

Field Force Manager Device Software Upgrade Process

Overview

- You can upgrade to the latest version using the procedures outlined below:
- If you have issues with the upgrade process, you can contact our Customer Support Team at (1- 877-477-4899)

New Software Uninstall, Download and Installation

1. Clear the devices activation [From the phone OR web only need to do a) or b)]
 - a. From the Phone
 1. Go into the Field Force Manager Application
 2. Press * and then 9 (Star Nine) This must be done in quick succession
 3. Enter Options menu code (Default is 4321)
 4. Choose "**Clear Activation**"
 1. Device and Server activation will be cleared and the application will exit.
 - b. From the Web
 1. From the Field Force Manager Web Portal/Site.
 2. Go to the Administrations Tab and Select Devices to view your devices list
 3. Locate the phone that you will be upgrading
 4. Click the box next the phone description
 5. Click on the red "Deactivate Device" button (left side of the screen under the tool bar)
 6. Click on OK to deactivate device.
2. De-install Field Force Manager
 - a. Click on the **Menu** button.
 - b. Select **Get it Now**
 - c. Select **Get Going** or **Tools on the Go** depending on phone model
 - d. **Highlight Field Force Manager (Do not press OK)**
 - e. Press **Options** soft button (right button)
 - f. Select **Remove App** (or **Erase App**)
 - g. Select **Yes** that you really want to remove the app.
3. Download new version
 - a. Click on the **Menu** button.
 - b. Select **Get it Now**
 - c. Select **Get Going** or **Tools on the Go** depending on phone model
 - d. Select **Get New**, phone will connect to the network
 - e. Select **Business / Tools**
 - f. Scroll to **Field Force Manager**, click on the **OK** button
 - g. Select the Free – Unlimited option to **download** the application
 - h. Once the application is downloaded you will be prompted to **Run** the application.
4. Perform the first time setup process
 - a. Enter Phone Number and Press **OK**
 - b. Enter Pin Number (Last 4 digits of the phone #) and Press **OK**
 - c. **Agree** to the Warning Message
 - d. Perform LBS privacy settings