



**VERIZON WIRELESS
FIELD FORCE MANAGER
WINDOWS MOBILE
MOBILE WORKER
USER GUIDE**



APPLICATION REQUIREMENTS

See the Field Force Manager support site for list of supported devices
<http://support.fieldforcemanager.com>

Application requires 1 MB of application space to install application.

The Field Force Manager feature must be activated on the phone number for the application to work. Contact your Verizon Wireless sales representative for assistance in adding the feature to your account.



WINDOWS MOBILE INSTALLATION & INITIAL SETUP

ENABLING LOCATION ON DEVICE

Verizon Wireless values your workers' privacy. Because of this, the mobile phone is defaulted to only acquire location information when dialing "9-1-1". To use Location Based Services (LBS) such as Field Force Manager, you must first enable location services on the mobile phone.

See Field Force Manager support site for instructions for your specific phone model
<http://support.fieldforcemanager.com/devicelist.html>

DOWNLOAD AND ACTIVATE FIELD FORCE MANAGER ON THE MOBILE PHONE

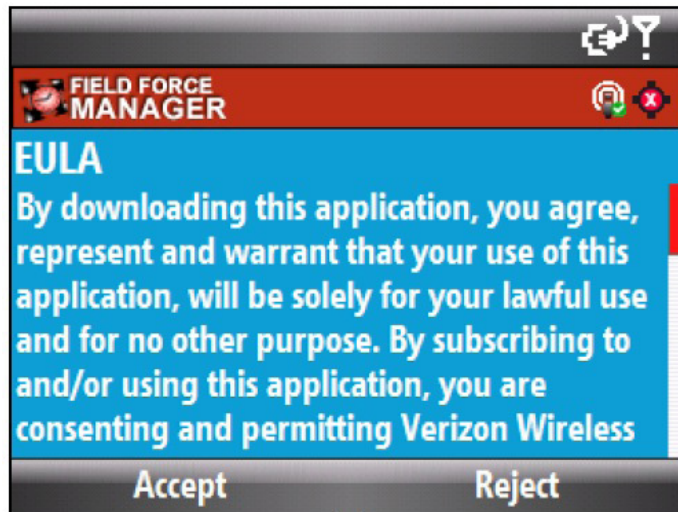
Verizon Wireless recommends that you install and activate the Field Force Manager mobile phone application for your workers before performing the mobile worker training.

Windows Mobile Installation Process

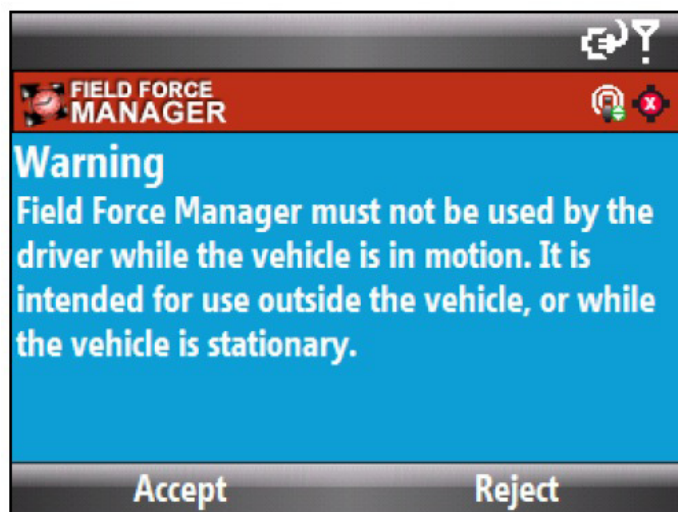
If you are unsure of what type of mobile device you have go to <http://support.fieldforcemanager.com/devicelist.html> for a device list.

1. Start Browser and go to the Home Screen.
2. Choose **Field Force Manager** from screen.
3. Select "**Install Field Force Manager**" and press the Center select button.
4. Select Yes, to download the application.
5. Wait for the download to complete.
6. The application will begin to install after the download is complete.
7. Once the install is complete, select **Done**.
8. Go to the Start Menu, Select the Field Force Manager application.
9. The application will start and the device will activate using phone number of the device.
10. Device will automatically login to the mobile worker for that device.

11. The EULA (End User License Agreement) screen will appear. Read the agreement before continuing. If you agree to the terms stated, acknowledge by selecting **Accept**.
- a. If you decline the EULA, the application will exit and the application will not be able to be used.



