



**TeleNavTrack™ v3.2**  
User's Guide for RIM  
BlackBerry®

## TeleNavTrack User's Guide for RIM BlackBerry

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# What You Need to Get Started

To get started, you need the following components to install the TeleNavTrack software. This guide will help you pair and test your barcode scanner. This guide will also help you upgrade the software for your BlackBerry handheld.



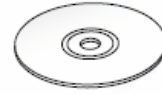
PC



WWW Access



BlackBerry  
Software



TeleNavTrack  
Software



BlackBerry



USB Cable



TeleNav Bluetooth  
GPS Receiver (if your  
BlackBerry is not  
GPS-enabled)



Microvision Flic™  
Barcode Scanner

Or



Baracoda™  
RoadRunners  
Barcode Scanner

## Pairing Your BlackBerry with a TeleNav Bluetooth GPS Receiver

If your BlackBerry is not GPS-enabled, you must first pair it with a TeleNav Bluetooth GPS Receiver in order to get GPS connection. This section will help you pair the devices.

- 1 On your BlackBerry, go to Settings >> Options >> Bluetooth.
- 2 If Bluetooth is currently disabled, press trackwheel and choose "Enable Bluetooth."
- 3 Make sure the TeleNav Bluetooth GPS Receiver is powered on. If not, hold down the **On** button until a blue light blinks.



On/Off Button

**Note:** A Receiver that is on may power off after 5-10 minutes to conserve battery life. However, once the Receiver is paired with a BlackBerry, you will continue to receive GPS connection even though the Receiver powers off. If you manually disable Bluetooth, or if you turn off your BlackBerry device, you must repeat these instructions to pair the Receiver with your BlackBerry.

- 4 Once Bluetooth is enabled, click the trackwheel and select "Add Device." Your BlackBerry will search for devices.
- 5 Select "TeleNav GPS" from the list of Bluetooth devices.
- 6 When prompted for a passcode, type "0000" and press the trackwheel.

**Note:** "0000" is the default passcode. If you have changed the passcode, enter it in Step 6.

- 7 The Bluetooth menu should now show "TeleNav GPS" under "Paired Devices." Exit from the Options menu.

**Note:** Keep the TeleNav Bluetooth GPS Receiver near your BlackBerry device in order to maintain connection. The device may lose connection if it is further than 10 feet from the Receiver.

**You are now ready to use TeleNav with the Bluetooth GPS Receiver.  
Just launch the TeleNav application on your BlackBerry.**

# Installing TeleNavTrack

This section will walk you through installing TeleNavTrack on your BlackBerry. You will also find tips on logging into your account.

**Important:** When you login to the TeleNavTrack application, your GPS location is automatically tracked. Depending on the type of TeleNavTrack service your company uses, your administrator can configure TeleNavTrack so that your GPS location is only tracked when you are clocked in and not on a break. Discuss any privacy/configuration issues with your administrator. If you have any privacy concerns, you can always turn the phone off when you're not working.

To download the TeleNavTrack 3.2 installation files to your BlackBerry, follow these steps:

**Note:** These steps are done on your BlackBerry, not on your PC.

- 1 Highlight the link you received via email (typically ...tnt32.jad).
- 2 Click "Get Link" with your trackwheel. Then select "Download."
- 3 The "Downloading TeleNavTrack" message appears. After a moment, a progress bar indicates the progress of the download. The speed of the download varies with your connection, but usually the download takes about four minutes.
- 4 When the download is finished, a pop-up window indicates, "The application was successfully installed." If you have a subscription, you can now use TeleNavTrack. Otherwise, call the phone number on the screen to purchase a subscription. You will need both the TeleNavTrack plan and the data plan from your wireless carrier.
  - 4a Click "OK" to return to the BlackBerry Main Menu. A new TeleNavTrack icon appears on the menu. You can now launch the application by clicking the icon.
  - 4b Click RUN" to launch the TeleNavTrack application.
- 5 When you launch TeleNavTrack for the first time, the Welcome to TeleNavTrack screen appears. Click the trackwheel to continue.
- 6 The TeleNavTrack Requirements screen appears. Click the trackwheel to login.



