

# *telenav track*

## New Customer Activation Guide for AT&T Customers

Easy-to-implement tips on how to get started

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## 1. Introduction

Thank you for ordering TeleNav Track for your business needs. You have chosen a powerful tool that will help you reduce operational costs and better manage your workforce. Now that you have signed on for the service, this guide will walk you through the rest of the steps to get TeleNav Track up and running. By following the instructions below, you will learn how to:

- Activate your account.
- Schedule a training session so that our Customer Support Team can help you set up TeleNav Track for your company.
- Program your devices to run the TeleNav Track software.
- Introduce TeleNav Track to your workforce and educate them on its benefits (we've even included a Welcome Letter template that you can use to send out to your team).
- Perform basic troubleshooting for common problems.
- Find the answers to frequently-asked questions.

Ready to learn about TeleNav Track's potential? Let's get started!

## 2. Setup Process Overview

This table shows an overview of the setup process. The sections that follow will walk you through the steps.

1	2	3
Place Order	Activate Account	Get Trained
<p>Your representative has placed your order, and you should have been notified of its completion.</p> <p>(This step is complete)</p>	<p>Next, go to our website (<a href="http://www.telenavtrack.com">www.telenavtrack.com</a>) to activate your account (details in next section).</p>	<p>Once your account is activated, go to our training website (<a href="http://support.telenav.com/training/">http://support.telenav.com/training/</a>) to schedule a phone product training session. You can also call 1-88-TELENAV-2.</p>

## 3. Activating Your Account

### AT&T TeleNav Track

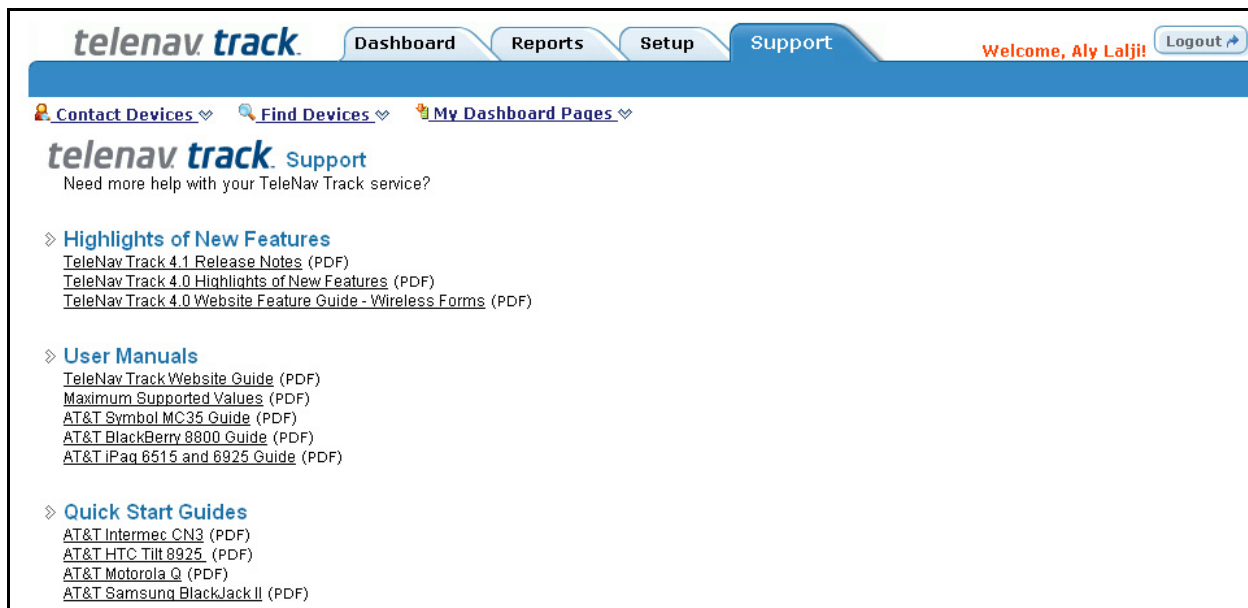
1. TeleNav Track will send a 4-digit PIN as an SMS to a phone on your account that you specify. You will also receive instructions on how to input additional phones that you would like to track on the account.
  - This will enable account activation.
  - If you have not been contacted within 2 business days of beginning your subscription, please call TeleNav Customer Support at 1-88-TELENAV-2 (1-888-353-6282).
2. Go to [www.telenavtrack.com](http://www.telenavtrack.com) and click **Activate** to add phones to your account.

