



**Getting Started Guide
Cellular South**

Welcome to etrace

etrace® is a location-intelligent, wireless and web-based solution that runs on application-enabled mobile devices, enabling you to measure, manage, and optimize field service operations at the point of delivery. By providing a real-time connection between your field operation and back office, etrace enables your workforce to be more productive, your processes more efficient and your company to deliver superior service.

etrace is a simple, powerful, secure Web application that works with compatible AlltelGPS-enabled phones to enable you to supervise your workers in the field as easily as you do those in the office—in real time.

etrace Express allows you to track the location of your remote workers. Robust mapping functionality gives you instant visibility into the field, proactively alerting you when a worker speeds, enters a prohibited area, or arrives at a customer location.

etrace Standard not only gives you visibility into the locations of your mobile workers, it allows you to gather GPS-stamped time card and job status data from your workers right from the field. Workers can punch in/out for shifts and enter job information right into their handsets. Eliminate paperwork, increase accuracy, and improve customer response time.

etrace Pro provides a complete remote supervision solution by allowing you to use the information collected about mobile workers' time, location and activities to streamline dispatching, fuel sophisticated reports and integrate with your back-office payroll system.

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Getting Started Guide Overview

This guide contains the information necessary to install and activate etrace mobile telephones and begin utilizing the functionality and benefits of etrace software. Included are step-by-step instructions for installing and setting up etrace on mobile phones, accessing e-learning training, tips for training your staff and daily procedures.

etrace is designed to be easily incorporated into your business with very little disruption or training. We recommend you train a staff member to be the etrace expert. This person should be equipped with the proper tools and knowledge to train the rest of your organization.

Summary of Steps for Deploying etrace:

Step 1 – Install Phone Software

Load and install Phone software on users phones.

Step 2 – Deploy Phones to Users

Distribute phones and train users.

Step 3 – Take Web Training Courses

Take the Phone and Mission Control Administration and Operations course to learn the functionality of the software.

Step 1 – Install Phone software

Follow the instructions to download the etrace software to your device.

Setting Location Privacy

To enable the application to collect GPS information that phone must be setup to allow the etrace application to access the GPS information. To enable location on the phone


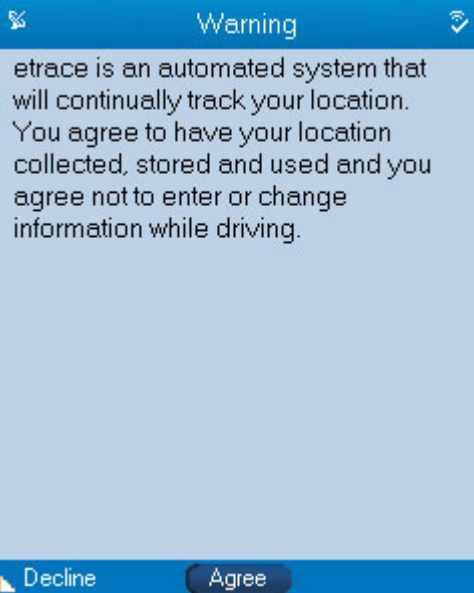
1. From the phone's main menu, click on the Menu button
2. Use the left and right arrow keys to locate the Settings and Tools menu
3. Scroll to Phone Settings and click OK
4. Scroll to Location and click OK
5. Select Location On and click OK
6. Scroll to Security and click OK
7. Enter the phone's security code and click OK (Usually the last 4 digits of the phone number)
8. Scroll to Restrictions and click OK
9. Enter the phone's security code again and click OK
10. Scroll to Location Setting and click OK
11. Select Lock Setting and click OK
12. Press the End key to return to the phone's main menu

Downloading and installing etrace

1. From the phone's main menu, click on the Menu button
2. Use the left and right arrow keys on your handset to locate the BREW Icon and click OK Scroll to Brew Apps, click OK
3. Scroll to Browse Catalog, click OK, and wait while the phone connects to the Cellular South network
4. Select Location Services or LBS and click OK
5. Scroll to etrace and click OK
6. Scroll to Download and click confirm. Wait while the phone downloads the application
7. The phone will prompt you to run the application. Scroll to Yes and click OK
8. Enter the phone's phone number and click OK
9. Locate the phone's phone number from the list below and enter the corresponding PIN. Click OK
10. Click Accept when the usage agreement is displayed

