

telenav track

New Customer Activation Guide for Sprint-Nextel 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.

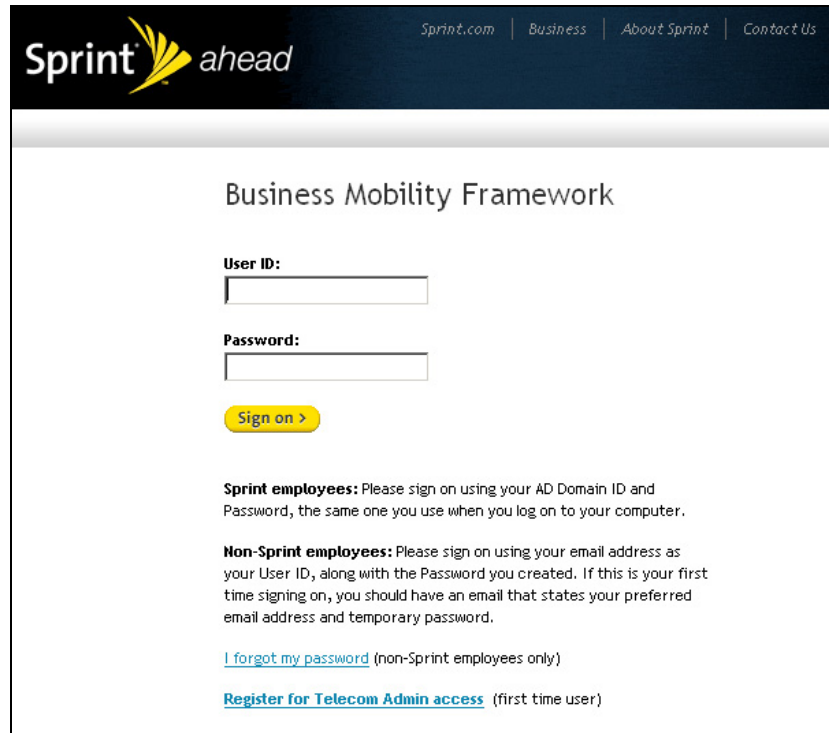
1	2	3
Place Order	Activate Account	Get Trained
<p>Your representative has placed your order, and you should have been notified of its completion.</p> <p>(This step is complete)</p>	<p>Next, go to our website (www.telenavtrack.com) to activate your account (details in next section).</p>	<p>Once your account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

3. Activating Your Account

Activation steps vary, depending on the plan you have ordered. Please follow the instructions below specific for your plan.

Sprint TeleNav Track LITE

1. Visit the Sprint Website (www.sprint.com/mobilitymanager) to register for a Mobility Manager account and “opt-in” for TeleNav Track LITE.



The screenshot shows the Sprint Business Mobility Framework login page. At the top, there is a navigation bar with the Sprint logo and the text "ahead". To the right of the logo are links for "Sprint.com", "Business", "About Sprint", and "Contact Us". The main heading is "Business Mobility Framework". Below this, there are two input fields: "User ID:" and "Password:". A yellow "Sign on >" button is positioned below the password field. Underneath the button, there are instructions for "Sprint employees" and "Non-Sprint employees". At the bottom, there are two links: "I forgot my password (non-Sprint employees only)" and "Register for Telecom Admin access (first time user)".



NOTE: *Sprint requires your written consent to track your phones, so please complete this step.*

- New phones appearing on the TeleNav Track Dashboard will be trackable within 12-24 hours after you opt-in OR after new phones are added to an existing account.

2. TeleNav will notify you via email when your account is activated so that you can log into the TeleNav Track Website (www.telenavtrack.com).
 - This is where you'll be able to manage your field team, run reports, etc.

3. 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.
4. 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).

Customer Support: 1-888-353-6282



Sprint TeleNav Track

1. You'll receive an email notification from TeleNav indicating that your account has been activated. 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. 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.
 - b. Click on the Support Tab.
 - c. Download the PDF instructions specific to your device.

telenav track Support

Need more help with your TeleNav Track service? You might want to start with the 'Top Questions' on the right.

