



# AircraftMobile User Manual

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**merlot.aero**  
smart airline solutions | future ready technology

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Modified By	Date	Version	Changes
Bea Tabuñar	16 November 2018	2.0.1	First published version. Previous versions were maintained in Confluence only.

**DISCLAIMER:**

This user guide is for training purposes only. The information contained in this user guide is current at the time of publication. It can be used to reference and may be subject to change.

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## What are merlot's applications?

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The merlot.aero suite is a complete organizational management solution offering all aspects of airline resource planning and control to ensure the safety, efficiency and quality of your crew and operational environment.

merlot.aero is a comprehensive suite of applications covering all aspects of your airline needs. It has been developed with the entire business process in mind, including the customer process from the moment ticket sales are planned until the point the passenger reaches their destination.

For your convenience, merlot applications are divided into two main categories:

- Aircraft Applications
- Crew Applications

There are a number of applications under these two main categories.

Aircraft applications include:

- AircraftSchedule
- AircraftFollow
- AircraftPortal
- AircraftMobile

Crew applications include:

- CrewPlan
- CrewBuild
- CrewRoster
- CrewPortal
- CrewMonitor
- CrewFollow
- CrewPayroll
- CrewMobile

## Introduction to AircraftMobile

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### What is AircraftMobile?

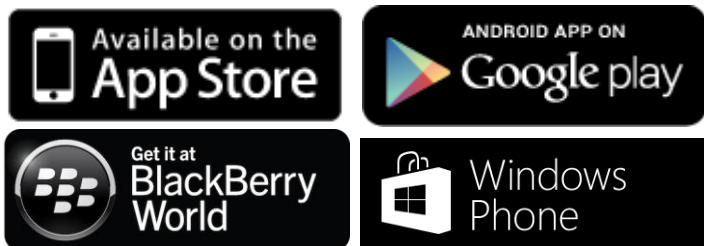
AircraftMobile provides airline management and ground staff with the capability to monitor live flight information on mobile devices such as phones or tablet devices. AircraftMobile provides a real-time view of aircraft movements by port. Mobile users can update actual flight times and add departure delay entries at their home port.

AircraftMobile is available for airlines that currently use the merlot.aero suite of applications.

### AircraftMobile Prerequisites

AircraftMobile system users are airline management and ground operations employees including ramp, catering and engineering staff.

AircraftMobile is available as a free download from the following App stores:



### AircraftMobile for Enterprise

Your airline may have additional requirements for using AircraftMobile. For example, some airlines may require users to download CrewMobile from their mobile device management (MDM) tool or internal enterprise App Store. Some airlines may also require mobile users to connect to their corporate Virtual Private Network (VPN) first to access crew information.

Please follow the instructions given by your administrator if they differ from this guide.

### Supported Phone and Tablet Devices

The latest release of AircraftMobile as at time of writing is version 2.4.3.

Fully supported platforms:

- iOS 6 and later (including iPod Touch, iPhone and iPad)
- Android 4.0 and later
- BlackBerry 10.2 and later
- Windows Phone 8.1

Deprecated platforms:

- Android 2.x and 3.x
- BlackBerry 6-7
- Windows Phone 7, 8.0

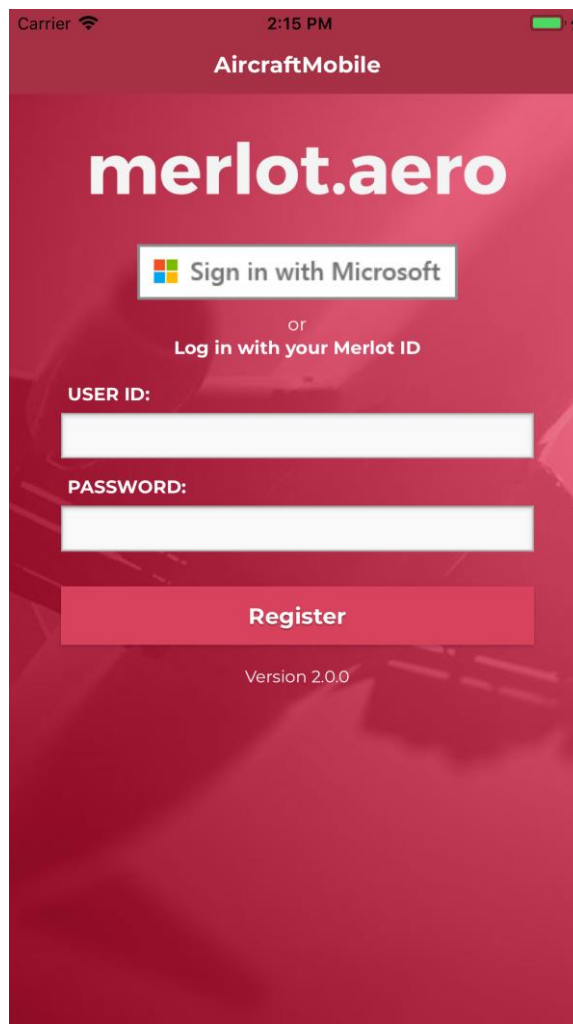
We have offered the app for these deprecated platforms in the past, however we no longer actively support these platforms. We recommend users who are still using these platforms to update to a supported device if possible.

