

**Field Force Manager
Handset
User Guide**

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General Information

System Requirements

Mobile phone

- Verizon Wireless Field Force Manager compatible mobile phone. For listing of Field Force Manager mobile phones go to <http://support.fieldforcemanager.com> and select Devices

Computer

- Field Force Manager is a web based application and requires connectivity to the Internet. High speed internet access is recommended. The following are requirements for accessing the Field Force Manager website:
 - Internet Explorer 7 or 8 or newer
 - Firefox 2,3 or newer
 - A screen resolution of 1024X768 or higher is recommended.

Privacy & Mobility

Verizon Wireless takes the matter of individual privacy very seriously. Each customer utilizing Field Force Manager must obtain the authorized consent of any individual affected by use of the service. Additionally, each individual has the ability to manage privacy settings by day of week and time of day

to ensure that location information is collected, used, and transmitted only when approved by the user in possession of the mobile phone. Field Force Manager will only collect, use, and transmit information when the mobile phone is on and the Field Force Manager application has been launched. Since the application automatically launches each time the mobile phone is power-cycled or powered on, it is important that the user in possession of the mobile phone understand that the user must "EXIT" the application; otherwise, any location information will be sent to the customer as long as privacy management settings permit the collection of the data.

Field Force Manager is solely intended for lawful business use. Consent to use of location information is required. Location information is not guaranteed to be accurate.

Driver Distraction

Field Force Manager takes the matter of driver distraction very seriously. Although Field Force Manager is designed for use in the field, it must not be used while operating a vehicle or when the vehicle is in motion. Field Force Manager users must follow the following guidelines.

MANDATORY SAFETY GUIDELINES

- When driving, always keep the phone charging and safely stored.
- Field Force Manager must not be used by the driver while the vehicle is in motion.
- Field Force Manager must be used outside of the vehicle, or while the vehicle is stationary.

Customer Support

Customer support is available through your web portal Support and Training links

Field Force Manager Application

- Web Portal URL – <https://www.fieldforcemanager.com>
- Links to Support and Training are located at the top right of the screen

Customer Support & Training

- Customer Support Site – <http://support.fieldforcemanager.com> or through Support Link in the web application.

Copyright Information

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Mobile phone Installation & Initial Setup

Location ON:

1. Click on the **"Menu"** button.



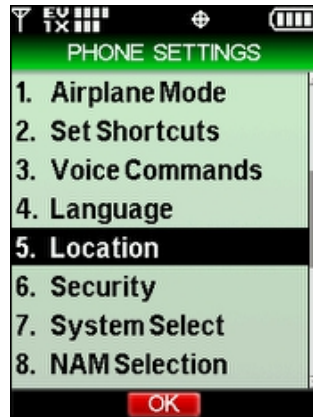
2. Scroll to **"Settings & Tools"** menu.



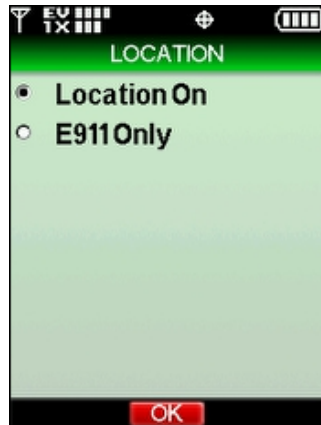
3. Select **"Phone Settings"**.



4. Select "**Location**".



5. Select "**Location ON**" and press "**OK**".



Install Field Force Manager:

For detailed instructions on how to load Field Force Manager on your handset go to <http://support.fieldforcemanager.com>

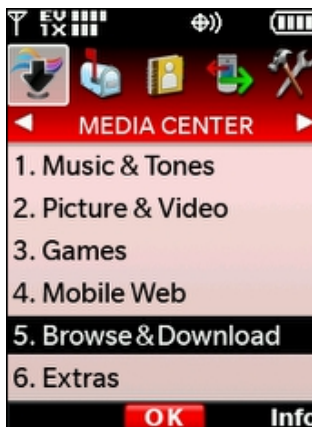
1. Click on the **"Menu"** button.



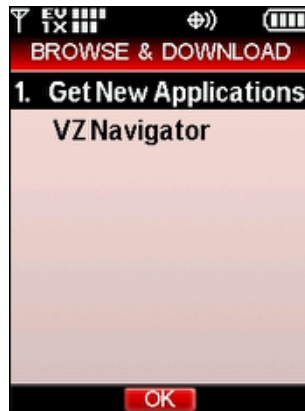
2. Select **"Media Center"**



3. Select **"Browse and Download"**



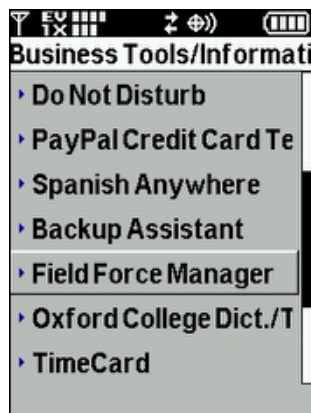
4. Select **"Get New Application"**, mobile phone will connect to the network



