



Getting Started Guide

Welcome to etrace

etrace® is a location-intelligent, wireless and web-based solution that runs on application-enabled mobile devices, enabling you to measure, manage, and optimize field service operations at the point of delivery. By providing a real-time connection between your field operation and back office, etrace enables your workforce to be more productive, your processes more efficient and your company to deliver superior service.

etrace is a simple, powerful, secure Web application that works with compatible Sprint, AT&T and Southern Linc GPS-enabled phones to enable you to supervise your workers in the field as easily as you do those in the office—in real time.

etrace Lite allows you to track the location of your remote workers. Robust mapping functionality gives you instant visibility into the field, proactively alerting you when a worker speeds, enters a prohibited area, or arrives at a customer location. Additionally, etrace can be configured to start automatically on your workers' handsets during your hours of operation so you never have to worry about whether a worker remembered to start the application. [Learn more...](#)

etrace Standard not only gives you visibility into the locations of your mobile workers, it allows you to gather GPS-stamped time card and job status data from your workers right from the field. Workers can punch in/out for shifts and enter job information right into their handsets. Eliminate paperwork, increase accuracy, and improve customer response time. [Learn more...](#)

etrace Pro provides a complete remote supervision solution by allowing you to use the information collected about mobile workers' time, location and activities to streamline dispatching, fuel sophisticated reports and integrate with your back-office payroll system. Audible, turn-by-turn driving directions guide workers to customer locations quickly and safely. [Learn more...](#)

Getting Started Guide Overview

This guide contains the information necessary to install and activate etrace mobile telephones and begin utilizing the functionality and benefits of Gearworks etrace software. Included are step-by-step instructions for installing and setting up etrace on mobile phones, accessing e-learning training, tips for training your staff and daily procedures.

etrace is designed to be easily incorporated into your business with very little disruption or training. Gearworks recommends you train a staff member to be the etrace expert. This person should be equipped with the proper tools and knowledge to train the rest of your organization.

Summary of Steps for Deploying etrace:

Step 1 – Install Phone Software

Load and install Phone software on users phones.

Step 2 – Deploy Phones to Users

Distribute phones and train users.

Step 3 – Take Web Training Courses

Take the Phone and Mission Control Administration and Operations course to learn the functionality of the software.

Step 1 – Install Phone software

Follow the instructions to download the etrace software to your device. Make sure to follow the instructions for the type of device you're installing.

Downloading and installing etrace

etrace iden Handset

Downloading and installing etrace:

1. Click on the **Menu** button
2. Scroll to **Java apps** and click **OK**
3. Highlight **Download**, click on the **OK** button (Download Apps process will start)
4. Click **Next**
5. Scroll to **New Purchases**, click **OK**
6. Scroll to **etrace <version #> <device type>**, click **OK**
 - a. The version and device type are dependent on the type of phone you're using.
7. Click on the **Get it** button – downloading the application will take 1-3 minutes
8. Exit **Download Apps**
9. In the **Java Apps** menu scroll to **etrace**, press **OK** (Press **Done** when install is finished)
10. In the **Java Apps** menu scroll to **etrace**, press **OK**
11. Enter **Phone Number**, press **OK** (Required 1st time only*)
12. **PIN Number**, press **OK** (Required 1st time only)
13. Press **Accept** when prompted at the **Driver Warning Screen** (Required 1st time only)

* The 1st time you use etrace, the application will use the device's phone number to automatically activate and sync your device with the Mission Control web portal. The application will also log you in upon activation.

Personalize Hot (shortcut) Key:

This setting allows the user to quickly get to the etrace for resuming or starting etrace from the main Nextel screen.

