@ROAD®
MOBILE RESOURCE MANAGEMENT

Installation Guide

For @Road GeoManager PE$_{SM}$ and @Road Pathway PE$_{SM}$ Solutions

January 2007

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www.road.com

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1 Prerequisites & Equipment Needs

The following items are needed in order to successfully install or de-install @Road systems on your Nextel phone:

- An active Public IP / Data Plan activated

- An active Nextel cellular number

> **Warning! SIM cards must not be swapped without notifying Nextel.**

- Internet Explorer Access

- @Road Administrator User ID / Login and Admin passwords

- @Road GeoManager PE (Pocket Edition™) software license activated for phone. This information is located in the administration section of your @Road GeoManager account after you are logged in.

- Strong cellular signal strength (lots of bars) on the phone

- You must receive a strong GPS signal. You may need to be able to see the sky and be away from tall buildings to get the GPS coverage you need to complete this installation.

- A fully charged phone (battery at 50% capacity or better).

> **Caution: For the most efficient and trouble-free installation of the @Road solution, the sections and procedures in this document must be followed in the order they are presented.**

2 Introduction

This Installation Guide shows the process for setting up your @Road solution software on a Motorola Nextel phone. All Nextel phones require Java, GPS and a public IP. Supported Nextel phones include, but are not limited to:

● i58sr	● i88s	● i265
● i275	● i325	● i355
● i560	● i580*	● i605
● i615*	● i710	● i730
● i736	● i760	● i830
● i836	● i850	● i860

*These phones are under testing and will soon be supported.

The list of supported phones changes as new phones are released to the market. Please contact your @Road representative with any questions about which phones are supported.

3 Getting Started

This first step is crucial to the success of the GeoManager data plan setup. This step must be conducted prior to beginning the Installation Procedures that start in Section 4 of this document.

If your Motorola Nextel phone is already pre-installed with an @Road application, you will first need to de-install the old @Road application.

> **Before you start this procedure, please verify that the phone has a strong cellular signal and that you are outside, away from tall buildings to get a good GPS signal.**

Verifying the IP Address

Viewing Phone Information

1. From the main menu, select **My Info**.

2. Scroll to see the IP address assigned by Nextel. This number appears when you register for packet data services.

   This number may be any number other than those which start with a 0.x.x.x, 10.x.x.x or 11.x.x.x. If your phone does not have the correct IP address please contact Nextel.

Setting Up the GPS

Your phone's GPS privacy options control whether GPS applications on your phone or other software applications may view the location of your phone. You must set your phone to unrestricted privacy.

> Note: Privacy options do not apply to the transmission of location information during emergency 911 calls.

To set your GPS privacy options:

1. From the main menu, select **GPS > Privacy**.

2. If your GPS PIN security feature is enabled, enter your GPS PIN. See *Setting the GPS PIN Security Feature* in this section for more information.

3. Select the **Unrestricted** privacy option.

4. Power phone off, then back on.

Setting the GPS PIN Security Feature

To prevent your GPS privacy settings from being altered without your knowledge, your GPS privacy option can be protected by a PIN. When you receive your phone, the GPS security feature is turned off, so you do not have to enter a GPS PIN to access your GPS privacy options. If you turn this feature on, you will be required to enter a GPS PIN to access your GPS privacy options. To turn the GPS Enabled security feature on or off:

1. From the main menu, select **Settings > Security > GPS PIN**.

2. Select **On**.

3. Enter the current GPS PIN.

> Note: When you receive your phone, your GPS PIN is 0000.

4. Press **Ok**.

To change the GPS PIN:

1. From the main menu, select **Settings > Security > Change Password > GPS PIN**.

2. Enter the current **GPS PIN**.

> Note: When you receive your phone, your GPS PIN is 0000.

3. Press **Ok**.

4. Enter the new 4- to 8-digit GPS PIN.

5. Press **Ok**.

6. Enter the new 4- to 8-digit GPS PIN to confirm.

7. Press **Ok**.

Downloading Application

1. From the main Nextel screen, press the **Menu** key on the Nextel keypad to go to the Main menu.

2. Select **Java Apps**.

3. Press **OK**.

> Note: If your phone has poor signal strength, a warning message will appear on the phone's screen – "Warning: Network not available. If problem persists, contact your Operator." If you get this error message, Press **Done**, **Exit**, and then **Exit** again. Contact Nextel for assistance.