As part of continuous improvement, we add and deprecate platform versions from time to time. This ensures our apps are available on a wide range of popular devices currently on the market.

## Single Sign On via Microsoft Azure Active Directory

All merlot.aero applications can be accessed through a user's Microsoft account. Customers with multiple operators have the option to use either a merlot.aero account or a Microsoft account for logging in.

Once AD is setup, all user and employee accounts need to be configured. Every user and employee has an Azure AD Login and SSO Only option. If they are required to login via SSO only, the checkbox must be selected and their login ID must be placed in the Azure AD Login field. These options are available for new and existing users and employees.

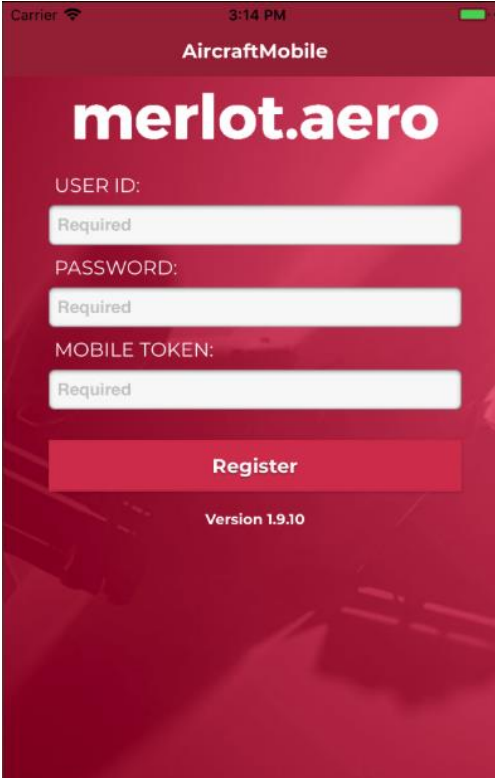


When the user or employee's login is authenticated, the home page will display immediately.

An error message will be displayed if the user's account is not associated with an Azure AD Login.

## First Time Registration

To login to AircraftMobile use your merlot.aero credentials and your mobile token. A mobile token is available through your merlot administrator or the Login Centre in CrewPortal, if you have access to the CrewPortal application. The token is in the format ABC-DEF and is not case sensitive.



The Register screen displays when AircraftMobile is accessed for the first time.

To register in AircraftMobile, follow these steps:

1. Enter your merlot id
2. Enter your merlot password
3. Enter your mobile token.
4. Tap on **Register**.

Once logged in you are directed to the AircraftMobile Main menu.

The user id and password credentials are the same credentials as used in the main suite of merlot applications such as AircraftSchedule, AircraftPortal and AircraftFollow. Contact your airline operations support team or merlot.aero if you do not have suitable credentials.

Once registered, AircraftMobile will remember your credentials. You will not need to login again unless you change your password.



## Offline Use

You must be online to register and to perform your first flight search. If your device is not connected to the network or in Flight Mode, you can only view cached flight data from the last session. You will not be able to initiate new searches or update flight times or delays while offline.

## Permissions

On BlackBerry, you will be prompted to enable advanced features, select Allow to enable advanced features.