5. Select **"Business Tools / Information"**



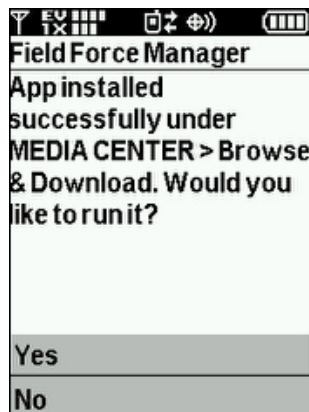
6. Scroll to **"Field Force Manager"**, click on the **"OK"** button.



7. Scroll to **"Free – Subscription"** and click **"OK"**. Wait while the phone downloads the application.



8. The phone will prompt to run the application. Scroll down to **“Yes”** and click **“OK”**.



Launching Field Force Manager on Your Mobile Phone

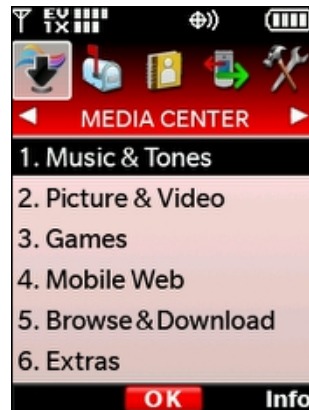
Field Force Manager is an application that runs on your Verizon Wireless mobile phone.

To launch Field Force Manager on your mobile phone:

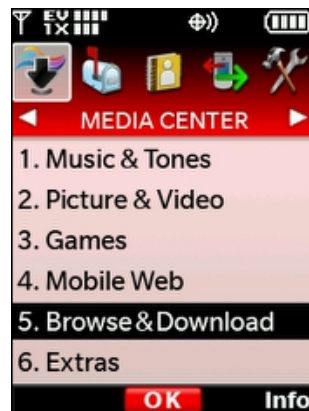
1. Press the **“Menu”** button.



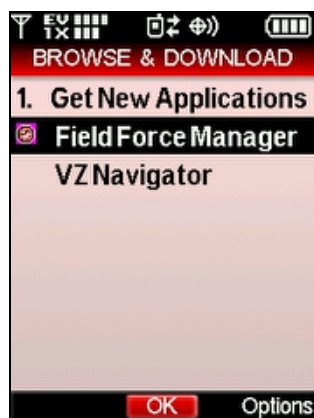
2. Select **"Media Center"**



3. Select **"Browse & Download"**.



4. Select **"Field Force Manager"**



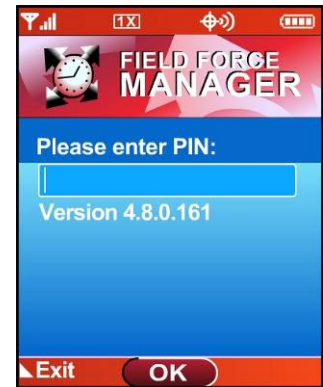
NOTE: Field Force Manager will automatically launch upon the mobile phone powering up or if Auto Application launch is enabled through the Field Force Manager web portal's Hours of Operation.

Program Mobile Phone Shortcut Key

1. Most mobile phones have user-programmable keys to provide the user with a shortcut to the "Get Going" menu, making it easier to launch Field Force Manager.
2. Consult your mobile phones user manual for the exact steps.

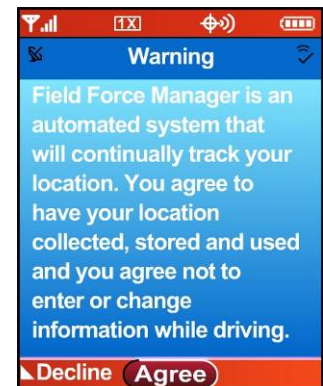
Logging In

1. The 1st time you use Field Force Manager, the application will use the device's phone number to automatically activate and sync your device with the web portal. The application will also log you in upon activation.
2. If an administrator has set your company's login mode to require a **PIN** number, Field Force Manager will ask for the **PIN** number. ***The PIN number is supplied to your administrator in their Getting Started Kit, sent via email.



3. Enter the **PIN** number, and then *press* the "Ok" button.

4. Field Force Manager will now prompt you to accept the terms and conditions of use. Press the "Accept" button. As the user, you must accept the message to gain access to the application. This action is required only the first time you log in to the application.