4. Select **Download Apps**.

> Note: if you have a brand new phone, you will need to expand/install the Download Apps capability by selecting Download Apps, then pressing OK. This process takes a few minutes to complete.

5. Press **OK**. The **Progress** screen displays the message "Sending Request," followed by "Receiving Data."

   When complete, the **Download Apps** screen appears. If not, you may need to press the **Next** soft key to get to the **Download Apps** screen.

Note: After selecting **Download Apps**, some phones automatically prompt "Network not Available." Powering the phone off, then back on and retrying the steps typically restarts the download process.

6. Select **Subscriptions,** which is the typical location for downloaded applications. If the application is not listed under the Subscriptions menu, contact @Road Customer service at 877-428-7623. A Technical Service Representative will push the application to your phone.

    Select **New Purchases** if the application was sent by Mobile Application Manager (MAM) or Partner Mobile Application Manager (PMAM) to the Nextel phone.

Note: MAM and PMAM are used by @Road to push applications to a third party vendor, such as Nextel. MAM allows a push to a single device. PMAM allows a software push to multiple devices.

7. Press **OK**. The **Progress** screen displays the message "Receiving Data," then shows a list of available applications under the **Subscription Apps** screen.

8. Highlight **@Road GeoManager PE**. Version numbers may vary. If you have any questions about the correct version, contact @Road support.

9. Press **OK** to download. The **Progress** screen displays the message "Sending Request," followed by "Receiving Data."

10. Press **Get It**.

    This typically takes several minutes. When application download is complete, the screen displays "Thank You—You Have Successfully Downloaded."

11. Select **END/EXIT** to return to the **Java Apps** menu.

4 Installing the Application

After downloading, you must install the application.

Installing

1. In the Java Apps screen, select the @Road application or a prompt screen may ask whether you want to install the new application you have just downloaded. The screen appears saying "New App(s) Downloaded. Install Now?"

   If you accidentally return to the Java Apps screen, select the @Road application and press OK.

2. Select **Yes** to install.

3. When you select **Yes** to install the @Road application, a progress screen displays "Installing."

   The installation typically takes several minutes. When complete press **Done**. The screen displays "New App(s) Installed. Add to Main Menu?"

4. Select **Yes** if you would like the @Road application icon to display on your phone's main menu.

   Press **Cancel** to return to the **Java Apps** screen.

Granting Permissions

Configure the Grant Permissions Setting prior to running the application.

1. From the **Java Apps** screen, select the **@Road** application.

   Note: Do **not** press OK during this step.

2. Press **Menu**.

3. Select **Permissions**.

4. Press **OK**.

5. Select **App Auto Inv**.

6. Press **OK**.

7. Make sure **Always** is selected.

    - If **Always** is selected, press **Back** once to navigate back to the Java Apps screen.

    - If **Always** is not selected, use the arrow keys to highlight it and press **OK**. Then press **Back** once to navigate back to the **Java Apps** screen and press **OK**. Press the red **End/Home** key twice to return to the **Main** screen. The @Road application is now running in the background.

8. Select **Lcl Connect**.

9. Press **OK**.

10. Make sure **Always** is selected.

    - If **Always** is selected, press **Back** once to navigate back to the Java Apps screen.

    - If **Always** is not selected, use the arrow keys to highlight it and press **OK**. Then press **Back** once to navigate back to the **Java Apps** screen and press **OK**. Press the red **End/Home** key twice to return to the **Main** screen. The @Road application is now running in the background.

11. In the **Java Apps** screen, highlight **@Road®**.

12. Press **OK**. A prompt screen appears, reading, "@Road® Requests System Information Permissions." You may hear an audible beep from the phone at this time.

13. The phone prompts you to Grant or Deny permissions. Press **Grant**.

14. Select **Always**.

15. Press **OK**.

    The **@Road Register** screen appears.

For the next step, you must have your Nextel phone GeoManager Software License Serial number and PIN number, previously provided to you by your Support team.

16. Enter the serial number and PIN into the phone.

- Enter the serial number, then scroll down and enter the PIN.

- If the serial number is not available, go to Section 5 "Register Phone" of this document to retrieve the serial number and PIN.

17. Press **Save**. The **@Road Home** menu appears.

18. Select **Location**.

Note: You may need to be able to see the sky and be away from tall buildings to get the GPS coverage you need.