We request these permissions in AircraftMobile:

**Internet Access:** To connect to the Merlot Aero web servers to retrieve and update information.

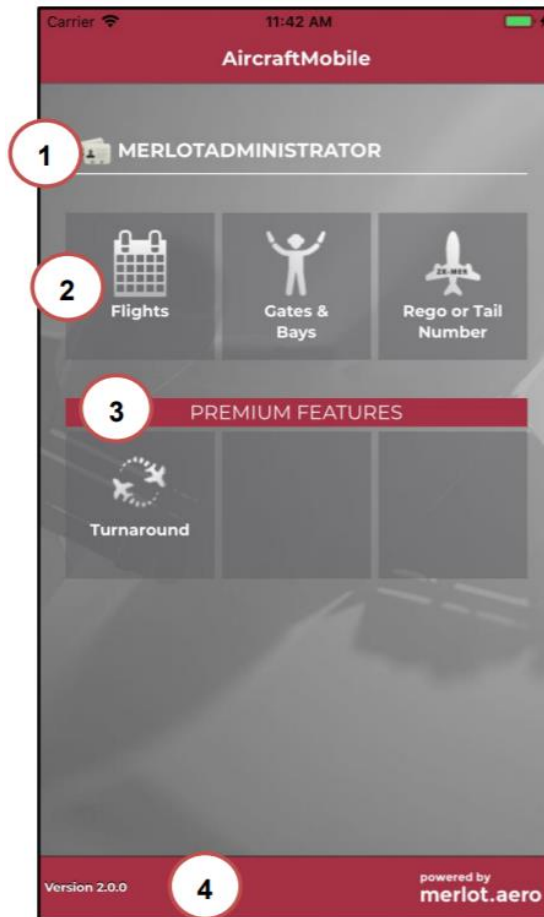
**Phone ID:** To register and log into your Merlot Aero account from your device.

**Device Storage:** Storage is used for caching purposes so that you can view data from some previous searches if you had limited network connectivity.

## Understanding the AircraftMobile GUI

The merlot.aero suite of applications eliminates the use of text commands by employing a Graphical User Interface (GUI).

Let's explore the AircraftMobile GUI:



	Field Name	Description
1	<b>Login Centre</b>	Update your password here if you have changed it in the merlot Configure application.
2	<b>Features</b>	Search for flight movements by <b>Flights</b> (flight number and ports), <b>Gates &amp; Bays</b> and <b>Rego or Tail Number</b> by tapping on the applicable feature.
3	<b>Premium Features</b>	View <b>Turnaround</b> by tapping on the applicable feature. An additional fee may apply for access to this premium feature.
4	<b>Version Data</b>	Current version of the AircraftMobile application.

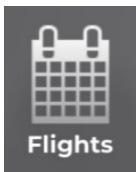
## Using AircraftMobile

AircraftMobile features accessible from the Main menu include the following:

- The Flights feature enables users to search for flights by flight number, departure/arrival port or designator code on a selected date
- The Gates & Bays feature enables users to search for flight movement information on a selected date at a specified gate and/or bay in the selected port
- The Rego or Tail Number feature to used to search for flights by aircraft on the selected date
- The Turnaround feature, a premium feature, enables users to view aircraft arrival, departure and turnaround time at a selected port

Each feature will be discussed in detail below.

### Flight Search



To access the Flights feature, tap on the **Flights** icon in the Main menu. The Flights feature enables users to search for flights by flight number, departure/arrival port or designator code on a selected date.

To search for flights you will enter flight search parameters on the Flights screen. To find flights, follow these steps:

1. Select a date mode and enter required dates (if applicable). See the Date Options section below for details.
2. Enter a flight number in the Flight number field.
3. Tap the From or To field to select a departure or arrival airport from the last five used ports or enter a new port. At least one of these fields (flight number, departure port or arrival port) is required to start a search.
4. Tap the Designator Code field to select a designator code from the last five used designator codes or enter a new designator code.
5. Tap **Search** to view search results.

#### Date Options

The following date options are available for all search modes, including Flight, Gate & Bay, Rego and Tail number and Turnaround:

- Select **Current Flights** to view matching flights from now for up to 24 hours or next 50 flights (whichever is less).
- Select **Entire Day** to view matching flights for a calendar day. Choose a date from the date box that will appear.
- Select **Custom** to perform a multi-day search or to specify a start/end time. Choose a start date-time and an end date-time from the date-time boxes that will appear.

Limits apply on how many flights will be displayed for each search. Enter as much details as possible in your search parameters for best results. You will be prompted if your search results exceed or are likely to exceed these limits.

## Flights List



View your flight search results on the Flights List screen.

The flight information field descriptions are as follows:

Field	Description
Flight	A list of flight numbers.
Rego/Tail	A list of registration (rego) or tail numbers, if applicable.
Dep	Best of time of departure
Arr	Best of time of arrival
Gate/Bay	Gate or Bay number of flight

Actions available within the flight display:

Field	Description
Sort	Tap on Flight, Rego/Tail, ETD, ETA, Gate/Bay fields to sort field results in the column.
Flight Details	Tap on a flight number to view flight details. Flights in red are delayed flights. Open flight details to view the cause and length of the delay.
ETA/ETD	Tap on an ETD or ETA time to update the flight time if the port is your home port. Otherwise, tap these columns to open flight details.