The screenshot shows the telenav track website interface. At the top right, there are links for "Existing Customers Click Here To Login | Free Consultation | Contact Us". The "Login" link is circled in red. Below this is a navigation bar with "Products", "Buy", "Activate" (circled in red), "Support", and "Company". The main content area features a BlackBerry phone on the left displaying a timecard application. The central text reads "Optimize your mobile workforce with TeleNav Track" and "Track and manage your workforce more efficiently with real-time GPS information." It lists three benefits: "Increase productivity" (locate and dispatch wirelessly), "Reduce operational costs" (reduce unauthorized miles, fuel, and overtime), and "Improve customer service" (improve response time and accurate ETA/billing). A "Learn more" link is provided. On the right, there are sections for "What do you want to manage?" (Workers, Vehicles, Assets), "Next steps" (View Demo, Free Consultation), and "Industry Solutions" (with a dropdown menu and "Get solutions" link). Below the main content are three promotional boxes: "Voted #1 MRM Solution" (Frost & Sullivan 2008 award), "Reduce Fuel Cost by 13%" (Aberdeen Group December 2007), and "Customer Successes" (Swedish Medical Center testimonial). Each box includes a "Learn more" link.

Customer Support: 1-888-353-6282



3. You or your account administrator should then install the TeleNav Track software “client” onto your phones. To see step-by-step instructions for this procedure, do the following:
  - a. Log into your account at [www.telenavtrack.com](http://www.telenavtrack.com).
  - b. Click on the Support Tab.
  - c. Download the PDF instructions specific to your device.



**telenav track** Dashboard Reports Setup Support Welcome, Aly Lalji! Logout

Contact Devices Find Devices My Dashboard Pages

**telenav track** Support  
Need more help with your TeleNav Track service?

- ▶ **Highlights of New Features**
  - [TeleNav Track 4.1 Release Notes](#) (PDF)
  - [TeleNav Track 4.0 Highlights of New Features](#) (PDF)
  - [TeleNav Track 4.0 Website Feature Guide - Wireless Forms](#) (PDF)
- ▶ **User Manuals**
  - [TeleNav Track Website Guide](#) (PDF)
  - [Maximum Supported Values](#) (PDF)
  - [AT&T Symbol MC35 Guide](#) (PDF)
  - [AT&T BlackBerry 8800 Guide](#) (PDF)
  - [AT&T IPaq 6515 and 6925 Guide](#) (PDF)
- ▶ **Quick Start Guides**
  - [AT&T Intermec CN3](#) (PDF)
  - [AT&T HTC Tilt 8925](#) (PDF)
  - [AT&T Motorola Q](#) (PDF)
  - [AT&T Samsung BlackJack II](#) (PDF)

4. Once your TeleNav Track account is activated, you’ll be contacted by a member of the TeleNav Training Team to schedule a product training teleconference. These valuable classes give you a thorough overview of how to use the product and provide an opportunity to ask questions based on your firm’s specific needs.
5. If you have questions at any time during this process, please call TeleNav Track Customer Support at 1-88-TELENAV-2 (1-888-353-6282).

## 4. Training Session

### Preparing for the Training Session

One-hour training sessions are provided over phone with simultaneous web demonstration. You will need a PC with internet connection.

### Training Agenda

**Guided Website Tour:** 50 minutes

**Q&A:** 10 minutes

At the end of the training session, you will know how to use the TeleNav Track website to perform these functions:

- Change phone settings
- Track a phone
- View timesheets
- Use the TeleNav Track phone application to clock in/out
- Get further help as needed



**NOTE:** *On-site training & installation are available at an additional charge. Please contact us for pricing at 1-88-TELENAV-2.*

For help, call us anytime at 1-88-TELENAV-2 (we're open 24x7)

## 5. Programming Phones

Instructions for downloading TeleNav Track to your phones can be found on the TeleNav Track website. To access these instructions:

1. Go to [www.telenavtrack.com](http://www.telenavtrack.com) and log in.
2. Click on the Setup Tab.
3. Click Device Setup in the left navigation panel. This will take you to the list of supported phones.
4. Select your device model from the list to get downloading instructions.

