

telenav track™

TeleNav Track™ v3.2 User's Guide for the Symbol MC-35®

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Section 1: Welcome

TeleNav Track uses GPS position determination technology and access to your carrier's data network. The Symbol MC-35 device provides both the Windows Mobile OS environment and access to your carrier network.

The TeleNav Track application provides:

- GPS navigation that punctually guides you turn-by-turn to any destination address in the Continental U.S. If you miss a turn or get off-track, TeleNav Track will calculate a new route for you. You can enter one or more destination addresses by calling an automatic voice recognition system, entering them on the TeleNav Track website, or by keying them directly into the handheld. Optionally, you can input a remote origin and receive Driving Directions from that origin address to the selected destination address.
- A Biz Finder feature that allows you to find businesses or points of interest near your current location, around a waypoint, around an entered address, or around an airport. You can call the business first to check availability of an item, get a reservation, and then navigate to it. You can also save the address for use later in the day.
- Maps of the area around your current location, a marked waypoint, or an address you enter manually or have previously entered. You can pan the map (adjust it left, right, up, or down) and zoom in or out. You can also mark a point under the cursor as a waypoint.
- The ability to personalize the application by selecting the use of U.S. customary or metric distance units, backlight level, route style, etc.
- The ability to mark the current location as a waypoint that can be labeled.
- A compass-like indicator presenting your direction of travel, location, and speed.

TeleNav Track's servers support these enhanced services via your carrier's data network.

Section 2: Safety and Legal Notices

Please read this section carefully before using TeleNav Track.

TeleNav Track will not accept any responsibility whatsoever for accidents resulting from failure to observe common sense precautions. Your personal judgment, traffic regulations, and common sense must always take precedence over any driving direction produced by TeleNav Track.

WARNING: Keep your eyes on the road.

It is your responsibility as the vehicle operator to keep your eyes on the road and be an alert driver at all times, ESPECIALLY when the vehicle is moving. The vehicle operator should not be distracted by the application displays, audible cues, or manually interacting with the controls. When you need to enter data on your handheld using the keypad or study the display, please do so while the vehicle is parked, not while in motion. Should your ability to drive responsibly be decreased, please turn off the device.

WARNING: Install the equipment safely.

If you are using a handheld mounting kit, make sure that it does not obscure your vision. You may wish to charge the handheld while using TeleNav Track. If so, make sure the charging cable does not interfere with any of the vehicle controls.

WARNING: Drive safely and use common sense.

The vehicle operator's personal judgment, traffic regulations, and common sense must always take precedence over the instructions provided by TeleNav Track. It is your responsibility as the vehicle operator to drive safely, observe all traffic rules and, above all, use your own personal judgment while driving. If you feel that a route suggested by the navigation software instructs you to perform an unsafe or illegal maneuver, places you in an unsafe situation, or routes you into an area which you consider unsafe, do not follow the instructions.

Section 3: What You Need to Get Started

To get started, you need the following components to install the TeleNav Track software.



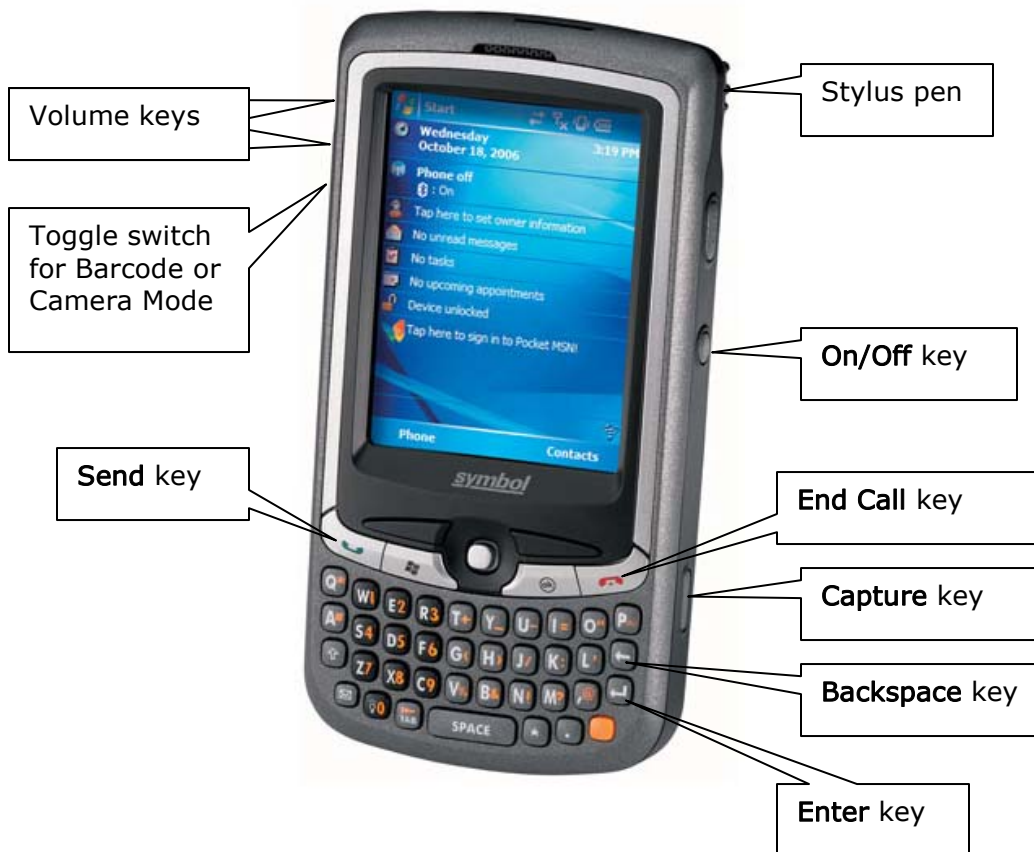
Symbol MC-35 device



WWW access through a data plan from your wireless carrier

3.1 The Phone Controls

The Symbol MC-35 device features touch-screen controls. Below are some basic keys for the device. You may want to take a moment to familiarize yourself with the main buttons before you get started.



Section 4: Installing TeleNav Track

This section will walk you through the process of installing TeleNav Track on your Symbol.

Important: Do not interrupt TeleNav Track during the setup process by making or accepting phone calls or interacting with any mobile device controls.

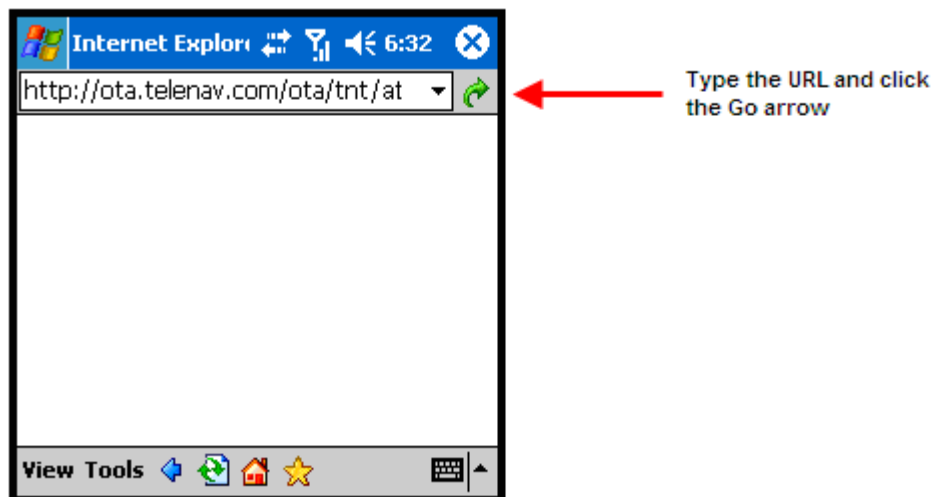
To install TeleNav Track on your Symbol, do the following steps:

NOTE: These steps are done on your Symbol, not on your PC.

- 1 Click the link you received via email, typically:

<http://ota.telenav.com/ota/tnt/at>

NOTE: Alternatively, you may enter this URL in the Symbol Internet Explorer browser as shown below. Keep in mind that this URL must be typed in lower case letters with no upper case letters.



- 2 When the Download dialog appears, click **Yes** to install TeleNav Track on your mobile device.

NOTE: Do not unselect the checkbox in the Download dialog that says "Open file after download" because TeleNav Track will not be installed if this checkbox does not remain checked.

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An installation dialog with a progress bar may briefly appear, indicating that the TeleNav Track application is being installed.

The speed of the download varies with your connection, but usually the download takes between one and four minutes.

Congratulations! You have installed TeleNav Track on your Symbol. See the "Getting Started" section on page [9](#) for information about launching and using the TeleNav Track application.

Section 5: Getting Started with TeleNav Track

This section walks you through the process of launching and using the TeleNav Track application.

5.1 Launching the TeleNav Track Application

Important: When TeleNav Track starts running after installation, by default your GPS location is automatically tracked even if you are not clocked in. Depending on the type of TeleNav Track service your company uses, your administrator may be able to configure TeleNav Track so that your GPS location is only tracked when you are clocked in or when you are not on a break. Discuss any privacy or configuration issues with your administrator. If you have any privacy concerns, you can always turn the phone off when you are not working.

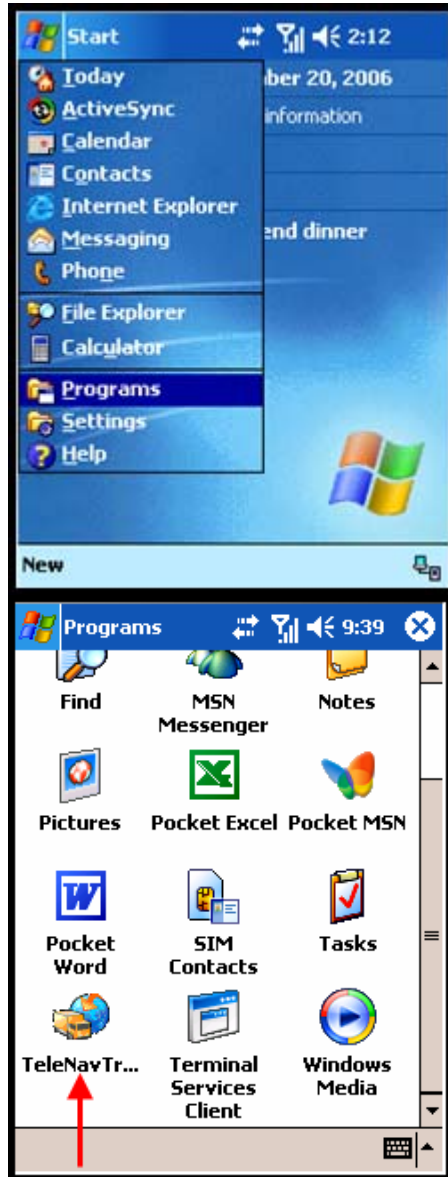
Ensure that you have wireless functionality by checking the status of the connection bar icon in the menu bar.



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To launch the TeleNav Track application, do the following steps:

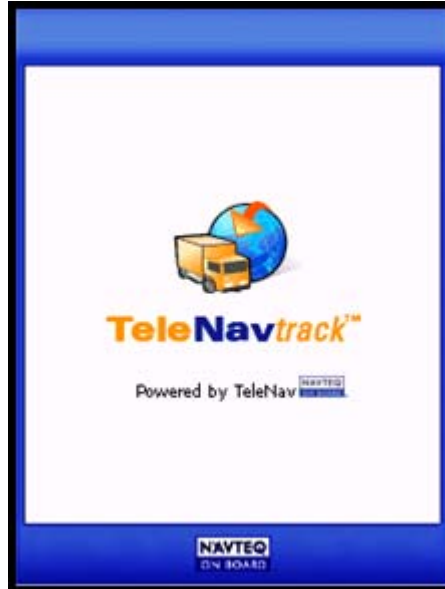
- 1 Click Start >> Programs.



