



## **B2Q Battery Sales and Service Solution**

# Getting Started Guide

v2017.4

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## Introduction: B2Q getting started at a glance

### See a B2Q Solution Overview



- Please select this YouTube link on the right to see a video overview of the B2Q Solution <https://goo.gl/fZ8PWC>

### Configure and register



- Configure your devices.
- Register B2Q users, locations and enterprises.

### Perform your first test



- Clamp the B1 tester to a lead-acid battery, start the vehicle for at least 10 seconds, then turn off the ignition.



- Input test parameters then scan the B1 test code with the B2QScan app.



- Clear color-coded test results are instantly provided to the technician, customer, service writer and corporate management.

### Interpret and share test results



- Equipped with accurate and detailed test results, service personnel may confidently recommend the correct actions to preserve customer safety and peace-of-mind by preventing battery and associated electrical system failures.

### Manage test results, reports and users



- All personnel, from technicians to corporate management, may analyze data to optimize customer satisfaction and business processes.
- Company location administrators and enterprise administrators can add, delete, and move users and locations, as well as delegate administrative rights.

### Getting help and FAQs



- B2QScan in-app help by tapping "?" icons.
- Online help from mobile and laptop/desktop web browsers at <http://support.b2qtech.com> .
- Video help at the B2Q YouTube Help Channel <https://goo.gl/3MRQTP>.
- Email B2Q Support at [info@b2qtech.com](mailto:info@b2qtech.com)
- Phone B2Q Support at 1.401.684.1411.

## Chapter 1: Configuration

### Device compatibility

Apple: An Apple iOS (iPhone, iPad, iPod Touch) device running iOS v9 or newer with rear-facing autofocus camera.

Android: Several thousand Android device models are available with vastly different performance levels, form factors, quality of components, and adherence to Android operating system standards.



The minimum specifications are a device running Android operating system v5 or higher with a 6MP rear-facing autofocus camera, but B2Q can't guarantee B2QScan app compatibility.

B2Q will compatibility test Android devices for customers planning large-scale Android mobile device deployments. Customers may send a sample device to B2Q, B2Q will test for compatibility, then promptly return the sample and report results. Upon receipt of the Android mobile device, the turnaround time to test compatibility is normally under 48 hours. Contact B2Q at [info@b2qtech.com](mailto:info@b2qtech.com) to arrange a device compatibility test.

### Configuring a new device

Apple iOS devices: please follow the setup assistant procedure illustrated at <https://support.apple.com/en-us/HT202033>. If your device is remotely managed by your IT department, the setup selections may vary. If your device is not managed by an IT department, you must create an Apple ID to download applications from the Apple App Store.



Android devices: Several thousand Android device configurations are available, and setup procedures vary. Please refer to the guide provided with your device. If your device is not managed by an IT department, you must create a Google Play Store account in order to download apps.

### Internet Connection

The B2QScan app requires internet access for optimal functionality. Confirm your device has a Wi-Fi and/or Cellular signal, and that cellular data is enabled if using only a cellular connection.



If your device is Wi-Fi only, for example an iPad tablet equipped with Wi-Fi only, and you are out of range of a Wi-Fi router, you may need to activate the hotspot feature on a nearby cellular capable device, then connect to that hotspot.

- Apple iOS Wi-Fi tips: <https://support.apple.com/en-us/HT202639>
- Apple iOS Personal Hotspot: <http://help.apple.com/iphone/9/ - /iph45447ca6>
- Android Wi-Fi tips: <https://support.google.com/nexus/answer/2819519?hl=en>
- Android Personal Hotspot: <https://support.google.com/nexus/answer/2812516?hl=en>

## Email

By default, the B2QScan mails email reports from the B2Q cloud server, and therefore the user is not required to configure an email client on their mobile device. Please note that in this case after inputting a destination email for the test report, the app must be synched for the report to be sent.

If the user prefers to use an email app on their mobile device, B2QScan leverages email capability built into your iOS or Android device operating system. For best results, we recommend using the Apple iOS Mail app or the Google Mail app on Android devices. For either email program, configure a valid email account with the same email address as your username when you register a B2Q user account.



To change the email route from the B2Q cloud server (default) to your device email app, tap the Options icon in the upper right of the screen, then "Settings" > "Send from this device".

Ideally, if your business has a dedicated internet domain (for example "b2qtech.com") and you plan to have multiple users, configure valid email accounts for all users ending with that domain name ("petemoss@b2qtech.com").

