

# AGORAPLUS MOBILE User Guide

## CONTENTS

---

1	Startup .....	1
1.1	How to download the AGORAPLUS version on your mobile or tablet depending on the operating system? .....	1
2	Uses of the mobile application.....	2
2.1.	How do I log in to the mobile application? .....	2
2.2.	Navigation .....	3
2.3.	Looking for a part? a device ?.....	3
2.4.	How do I get an exploded view? A bill of materials? A bill of materials from an exploded view? .....	5
2.5.	How to obtain information on a part including its price? .....	6
2.6.	How to add a part to the basket?.....	7
2.7.	How to access the basket? .....	8
2.8.	How to save documentation? .....	9
2.9.	How to update repairs?.....	10

## 1 STARTUP

### 1.1 HOW TO DOWNLOAD THE AGORAPLUS VERSION ON YOUR MOBILE OR TABLET DEPENDING ON THE OPERATING SYSTEM?

You can access the platforms directly by clicking on the icons of your phone's OS from: <https://www.agoraplus.com/downloads/?lang=en>

Click on the button corresponding to your OS:

The screenshot shows the Agoraplus website's download section. It features three main columns for Desktop, iOS, and Android apps. Each column includes a table of minimum requirements and a download button.

Desktop app		iOS app		Android app	
Minimum requirements		Minimum requirements		Minimum requirements	
OS	Windows 10 / 11	Device	Phone Tablet	OS	Min: Android 4.0.3 Recommended: Android 8.0
Processor	INTEL CORE i3 2.00GHz or greater	Version	> iOS 11.0 > iOS 11.0	Memory	2GB 4GB
Memory	4GB	Display	> 1024x768 > 1024x768	Display	> 1024x768 > 1024x768
Display	> 1024x768				

Download buttons: [Agora Plus for desktop](#), [Agora Plus for iOS](#), [Agora Plus for Android](#)

Alternatively for :

- ANDROID

Search for the application "AGORAPLUS" in Google Play, check the system requirements and then install it.

### AgoraPlus V3

RTE Services  
1k+ Téléchargements Tout public  
Ajouter à la liste de souhaits  
Vous ne disposez d'aucun appareil



Coordonnées du développeur

#### À propos de l'application

AgoraPlus vous permet de consulter la documentation, acheter des pièces et gérer vos rendez-vous consommateurs. Il s'adresse exclusivement aux professionnels du service après-vente avec un compte actif. Avec AgoraPlus Mobile, vous avez tout ce dont vous avez besoin pour réparer un appareil chez le consommateur !

- IOS

Search for the application "AGORAPLUS" in the App Store, check the system requirements and install it.



**AgoraPlus V3** 4.4

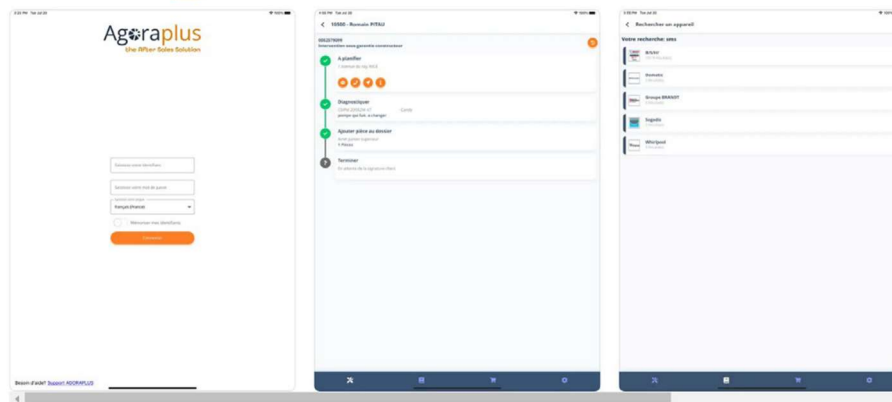
RTE Services

Conçu pour iPad

★★★★★ 5,0 • 2 notes

Gratuit

Captures d'écran **iPad** iPhone



Avec AgoraPlus Mobile, vous avez tout ce dont vous avez besoin pour réparer un appareil chez le consommateur !