12. A warning screen will come up. Select "**Accept**" to start using Field Force Manager.

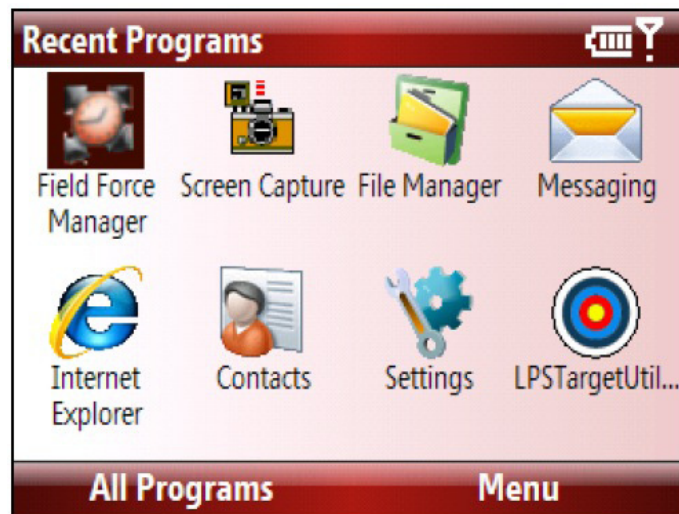


LAUNCHING FIELD FORCE MANAGER ON YOUR MOBILE PHONE

Field Force Manager is an application that runs on your Verizon Wireless mobile phone.

To launch Field Force Manager on your mobile phone:

1. Press the **Start** button
2. Select the **Field Force Manager** from the list of applications. If Field Force Manager does not appear, select More to view a longer list of applications.

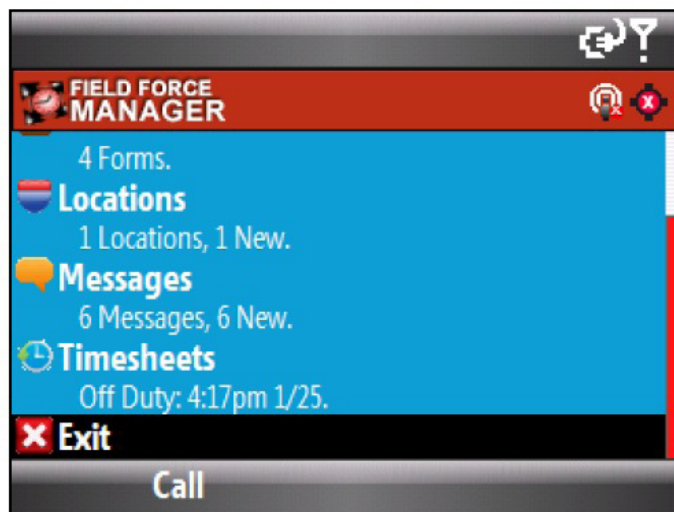


NOTE: Field Force Manager will automatically launch upon the mobile phone powering up or if Auto Application launch is enabled through the Field Force Manager web portal's Hours of Operation the application will be started via SMS message.

LOGGING OUT

To exit Field Force Manager:

1. Select the “Exit” option from the main menu.
2. Select the “Yes” option to confirm that you want to exit the application.

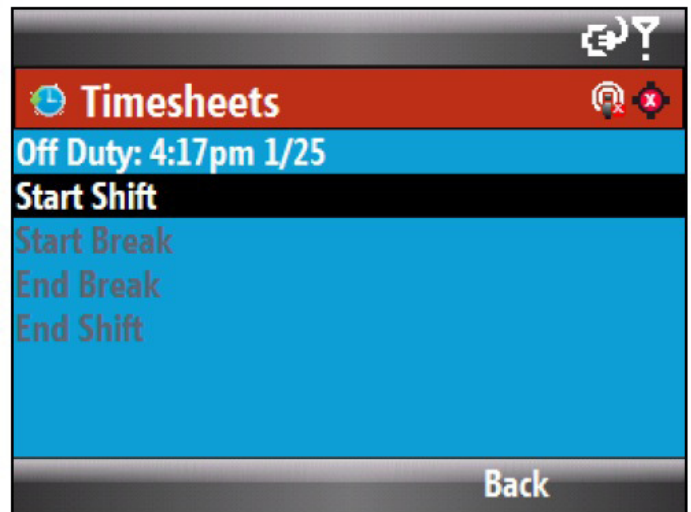


NOTE: The Field Force Manager application cannot locate or send or receive information when the application has been exited.