19. Press **OK**. The **GPS Location** screen appears.

20. Press **OK**. GPS information is shown on the screen.

21. Press **Back**.

22. Press the **Home** key twice to return to the main screen.

5 Registering the Phone

To register the serial number and PIN of your Motorola Nextel phone, go to the @Road web site at http://www.road.com.

1. From the @Road Home Page, shown in Figure 1, select **GeoManager PE** from the drop-down menu within the orange **Sign In** box.
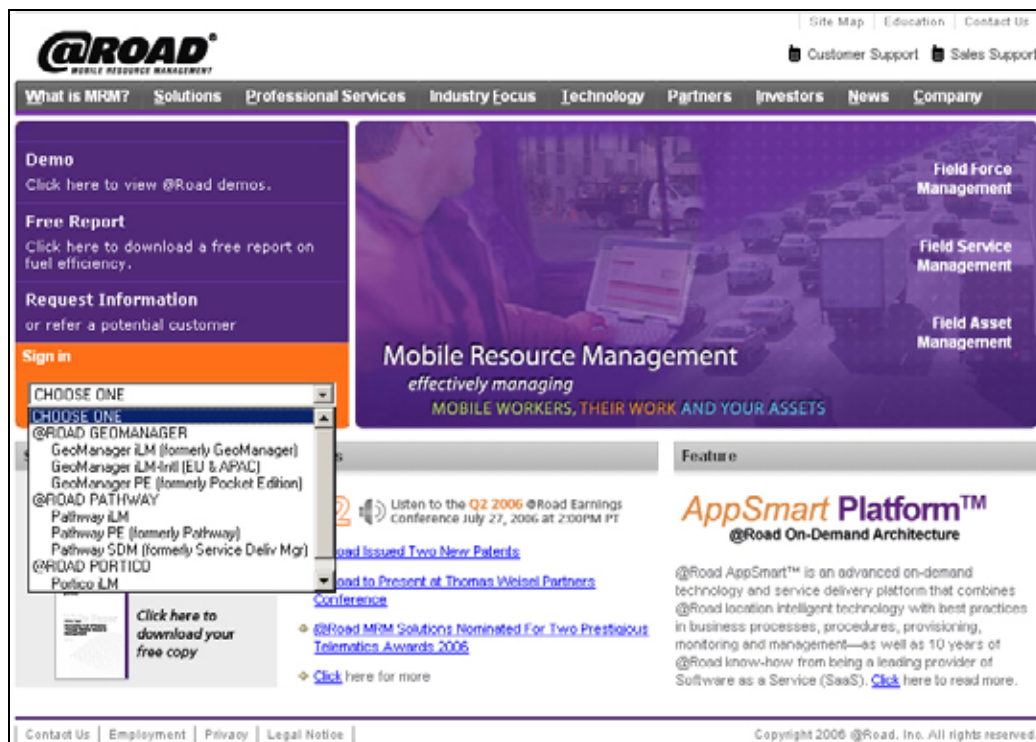
Figure 1: @Road Home Page

2. Enter your **Administrator User Name** and **Password** to log in to your @Road account. You will be directed to the application home page.

3. Via the Control Panel, located on the left hand side of the application home page, select **Administration**. Enter your Admin user password.

4. From the Administration Page, click **GeoManager Pocket Edition Configuration**. You will see a screen similar to Figure 2.

Figure 2: Configuration Screen

5. Assign any unused **serial number** and **PIN**, as shown in the left-hand columns seen in Figure 4, to any phone. It is important to use a unique serial number and PIN set for each phone.

6. On the GeoManager page, assign the appropriate **Label** for the phone.

7. Enter the mobile phone number. This is an optional field.

On the Nextel phone:

8. Using the Nextel phone keypad, enter the **serial number**. Then press the **Down** arrow to get to the PIN section and enter the **PIN**. Select **Save**.

9. The **@Road Home** Screen appears on the phone, with **Diagnostics** and **Location** items listed.

10. Press the red **End/Home** key twice to return to the **Main** Nextel screen. The @Road application is now running in the background.

Enabling the Auto Re-Launch Setting

This step is not necessary if you are using Administrative Security, discussed in Section 7.

This setting will ensure the auto re-launch of the software when phone is powered up.

1. While you are still in the **GeoManager PE** or **Pathway PE Configuration** page of the @Road web site, shown in Figure 2, click the check box under the **Enable Auto Re-Launch** column so that the box contains a check mark.

2. Click **Save**.

   When the box is checked, the phone will automatically re-launch the @Road application when the application is exited or turned off, to ensure ongoing reporting of location information for that device.