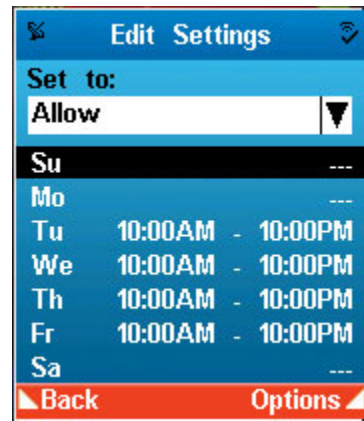
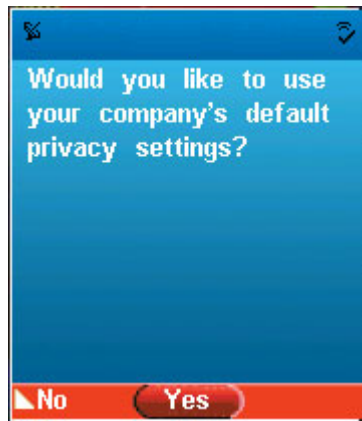


5. The first time the application is used you will need to approve the location privacy settings. This is a required step to provide access to the mobile phones location information. The interface will automatically prompt you the first time the application attempts to utilize the location information.

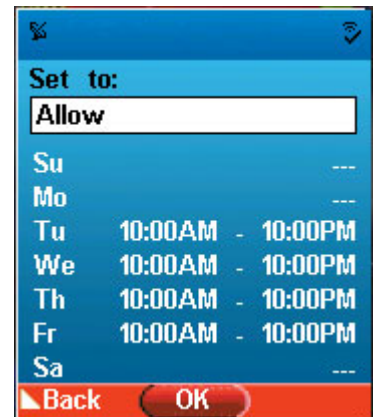
6. To give the application access to the location information on the mobile phone you must approve the settings.
 - a. Read the end user license agreement and select **Agree**



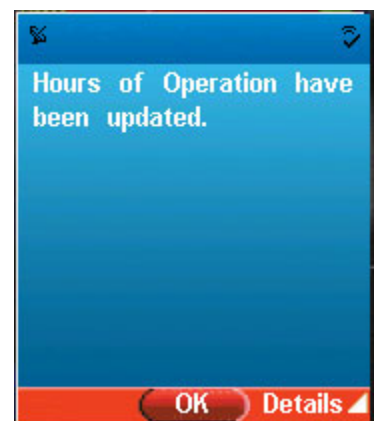
- b. Select **Yes** to use your company default privacy settings. By selecting Yes, the privacy settings will be set to the hours of operation set for the user or company.
 - i. Selecting **No** will allow the mobile worker to create custom hours of operation. Mobile workers can choose to Allow, Ask or Deny GPS and can add shifts to enable GPS tracking during their day or night.
 1. **Allow** is the recommended setting
 2. Selecting Ask will prompt the user each time a GPS point is collected(every 2 minutes)
 3. Selecting Deny will prevent the application from collecting GPS pts for tracking, actions or navigation.



- c. View the privacy settings that have been configured for your device and select **OK**

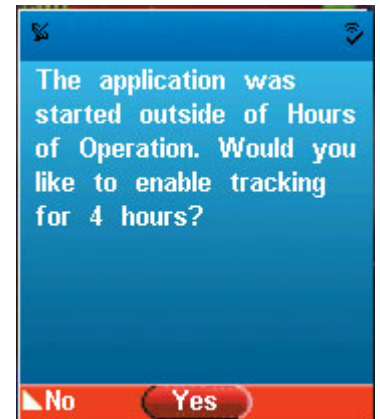


- d. The mobile workers privacy settings and agreement approval are synchronized with the web portal. If the administrator makes changes to the hours of operation / privacy settings the mobile worker will receive a notification and have the ability to view / edit the privacy settings
 - i. Accounts with notifications disabled will not be notified of updated hours of operation / privacy settings.



- e. Mobile Workers can modify their hours of operation at any time on the device>
 - i. Pressing * 9 on their device
 - ii. Entering their options menu code(4321 is the default, but can be changed on the web portal company preferences screen)
 - iii. Selecting Privacy Settings
 - iv. Selecting to use their default privacy settings or setting custom settings.

- f. If the application is started outside the hours of operation / privacy settings the mobile worker will receive a message to enable tracking for x hours. The mobile worker will need to select **Yes** for GPS to be enabled during the period of time outside the hours of operation.
 - i. The number of hours is controlled by a web portal preference called Active hours. The default for the active hours preference is 12 hours.



Getting started with location-based services

Verizon Wireless values your privacy. Because of this, your mobile phone is defaulted to only acquire your location when you dial "9-1-1." To use location-based services (LBS) such as Field Force Manager, you must first enable location-based services on your mobile phone. Setup steps vary by mobile phone. Consult your mobile phone's user manual for specific steps.

1. Go to the main screen and press the "Menu" button.
2. Scroll to "Settings" and "Tools" and press the "OK" button.
3. Scroll down to "System" and press the "OK" button.
4. Select "Location" and choose "Location ON."

The LBS status indicator to the left of your phone's battery indicator should change from the "E911 Only" indicator to the "Location ON" indicator.

Once you have successfully logged into the Field Force Manager application, you will see the main menu.