AircraftMobile has a live timing feature and it automatically downloads new data approximately every 1 - 2 minutes while you remain on the flight list screen.

The last time the screen was updated is listed at the bottom of the screen. All times displayed are in local time. S=Scheduled, E=Estimated, A=Actual, +1=following day.

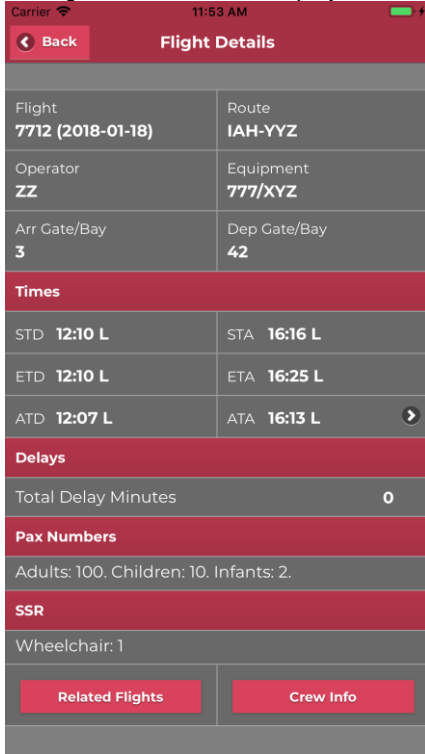
Search, filter and navigational aids available at the top of the Flight List display screen:

Field	Description
Back 	Takes the user back to the previous screen to exit the application or to perform a new search.
Refresh 	Refreshes the screen and downloads the latest data.
Find Flight Number Text Box <input type="text" value="Find Flight Number"/>	Used to filter results for a selected flight. For instance, if you want to view details of Flight 500, enter 500 in the text box and press the <b>Go</b> button.
Go 	Generates detailed information requested in the Find Flight Number Text box.
Clear 	Clears the filtered information from the display screen.

Tap the search, filter or navigational aid to perform the selected action.

## Flight Details

The Flight Details feature displays when a user taps on a flight number from the Flight List display.



This screen provides additional information about the flight.

Field	Description
Flight	Detailed information is displayed about the selected flight number.
Route	Departure and arrival airport.
Operator	Operator of flight service.
Equipment	Type of equipment.
Arrival Gate/Bay	Arrival gate or bay.
STD	Scheduled time of departure on the specified flight.
STA	Scheduled time of arrival on the specified flight.
ETD	Estimated time of departure on the specified flight.
ETA	Estimated time of arrival on the specified flight.
ATD	Actual time of departure. Users can update this information if the port is their home port.
ATA	Actual time of arrival. Users can update this information if the port is their home port.
Delays	Displays delay information for the specified flight.
Pax Numbers	Passenger count of the flight.
SSR	SSR for this flight.

**Note:** The home port setting is the Authenticated Port specified under User Preference in the merlot.aero Configure application.

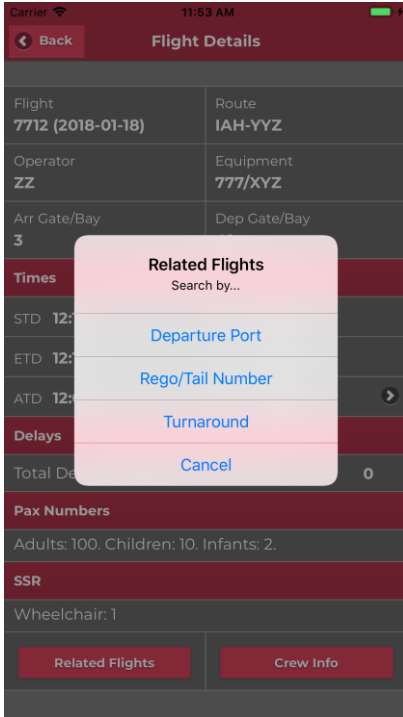
Actions available within the Flight Details display screen:

Field	Description
Times	Tap on an <b>ATD</b> or <b>ATA</b> flight time to update the flight time with actual departure/arrival times.
Delays	Tap on the <b>Add Delays</b> button to add a new delay entry. Tap on an existing delay entry to update it. You can update any type of delay entry from AircraftMobile, but you can add only departure delays.
Related Flights	Search for flights similar to the current flight.
Crew Info	View a list and photo of crew assigned to this flight.