1. Click on the **Menu** button
2. Scroll to **Settings**, click on the **OK** button
3. Scroll to **Personalize**, click on the **OK** button

4. Scroll to whatever key option you want to designate as the shortcut key (most often people select the right key or the arrow up key)
5. Scroll up to highlight **etrace**, click **OK**
6. To set **etrace** to automatically launch when the phone is turned on, continue to **Step 4** below
7. To **exit** the personalize menu, press the red **End Key** to return to the home screen

Sanyo 7050/ Sanyo Pro 200 / Sanyo Pro 700

- 1) Send email to devices needing software (This will incur an SMS charge)
 - a. The address of the devices email is
 - i. 10digitphonenumber@messaging.sprintpcs.com
 - b. Put this URL in the body of the email
 - i. Sanyo Pro 200
 1. <http://support.etrace.com/deploy/etrace/SanyoPro200/download.htm>
 - ii. Sanyo Pro 700
 1. <http://support.etrace.com/deploy/etrace/SanyoPro700/download.htm>
 - iii. Sanyo 7050
 1. <http://support.etrace.com/deploy/etrace/Sanyo7050/download.htm>
 - c. Send the email
- 2) The phone will receive the SMS
 - a. Select the URL in the SMS message and click the **Go** button
- 3) The phones browser will open and display the etrace install page
 - a. Select **Install etrace** and click the **Go** button
 - b. The application will be downloaded. This will take approximately 1-2 minutes
 - c. When the download is complete, choose to **Run** the application. This will start the etrace application.
- 4) You will be prompted by the phone to allow access to several phone services
 - a. Would like to access Sprint Extensions
 - i. Choose **Always Allow**, click **Ok**. This is the second item in the list.
 - b. Would like to access your GPS location
 - i. Choose **Always Allow**, click **Ok**. This is the second item in the list.
- 5) You will be prompted to **Enter Phone #**

- a. Enter your 10 digit phone number (no spaces or dashes) and click the **Activate** button*.
- 6) You will be prompted by the phone to allow access to
 - a. Would like access to the data network
 - i. Choose **Always Allow**, click **Ok**. This is the second item in the list.
- 7) You will be prompted to **Enter Pin to log in**
 - a. Enter the **PIN** and click the **Login** button.
- 8) You will be prompted to approve the **Warning Screen**
 - a. Click the **Accept** button.

* The 1st time you use etrace, the application will use the device's phone number to automatically activate and sync your device with the Mission Control web portal. The application will also log you in upon activation.

RIM Blackberry

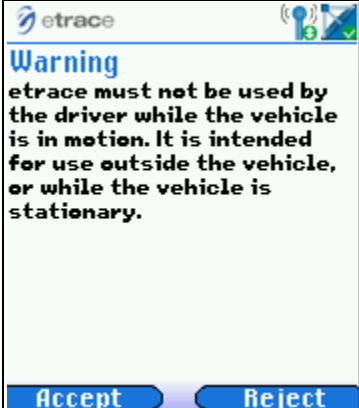
1. Enter the following URL into the Internet or WAP browser, click **Ok**
 - Nextel RIM 7520
<http://support.etrace.com/deploy/etrace/7520/download.htm>
 - Nextel RIM 7100i
<http://support.etrace.com/deploy/etrace/7100i/download.htm>
 - Sprint RIM 7130e
<http://support.etrace.com/deploy/etrace/7130e/download.htm>
 - Sprint RIM 8703e
<http://support.etrace.com/deploy/etrace/8703e/download.htm>
 - Sprint RIM 8830
<http://support.etrace.com/deploy/etrace/8830/download.htm>
 - Sprint RIM 8330
<http://support.etrace.com/deploy/etrace/8330/download.htm>
 - Sprint RIM 8130
<http://support.etrace.com/deploy/etrace/8130/download.htm>
 - Sprint RIM 8350i
<http://support.etrace.com/deploy/etrace/8350i/download.htm>
2. Select "Install etrace"
3. Select "Download"
4. Select Yes to Replace version
5. Application will download, progress bar will appear and complete

6. Select "Ok" to ok that the app was successfully installed, or press "run" to run that app
7. Run the app
8. Enter Phone number, press **Activate** button (1st time only) *
9. ou will be prompted to **Enter Pin to log in**
10. Enter PIN Number, press **Login** button

* The 1st time you use etrace, the application will use the device's phone number to automatically activate and sync your device with the Mission Control web portal. The application will also log you in upon activation.