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- 7 The Login pop-up menu appears. Choose "Log in now" and click the trackwheel once.
- 8 The TeleNavTrack Terms of Use screen appears. Please read these terms and visit [www.telenavtrack.net](http://www.telenavtrack.net) for the complete terms of use. When you have read the TeleNavTrack Terms of Use, click the trackwheel once.
- 9 The Accept and Login pop-up menu appears. Click the trackwheel once to accept the TeleNavTrack Terms of Use, or choose "Exit" to quit.
- 10 If you accepted the TeleNavTrack Terms of Use, the Login screen appears.
- 11 Enter your 10-digit BlackBerry phone number in the Phone Number field. Use the trackwheel to scroll to the Password field. Enter your 4-digit PIN, then click the trackwheel once.
- 12 The Submit screen appears. Click the trackwheel once to select "Submit."
- 13 A screen appears to request a socket connection. You are given the following options:
  - Don't ask this again for:
  - all socket connections
  - socket connections to tntrim30.telenavtrack.net
- 14 Choose "all socket connections" and click the trackwheel once to check the box.
- 15 Scroll down and select "Allow this connection" to continue or "Deny This Connection" to quit.
- 16 If you selected "Allow This Connection" to continue, the Login screen appears. Click the trackwheel once.
- 17 The Submit menu appears. Click the trackwheel once.
- 18 The Sending/Receiving screen appears for a few seconds. Then the TeleNavTrack application appears.

**Congratulations! You have installed TeleNavTrack on your BlackBerry.**



# Getting Started with TeleNavTrack

Now that you have installed TeleNavTrack on your BlackBerry, read this section for help on logging into the application for the first time. Use this section to get started with the basic features of TeleNavTrack.

## Login to TeleNavTrack

**Important:** When TeleNavTrack starts running after installation, by default your GPS location is automatically tracked even if you're not clocked in. Depending on the type of TeleNavTrack service your company uses, your administrator can configure TeleNavTrack so that your GPS location is only tracked when you are clocked in or not on a break. Discuss any privacy/configuration issues with your administrator. If you have any privacy concerns, you can always turn the phone off when you're not working.

- 1 Ensure that the radio for your BlackBerry is on, as it might have been disabled during the installation process. This can be verified by making sure the BlackBerry has signal strength. On the BlackBerry Main Menu, scroll to the "Turn Wireless On/Off" icon and make sure that it is currently set to "On."



- 2 Select TeleNavTrack from the Applications menu using either the trackwheel or the **Enter** key.

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- 3 TeleNavTrack prompts you to review application messages. After you have read these messages, press the **Enter** key to continue.
- 4 If you agree with the TeleNavTrack Terms of Use, press the **Enter** key to accept.
- 5 Enter the phone number of the BlackBerry and your TeleNavTrack password at the prompt. If you do not have a TeleNavTrack account, please contact your sales representative or call 1-88-TELENAV2.
- 6 TeleNavTrack connects to the server and downloads any new audio and graphics content.
- 7 The first time you log into TeleNavTrack, your BlackBerry prompts you to allow TeleNavTrack to use a socket connection. To download the audio and graphics content, you should allow the connection. If you do not allow the connection, TeleNavTrack will not be able to download the appropriate content.

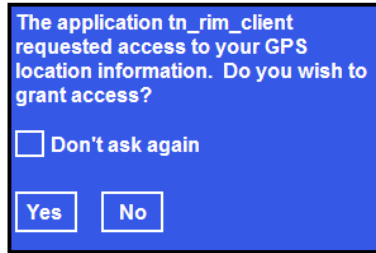
**Important:** Do not interrupt TeleNavTrack during the download process by making or accepting phone calls or interacting with any BlackBerry controls. The download process takes approximately two to five minutes.



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- 8 If the GPS privacy control of your BlackBerry is set to "By Permission," you will have to grant TeleNavTrack access to use the GPS location information. After you launch TeleNavTrack, an alert similar to the following appears:



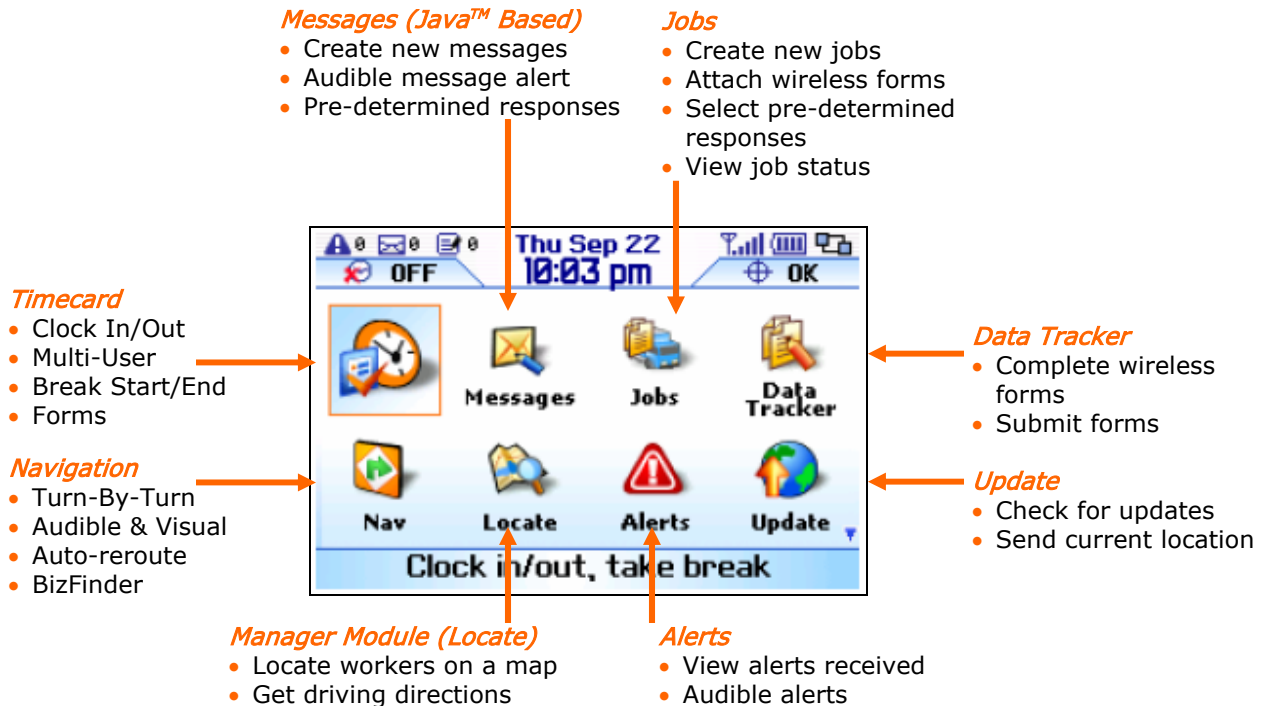
**Important:** To check the "Don't ask again" box using the SPACE key, highlight "Yes" using the trackwheel, and click the trackwheel to proceed. This allows TeleNavTrack to access GPS data, and this pop-up will not appear again unless you change the GPS privacy setting as described above.

**Note:** GPS Privacy controls only apply to devices that have internal GPS.

Congratulations! You have logged into TeleNavTrack on your BlackBerry.

### Icon Overview

Before you get started using TeleNavTrack, it's important to familiarize yourself with the TeleNavTrack icons.



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**Waypoint**

- Mark waypoints
- Manage waypoints
- Compass view

**BizFinder**

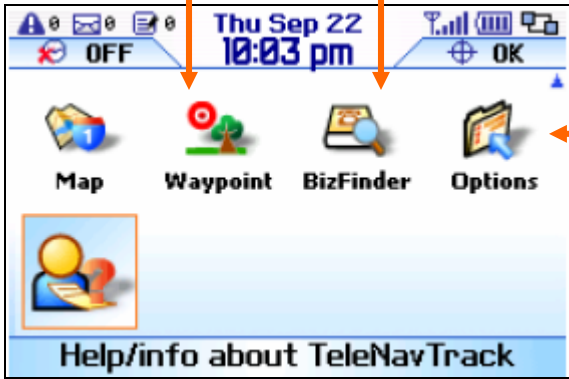
- National businesses search
- Find nearest restaurants and motels

**Map Views**

- Current position
- Recent stops
- Contacts
- ... and more

**Help**

- Support information
- Icon legend
- Terms



**Options**

Customize:

- Forms
- Messages
- Alerts
- Reporting units
- Navigation
- Audio
- Intersection mapping
- Backlight
- ... and more

## Timecard Overview



TeleNavTrack has the most sophisticated timecard functions available for a mobile device. The Timecard allows you to clock-in, clock-out, and take breaks. You can also attach wireless forms. For more information about wireless forms, see the Data Tracker section on page [13](#).

- 1 Using the trackwheel, select the Timecard icon. Press the **Enter** key or click the trackwheel once.
- 2 Select "Clock In" to start the Timecard.
- 3 After you clock in, you are automatically redirected to the main TeleNavTrack screen. The timer in the upper left corner becomes active. The Timecard displays information in the format HH:MM.

**Note:** The Timecard displays 00:00 after you initially clock-in. This changes after the first minute has passed.

- 4 Using the trackwheel, select the Timecard icon.
- 5 There are two new options: "Begin Break" and "Clock Out."

5a To clock out, scroll to the "Clock Out" option and press the **Enter** key.



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5b To pause the Timecard and start a break, scroll to the "Begin Break" option and press the **Enter** key.

6 To resume the Timecard and end a break, scroll to the "End Break" option and press the **Enter** key.

**Note:** Occasionally, you may have a wireless form attached to your Timecard. You can go to the form from this interface.

### Messages Overview



TeleNavTrack provides a built-in GPS messaging service. The service sends and receives messages to the TeleNavTrack website. There is no need to purchase an additional SMS (text messaging) plan or visit a website from your BlackBerry to enter information. TeleNavTrack will date- and time-stamp each of the messages and corresponding reply. You can also include a list of pre-determined responses within each message.