Step 2 – Deploy Phones to Users

The best way to start learning about the system is to start collecting data in the fields. Deploying phones to users involves several steps. In your Getting Started email you will have received phone number and pin numbers for each of your mobile workers. Keep this information handy during first time setup. We suggest training the mobile workers on the daily procedures prior to deploying the phone to the field

<p>Users will begin at the phone main screen. To start etrace, select the Catalog and select etrace</p>	
<p>From the Catalog menu, scroll down to etrace and press the Run button.</p>	
	<p>The first time a user logs into the application the application will automatically activate using the phone number of the device. The application will then log the user that is linked to that device into the phone automatically.</p>
	<p>The first time a user logs into the application they will be prompted Agree the etrace warning. After they press the Agree button they will go to the main menu.</p> <p>If users decline the warning the application will exit and the device's application memory will be cleared and the user will be prompted for their pin number the next time the application is started.</p>

Daily Phone Procedures

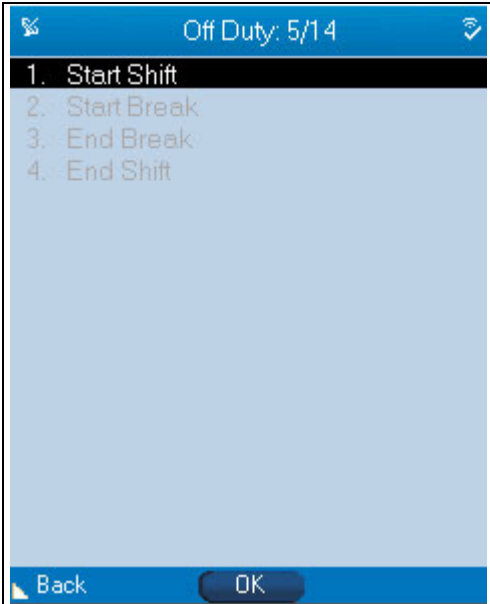
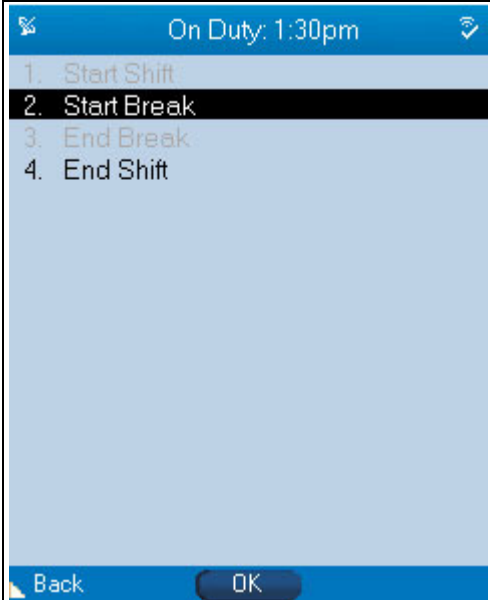
Following is a step-by-step illustration of how a mobile worker typically uses etrace. The Daily Phone Procedures section can be given to employees for training purposes.

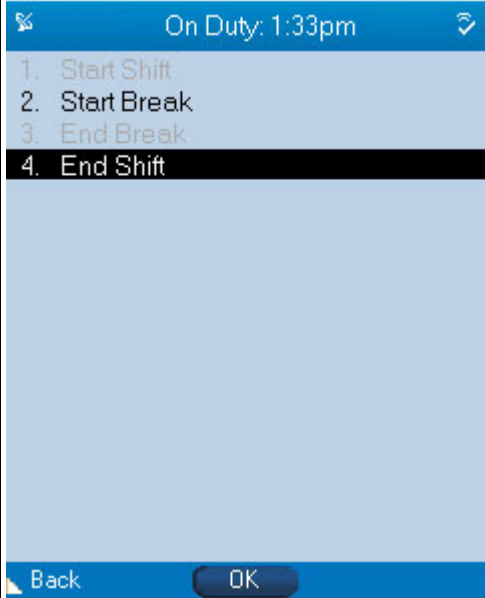
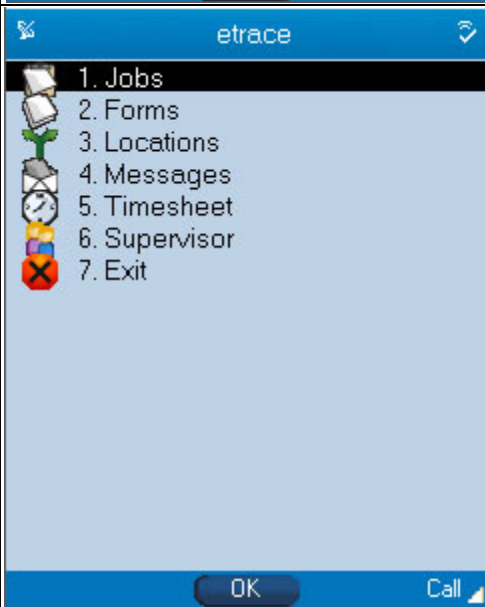
Users will begin at the phone main screen. To start etrace, go to the BREW catalog and select the etrace application.