Step 2 – Deploy Phones to Users

The best way to start learning about the system is to start collecting data in the fields. Deploying phones to users involves several steps. In your Getting Started email you will have received phone number and pin numbers for each of your mobile workers. Keep this information handy during first time setup. We suggest training the mobile workers on the daily procedures prior to deploying the phone to the field

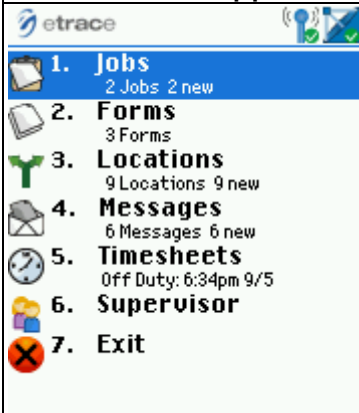
<p>Users will begin at the phone main screen. To start etrace, press the Java shortcut key. If they do not have a shortcut key setup for Java, press the Menu button, scroll to Java Apps, and press Select.</p>	
<p>From the Java Apps menu, scroll down to etrace and press the Run button.</p>	
	<p>The first time a user logs into the application the application will automatically activate the device using the phone number of the application. The application will log the device into the linked user for the device or prompt the user to enter their pin number.</p>
	<p>The first time a user logs into the application they will be prompted Accept the etrace warning. After they press the Accept button they will go to the main menu.</p> <p>If users decline the warning the application will exit and the device's application memory will be cleared and the user will be prompted for their pin number the next time the application is started.</p>

Daily Phone Procedures

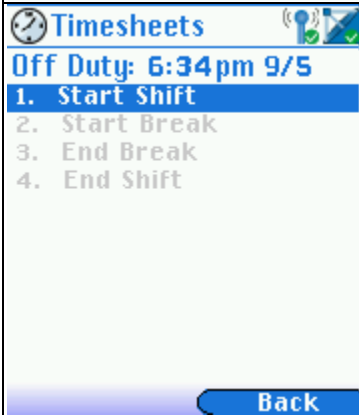
Following is a step-by-step illustration of how a mobile worker typically uses etrace. The Daily Phone Procedures section can be given to employees for training purposes.

Users will begin at the phone main screen. To start etrace, press the Java shortcut key. If they do not have a shortcut key setup for Java, press the Menu button, scroll to Java Apps, and press Select.

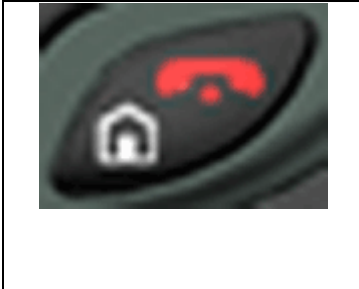
From the Java Apps menu, scroll down to etrace and press the Run button. The application will auto login and go to the main menu.



After accepting the warning screen users will be taken to the etrace main menu. From there they can access their jobs, forms, locations, messages, and timecards.



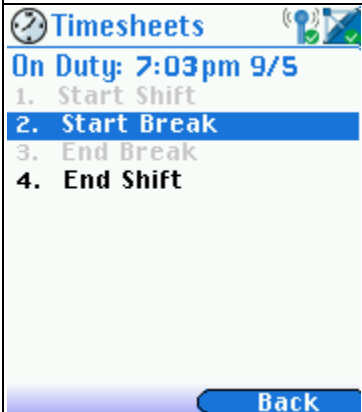
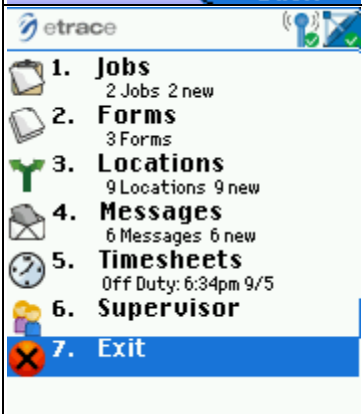
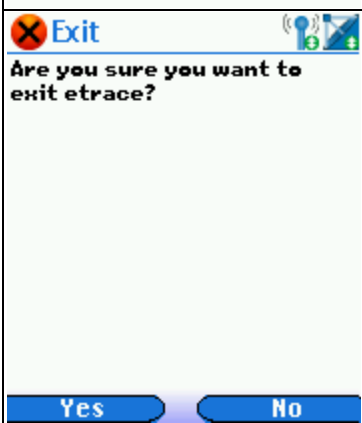
To “punch-in” to their timesheet, select the Timesheet choice from the etrace main menu. From the Timesheets menu press Select while Start Shift is highlighted. Next, users can either return to etrace main menu, or suspend etrace and return to the Nextel main screen to make and receive phone calls and Direct Connect alerts.



