



## M1 Move on BlackBerry – Troubleshooting [documentation 2011-09-26]

Normally M1 Move works on BlackBerry devices, but device security settings vary between operators, different phone models, company profiles, and even SIM card type. This can cause problems.

Please note that M1Move **requires the application to be running** to be able to get messages from the inbox. You can also force messages to application by sending command “**Adduser, phonenumber, M1PC**”, especially if you don't get certain reports to M1Move. In some cases, it also helps giving the phone number in an international format using “00” instead of “+” as country code prefix. If you have a specific problem, check the problems/solutions list at the end of this documentation.

**Please note, there is a separate BlackBerry version (.COD) and generic Java version (.JAR).** BlackBerry version is only for BlackBerry phones and is has a certification which do not give security warnings like the Java version.

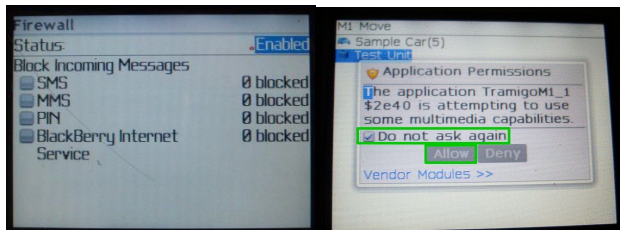
Below is a few tips for getting M1 Move working on BlackBerry devices:

### 1) Options / Security Options / Firewall

**Note!** This is needed only for Java version, not the certified BlackBerry version

This settings affects the queries (such as "Do you want to allow the application m1 move to act as a server").

1. Change Firewall to Enabled (if not already)
2. Reboot the device (Turn off and and restart)
3. Retry M1 Move
4. For security queries, select “**Do not ask for X**” and then select **Allow**, so in the future you will not get that pop-up

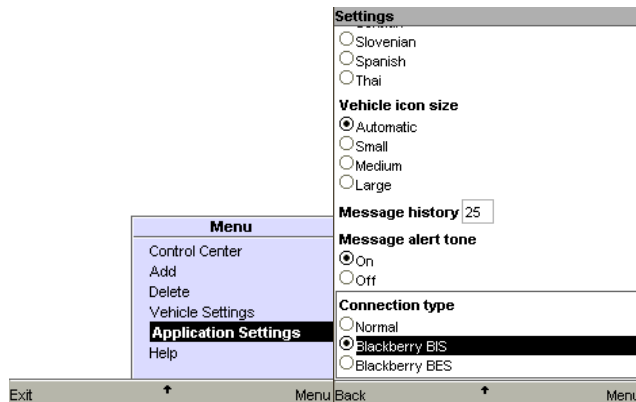


## 2) Connection type setting in M1 Move

This setting affects digital maps functionality from within M1 Move.

If you have a BIS plan on your BlackBerry device, you may need to change the Connection Type -setting which is the last item in the **M1 Move / Application Settings** -screen. Note! In some circumstances you should try out Normal / BIS / BES each one if you are experiencing problems with the first selected ones.

For the 1.54 M1Move version the normal BlackBerry setting is “**AutoDetect**” which will go through different connection options and use available one. There is also WIFI setting available which will only try to connect via wifi.



### 3) APN Settings

Setting APN settings for Internet connectivity may be needed for getting digital Maps via web working in M1 Move. If you get a "Tunnel failed" or "IllegalArgumentException" error when using digital maps, this is the way to fix it.

Also make sure your device can otherwise connect to the Internet – i.e. that you can use the Browser and other connected applications in the device. Note: This alone is not enough for 3<sup>rd</sup> party applications (like M1 Move) to connect correctly.

The settings should be entered in **Options / Advanced Options / TCP**

Sources for APN settings:

1. Please check the verified APN checkings at the end of this document.
2. Your operator home page / help desk (ask for BlackBerry internet connectivity APN)
3. The listing at: <http://www.opera.com/mini/help/connect/> – select your country and provider
4. The listing at: <http://www.touchuserguide.com/2010/05/11/apn-settings-for-ipad-3g/>
5. The listing at: <http://www.piconews.com/apn.php>

### Reporting problems

Please report any problems you have with M1 Move to Tramigo Support ([support@tramigo.com](mailto:support@tramigo.com)).

When reporting, please include:

1. Definition of the behavior
  1. When does the error come (what steps did you take)
  2. What is the exact error message
2. BlackBerry device model and firmware version (Options / About)
  1. Example: BlackBerry 8700 / v 4.2.1.108
3. Operator
4. Connection type (BES/BIS/something else?), if known
5. Your settings (APN settings, is Firewall enabled?)

### Problems and solutions

**Problem:** "Too many security queries when starting M1 Move, sending commands or using digital Maps via web connection"

**Solution 1: Use BlackBerry version instead of generic Java version**

**Solution 2: Check tip 1 - Options / Security Options / Firewall**

**Problem:** "Tunnel failed" or "IllegalArgumentException" when using digital Maps

**Solution: Check tips 2 & 3 – Test with different connection types and check APN settings**

**Problem:** "Messages from unit go to inbox instead of M1Move application"

**Solution: Make sure the application is running all the time in background. You can also select "force messages to inbox" from vehicle settings. This will send command "adduser, <yourphonenumber>, M1PC" to the device. For vehicle settings unit phone number, you can try using "00" as country prefix instead of "+".**

## **APN Settings**

The following settings have been verified by Tramigo users:

### **Bahrain / Balteco**

APN internet.balteco.com  
Username wap  
Password wap

### **Nigeria / MTN**

APN web.gprs.mtnnigeria.net  
Username dona  
Password weste

APN web.gprs.mtnnigeria.net  
Username web  
Password 1234

### **Philippines / Globe**

APN internet.globe.com.ph  
Username globe  
Password globe

### **Philippines / Smart**

APN internet  
Username  
Password