## 2 USES OF THE MOBILE APPLICATION

### 2.1. HOW DO I LOG IN TO THE MOBILE APPLICATION?

After opening the application, enter your username and password and click on "login".



Set your language

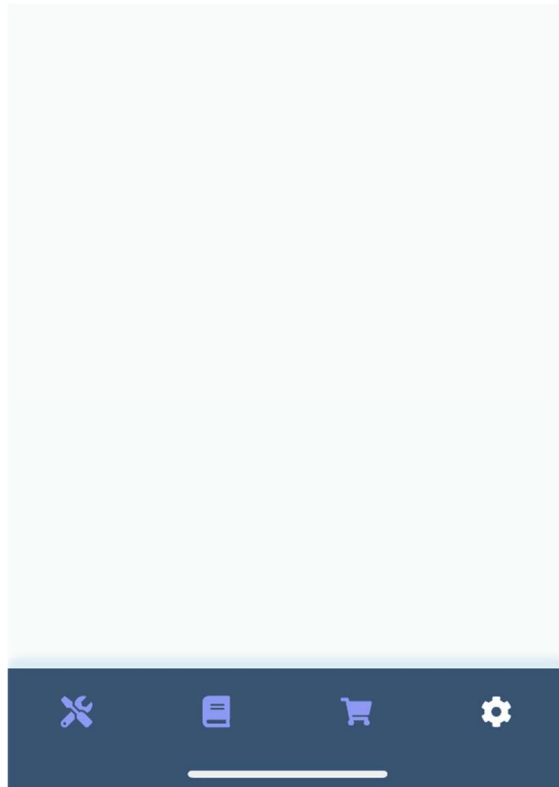
English (United Kingdom) ▼

☐ Remember my login

CONNECTION

## 2.2. NAVIGATION

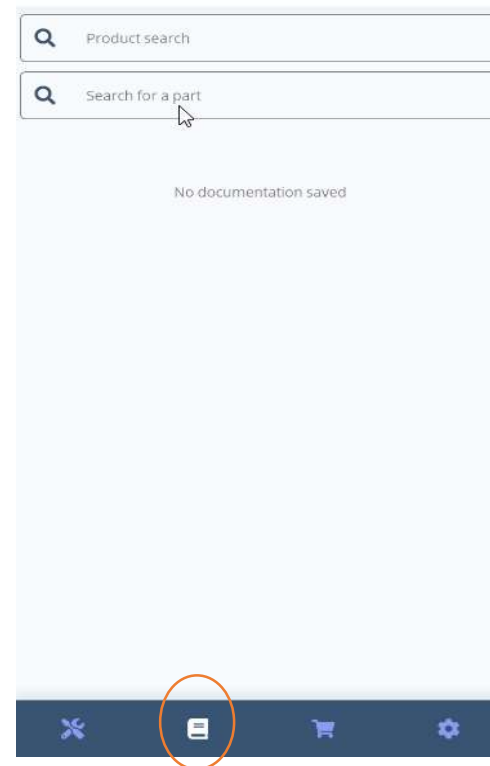
Navigation is always available through the banner at the bottom of the screen.



4 modules are available:

Repairs, Documentation, Basket and Settings

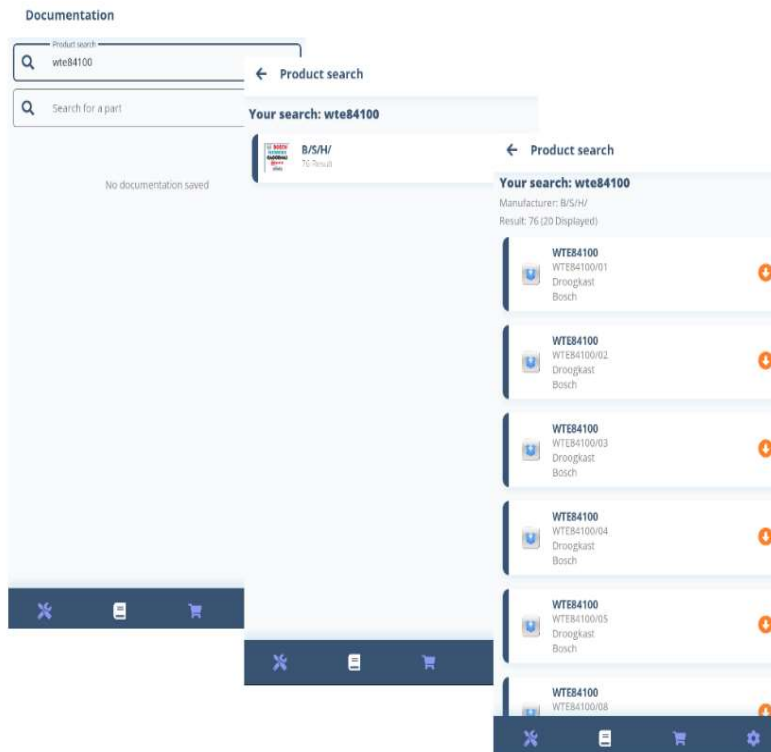
## 2.3. LOOKING FOR A PART? A DEVICE ?



In the "Documentation" module, you can "Search for a device" and "Search for a part".

The search works in the same way as in the PC application.

The list of devices/parts matching the search criteria is displayed.

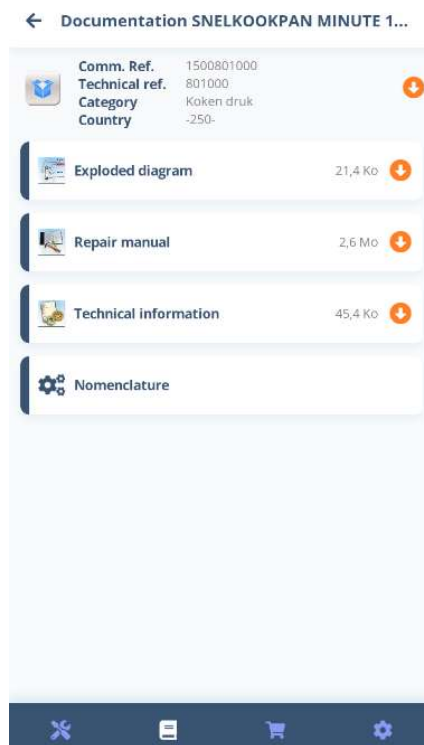


## 2.4. HOW DO I GET AN EXPLODED VIEW? A BILL OF MATERIALS? A BILL OF MATERIALS FROM AN EXPLODED VIEW?

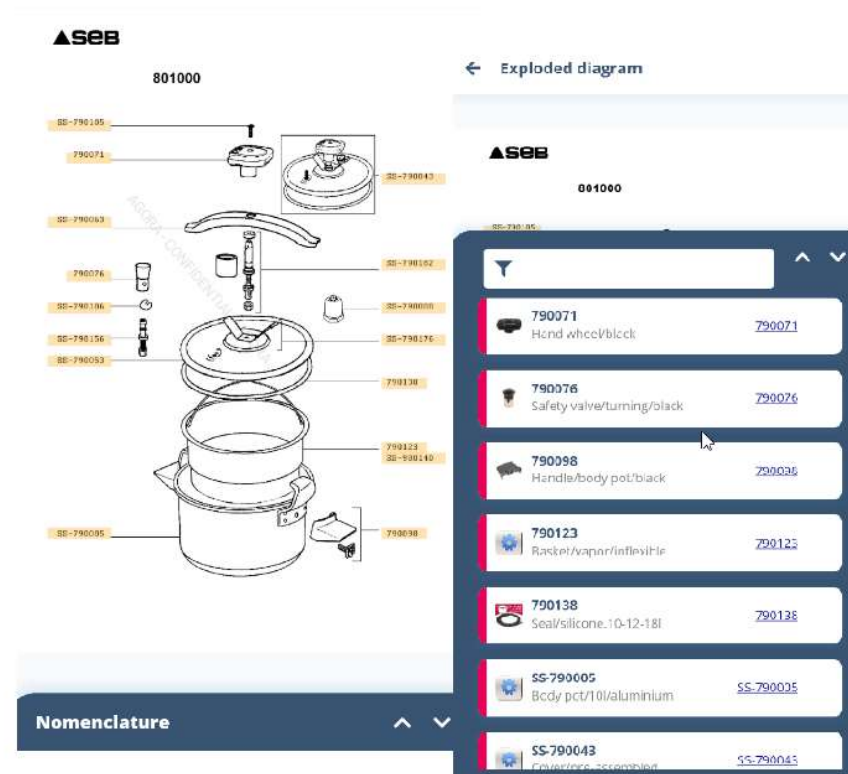
Enter the reference of the appliance/part or perform a search, then select the appliance/part.

