

For more information contact:
INDUSTRIAL COMMUNICATIONS
Toll Free: 1-800-655-4888
Email: 1team@industrialcomm.net
www.industrialcomm.net



FAQ

Pre-sales questions

Can TeleNavTrack start automatically when the phone is turned on?

The Nextel i730 can be programmed to start TeleNavTrack automatically. On other Java-GPS phones (i58sr and i88s), TeleNavTrack has to be started manually. This typically requires only 2-3 clicks.

Which phones does it work on?

TeleNavTrack works on the i58sr, i88s and i730/i733/i736 handsets only.

What Nextel plans do I need?

A Nextel Total Connect data plan is needed for TeleNavTrack to work. These plans allow the GPS location to be sent from the phone to the TeleNavTrack website. To track a phone every 15 minutes you need a Total Connect 1 MB plan (\$9.99 – 2/2004)

What kind of reports can I get?

TeleNavTrack provides 3 location reports, a job report and a timesheet report. The 3 location reports are: route or breadcrumb report, speeding report and stops/loitering report.

Does TeleNavTrack keep tracking when on a phone call or out of coverage?

Yes, TeleNavTrack will store GPS locations when you're on the phone or outside of Nextel coverage.

Does TeleNavTrack work indoors?

When the phone is indoors, TeleNavTrack will display the location of the closest cell tower to the phone.

Who do I call if I am having problems?

Call TeleNavTrack customer care at 866.58.FLEET

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Application use

Can I receive calls?

You can receive calls when using TeleNavTrack. The phone will ring, and a screen will appear giving you the option to take or ignore the call. After the call, a couple of button presses restores TeleNavTrack. When using the navigation feature, calls may be blocked for about 20-30 seconds when you first get the directions.

What does “TeleNavTK suspended” mean?

This means that TeleNavTrack is still running but it is doing so in the background. You will continue to see GPS locations on the TeleNavTrack website and everything will continue to function as it would normally. To bring TeleNavTrack to the foreground, press RESUME.

What is an application “forced exit” mean?

If the user presses the RED end call key once while TeleNavTrack is on the display screen, the phone will advise him that he can EXIT or RESUME. If he presses EXIT, but has not clocked out, the application is terminated. The “polite” way to exit TeleNavTrack is to: a) clock out, b) press MENU, c) select EXIT, and d) press OK.

What happens if the phone is turned off?

When the phone is turned off, the GPS and all other functions are turned off and the phone will not track the location of the user.

How many geo-fences can I set up?

You can set up to 100 geo-fences as part of the TeleNavTrack Plus or higher plan. Additional geo-fences may cost extra. Please consult your local TeleNavTrack representative.

How many managers and dispatchers can I have?

You can set up to 10 dispatchers/managers as part of any TeleNavTrack plan. Additional manager/dispatcher accounts may cost extra. Please consult your local TeleNavTrack representative.

How many addresses can I import?

You can enter up to 1000 addresses as part of any TeleNavTrack plan. Additional addresses may cost extra. Please consult your local TeleNavTrack representative.

The phone number on one of my handsets is wrong.

Call TeleNav customer care at 888-777-8878 for assistance. You cannot change this yourself.

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I want to change the label that appears on the web site pages.

An account administrator with appropriate privileges can do this using the Account Management feature. Simply click the Account Management tab, and then click the label that appears in the left panel on the web page. This will expose phone-specific details in a new table view. Then click EDIT, alter the label, and then SUBMIT the changes.

How should the driver start TeleNavTK?

Press the MENU button on the phone. Then, highlight Java Apps or the Java Apps icon, and press OK/SELECT. Within the listed Java applications, highlight TeleNavTK, and press OK/SELECT. After TeleNavTK starts, the driver can clock in, and then press the RED end call key twice to use the phone normally.

How should the driver turn TeleNavTK off?

Press the MENU button on the phone. Then, highlight Java Apps or the Java Apps icon, and press OK/SELECT. Within the listed Java applications, highlight TeleNavTK, and press RESUME (on i730, you must first find TeleNavTK in the folder of suspended applications). After TeleNavTK resumes, the driver should CLOCK OUT, then press the Option Key under the Menu label on the screen. Within the Menu, the driver should highlight EXIT, and press OK/SELECT. When TeleNavTK stops, press EXIT again to leave the Java environment.

Troubleshooting

Why can't I get GPS locations?

The two most common reasons for this are: 1) The GPS receiver does not have a clear view of the sky and 2) the GPS receiver privacy control is set to "restricted".

Make sure that the phone has a clear, unobstructed view of the sky. The GPS antenna on i88s and i58sr is beneath the plastic NEXTEL label on the back of the phone. Make sure this label is facing skyward. On the i73x phones, extend the whip antenna for best reception. Once you have a clear view, wait 75 seconds to get the first GPS update. Subsequent updates will take only a few seconds.

To turn off "restricted" mode following the instructions related to GPS privacy settings in your phone's user guide.

What does "unable to reach server" mean?

This happens when your Nextel Total Connect Data Plan is not active. Please make sure you're ordered the Total Connect plan and it has been at least 24 hours since you ordered the plan. If you can't wait, Nextel can sell you a Total Connect plan with a public IP address that will be activated within 2 hours.