

NES Touch 2.2 for Android tablets

NES TOUCH VERSION 2.2 RELEASE NOTES

NES Touch captures RDSAP 9.92 surveys, including data, photos, appointment details and notes. The following document details the changes in this version along with limitations / known issues.

VERIFICATION

NES Touch has been verified for integration with NES one for England and Wales, Scotland and Northern Ireland to lodge 9.92 EPCs to the Central Registers.

INSTALLATION

NES Touch for Android is distributed via Google Play Store. To find it, search for 'NES Touch', 'NES EPC', 'RdSAP' or similar. Narrow down the search using the Productivity option in Apps – Categories.

Download the app for free, and then open this icon.
Log in using your NES one username and password.



RECOMMENDED SYSTEMS

Minimum screen resolution:	Width: 1280 pixels, height: 800 pixels.
Minimum tablet screen size	7 inches (diagonally across active screen area)
Recommended screen size	8 inches or larger
Minimum Android version	4.2 'Jelly Bean'
Recommended Android version:	Android 4.4.4 Kitkat Android 5.0-5.1 Lollipop
Tested with these tablets	Google / Samsung NEXUS 10, Nexus 7, Sony Xperia Z 10, Sony Xperia Z 2 (10') Asus Memo pad 7 (2014), ASUS MeMO Pad 10, FHD Lenovo Yoga 10 (2013), Tesco Hudl, Samsung Galaxy Tab 3 8", Samsung Galaxy Note 10.1, HP Slate 10, Acer Iconia A3

If you do encounter a problem whilst using a tablet not listed above, our software developers may not be able to debug the specific problem due to the large diversity of Android hardware available.

PHOTO UPLOAD

Your photos will now upload significantly more quickly in this version due to the image optimisation, which is a combination of resizing and applying some JPEG compression. All images now save to NES one more quickly, particularly for tablets with 5 and 8 megapixel cameras.

VALIDATION ENHANCEMENTS

ELECTRIC METER AND HEATING SYSTEM COMPATIBILITY



If a single electric meter is mistakenly recorded with storage heaters, the orange validation flag will now appear against **both** questions. The same applies to 18h electric meters as these are only intended for electric CPSU. This helps to identify and resolve the issue.

FLUE GAS HEAT RECOVERY

These systems are now available for selection on boilers with LPG and bottled gas.

COMPENSATING HEAT CONTROLLERS

Bug fixed with the selection of these systems from the product database. When you choose the boiler first, the PCDF viewer will display only compatible compensators.

STABILITY

A number of improvements have been made to the operation of the app and the interaction with the network. Instances where the app crashes have been reduced in version 2.2 due to additional thread safety.

EXTENDED GLAZING

Version 2.0 added the ability to input properties with extended glazing using '*Much more*' and '*Much less than typical*'. Selecting these options now creates the first window for you, to start entering the specific opening data.

REFRESH ON LODGEMENT

This version adds a new 'Refresh' button on the Submission screen. Used to immediately show any new information from the lodgement process, the display will be updated automatically as well.

MINIMUM FLOOR AREA



The total floor area of a dwelling should be equal to or greater than 10 meters squared. In this version, an orange validation flag shows if the total across all building parts is less than the minimum.

LIMITATIONS AND KNOWN ISSUES

EXTENDED ROOF ROOMS

The software currently has no provision to enter detailed measurements of a roof room (flat ceiling, stud wall, slope and gable).

CLEAR CACHE TO RECOVER A CRASH

Our test team and developers have encountered some issues that we have not yet been able to fix as they originate from within the Android operating system. If the app crashes and you find it has become unstable, then clearing the cache is a good way to recover. Go to Settings – Apps – NESTouch – and press ‘Clear Cache’. This should resolve the issue on entering surveys.

EXPIRY OF YOUR LOGIN TO THE APP

When the app is dormant for a long time whilst you are logged in, the next time you open Touch may display the login page (rather than whichever screen you were on previously).

When connectivity is poor or unstable the app can sometimes require users to log in again. This does not affect data collection on site; however, it does mean surveys will not synchronise until the user has logged out and back in again. If this occurs, a pop-up message will appear advising to log out and in (before you can lodge EPC or address match again).

DELETING JOBS

The primary reason for deleting an appointment is to free up space on the tablet. Therefore, to be able to delete an appointment, at least one photo must be present in a survey to make it deletable.

SELECTED PRODUCT DETAILS

Once a Product is selected from the Product Database, to view any further information about the particular product, the Search box needs to be closed by tapping the magnifying glass.

MISSING DATA

Before lodgement of an EPC, the *Address matching* and *EPC related* fields must be filled in on the Submit Category. It is sometimes not immediately obvious that this information is still required.

SURVEYS IN THE FUTURE

Surveys started in the future cannot be lodged until the original assessment date has passed. The date can be updated from NES one.

GETTING HELP

If you do have any issues please contact support@nesltd.co.uk or call **01908 442105** for tablet or RDSAP/Conventions queries.