- 2 Scroll down in the Programs screen until you see the TeleNav Track icon as shown in the example to the right. Click the TeleNav Track icon once to launch the TeleNav Track application.

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- 3 In a few seconds, the TeleNav Track splash screen appears.



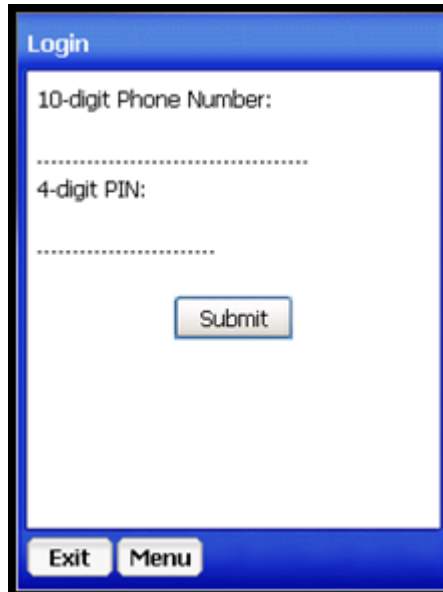
- 4 The first time you launch TeleNav Track, the Welcome screen, Requirements screen, and Terms of Use screen appear. Press **OK** if you agree to the terms and conditions.



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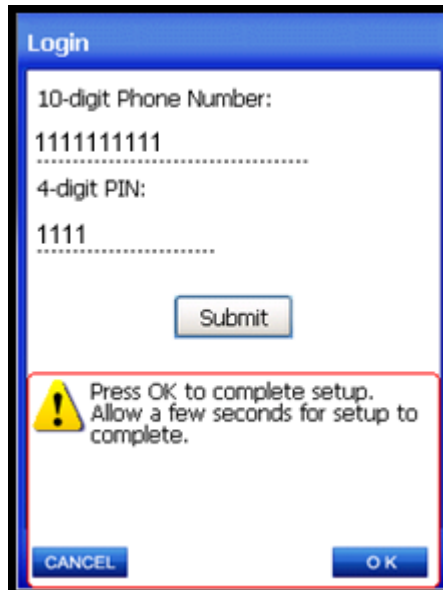
- 5 The TeleNav Track Login screen appears as shown. Enter your 10-digit phone number and your 4-digit PIN. Then click **Submit** to log in to your TeleNav Track account.

NOTE: You only have to log in the first time that you use your TeleNav Track account.



The screenshot shows a blue-bordered window titled "Login". It contains two input fields: "10-digit Phone Number:" followed by a dotted line, and "4-digit PIN:" followed by a dotted line. A "Submit" button is centered below the fields. At the bottom of the window, there are two buttons: "Exit" and "Menu".

- 6 The "Complete Setup" pop-up appears. Click **OK** to finish the setup procedure.



The screenshot shows the same "Login" window as above, but with a red-bordered pop-up window overlaid. The pop-up contains a yellow warning triangle icon and the text: "Press OK to complete setup. Allow a few seconds for setup to complete." At the bottom of the pop-up are two buttons: "CANCEL" and "OK". The "Submit" button from the login screen is still visible behind the pop-up.

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- 7 The "Logging In" pop-up appears briefly, indicating that your mobile device is connecting to the TeleNav Track server over your wireless network.

NOTE: Whenever the TeleNav Track application on your device needs server assistance, it uses your carrier's data service and will present messages like:

- Reading GPS...
- Waiting...
- Sending...
- Receiving...
- Logging in...
- Personalizing...
- Loading...
- Storing...



- 8 The TeleNav Track application appears as shown.

NOTE: You can return to this screen by choosing **Menu** >> Main Menu elsewhere within the TeleNav Track application.



Congratulations! You have logged in to the TeleNav Track application.

5.2 Icon Overview

Before you get started using TeleNav Track, spend some time to familiarize yourself with the TeleNav Track icons:

Messages

- Create new messages
- Audible message alert
- Pre-determined responses

Jobs

- Create new jobs
- Attach wireless forms
- Select pre-determined responses
- View job status

Timecard

- Clock In/Out
- Start/End Break
- Multi-User
- Forms

Data Tracker

- Complete wireless forms
- Submit forms

Navigate

- Turn-By-Turn
- Audible & Visual
- Auto-reroute
- BizFinder

Update

- Check for updates
- Send current location

Locate

- Locate workers on a map
- Get driving directions

Alerts

- View alerts received
- Audible alerts

Map

- Current position
- Recent stops
- Biz Finder

Options

- Customize Forms, Messages, Alerts, Distance Units, Navigation, Audio, Route Style, Backlight, and more

Waypoint

- Mark and manage waypoints
- Compass view

BizFinder

- National businesses search
- Find nearest restaurants, motels, and more

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The icons at the lower right corner of the screen show the following:

- Your **Timecard** status
- How many new **Alerts** you have
- How many new **Messages** you have
- How many new **Jobs** you have

For further details, click on the icon.

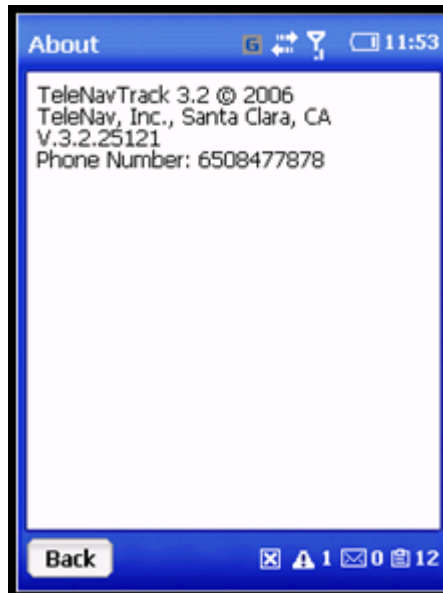


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NOTE: If at any time you need help or would like to find out more about a TeleNav Track feature, select the **Menu** button and choose "Help."



To view your mobile device's phone number or the TeleNav Track version number you are running, click the **Menu** button and choose "About."



5.3 Timecard Overview



TeleNav Track has the most sophisticated timecard functions available for a mobile device. The Timecard function electronically records your hours when you to clock in and clock out, as well as when you start and stop breaks. You can also attach wireless forms. For more information about wireless forms, see the Data Tracker section on page [23](#).

NOTE: If you change your mind, you can always click the **Back** button to return to the previous screen.

- 1 Click the Timecard icon on the TeleNav Track Main Menu.
- 2 Click the **Clock In** button to start the Timecard. Unless there are forms attached to the Clock In function, you will be automatically redirected to the TeleNav Track Main Menu.

NOTE: If there are forms attached to the Clock In action, you must fill them out before you are allowed to Clock In. Press **Menu >> Done** after filling out each form. Then press **Menu >> Submit** to submit the forms to your dispatcher.



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- The next time you click the Timecard icon, you will see buttons that give you the option to either begin a break or clock out. If you click **Begin Break**, you will be prompted to end your break the next time you click the Timecard icon.



- To see your Timecard status at any time, click on the Timecard Status icon on the Main Menu screen.



5.4 Messages Overview



TeleNav Track provides a built-in GPS messaging service, which sends and receives messages to/from the TeleNav Track website. There is no need to purchase an additional SMS (text messaging) plan or visit a website from your Symbol to enter information. TeleNav Track will date- and time-stamp each of the messages and corresponding reply. You can also include a list of pre-determined responses within each message.

- 1 Select the Messages icon in the TeleNav Track Main Menu.
- 2 The messages you have received are displayed. These are ordered based on the time they were sent to you.

NOTE: To delete a message, choose **Menu >> Delete Message**. When the Message List becomes full, old messages will get pushed off the list.



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- 3 To view the details, select one of the messages.

NOTE: Depending on whether the dispatcher has attached any data, a message may or may not contain options, addresses, or customized replies.



5.5 Jobs Overview



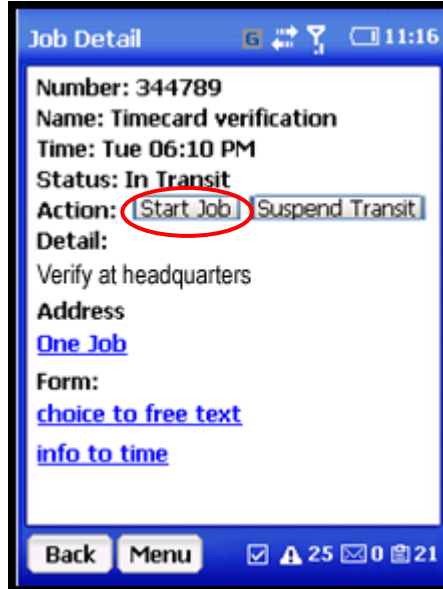
The TeleNav Track Jobs module provides companies with advanced job scheduling features. Using the Jobs module on the mobile device, you can create jobs, respond to new jobs, track the time spent while in transit, complete attached forms, and receive audible turn-by-turn GPS driving directions.

- 1 Select the Jobs icon in the TeleNav Track Main Menu.
- 2 The jobs you have received are displayed. These are ordered based on the time they were sent to you.

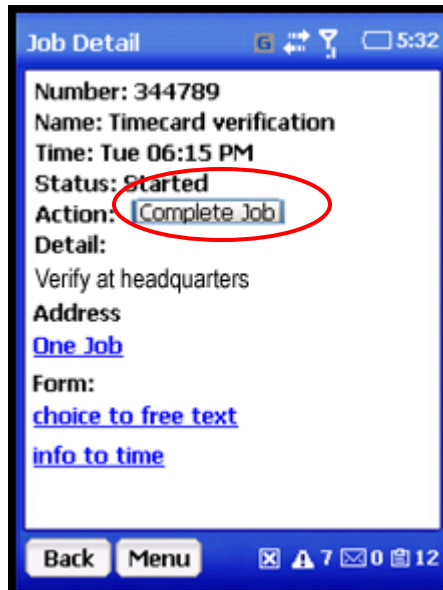


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- 3 To view the contents, select one of the jobs.
- 4 The Action buttons that you find in jobs may vary. To start a job, select the **Start Job** button.



- 5 From within the job, select any included address to drive to or map it.
- 6 If the dispatcher has assigned a form to your handset, you will be able to fill out the pre-assigned form. Once you have filled out a form, press the **Menu** button to submit it, save it, or go to previously saved forms.
- 7 Once you have completed the job, select the **Complete Job** button.

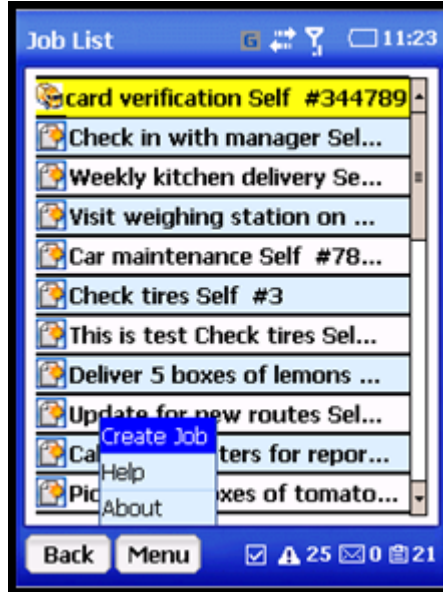


NOTE: Depending on dispatcher configurations, you may not be able to start a second job before finishing the first one. Sometimes, the dispatcher will allow you to pause or "Suspend" a job while it is in progress. If you choose this option, the job timer will stop until you select the option to resume.

