



Verizon Wireless Field Force Manager Getting Started Guide



Step 1: Install and Activate Mobile Phone Software

Verizon Wireless Field Force Manager requires the application to be installed on each handset.

To learn how to set up and activate Field Force Manager on your company's mobile phones, use the installation instructions available on fieldforcemanager.com. Select the **Devices** tab and choose the image of your device.

Step 2: Complete First-Time Setup Wizard on the Field Force Manager Web Portal

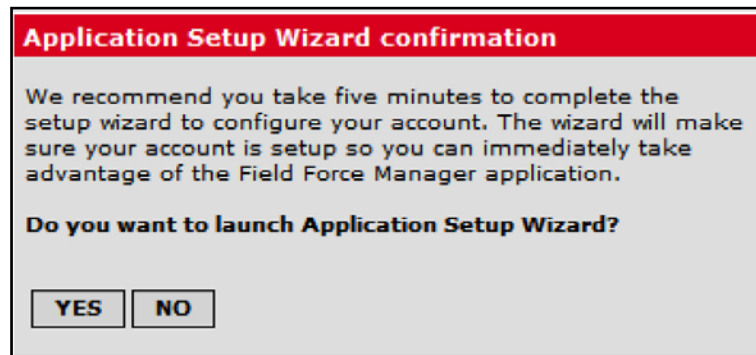
Logging in to the Field Force Manager Web portal.

1. Log in to Field Force Manager at fieldforcemanager.com.
 - a. Enter username.
 - b. Enter password.
 - c. Enter company ID.
 - d. Click **Login**.

Note: Your Web portal username, password, and company ID are supplied to your administrator in the Getting Started Kit sent via email.

First-time setup wizard.

The first Web user to log in for an account will be presented with the option to perform the first-time setup wizard. The setup wizard helps configure the account based upon your industry selection and business hours of operation.



Additional Information

Customer support.

Telephone support: 1.800.922.0204

Email support: ffmsupport@fieldforcemanager.com

Web support: Go to <http://support.fieldforcemanager.com> or click the **Support** tab in the Web portal.

Application shortcuts and tips.

The following tips apply to all Field Force Manager–capable handsets.

Server sync

- From within Field Force Manager, enter * # to sync your device with the server.
- Forcing a server sync will synchronize settings and download jobs, locations, messages that have not already been downloaded.

Reset Field Force Manager data

- At Field Force Manager login, enter **nine zeros** (000000000). This will clear all Field Force Manager data on the device.
- If auto-login is enabled, click **Reject** on the warning screen to access the login screen.

Reset Field Force Manager activation

- At Field Force Manager login, enter **nine threes** (333333333). This will clear all Field Force Manager data on the device, as well as the device activation on the device and the server.
- If auto-login is enabled, click **Reject** on the warning screen to access the login screen.

Reset logged-in user

- At the Field Force Manager main menu, enter * 0. A message will notify you that at the next login the user will be prompted to enter a PIN. Click **OK**.
- Log out.
- Log back in. You will be prompted to enter a **PIN**.



Troubleshooting Mobile Device.

Warning or error code reads:

- **Unable to contact server.**
 - Attempt to activate or log in to the phone again. If the problem continues, contact your Verizon Wireless business specialist to ensure that the Field Force Manager application has been added to your account.
- **XXX.XXX.XXXX is already activated by another device.**
 - Log in to the Web portal as an administrator.
 - From the Devices tab, check the box to the left of the device you are trying to activate.
 - Click **Deactivate**, then click **OK**.
- **Phone number XXX.XXX.XXXX has not been registered in the Web portal—please call your administrator.**
 - Log in to the Web portal as an administrator.
 - From the Devices tab, verify that the device exists.
 - If the device does not appear, contact your Verizon Wireless business specialist to add the device to your account.
- **The phone is no longer registered to use Field Force Manager. Please restart Field Force Manager and register your phone number.**
 - Reset Field Force Manager activation.
 - Log in to the Web portal as an administrator.
 - From the Devices tab, check the box to the left of the device you are trying to activate.
 - Click **Deactivate**, then click **OK**.