From the catalog manager menu, scroll down to etrace and press the Run button. The application will auto login and go to the main menu.



After accepting the warning screen users will be taken to the etrace main menu. From there they can access their jobs, forms, locations, messages, and timecards.

	<p>To “punch-in” to their timesheet, select the Timesheet choice from the etrace main menu. From the Timesheets menu press Select while Start Shift is highlighted. Next, users can either return to etrace main menu, or suspend etrace and return to the Nextel main screen to make and receive phone calls and Direct Connect alerts.</p>
	<p>To suspend etrace for making and receiving phone calls, press the Red Phone key.</p>
<p>After they return to the main phone screen, the user can send and receive phone calls. When a user needs to access etrace again, they can press the catalog manager menu and select etrace</p>	
<p>etrace will still be running (suspending etrace simply places it into the background where it cannot be seen but is still running). Pressing Exit on the screen will force-quit the application, and could cause serious problems on the phone such as data and application corruption.</p>	
	<p>After resuming etrace, users are returned to the last screen they were at before suspending the program. If they need to perform an action such as starting or ending a break, they can do so before suspending etrace again by pressing the Red Phone key twice.</p>

	<p>At the end of the day, users can choose End Shift in the timesheets menu. After they have ended their shift, they can return to the etrace main menu, then choose Exit.</p>
	<p>Before completely exiting etrace, users are prompted to confirm they wish to exit etrace, which they will need to accept by choosing Yes.</p>
<p>etrace is now completely exited.</p>	

Training Tips and Reminders for the etrace Administrator or Trainer

- Ø The proper usage of the etrace phone will provide useful reporting and mapping. By following the steps outlined in the training, you will be able to properly train your mobile workforce.
- Ø It is required that your workers charge their phones properly. A full charged battery will give you roughly 6 to 8 hours of phone and etrace usage.
- Ø It is required that your workers power cycle their phones once a day, preferably at the end of day after exiting etrace.
- Ø Never select EXIT from the Resume screen. This shuts etrace down and affects mapping and reporting functionality.
- Ø Proper phone usage will provide this data in the Activity Log of a Worker's detail page in Mission Control:

05/12/04 03:56 AM		Session	Login
05/12/04 04:09 AM		Timesheets	Start Shift
05/12/04 12:53 PM		Timesheets	End Shift
05/12/04 12:53 PM		Session	Exit etrace

- Ø Allow for a ramp-up period for your mobile workforce to get use to using the new system.
- Ø Dedicate some time to organize your thoughts around the discussion you will have with your employees to introduce this project. Focus on the business benefits and new opportunities this technology presents to the business and to each individual. It is not uncommon for employees to be wary of this technology since it involves the tracking of their activities. They will want to understand how you intend to use this information, so be prepared to discuss your strategy.
- Ø Key points to emphasize:
 - Automated timecards
 - Employee accountability
 - Status tracking
 - Driving Directions