To suspend etrace for making and receiving phone calls and Direct Connect alerts, press the Red Phone key twice. Pressing it once brings users to a screen where they are prompted to either Resume into etrace, press the Red Phone key a second time to Suspend etrace, or Exit (never exit here, it can cause data and application corruption).

After they return to the main phone screen, the user can send and receive phone calls, as well as sending and receiving Direct Connect alerts. When a user needs to access etrace again, they can press the Java shortcut key, or press the menu button, scroll to Java Apps, and press Select.

etrace will still be running (suspending etrace simply places it into the background where it cannot be seen but is still running). From here the user can press the Resume button to go back to etrace. Pressing Exit on the screen

<p>will force-quit the application, and could cause serious problems on the phone such as data and application corruption.</p>	
 <p>The screenshot shows the 'Timesheets' application screen. At the top, it says 'On Duty: 7:03pm 9/5'. Below that is a list of actions: 1. Start Shift, 2. Start Break (highlighted in blue), 3. End Break, and 4. End Shift. A 'Back' button is visible at the bottom right.</p>	<p>After resuming etrace, users are returned to the last screen they were at before suspending the program. If they need to perform an action such as starting or ending a break, they can do so before suspending etrace again by pressing the Red Phone key twice.</p>
 <p>The screenshot shows the 'etrace' main menu. It lists several options: 1. Jobs (2 Jobs 2 new), 2. Forms (3 Forms), 3. Locations (9 Locations 9 new), 4. Messages (6 Messages 6 new), 5. Timesheets (Off Duty: 6:34pm 9/5), 6. Supervisor, and 7. Exit (highlighted in blue).</p>	<p>At the end of the day, users can choose End Shift in the timesheets menu. After they have ended their shift, they can return to the etrace main menu, then choose Exit.</p>
 <p>The screenshot shows a confirmation dialog box titled 'Exit'. The text asks 'Are you sure you want to exit etrace?'. At the bottom, there are two buttons: 'Yes' and 'No'.</p>	<p>Before completely exiting etrace, users are prompted to confirm they wish to exit etrace, which they will need to accept by choosing Yes.</p>
<p>etrace is now completely exited.</p>	

Training Tips and Reminders for the etrace Administrator or Trainer

- Ø The proper usage of the etrace phone will provide useful reporting and mapping. By following the steps outlined in the training, you will be able to properly train your mobile workforce.
- Ø It is required that your workers charge their phones properly. A full charged battery will give you roughly 6 to 8 hours of phone and etrace usage.
- Ø It is required that your workers power cycle their phones once a day, preferably at the end of day after exiting etrace.
- Ø Never select EXIT from the Resume screen. This shuts etrace down and affects mapping and reporting functionality.
- Ø Proper phone usage will provide this data in the Activity Log of a Worker's detail page in Mission Control:

05/12/04 03:56 AM		Session	Login
05/12/04 04:09 AM		Timesheets	Start Shift
05/12/04 12:53 PM		Timesheets	End Shift
05/12/04 12:53 PM		Session	Exit etrace

- Ø Allow for a ramp-up period for your mobile workforce to get use to using the new system.
- Ø Dedicate some time to organize your thoughts around the discussion you will have with your employees to introduce this project. Focus on the business benefits and new opportunities this technology presents to the business and to each individual. It is not uncommon for employees to be wary of this technology since it involves the tracking of their activities. They will want to understand how you intend to use this information, so be prepared to discuss your strategy.
- Ø Key points to emphasize:
 - Automated timecards
 - Employee accountability
 - Status tracking
 - Driving Directions