3. Click **OK** when prompted. If your phone does not prompt you for a response within 15 minutes, please restart the phone.

This step is not necessary when using Administrative Security (see *Administrative Security* in section 6), which automatically sets up Auto Re-Launch.

6   Enabling Auto Launch

This step is not necessary if you are using Administrative Security, discussed in Section 7.

Auto Launch launches the @Road application on phone startup. This function is different than Auto Re-Launch, which re-launches the @Road application if the user tries to exit.

When activating or deactivating the Auto Launch feature in administration of an account, the device needs to acquire GPS in order for the change to take place on the phone. To acquire a GPS signal, you may need to stand near a window or outside a building, away from obstacles that might block an adequate signal.

1. Press the **Menu** key on the Nextel keypad to go to the **Main** menu.

2. Use the arrow keys to highlight **Settings**.

3. Press **OK**.

4. Select **Personalize**.

5. Press **OK**.

6. Select **Power Up**.

7. Press **OK**. The **Power Up** screen appears.

8. Press **OK**.

9. Select the **@Road** application.

10. Press **OK**. Auto Launch is now enabled.

11. Press the red **End/Home** key to return to the main Nextel screen.

7 Enabling Administrative Security

There is an undocumented security feature to allow a stealth launch on phones that are Multi Media Service (MMS) capable, such as the i605 and i615 Nextel phones. Using this undocumented feature to set up the application ensures that the application launches in the background each time the phone is turned on and prevents the application from being de-installed.

> Note: For the stealth launch to work, you must not have Power Up App in Settings > Personalize set to @Road.

1. Press the **Menu** key on the Nextel keypad to go to the **Main** menu screen.

2. Select **Java Apps**.

3. Press **OK**.

4. When in the **Java Home** screen enter the following using the Nextel keypad: **# * 1 5 9 #** (Pound, Star, One, Five, Nine, Pound). An **Enter PIN** prompt appears.

5. Enter **0000** (four zeros).

6. Select **OK**. The **Apps Manager** screen appears.

7. Select **Full-Time App**.

8. Press **OK**.

9. Select **@Road®.**

10. Press **Done**.

11. Select **Permanent Apps**.

12. Press **OK**.

13. Select **All.**

14. Press **Done**.

15. Select **Change PIN**.

16. Press **OK**.

17. Enter **0000** or the current PIN.

18. Enter a new PIN. This should be a unique four digit number that is not obvious or easy to guess.

19. Re-enter the new PIN to confirm.

20. Press the red **Exit/End** key to return to the **Home** screen.

The @Road application is now installed and will launch in the background each time the phone is turned on.

8 Testing Administrative Security

1. Press **Menu**.

2. Select **Java Apps**.

3. Press **OK**.

4. Select **@Road®**.

5. Press **Menu**.

6. Select **De-install**.

7. Press **OK**. You should receive a "Permission to de-install denied" message.

8. Press **Back** to return to **Java Apps**.

9. Select **@Road®** again.

10. Press **OK**.

11. Press **Home** button once to get to **Suspended Apps**.

12. Press **End**. You should receive an "App set to full-time, cannot be exited" message.

13. Press **Back**.

14. Press **Home** once to return to main screen.

9 Troubleshooting

Receiving a "Timeout Error" message when entering Serial Number and PIN

- Check wireless coverage from an outdoor location, away from buildings or other obstacles that may block signals.

- Check whether you have a Public/Routable IP address (see *Verify IP Address* in Section 3 of this guide).

  To perform a Master Reset for Nextel IP changes (from private IP to Public IP) to appear on the phone:

  1. Press and hold the **Menu** button for two seconds. A different menu appears.

  2. Select **Advanced**.

  3. Select **Connectivity: Master Rese**t.

- Contact Nextel for help.

Receiving an "Unrecoverable Network Error" Message

Contact Nextel for technical support.

De-installing the @Road Application

If your Motorola Nextel phone is already pre-installed with an @Road application, you will first need to de-install the old @Road application.

> Note: If you have previously configured an @Road application on the handset, make sure you de-select the Auto Re-Launch setting prior to installing a new @Road application. This can be done from the Administration section on the @Road web site (see *De-Select Auto Re-Launch* in Section 5, *Registering the Phone*, of this manual). The settings change is not reflected on the phone until GPS is re-acquired.

Please note that this section assumes you are de-installing an @Road application from an existing phone. You will need to have the phone's PIN # available before beginning the below procedure.