## 6. Deployment Tips

### Employee Adoption

- Educate your workforce on the benefits of TeleNav Track (see “Employee Communication Tips” below).
- Make sure that dispatchers and other TeleNav Track website users have taken training.

### Employee Communication Tips

First, clearly explain WHAT TeleNav Track is—a mobile workforce productivity software that allows your business to:

- Eliminate unnecessary miles and reduce fuel costs with efficient dispatching and routing.
- Manage employees' timecards and compensation accurately with wireless timesheets. No more guesswork!
- Reduce liability and customer disputes by proving whether an employee was at the job site on time.
- Reduce paperwork with job dispatching and wireless forms.
- Minimize confusion on which job to do and when to do it with wireless dispatching.

**Customer Support: 1-888-353-6282**



- Improve billing accuracy for jobs performed so your business can become more profitable.
- Improve safety by sending help to an employee's current location.

TeleNav Track is not just about GPS tracking! Explain how this service will give your company a competitive edge and is a requirement for doing business:

- Your competitors are using similar technology to compete against you.
- Your customers are requiring better customer support.
- Fuel and other costs are rising, and this technology is needed to combat increasing expenses.

Here are some other things to know that can help you make a good case to your employees for using TeleNav Track:

- GPS tracking can be set so that it's only enabled when an employee is clocked-in and on company time. Tracking is disabled when the employee is on break or clocked-out.
- Companies have a right to know what the employee is working on when on company time. This is also true for employees that work in an office or a warehouse, where managers can easily walk over and talk to the employee.

## Best-Performance Checklist

Follow this checklist to ensure that your phone is set up for optimal performance. In the first few weeks, be sure to reinforce the impact of the TeleNav Track service and how it is making your company competitive.

### Installing Phones in Vehicles



Make sure the phone is fully charged.



Install the phone in a vehicle with a vehicle mount.  
(**Tip:** Rest the bottom of the mount on your dashboard to minimize phone movement as you drive).



Use an in-vehicle phone charger while TeleNav Track is running. This will help with battery drainage.

### Distributing Phones



Make sure the phone is tracking fully by checking the behavior on the website. This ensures that functions such as timesheets will work properly.



Provide brief instructions to your mobile workers so they can familiarize themselves with frequently-used functions. You can find "Driver Pocket Guides" of popular features in the TeleNav Track website's Support Tab. These brief instructions come with step-by-step graphics and are designed to quickly provide direction to your mobile workforce.



**TIP:** Try using TeleNav Track for your regular business processes, such as timesheets or job dispatching. This will help you get more familiar with the website's available services and save you time.

## 7. Performance: What to Expect

Once you have rolled out TeleNav Track to your workforce, you may experience these common issues. It's important to be aware of these as they are generally avoidable or can be managed.

Issue	What You'll See	Why This Happens	How To Fix
Delayed	You may see a red location or no location at all.	Outside data coverage.	Drive to an area with data coverage until the location is once again displayed. You may need to re-start TeleNav Track or reboot the phone.
No Location Available	You may see a red location or no location at all.	<ul style="list-style-type: none"> <li>The phone is turned off.</li> <li>The application is turned off.</li> <li>The phone is unable to read GPS.</li> </ul>	<ul style="list-style-type: none"> <li>Turn the phone on.</li> <li>Launch TeleNav Track on the phone.</li> <li>Make sure the phone is outdoors with a clear view of the sky.</li> </ul>
No GPS Data Available	When viewing a phone location, you will see "NO GPS DATA AVAILABLE."	The application has not been run for the first time or has never connected to TeleNav Track.	Install and launch TeleNav Track.
Location Jump	When viewing a Breadcrumb Report, you will see the location JUMP from one place to another.	The GPS receiver in the phone recorded inaccurate readings. Most of these readings are automatically filtered out to provide you with only the most accurate location information.	<p>Some phones have a GPS diagnostic tool within their options that will allow you to manually refresh to increase accuracy.</p> <p><b>NOTE:</b> Because this issue may be phone-dependent, in most cases the resolution is to switch to a more reliable phone model.</p>
Battery Life	Phones will experience lower battery life.	The use of the GPS receiver in your phone, combined with the frequent use of data connection, can quickly drain your phone's battery.	<ul style="list-style-type: none"> <li>The use of a vehicle charger with your phone will help eliminate this issue. Some phone models have longer battery life than others.</li> <li>Lowering your location readings and polling intervals for the phone can also help. This should be used as a last option, as more location</li> </ul>