NAVIGATING THE APPLICATION

Throughout Field Force Manager, you will see the commands listed at the bottom of the screens. These commands correspond to the soft keys on your mobile phone directly below them. To select a button, press the soft key below the name of the command you want.

For example, in the image below, the “Back” button will return you to the previous screen. Clicking the center select button will bring you to the current selection.



- When instructed to “select” a particular line of display on the screen, use the navigation keys to highlight the item you would like to select.
- In instances where more data exists than can be displayed vertically on the screen, scroll arrow indicators will appear on the right-hand side of the screen. These scroll arrows provide a visual cue when additional information exists that is not being displayed on the screen.
- Two additional buttons are also mentioned in the documentation: the Red Phone button and the Green Phone button. The Red Phone button is used for temporarily suspending Field Force Manager operation, and for terminating voice connections. The Green button is used to place a phone call.



TAKE A PHONE CALL

When someone calls you, Field Force Manager goes into Suspend mode automatically, so you can take your call as if Field Force Manager wasn't even running.

MAKE A PHONE CALL

To place a phone call from within the application

Press the Red phone button to go to the phones main menu.

To suspend Field Force Manager:

To make a call while you are using Field Force Manager, press the Red Phone button.

This will temporarily suspend Field Force Manager while you place your call.

To return to Field Force Manager after your call:

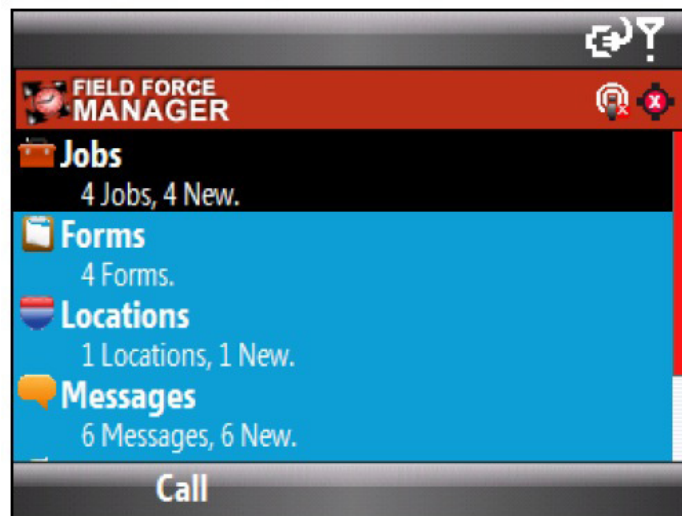
Select the Field Force Manager icon from the Start Menu.

Note: While on a voice call, Field Force Manager will not collect or send GPS points.

FIELD FORCE MANAGER FUNCTIONS

The Field Force Manager menu is the application starting point for Field Force Manager. It is the first screen that you see once you have logged into the application.

- To navigate to the Jobs Screen **Select “Jobs”**
- To navigate to the Forms Screen **Select “Forms”**
- To navigate to the Locations Screen **Select “Locations”**
- To navigate to the Messages Screen **Select “Messages”**
- To navigate to the Timesheets Screen **Select “Timesheet”**



JOBS

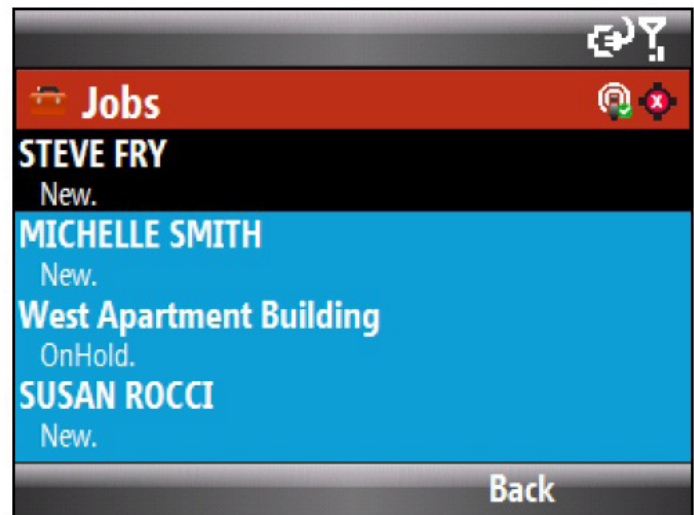
Field Force Manager is able to receive job information that is dispatched from the Field Force Manager web portal. This job information is displayed on your mobile phone and supplies you with valuable information that helps you get your work done.

