Testing GPStrac on Nextel Phones

1. Take the phone outside so it has a very nice clear vision of most of the sky (you can't test this properly if you are outside between two tall buildings)
2. Power the phone off
3. Wait 15 seconds
4. Power the phone on
   - When the phone is fully booted (just like a pc), it will automatically start GPStrac (if you completed the instruction above)
   - The GPStrac screen with display three status codes:
       i. Conn: (either UNK or OK)
       ii. Comm:(either UNK or OK)
       iii. GPS:(multiple status options – see GPS Status Codes below)
5. If the phone does NOT have OK in all three items listed above after 180 seconds (3 minutes), then you might have either a communications issue with the phone or an issue with the GPS chip on the phone. If 'Comm' is UNK, then proceed to 'Trouble Shooting Data Communications on your Nextel Phone' below. If GPS is UNK, then proceed to 'Trouble Shooting GPS on your Nextel Phone below.

Trouble Shooting <u>Data Communications</u> on your Nextel Phone

If GPStrac shows UNK in the status code for 'Comm', then you might be experiencing data communications problems on that Nextel phone. The quickest way to determine if this is true is for you to use that phone to surf on the web.

1. If you are still in the GPStrac screen, press your Red Phone button twice.
2. Press your 'Menu' button
3. Highlight 'Net', press OK button
4. Highlight 'News, Sports & More', press OK button
5. Highlight 'News', press OK button
6. Highlight 'USA Today', press OK button
7. If you are able to see the USA Today web site, then your phone is communication just fine in Data mode.
8. This means that your 'Comm' in GPStrac should now report 'OK', if not please contact LADSnet at support@ladsnet.com.
9. This should also mean that your 'Conn' should now report 'OK', if not please contact LADSnet at support@ladsnet.com.
10. If your GPS status is not 'OK', then follow the next test below.

Trouble Shooting GPS on your Nextel Phone

If GPStrac shows UNK in the status code for 'GPS', then you might be experiencing GPS chip problems on that Nextel phone. The quickest way to determine if this is true is for you to test the phones own GPS software to see if it can communicate with the GPS chip.

1. Press the Red phone button until you are back on your home screen.
2. Press your 'Menu' button
3. Highlight 'GPS', press OK button (this is NOT GPStrac inside of Java)
4. Highlight 'Position', press OK button
5. Highlight 'Refresh' (upper left button on phone keypad)
6. The screen will display 'Scanning for Satellites' for about 60 seconds
7. It should then come back with a new GPS location on the screen.
8. If it takes longer than 60 seconds then the phone is having a hard time getting GPS information from the GPS chip on the phone. The phone will display 'unable to locate sats' eventually (this may take up to 3 minutes). At this stage your best option is to take the phone back to Nextel and ask for a phone swap because this phone can't communicate reliably with the GPS chip.

GPS Chip Status Codes

Below is a table of the NEXTEL codes that the phone produces when working with the NEXTEL GPS chip on the phone. If you are having a problem and have taken the action listed below, yet you are still having the same problem, you will need to take the phone to Sprint/Nextel and request a swap. Generally they are very good about doing a swap when it comes to GPS issues.

CODE	MEANING	ACTION YOU CAN TAKE
ADU	A GPS location was obtained, but the accuracy may be off by many miles, plus the location data was not available from the cell tower. Therefore, we are not storing this location on the GPStrac map portal.	Try putting the phone in a better position to see more of the sky.
ANA	The GPS accuracy may be off by hundreds of miles. Therefore, we will not store this location on the GPStrac map portal.	Try putting the phone in a better position to see more of the sky.
AOOD	The locations of the GPS satellites is unknown, therefore the phone can not determine its location.	Try putting the phone in a better position to see more of the sky.
BLO	The battery is too low on the phone so therefore the request for a GPS location will not work.	Start charging the phone immediately.

CMAL	The GPS system malfunctioned on the phone. It will try again automatically to get a GPS location from the GPS chip.	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
CNK	The GPS location was ok but the GPS chip also produced an unknown code.	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
FDU	The GPS chip could not get a GPS location after three minutes of trying plus location data was not available from the cell tower.	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
FNA	The GPStrac software tried for three minutes to get a location but it could not get a location fix. It will try again automatically to get a GPS location from the GPS chip.	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
NAO	The GPS chip could not get a GPS location because the GPS receiver does not know where the satellites are and the phone is not configured to correct this.	Try putting the phone in a better position to see more of the sky.
NLL	No error was indicated but there are no Latitudes or Longitudes	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
OK	GPS is working fine!!!	Congratulations !!!
OSCH	According to the schedule on the GPStrac map server, this phone should not be sending its location to the server at this time. This could be because the time and date on the phone are incorrect or because your schedule is working properly. If you would like to adjust the schedule, please do so on the GPStrac map web portal.	If you want the phone to be sending its GPS location at this time, then you need to change the schedule in the GPS map portal or adjust the time on the phone.
PNR	The GPS system had no response after three minutes. It will try again automatically to get a GPS location from the GPS chip.	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
PRE	The GPS system returned an error while retrieving the position. It will try again automatically to get a GPS location from the GPS chip.	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
PRR	The phone is set to not allow GPS to work. You must set GPS to be unrestricted per the GPStrac phone installation instructions.	Set GPS privacy to 'unrestricted' on the phone per the GPStrac phone installation instructions.
PWR	The GPS system is waiting for a response from the GPS chip.	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
SNK	A response was received that is not documented by Nextel.	There is nothing you can do if this happens. If it continues to happen then reboot the phone.
UNK	Since the GPStrac software was started, we have not received a response from the GPS chip. Therefore, status of the GPS is unknown.	Normally it is best to take the phone outside so it can clearly see a great deal of the sky and wait approximately 3 minutes. This should correct itself. If after 5 minutes you are still having this problem, then reboot the phone. If after 3 reboots, you are still having this problem, following the instructions listed above regarding troubleshooting GPS on the phone.