

# Air-Trak<sup>®</sup> service on Nextel<sup>®</sup> phones from Sprint<sup>®</sup> QuickStart Guide

(i265/i275/i355/i560/i605/i710/i730/i733/i736/i760/i830/i833/i836/i850/i860) Phones

## Before you begin:

- Your phone must have an activated Nextel Total Connect Data Plan.
- You must purchase a Air-Trak Starter Kit and have received an account ID and activation code from Air-Trak (typically via e-mail). If you do not have this information, please contact Air-Trak.



- Please refer to the figure above for an explanation of the control keys you will need to use during the Air-Trak QuickStart process.
  - In these instructions, the **idle screen** is referenced. To access the idle screen, press the red **end/home** key (often referred to as the “hangup” key) one or more times until “NEXTEL” and the time and date appear.
  - The **cursor key** is used to scroll up and down the menu choices.
  - The **soft keys** are used to perform the actions displayed in the lower left and right corners of the screen; these actions will change with various screen displays and menus.

## 1) Initialize phone.

### a) Verify that the date and year settings are correct.

- From the **idle screen**, press the **menu** button; scroll to **Settings** and press the **OK** soft key.
- From the Settings menu, scroll to **Display/Info** and press the **OK** soft key.

- From the Display/Info menu, scroll to **Clock** and press the **OK** key. Verify that the Year value is correct.
- If the Year is *not* correct, scroll to **Year** and press the **OK** soft key. Use the **DELETE** soft key to backspace over the incorrect value. Then use the numeric keypad to enter the correct year. Press the **OK** soft key when finished.

### b) Set GPS privacy to unrestricted.

- From the **idle screen**, press the **menu** button; scroll to **GPS** and press the **OK** soft key.
- From the GPS menu, scroll to **Privacy** and press the **OK** soft key.
- From the Privacy menu, scroll to **Unrestricted** and press the **OK** soft key.

### c) Test the GPS receiver.

*Note: For this procedure, the phone must be visible to GPS satellites. The phone must be outdoors or, if in a vehicle or building, near a window.*

- From the **idle screen**, press the **menu** button; scroll to **GPS** and press the **OK** soft key.
- From the GPS menu, scroll to **Position** and press the **OK** soft key; then press the **RFRSH** soft key. The screen will display **Scanning for Satellites**. Once the GPS has acquired a fresh position, the screen will display position information. Note that the date and time are displayed in Greenwich Mean Time (GMT) rather than your local time.

## 2) Download Air-Trak.

- a) From the **idle screen**, press the **menu** button; scroll to **Java Apps** and press the **OK** soft key.
- b) From the Java Apps menu, scroll to **Download Apps** and press the **OK** soft key.
- c) From the Download Apps menu, scroll to **Subscriptions** and press the **OK** soft key.
- d) From the Subscriptions Apps menu, scroll to **Air-Trak Air-Trak** and press the **OK** soft key.
- e) When the **App Details** screen appears, review this information if you wish. When you are ready to download Air-Trak Air-Trak to your phone, press the **GET IT** soft key.

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During the download, a **Progress** screen will display. When the download is complete, a **Thank You** screen will appear with the following installation instructions. Press the **EXIT** soft key to proceed.

## 3) Install Air-Trak.

- From the **idle screen**, press the **menu** button; scroll to **Java Apps** and press the **OK** soft key.
- From the Java Apps menu, scroll to **Air-Trak** and press the **OK** soft key. Once the installation is complete, press the **DONE** soft key.

## 4) Select power-up application.

*Note: This step is recommended so that Air-Trak will "auto-launch" when the phone is powered up.*

- From the **idle screen**, press **menu**; scroll to **Settings** and press the **OK** soft key.
- From the Settings menu, scroll to **Personalize**, and press the **OK** soft key.
- Scroll to **Power Up** and press the **OK** soft key. The screen displays **App: Default Ready**; press the **OK** soft key, scroll to **Air-Trak**, and press the **OK** soft key.

## 5) Activate the phone on the Air-Trak system.

*Note: If you are utilizing the SatCom Upgrade module, this step **MUST** be performed when in Nextel coverage and **BEFORE** connecting the SatCom Upgrade module to the phone.*

- From the **idle screen**, press the **menu** button; scroll to **Java Apps** and press the **OK** soft key.
- From the Java Apps menu, scroll to **Air-Trak** and press the **OK** soft key.
- A Welcome screen will appear; press the **NEXT** soft key to continue. The question: **Do you have an AccountID?** will appear.
- If you have purchased your Air-Trak Starter Kit and received your accountID and activation code, press the **YES** soft key and proceed to **Step 5e**.

If you have not purchased your Air-Trak Starter Kit, press the **NO** soft key. Enter all 10 digits of the **phone#** and press the **SEND** soft key **once**. **Do this procedure on one phone only**. An Air-Trak representative will contact you.