1 Using the trackwheel, select the Messages icon. Press the **Enter** key or click the trackwheel once.

2 The Java messages you have received are displayed. The messages are ordered based on the time they were sent to you.

3 To view the contents, select one of the messages using the trackwheel or press the **Enter** key.

4 From within the message, use the trackwheel to select the address for either pick-up or delivery and press the trackwheel or **Enter** key.

**Note:** Depending on whether the dispatcher has attached any data, a message may or may not contain options, addresses, or customized replies.

5 TeleNavTrack gives you the option of receiving audible and visual turn-by-turn GPS driving directions.

6 Scroll to one of the pre-defined responses and press either the trackwheel or the **Enter** key to send the response to the web console.

## Jobs Overview



The TeleNavTrack Jobs module provides companies with advanced job scheduling features. Using the Jobs module on the mobile device, you can create jobs, respond to new jobs, track the time spent while in transit, complete attached forms, and receive audible turn-by-turn GPS driving directions.

- 1 Using the trackwheel, select the Jobs icon. Press the **Enter** key or click the trackwheel once.
- 2 The jobs you have received are displayed. These are ordered based on the time they were sent to you.
- 3 To view the contents, select the job and press the **Enter** key.
- 4 To start, highlight the Start Job option and press the **Enter** key.
- 5 Once you have completed the job, highlight the Complete Job option and press the **Enter** key.
- 6 Sometimes, the dispatcher will allow you to pause or "Suspend" a job while it is in progress. If you choose this option, the job timer will stop until you select the option to resume.
- 7 From within the job, select any included address and press the trackwheel or the **Enter** key.
- 8 TeleNavTrack gives you the option of receiving audible and visual turn-by-turn driving directions.
- 9 Scroll to one of the pre-defined responses and press the trackwheel or the **Enter** key.
- 10 If the dispatcher has assigned a form to your handset, you will be able create a new job using the pre-assigned form.

## Data Tracker Overview



TeleNavTrack provides advanced GPS-form capabilities for the BlackBerry. Wireless forms are created by the TeleNavTrack administrator or dispatcher and assigned to a handset. A "wireless form" is simply an electronic version of a

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form. Using the Data Tracker, you can view, store, and retrieve saved wireless forms. The TeleNavTrack Data Tracker also allows you to save and email the wireless forms directly from the BlackBerry.

- 1 Using the trackwheel, select the Data Tracker icon. Press the **Enter** key or click the trackwheel once.
- 2 TeleNavTrack displays the wireless forms which have been assigned to your BlackBerry.
- 3 Select the wireless form that you wish to complete and press the **Enter** key.
- 4 You are given several options for viewing the contents of a form:
  - History - Allows you to view the forms you have saved
  - Save - Permits you to save the wireless form
  - Email - Allows you to email a completed form to another person
  - Submit - Enables you to send the wireless form back to the TeleNavTrack web console
- 5 Use the trackwheel to move among the fields in the form.

### Navigation Overview



TeleNavTrack provides you with the power of real-time, audible turn-by-turn GPS driving directions. The award-winning navigation service enables you to view your recent stops on a map or receive driving directions to the stop. The service allows you to enter a new address either by using the keypad or by using the voice recognition system. You can also look up a business and receive driving directions to that address.

- 1 Using the trackwheel, select the Nav icon. Press the **Enter** key or click the trackwheel once.
- 2 Scroll to either the "Key in an Address" or "Call in an Address" option and press the **Enter** key.

#### Using the "Key in an Address" Option

- 1 Using the keypad, enter the address for your destination.
- 2 Give the address you just entered a "Label" or name (i.e., Home).

**Note:** "Label" is an optional field.



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- 3 Press the **Enter** key and choose "Submit."
- 4 TeleNav submits the address you just entered and allows you to select your route preferences or save it to your Favorites.
- 5 To begin navigation from your current location, select "Get Route" and press the **Enter** key. Choose the "Start from here" option to download the route. Enjoy your trip!

### Using the "Call in an Address" Option

- 1 If you choose this option to enter an address, your BlackBerry will prompt you to allow TeleNav to initiate a phone call.
- 2 Choose "OK" on the first screen. Then choose "Yes" on the next screen and press the **Enter** key.
- 3 Follow the voice prompts and say your destination address.
- 4 After you have entered an address, TeleNav automatically disconnects the call and downloads the address you just entered into your "Recent Stops" list.
- 5 Choose the address from your Recent Stops and press the **Enter** key. TeleNav submits the address and allows you to select your route preferences or save it to your Favorites.
- 6 To begin navigation from your current location, select "Get Route" and press the **Enter** key. Choose the "Start from here" option to download the route. Enjoy your trip!