- » **Highlights of New Features**
[TeleNav Track 4.0 Highlights of New Features \(PDF\)](#)
[View a list of supported phones](#)
- » **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 \(PDF\)](#)
[Sprint RIM BlackBerry Guide \(PDF\)](#)
[Condor Getting Started 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 \(PDF\)](#)
- » **Step by Step Instructions for Falcon Devices**
[Downloading TeleNav Track \(PDF\)](#)
[Full-Time Application \(PDF\)](#)
[Getting Started Guide \(PDF\)](#)
[GPS PIN \(PDF\)](#)
[GPS Position Refresh \(PDF\)](#)
[Installation and First Run \(PDF\)](#)
[Permanent Application \(PDF\)](#)
[Power Up Application \(PDF\)](#)
[Soft Key and Shortcut Keys \(PDF\)](#)
- » **Accessories**
[Check out our available accessories and the benefits they will bring you](#)
- » **Website Walkthrough**
 Watch these Flash videos to learn how to use the TeleNav Track website.
[Changing devices in the content view \(Flash\)](#)
[Editing the content views \(Flash\)](#)
[Adding content and changing the page layout \(Flash\)](#)
[Sending a new Job \(Flash\)](#)
[Sending a new Message \(Flash\)](#)
[Finding the phone location \(Flash\)](#)
[Map tools and special features \(Flash\)](#)
[Running reports \(Flash\)](#)
- » **Driver Pocket Guides**
 Give these TeleNav Track Pocket Guides to your drivers to help them learn the TeleNav Track application running on their device.
[Starting and Exiting \(PDF\)](#)
[Timesheet Procedures - Clock In and Clock Out \(PDF\)](#)
[Timesheet Procedures - Start Break and End Break \(PDF\)](#)
[Alerts \(PDF\)](#)
[Barcode Scanning - Roadrunner \(PDF\)](#)
[Business Finder \(PDF\)](#)
[Data Tracker \(PDF\)](#)
[Driving Directions \(PDF\)](#)
[Fleet \(PDF\)](#)
[Jobs \(PDF\)](#)
[Locate \(PDF\)](#)
[Making a Call and Re-launching \(PDF\)](#)
[Messages \(PDF\)](#)
[Preferences \(PDF\)](#)
[Update \(PDF\)](#)

Top Questions

1. Why are my phones not updating?
2. How do I install the TeleNav Track software?
3. How can I schedule a TeleNav Track training session?

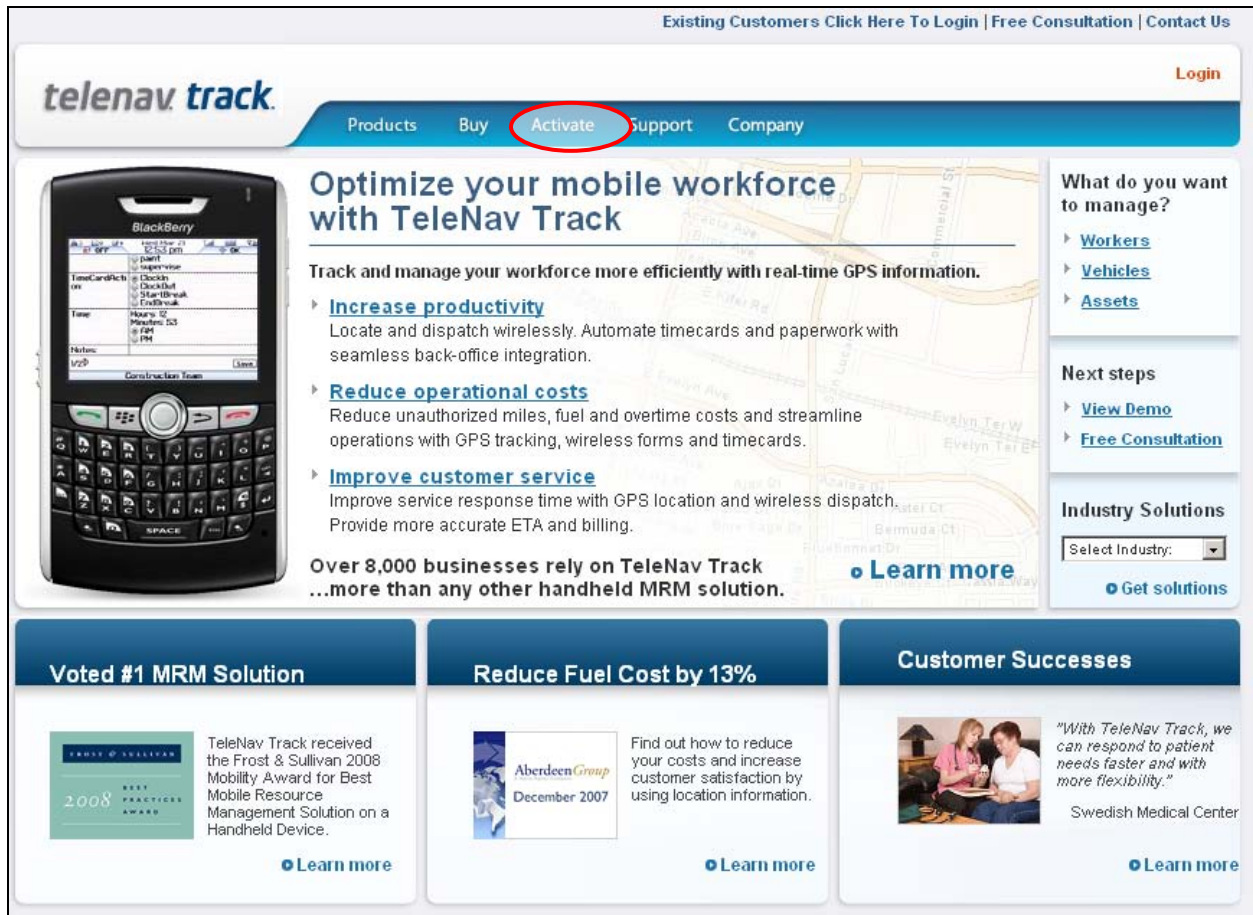
- New phones should be trackable within 15 minutes after the application is installed. This assumes that Sprint-Nextel applied a compatible data plan to the phones.