Navigational aids at the top of the Flight Details display screen:

Field	Description
Back	Tap <b>Back</b> to go back to the Flights List screen.

## Related Flights Search



This is a convenient way to search for similar flights without having to go back to the Main Menu screen.

Related flights searches would be performed for the same date range as what you have selected for the current search.

Some search options may be hidden if required fields are unavailable.

For example, if a flight does not have an aircraft assigned, you will not be able to perform a related rego/tail number search.

Available related flights search options:

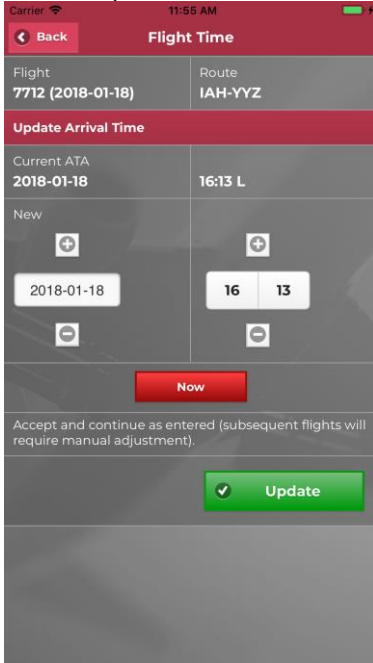
Field	Description
Departure Port	Search for flights that depart from the same port as the current flight.
Departure Gate and Bay	Search for flights that depart from the same port and the same gate and/or bay as the current flight.
Rego/Tail Number	Search for flights that are operated by the same rego/tail number as the current flight.
Turnaround	Perform a turnaround search for the departure port of this flight.

Navigational aids at the top of the Flight Details display screen:

Field	Description
	Tap <b>Back</b> to go back to the Flights List screen.

## Flight Time


The Flight Time feature displays when a user taps on **ATD** or **ATA** from the Times section of the Flight Details screen. This feature is used to update the actual time of departure (ATD) or actual time of arrival (ATA) of a flight.




This screen provides the ability to edit actual arrival and departure times.

Field	Description
Flight	Flight number that is being updated with actual departure or arrival time.
Route	Departure and arrival airport
Update Arrival Time	
Current ATA	Current actual time of departure by date and time.
New	Adjust new date and time to reflect actual departure date and time.

Actions available within the Flight Time display:

Field	Description
Update Departure Time	Tap on the new time or use the plus (+) or (-) sign to enter the actual departure date and time in local time at the port. Tap on Now  to use current device time.

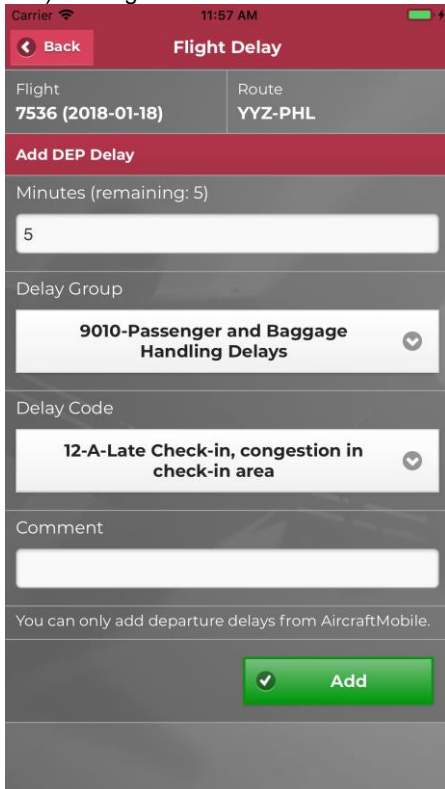
Tap Update  to save changes to the merlot system. If your new time is a delay, the app will take you to the Update Delay screen. Subsequent flights will require manual adjustment of times.

Navigational aids at the top of the Flight Details display screen:

Field	Description
Back 	Tap <b>Back</b> to go back to the Flights List screen.

## Flight Delay

The Flight Delay feature displays when a user adds a delay from the Flight Details screen or when the actual time entered on the Flight Time screen results in a delay. This feature is used to update the actual time of departure (ATD) or actual time of arrival (ATA) of a flight.



This screen provides the ability to record a delay entry for a flight.


Field	Description
Flight	Flight number that is delayed.
Route	Departure and arrival airport
Add DEP Delay	
Minutes	Delayed flight time expressed in minutes.
Delay Group	Delay group.
Delay Code	Delay code.
Comment	Freeform text field for comments.

