

NavIQ Mobile Checklist:

1. If the mobile phone is not reporting and it is the first time, refer to the NavIQ Mobile Installation guide and walk the customer through setting up the program
2. If the mobile phone is not reporting and it has in the past
 - a. Ensure the mobile phone is powered on
 - b. Ensure the customer has a data package on their phone service
 - c. Ensure the application is actively running on the mobile phone
 - d. Ensure the mobile phone is able to connect with cellular service and has a clear view of the sky
3. The mobile phone will not report locations while a call is in progress, but will automatically resume when the call is ended
4. The mobile phone will use large amounts of data while using this service, make sure the customer is on an unlimited data plan with their cellular carrier
5. If problems persist, contact Technical Support