3. 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.
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Nextel TeleNav Track LITE

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 **NOTE:** If you do not receive an email notification regarding your account after 24 hours, you can optionally activate your account manually. Go to www.telenavtrack.com and click **Activate** to get started.



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" and a "Login" button. The main navigation bar includes "Products", "Buy", "Activate" (circled in red), "Support", and "Company". The central content area features a BlackBerry phone displaying a list of tasks and a map. The headline reads "Optimize your mobile workforce with TeleNav Track". Below this, it states "Track and manage your workforce more efficiently with real-time GPS information." Three key benefits are listed: "Increase productivity" (locate and dispatch wirelessly), "Reduce operational costs" (reduce unauthorized miles, fuel, and overtime), and "Improve customer service" (improve response time and provide accurate ETA). A statistic states "Over 8,000 businesses rely on TeleNav Track ...more than any other handheld MRM solution." To the right, there are sections for "What do you want to manage?" (Workers, Vehicles, Assets), "Next steps" (View Demo, Free Consultation), and "Industry Solutions" (Select Industry dropdown, Get solutions). Below the main content are three 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).

2. 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.
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Nextel TeleNav Track

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telenav track Support
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[Contact Devices](#) | [Find Devices](#) | [My Dashboard Pages](#)

Website Walkthrough
 Watch these Flash videos to learn how to use the TeleNav Track website.

[Changing devices in the content view](#) (Flash)
[Editing the content views](#) (Flash)
[Adding content and changing the page layout](#) (Flash)
[Sending a new Job](#) (Flash)
[Sending a new Message](#) (Flash)
[Finding the phone location](#) (Flash)
[Map tools and special features](#) (Flash)
[Running reports](#) (Flash)

Driver Pocket Guides
 Give these TeleNav Track Pocket Guides to your drivers to help them learn the TeleNav Track application running on their device.

[Starting and Exiting](#) (PDF)
[Timesheet Procedures - Clock In and Clock Out](#) (PDF)
[Timesheet Procedures - Start Break and End Break](#) (PDF)
[Alerts](#) (PDF)
[Barcode Scanning - Roadrunner](#) (PDF)
[Business Finder](#) (PDF)
[Data Tracker](#) (PDF)
[Driving Directions](#) (PDF)
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[Making a Call and Re-launching](#) (PDF)
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[Update](#) (PDF)

Top Questions
 1. Why are my phones not updating?
 2. How do I install the TeleNav Track software?
 3. How can I schedule a TeleNav Track training session?

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[AT&T BlackBerry 8800 Guide](#) (PDF)
[AT&T IPag 6515 and 6925 Guide](#) (PDF)
[Sprint RIM BlackBerry Guide](#) (PDF)
[Condor Getting Started 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)

Step by Step Instructions for Falcon Devices
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[GPS Position Refresh](#) (PDF)
[Installation and First Run](#) (PDF)
[Permanent Application](#) (PDF)
[Power Up Application](#) (PDF)
[Soft Key and Shortcut Keys](#) (PDF)

Accessories
[Check out our available accessories and the benefits they will bring you](#)

- New phones should be trackable within 15 minutes after the application is installed. This assumes that Sprint-Nextel applied a compatible data plan to the phones.

3. 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.

4. 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 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.
- 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.

Customer Support: 1-888-353-6282



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"> The phone is turned off. The application is turned off. The phone is unable to read GPS. 	<ul style="list-style-type: none"> Turn the phone on. Launch TeleNav Track on the phone. Make sure the phone is outdoors with a clear view of the sky.
No GPS Data Available	When viewing a phone location, you will see “NO	The application has not been run for the first	<ul style="list-style-type: none"> Fix for Regular: Install and

Issue	What You'll See	Why This Happens	How To Fix
	GPS DATA AVAILABLE.”	time or has never connected to TeleNav Track.	<p>launch TeleNav Track.</p> <ul style="list-style-type: none"> • Fix for Lite: Make sure the phone is on and verify that consent and opt-in procedures have been completed. Consent may take up to 24 hrs. • If you are a Sprint user, please see “Sprint TeleNav Track LITE” on page 4 for activation instructions.
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>NOTE: 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"> • The use of a vehicle charger with your phone will help eliminate this issue. Some phone models have longer battery life than others. • Lowering your location readings and polling intervals for the phone can also help. This should be used as a last option, as more location 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.