To enter a delay, follow these steps:

1. Enter the number of delay minutes in the Minutes field.
2. Select a delay group from the Delay Group drop-down menu.
3. Select a delay code from the Delay Code drop-down menu.
4. Optional: Enter a comment regarding the delay in the freeform text field.
5. Tap **Update** to update the delay in the merlot system, alternatively, click **Delete** to delete your delay entry.

The delay minutes, delay group and delay code fields are required fields.

Navigational aids at the top of the Flight Details display screen:

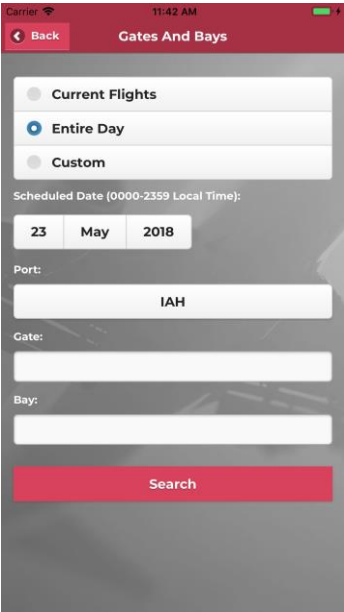
Field	Description
	Tap <b>Back</b> to go back to the Flights List screen.



### Gates and Bays



To access the Gates & Bays feature, tap on the **Gates & Bays** icon in the Main menu. The Gates and Bays feature enables users to search for flight movement information on a selected date at a specific gate and/or bay in the selected port.



To search for gate and bay related flight movement information enter the search parameters in the Gates and Bays screen display.

To find flight movement per gate/bay, follow these steps:

1. Select a date mode and enter required dates (if applicable) See the Date Options in Flight Search section of this guide.
2. Enter the departure port in the Port field
3. Tap the Port field to select a port code from the last five used port codes or enter a new port.
4. Enter the departure gate or bay in the Gate field
5. A partial gate or bay may be entered and gate/port matches will display.
6. Tap **Search** to continue.

Search results will be displayed on the Flight List screen.

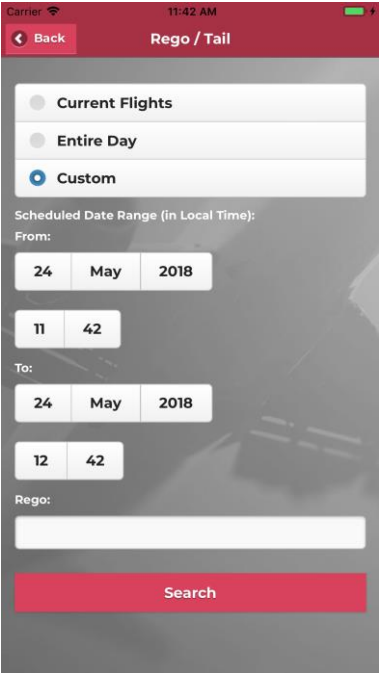
Navigational aids at the top of the Flight Details display screen:

Field	Description
Back 	Tap <b>Back</b> to go back to the Flights List screen.

Rego or Tail Number



The Rego or Tail Number feature displays when a user taps on the **Rego or Tail Number** icon in the Main menu. Rego is the term for aircraft registration. This feature displays flight movements on a selected date for a specified aircraft.



To search for rego/tail related flight movement information enter the search parameters in the Rego/Tail screen.

This screen provides the ability to search for a particular aircraft by registration or tail number.

Field	Description
Date	Date of flight that you want to view flight movement information by rego/tail number.
Rego	Registration or tail number.

To find aircraft movement information based on registration or tail number, follow these steps:

1. Select a date mode and enter required dates (if applicable) See the Date Options in Flight Search section of this guide.
2. Enter the aircraft registration number or tail number in the Rego field. A partial registration or tail number may be entered, for instance 9M, it would prompt matches such as 9MABC and 9MXYZ.
3. Tap **Search** to view search results.

Search results will be displayed on the Flight List screen.

