



# Teamcenter Mobility Frequently Asked Questions

## 1. What's new in Teamcenter® Mobility™?

The following features are added to Teamcenter Mobility 4.0:

- Updates for iOS7.
- Updated JT Viewer, which includes hide/show, an assembly tree viewer, and other enhancements.
- Change the current project for a session.

The following features are added to Teamcenter Mobility 3.2:

- New gestures to allow for smoother interaction with DirectModel files.
- Custom properties are now shown in the order specified in the DefaultChildProperties preference.
- Fix for missing datasets on custom data types.
- Fix for download errors on Teamcenter 9.1.2.
- Use the wildcard query preferences defined by the site. This may change the behavior of searches compared to previous versions of Mobility.
- Other miscellaneous bug fixes.

The following features are added to Teamcenter Mobility 3.0:

- Integrated support for Teamcenter reporting and analytics
- Breadcrumb navigation, accessible by tapping the title text at the top of the list pane
- Support for commercial authentication tools using 401 responses
- App settings to hide unused tabs

- Displaying both Item and Item Revision list items in the List pane to support drag and drop, favorites and other actions that can target either an item or the item revision
- Using the Save to Photo Album button on a video saves the entire video instead of only a still frame of it

The following features are added to Teamcenter Mobility 2.5:

- Certified with both Teamcenter 8.3 and Teamcenter 9
- Create issue reports and create problem reports
- Configure detail-screen display per individual, group, role or server via XSLT: XML to HTML and CSS
- Drag and drop for creating links between objects leveraging a shelf as a temporary holder
- Create new Link types: Reference for a Task and Target for a Task
- Filter tasks using the Tasks pie graph selection rather than highlighting the tasks
- Save to Photo Album action for all file types including JT™
- New setting to Clear Cache on Logout
- Teamcenter server-side preferences to enforce server policies including the Clear Cache on Logout setting
- Various performance optimizations
- Display language honored for object types

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The following features were added to Teamcenter Mobility 2.0:

- You can view attachments in the List pane
- The action button for attachments is removed
- You can display where-used and where-referenced impacts
- Numeric badges provide notifications for past due tasks and key changes
- You can submit items to workflows and see a preview of the workflow during workflow selection
- You can use the More Actions ? Open In action to open Teamcenter-managed files in a supported tool such as a markup application
- You can use the Files tab for uploading files to Teamcenter as attachments to datasets
- The Parts tab is removed
- You can link objects
- The Teamcenter server address is displayed in the app as well as the current group/role
- When you are logged in, you can change your group/role without logging out
- Enhanced security is provided by using the ProtectionComplete class, in addition to the keychain object already used in the prior version

## 2. What server do I connect to?

Connect to your Teamcenter four-tier server. Contact your administrator for this information.

## 3. What commercial authentication service configurations are supported?

Direct LDAP Authentication, where the Teamcenter Security Services is hooked into an LDAP provider, is supported.

HTTP authentication, where the Teamcenter Security Services is protected behind a web gateway such as a reverse proxy, is supported with the following conditions: Only HTTP 401 authentication with Basic, Digest, or NTLM schemes are supported. 401 authentication with the Negotiate scheme and form-based authentication are not supported.

**4. What credentials do I connect with?**  
Connect using any current Teamcenter user name and password. If a supported commercial authentication configuration is in use, use any user name and password configured in that tool for use with Teamcenter.

**5. What happens if I sign off a task in offline mode?**  
Tasks signed off in offline mode are submitted the next time you use the app to connect to the Teamcenter server.

**6. How do I know I am in online mode?**  
If the Teamcenter icon in the upper right corner is in color, you are in an online mode and the app is connected to the Teamcenter server. If the Teamcenter icon is gray, you are in an offline mode and the app is not connected to the Teamcenter server.

**7. What is Teamcenter and what are Teamcenter clients?**  
Teamcenter is a virtual gateway to your company's product information. Teamcenter clients, such as the rich client, the thin client and the Teamcenter Mobility app, connect people who need to collaborate with product and process knowledge.