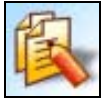
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If your dispatcher provided you with job templates, you can use those templates to create and send a new job.

- 1 In the Job List, click **Menu >>** Create Job.
- 2 In the Job Templates screen, choose a pre-assigned template.
- 3 In the Create Job screen, fill in the required fields and click the **Submit** button. The newly created job will be shown on the Job List.

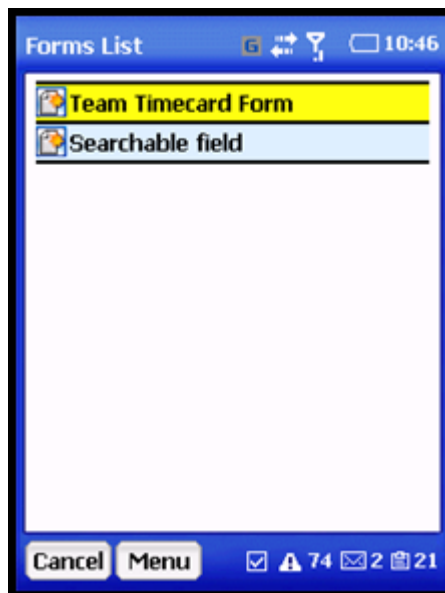
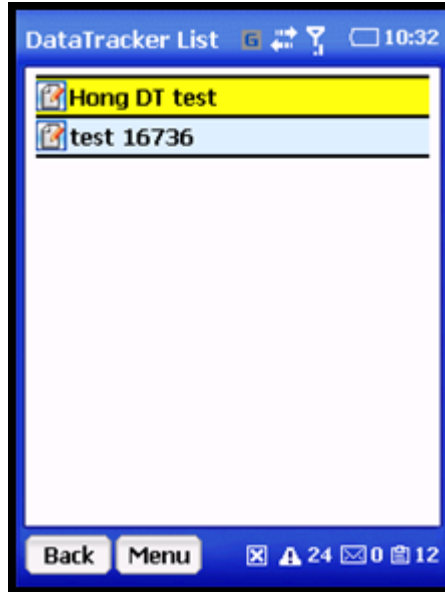


5.6 Data Tracker Overview



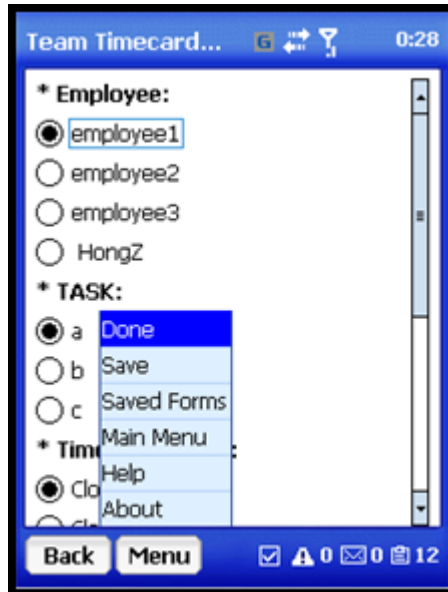
TeleNav Track provides advanced GPS-form capabilities for the Symbol. Wireless forms are created by the TeleNav Track administrator or dispatcher and assigned to a handset. A "wireless form" is simply an electronic version of a form. Using the Data Tracker, you can view, store, and retrieve saved wireless forms. The Data Tracker also allows you to save and email the wireless forms directly from the Symbol.

- 1 Select the Data Tracker icon in the TeleNav Track Main Menu.
- 2 TeleNav Track displays the wireless forms that have been assigned to your device.
- 3 Select a Data Tracker from the list.
 - If only one form is attached to the selected Data Tracker, you can fill out the form and then click the **Menu** button to submit the form, save the form, or view previously saved forms.
 - If multiple forms are attached to a Data Tracker, the Forms List appears for the Data Tracker that you selected.



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- 4 Select a form to fill out. Form fields may vary.
- 5 Choose **Menu** >> Done after completing each form. You can also save the form or view previously saved forms.

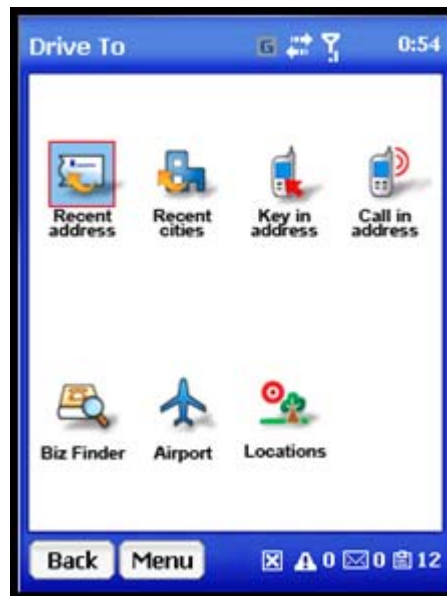


5.7 Navigation Overview



TeleNav Track provides you with the power of real-time, audible turn-by-turn GPS driving directions. The award-winning navigation service enables you to view your recent stops on a map or receive driving directions to the stop. The service allows you to enter a new address either by using the keypad or by using the voice recognition system. You can also look up a business and receive driving directions to that address.

- 1 Select the Nav icon on the TeleNav Track Main Menu. The Drive To screen appears.



5.7.1 Recent Address

- 1 Select "Recent Addresses" to choose from a list of previously visited street addresses.

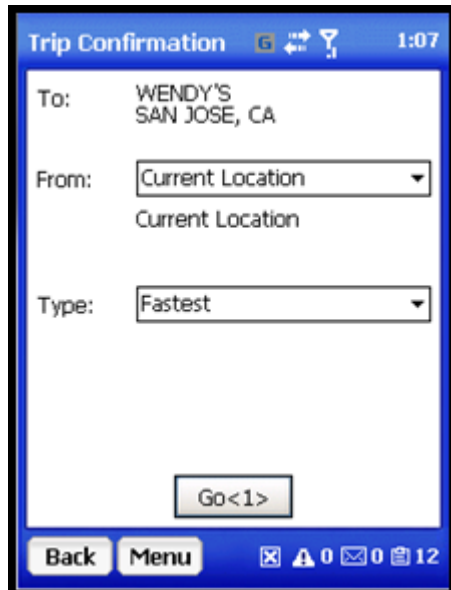
NOTE: When the Addresses List becomes full, old addresses will get pushed off the list. Press **Menu** >> Refresh to include the most recent addresses you have visited or keyed in.



- 2 After you make a selection, the Trip Confirmation screen appears, and the navigation countdown begins. To skip the countdown, click the **Go** button.

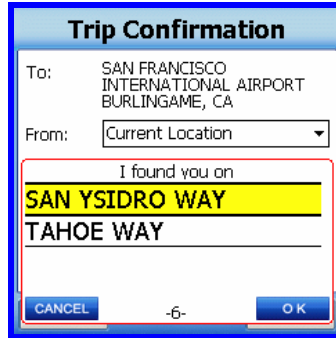
- In the "From" drop-down menu, choose "Current Location" or "Somewhere Else" to select a different address from the Drive From screen.
- In the "Type" drop-down menu, choose the route type you prefer:

- Fastest
- Shortest
- Avoid Highway
- Prefer Highway
- Pedestrian



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- If are using GPS Navigation and you are in a parking lot or similar area where your location does not exactly map to a specific street, you may see a pop-up that shows TeleNav Track's best estimate of which street you are on.



- If you change the starting street, a list of neighboring streets will appear, allowing you to make an alternate selection from the list. If you do nothing, the first pop-up will disappear after a few seconds.

NOTE: If you are not sure of the street you are on, simply start driving. TeleNav Track will revise its estimate of your location and provide you with a new route if needed.

5.7.2 Recent Cities

- 1 Select "Recent Cities" on the Drive To menu to choose from a list of previously visited cities.

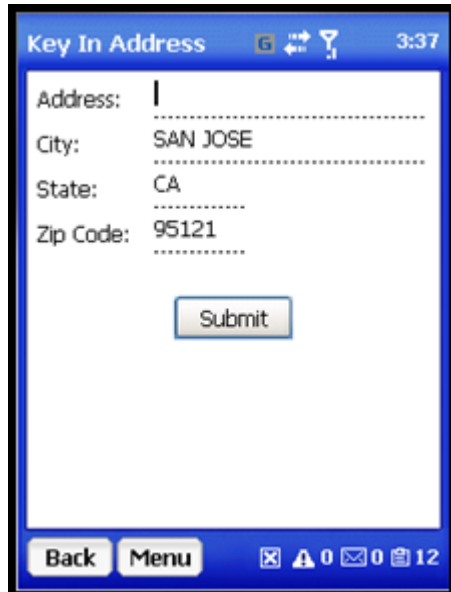


- 2 After you make a selection, the Key In Address screen appears with the city, state, and zip codes already filled out, based on your selection.

- 3 Type in a street address and click **Submit**.

NOTE: To clear form fields, select **Menu** >> Clear All.

- 4 The address you typed in will be verified. If it is valid, you will be taken to the Trip Confirmation screen. If there are multiple matches, you will be asked to choose from a list.

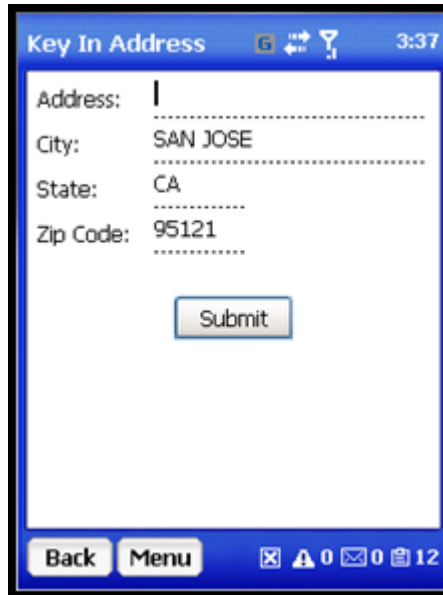


5.7.3 Key In Address

- 1 Select "Key In Address" on the Drive To menu to manually type in an address or an intersection (i.e., "Lawrence Expwy and Kifer Rd"). Click the **Submit** button when you are done.

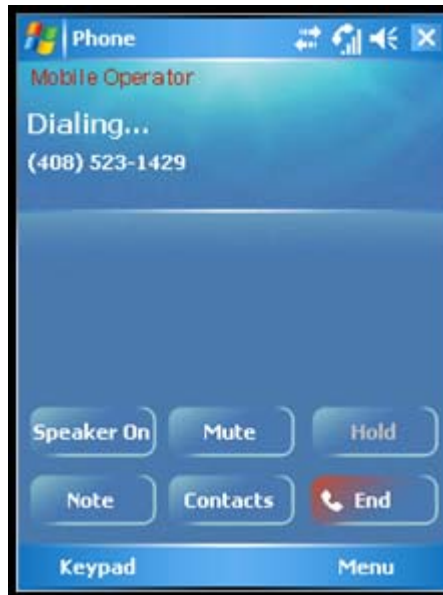
NOTE: To clear form fields, select **Menu** >> Clear All.