JOB LIST SCREEN

The Job List screen displays single-line summary information for each of the jobs that have been dispatched to you on your phone.

To view detailed job information for a specific job:

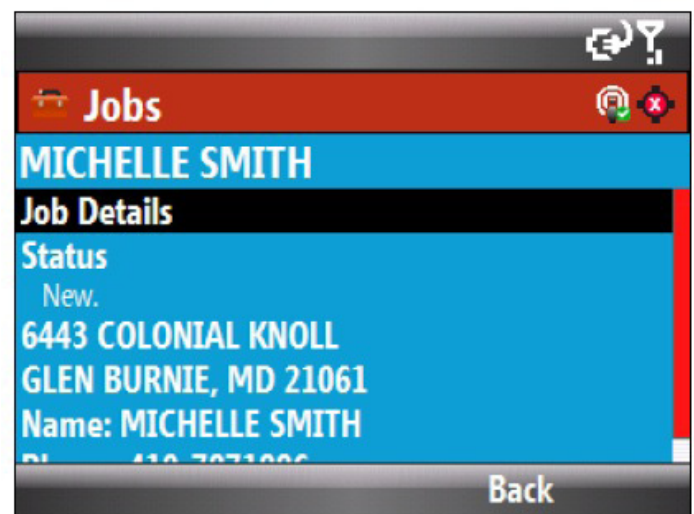
1. Select it by scrolling to it and selecting the trackball.
2. Job titles will display only as many characters as can be displayed on-screen horizontally. To view the entire job title, select the job from the list.



JOB SUMMARY SCREEN

The Job Summary screen lists high-level details regarding a job, including its current Status. From here, you can access the Job Detail screen, the Job Status Reporting screen, and the Driving Directions screen.

- To retrieve detailed information regarding the jobs **select “Details.”**
- To report a change in job status **select “Status.”**
- To generate turn-by-turn driving directions to the job **select the job’s address.**
- To call the job contact **click on the contact name and phone number.**



JOB DETAILS SCREEN

The Job Details screen displays all of the information that has been dispatched to your mobile worker. This information includes the customer's name, the estimated time of arrival, expected duration.

To return to the Job Summary screen, **press the "Back" button.**



JOB STATUS REPORTING SCREEN

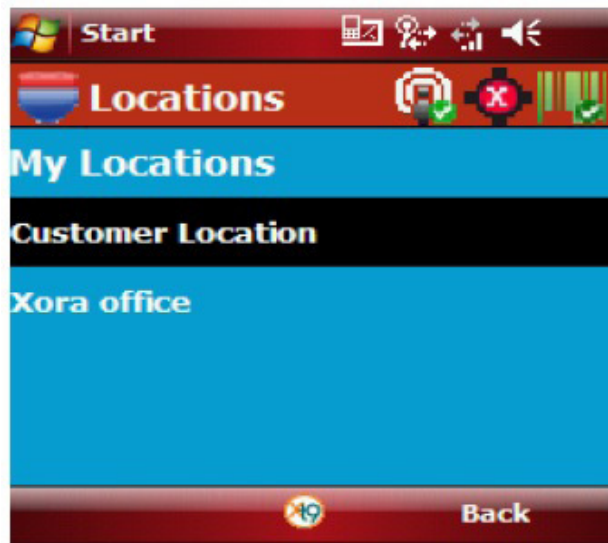
The Job Status Reporting screen allows you to report a change in your status to your dispatcher.

To report a change in status:

1. Select the Complete action to mark the job as complete. The job will be removed from the device and the web portal upon completing the job.