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### TeleNav Tips

- 1 Do not set your BlackBerry audio profile to either vibrate or silent. If you are using either mode, TeleNav is not able to provide audible instructions.
- 2 TeleNav can provide you with static driving directions including maps. You can even scroll forward and review all of the driving directions.
- 3 You can import your destination address from the BlackBerry address book.
- 4 While using TeleNav Navigation, use a vehicle charger and device holder (visit [www.telenav.com](http://www.telenav.com) to purchase).
- 5 Enter your destination before you start your trip.
- 6 Make sure your BlackBerry battery is at least half full for the GPS to perform optimally.

**Note:** You can configure sound in the Profiles option of the BlackBerry's Main Menu.



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- 7 Ensure you are connected to the network and are in coverage while downloading a route. If you start your trip while in coverage, TeleNav will download the entire route including the audio prompts and maps and store it on your device for the duration of the trip. This will allow you to have access to TeleNav driving directions even when you are out of coverage.
- 8 For an improved experience while driving, enable the "Intersection Maps" option:
  - 8a In the TeleNavTrack Main Menu, select Options >> Navigation >> Intersection maps.
  - 8b Click the trackwheel and choose "On."
  - 8c Click the trackwheel again and choose "Save Settings."
- 9 TeleNav gives you access to *millions* of points of interest all over the country from the BizFinder feature.

### Locate Overview



Locate other mobile resources using the Locate feature. TeleNavTrack provides supervisors and managers the ability to view the GPS location of their employees. Supervisors can also send GPS turn-by-turn audible driving directions to their employees.

- 1 Using the trackwheel, select the Locate icon. Press the **Enter** key or click the trackwheel once.
- 2 The employee's location is displayed. Click the trackwheel for a list of actions.
- 3 The mobile employees who report to you are displayed.
- 4 To view the employee/resource, select one of the names in the list by using the trackwheel.
  - 4a Select "Map It" to view the employee on a map.
  - 4b Select "Drive To" to receive audible and visual turn-by-turn GPS driving directions to the resource.

## Alerts Overview



TeleNavTrack provides you with the convenience of real-time alerting. You are notified by an audible prompt when you receive an alert. The alert text is also available for viewing.

- 1 Using the trackwheel, select the Alerts icon. Press the **Enter** key or click the trackwheel once.
- 2 The alerts that have been generated for your handset are displayed.
- 3 To view an alert, select it from the list by using the trackwheel.

## Update Overview



TeleNavTrack sends and receives data on a set schedule. This schedule is defined by the TeleNavTrack administrator. If you need to send or receive data immediately and are within network coverage, you can use the Update option.

- 1 Using the trackwheel, select the Update icon. Press the **Enter** key or click the trackwheel once.
- 2 TeleNavTrack sends the information stored on your BlackBerry to the web console. The application also receives any new information which has been sent to your TeleNavTrack handheld.

## Map Overview



Using TeleNavTrack, you can view an interactive color map of any address or business in the United States. The Map feature also allows you to store the address of a map to your Favorites category. View the map of any contact or addresses in the BizFinder.

- 1 Using the trackwheel, select the Map icon. Press the **Enter** key or click the trackwheel once.

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- 2 You are presented with a list of search options:
  - Here - Current GPS Position
  - Recent Stop - View a map of a recent stop
  - Favorites - View a map of an address stored in your Favorites
  - Recent Cities - View a map of a recently visited city
  - Key in Address - Use the keypad to enter an address
  - Airport Address - View a map of an airport
  - Business Address - View a map of an address in the BizFinder
  - Address Book - View a map of an address in your BlackBerry address book
  - Waypoints- View a map of a waypoint you have stored
- 3 Choose an option by using the trackwheel.

### Waypoint Overview



Waypoints are locations that may not have a physical address. You can mark waypoints in TeleNavTrack so you can later return to them. You can also use the Waypoint feature to view a compass, see the relative location of two points, and delete waypoints, recent stops, and favorites.

- 1 Using the trackwheel, select the Waypoint icon. Press the **Enter** key or click the trackwheel once.
- 2 You are presented with a list of search options:
  - Compass - View your Latitude/Longitude, speed, and your course over ground
  - Mark a Waypoint - Mark your GPS location and save it
  - Relative Location - View your current relative location to another address/waypoint
  - Delete Waypoints - Remove/delete any stored waypoints
  - Delete Recent Stops - Remove/delete any recent stops you have made
  - Delete Favorites - Remove/delete any of the addresses you have stored in the Favorites category
- 3 Choose an option by using the trackwheel.

## BizFinder Overview



Find the address and phone number for any businesses, anywhere in the country. TeleNavTrack provides access to a national business directory.

- 1 Using the trackwheel, select the BizFinder icon. Press the **Enter** key or click the trackwheel once.
- 2 You are presented with a list of search options to use as starting points:
  - Here - Current GPS Position
  - Recent Stop - View a map of a recent stop
  - Favorites - View a map of an address stored in your Favorites
  - Recent Cities - View a map of a recently visited city
  - Key in Address - Use the keypad to enter an address
  - Airport Address - View a map of an airport
  - Business Address - View a map of an address in the BizFinder
  - Address Book - View a map of an address in your BlackBerry address book
  - Waypoints- View a map of a waypoint you have stored
- 3 Choose an option by using the trackwheel.

