DamageWise

Validating Device and Setting up Environment

Before you can use the DamageWise Field Estimate Tool, you will need to go through the process of validating your device to the DamageWise Service. You will also need to set up the Environment on your iPad.

Note: This process will need to be performed the first time you set up your iPad as well as each time there is an upgrade to the DamageWise Field Estimate Tool application.

iPad Settings

In order to validate your device, you will need to find and record the device Serial Number.

1. Select the Settings Icon from the Home screen on your iPad.

2. Select **General** from the list on the left side, and the **About** from the top right side of the settings Screen.





3. Find and record the **Serial Number** listed on the right side of the screen.

	Model	MD522LL/A
Sounds	Serial Number	DMPKGAZXF18P
Wallpapers & Brightness	Cellular Data Number	3174955202
Privacy	Wi-Fi Address	CC:78:5F:D6:B8:A6



Hint: Pressing on and holding in the area where the Serial Number is listed will activate an option to copy the Serial Number to the clipboard.)

version	9.0 (13A4325C)	Once it enneare eimpluten the
Carrier	Verizon 20:5.6	Copy bubble to copy the
Model	MD540LL/A	Serial Number to the ClipBoard.
Serial Number	F4KKW09NF19J	
Cellular Data Number	3174955202	
Wi-Fi Address	BC:92:6B:5A:AC:A4	

- 4. After you have recorded the Serial Number, close the settings window by select the iPad's Home key.
- 5. Once you have recorded the iPad Serial Number, you will need to input that information into the DamageWise Field Estimate Tool.

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Validating Device

- 1. Open the DamageWise Field Estimate Tool application on your iPad by selecting the **DamageWise** application Icon.
- 2. With the DamageWise Field Estimate Tool application open, select the **Settings** button located in the top left corner of the application screen.

••••• Verizon LTE	8:05 AM	1 * 91% 💷
Settings	Damage Wise Test 3.00	
ĸ	Welcome to Damage Wise Field Estimate Tool	
Main		



3. In the settings window, select Validate Device.

Home	Damage Wise Test 3.00	
Settings		
Validate Device		Ø

4. Tap the **Serial Number** dialog box to activate the touch screen keypad.

•••• Verizon LTE	8:05 AM 🖌 🕈 91% 🗩
Settings	Damage Wise Test 3.00
Validate De	vice Serial Number and Pin
Serial Number:(Fi	nd from Settings>General>About)
Enter Serial Num	ber
Enter Pin	
Enter Pin (nnnnn	n)
	Validate and Save PIN
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5. Press in the **Serial Number** dialog box until a magnifying glass/bubble appears...

6. Once the magnifying glass/bubble

Number dialog.)

then tap on the **Paste** dialog that appears. (This action will place the device serial number in the **Serial**

appears, quit pressing in the dialog box,

7. Tap the *Enter Pin* dialog to activate the touch screen keypad and then enter the number **111111**.

••• Verizon LTE	8:06 AM
Settings	Damage Wise Test 3.00
	ing Carlol Number and Din
der Serial	ice Serial Number and Pin
ter Pin	from Settings>General>About)
Pin	r
nter Pin	

•••• Verizon LTE	8:06 AM	🕇 🖇 91% 💷
Settings	Damage Wise Test 3.00	
Validate	Device Serial Number and Pin	
Paste	::(Find from Settings>General>About)	
Enter Serial I	Number	
Enter Pin		
Enter Pin (nn	nnnn)	
	Validate and Save PIN	

•••• Verizon LTE	8:06 AM
Settings	Damage Wise Test 3.00
Validate Device	Serial Number and Pin
Serial Number:(Find from S	Settings>General>About)
F4KKW09NF19J	
Enter Pin	



The Pin number should always be 111111, unless you are otherwise notified. The only reason this will ever change would be if your iPad is reported stolen or missing.

Hint: If you previously copied the Serial Number to the clipboard as described earlier, you can paste it here using the same "press-hold" method.