The result is a complete list of documents available for this reference, for example :

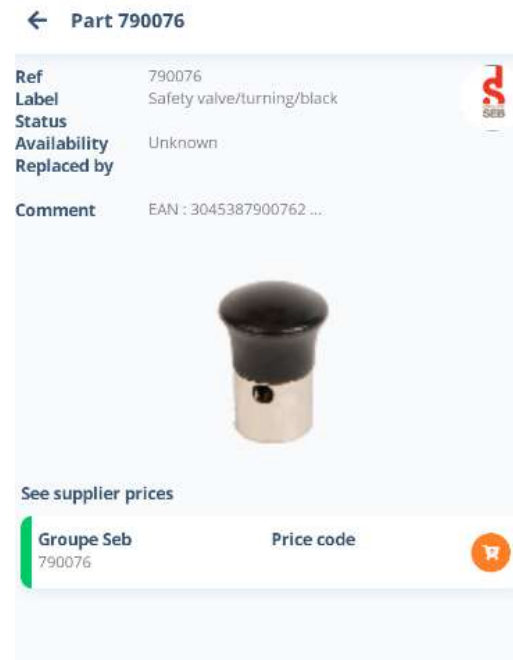
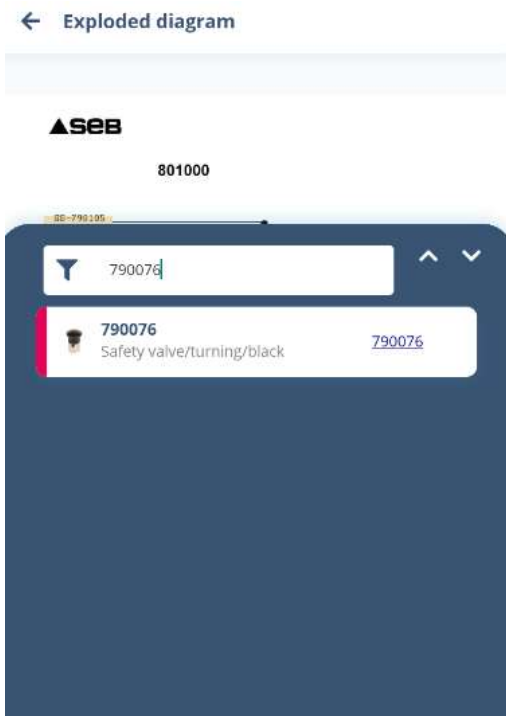
- Data sheet
- Schematics and diagrams
- Error code
- Exploded views
- Bill of Materials



From an exploded view, the parts list is always accessible at the bottom of the screen.



The part can then be selected by part number in this BOM.



## 2.5. HOW TO OBTAIN INFORMATION ON A PART INCLUDING ITS PRICE?

In the parts list, click on the part to display the corresponding sheet with its status, availability and price.