- 2 The address you typed in will be verified. If it is valid, you will be taken to the Trip Confirmation screen. If there are multiple matches, you will be asked to choose from a list.



5.7.4 Call In Address

- 1 Select "Call In Address" on the Drive To menu to dictate a destination address.
- 2 Follow the voice prompts. Press the **End** button at any time to cancel the call.
- 3 After you have entered an address, TeleNav Track automatically disconnects the call. The address you typed in will be verified. If it is valid, you will be taken to the Trip Confirmation screen.



Below is a sample of what you will hear and say when using the Call In Address input method:

TeleNav prompt> Welcome to TeleNav! Let's get your destination. Is it a street address, an intersection, or an airport?

Your response> Street Address

TeleNav prompt> OK, Tell me the 5 digit ZIP code, or the city and state, like Los Angeles, California.

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Your response> Arlington, Texas

TeleNav prompt> I heard Arlington, Texas. Say GO BACK if this is not correct.
<pause> Say the street including both the number and name, like 422 Main Street.
<pause> It can also be a highway.

Your response> 1620 Oak Street

TeleNav prompt> I heard 1620 Oak Street. Say GO BACK if this is not correct.
<pause> Great, your destination has been entered: 1620 Oak Street, Arlington, Texas 75210. Would you like to enter another?

Your response> Silence (assuming that 1620 was correct)

TeleNav prompt> Thanks for calling TeleNav.

5.7.4.1 Call In Address Tips

- 1 At times, the voice recognition system may reply back with an incorrectly recognized input. When this happens, simply say, "**Go Back**" and repeat the data entry.
- 2 The voice system may advise you that a street number is out of range and provide the proper range of numbers for you to use. Provide a number that is within the range or nearest the end of the range that you are sure is valid.
- 3 If you say "**Intersection**" and then provide a crossing street name, the voice system may advise you that the streets you provided do not actually cross and allow you to change either street name, or both street names. Select the name you want to change by saying it, and then provide the correct name.

5.7.5 Biz Finder

- 1 Select "Biz Finder" on the Drive To menu to locate a business.

For additional details on this function, see "Biz Finder Overview" on page [40](#).



5.7.6 Airport

- 1 Select "Airport" on the Drive To menu to locate an airport.
- 2 Enter either an airport code (i.e., SFO) or a city name (i.e., San Francisco).

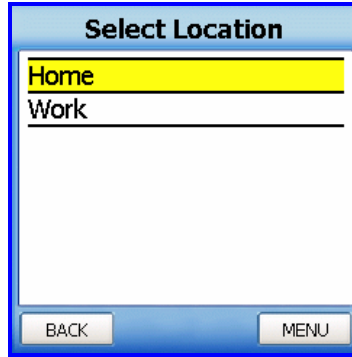
NOTE: To quickly clear the field, select **Menu >> Clear All**.

- 3 Click the **Submit** button. The address you typed in will be verified. If it is valid, you will be taken to the Trip Confirmation screen. If there are multiple matches, you will be asked to choose from a list.



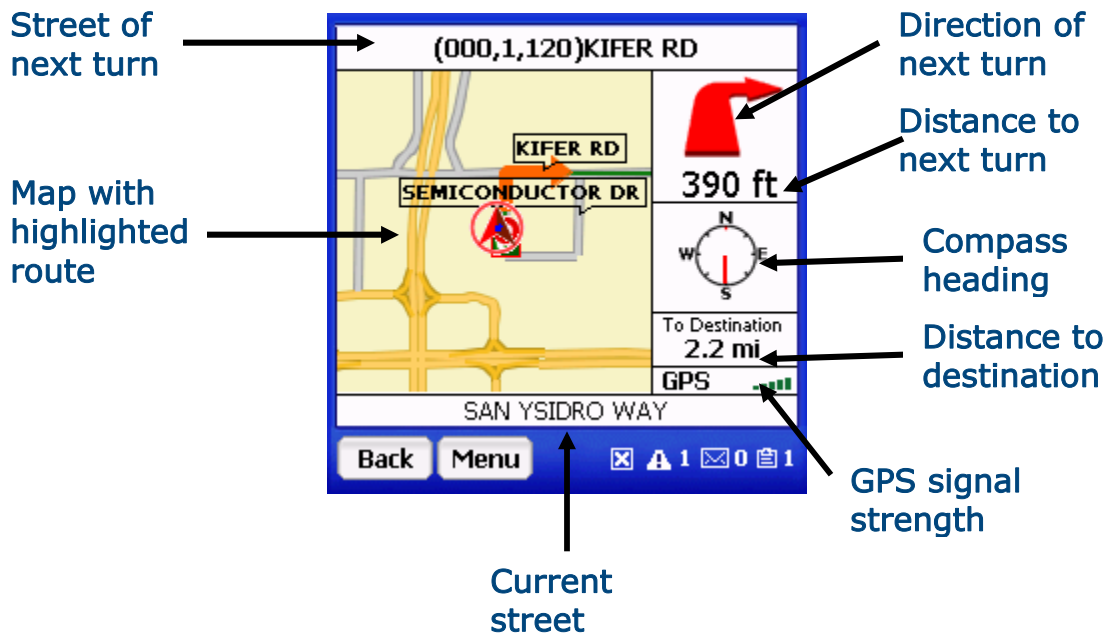
5.7.7 Locations

- 1 Select "Locations" on the Drive To menu to drive to a previously saved location.
- 2 The Locations list is similar to the Recent Addresses list. Locations are entered using the "Record Location" feature in the Waypoint menu. When the Locations list becomes full, older locations will be pushed off the list.



NOTE: You can delete locations by clicking **Menu** >> Delete.

Depending on the route view being displayed, navigation screens may have slightly different content. Below is one example:



Eventually, you will see the Destination Arrival screen. This screen provides a countdown of the distance until you reach your destination and whether it is on the left or right side of the street.

5.7.7.1 TeleNav Track Tips

- 1 Do not set your Symbol handset's audio profile to either vibrate or silent. If you are using either mode, TeleNav Track is not able to provide audible instructions.
- 2 TeleNav Track can provide you with static driving directions including maps. You can even scroll forward and review all of the driving directions.
- 3 While using TeleNav Track Navigation, use a vehicle charger and device holder (visit www.telenav.com and click on "Buy Now" to purchase).
- 4 Enter your destination before you start your trip.
- 5 Make sure your handset's battery is at least half full for the GPS to perform optimally.
- 6 Ensure you are connected to the network and are in coverage while downloading a route. If you start your trip while in coverage, TeleNav Track will download the entire route, including audio prompts and maps, and store them on your device for the duration of the trip. This will allow you to have access to TeleNav Track driving directions even when you are out of coverage.
- 7 TeleNav Track gives you access to *millions* of points of interest all over the country with the BizFinder feature.
- 8 In order to conserve battery life, you may want to configure the Backlight option on your device before you run the TeleNav Track application:
 - From the Symbol menu, go to Start Menu >> Settings.
 - Choose "System" on the bottom tabs and select the "Backlight" icon.
 - In both the "Battery Power" and "External Power" tabs, check the box that says "Turn off backlight if device is not used for".
 - In the drop-down menu, select a time (the less time the backlight remains on, the more battery life you will save).

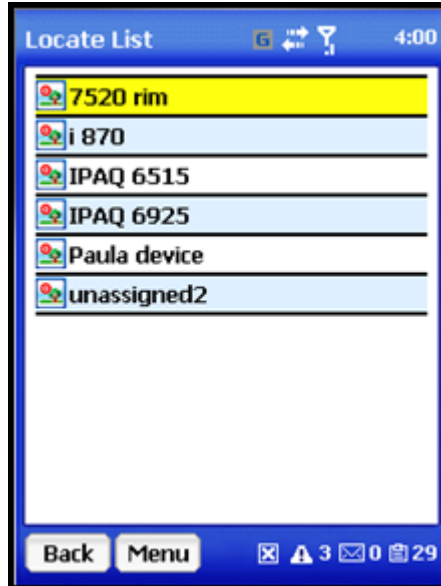
NOTE: When the backlight is off, clicking any button will turn the backlight back on.

5.8 Locate Overview

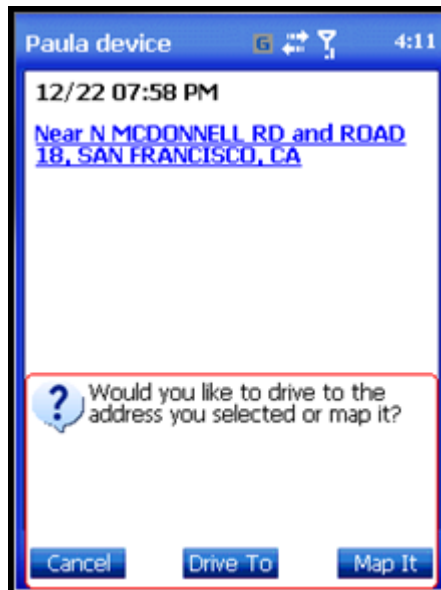


You can locate other mobile resources using the Locate feature. TeleNav Track provides supervisors and managers the ability to view the GPS location of their employees.

- 1 Select the Locate icon on the TeleNav Track Main Menu. The Locate List appears, displaying the mobile employees who report to you.
- 2 To view the employee's location, select a name in the list.



- 3 The employee's location is displayed. Click on the address link to Drive To or Map the address.



5.9 Alerts Overview

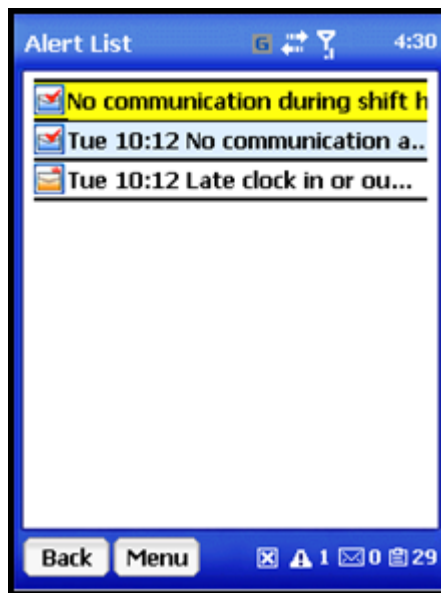


TeleNav Track provides you with the convenience of real-time alerting via a screen prompt. The alert text is also available for viewing. For example, a geofence alert may be generated if you travel across a geographical boundary set by your TeleNav Track administrator.

If you are using TeleNav Track and you get an alert, you will be notified by a pop-up dialog that says, "You have new alerts." If you are already in the Alerts screen, this pop-up dialog also includes the details of the new alert.

- 1 To view Alert details, select the Alerts icon on the TeleNav Track Main Menu.
- 2 The Alert List appears. Unread alerts have a closed-envelope icon.

NOTE: Click **Menu** >> Delete to delete an Alert. When the Alert List becomes full, old alerts will get pushed off the list.



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- 3 Click on an alert to view its details.

