

Field Force Manager Upgrade Process

Overview

You can upgrade to the latest version using the procedures outlined below:

If you have issues with the upgrade process, you can contact our Customer Support Team at (1- 877-477-4899).

New Software Download and Installation

1. Clear the devices activation
 - a. Press * 9 (Star Nine)
 - b. Enter Options menu code (Default is 4321)
 - c. Choose Clear Activation
 1. Device and Server activation will be cleared and the application will exit.
2. De-install Field Force Manager
 - a. Click on the Menu button.
 - b. Select Get it Now
 - c. Select Get Going
 - d. Select Field Force Manager and press Options (Do not press OK)
 - e. Select Remove App
 - f. Select Yes that you really want to remove the app.
3. Download new version
 - a. Click on the Menu button.
 - b. Select Get it Now
 - c. Select Get Going / Tools on the Go.
 - d. Select Get New, phone will connect to the network
 - e. Select Business / Tools
 - f. Scroll to Field Force Manager, click on the OK button
 - g. Select the option to download the application
 - h. When prompted to Run It, hit OK/Yes.
9. Perform the first time setup process
 - a. Enter Phone Number
 - b. Enter Pin Number (Last 4 digits of the phone #).
 - c. Accept Warning Message
 - d. Perform LBS privacy settings