## Options Overview



Customize the way TeleNavTrack interacts with you. TeleNavTrack allows you to customize the number of forms stored on your BlackBerry, the message expiration time, alert expiration time, your measurement distance, navigation route type, turn audible street names on or off, enable intersection maps and more.

- 1 Using the trackwheel, select the Options icon. Press the **Enter** key or click the trackwheel once.
- 2 You are presented with a list of customizable options:
  - Forms - Modify the maximum number of forms which can be stored
  - Scanner type - Select a type of barcode scanner (Flic or RoadRunner)
  - Scanner paired device - See which device your BlackBerry is currently paired with
  - Main Page - Select a view type for the TeleNavTrack Main Menu (list or thumbnails)

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- Message - Set the expiration time for a message
- Alert - Set the expiration time for an alert
- Phone Number – View your handheld's login number
- Locale - Modify the distance units (kilometers/meters vs. miles/feet)
- Navigation route type - Choose between various route styles
- Navigation audible street names - Enable or disable the audible navigation settings
- Navigation intersection maps - Enable or disable the maps shown when you approach an intersection
- Navigation turn icon - Receive notification right after a prior turn or right before the next turn
- Search - Modify the number of results seen on a page
- Device – View various device-specific information (Bluetooth GPS, backlight, audible notification, etc...)

**Note:** If you have an 8700 BlackBerry, you may need to select "TeleNav GPS" in the Bluetooth GPS Device field in order to configure TeleNavTrack as the Bluetooth GPS device. You may also see your barcode scanner listed in the Pop-up menu, but you do not need to set your scanner in the Bluetooth GPS Device field. Barcode scanners are configured in the Options >> Scanner fields.

- Task List – Choose to show or hide the task of all the items in the TeleNavTrack Main Menu (Timecard, Messages, Jobs, etc...)
- 3 Choose an option by using the trackwheel. Choose "Save Settings" at any time to save your changes and return to the TeleNavTrack Main Menu.



## Using a Barcode Scanner

This section will show you how to use a barcode scanner with TeleNavTrack on your BlackBerry.

### Supported Barcode Scanners

The barcode scanners currently supported are:

- Flic from Microvision
- RoadRunner from Baracoda

There are two kinds of barcode fields that can be embedded in wireless forms and sent to your mobile device: a **single** barcode field can only accept one barcode, and a **multiple** barcode field can accept up to 100 barcodes.

To use a scanner with TeleNavTrack on your BlackBerry for the first time, do the following three steps. You can do these procedures anytime—it doesn't have to be at startup.

- 1 Configure the scanner as a Bluetooth® paired device.
- 2 Configure TeleNavTrack for your scanner.
- 3 Add single and/or multiple barcode field(s) to your TeleNavTrack forms. You are now ready to use the scanner to enter the barcodes into the barcode fields.

### Configure the Scanner as a Bluetooth Paired Device

- 1 Exit the TeleNavTrack application if it is running on your BlackBerry mobile device.
- 2 Ensure that the scanner you are going to use with your BlackBerry mobile device is not already paired up with another BlackBerry or other Bluetooth device. If it is, unpair the scanner with the other Bluetooth device before proceeding. In the BlackBerry Main Menu, choose Options >> Bluetooth.

**Note:** Depending on your BlackBerry model and/or the theme that you set, menu options may vary. For example, the Bluetooth menu may be found under Options >> Bluetooth or Settings >> Options >> Bluetooth.

- 3 Ensure that no other scanners are turned on within your Bluetooth operational area (within a radius of approximately 30 feet).



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- 4 Turn on your scanner if it is not already on. The Flic turns on right away. For the RoadRunner, press and hold the button for approximately five seconds until it beeps twice.
- 5 In the Main Menu of the BlackBerry mobile device, choose Options (or Settings >> Options).
- 6 In the Options screen, choose "Bluetooth" and click the trackwheel once.
- 7 Click the trackwheel once to bring up the pop-up menu. Choose "Add Device" and click the trackwheel. The BlackBerry searches for nearby Bluetooth devices.
- 8 Select a device from the list ("BRR" for Baracoda RoadRunner and "Flic Cordless" for Microvision Flic).
- 9 Enter the passcode and press the trackwheel once. The default is four zeros: 0000.

**Note:** If you have changed the passcode from the default, enter it in Step 9. Sometimes, you will not have to enter the passcode until a later step.

- 10 The scanner is now added to the list of paired devices.

**Note:** The RoadRunner beeps twice to confirm the pairing.

- 11 Press the **Escape** button until you return to the BlackBerry Main Menu.