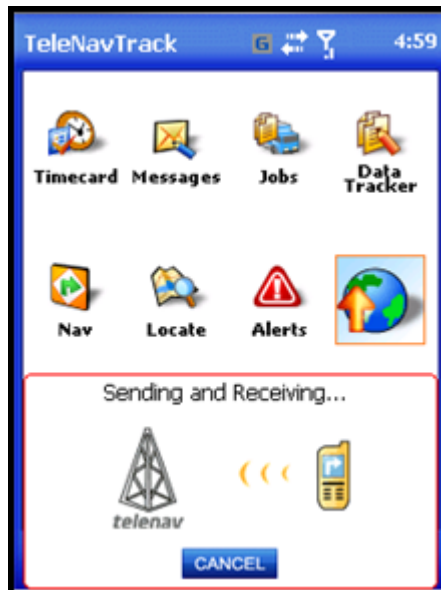


5.10 Update Overview



TeleNav Track sends and receives data on a set schedule. This schedule is defined by your TeleNav Track administrator. If you need to send or receive data immediately and are within network coverage, you can use the Update feature.

- 1 Select the Update icon on the TeleNav Track Main Menu.
- 2 Wait a moment for the GPS to send and receive.
- 3 During the update, TeleNav Track sends the information stored on your device to the web console. The application also receives any new information which has been sent to your device.



5.11 Map Overview



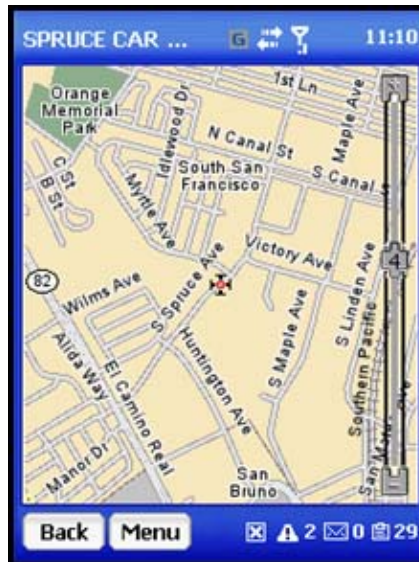
Using TeleNav Track, you can view an interactive color map of any address or business in the United States. View the map of any contact or address in BizFinder, Airport, or previously saved Locations.

- 1 Select the Map icon on the TeleNav Track Main Menu.
- 2 On the TeleNav Maps screen, select a location input method.

NOTE: These choices are identical to those you find on the Drive To screen on page [25](#) with the addition of the "Current Location" option.



- 3 After you submit an address, TeleNav Track validates the location. If multiple matches are found, you will be asked to choose from a list.
- 4 The selected map is downloaded and displayed.
 - Move the Zoom Bar up or down on the right to adjust the zoom level (1 = closest and 8 = farthest).
 - Use the navigation keys to move the location cursor. Moving the cursor off the map causes the map to pan to that location.



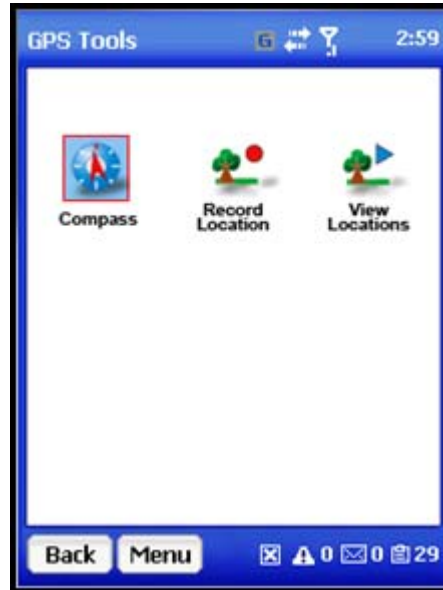
NOTE: Click **Menu** to view the address of the location or drive to it.

5.12 Waypoint Overview



Waypoints are locations that may not have a physical address, such as a construction site. You can mark waypoints in TeleNav Track so you can later return to them. You can also use the Waypoint feature to view a compass, record a location for future reference, or view previously saved locations.

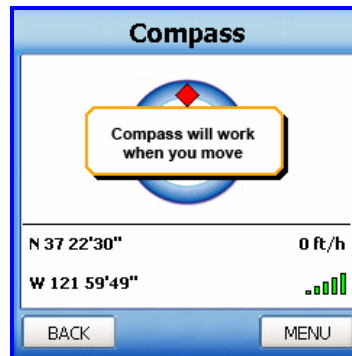
- 1 Select the Waypoint icon on the TeleNav Track Main Menu.
- 2 On the GPS Tools screen, select Compass, Record Location, or View Locations.



5.12.1 Compass

- 1 Click "Compass" to view your course over ground, or the direction you are traveling if you are moving. The screen also displays your current latitude, longitude, and speed.

NOTE: If no GPS data is available, "No GPS" appears instead of latitude and longitude. Click **Menu** >> Record Location to make a note of the current location.



5.12.2 Record Location

- 1 Click "Record Location" to mark and label your current location for future reference.
- 2 Wait a moment for the GPS to determine your position.
- 3 Enter a label for your location and click the **Save** button.

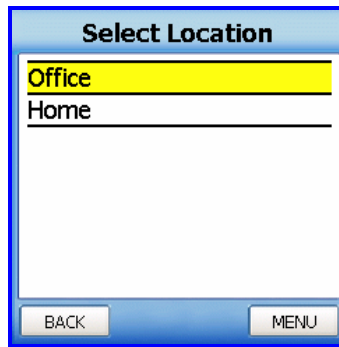


5.12.3 View Locations

- 1 Click "View Locations" to view a map of the locations that you have saved for future reference.
- 2 Select a location from your list of saved locations.

NOTE: Click **Menu** >> Delete to delete a location that you no longer wish to save.

- 3 The map is downloaded and displayed.
 - Move the Zoom Bar up or down on the right to adjust the zoom level (1 = closest and 8 = farthest).
 - Use the navigation keys to move the location cursor. Moving the cursor off the map causes the map to pan to that location.



NOTE: Click **Menu** to view the address of the location or drive to it.

5.13 Biz Finder Overview



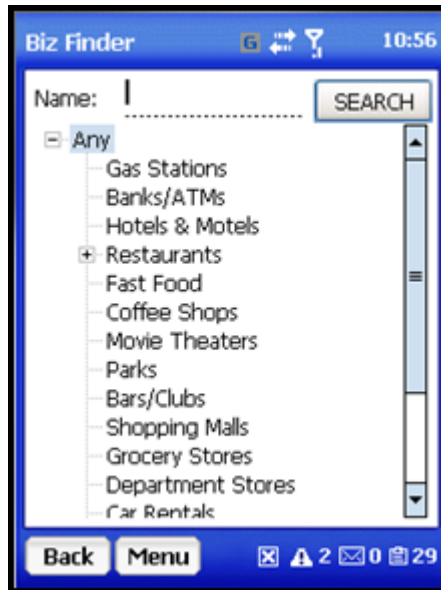
Find the address and phone number for any business, anywhere in the country. TeleNav Track provides access to a national business directory.

- 1 Select "Biz Finder" on the TeleNav Track Main Menu to locate a business.
- 2 On the Search Location screen, select a location input method.

NOTE: These choices are identical to those you find on the Drive To screen on page [25](#) with the addition of the "Current Location" option.

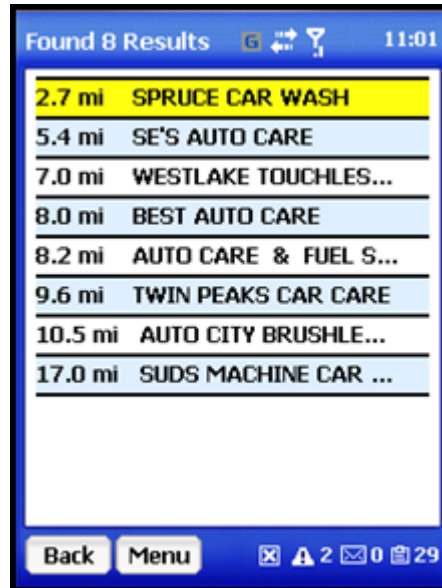


- 3 After inputting an address, you will be taken to the Biz Finder menu. You can either:
 - Type in at least two letters of a keyword and click the **Search** button.
 - Select a category from the tree. Click on the plus (+) signs to reveal subcategories. Click the **Search** button after your selection.



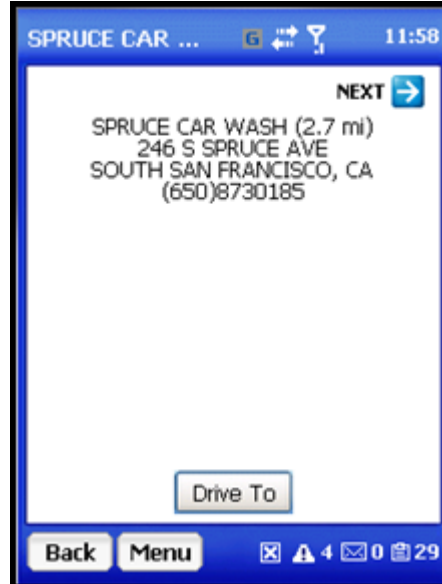
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- The results of your search are displayed in a list in order of closest distance. Make a selection from the list.



- The Details screen appears with specific location information. Click the **NEXT** and **PREVIOUS** links to scroll through the results.
- Click the **Drive To** button to be taken to the Trip Confirmation screen.

NOTE: Click **Menu** to Map, Call, Save (to the Recent Addresses/Recent Cities lists), or Drive To your selection. The "Call It" feature is only available if a phone number is shown on the Details page.



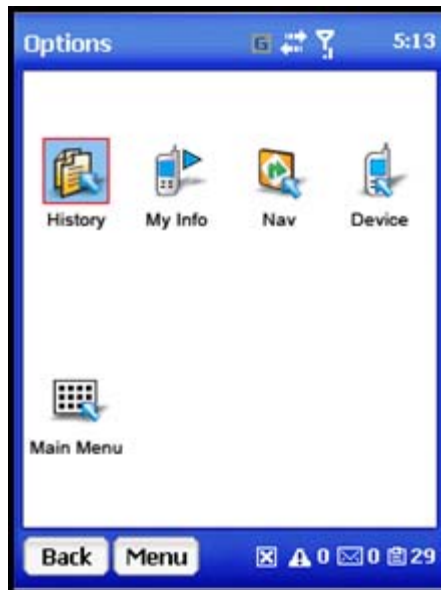
5.14 Options Overview



Customize the way TeleNav Track interacts with you. Some of the features in the TeleNav Track Options menu include:

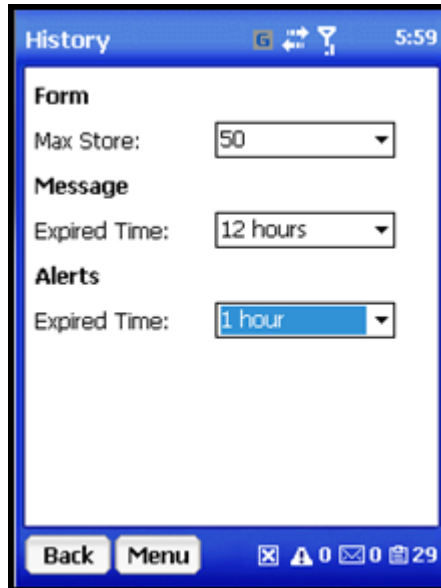
- Customize the number of forms stored on your Symbol
- Set the expiration time for your messages and alerts
- Choose your navigation preferences
- Determine which icons are displayed or hidden on the TeleNav Track Main Menu

- 1 Select "Options" on the TeleNav Track Main Menu.
- 2 Choose from the customizable categories.
- 3 If you make any changes, be sure to choose **Menu** >> Save.