- At the prompts, enter the **Phone#** (all 10 digits), **AccountID**, and **ActivationCode** (formerly called PIN). Use the cursor key to move from field to field.

When finished entering these values, press the **SEND** soft key **once**.

A **Sending Activation Information...** progress bar will display. If activation is successful, the Air-Trak status screen will appear and display **Reading GPS data...**

## 6) Connect the SatCom Upgrade module.

*Note: Perform this step only if you are utilizing the SatCom Upgrade module; otherwise, skip to Step 7.*

- If Air-Trak is running, press the **EXIT** soft key.
- Connect the SatCom Upgrade module to the phone as described in the Air-Trak Air-Trak User's Manual.
- Turn the phone's power off; then turn power back on.

## 7) Run Air-Trak (after activation).

*Note: This step is unnecessary if your phone has been configured to auto-launch Air-Trak at power up (see Step 4).*

- From the **Java Apps** menu, scroll to **Air-Trak** and press the **RUN** soft key. This starts the Air-Trak application and briefly displays the UnitID assigned to the phone. The display will then update with status messages.
- Return to the **idle screen**. This will make the phone available for normal operation, but Air-Trak will continue to run in the background. **Do not press the EXIT soft key as this will shut down the Air-Trak application.**

*Note: When the **end/home** key is pressed the first time, the message **Air-Trak suspended** will display. This really means that just the display is suspended; the application is still running.*

To view the Air-Trak status display again:

- From the **idle screen**, press the **menu** button; scroll to **Java Apps** and press the **OK** soft key.
- From the Java Apps menu, press the **RESUME** soft key.

## 8) Track your phone.

Browse to: [www.air-trak.com/ews3/logon.aspx](http://www.air-trak.com/ews3/logon.aspx) and log in. Select your phone from the **Unit to Follow** dropdown box and view its location on the map.

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## Troubleshooting

### 1) Activating the phone on Air-Trak (Step 5).

**Symptom:** After pressing the **SEND** soft key, the phone freezes (does nothing), or the following message is displayed: "A problem occurred trying to connect to the server! Please try sending the activation again!"

**Problem:** The phone does **not** have a properly provisioned Nextel Total Connect Data Plan.

**Solution:** Provisioning of Total Connect Data Plan(s) takes 24 to 48 hours after ordering. If this amount of time has not elapsed, wait the full 48 hours and try to activate again. If the problem continues, contact Air-Trak for assistance.

### 2) Why is my phone not tracking?

**Symptom:** Phone status is inactive or online (or phone is not where you know it to be).

**Potential problems:**

- a) Air-Trak is not running.
- b) GPS receiver is not receiving signal.
- c) Phone is out of Nextel coverage (cannot send data).
- d) Phone is being used for voice communication.

**Solutions:**

- a) Make sure Air-Trak is running (see **Step 6**).
- b) Make sure the GPS is getting fresh positions (see **Step 1c**).
- c) Make sure the phone is within Nextel coverage.
- d) Air-Trak will resume when the phone is no longer being used for voice communication.

## Tips for Nextel GPS, Java-enabled phones

### 1) Remove unneeded Java programs.

Only three Java applications are needed to track your phone with Air-Trak: **Download Apps**, **Air-Trak**, and **Java System**. By removing unneeded applications, you simplify the Java Apps menu and the process of running Air-Trak.

Follow these steps to remove unneeded Java applications:

- a) From the **Java Apps** screen, scroll to the application you want to remove and press **menu**. Scroll to **Deinstall** (the option may say **Remove**). Press the **OK** soft key. A confirmation screen displays. Press the **YES** soft key. A warning screen displays. Press the **OK** soft key. When your phone has finished removing the application, press the **DONE** soft key.
- b) Repeat **Step 1a** for each unneeded Java application.

### 2) Out of Nextel coverage

The Air-Trak tracking application runs even when the phone is out of coverage, provided the phone is visible to GPS satellites. The Air-Trak tracking application stores positions and forwards them when phone coverage resumes.

### 3) Voice vs. GPS tracking

The phone can send both voice and data, but NOT both simultaneously. If the phone is being used, Air-Trak will automatically be paused. When the phone is no longer in use, Air-Trak will automatically resume. Likewise, if the application is sending data, no voice transmission can occur during that time.

### 4) Keypad lock and unlock

This feature prevents accidental pressing of keys.

- a) To lock the keypad, from the **idle screen** press the **menu** key. Then press the **asterisk (\*)** key.
- b) To unlock the keypad, press the **asterisk** key, then the **menu** key, then the **asterisk** key again.

To take advantage of all of Air-Trak's features, install the Air-Trak Enterprise Display software and map data provided in the Air-Trak Starter Kit on your PC(s) and/or laptop(s).