



TelstraClear  
**BizGlobal<sup>®</sup> Mobile**  
**Troubleshooting Q&As**

0508 555 500  
[www.bizglobal.co.nz](http://www.bizglobal.co.nz)

TelstraClear

Now's Good

This document is intended to help troubleshoot questions that could arise during the BizGlobal Mobile Application download process.

Your mobile phone requires Java capability and a data connection to download the BizGlobal Mobile application and to activate and synchronise with the BizGlobal server.

The phone's Internet Profile will usually be configured correctly for use with the application, without you having to make any changes. To test this you should be able to open the web browser and view the operators' standard WAP home page.

It may also be worth trying to browse to alternate sites such as [www.google.com](http://www.google.com) to check the configuration. The download of the Mobile Application uses the same profile as the web access, so it should normally work on a standard configuration.

Troubleshooting for the steps involved in receiving and downloading the BizGlobal Mobile Application are covered below.

## Receive SMS

**You will be sent an SMS with an embedded URL (web link) in it. Select the URL to initiate the download of the application.**

**Q:** I have not received an SMS.

**A:** There may be delays on the mobile network. Wait a few minutes, if the message still has not arrived contact your BizGlobal Administrator.

**Q:** How do I select the URL?

**A:** This varies between phones but for example:

### BlackBerry Smartphones:

- Scroll over it and select the URL and click on Get link

### Nokias:

- Select Options > Use detail > Go to > Web link

**Note:** Please refer to the Mobile Application Download guide for full instructions for Nokia models.

**Q:** I got an error code 36001: Download Identifier has expired.

**A:** You must complete the download process within 72 hours or your activation period will time-out. Contact your BizGlobal Administrator and they will redeploy the application to your mobile phone.

**Hint:** Complete the download when you first receive the SMS to avoid it timing out.

## Browser Download Screen

**A WAP (browser) page displays on your phone. Click Download to initiate the installation.**

**Q:** Browser page fails to display or HTTPS 401 error.

**A:** Network Connectivity issue.

- Verify that the device can connect to another web page such as [www.google.com](http://www.google.com) and retry.
- Verify that you have data enabled on your mobile phone plan.
- Verify that you are in a network coverage area (note that you do not need network coverage to use the Mobile Application once it is installed).

If the above does not resolve your issue, please contact your BizGlobal Administrator. If you are the BizGlobal Administrator please contact your TelstraClear Account Manager or call **0508 555 500** for further advice.

**Q:** I received an error code 37007 saying the application activation code has expired.

**A:** You must complete the download process within 72 hours or your activation period will time-out. Please contact your BizGlobal Administrator who will redeploy the Mobile Application to your phone.

## Phone Download Screen

**The phone's generic download screen displays application details. Select Download to complete the installation.**

**Q:** A time-out error displayed.

**A:** This could be due to delays in the mobile network. You can retry the download from this screen. If this does not work contact your BizGlobal Administrator. If you are the BizGlobal Administrator please contact your TelstraClear Account Manager or call **0508 555 500**.

**Q:** I got the message "application is not from a trusted supplier" – what do I do?

**A:** Ignore the message, select Continue and complete the download.

**Q:** A message displays asking "Allow network access" – What do I do?

**A:** Select Yes. Some phones are set-up to automatically request your approval whenever you access mobile data.

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**Q:** How long does the download take and how big is the download?

**A:** Typically anywhere from 20-45 seconds. Around 115KB.

**Q:** I received an error code 37007 saying the application code has expired?

**A:** You must complete the download process within 72 hours or your activation period will time-out. Contact your BizGlobal Administrator who will redeploy the Mobile Application to your phone.

## Activation Screen

**Having downloaded the application you can start using it. It must be activated the first time it is used to enable time synchronisation with the server.**

**Q:** I don't know what my four digit PIN is, what do I do?

**A:** Check with your BizGlobal Administrator who will advise you of this if you have not already received the welcome email where your PIN is advised.

**Q:** I received an error code 37007 saying the activation code has expired.

**A:** You must complete the download process within 72 hours or your activation period will time-out. Contact your BizGlobal Administrator who will redeploy the Mobile Application to your phone.

**Q:** A message displayed asking 'allow network access' – what do I do?

**A:** Select Yes. Some phones are set-up to automatically request your approval whenever you access mobile data.

## Mobile phone Q&A

### What devices does the Mobile Application support?

Any Java capable phone with version MIDP 1.0 and MIDP 2.0, provided there is at least 128kb of available memory on the device.

### What devices does it not support?

Phones that are not Java capable (phones older than 5-6 years). The simple way to check this is to see if you have any games preinstalled onto your phone.

Alternatively look up your mobile phone and make on Wikipedia and see if it says it is MIDP 1.0 or MIDP 2.0 capable.

Please note that it will not support devices that do not have 128kb of available memory.

iPhones and Google Android phones will be supported when a later version of the Mobile Application is released.

Very old Java capable phones with black and white screens may not be supported.

### iPhones

A Mobile Application for iPhones will be available when a later version is released.

### BlackBerry Smartphones – TIP

If your BlackBerry will not download the application it is likely due to the setting on your organisation's BES (BlackBerry Enterprise Server). The BES must be configured to allow download of third party Java applications, ensure that this setting is set to 'ON'.

### Phones with QWERTY keyboards – TIP

The Mobile Application has a special configuration for phones with QWERTY keyboards (BlackBerry Smartphones). This enables you to use the full keyboard when inputting to fields. In general the Mobile Application will detect which phones are QWERTY and will compile an appropriate version.

If you have a phone with a full QWERTY keyboard and you cannot input anything into the Mobile Application fields, contact your Account Manager or 0508 555 500 for further advice.

### Locating the Mobile Application on the phone – TIP

If you have downloaded the Mobile Application and cannot find it on the phone.

Phones store downloaded applications in different places. Smart devices such as BlackBerry will install the Mobile Application onto the standard menu and it will be accessible via the icon.

Some lower end devices will download the application into default folders such as Applications or Entertainment.