- Apple iOS Mail app setup tips: <https://support.apple.com/en-us/HT201320>
- Google Android Gmail app setup tips: <https://goo.gl/8QJFSP>

## Printing

When printing directly from your iOS or Android device, we recommend you configure an AirPrint (iOS) or Google Cloud Print (Android) compatible printer.

All test reports are also accessible on laptop and desktop pc web browsers via the Web Portal (<http://batteryportal.b2qtech.com>) and may be output on printers already accessible from those devices on your local network.



The Android version of the B2QScan app presently supports printing a summary version of the test report to Citizen CMP-20 and CMP-30 "BTU" and "BTIU" model printers via Bluetooth. The iOS version of the app supports the CMP-20 and CMP-30 "BTIU" model only.

## B2QScan app installation

The B2QScan app may be downloaded free to your compatible Apple iOS or Android device from the Apple iOS App Store or the Android Google Play store. In either store, search for "b2qscan" in the search bar, then install the B2QScan app.



Once you install and sign into the app, please note certain default settings may be changed by tapping the Options icon (<https://goo.gl/TJzODN>) then "Settings". These include temperature scale, language, email routing and more.

## Screen rotation

To optimize code-scanning performance while using the B2QScan app, we recommend you lock screen rotation via iOS or Android system settings to keep the app in portrait mode.



## B1 tester setup

Install the supplied 9V battery in the rear of the tester – this is required for testing discharged batteries. By default, the tester display is factory-set to the "CCA" test standard. For many users, no further configuration is required. Please refer to the B1 setup guide for further configuration options <https://goo.gl/N7P8no>.



## Chapter 2: Registration

### Registration overview

The most efficient way to register B2Q accounts is on a desktop/laptop computer web browser via the B2Q battery portal <http://batteryportal.b2qtech.com> .

All registrations require a valid active email address. Once the registration form is submitted, the user will receive an email at that address containing an activation link. The user must activate their account to access and manage their test results and settings at the Battery Portal.



A user may register a:

- Technician account - a single user, whom may operate independently, or later be joined to a company location account ("Professional" account).
- Professional account - used to join together and administer multiple *technicians* at a single company location. This company location account may later be joined to an Enterprise.
- Enterprise Account - used to join together and administer multiple company *locations*.

### Register a "Technician" individual user account

- Navigate your desktop/laptop computer web browser to <http://batteryportal.b2qtech.com>, and select the "Register".
- Select "Subscribe" in the Technician column.
- Complete all fields in the registration form. The valid active email address you enter will become your B2Q username. If you've been provided a Technician join code, please enter it to join a company location, otherwise skip that input field.
- After you submit your registration form, an email will be sent to validate your registration. Click the validation link in that email to complete the registration process.
- After validation, use this username and password to sign into both the B2Qscan app and at [batteryportal.b2qtech.com](http://batteryportal.b2qtech.com).
- If instructed to join a company location using a "join code" after you register a Technician account, sign into [batteryportal.b2qtech.com](http://batteryportal.b2qtech.com), select your account name from the top menu followed by "Join Code", then enter the Technician join code you were provided. You will be joined to that company location, and inherit the B2Q Digital Services capabilities of that company location. You may also enter a join code via the Options>Company choice in the B2QScan app (<https://goo.gl/TJzODN> ).

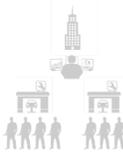


### Register a "Professional" company location account with multiple technicians



- Navigate your desktop/laptop computer web browser to <http://batteryportal.b2qtech.com>, and select the "Register" choice.
- Select the "Subscribe" choice in the Professional column.
- Complete all fields in the registration form. The valid active email address you enter will become your B2Q username. This user will be the administrator for the company location.
- After you submit your registration form, an email will be sent to validate your registration. Click the validation link in that email to complete the registration process.
- After validation, you may use this username and password to sign into both the B2Qscan app and at [batteryportal.b2qtech.com](http://batteryportal.b2qtech.com).
- To join technicians to your company location who have already registered their own Technician account:
  - sign into <http://batteryportal.b2qtech.com> with your company admin account.
  - select the name of your account, then select "Join Codes" from the drop-down menu.
  - click the "+" code to generate a Technician Join Code. Each click = 1 join code. Provide a join code to each technician you want joined to your company account. Each join code can be used once, and if unused will expire after 7 days.
- To join technicians to your company location who have not already registered their own Technician account:
  - sign into <http://batteryportal.b2qtech.com> with your company admin account.
  - click on your username in the top menu, then select "Users" in the dropdown list.
  - click the "+" icon to register a new Technician account.
  - Fully complete the registration form. Once the form is submitted, a new Technician account is registered, activated and joined to your company location!
- If you are instructed to join your company location account to an enterprise, sign into the battery portal with your company location administrator account, select your location account name in the top menu, followed by "Join Enterprise", then enter the company join code you were provided. You will then be joined to the enterprise and inherit the B2Q Digital Services capabilities of that enterprise.