5.14.1 History

- 1 Click "History" on the Options menu to customize Forms, Messages, and Alerts.
 - Click the **Form** drop-down menu to choose the maximum number of TeleNav Track forms your Symbol can hold (range = 1-100).
 - Click the **Message** drop-down menu to adjust the expiration time for Messages you receive on your handset (range = 6-48 hours).
 - Click the **Alerts** drop-down menu to adjust the expiration time for Alerts you receive on your handset (range = 1-24 hours).
- 2 Click **Menu** >> Save to save your settings.



5.14.2 My Info

- 1 Click "My Info" on the Options menu to view your Phone Number and Timecard Status.



5.14.3 Nav

- 1 Click "Nav" on the Options menu to adjust your navigation preferences.

- Click the **Distance unit** drop-down menu to choose between "Miles/Feet" or "KM/Meter."
- Click the **Route style** drop-down menu to choose among the following:
 - Fastest
 - Shortest
 - Avoid Highway
 - Prefer Highway
 - Pedestrian
- Click the **Nav screen** drop-down menu to choose between "Moving map" or "Next turn" (to display an arrow icon of the next directional turn instead of the moving map).
- Click the **Backlight** drop-down menu to choose between "Always on" or "On at turns."
- The **GPS** field shows whether the device's GPS is External or Embedded (internal). For now, TeleNav Track only supports embedded GPS on the Symbol devices.



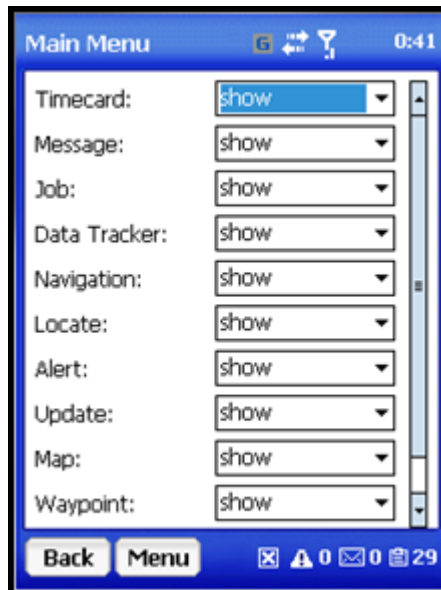
5.14.4 Device

- 1 Click "Device" on the Options menu to configure Audible Notice, the Call-In Navigation Number, and the Scanner.
 - Click the **Audible Notice** drop-down menu to turn this feature on or off. Audible Notice allows you to hear a prompt whenever you receive a new Message, Job, or Alert.
 - The **Call in nav number** shows the phone number used for inputting an address by voice. Use the toll-free "877" number.
 - Use the **Scanner** field to configure barcode scanners to work with the device. Choose "Internal" if you will be using the scanner internal to your Symbol device.



5.14.5 Main Menu

- 1 Click "Main Menu" on the Options menu to configure what icons are displayed on the TeleNav Track Main Menu.
- 2 Click the drop-down menu next to each icon title to "show" or "hide" it.



Section 6: Using a Barcode Scanner

This section will show you how to scan barcodes with TeleNav Track on your Symbol.

You can use either an external barcode scanner or the one internal to your device. Currently, the Baracoda Roadrunner is the only supported external barcode scanner on TeleNav Track for Symbol devices. There are two kinds of barcode fields that can be embedded in wireless forms and sent to your mobile device: a **single** barcode field can only accept one barcode, and a **multiple** barcode field can accept up to 100 barcodes.

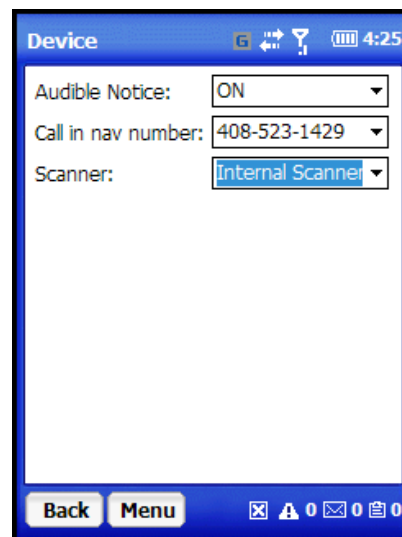
6.1 Using the Internal Barcode Scanner

Before scanning barcodes, make sure you switch over to "Barcode Mode" on your Symbol. This switch can be found on the left side of your device and is represented by a barcode icon.

It is recommended that you leave the switch on barcode mode. Even in this mode, you can effectively capture images, so you do not need to switch over to Image Mode (represented by the camera icon). However, if you are in Image Mode and try to scan a barcode, you may risk complications to the process.



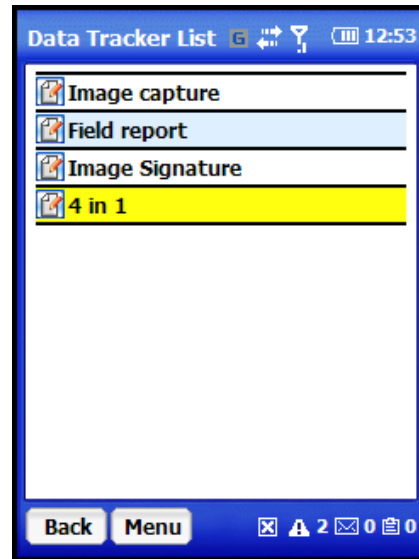
- 1 From the TeleNav Track Main Menu, choose Options >> Device.
- 2 In the Scanner drop-down menu, choose "Internal Scanner."
- 3 Click **Menu** >> Save.



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- 4 Open a wireless form with a Barcode field attached.

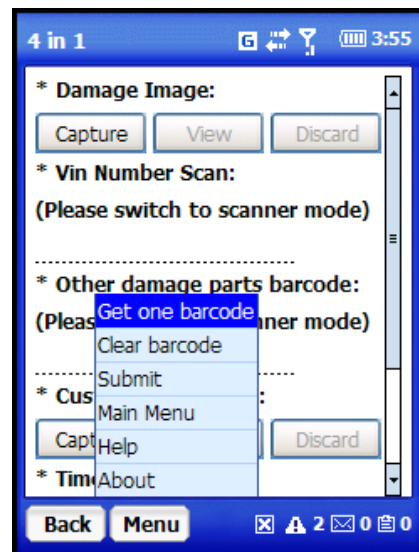
NOTE: Depending on your Administrator's configurations, you may have wireless forms with barcode fields in your Data Tracker, Jobs, or Messages list. These forms may also be attached to one of your Timecard actions.



- 5 Position the cursor in a barcode field. Then choose **Menu** >> Get one (multiple) barcode(s) to start scanning.

NOTE: Depending on whether the barcode form is provisioned with single or multiple barcode fields, the Menu options may vary. Choose **Menu** >> Clear barcode to erase an incorrect scan.

- 6 Hold the Symbol's camera lens over a barcode. Then hold down the **Capture** button (the last button on the device's right side).

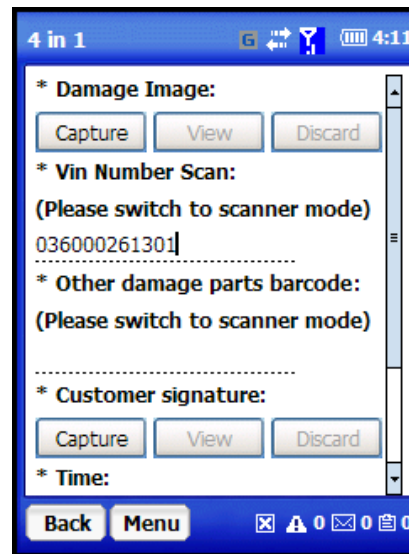
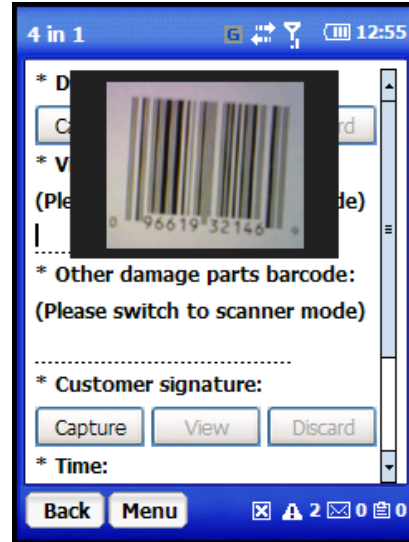


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- 7 A small screen appears on top of your form showing the image of the barcode.
- 8 Focus the Symbol's camera lens on the barcode until you hear the confirmation beep, indicating that the scan was successful. If the scanner cannot read the barcode, it will time out in 10 seconds. You will then need to hold down the **Capture** button to try again.

NOTE: For multiple barcode scanning, be sure to press the **Enter** key on the device after each scan to separate the values. If you do not press **Enter**, the scanned barcodes will run together and appear as one long barcode.

- 9 The new barcode number appears in the field.
- 10 When you are finished, scanning, click **Menu >> Submit**.



6.1.1 Factors Affecting Barcode Scanning

If you experience difficulty scanning barcodes using the Symbol device, it may be due to the following reasons:

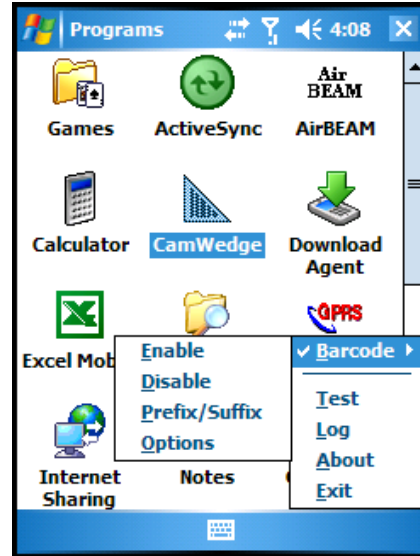
- **Poor lighting** – Make sure you are in a well-lit area.
- **Curved barcodes** – Barcode scanning works best when you are scanning a flat surface.
- **Blurred image** – Hold the device steady when you press the **Capture** button so the camera can get the clearest focus.

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6.1.1.1 Enabling CamWedge

If you are in Camera Mode and have just switched over to Barcode Mode, you may need to manually enable CamWedge before you can successfully scan a barcode.

- 1 Exit the TeleNav Track application.
- 2 Choose Start >> Programs.
- 3 Click CamWedge.
- 4 Choose Options >> Barcode >> Enable.
- 5 Re-launch TeleNav Track and go through the process of scanning the barcode again.



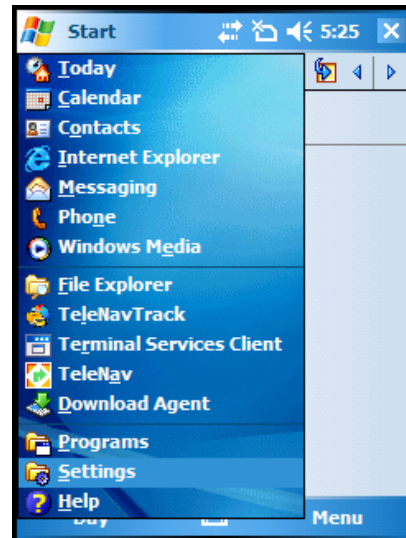
If you still cannot scan a barcode using the internal scanner, try using an external barcode scanner, as described in the following section.