- Safety
 - Routing efficiency
 - Reducing phone calls
 - Utilization reports
- Ø Become an expert at using the phone application yourself. Before training your employees, take a few days to use the phones and practice different “what if” scenarios (i.e. low battery, forgot PIN, etc.) so that you can share your experiences with your employees. This will help you troubleshoot any issues and allow you to share simple “tips and tricks” that you pick up while learning yourself.
- Ø Appoint a few “project leaders” among the mobile workers to help support your efforts. Providing your mobile workers with a peer support group will help people be receptive to the technology. You may want to consider having your project leaders use the application for a few days before training the entire team.
- Ø Provide phone training as part of a regular team meeting to minimize your employee’s time away from work.
- Ø Spend plenty of time explaining the benefits that this project will have on your business (as discussed above). Set the proper expectations that using this technology is now a standard part of their job.
- Ø Provide each employee with a print out of the training material and a sticker on their phone for the PIN number. You may want to consider having the training sheet laminated so that they can keep in their vehicles for future reference.
- Ø Log into Mission Control every morning for the first few weeks to make sure that each mobile worker is using their phones properly. Spending a few minutes each day to remind those who may forget to start etrace on their phones will instill a usage pattern that will save you time and frustration later on.

Training Overview

Gearworks Education Center offers eLearning training on etrace. eLearning is training that you take on the web whenever and wherever you have access to the internet. It is self-paced which means you can learn at your own speed, review when you want and as often as you want. The courses are interactive so you will learn about a topic, see it demonstrated and then have the opportunity to practice or review it.

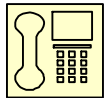
To access Gearworks courses:

1. Login to etrace - www.etrace.com.
2. Enter your username, password and company ID.
3. Click on the Training tab in the upper right corner of the screen.
4. Choose which course you would like to take by clicking on the "Click to Start" Action to the right of the course title. (You can click on the course title to view a course description)
5. To return to etrace at anytime, close the course window or minimize it.

Note: depending on what role you login as (administration, operations or mobile worker) will determine the courses you will have access to.

Customer Support

Our Product Support Specialists can be reached at the telephone numbers and email address listed below during the hours of 7AM to 7PM Central Standard Time.



Contact Information

Sales Support: 1-888-4GW-SALE (1-888-449-7253)

Customer Support: 1-877-4GW-SUPP (1-877-449-7877)



Support email address - customersupport@gearworks.com

Support Portal

Gearworks has assembled several resources in our Support Portal that are designed to help you find the answers you need to make the most of your etrace applications. The Support Portal can be accessed at <http://support.etrace.com>

Quick Reference Card for etrace Phone Users

Navigation & Buttons

Back button – previous screen

Select button – will select the highlighted option from list

Menu button – etrace main menu

Up and down scroll buttons – scroll vertically through list

Numbers – navigate to an item by pressing its corresponding number

Red Phone button – temporarily suspends etrace

Green Phone button – used for placing phone calls

Launching etrace: (Default method)

1. Turn phone on.
2. Press Menu from the READY screen.
3. Highlight Java Apps and press Select.
4. Highlight etrace and press Run.
5. Enter PIN number and select OK.
6. Press Accept when the Safety Warning message appears.
7. The etrace main menu will be displayed.

etrace Menu

Functions

Starting and ending a shift - From the main menu (MENU key)

1. Highlight Timesheets and press Select.
2. Highlight Start Shift and press Select. Then press the RED button twice.
3. To end a shift select JAVA then select Resume.
4. Highlight End Shift and press Select.

Starting and ending a break

1. Select Java then Resume.
2. Highlight Start Break and press Select.
3. When break is done highlight End Break and press Select. Press the RED button twice.

Answering and making phone calls

1. To answer a call - Press the Green phone button. etrace is automatically suspended. Resume etrace when you are done.
 2. To make a call - Press the Red phone button twice to suspend etrace. Dial the number and press the GREEN phone button to place the call. Resume etrace when you are done.
 3. To resume etrace – select the Resume option from the bottom right corner of the READY screen.
- NOTE: Sprint phones cannot suspend the application

Logging out of etrace

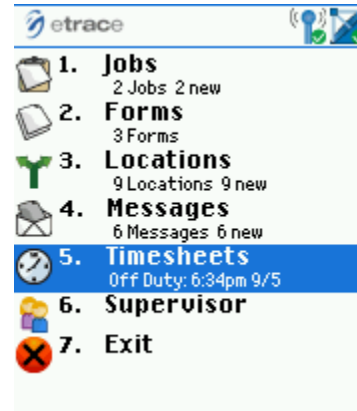
From the Main Menu (MENU key) select EXIT and then Yes.