**8. How do I scroll contents in the embedded thin client?**  
Scroll contents in the embedded thin client by using the iOS two-fingered scrolling method. Use two fingers instead of one to scroll within the thin client, without scrolling the entire page.

**9. What is the relationship between Teamcenter Mobility and the Teamcenter thin client?**  
Teamcenter Mobility and the Teamcenter thin client are separate Teamcenter clients.

**Note:** The thin client is not supported by GTAC for use in the Safari browser on iOS. There are known issues with accessing files and reliance on plugins such as the plug-in used for FMS.

## 10. Does the Teamcenter Mobility app require a separate license?

No separate or additional license is required to use the Teamcenter Mobility app. Use your standard Teamcenter user ID to use the app to access Teamcenter. While you are logged on to Teamcenter, your Teamcenter named user license usage is logged, just as if you were using the rich client or the thin client.

## 11. I'm new to using Teamcenter. What do I need to know to use the Teamcenter Mobility app?

The Teamcenter app lets you use mobile technology to digitally manage your product and manufacturing data in the context of the product lifecycle. For example, you can use the Teamcenter Mobility app to:

- Search in Teamcenter and retrieve objects
- View object metadata
- Examine attached documents
- Create attachments
- Perform workflow tasks
- Create issue reports and problem reports
- Submit objects to workflows
- Work online or offline

For more information about working with Teamcenter and using Teamcenter clients, contact your site Teamcenter administrator.

## 12. How do I attach an item to a workflow?

Select an object, and then tap More Actions and select Submit to Workflow to display the Submit to Workflow Process dialog box. You can:

- Provide a process name and description
- Select a template
- View the selected workflow template

The workflow list includes all templates that are specified as Available or Available/Under Construction.

After you submit the object to the workflow, Teamcenter automatically starts with the first step, and the configured action in that step is executed.

**13. I am a design engineer familiar with the Teamcenter rich client and thin client. What can I do with the Teamcenter Mobility app?**

As a design engineer, you can perform many tasks using the Teamcenter Mobility app. For example, you may be responsible for verifying documents attached to a part. You can use the Teamcenter Mobility app to search for parts and then filter and sort the results. When you locate a part you need, you can examine attached documents, respond to issues and sign off on related tasks.

**14. I am a maintenance technician familiar with the Teamcenter thin client. What can I do with the Teamcenter Mobility app?**

As a maintenance technician, you can use the Teamcenter Mobility app on the shop floor as you respond to maintenance requests. For example, you may be required to service a machine in a production environment. You can use the Teamcenter Mobility app to access a task in your task list, view text and graphics on the mobility device, perform the task according to the task instructions in Teamcenter and mark the task Complete in Teamcenter.

**15. I am a product manager familiar with the Teamcenter rich client and the thin client. What can I do with the Teamcenter Mobility app?**

As a product manager, you can use the Teamcenter Mobility app to explore and resolve issues and to perform tasks. For example, you may want to search for all data in a project and then sort and filter the data to find the revision you want.

To collaborate with others, you can use the Teamcenter Mobility app to find a document such as a specification, open it in an app such as iAnnotate to mark up the document, and then attach that marked-up file to the existing dataset. You can then submit the document to a review workflow and track progress of the object in the workflow.

**16. I am a corporate executive with no hands-on experience using other Teamcenter clients. What can I do with the Teamcenter Mobility app?**

As a corporate executive, you may be new to using Teamcenter, and you may be interested in using the Teamcenter Mobility app to explore Teamcenter functionality. For example, you may want to learn how to use the search functionality to find documents related to ongoing work and to follow discussions in the forum section of the support website.

**17. How do I change the login server or user?**

1. Log out. (Tap the Teamcenter icon in the upper right, and then tap Logout.)
2. Tap the Teamcenter icon in the upper right, and then tap Login.
3. Tap Change Server or User.

Note: A message is displayed to indicate that the local cached data is cleared when you change the server or the user.