6.2 Using an External Barcode Scanner

Currently, the Baracoda Roadrunner is the only supported external barcode scanner on TeleNav Track for Symbol devices. This section shows you how to pair the Baracoda with your Symbol device before you start scanning.

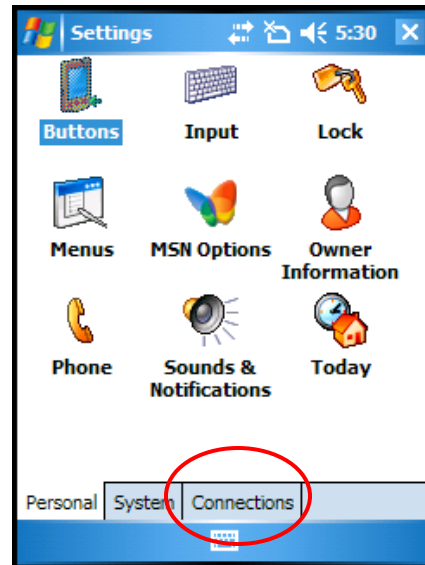
You must turn on Bluetooth before you can pair your Symbol with the scanner.

- 1 Exit the TeleNav Track application.
- 2 Click Start >> Settings.

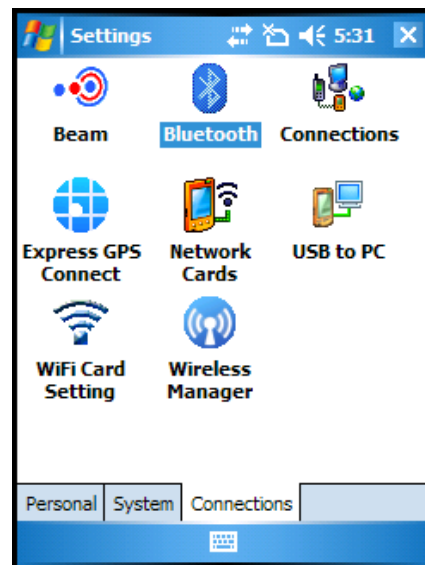


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- 3 In the Settings menu, choose the Connections tab.

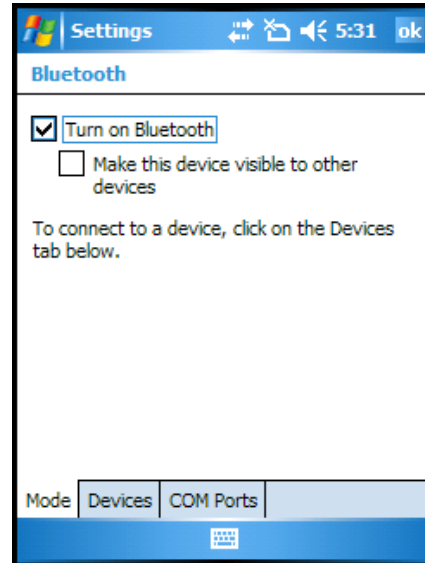


- 4 In the Connections page, choose "Bluetooth."



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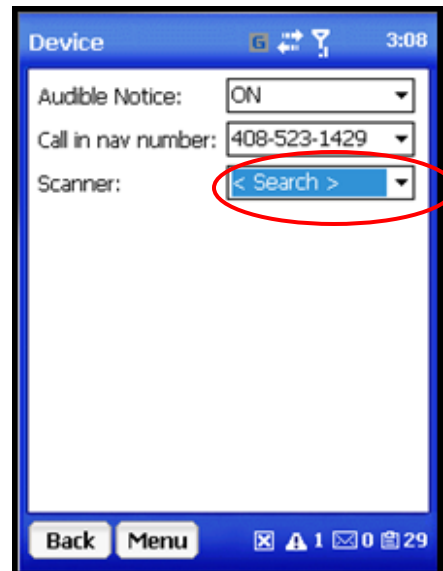
- 5 In the Bluetooth screen, check the box that says, "Turn on Bluetooth."



- 6 Re-launch TeleNav Track and turn on your Baracoda scanner.

NOTE: The Baracoda beeps to confirm connection, disconnection, and successful scans.

- 7 From the TeleNav Track Main Menu, choose Options >> Device.
- 8 In the Scanner drop-down menu, choose "<Search>". The Symbol will automatically search for nearby Bluetooth devices.
- 9 If the pairing was successful, you should see and select "BRR" in the Scanner drop-down menu.



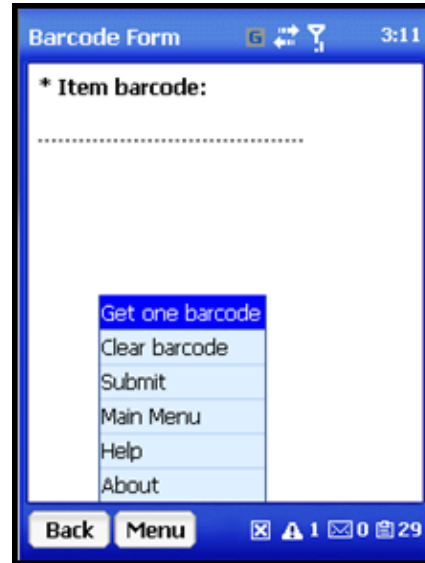
- 10 Click **Menu** >> Save.

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- 11 Open a wireless form with a Barcode field attached.
- 12 Choose **Menu** >> Get one (multiple) barcode(s) to start scanning.

NOTE: Depending on whether the barcode form is provisioned with single or multiple barcode fields, the Menu options may vary. Choose **Menu** >> Clear barcode to erase an incorrect scan.

- 13 If you are scanning barcodes for the first time, enter the Passkey on the Authentication screen to continue (unless changed, the default passkey is 0000).
- 14 When you are finished, scanning, click **Menu** >> Submit.
- 15 Click the **Back** button to automatically disconnect the Baracoda from your Symbol.



Section 7: Capturing Images and Signatures

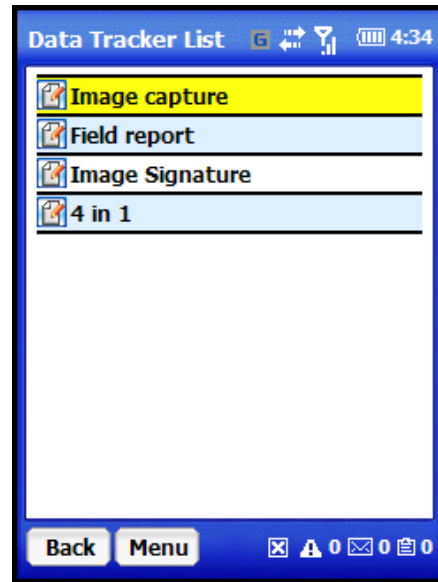
This section will show you how to take pictures with the device and capture signatures.

7.1 Image Capture

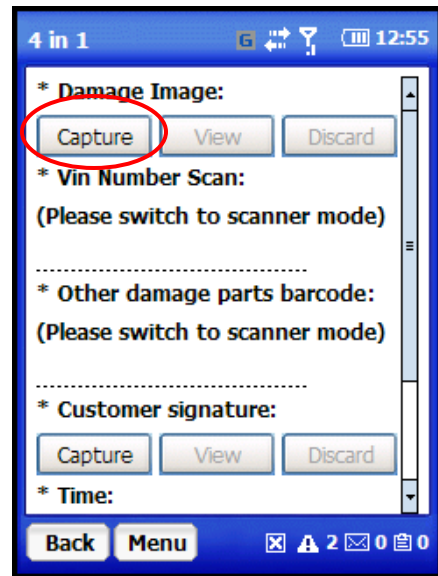
You can be in Barcode Mode or Camera Mode to capture pictures for wireless forms containing image fields. This switch can be found on the left side of your device and is represented by a barcode or a camera icon. It is recommended that you leave the switch on Barcode Mode; you will still be able to effectively capture images.

- 1 Open a wireless form with an Image field attached.

NOTE: Depending on your Administrator's configurations, you may have wireless forms with image fields in your Data Tracker, Jobs, or Messages list. These forms may also be attached to one of your Timecard actions.

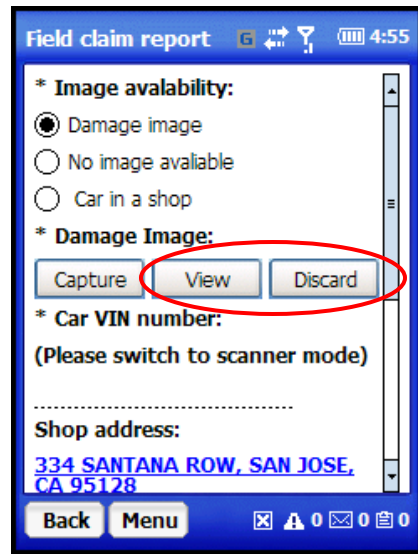
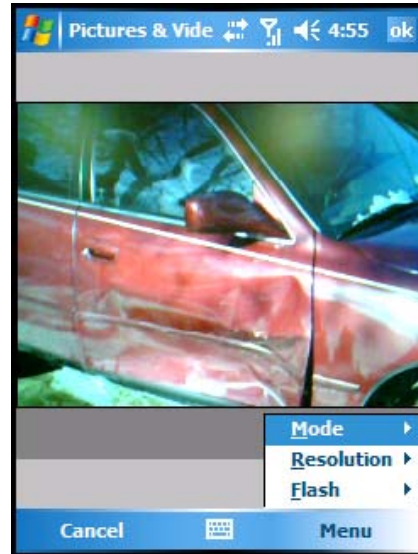


- 2 Click the **Capture** button.



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- 3 Focus the device's camera lens and hold down the **Capture** button until you hear the shutter sound. Choose **Menu** for a list of options:
 - **Mode** - Normal or Timer
 - **Resolution** - Select an output for picture quality
 - **Flash** - On or Off
- 4 Click the **Back** button to return to the wireless form.
- 5 Once you have captured an image, the **View** and **Discard** buttons are available for selection.
- 6 Choose Menu >> **Submit** to send the image back to the Website Administrator along with the form. The image is saved in .jpg format.



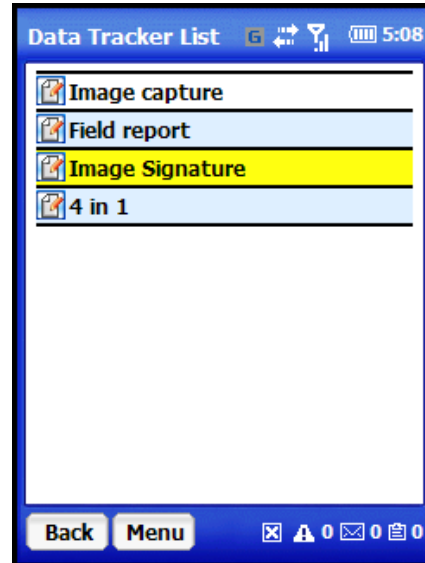
7.2 Signature Capture

You can be in Barcode Mode or Camera Mode to capture signatures for wireless forms containing signature fields. This switch can be found on the left side of your device and is represented by a barcode or a camera icon. It is recommended that you leave the switch on Barcode Mode; you will still be able to effectively capture signatures.