### Register an "Enterprise" account with multiple company locations



- Navigate your laptop or desktop web browser to <http://batteryportal.b2qtech.com>, and select the "Register" choice.
- Select the "Subscribe" choice in the Enterprise column.
- Complete all fields in the registration form. The valid active email address you enter will become your B2Q username for the Enterprise Administrator.
- After you submit your registration form, an email will be sent to validate your registration. Click the validation link in that email to complete the registration process.
- After validation, you may use this username and password to sign into [batteryportal.b2qtech.com](http://batteryportal.b2qtech.com) to administer the Enterprise. Please note this account can't be used with the B2QScan app - it is strictly for signing into the battery portal for administrative tasks.
- To add company locations to your enterprise, navigate your laptop or desktop web browser to <http://batteryportal.b2qtech.com> and select the "Sign In" choice.
- Select the name of your account, then select "Join Codes" from the drop-down menu.
- Click the "+" code to generate a Company Join Code. Repeat as needed, then provide a join code to each company location to be added to your enterprise. Each code can be used once, and will expire after 7 days if unused.

## Chapter 3: Perform your first test

### Attach the B1 tester to an automobile battery and start the automobile



- For best results, clean any debris and corrosion from the battery terminals.
- Attach the B1 tester red clamp to the positive terminal, then the black clamp to the negative terminal. Ideally, the clamps should be directly contacting the battery lead (Pb) terminals. If the cables connected to the battery don't allow direct tester clamp contact with the battery terminals, then connect the tester clamps as close to the battery terminals as possible while maximizing contact area on the tester clamp teeth.
- In less than 5 seconds, the B1 tester will activate and perform a test of the battery at rest. The display will indicate human-readable float voltage and tested CCA value, alternating with a machine-readable QR code that contains test data. To add cranking and charging system test data, start the automobile, then leave the engine running for at least 10 seconds. The QR code now contains float, cranking and charging test data, and is ready to be scanned. After scanning the test code, disconnect the tester black negative terminal first, followed by the red positive terminal.
- **Note:** In the case of remote/jumper posts, there's no reliable substitute for directly connecting the tester clamps to the battery terminals. Therefore, do not test via remote/jumper posts.

### Sign into the B2QScan app



- Tap the B2QScan app icon, and the app opens to the sign-in scene. Enter your username and password. You will then see a blank "Tests" scene, with an "+" icon in the upper right. Tapping this icon initiates tests, as you will do in the next step.
- **Note:** Camera and Location permission - The B2QScan app requires camera access to scan optical codes. It can also geo-locate each test performed. If prompted, be sure to grant camera and location permissions to the B2QScan app.

### Scan the B1 test code with the B2QScan app



- Tap the "+" (initiate scan) icon in the upper right of the Tests Scene.
- For your first test, you will perform a test using manual test parameter inputs.
  - If you are signed in as an independent Technician, or a Technician joined to a company location subscribed to B2Q Professional Services, tap the "Enter manually from battery label" choice to continue.
  - If you are signed in as a Technician joined to a company location subscribed to B2Q Enterprise Services, tap the "Installed in Vehicle" choice in the top "TEST A USED BATTERY" section, then tap "Enter manually from battery label".
- Enter the test standard, battery rating, battery type, nominal voltage, brand and model by tapping each input field, then tap the "Scan the Battery Test Code" button to capture the test code.
- For the best scanning performance, avoid direct sunlight and high-glare conditions. Center the B2QScan tester test code in the guide, slowly move your device until the code is in focus, hold still, and the code will be captured.