Navigational aids at the top of the Flight Details display screen:

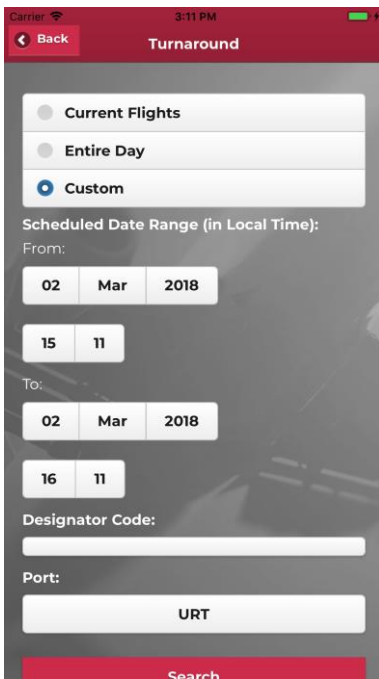
Field	Description
	Tap <b>Back</b> to go back to the Flights List screen.

## Turnaround



The Turnaround feature in the premium feature category enables users to view aircraft arrival, departure and turnaround time at a selected port. An additional fee may apply for access to this premium feature.

The Turnaround feature displays when a user taps on the Turnaround icon in the Main menu. Turnaround is the time it takes after an aircraft arrives at the gate before it is ready to depart the gate again. On time turnaround parameters for domestic and International flights are defined by the airline in merlot's Configure application.



The Turnaround search displays aircraft arrival, departure and turnaround time at a selected port.

To search for Turnaround related information enter search parameters in the Turnaround screen.

This screen provides the ability to search for flights at a selected port.

The fields in the Turnaround screen are as follows:

Field	Description
Current Flights	Displays flight results for the next few hours as set-up in Configure.
Entire Day	Display flight results from 0000-2359 on the selected date, the default date is today.
Custom	Display results for a custom time period on the selected date. You will be prompted to enter the date and start/end times.
Designator Code	Optional: You may also filter by designator code.
Port	Enter the port.

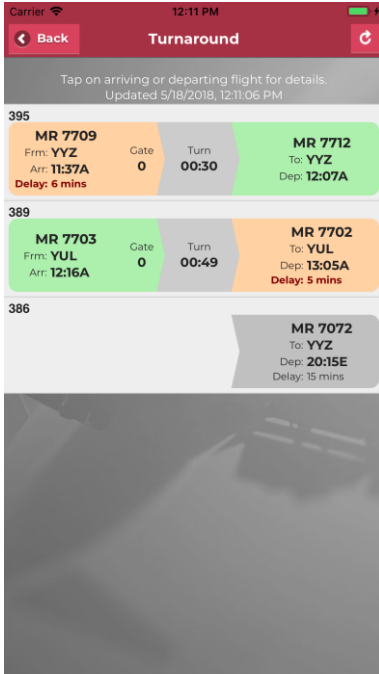
To find flight information at a selected port, follow these steps:

1. Select Current Flights, Entire Day or Custom from the Mode menu.
2. Enter the date (default is today) if you have selected the Entire Day or Custom mode.
3. Also enter the start and end time if you have selected Custom mode.
4. Tap the Port field to select an airport from the last five used ports or enter a new port.
5. Tap the Designator Code field to select a designator code from the last five used codes or enter a new code (optional).
6. Tap **Search** to view search results.

Navigational aids at the top of the Flight Details display screen:

Field	Description
	Tap <b>Back</b> to go back to the Flights List screen.

## Turnaround View



The Turnaround view is a view only display of flight criteria entered in the Turnaround feature.

The Turnaround view screen displays aircraft arrival, departure and turnaround time at a selected port.

View arrival, departure and turnaround times at the port you have selected.

The layout:

- The Aircraft rego or tail number is displayed first
- The left column shows arrival flight into port
- The middle column shows turnaround time at port
- The right column shows the departing flight from port

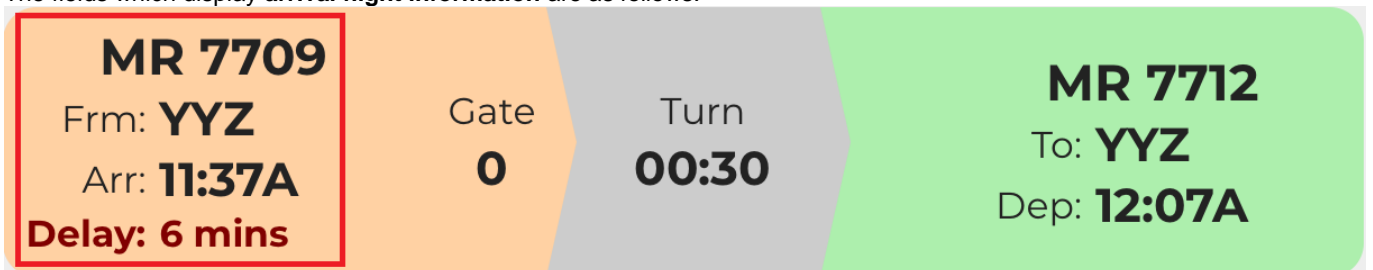
The departing flight (left column) and arriving flight (right column) are shown in the following background colours:

- **Light Green** – On time or early
- **Light Yellow** – Minor delays (less than 15 minutes)
- **Light Red** – Major delays (greater than 15 minutes)
- **Gray** – If no actual time has been entered

The turnaround time (middle column) is always shown in gray.