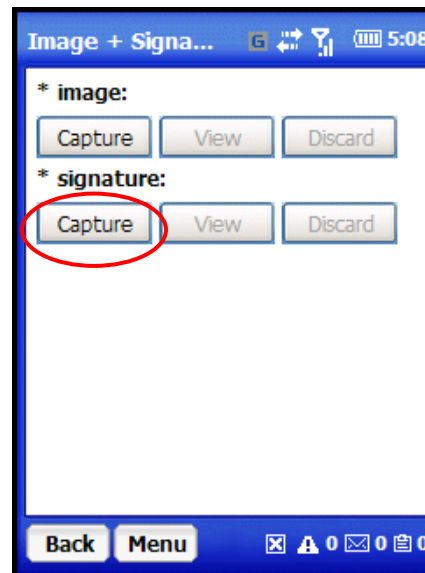
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- 1 Open a wireless form with a Signature field attached.

NOTE: Depending on your Administrator's configurations, you may have wireless forms with signature capture fields in your Data Tracker, Jobs, or Messages list. These forms may also be attached to one of your Timecard actions.

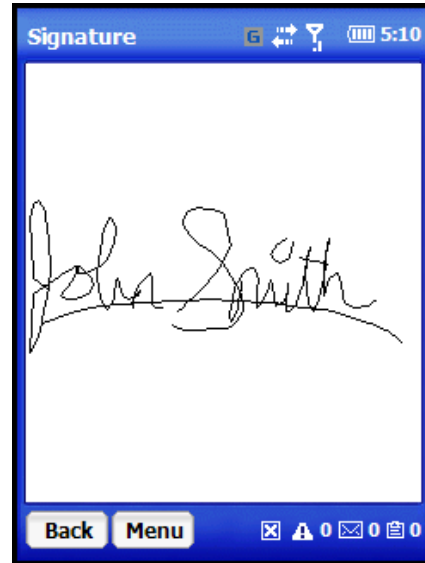


- 2 In the Signature field, click the Capture button.



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- 3 Using the stylus pen, provide a signature in the white space.
- 4 Press the **Back** button to return to the wireless form.
- 5 Once you have captured a signature, the **View** and **Discard** buttons are available for selection.
- 6 Choose **Menu** >> Submit to send the image back to the Website Administrator along with the form. The image is saved in .bmp format.



Section 8: Making and Receiving Phone Calls in TeleNav Track

This section shows you how to make and receive phone calls while you are still in the TeleNav Track application.

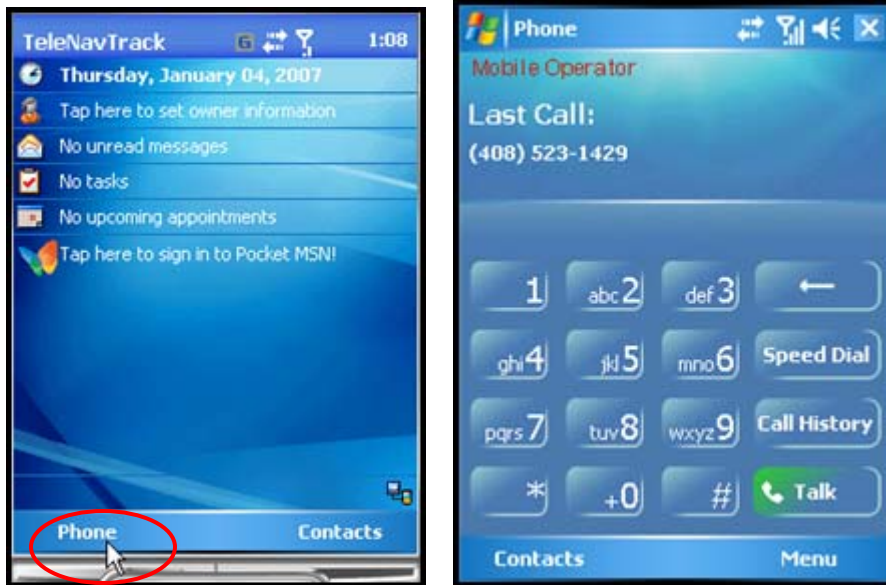
To make a phone call while you are in TeleNav Track, do the following steps.

- 1 Click the **End Call** button twice.



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- 2 On the next screen, click "Phone." Then use the keypad to dial a number.



- 3 When you have finished the call, click **Start** and choose the TeleNav Track truck shortcut icon to return to the TeleNav Track Main Menu. You can also go to **Start** >> Programs >> TeleNav Track.

When you receive an incoming phone call while you are in TeleNav Track, you can choose to **Answer** or **Ignore** the call. Click the appropriate button on the pop-up screen. After you end the call, you will be taken back to the screen you were on when you received the incoming call.

NOTE: When TeleNav Track briefly uses the carrier's data network, incoming calls may be blocked.

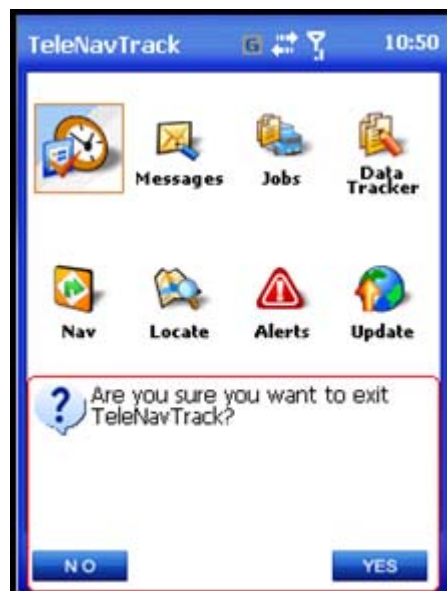
Section 9: Exiting TeleNav Track

This section shows you how to exit the TeleNav Track application.

- 1 On the TeleNav Track Main Menu, click the **Exit** button.



- 2 On the Exit Confirmation pop-up, click **Yes**.



Section 10: Removing TeleNav Track

This section contains the instructions for removing the TeleNav Track application from your Symbol.

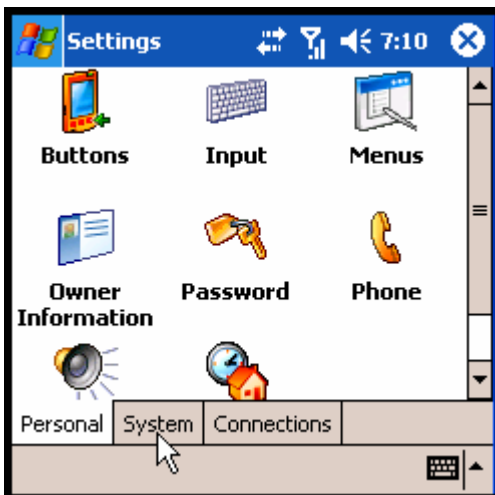
To remove (uninstall) TeleNav Track from your Symbol, do the following steps.

NOTE: These steps are done on your Symbol, not on your PC.

- 1 Click Start > Settings.



- 2 Click System.



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- 3 Click the Remove Programs icon (you may have to scroll down to see this icon).

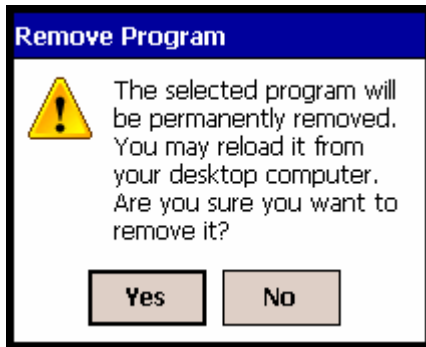


- 4 Highlight "TeleNav Track 3.2" and click **Remove**.

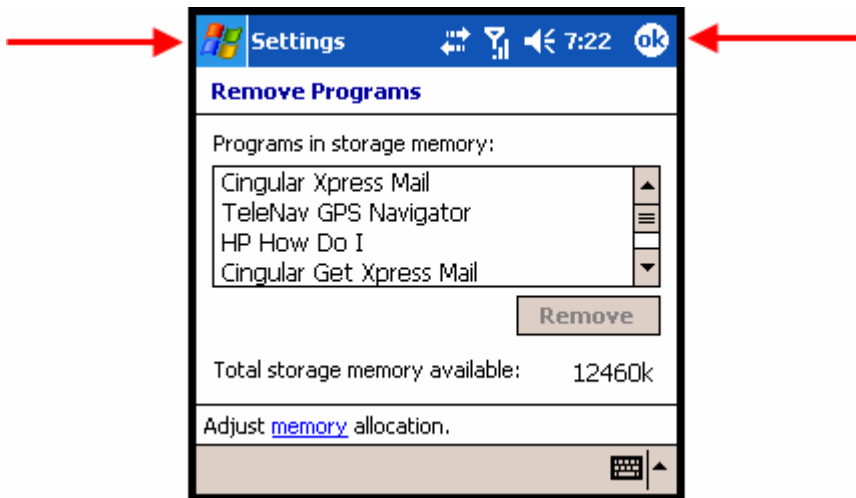


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- 5 In the Remove Program dialog, click **Yes** to permanently remove the TeleNav Track application from your Symbol.



- 6 When you are finished removing programs, click the **OK** button to return to the Settings screen or click "Settings" in the menu bar to return to the Start menu.



Section 11: Frequently-Asked Questions (FAQs)

How do I control the backlighting?

For navigation, the backlight can be controlled from within TeleNav Track's Options >> Nav menu. You can also configure your device's backlight before launching the TeleNav Track application in order to conserve battery power (see "TeleNav Track Tips #8" on page [33](#)).

Why can't I hear audio prompts during navigation?

If the speaker volume is set to at least mid-range and you are still not receiving audio prompts, verify that your device is not set to vibrate or silent.

Why do I need the carrier's data service?

The data plan allows you to access nationwide routes, maps, and BizFinder content from the TeleNav Track servers using the data communication features of your device. These services are different from your cellular airtime. To order a data plan from your carrier, please contact their customer support directly:

Cingular
1-800-304-3044 and select option #1.

Does TeleNav use up my voice plan minutes?

TeleNav uses data to provide the navigation function. Using data does not use any of your voice minutes. However, calling TeleNav Track's Voice Address Input System does use about 75 seconds per address entered.

How accurate is the GPS?

GPS accuracy can range from 20m (approx. 65 ft) to 100m (approx. 328 ft). Most of the time, the GPS is accurate to less than 50 meters (approx. 164 ft).

What is ideal GPS environment?

The GPS requires an open, clear view of the sky. Buildings, covered parking areas, tunnels, and dense foliage can cause the GPS to be unable to locate you or have an extended initialization time (time to first fix). If you are parked in a covered parking lot or near a tall building, it is recommended that you move into an open area and then begin to use the TeleNav Track service.

How do I know that the GPS has a signal?

The TeleNav Track application on your device will alert you if the GPS does not have a valid signal. If this happens, move to an area where there is a clear view of the sky so that your device can receive the GPS signals from satellites.

Why am I having trouble with barcode scanning?

If you are using the internal barcode scanner, several factors may affect scanning accuracy. See "Factors Affecting Barcode Scanning" on Page [48](#) for an explanation of these factors. For more precise barcode scanning, you may want to use the Baracoda external barcode scanner.

Section 12: Customer Service

If you have a question or would like to find out more information about TeleNav Track products and services, contact our Customer Service Department or visit our website. You can also enter your comments and suggestions through the website. We monitor your e-mails and will promptly reply to your inquiries.

Website: www.telenavtrack.com

Email: tntcare@telenav.com

Phone: 1-88 TeleNav 2 (1-888-353-6282)

Phone Support is available 24 hours a day, seven days a week