The screenshot shows the TeleNav Track web application interface. The top navigation bar includes the logo 'telenav track' and tabs for 'Dashboard', 'Reports', 'Setup', and 'Support'. The user is logged in as 'Giacomo Lami'. The left sidebar contains a menu with categories like 'Devices', 'Company Settings', 'Locations', 'Dashboard Settings', and 'Wireless Forms'. The 'Dashboard Settings' section is expanded, showing 'Manage Timecards' as the active item. The main content area displays the 'Shift Properties' configuration for device '4043910086'. It includes instructions on editing shift properties and attaching wireless forms. A red circle highlights the 'Attach Wireless Forms' link at the bottom of the form.

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 top navigation bar includes 'Dashboard', 'Reports', 'Setup', and 'Support'. The user is logged in as 'Giacomo Lamit'. The left sidebar menu shows 'Dashboard Settings' expanded to 'Manage Timecards'. The main content area displays the 'Shift Properties' configuration page, which includes a 'Bulk Edit' button and a table of device shift properties.

Device	Working Days	Duration
4043910086	All days	Never on shift (shift properties disabled)
5712689168	All days	Never on shift (shift properties disabled)
7050 - TNT	All days	Never on shift (shift properties disabled)
BB7520 - MikeL	Monday, Tuesday, Wednesday, Thursday, Friday	09:40 AM to 07:30 PM
Daisy BB7520	Monday, Tuesday, Wednesday, Thursday, Friday	09:00 AM to 06:00 PM
Daisy i760	Monday, Tuesday, Wednesday, Thursday, Friday	09:00 AM to 06:00 PM
Daisy's BB	All days	Never on shift (shift properties disabled)

Q: Can I use Remote Start to turn on a field personnel's phone?

No. Remote Start only causes the targeted phone to launch the TeleNav Track client application. It will only work on Sprint-Nextel phones with a Public IP and that have already updated the server. If the targeted phone has never communicated with the server, Remote Start will not work.

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** **Submit**

Weekly Snapshot Report

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

[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, 04/06/2008 to 04/12/2008									
Total Stop Time (minutes)									
Device	04/06/2008	04/07/2008	04/08/2008	04/09/2008	04/10/2008	04/11/2008	04/12/2008	Total	
Giacomo 8310	0	00:16	0	01:37	0	0	0	01:53	
BB7520 - Mikel	0	14:03	09:21	13:12	16:01	11:07	14:01	77:45	
i860 Mikel	0	0	01:49	13:30	0	0	0	15:19	
Total	0	14:19	11:10	28:19	16:01	11:07	14:01	94:57	
Longest Stop Time									
Device	04/06/2008	04/07/2008	04/08/2008	04/09/2008	04/10/2008	04/11/2008	04/12/2008	Maximum	
Giacomo 8310	0	00:16	0	01:37	0	0	0	01:37	
BB7520 - Mikel	0	10:21	09:21	04:28	09:36	09:06	11:21	11:21	
i860 Mikel	0	0	01:49	13:30	0	0	0	13:30	
Maximum	0	10:21	09:21	13:30	09:36	09:06	11:21	13:30	
Average Stop Time									
Device	04/06/2008	04/07/2008	04/08/2008	04/09/2008	04/10/2008	04/11/2008	04/12/2008	Average	
Giacomo 8310	0	00:16	0	01:37	0	0	0	00:16	
BB7520 - Mikel	0	07:01	09:21	02:12	02:40	03:42	02:00	03:50	
i860 Mikel	0	0	01:49	13:30	0	0	0	02:11	
Average	0	02:25	03:43	05:46	00:53	01:14	00:40	02:06	

Q: Is the Locate feature available for all phone models and carriers?

No. Locate will only work on Sprint-Nextel phones that have a Public IP. Additionally, the phone(s) for which you wish to get an immediate location reading must already be turned on.

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: 04/16/2008
Time: 09:00 AM to 05:30 PM
Address: 1130 KIFER RD, SUNNYVALE, CA, 94086
Radius: 0.1 miles

Device	Number	Data	Status
BB7520 - Mikel	4085933434	Partial Data	In the area
Giacomo 8310	6508684354	No Data	Unknown
i860 Mikel	4082102439	No Data	Unknown

[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.

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

