



## M1 Move on BlackBerry – Troubleshooting [documentation 2010-03-09]

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 and make M1 Move unusable.

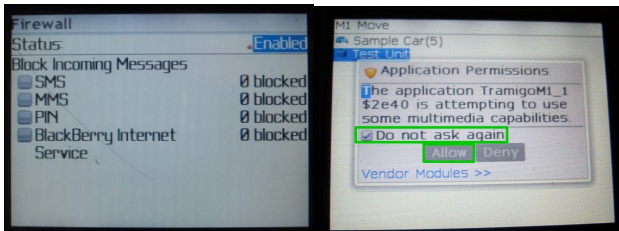
Please note that Java version **requires the application to be running** to be able to get messages from the inbox. If you have a specific problem, check the problems/solutions list at the end of this documentation.

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

### 1) Options / Security Options / Firewall

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

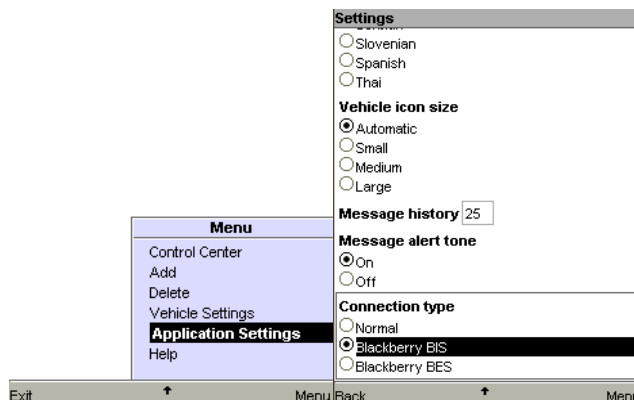
1. Change Firewall to Enabled (if not already)
2. Reboot the device (Turn off and and restart)
3. Retry M1 Move
4. For security queries, select **"Do not ask for X"** and then select **Allow**, so in the future you will not get that pop-up



### 2) Connection type setting in M1 Move

This setting affects Google 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.



### 3) APN Settings

Setting APN settings for Internet connectivity may be needed for getting Google Maps working from M1 Move. If you get a "Tunnel failed" error when using "Google 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. Your operator home page / help desk (ask for BlackBerry internet connectivity APN)
2. The listing at: <http://www.piconews.com/apn.php>
3. The listing at: <http://www.opera.com/mini/help/connect/> – select your country and provider
4. The following settings have been verified by Tramigo users:

#### **Nigeria / MTN**

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

### 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 Google Maps"

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

**Problem:** "Tunnel failed"

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