Tips

- Charging the battery – you should charge your phone every night from an electric charger. The battery should last 6-8 hours with normal use. You can use a car charger during the day.
- Turning the phone off and restarting the phone at least once a day is recommended.
- Never select Exit from the Resume screen. This unexpected and harmful shutdown of etrace will affect mapping and reporting.
- Mandatory Safety Guidelines – *never interact with etrace while driving. Park the vehicle before using.*
- You should start etrace when you begin your day and exit at the end of the day. Etrace needs to be running on the phone to receive job dispatches. Always return to etrace after talking on the phone or using other phone screens.
- Do not turn off the phone while etrace is running. It may cause errors.
- Forgot your PIN? Contact your dispatcher.

For Support

Call Gearworks Support (7am–7pm CST) [877-449-7877](tel:877-449-7877).



Appendix A – Best Practice Instructions for Phones

i3xx, i6xx

Verify the firmware version:

- § In rapid sequence, press # * Menu Right-directional-button
- § Highlight Unit Info and click OK
- § Highlight Software and click OK
 - i355 - B3F.00.00 is recommended. Contact Nextel to upgrade your firmware.
 - i605 – B2F.00.01 is recommended. Contact Nextel to upgrade your firmware.

Verify the year setting

- § Click Menu
- § Highlight Settings and click OK
- § Highlight Display/Info and click OK
- § Highlight Clock and click OK
 - Verify the correct year

Verify Line 1 setting

- § Click Menu
- § Highlight My Info and click OK
 - Verify Line 1 contains the correct phone number

Verify public IP address

- § Click Menu
- § Highlight My Info and click OK
- § Scroll to Carrier IP
 - Verify IP address does NOT start with a 0, 10, or 11. Contact Nextel to obtain a public IP address.

Set GPS to Unrestricted

- § Click Menu
- § Highlight GPS and click OK
- § Highlight Privacy and click OK
- § If necessary, enter GPS PIN. Contact Nextel if you do not know your GPS PIN.
- § Highlight Unrestricted and click OK

Server Sync

- § From within etrace, click * # to sync your device with the server

Reset etrace data

- § At etrace login, enter 9 zeros (000000000)
 - This will clear all etrace data on the device
 - If auto-login is enabled, Reject the warning screen to access the login screen

Reset etrace activation

- § At etrace login, enter 9 threes (333333333)
 - This will clear all etrace data on the device as well as the device activation
 - If auto-login is enabled, Reject the warning screen to access the login screen

Reset Java System

- § Contact Nextel prior to resetting your device!
- § Click Menu
- § Highlight Java Apps and click OK
- § Highlight Java System and click Menu
- § Highlight Reset System and click OK

Master Reset

- § Click Menu
- § Highlight Settings and click OK
- § Highlight Security and click OK
- § Highlight Master Reset and click OK
- § Enter 6 zeros (000000) and click OK

i7xx, i8xx

Verify the firmware version:

- § In rapid sequence, press # * Menu Right-directional-button
- § Highlight Unit Info and click OK
- § Highlight Software and click OK
 - i710 – R2B.02.02 is recommended. Contact Nextel to upgrade your firmware.
 - i730 - R0A.00.09 is recommended. Contact Nextel to upgrade your firmware.
 - i830 - R2B.00.03 is recommended. Contact Nextel to upgrade your firmware.
 - i860 – R1C.01.01 is recommended. Contact Nextel to upgrade your firmware.

Verify the year setting

- § Click Menu
- § Highlight Settings and click OK
- § Highlight Display/Info and click OK
- § Highlight Clock and click OK
 - Verify the correct year

Verify Line 1 setting

- § Click Menu
- § Highlight My Info and click OK
 - Verify Line 1 contains the correct phone number

Verify public IP address

- § Click Menu

- § Highlight My Info and click OK
- § Highlight Carrier IP and click OK
 - Verify IP address does NOT start with a 0, 10, or 11. Contact Nextel to obtain a public IP address.