> Note: If an @Road application is **not** installed on your handset, go directly to the *Verify IP Address* in Section 1 of this manual.

To de-install an @Road application, complete the following procedure:

1. If **Administrative Security**, configured in Section 6**,** is enabled, complete the following steps; if not, go to step 2.

   a. Press the **Menu** key.

   b. Select **Java apps**.

   c. Press **OK**.

   d. Key in **#*#159#**. The **Enter PIN** screen appears.

   e. Enter the correct PIN.

   f. Press **OK**.

   g. Select **1. Full Time App**.

   h. Press **OK**.

   i. If not already check-marked, select **-None-**.

   j. Press **OK**.

   k. Press **Done**.

   l. Select **2. Permanent Apps**.

   m. Press **OK**.

   n. If not already check-marked, select **-None-.**

   o. Press **OK**.

   p. Press **Done**.

   q. Press **Back** to return to the **Java Apps** screen.

r.   Press **Exit** to return to the **Main** screen.

2.   If **Auto Launch** or **Re-Auto Launch** is enabled, complete the following procedure; otherwise go to step 3.

In the GeoManager web site:

a.   Log into GeoManager. For more information about logging into GeoManager, see Section 5, *Registering the Phone*.

b.   While you are still in the **GeoManager Pocket Edition Configuration** page, shown in Figure 2, click the check box under the **Enable Auto Re-Launch** column so that the box does **not** contain a check mark.

c.   Click **Save**.

On the Nextel phone:

d.   Press **Menu**.

e.   Select **Setting**.

f.   Press **OK**.

g.   Select **Personalize**.

h.   Press **OK**.

i.   Select **Power Up**.

j.   Press **OK**.

k.   Select **Default Ready** as the application.

l.   Press the **End** key (Hang-up / Home key). The **Home** screen appears.

m.   Power off the phone.

n.   Wait for **at least** two minutes. If you do not wait for the full two minutes, the application will restart and you will need to restart this procedure from step 1.

o.   Power on the phone.

> Note: Verify the application status by going to Java Apps. If a Suspended Apps folder is not found, the application is shut down. If a Suspended Apps folder is found, highlight the folder, then press OK. If @Road is listed or present in the folder, use arrow keys to highlight, then press End.

Since this procedure also shuts down the application, go directly to step 4.

3. Shut down the @Road application:

    a. Go to the **Java Apps** screen.

    b. Select **Suspended Apps**.

    c. Press **OK**.

    d. Select **@Road**®.

    e. Press **End**.

4. De-install the @Road software:

    a. Press **Menu**.

    b. Select **Java Apps**.

    c. Press **OK**.

    d. Highlight **@Road**®.

    e. Press **Menu**.

    f. Select **De-instal**l.

    g. Press **OK**. A message prompt appears, "Are you sure you want to de-install @Road®?"

    h. Select **Yes**. A warning message appears, "Warning, Power loss may destroy additional apps."

    i. Press **OK**. The items on the screen will each be check-marked as they are de-installed.

    j. Select **Done**.

    k. Press **Exit** to return to the **Main** screen.

This completes the de-installation of the @Road application.

Performing a Nextel Phone Master Reset

If your phone was previously used, you must perform a Master Reset.

To conduct a Master Reset on your Nextel phone, complete the following procedure:

1. Press **Menu**.

2. Scroll and select **Settings**.

3. Select **Advanced**.

4. Select **Connectivity**.

5. Select **Master Reset**.

6. Enter the Security Code: `000000` (six zeros).

7. Press **OK**. "Master Reset" is displayed on the phone screen.

8. Select **Yes**. "Caution: See Manual" is displayed on the phone screen.

9. Press **OK**. "Please Wait" then "Powering Off" are displayed in sequence on the phone screen, then the unit powers off.

10. Wait 10-15 seconds.

11. Press the **On** key to power the unit back on.

This completes the **Master Reset** process.

10 Contacting @Road Technical Support

Contacting 24x7 Online Customer Service

If your problem is not explained in the troubleshooting tips, the most effective way to report a service issue is through the @Road 24x7 online service request system (webSR). Simply log in to your @Road account and click on the Service Request button in the left-hand Control Panel. A service representative will respond as quickly as possible.

Contacting by Email or Phone

Email: support@road-inc.com

Phone: 877-4-AtRoad (877-428-7623)

(5 a.m. to 5 p.m. PST/PDT Monday through Friday)