You have the same access rights as in AGORA PLUS.

Only the prices of the manufacturers to which you are associated are available. At the request of the repairers, in order not to risk revealing your price to the consumer at the place of repair, the prices of the parts are displayed only on the part sheet.



## 2.6. HOW TO ADD A PART TO THE BASKET?



Anywhere in the application, by clicking on the icon above, you add the item to the basket.

← Add to basket
ADD

790076  
Availability : Yes

Basic price 7.67 €  
Your price 7.67 €  
Quantity

Work order  
Comments

(If the part is added from a repair file, the work order is added automatically.)

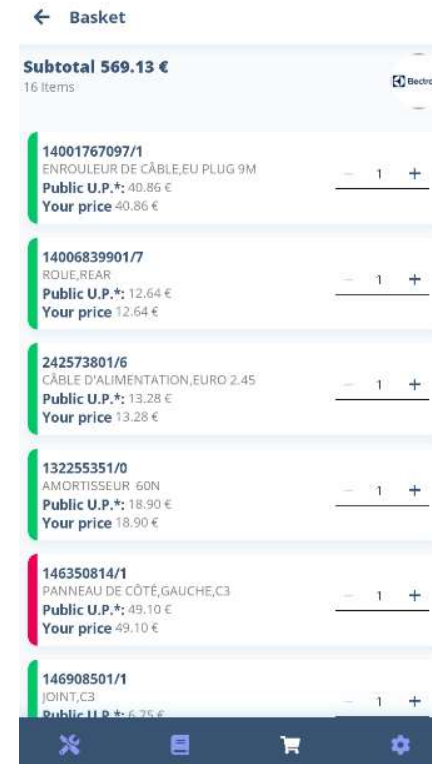
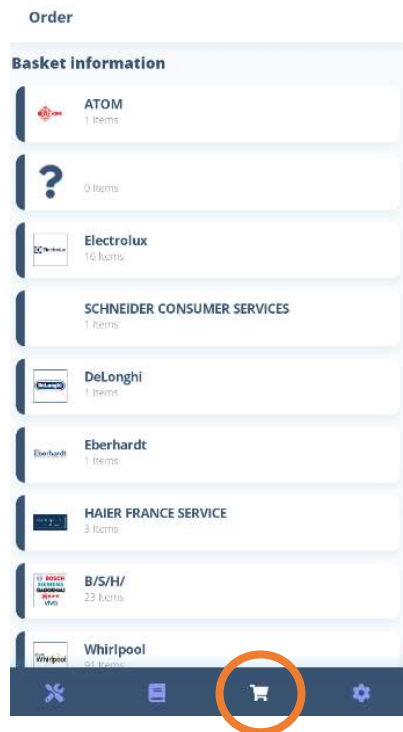
In order to validate the addition to the basket, including the work order and/or comments, click on "Add" at the top right.

As on Agoraplus, you can add the work order and your comment to this addition to the basket.

## 2.7. HOW TO ACCESS THE BASKET?

In the Order section, choose the "Shopping basket".

Then choose the basket by manufacturer.



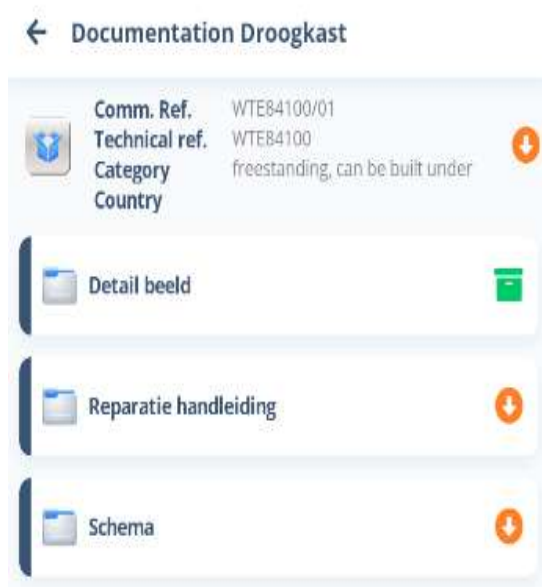
As on the Agoraplus PC application, each supplier has its own basket and the baskets can be modified.