Set GPS to Unrestricted

- § Click Menu
- § Highlight More... and click OK
- § Highlight GPS and click OK
- § Highlight Privacy and click OK
- § If necessary, enter GPS PIN. Contact Nextel if you do not know your GPS PIN.
- § Highlight Unrestricted and click OK

Server Sync

- § From within etrace, click * # to sync your device with the server

Reset etrace data

- § At etrace login, enter 9 zeros (000000000)
 - This will clear all etrace data on the device
 - If auto-login is enabled, Reject the warning screen to access the login screen

Reset etrace activation

- § At etrace login, enter 9 threes (333333333)
 - This will clear all etrace data on the device as well as the device activation
 - If auto-login is enabled, Reject the warning screen to access the login screen

Reset Java System

- § Contact Nextel prior to resetting your device!
- § Click Menu
- § Highlight Java Apps and click OK
- § Highlight Java System and click Menu
- § Highlight Reset System and click OK

Master Reset

- § Click Menu
- § Highlight Settings and click OK
- § Highlight Security and click OK
- § Highlight Master Reset and click OK
- § Enter 6 zeros (000000) and click OK

RIM (Blackberry) 7520,7100i,7250,7130e,8703e

Verify the firmware version:

- § Scroll to Options and click track wheel
- § Scroll to About and click track wheel
 - V4.1.0.273 is recommended. Contact Nextel to upgrade your firmware.

Verify the year setting

- § Scroll to Options and click track wheel
- § Scroll to Date/Time and click track wheel
 - Verify the correct year

Verify Line 1 setting

- § Scroll to Options and click track wheel
- § Scroll to SIM Card and click track wheel
 - Verify the phone number

Verify public IP address

- § Scroll to Options and click track wheel
- § Scroll to Status and click track wheel
 - Verify IP address does NOT start with a 0, 10, or 11. Contact Nextel to obtain a public IP address.

Set GPS to Unrestricted

- § Scroll to Options and click track wheel
- § Scroll to Location Based Services and click track wheel
- § If necessary, enter GPS PIN. Contact Nextel if you do not know your GPS PIN.
- § Highlight Privacy Setting and click track wheel
- § Highlight Change Option and click track wheel
- § Highlight Unrestricted and click track wheel

Server Sync

- § From within etrace, click * # to sync your device with the server

Reset etrace data

- § At etrace login, enter 9 zeros (000000000)
 - This will clear all etrace data on the device
 - If auto-login is enabled, Reject the warning screen to access the login screen

Reset etrace activation

- § At etrace login, enter 9 threes (333333333)
 - This will clear all etrace data on the device as well as the device activation
 - If auto-login is enabled, Reject the warning screen to access the login screen

Master Radio Reset

- § Contact Nextel prior to resetting your device!
- § Scroll to Options and click track wheel
- § Scroll to Security and click track wheel
- § Click the track wheel
- § Scroll to Master Radio Reset and click track wheel
- § Scroll to Yes and click track wheel
- § Enter password by holding Shift (half-moon key) and pressing zero 4 times
- § Scroll to OK and click track wheel

i58, i88

Verify the firmware version:

- § In rapid sequence, press # * Menu Right-directional-button
- § View Unit Info
- § Select Software
 - RR88.02.01 is recommended. Contact Nextel to upgrade your firmware.

Verify the year setting

- § Click Menu
- § Select Settings
- § Select Initial Setup
 - Verify the correct year

Verify Line 1 setting

- § Click Menu
- § Select My Info
 - Verify Line 1 contains the correct phone number

Verify public IP address

- § Click Menu
- § Select My Info
- § View Carrier IP
 - Verify IP address does NOT start with a 0, 10, or 11. Contact Nextel to obtain a public IP address.