Issue	What You'll See	Why This Happens	How To Fix
			readings will provide you with greater accuracy and tracking history.
Voice Quality Issues	Phone user may hear choppy voice.	This issue only occurs on selected devices due to conflicts with firmware.	TeleNav will make every effort to eradicate the issue on supported devices. However, it is recommended that TeleNav Track is used on another device since the firmware issue must be resolved by the manufacturer and not TeleNav. The application is supported across the J2ME, RIM (BlackBerry), and Windows Mobile platforms on a variety of devices for you to choose from.

## 8. Frequently-Asked Questions

### Q: What is a Cell Site reading?

Typically, phones use GPS signals from satellites orbiting the earth to provide the most accurate data. For TeleNav Track on a wireless carrier with a GPS-aiding network, a Cell Site reading means that the phone you are trying to track could not capture signals from those satellites. The phone and the aiding network therefore resort to producing a Cell Site reading. While not as accurate as satellite GPS readings, these provide you with an estimation of the phone's location as opposed to no update at all.

### Q: How do I send a Wireless Form to my field personnel?

Wireless Forms are simply electronic forms that you can send to your field personnel by attaching them to a Job. In order to attach a Timecard Form:

1. Log in to the TeleNav Track website.
2. Click on the Setup tab.
3. Click on Manage Timecards under Dashboard Settings.
4. Attach Timecard Forms by selecting Bulk Edit or individual phones and choosing the "Attach Wireless Forms" link.

**telenav track** Dashboard Reports Setup Support Welcome, Giacomo Lami! Logout

Contact Devices Find Devices My Dashboard Pages

Setup >> Dashboard Settings >> Manage Timecards >> Shift Properties >> Edit Shift Properties

▶ Devices  
▶ Company Settings  
▶ Locations  
▼ Dashboard Settings  
    Tracking Properties  
    Manage Job Settings  
    **Manage Timecards**  
    Manage Alerts  
▶ Wireless Forms

Edit the employee's shift properties below. Click the "Attach wireless forms" link to go to the Timecard Forms page and attach pre-saved forms to a timecard action (such as Clock In or Clock Out). This ensures that the employee will fill out the necessary forms before performing the timecard action.

Shift Properties Timecard: Forms & Geofence Overtime Rules

[Return to Shift Properties List](#)

\* indicates mandatory fields

Device 4043910086

Shift Status  Custom shift settings  
 Never on shift (shift properties disabled)

**Attach Wireless Forms** Save Changes

**Q: How do I configure Shift Properties?**



1. Log in to the TeleNav Track website.
2. Click on the Setup tab.
3. Click on Manage Timecards under Dashboard Settings.
4. The first tab in the display area will be "Shift Properties."
5. Select Bulk Edit or an individual phone to create or change the Shift Properties.

The screenshot shows the 'telenav track' web application interface. The user is logged in as 'Giacomo Lami'. The navigation menu on the left includes 'Devices', 'Company Settings', 'Locations', 'Dashboard Settings' (with sub-items like 'Tracking Properties', 'Manage Job Settings', 'Manage Timecards', and 'Manage Alerts'), and 'Wireless Forms'. The main content area shows the 'Setup' tab selected, with a breadcrumb trail: 'Setup >> Dashboard Settings >> Manage Timecards >> Shift Properties'. Below the breadcrumb, there is a description: 'Define your employees' shift properties, such as working days and duration.' and a 'Learn more' link. A sub-menu is open for 'Shift Properties', showing options for 'Bulk Edit', 'Timecard: Forms & Geofence', and 'Overtime Rules'. The 'Bulk Edit' option is selected, displaying a table of device shift properties.

Device ▲	Working Days	Duration
<a href="#">4043910086</a>	All days	Never on shift (shift properties disabled)
<a href="#">5712689168</a>	All days	Never on shift (shift properties disabled)
<a href="#">7050 - TNT</a>	All days	Never on shift (shift properties disabled)
<a href="#">BB7520 - MikeL</a>	Monday, Tuesday, Wednesday, Thursday, Friday	09:40 AM to 07:30 PM
<a href="#">Daisy_BB7520</a>	Monday, Tuesday, Wednesday, Thursday, Friday	09:00 AM to 06:00 PM

**Q: What does the Weekly Snapshot Report do for me?**

This report gives you a summary of the activities of one or more devices over the period of a working week. It can be generated automatically by setting it as a subscription report when you are in Report Setup.