Logging Out

To exit Field Force Manager:

1. Select the "Exit" option from the main menu.
2. Select the "Yes" option to confirm that you want to exit the application.

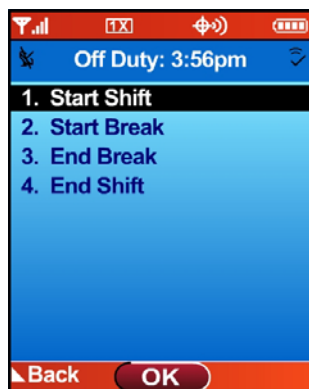
NOTE: The Field Force Manager application cannot locate or send or receive information when the application has been exited.



Navigating the application

Throughout Field Force Manager, you will see the commands listed at the bottom of the screens. These commands correspond to the soft keys on your mobile phone directly below them. To select a button, press the soft key below the name of the command you want.

For example, in the image below, the "Back" button or the "CLR" button will return you to the previous screen. The Ok function button, or "Ok" button, will bring you to the current selection.



- When instructed to "select" a particular line of display on the screen, use your mobile phone's up and down scroll buttons to scroll vertically through the lists.
- Alternatively, you may also navigate quickly to an item by pressing its number, as displayed to the left of its name, on your mobile phone's keypad.

- In instances where more data exists than can be displayed vertically on the screen, scroll arrow indicators will appear on the right-hand side of the screen. These scroll arrows provide a visual cue when additional information exists that is not being displayed on the screen.
- Two additional buttons are also mentioned in the documentation: the Red Phone button and the Green Phone button. The Red Phone button is used for temporarily suspending Field Force Manager operation, and for terminating voice connections. The Green button is used to place a phone call.

Take a Phone Call

When someone calls you, Field Force Manager goes into Suspend mode automatically, so you can take your call as if Field Force Manager wasn't even running.

Make a Phone call

To place a phone call from within the application

1. Select the Call button from the main menu
2. Enter the phone number you would like to call and press the Green call button
 - a. or press the Recent button access recently called phone numbers.

To suspend Field Force Manager:

To make a call while you are using Field Force Manager, press the Red Phone button. This will temporarily suspend Field Force Manager while you place your call.

To return to Field Force Manager after your call:

1. Press the "Menu" button.
2. Select "Get It Now".
3. Select "Get Going / Tools on the Go".
4. Select "Field Force Manager"

Note: While on a voice call, Field Force Manager will not collect or send GPS points.

Field Force Manager Functions

Field Force Manager Menu

The Field Force Manager menu is the application starting point for Field Force Manager. It is the first screen that you see once you have logged into the application.

- To navigate to the Jobs Screen **Select “Jobs” or press corresponding number**
- To navigate to the Forms Screen **Select “Forms”**
- To navigate to the Locations Screen **Select “Locations”**
- To navigate to the Messages Screen **Select “Messages”**
- To navigate to the Timesheets Screen **Select “Timesheet”**



Jobs

Field Force Manager is able to receive job information that is dispatched from the Field Force Manager web portal. This job information is displayed on your mobile phone and supplies you with valuable information that helps you get your work done. The job functionality is available in the Basic and Premium packages and is different based on the package selected.

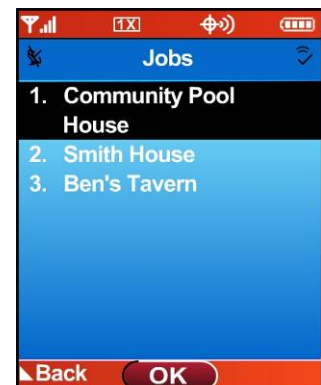
Premium: Premium job dispatch from web portal to mobile user. The web portal user can look up and link jobs to known Locations in the system, reducing data entry and errors. The Web portal user can view all jobs or a single job on all maps. The mobile user can read details of job, call ahead to job contact and obtain audible and map enabled driving directions to the job. The mobile user can update the job status to (Accept, Reject, In Transit, Start, On Hold or Complete. Upon completion of a job the user is prompted with the job completion form. Once a job is complete the history can be viewed from jobs list or via Location job history. List high level reporting and alert capabilities here

Job List Screen

The Job List screen displays single-line summary information for each of the jobs that have been dispatched to you on your phone.

To view detailed job information for a specific job:

1. Select it by pressing its number on your phone's keypad, or scrolling to it and pressing the "Ok" button.
2. Job titles will display only as many characters as can be displayed on-screen horizontally. To view the entire job title, select the job from the list.



Job Summary Screen

The Job Summary screen lists high-level details regarding a job, including its current Status. From here, you can access the Job Detail screen, the Job Status Reporting screen, and the Driving Directions screen.