Set GPS to Unrestricted

- § Click Menu
- § Select GPS
- § Select Privacy
- § If necessary, enter GPS PIN. Contact Nextel if you do not know your GPS PIN.
- § Select Unrestricted

Server Sync

- § From within etrace, click * # to sync your device with the server

Reset etrace data

- § At etrace login, enter 9 zeros (000000000)
 - This will clear all etrace data on the device
 - If auto-login is enabled, Reject the warning screen to access the login screen

Reset etrace activation

- § At etrace login, enter 9 threes (333333333)
 - This will clear all etrace data on the device as well as the device activation
 - If auto-login is enabled, Reject the warning screen to access the login screen

Reset Java System

- § Contact Nextel prior to resetting the java system of your device!
- § Click Menu
- § Select Java Apps
- § Highlight Java System and click Menu
- § Select Reset System

Reformat Java System

- § Contact Nextel prior to reformatting the java system of your device!
- § Click Menu
- § Select Java Apps
- § Highlight Java System and click Menu
- § Select Reset System

Master Reset

- § Click Menu
- § Select Settings
- § Select Security
- § Select Master Reset
- § Enter 6 zeros (000000) and click OK

Appendix C – Setting up Power Up App

i58/i88

1. Go to Menu
2. Go to Settings
3. Go to Personalize
4. Go to Power up App
5. Select Change
6. Scroll to Java Apps and Select

i7xx, i8xx

1. Go into Menu
2. Go to Settings
3. Go to Settings
4. Go to Power up App and Select
5. Scroll right/left and find etrace
6. Click Ok

ixx/i6xx

1. Go to Menu
2. Go to Settings
3. Go to Personalize
4. Go to Power Up
5. Scroll right/left and find etrace
6. Click Ok

Blackberry/Rim

Not available at this time.

Appendix D – Locking Application

You can lock down the ability to shut down and uninstall the application on certain phones. This is standard phone functionality and is available on the i605, i860, i870 phones.

Full time App - Prevents the application from exiting from the exit menu or suspend menu.

1. Select MENU
2. Select JAVA APPS
3. Press # * 159 # * (POUND STAR 1 5 9 POUND STAR)
 - a. Enter 0000 as the pin
 - b. You may be prompted to enter a new pin number
4. Enter new pin
5. Re-enter new pin to confirm
6. The App Manager screen will appear
7. Select Full time App, press Ok
 - a. Select etrace, press done

This will prevent the user from exiting etrace, the app will restart if shut down from main menu. This will also prevent the user from killing the app from the suspended interface as well

Permanent App - Prevents the application from being de-installed.

1. Select MENU
2. Select JAVA APPS
3. Press # * 159 # * (POUND STAR 1 5 9 POUND STAR)
 - a. Enter 0000 as the pin
 - b. You may be prompted to enter a new pin number
4. Enter new pin
5. Re-enter new pin to confirm
6. The App Manager screen will appear
7. Select Permanent App, press ok
 - a. Select etrace, press done

Appendix E - Phone Troubleshooting

Phone number XXXXXXXXXX is already activated by another device

- § Login to Mission Control 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 OK

Phone number XXXXXXXXXX has not been registered in Mission Control – please call your administrator.

- § Login to Mission Control as an administrator
- § From the Devices tab, verify the device exists.

The phone is no longer registered to use etrace. Please restart etrace and register your phone number.

- § Reset etrace activation
- § Login to Mission Control 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 OK

Access to GPS is restricted. Please change privacy setting to enable GPS.

- § Set GPS to Unrestricted

Device not in cell coverage

- § Verify public IP address
- § If unsuccessful, Perform Master Reset
- § If unsuccessful, De-install and re-install etrace

User Busy – Data when using Direct Connect

- § Direct Connect was attempted while etrace was communicating data to the server, wait until the up/down arrows on the phone change to a checkmark and try Direct Connect again

Data Storage Access Error

- § Reset etrace data
- § If unsuccessful, De-install and re-install etrace

Unhandled Exception

- § Power cycle the phone

Network not available

- § The Nextel network is too busy. Try again in a few minutes.

Unable to collect GPS. A phone firmware upgrade may be required. Please exit and contact technical support.

- § Verify firmware version

Phone storage is full.

- § Delete any unneeded jobs, locations, and messages to free data storage space on your device.