[Report Setup](#)   [Subscription Reports](#)   **Report Results**   
  [Export to PDF](#)   
  [Export to Excel](#)

[<<Previous date range](#) | [Next date range>>](#)

**Weekly Snapshot Report for** BB7520 - Mikel , **04/06/2008 to 04/12/2008**  

**Weekly Snapshot Report**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Shift</b>	09:40 AM To 07:30 PM	09:40 AM To 07:30 PM	09:40 AM To 07:30 PM	09:40 AM To 07:30 PM	09:40 AM To 07:30 PM	09:40 AM To 07:30 PM	09:40 AM To 07:30 PM
<b>Time Tracked</b>	N/A	<a href="#">09:42AM PDT to 11:59 PM</a>	<a href="#">09:35AM PDT to 09:35AM PDT/</a>	N/A	N/A	N/A	N/A
<b>Timecard Hours</b>	N/A	<a href="#">09:43AM PDT to 07:38PM PDT</a>	<a href="#">09:36AM PDT to 06:52PM PDT/ 06:55PM PDT to 07:46PM PDT/ 07:46PM PDT to 07:59PM PDT</a>	<a href="#">09:54AM PDT to 11:44AM PDT/ 12:40PM PDT to 08:20PM PDT</a>	<a href="#">09:51AM PDT to 08:28PM PDT</a>	<a href="#">09:55AM PDT to 11:59 PM</a>	<a href="#">12:00 Midnight to 12:27AM PDT</a>
<b>Jobs</b>	0/0	0/0	0/0	0/0	0/0	0/0	0/0
<b>Mileage</b>	0.0	<a href="#">2.98</a>	<a href="#">3.24</a>	<a href="#">22.49</a>	<a href="#">28.46</a>	<a href="#">2.54</a>	<a href="#">51.15</a>

[Report Setup](#)

**Q: Can my Recording Interval be greater than my Sending Interval?**



No. The Recording Interval must be the same or shorter than the Sending Interval. The latest version of the TeleNav Track Dashboard does not allow you to get around this. If you were able to do this, the extra scheduled readings would interfere with the set due the next time the phone updates the server.

**Q: How many administrators can I create?**

The maximum number of Administrators allowed on a single TeleNav Track account is 100. This includes the Master Administrator.

## Q: Does the Stop Report work with Cell Site readings?

Yes! The Stop Report can generate results for phones sending GPS or Cell Site readings.

[Report Setup](#)   [Subscription Reports](#)   **Report Results**   
  [Export to PDF](#)   
  [Export to Excel](#)

<<[Previous date range](#) | [Next date range](#)>>

**Stop Report, Summary, 04/01/2008 to 04/30/2008**

**Total Stop Time (minutes)** [Daily](#) | [Weekly](#)

Device	04/01/2008-04/05/2008	04/06/2008-04/12/2008	04/13/2008-04/19/2008	04/20/2008-04/26/2008	04/27/2008-04/30/2008	Total
<a href="#">4403443530</a>	0	<a href="#">00:20</a>	<a href="#">04:48</a>	0	0	<b>05:08</b>
<a href="#">7816260895</a>	<a href="#">14:00</a>	<a href="#">29:30</a>	0	0	0	<b>43:30</b>
<a href="#">7062068456</a>	0	<a href="#">15:59</a>	0	0	0	<b>15:59</b>
<a href="#">3012040224</a>	0	0	<a href="#">03:15</a>	0	0	<b>03:15</b>
<b>Total</b>	<b>14:00</b>	<b>45:49</b>	<b>08:03</b>	<b>0</b>	<b>0</b>	<b>67:52</b>