- To retrieve detailed information regarding the jobs **select “Details.”**
- To report a change in job status **select “Status.”**
- To generate turn-by-turn driving directions to the job **select the job’s address.**
- To call the job contact **click on the contact name and phone number.**

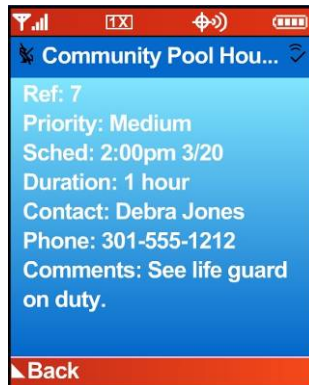


Job Details Screen

The Job Details screen displays all of the information that has been dispatched to your mobile worker. This information includes the customer’s name, the estimated time of arrival, expected duration, and a comments field.

[Comments field only available in Field Force Manager Premium package]

To return to the Job Summary screen, **press the “Back” button.**

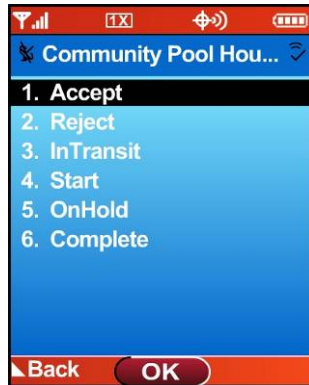


Job Status Reporting Screen

The Job Status Reporting screen allows you to report a change in your status to your dispatcher.

To report a change in status:

1. Select the status you want from the list. A checkmark will appear in front of the newly selected Status. This action is sent to the web portal to notify the web portal user to the change in status. The job's actual duration will start once the Start action has been performed and will pause when the On Hold action has been performed. To restart the job duration, perform the Start action again. The job will be completed and the final actual duration calculated once the complete action has been performed. (In the Field Force Manager Premium package a job's status can be configured by editing the job type in the Job Type Administration tab.)



Note: Job status reporting is only included in the Field Force Manager Premium Package.

Changing Devices Settings

To change new item notification

To change the volume of new item notification on the device

1. Press * 9 from the application main menu
2. Enter security code, the default is 4321, press ok
3. Choose Volume, press ok
4. Choose notification setting
 - a. High
 - b. Medium
 - c. Low
 - d. Vibrate

Locations

Field Force Manager lets you receive Locations from your dispatcher and request turn by turn driving directions from your current location to the Location in both the Basic and Premium packages.

In the Basic package direction will be text based, in Premium the directions will be audible and map based.



To obtain driving directions to a location:

1. **Select "Locations"** from the Field Force Manager Menu.
2. **Select "My Locations"**
3. **Select** the Location you want to get driving directions to.
4. **Select** the address for the location.
5. The system will now obtain your current location and request turn by turn directions.



To delete a location from your mobile phone:

1. **Select the Location** you want to delete.
2. **Select the "Delete"** option on the screen.



NOTE: This will not delete the location from the web portal.

Driving Directions

The Field Force Manager application provides driving directions based on your current location and the location of your job or other destination. The type of driving directions differs depending on which product package you are using:

Basic: Text Driving Directions

To access the text driving directions:

1. Navigate to your Job or Location
2. Select the **Address** from the Job or Location within the Field Force Manager application.
3. The Driving Directions engine will start up and supply the desired route.

Premium: Audible Driving Directions

To access the audible driving directions, navigate to your Job or Location.

Select the **Address** from the Job or Location within the Field Force Manager application.

1. The Driving Directions engine will start up
2. Press **Talk** to hear the directions spoken to you.
3. Use the **Right** and **Left** arrow key to view the next or previous turn.
4. Press **CLR** to return to the Job or Location address screen

To access Enter Address or Yellow Pages

1. Select the **Locations** menu option
2. Select **Enter Address** or **Yellow Pages**

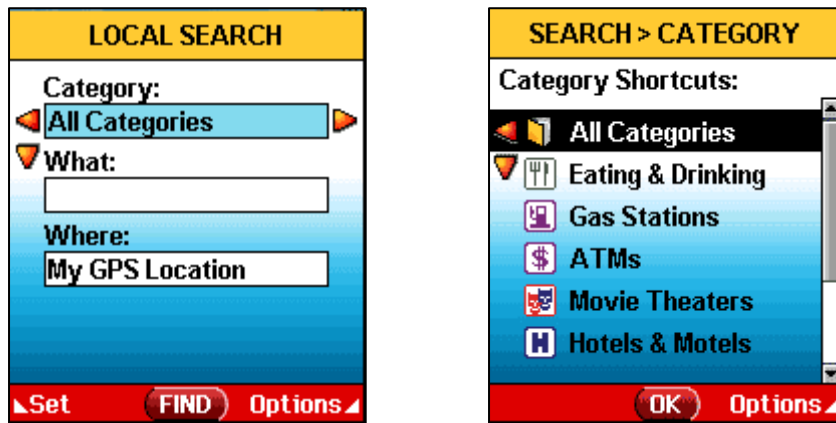
Enter Address

Choosing **Enter Address** will allow you to enter the specific address you would like to navigate to. You may choose an airport, intersection or enter a specific address.