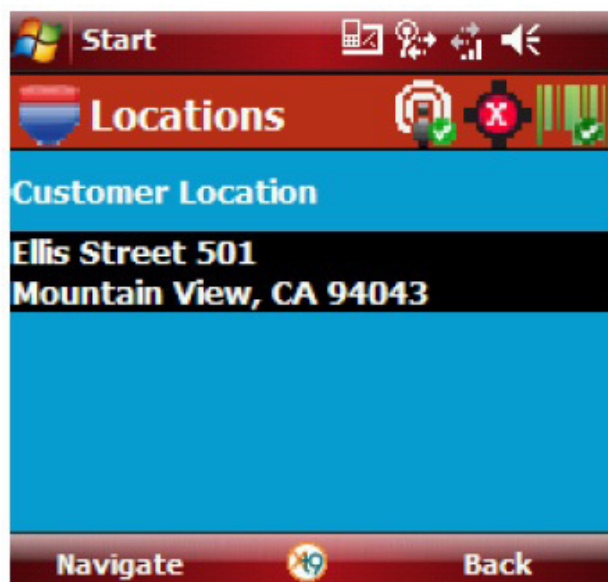
LOCATIONS

Field Force Manager lets you receive Locations from your dispatcher and request turn by turn driving directions from your current location to the Location.



To obtain driving directions to a location:

1. **Select** “Locations” from the Field Force Manager Menu.
2. **Select** the Location you want to get driving directions to.
3. **Select** the address for the location.
4. The system will now obtain your current location and request turn by turn directions.





To delete a location from your mobile phone:

1. **Select the Location** you want to delete.
2. **Select the “Delete”** option on the screen.

NOTE: This will not delete the location from the web portal.

DRIVING DIRECTIONS

The Field Force Manager application provides driving directions based on your current location and the location of your job or other destination. The type of driving directions differs depending on which product package you are using:

TEXT DRIVING DIRECTIONS

Select the **Address** from the Job or Location within the Field Force Manager application.

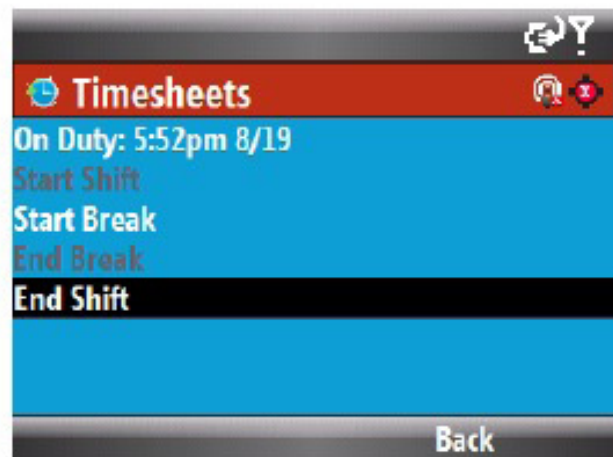
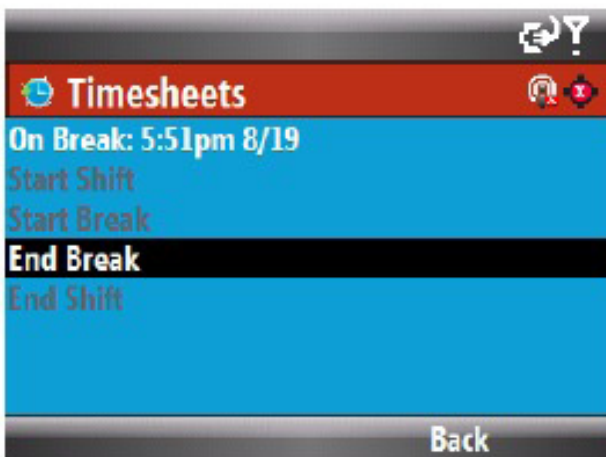
1. The application will request text driving direction from your current location to the address of job or location.
2. Use the **Navigation keys** to scroll down to view each step.
3. Press the **Update** button to request updated directions from your current location to the address.
4. Press the **Back button** to return to the Job or Location address screen.

TIMESHEETS

Field Force Manager lets you log your hours quickly and easily. Just select the appropriate timecard action from the list, and Field Force Manager will automatically log the time and send the data back to the web portal. The administrator may also add a form to the timecard actions to collect data associated with your hours.

To log your time:

1. Select “Timesheets” from the Field Force Manager Main Menu.
2. Select “Start Shift” when you want to punch in.
3. Select “Start Break” whenever you take a break.
4. Select “End Break” whenever you go back to work.
5. Select “End Shift” when you’re ready to punch out.

