.



*Unable to login. Please try again.*

Unable to login because there's no internet connection or some backend services are down.

- Make sure the phone has internet connection.
- Contact support if problem persists

*Your password must:  
be at least 8 characters long,  
be less than 64 characters long,  
Contain letters and at least one of the  
following: a digit, a combination of  
uppercase and lowercase letters, a  
special character.*

Weak password entered during registration.

Enter a password that matches the required rules.

*Email should contain '@'*

Invalid email address entered during registration.

Enter a valid email address.

*Email should contain '.'*

Invalid email address entered during registration.

Enter a valid email address.

*Please enter a part followed by '@'*

Invalid email address entered during registration.

Enter a valid email address.

*Please enter a part following '@'*

Invalid email address entered during registration.

Enter a valid email address.

*':' is used at a wrong position*

Invalid email address entered during registration.

Enter a valid email address.

*Retrieving data from server failed.  
Please try pull-down to refresh the  
page.*

Unable to get messages from server.

Make sure the phone has internet connection.

*The device is not active. Please  
contact admin.*

Acknowledge of the notification to a device that is not active

Contact support.

*Oops, something went wrong. Please  
try again*

- Performing actions that require internet connection during 'Offline mode'
- Communication with backend unsuccessful
- Unexpected communication with backend during registration, login, logout, ...

- Make sure the phone has internet connection
- Contact support if problem persists



## 12 CONCLUSION

This document gives Herald android app users explanations on supported functionalities and instructions on how to utilize them to best serve their needs and requirements.

For further support, custom requests or suggestions on improving this document or the product in general, please contact our [support](#).

Thank you for choosing Herald

[www.devoted.ba](http://www.devoted.ba)

May Herald serve you well!