## 2.8. HOW TO SAVE DOCUMENTATION?

It is possible to download the documentation so that it can be consulted when there is no internet connection.

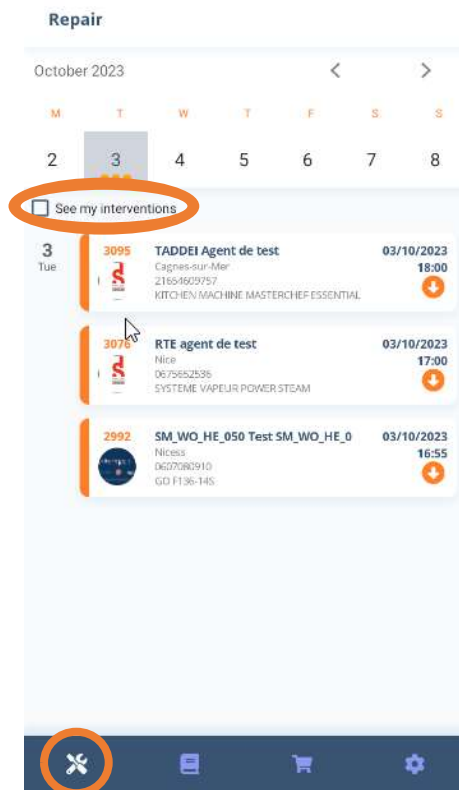
In the documentation screen, which shows the list of available documents, there is an orange down arrow next to each item in the list:

⇒ When the arrow is clicked, the download is started, when it is finished a green check appears (here, the "Exploded view" folder has been downloaded).



## 2.9. HOW TO UPDATE REPAIRS?

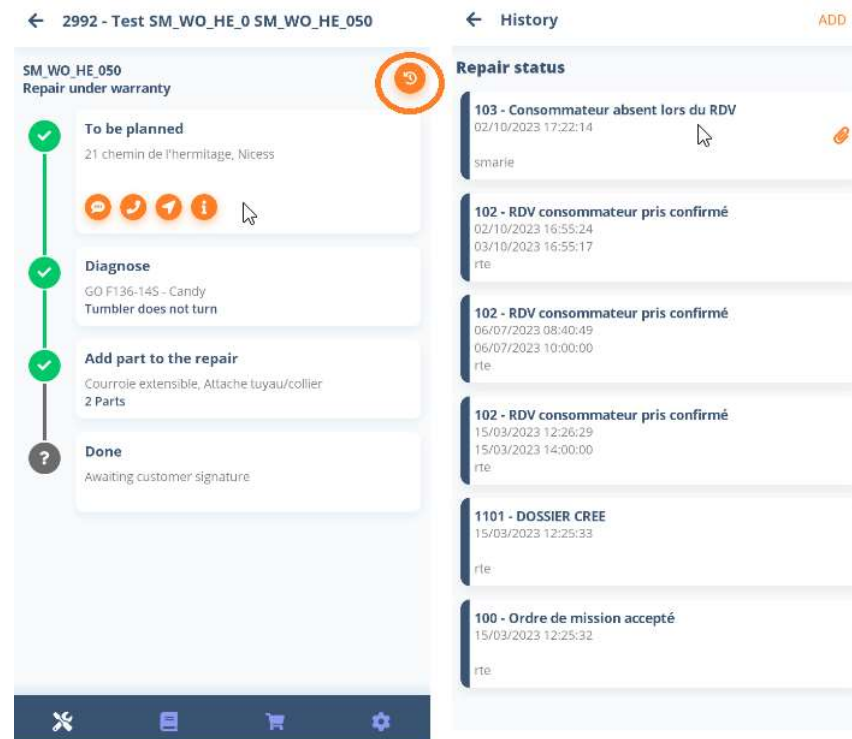
You can access the list of repairs (assigned or not) in the repair module.