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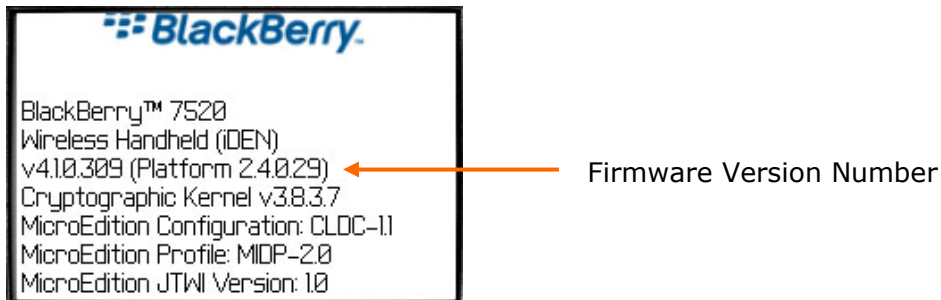


### Troubleshooting

Certain BlackBerry firmware versions may cause issues with device pairing. This issue has been noted in firmware version 4.0.0.249 but may occur in devices running firmware versions earlier than 4.1.0.273.

To check the firmware version on your BlackBerry device, do the following:

- 1 In the BlackBerry Main Menu, choose "Options" and click the trackwheel once.
- 2 In the Options Menu, choose "About" and click the trackwheel once. The version number is listed on the next screen.

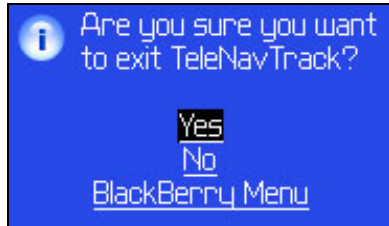


If you are running an older firmware version, you may get the following error message on your BlackBerry when you try to scan barcodes: "Could not connect to barcode scanner. Please make sure your barcode scanner is working properly and try again..."

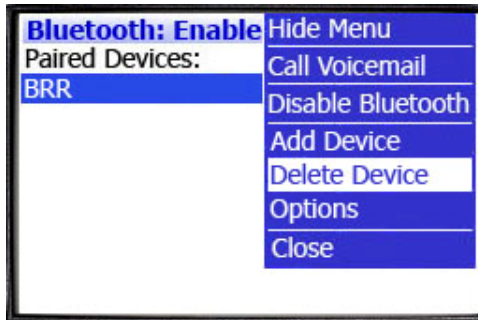
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This error occurs if the barcode scanner is already paired with another handset device. The connection between the barcode scanner and the previously-used handset device must be broken before the scanner can be used with another BlackBerry running the older firmware versions. To manually break the connection, do the following:

- 1 Exit the TeleNavTrack application. Make sure you are already clocked out and press the **Escape** button on the BlackBerry. A confirmation screen appears.




- 2 Choose "Yes" and click the trackwheel once.
- 3 In the BlackBerry Main Menu, choose Options >> Bluetooth.
- 4 In the Bluetooth menu, click the trackwheel once to bring up the pop-up menu.
- 5 Choose "Delete Device" and click the trackwheel once.



- 6 Choose "Delete" in the confirmation screen.
- 7 Once the connection has been broken between the barcode scanner and the previous handset device, you can proceed to pair the scanner with the new handset device. Start from "Configure the Scanner as a Bluetooth Paired Device" on Page [22](#).

**Note:** If you are working with a barcode scanner that will be shared by several people, you may want to un-pair the scanner (Delete Device) from your handset before trading off.

## Configure TeleNavTrack for Your Scanner

- 1 Start the TeleNavTrack application on your BlackBerry mobile device (Applications >> TeleNavTrack).
- 2 Select Options from the TeleNavTrack Main Menu. 
- 3 Go to the Scanner Type field and click the trackwheel once. Then select the desired scanner type from the pop-up menu (BRR/RoadRunner or Flic).
- 4 Go to the Paired Device field and click the trackwheel once. Then select the appropriate paired device from the pop-up menu (BRR/RoadRunner or Flic).
- 5 To save these settings, click the trackwheel once and select "Save Settings" from the pop-up menu.

### Troubleshooting

Unexpected results may occur if the wrong information is entered into the Scanner Type and/or Paired Device fields. For example, your BlackBerry mobile device may hang or reboot.

These problems can usually be corrected if you do the following:

- 1 Power off your BlackBerry device.
- 2 Power it up again.
- 3 Reconfigure the Scanner Type and/or Paired Device fields with the correct information.

## Use the Scanner with TeleNavTrack

For both Baracoda and Flic scanners, do the following:

- 1 Start the TeleNavTrack Data Tracker. 

If you are using the barcode feature of TeleNavTrack on your BlackBerry mobile device for the first time or after a reinstallation, you may see the following prompt (depending on your BlackBerry model):

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The application TeleNavTrack has requested a btspp connection to 00a09604f835.