### View and share results



- Once the code is scanned, a test summary will instantly appear on your device. Additional test details may be viewed by tapping the "Battery Specs", "Battery" or "Vehicle" sections at the top of the Test Summary Scene.
- Advise your customer on the correct course of action. Share the test report directly on your device display, and by tapping the "Share" icon in the upper right to email and print. Test results will also automatically synchronize to cloud storage, where they may also be viewed and managed via [batteryportal.b2qtech.com](https://batteryportal.b2qtech.com) in a web browser.
- In this example, you input battery test parameters manually. The B2QScan app also enables you to scan barcodes, including automobile VIN codes and battery UPC decals, in order to speed the input process and add key details to your test reports. For a video overview of these additional scanned input capabilities, please visit the B2Q YouTube Help Channel <https://goo.gl/fz8PWC>.

### Interpret the B1 tester outputs



- The B1 tester display provides human and machine-readable test data output. A B1 tester screen interpretation guide at <https://goo.gl/e3PFXt> provides in-depth explanations of the display outputs.

### Interpret the B2QScan app test outputs



- The B2QScan app provides detailed color-coded test results and recommendations. A B2QScan app outputs interpretation guide at <https://goo.gl/TJzODN> provides in-depth explanations of the B2QScan app test outputs.

## Chapter 4: Manage test results, reports, and users

### Manage test results on your device



- Tests are stored locally on your device, and are also synchronized to web-based storage for sharing across devices and your organization.
- The Tests scene allows you to scroll through your tests history, and drill-down to view each test in more detail by simply tapping on them.

### Manage test results via the Battery Portal



- You may also sign-in to the B2Q Battery Portal (<http://batteryportal.b2qtech.com>) to manage tests and user settings. For paid subscribers to B2Q Services, you have the option to view, print, email, sort and edit the test records. Free Technician level accounts have limited options.

### Generate and view reports via the Battery Portal



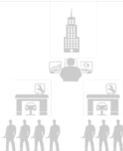
- For paid B2Q Services subscribers, powerful reporting capabilities help guide your battery related business decisions.
- Enterprise administrators may generate reports by:
  - selecting the "+" icon
  - then select type (activity, sales, compliance)
  - then select time period (instant, daily, weekly, monthly)
  - then specify time interval
- Enterprise Administrators may also generate activity, sales and compliance trend displays by selecting Activity, Sales or Compliance in the tabs bar, then selecting the trend display icon.
- Company location administrators, whose locations are joined to an Enterprise, may view reports for their location generated by the Enterprise administrator. This does not include trend displays presently.

### Manage users joined to a company location via the Battery Portal



- Company location administrators may add, delete, and move users, as well as delegate location administrative rights.

### Manage company locations joined to an Enterprise via the Battery Portal



- Enterprise administrators may add and delete company locations, in addition to adding, deleting and moving users, and delegating company location administrative rights.

## Chapter 5: Getting Help and FAQs

### In-app help



- The B2QScan app offers in-app help to guide user interpretation of test results. Help is accessed by tapping "?" icons.

### Online help



- Online help, for topics ranging from device configuration to product specifications, may be accessed at <http://support.b2qtech.com> from mobile device and laptop/desktop pc web browsers.
- Video help may be accessed at the B2Q YouTube Help Channel.
- Users may email B2Q Support at [info@b2qtech.com](mailto:info@b2qtech.com) with specific questions.
- Users may call the B2Q Support number at 401.684.1411

### What are the B2QScan app hardware requirements?

Please see product specifications at <http://support.b2qtech.com>.

### How do I interpret the B1 tester display?

Please see <https://goo.gl/e3PFXt>.

### How do I interpret the various B2QScan app test outputs?

Please see <https://goo.gl/TJzODN>.

### How do I update my B2QScan app?

The Apple App Store or Google Play Store should automatically alert you to updates if your mobile device is not managed by an IT department. B2Q recommends you update the app anytime you receive an update notice via the app stores. If your mobile device is managed by an IT department, updates may be “pushed” by the IT department to your device.

### I’m having difficulty scanning a barcode. What shall I do?

For best results:

- make sure your device meets the minimum hardware and software specifications.
- avoid direct sunlight and glare.
- center the code in the scan guide, then slowly move your device until the code is in focus.
- hold your device still until the code is captured.

### Please define “State of Health”?

State of Health is an approximation of a battery's tested performance compared to its original rating when brand-new from the factory. 100% indicates the battery is performing 'like new'. 0% indicates the battery has reached its end of life.