Yellow Pages

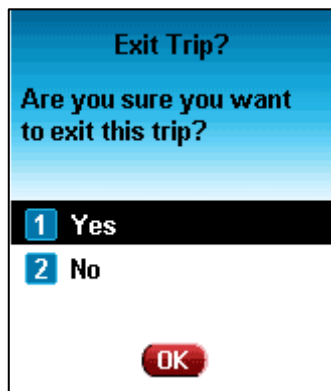
Choosing **Yellow Pages** will allow you to browse points of interest by category in your area. Once a point of interest is selected you can navigate to its location.



Once navigating you will be able to view a trip summary, each turn as it happens or a map of the entire route.



Once you are done navigating, pressing the **CLR** button will return you to Field Force Manager.



Messages

The Field Force Manager application is able to receive messages that are sent by your dispatcher. These messages are displayed on your phone and, after being read, can be deleted or stored for viewing at a later time. Field Force Manager messaging is only one way, from the customer web portal to the Field Force Manager application and does not use Verizon Wireless text messaging.

Message Screen

The Message screen displays summary information for each of the messages that you have received on your mobile phone. Messages are sorted and displayed on screen in the order in which they were received.

To view the contents of a specific message, select it by pressing its number on your phone's keypad, or by scrolling to it and pressing the "Select" button.



Message Detail Screen

The Message Detail Screen displays the contents of the message and details about the Sender.

To delete the message that you are currently viewing **press the "Delete" button.**

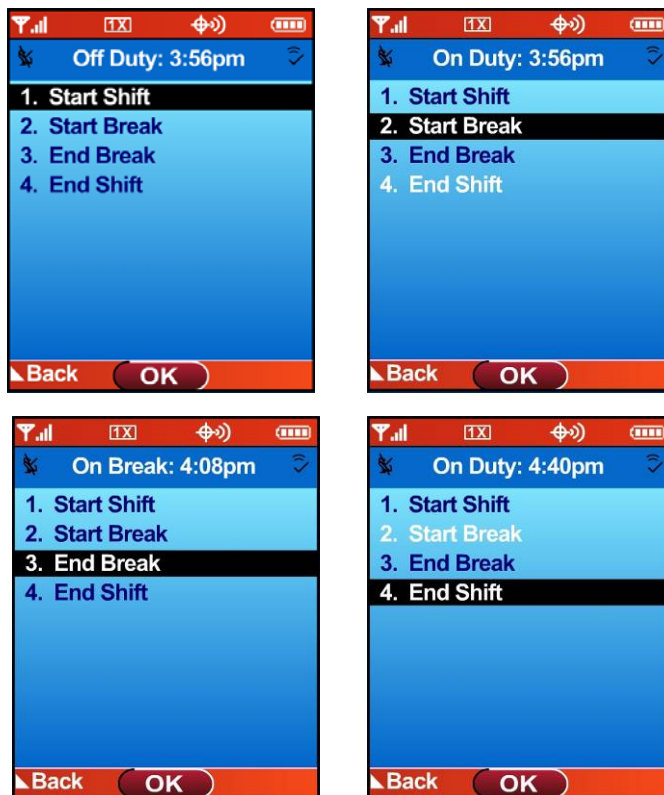


Timesheets

Field Force Manager lets you log your hours quickly and easily. Just select the appropriate timecard action from the list, and Field Force Manager will automatically log the time and send the data back to the web portal. The administrator may also add a form to the timecard actions to collect data associated with your hours.

To log your time:

1. Select "Timesheets" from the Field Force Manager Main Menu.
2. Select "Start Shift" when you want to punch in.
3. Select "Start Break" whenever you take a break.
4. Select "End Break" whenever you go back to work.
5. Select "End Shift" when you're ready to punch out

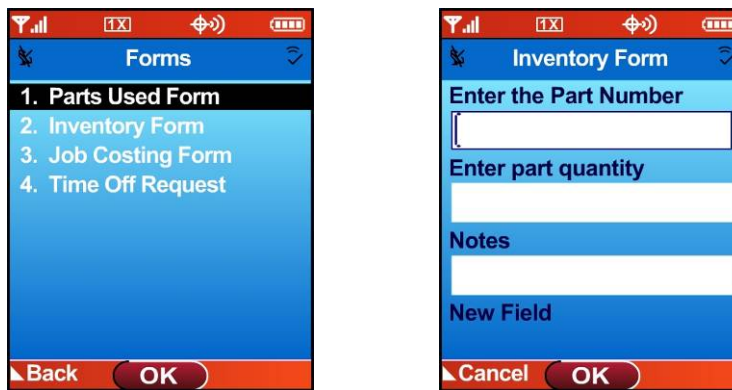


Forms

Field Force Manager allows you to complete your paperwork using Forms on your mobile phone. Forms can be completed as a part of Timecards, Jobs or Standard Forms. Standard Forms are available from the Forms menu on the mobile phone. The Administrator will create these forms from the customer web portal and assign them to specific mobile workers.