8. Select Validate and Save Pin

Validate and Save PIN

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 Upon successful validation of your device, you will see a Message Dialog denoting successful Validation and completion. Close the Message Dialog window by selecting the "Close" button in the upper left corner.

Verizon LTE	8:06 AM
Close	Message
rocessing	
Starting to validate Serial# and Pin	
Sending request to server	
*** PIN Successfully Validated ***	
Pin validation complete.	
CLOSE THE WINDOW.	

Once the PIN Validation is complete, the default connection will have been established. You can temporarily change this in

other locations throughout the DamageWise Field Estimate Tool. However, to change the default connection, you have to do so at this location.

NOTE: If at any time, you get a **Connection Error** in the message dialog, this indicates that there are connection issues, select the "**Close**" button in the upper right corner and review your WiFi connection settings. Connect to an available WiFi point. This should resolve this error. IF not, please contact DamageWise/iPad support via the help desk.)

	10:26 AM
Close	Message
processing	
Starting to validate Social#	and Bin
Starting to validate Serial#	and Pin
Error during pin validation	
Status: 0 Error: Error: NET	NORK_ERR: XMLHttpRequest Exception 101
*** CONNECTION FAILUR	RE ***
Please check your connect	tion and retry.

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Status 404 Errors

Status 404 errors indicate that the device (iPad) is either not connected to a Wi-Fi Network or it is not connected in a manner that the DamageWise Field Estimate Tool thinks it is connected.

To resolve this error, confirm that the device is connected to a Wi-Fi Network. Note that the dialogs shown have changed in the 2.08 version to show a "**Close**" button in the upper left instead. The "**X**" button shown is from pre-2.08 versions as these captures are not able to be easily replicated.

404 Error when Validating Device		
Message	404 Error when Setting up Environment	
processing	Message	
Starting to validate Serial# and Pin Sending request to server Error during pin validation Status: 404 Error:	processing Borios registration heck failed. Status: 404 Error: Invalid device error or NETWORK CONNECTION ERROR	

	Messaye	
ocessing		
Starting the o	dispatch process.	
Getting the n	ew incident id	
Error while	getting new incident id from server	
Status: 404 B	Error:	
ncident 0 se	elected.	
) incident es	timate rows selected.	
Beginning th	e push Incident	
Error while p	oushing the incident to server	
Status: 404 B	Error:	
rocess sen	ding incident is completed	

Setup Environment

After you have validated your iPad and registered it with the DamageWise service, you will need to set up the DamageWise environment on your iPad. This includes downloading and/or refreshing the database tables that exist on your iPad.

<u>NOTE:</u> All DamageWise assessors should perform this step at least once a week to ensure they have the most up to date information in the DamageWise Field Estimate Tool.

1. With the DamageWise Field Estimate Tool application open, select the **Settings** button located in the top left corner of the application screen

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Main		

2. In the settings window, select Setup Environment

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A Home	Damage Wise Test 3.00	
Settings		
Validate Device		Ø

3. Upon selection of the Setup Environment button, you will be taken to a dialog that asks if you want to refresh tables. You should always select YES.

	Setup Environment
	Do you want to refresh tables?
•	Yes
8	No
* This pi	rocess will delete and reload estimate items, district, county and route type data.

4. Once the tables have been refreshed, you will need to select the "**Close**" in the upper left corner of the Message dialog to close the window.

ocessing	
Device registered.	
Device database is created an	id refreshed.
oaded 8 direction codes.	
oaded 4 crash tag types.	
oaded 6 route types.	
loaded 6 estimate categories.	
loaded 73 estimate items.	
Loaded 69 estimate component	nts.
loaded 322 estimate item-con	nponents.
oaded 141 district counties	
Joaded 141 district-counties.	
Setup Environment process c	ompleted successfully.
CLOSE THE WINDOW	

5. Select the Home button from the top left corner of the window

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