AircraftMobile has a live timing feature and it would automatically download new data approximately once every 1 to 2 minutes while you remain on the turnaround view screen. The last updated time is displayed at the top of the screen.

The fields which display **arrival flight information** are as follows:



Field	Value
Designator Code	MR
Flight Number	7709
Departure Port	YYZ
Arrival Time	11:37A
Arrival Gate	0
Arrival Bay	N/A
Delay Minutes	6 minutes

Tap on the arrival or departure flight to view more details in the Flight Detail screen.

The fields which display turnaround information are as follows:

MR 7709  
 Frm: **YYZ**  
 Arr: **11:37A**  
**Delay: 6 mins**

Gate **0**

Turn **00:30**

MR 7712  
 To: **YYZ**  
 Dep: **12:07A**

Field	Value
Turn	00:30

The fields which display **departure flight information** are as follows:

MR 7709  
 Frm: **YYZ**  
 Arr: **11:37A**  
**Delay: 6 mins**

Gate **0**

Turn **00:30**

MR 7712  
 To: **YYZ**  
 Dep: **12:07A**

Field	Value
Designator Code	MR
Departure Port	YYZ
Departure Time	12:07A
Departure Gate	N/A
Departure Bay	N/A
Delay Minutes	N/A

Tap on the arrival or departure flight to view more details in the Flight Detail screen.

Navigational aids at the top of the Flight Details display screen:

Field	Description
	Tap <b>Back</b> to go back to the Flights List screen.

Crew Info



The Crew Info screen displays a list of tech and cabin crew for the flight.

The crew list is sorted in rank order and contains the following information:

Field	Description
Name	John Smith
Emp Code	101
Rank	FO
Base	YYZ

Navigational aids at the top of the Flight Details display screen:

Field	Description
Back 	Tap <b>Back</b> to go back to the Flights List screen.

Crew Photo



The Crew Photo screen displays the crew's photo.

A placeholder will be displayed instead if a photo is not available.

Navigational aids at the top of the Flight Details display screen:

Field	Description
Back 	Tap <b>Back</b> to go back to the Flights List screen.

## Glossary

Term	Definition
Arrival Time	The time the aircraft arrives at the specified port
Base	The port to which crew members are assigned to commence and finish their tasks / activities for a specific time range.
Delay	When a flight departs or arrives after the schedule time.
Departure Time	The time the flight departs the station.
Designator	Designator is the unique alpha / numeric IATA code given to differentiate each airline, or operations within an airline, from all other airlines worldwide.
Equipment Type	This is the model of the aircraft. A specific type of aircraft that has distinct characteristics, for instance a Boeing 733 or 744. Equipment types have specific standard IATA aircraft codes used through-out the industry.
Flight	The specific flight this aircraft is operating at a specific time.
Flight movement information	Flight status information including arrival and departure information.
Flight Status	Where a flight is in terms of flight sequence. Typically categorized as boarding, departed, on time, arrived, delayed or cancelled or diverted.
Gate	The location at the airport where passengers embark and disembark.
GUI	Graphical User Interface (GUI) is merlot's application interface.
Local Time	This refers to local time, at a location at which the pairing or event is occurring. If the location is the same as or in the same time zone as the company base or headquarters location this time will be the same as company time.
Port	Port is a destination or departure airport
Rego	Rego is the term for registration in Australia and New Zealand. Registration is the unique alpha / numeric code given to differentiate each individual aircraft from all others worldwide.
Route	A course between two ports for example BNE to SYD.
Schedule	A timetable of flights for a time frame.
Turnaround	Turnaround is the time it takes after an aircraft arrives at the gate before it is ready to depart the gate again.
STA ETA ATA	Scheduled Time of Arrival (STA) Estimated Time of Arrival (ETA) Actual Time of Arrival (ATA)
STD ETD ATD	Scheduled Time of Departure (STD) Estimated Time of Departure (ETD) Actual Time of Departure (ATD)
Terminal	The airport building in which the aircraft will arrive at and depart from.
User	A person who uses merlot system applications.