**18. How do I change the user group, role, and project?**

1. Tap the Teamcenter icon in the upper right corner.
2. Tap Session Settings.
3. Tap the Group/Role box to display a list of options.
4. Tap the new group/role in the list.
5. Tap the Projects box to display a list of options.
6. Tap the new project in the list.
7. Tap Change to select your group, role, and project.

Note: A message is displayed to indicate that the local cached data is

cleared when you change the group, role, and project of the user.

**19. What dataset types can be viewed in Teamcenter Mobility?**

- Bitmap
- DirectModel
- GIF
- HTML
- JPEG
- JtSimplification
- MSExcel
- MSExcelX
- MSPowerPoint
- MSPowerPointX
- MSWord
- MSWordX
- PDF
- Text
- TIF

**20. What file formats can be read by the embedded visualization viewer?**

The embedded viewer can open JT files versions 9.5 and earlier.

**21. How do I see the impact a change to an object may have?**

When the object is selected, tap the impact analysis icon at the bottom of the List pane. A report is displayed showing where the object is referenced or used in structures.

**22. How do I navigate up and down a structure in the iPad app?**

Any Item object that has structure has a blue circle with an arrow in it that allows you to display the substructure of that Item. You can continue to navigate deeper into the structure using this technique. To navigate back to the parent object, tap on the back button with the parent object name in the upper-left corner of the List pane.

**23. I used to have to go to an attachments icon to get attachments. How do I do that in version 2 and above of the Teamcenter Mobility app?**

Attachments, including visualization files, are found by tapping on the object to reveal the attachments. To navigate back to the parent object, tap on the back button with the parent object name in the upper-left corner of the List pane.

**24. Can I mark up a document?**

While Teamcenter Mobility does not provide a markup tool, you can use the Open In command to send a file to a suitable markup tool such as iAnnotate PDF. When you are finished marking up the file, use the markup tool Open In command to send the file back to Teamcenter. You can then attach the marked up file using the Link capability in the Teamcenter Mobility app.

**25. How do I create links in Teamcenter Mobility?**

Drag and drop allows you to create links along with a shelf to temporarily hold objects used to create links. You can open the shelf from the icon in the upper right and then drag an object to link, for example, a reference for a change, onto the shelf. To create the link, navigate to the object to which the link is created, for example, a change object. Then drag the object from the shelf onto this object. The user interface presents a list of applicable link types that can be created between the two objects. Select the appropriate choice.

**26. What types of links can I create in the Teamcenter Mobility app?**

By default, the app is configured to create a few common links:

- Markup to a Dataset
- CR Implemented by a CN
- Impacted Items to a Change
- Problem Items to a Change
- Problems Implemented by a CR
- Reference Items to a Change
- Reference for a Task
- Target for a Task

See the setup guide for instructions about how to remove or add link types.

**27. Can I configure when notification for changes and tasks appear?**

By default, your past-due tasks quantity is displayed in the red circle badge on the Tasks icon and on the Teamcenter iPad app icon. The behavior of the badge number for Tasks is not configurable.

By default, there is no change folder configured.

If a change folder is configured, the number of changes in the specified folder is displayed in the red circle badge on the Changes icon, and the total number of past-due tasks and specified changes is displayed on the Teamcenter iPad app icon.

If no change folder is configured, there is no badge number for changes.

For information about configuring the change badge number, see the setup guide.

**28. How do I adjust the periodic refresh of the badge numbers and the associated data usage?**

Tap Settings on the iPad, and then tap Teamcenter Mobility settings. Set the Auto-refresh Tasks and Auto-refresh Changes to Off to turn off auto-refresh and associated data usage, or tap the desired values.

**29. Where do I find files that have been opened or imported into the app?**

Local files that have been opened or imported into the app are kept in the Files tab. You can upload such files to Teamcenter by using More Actions > Create Dataset or by using the Link functionality.

Note: Do not use this tab to store important files. The files in this tab are deleted when the cache is cleared. The cache is automatically cleared whenever you change the server, user, group or role.

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