To complete a form:

1. **Select “Forms”** from the Field Force Manager Menu.
2. **Select the Form** you want to fill out.
3. **Enter** a value for each field
4. Use the scroll wheel to navigate to the next field
5. Select **“Done”**, once you have completed the form. The submitted form will immediately be sent to Web Portal.



Picture Capture

[Only available in Field Force Manager Premium]

Picture capture is a feature that can be added as a field type on a form. Users take a picture with the mobile application for the form they are using, which can then be sent and displayed in the web portal or integrated with other programs via web services. Only one picture can be taken per form.

*******Mobile Workers must have the latest version of software on their handset to capture a picture in a form. Mobile workers with older software or a device that does not support picture capture will see a text field in place of a picture capture field.

Supervisor Timecards

(Field Force Manager Premium)

Field Force Manager Premium users have the ability to manage timecards for supervised employees. The supervisor timecard module allows a supervisor to view all of their managed workers status and start shift, start break, end break and end shift for workers. If the worker is configured to complete forms with their timecard, the supervisor can also complete timecards for the workers. The supervisor can also punch all workers in / out of their shift or break with one button press as well. The completed timecards are sent to the web portal and drive the timecard reports, alerts and integration.

How to setup user as Supervisor in the web portal:

1. Go to **Administration – Roles Tab**
2. **Create** a new Role, call it Supervisor
 - a. **Add** permission for Supervisor under Mobile device permissions.
 - b. **Save** the role
3. **Edit** the user who you would like to be the supervisor, change their **Role** to **Supervisor**. The supervisor will be able to manage workers for the group that the Supervisor is in. Supervisors can only be in one group.

NOTE: Supervisor Timecards are designed to be used by a single supervisor. Using two supervisors or a supervisor and a mobile worker to complete a workers shift may result in a worker being punched in or out multiple times. The Field Force Manager system always uses the first action when multiple timecard actions are performed for a worker for a single shift.

How to perform Supervisor Timecards on device

1. Log into mobile device. If the user has Supervisor role as configured above a new menu called Supervisor will appear between Timesheet and Exit.
2. Select the **Supervisor** Menu
 - a. The screen will display 5 options
 - i. **Managed Workers** – This menu will display a list of all mobile workers in the Supervisors group. For each worker the workers latest status and date/time they went into that status will be displayed.
 1. **To Start Shift for a worker**
 - a. Select worker from Manager Worker List – If their status is Off Duty, select the worker and the select **Start Shift**
 2. **To Start Break for a worker**
 - a. Select worker from Manager Worker List – If their status is On Duty, select the worker and the select **Start Break**
 3. **To End Break for a worker**
 - a. Select worker from Manager Worker List – If their status is On Break, select the worker and the select **End Break**
 4. **To End Shift for a worker**
 - a. Select worker from Manager Worker List – If their status is On Duty, select the worker and the select **End Shift**

NOTE: If a company is configured to complete a form with each timecard action a form will be displayed when the action is performed.

- ii. **Start Shift All** – This menu will **Start Shift** for all workers that are managed by the Supervisor whose status is currently **Off Duty**.
- iii. **Start Break All** – This menu will **Start Break** for all workers that are managed by the Supervisor whose status is currently **On Duty**.
- iv. **End Break All** – This menu will **End Break** for all workers that are managed by the Supervisor whose status is currently **On Break**.

End Shift All – This menu will **End Shift** for all workers that are managed by the Supervisor whose status is currently **On Duty**

Glossary

Activity

Events a mobile worker enters into a handheld mobile phone while logged into Field Force Manager. Activities include starting and ending shifts, starting and ending breaks, logging in and out of Field Force Manager, and completing ad-hoc forms. All activities are recorded on a worker's "Activity" log.

Breadcrumb Trail

A visible collection of a worker's GPS points over a specific timeframe, represented by circular, blue icons on the map. In this way, you can track where your workers have been. Each point on the map will also give you information about how fast the worker was traveling at the time the point was collected.

Device

Any device or other hardware equipped with the Field Force Manager software. Devices are added to the Field Force Manager Web portal by Verizon Wireless as part of the setup process. You can edit the user description to more accurately describe who is using the device.

Filter

A means of controlling what information is displayed in the Web Portal content frame. Specifying a date range in the date/time filter, for instance, instructs Web Portal to display only the information gathered during that timeframe. You can also filter out Group, Location, Worker and Activity information.

Fleet

A company's collective group of mobile workers.

Forms

An Administration function that allows administrators to create custom forms available for mobile workers to execute and complete directly from their phones. These forms will either be available on the phone's Forms menu or they can be set up to automatically execute when a worker performs a timesheet or job action.

Geo-code

These are the map coordinates that Web Portal generates from an address. Map coordinates can be overridden.