- Safety
 - Routing efficiency
 - Reducing phone calls
 - Utilization reports
- Ø Become an expert at using the phone application yourself. Before training your employees, take a few days to use the phones and practice different “what if” scenarios (i.e. low battery, forgot PIN, etc.) so that you can share your experiences with your employees. This will help you troubleshoot any issues and allow you to share simple “tips and tricks” that you pick up while learning yourself.
- Ø Appoint a few “project leaders” among the mobile workers to help support your efforts. Providing your mobile workers with a peer support group will help people be receptive to the technology. You may want to consider having your project leaders use the application for a few days before training the entire team.
- Ø Provide phone training as part of a regular team meeting to minimize your employee’s time away from work.
- Ø Spend plenty of time explaining the benefits that this project will have on your business (as discussed above). Set the proper expectations that using this technology is now a standard part of their job.
- Ø Provide each employee with a print out of the training material and a sticker on their phone for the PIN number. You may want to consider having the training sheet laminated so that they can keep in their vehicles for future reference.
- Ø Log into Mission Control every morning for the first few weeks to make sure that each mobile worker is using their phones properly. Spending a few minutes each day to remind those who may forget to start etrace on their phones will instill a usage pattern that will save you time and frustration later on.

Training Overview

eLearning is training that you take on the web whenever and wherever you have access to the internet. It is self-paced which means you can learn at your own speed, review when you want and as often as you want. The courses are interactive so you will learn about a topic, see it demonstrated and then have the opportunity to practice or review it.

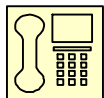
To access courses:

1. Login to etrace - www.etrace.com.
2. Enter your username, password and company ID.
3. Click on the Training tab in the upper right corner of the screen.
4. Choose which course you would like to take by clicking on the "Click to Start" Action to the right of the course title. (You can click on the course title to view a course description)
5. To return to etrace at anytime, close the course window or minimize it.

Note: depending on what role you login as (administration, operations or mobile worker) will determine the courses you will have access to.

Customer Support

Our Product Support Specialists can be reached at the telephone numbers and email address listed below during the hours of 7AM to 6PM Central Standard Time.



Contact Information

Sales Support: 1-888-4GW-SALE (1-888-449-7253)

Customer Support: 1-877-4GW-SUPP (1-877-449-7877)



Support email address - customersupport@gearworks.com

Support Portal

The Support Portal can be accessed at
<http://support.etrace.com/CellularSouth>

The Support Portal contains the following:

- etrace support team contact information
- Ability to create a trouble ticket
- Frequently asked questions (FAQs) – includes online knowledge base
- Documentation Center
- Training Center

Quick Reference Card for etrace Phone Users

Navigation & Buttons

Back button – previous screen

Select button – will select the highlighted option from list

Menu button – etrace main menu

Up and down scroll buttons – scroll vertically through list

Numbers – navigate to an item by pressing its corresponding number

Red Phone button – temporarily suspends etrace

Green Phone button – used for placing phone calls

Launching etrace: (Default method)

1. The application will start automatically on power-up
2. The app can also be launched from the Cellular South application catalog.

etrace Menu

Functions

Starting and ending a shift - From the main menu (MENU key)

1. Highlight Timesheets and press Select.
2. Highlight Start Shift and press Select. Then press the RED button.
3. To end a shift select etrace.
4. Highlight End Shift and press Select.

Starting and ending a break

1. Select etrace.
2. Highlight Start Break and press Select.
3. When break is done highlight End Break and press Select. Press the RED button twice.

Answering and making phone calls

1. To answer a call - Press the Green phone button. etrace is automatically suspended. Resume etrace when you are done.
2. To make a call - Press the Red phone button twice to suspend etrace. Dial the number and press the GREEN phone button to place the call. Resume etrace when you are done.
3. To resume etrace – select the Resume option from the bottom right corner of the READY screen.

Logging out of etrace

From the Main Menu (MENU key) select EXIT and then Yes.

Tips

- Charging the battery – you should charge your phone every night from an electric charger. The battery should last 6-8 hours with normal use. You can use a car charger during the day.
- Turning the phone off and restarting the phone at least once a day is recommended.
- Never select Exit from the Resume screen. This unexpected and harmful shutdown of etrace will affect mapping and reporting.
- Mandatory Safety Guidelines – *never interact with etrace while driving. Park the vehicle before using.*
- You should start etrace when you begin your day and exit at the end of the day. Etrace needs to be running on the phone to receive job dispatches. Always return to etrace after talking on the phone or using other phone screens.
- Do not turn off the phone while etrace is running. It may cause errors.
- Forgot your PIN? Contact your dispatcher.

For Support

Call etrace Support (7am–6pm CST) [877-449-7877](tel:877-449-7877).