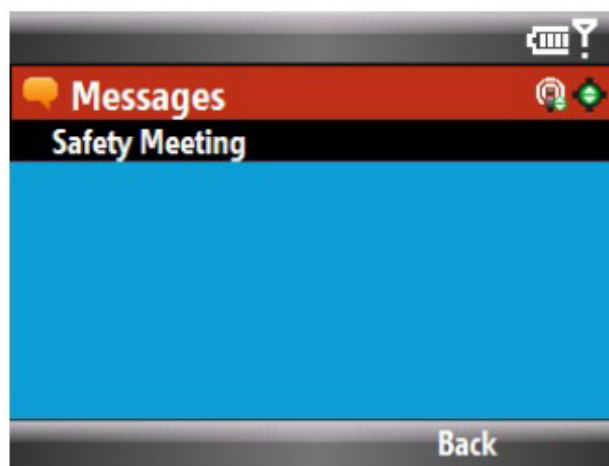


MESSAGES

The Field Force Manager application is able to receive messages that are sent by your dispatcher. These messages are displayed on your phone and, after being read, can be deleted or stored for viewing at a later time. Field Force Manager messaging is only one way, from the customer web portal to the Field Force Manager application and does not use Verizon Wireless text messaging.

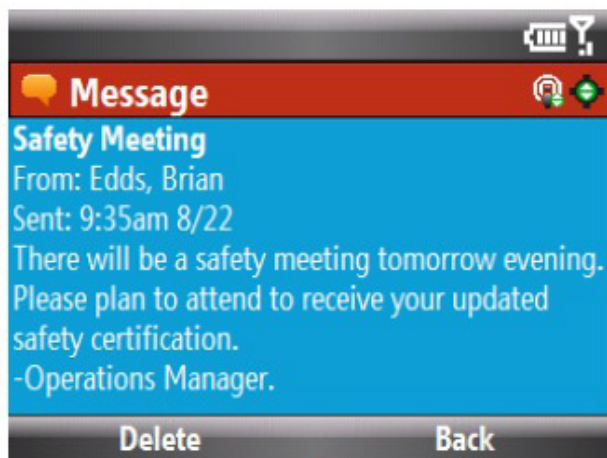
MESSAGE SCREEN

The Message screen displays summary information for each of the messages that you have received on your mobile phone. Messages are sorted and displayed on screen in the order in which they were received. To view the contents of a specific message, select it by pressing its number on your phone's keypad, or by scrolling to it and select the trackball.



MESSAGE DETAIL SCREEN

The Message Detail Screen displays the contents of the message and details about the Sender. To delete the message that you are currently viewing **press the "Delete" button.**

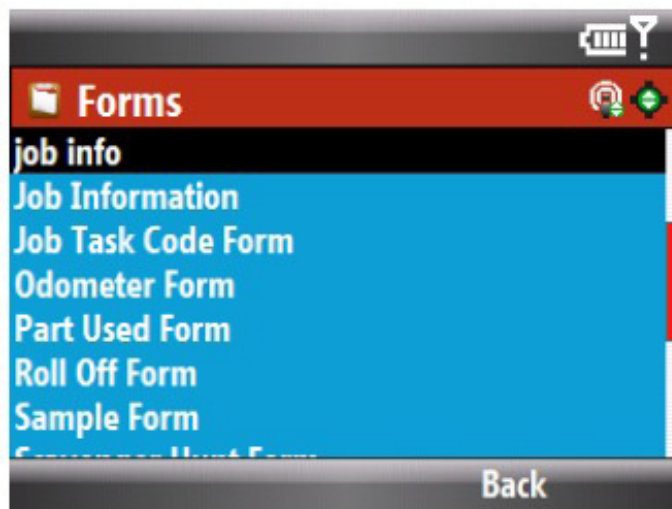


FORMS

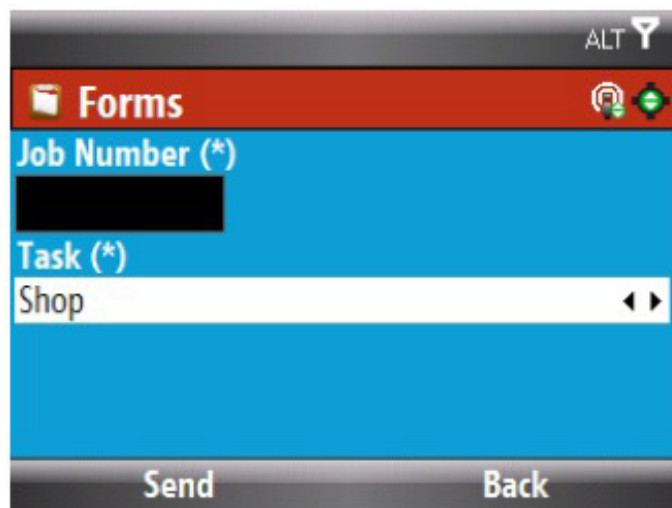
Field Force Manager allows you to complete your paperwork using Forms on your mobile phone. Forms can be completed as a part of Timecards, Jobs or Standard Forms. Standard Forms are available from the Forms menu on the mobile phone. The Administrator will create these forms from the customer web portal and assign them to specific mobile workers.