**Longest Stop Time** [Daily](#) | [Weekly](#)

Device	04/01/2008-04/05/2008	04/06/2008-04/12/2008	04/13/2008-04/19/2008	04/20/2008-04/26/2008	04/27/2008-04/30/2008	Maximum
<a href="#">4403443530</a>	0	<a href="#">00:20</a>	<a href="#">04:04</a>	0	0	<b>04:04</b>
<a href="#">7816260895</a>	<a href="#">07:15</a>	<a href="#">11:00</a>	0	0	0	<b>11:00</b>
<a href="#">7062068456</a>	0	<a href="#">10:10</a>	0	0	0	<b>10:10</b>
<a href="#">3012040224</a>	0	0	<a href="#">01:20</a>	0	0	<b>01:20</b>
<b>Maximum</b>	<b>07:15</b>	<b>11:00</b>	<b>04:04</b>	<b>0</b>	<b>0</b>	<b>11:00</b>

**Average Stop Time** [Daily](#) | [Weekly](#)

Device	04/01/2008-04/05/2008	04/06/2008-04/12/2008	04/13/2008-04/19/2008	04/20/2008-04/26/2008	04/27/2008-04/30/2008	Average
<a href="#">4403443530</a>	0	<a href="#">00:20</a>	<a href="#">04:26</a>	0	0	<b>00:57</b>
<a href="#">7816260895</a>	<a href="#">07:03</a>	<a href="#">22:30</a>	0	0	0	<b>05:54</b>
<a href="#">7062068456</a>	0	<a href="#">10:02</a>	0	0	0	<b>02:00</b>
<a href="#">3012040224</a>	0	0	<a href="#">01:37</a>	0	0	<b>00:19</b>
<b>Average</b>	<b>01:45</b>	<b>08:13</b>	<b>01:30</b>	<b>0</b>	<b>0</b>	<b>02:17</b>

[Report Setup](#)

## Q: What is the “Who Was There Report”?

The Who Was There Report shows if your employees were in a specific location at a certain time of day, both of which you can select. This report can be helpful in resolving disputes and confirming proximity to a particular incident.

[Reports](#) >> [Tracking History](#) >> [Who Was There Report](#)

The results below show whether the selected employees were in the specified location at the chosen date and time.  
[Learn more](#)

[Report Setup](#) | **Report Results**

<<[Previous date range](#) | [Next date range](#)>>

**Who Was There Report, Summary**

**Date:** 05/14/2008  
**Time:** 09:00 AM to 05:30 PM  
**Address:** 1130 KIFER RD, SUNNYVALE, CA, 94086  
**Radius:** 0.1 miles

Device ▲	Number	Data ?	Status ?
<a href="#">Daisy BB7520</a>	4085937157	No Data	Unknown
<a href="#">Giacomo 8310</a>	6508684354	No Data	Unknown
<a href="#">MikeL BB7520</a>	4085933434	Partial Data	In the area

[Report Setup](#)

## Q: How many address and landmarks can I create or upload?

There can be a combined total of 500,000 addresses and landmarks.

## Q: Are the Locate and Remote Start features available for all phone models and carriers?

No. Locate and Remote Start will only work on Sprint-Nextel phones that have a Public IP and are turned on.

## 9. Sample Letter to Employees

Dear Fellow Employees:

Our industry becomes more price-competitive as costs are rising. To keep our business healthy and growing, we need to run our business with more efficiency.

To improve our business processes, we are implementing a wireless mobile workforce service that will help us become more competitive by:

- Improving company productivity by making sure we are focused on getting the job done and minimizing the time spent on paperwork. For example, no more driving to the office to simply clock-in. Now you can go directly to the customer site, saving fuel and time.
- Reducing fuel and vehicle maintenance costs. This product will also help us reduce paperwork costs for payroll, invoicing and billing, dispatching, and other field paperwork by enabling all this to happen through your phone.
- Improved payroll and invoice accuracy so you get paid exactly right and on time. No more chasing timesheets or guesswork. And we can invoice the customer more accurately for work performed, reducing billing errors that typically result in lost revenue.

In addition to the above, the following are additional benefits for employees:

- Employees can prove they showed up for a job, even when the customer accused that they did not.
- In case of an emergency, employees can be located quickly.
- Employees have reduced frustration on the road by having voice-GPS directions (such as expensive systems like Garmin) so they are never lost.

As you can see, with TeleNav's mobile workforce service, we can become a more competitive and profitable business, which is good for all of us.

We welcome any questions you may have.

Sincerely,

Your Management Team

**Customer Support: 1-888-353-6282**