GPS point

The location of a mobile worker at a specific date / time. GPS points are collected by the mobile phone and sent to the Field Force Manager Web portal.

Group

Worker subdivisions within your company set up by the company administrator. When a new user is created, he or she will be assigned a work group.

Hyperlink

Blue, underlined text that you may click on to be taken to more information about that subject.

Jobs

Activities that are assigned to mobile workers via the Field Force Manager Web portal. Jobs can be edited or reassigned as situations change. Field Force Manager features standard, default job types that are also configurable, so you can send workers precisely the information they need to complete the job. Field

Force Manager then dispatches job information from the central office to workers in the field. Job information is displayed on workers' handheld mobile phones.

Field Force Manager has both Basic and Premium job functionalities:

Basic:

Simple job dispatch from Web portal to mobile user. The mobile user can read details of the job, call ahead to the job contact, and obtain text-based driving directions to the job. When the user completes the job, the job is deleted from the mobile phone and from the Web portal.

Premium:

Web portal users can:

- Use advanced job dispatch.
- Link jobs to known locations in the system, reducing data entry and errors.
- View all jobs or a single job on all maps.

Mobile users can:

- Read details of the job.
- Call ahead to the job contact.
- Obtain audible and map-enabled driving directions to the job.
- Update the job status to "Accept," "Reject," "In Transit," "Start," "On Hold," or "Complete."
- Fill out and send a "Job Completion Form." Once a job is complete, the history can be viewed from "Jobs List" or via the location job history.

Location

Known work or non-work sites that you can create and edit in Web Portal. By doing so, you can match worker stops to actual landmarks. By sending a location to your workers, you can provide them driving directions from their current position to that specific landmark.

Location Type

Categories of locations set up by company administrators to distinguish certain landmarks. Typical location types might include Company, Customer, General, Prohibited and Vendor.

Maps

Geographical images that provide a backdrop to show where workers and jobs are located.

Messages Tab

A tab on the Operations site of Web Portal where dispatchers can send electronic messages to their workers in the field.

Options Menu

The menu that opens when a user clicks on an item in a list. The rest of the screen will fade to gray until an option is chosen or the user X's out of the menu.

Preferences

Can be accessed from the blue hyperlink at the top of the Web Portal screen. Both Administration and Operations users may adjust User preferences, which will only apply to that user. Administrators may also change company preferences, which affect all users in the company.

Prohibited

A location that has been designated as a forbidden location for a worker to stop at during their shift.

Report Tab

On the Reports tab, you have the choice of viewing and exporting several different reports. These reports list information regarding hours worked, location stop times, timesheet actions, travel times, etc. These reports can be adjusted to display information over any timeframe you designate in your date/time filter.

Settings Tab

Located on the Administration site, this is where company administrators can set hours of operation and overtime/double overtime rules.

User

Any employee using Field Force Manager; users include mobile workers, administrators and dispatchers. Users are created and assigned a work group by company administrators.

Web Portal

The Web-based component of Field Force Manager. The Web portal allows dispatchers and managers to view worker locations and job status, so workers can be dispatched in the most efficient manner. The Web portal also provides individual worker reports, and lets you review all worker activity.

Worker

Any employees using the Field Force Manager software on their phones out in the field.

Application Shortcuts

All Handsets

Server Sync

- From within Field Force Manager, click * # to sync your device with the server

Reset Field Force Manager data

- Press * 9 from the application main menu
- Enter company security code (Default is 4321)
- Select Clear Record Store
 - This will clear all Field Force Manager data on the device

Reset Field Force Manager activation

- Press * 9 from the application main menu
- Enter company security code (Default is 4321)
- Select Clear Activation
 - This will clear all Field Force Manager data on the device and will require the device to reactivate with the FFM server.

Reset Logged in user

- Press * 9 from the application main menu
- Enter company security code (Default is 4321)
- Select Clear Pin
- Log out
- Log back in, you will be prompted for a pin number

Phone Troubleshooting

Warning or Error Code reads:

Unable to contact server

- Attempt to activate or login to the phone again. If the problem continues contact your Verizon Wireless rep to ensure the Field Force Manager feature has been added to your account.

XXXXXXXXXX is already activated by another device.

- Login to the Web portal as an administrator.
- From the "Devices" tab, check the box to the left of the device you are trying to activate.
- Click "Deactivate" and click the "OK" button.

Phone number XXXXXXXXXXXX has not been registered in The Web portal – please call your administrator.

- Login to the Web portal as an administrator.
- From the "Devices" tab, verify the device exists.
- If the device does not appear, contact your Verizon Wireless sales rep to add the device to your account.

The phone is no longer registered to use Field Force Manager. Please restart Field Force Manager and register your phone number.

- Reset Field Force Manager activation.
- Login to the Web portal as an administrator.
- From the "Devices" tab, check the box to the left of the device you are trying to activate.
- Click "Deactivate" and click the "OK" button.