To complete a form:

1. Select “Forms” from the Field Force Manager Menu.



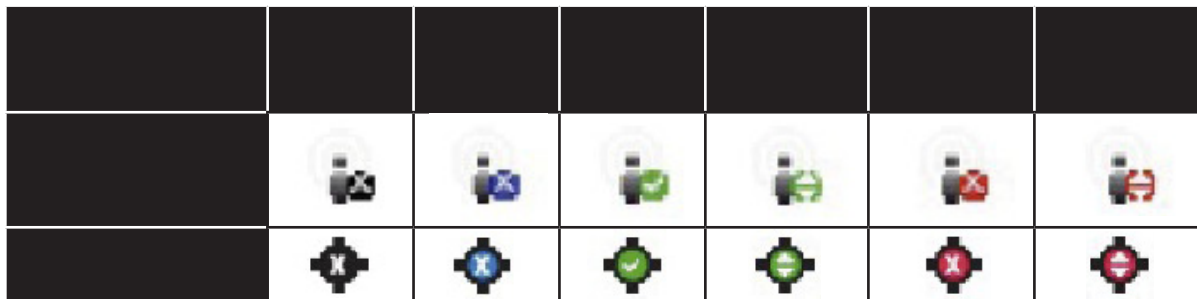
2. Select the Form you want to fill out.
3. Enter a value for each field.



4. Use the Navigation keys to navigate to the next field.
5. Select “Submit”, once you have completed the form. The submitted form will immediately be sent to Web Portal.

STATUS ICONS

The Field Force Manager application displays service icons in the upper right hand corner of the application to allows users to easily understand the current state of the application. These icons are useful to communicate issues during the troubleshooting process.



	Description	When you will see this
	The service is not started.	Services are started automatically at application startup. If you see this state then the application service has stopped. Restarting the application should fix the issue.
	The service is currently starting.	You will see this while the application, is starting up, once the user is at the main menu all service should be started.
	The last service attempt was succesful and the service is not curenly attempting to perform its function.	This should be the normal state for most services. Everything is okay when you see this icon.
	The last service attempt was succesful and the service is currently attempting to perform its function.	This is a normal state that happens any time the application communicates or attempts to collect GPS.
	The last service attempt was not succesful and the service is not currently attempting to perform its function	You will see this when the GPS or Network is out of coverage. Once the phone returns to coverage you should see the status return to OK.
	The last service attempt was not succesful and the service is currently attempting to perform its function.	You will see this when the GPS or Network is out of coverage and is working to retry communication or collect data.

OPTIONS MENU

Pressing ** (Star Star) will bring the user to the Options menu. You will then be prompted to enter a pin number (default is 4321). This menu offers administrative and troubleshooting features.

- **Device Summary**
 - + View detailed device info under device summary.
 - + This contains helpful information when calling customer support.
- **Server Sync**
 - + Force the application to download new or updated jobs, locations, messages and preferences.
- **Clear Activation**
 - + Reset the device activation on the device and the server.
 - + The device now resets the activation on the server as well, eliminating the need for a web user to login and clear the activation.
 - + Same as the traditional nine 3's functionality, however now the user does not need to logout.
- **Clear Record Store**
 - + Clear all data stored on the device.
 - + Same as the traditional nine 0's functionality, however now the user does not need to logout.
- **Volume**
 - + Change the new/changed item notification volume (Vibrate, Low, Medium, High).
- **Force Login**
 - + Force the user to login upon the next application restart.
 - + This replace the traditional *0 functionality.
 - + Useful if the login mode is set to automatic and you need to log another user in.
- **Retrieve GPS**
 - + Force the application to collect and store a GPS point.