By deselecting "View my jobs", you can view all jobs in the account, not just those assigned to you.

The repairs are displayed in chronological order.

Once in the job, the information is grouped by logical steps as well as the status history



Opening the file allows quick access to actions related to the appointment.

## To be planned

21 chemin de l'hermitage, Nices



- Sending of a personalized or pre-filled SMS (estimated delay)
- Consumer call
- Itinerary
- Consumer information

**To plan** gathers the information of the consumer of the appliance and the work order.

←

**GO F136-14S**  
31002806

UPDATE DOCUMENTATION

Appliance information

Date of purchase  
juin 2022  
Family  
Lavage  
Commercial Reference  
GO F136-14S  
Technical reference  
31002806  
Label  
GO F136-14S  
Serial number  
94122345  
Contract number

Repair

Part causing failure (F-ident)  
Symptom  
RC :

The module **Diagnose** gathers the information of the malfunction, its treatment, the IRIS code, ...

← GO F136-14S

UPDATE

DOCUMENTATION

Diagnostic  
Tumbler does not turn

Iris Code  
A  
Iris Family

Condition: 1 - Constantly

Extended condition: X27 - During postrinsing

Symptom: 654 - Part(s) loose

Section: G11 - Timer

Default code: G1 - Scratched

Repair/Action:

File(s) attached

intervention\_0\_20231002\_152207\_80.jpg

intervention\_5691020\_20230330\_74312\_04.jpg

Long press on the attachment to delete it

← Filter SAVE

5513237781

AS00003520

5513284431

5513284441

5513284451

AS00006178

5513284501

Part list (0)

COUVERCLE  
5332128200

DOUCHETTE  
6032107100

At any time, you can access the documentation of the device and its nomenclature.

The module **Add a part** gives direct access to the nomenclature and the possibility of adding parts to the file and/or the basket.

← Update Save

BCO264.1  
0132552009

**Appliance information**

**Manufacturer**  
DeLonghi

**Brand**  
DE'LONGHI

**Family**  
CM ESPRESSO-PUMP

**Commercial Reference**  
BCO264.1

**Technical reference**  
0132552009

**Label**  
MC INT1 DL BCO264.1 (2PC) BLACK(T)

UPDATE

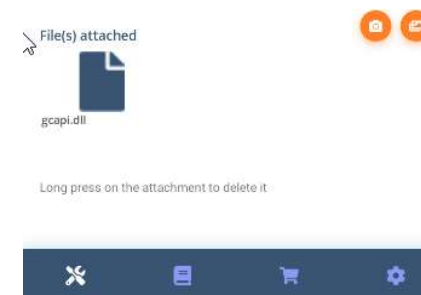
Date of purchase  
--/--/----

Required fields

The screens can be modified, click on "Save" to save the modifications.

Warning: the modification of the appliance is done in two steps to secure this modification.

At the bottom of the modules **To plan** and **Diagnosis**, you can consult the attachments or add photos.



Once the repair is completed, the consumer can be asked to sign and a repair file report can be sent by email.

13:59

← Signature Client

Signez ici

Annuler Accepter

Annuler Rapport d'intervention

Objet : Rapport d'intervention

Vous trouverez en pièce jointe le rapport d'intervention

1. Référence  
N° de référence: 0132552009  
N° de référence: 0132552009  
N° de référence: 0132552009

2. Tranche  
N° de tranche: 0132552009  
N° de tranche: 0132552009  
N° de tranche: 0132552009

3. Caractéristiques  
N° de caractéristique: 0132552009  
N° de caractéristique: 0132552009  
N° de caractéristique: 0132552009

4. Réparation  
N° de réparation: 0132552009  
N° de réparation: 0132552009  
N° de réparation: 0132552009

5. Conclusion générale  
N° de conclusion: 0132552009  
N° de conclusion: 0132552009  
N° de conclusion: 0132552009

Signature  
Date