Don't ask this again for:

- all btspp connections
- btspp connections to 00a09604f835

[Allow this connection]

[Deny this connection]

- 1a Be sure to select the "btspp connections to 00a09604f835" checkbox (hexadecimal number varies). Then scroll down to the "Allow this connection" button and click the trackwheel.
- 1b If you accidentally select the wrong BTSP connection setting, do the following:
  - 1c Go to the BlackBerry Main Menu and select Settings >> Options >> Security Options >> Firewall.
  - 1d Select the Status field and click the trackwheel once to bring up the pop-up menu.
  - 1e Select "Reset Settings."

**Note:** In addition to being asked again about your BTSP connection preference, a pop-up window may appear, asking you to set your socket connection preference for the TeleNavTrack application. If so, select the option "Don't ask again for all socket connections."

### Scanning Barcodes with Baracoda Roadrunner

- 1 Open a wireless form that contains a barcode field. Use the trackwheel to select either the Single or Multiple Barcode field.

**Note:** Before doing this step, ensure that your scanner and BlackBerry are close to each other. Otherwise, you may get an error message.

- 2 There are two ways to scan barcodes:
  - 2a Click the trackwheel once to bring up the popup menu, select "Get one barcode" or "Get all barcodes," and click the trackwheel once. The BlackBerry prompts to you start scanning. Scanned barcodes will appear on the BlackBerry.
  - 2b Press the **Space** key. The BlackBerry prompts to you start scanning. Scanned barcodes will appear on the BlackBerry.



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**Note:** If you have chosen to scan multiple barcodes, press the **Escape** button on the BlackBerry when you are done scanning.

- 3 Use the trackwheel to choose from the following options after you have finished scanning:
  - Save – Assign the barcode form a name so you can go back to it later.
  - Email – Email the form to a valid email address.
  - Submit – Send the barcode form back to the web administrator (i.e., if this was a wireless form attached to a Job).
  - To view previously saved barcode forms, choose History.

**Note:** The first time you do this step, or right after reinstall, the software may ask you if it's OK to connect to all connections or just this one. The more conservative approach is just to connect to this one. Use the trackwheel to select the desired checkbox, rotate the trackwheel until "Allow This Connection" is highlighted, and click once to accept.

### Scanning Barcodes with Microvision Flic

- 1 Open a wireless form that contains a barcode field.

**Note:** Before doing this step, ensure that your scanner and BlackBerry are close to each other. Otherwise, you may get an error message.

- 2 Scan either a single barcode or multiple barcodes with the scanner.
  - 2a If you scanned one barcode, use the trackwheel to select the Single Barcode field and click once. In the pop-up menu, select "Get one barcode" and click once. The scanned barcode appears on the BlackBerry.
  - 2b If you scanned multiple barcodes, use the trackwheel to select the Multiple Barcode field and click once. In the pop-up menu, select "Get all barcodes" and click once. The scanned barcodes appear on the BlackBerry.

**Note:** You can press the **Space** key instead of clicking once on the trackwheel to input barcodes into the appropriate fields. This will save you from having to do multiple steps.

- 3 Use the trackwheel to choose from the following options after you have finished scanning:
  - Save – Assign the barcode form a name so you can go back to it later.
  - Email – Email the form to a valid email address.



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- Submit – Send the barcode form back to the web administrator (i.e., if this was a wireless form attached to a Job).
- To view previously saved barcode forms, choose History.

**Note:** The first time you do this step, the software may ask you if it's OK to connect to all connections or just this one. The more conservative approach is just to connect to this once. Use the trackwheel to select the desired checkbox, rotate the trackwheel until "Allow This Connection" is highlighted, and click once to accept.

# Uninstalling TeleNavTrack

You may sometimes need to uninstall the TeleNavTrack application in order to update the firmware, install a newer TeleNavTrack version, or for troubleshooting purposes. This section will walk you through uninstalling TeleNavTrack on your BlackBerry.

**Note:** You can re-install the current TeleNavTrack application or install a new version by following the instructions on "Installing TeleNavTrack" on Page [6](#).

- 1 On the BlackBerry's Main Menu, choose Settings >> Options >> Advanced Options >> Applications.

**Note:** Depending on your BlackBerry model and/or the theme that you set, menu options may vary. For example, the Applications menu may be found under Options >> Application.

- 2 Choose TeleNavTrack from the list and click the trackwheel to bring up the pop-up menu.
- 3 Choose "Delete" and click the trackwheel. In the confirmation pop-up window, choose "Delete" again. Please wait while the application is deleted.
- 4 A pop-up window appears with the message, "Deletion will occur when handheld is restarted. Restart now?"
- 5 Click "Yes" and wait for the BlackBerry to restart.
- 6 The TeleNavTrack icon is now no longer on the BlackBerry menu.

## Customer Service

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