

Mobile311® Smartphone Application Troubleshooting – Printer Friendly

Problem: "No satellites or very few satellites."

- 1.) Close the Mobile 311 Application
- 2.) Tap on Start
- 3.) Tap on Programs in the drop down menu
- 4.) Scroll to the "QuickGPS" Application and tap it
- 5.) Tap the large "Download" button to update satellite data on the phone.
- 6.) Close the QuickGPS Application
- 7.) Restart the Mobile311 Application

Problem: "it just says 'Point Cached' when I submit a point."

This is a normal function of the application when the phone is outside of its data network. When you return to network coverage, the phone will submit cached points. If that doesn't happen, you can manually submit points by doing the following.

- 1.) Tap on Options
- 2.) Tap on Sending Data Options
- 3.) Tap Post
- 4.) You should see a progress bar as your data is sent

If the problem persists, you may need to check your data connection:

- 1.) Click on Programs
- 2.) Click on Internet Explorer
- 3.) See if a page loads
- 4.) If a page loads, then you're connected to the phone network. Call ##### to verify the status of the Mobile311 Server
- 5.) If a page does not load, then follow the below steps:
 - A.) Tap Start
 - B.) Tap Settings
 - C.) Tap the "Phone" icon
 - D.) If you get a message box asking if you'd like to turn the phone on, click "Yes"
 - E.) Try and load a web page in Internet Explorer
 - F.) If a web page comes up then try the Mobile311 application again.
 - G.) If a web page does NOT come up then contact your Cell Phone Provider

Problem: "Bread Crumbs keep turning off." or "How do I stop the phone from going to sleep?"

- 1.) Tap on settings
- 2.) Tap on power
- 3.) Tap on advanced
- 4.) Be sure that "phone goes to sleep" is NOT checked.

Problem: Phone or application has completely locked up.

- 1.) Slide the Back Cover off the phone
- 2.) Look for a little hole with the word "reset" near it in the lower left on the back of the phone.

- 3.) Insert the stylus into the hole.
- 4.) This may be different for every phone so please check the help guides that came with your phone.

Problem: "I tried to reboot the satellite data in QuickGPS, but my phone locked up/rebooted"

The problem is that **QuickGPS** is downloading bad data that causes errors on the phone. The solution is to disable **QuickGPS** and manually copy some good GPS data to the phone.

Disable **QuickGPS**:

- 1.) On the Phone, Tap **Programs** and Tap the **QuickGPS** program
- 2.) Tap **Menu** in the lower left of the **QuickGPS** screen
- 3.) Tap **Options** in the small pop up menu
- 4.) **Uncheck all** checkboxes under the options menu so that bad data will not be downloaded automatically
- 5.) Tap **OK** in the upper right to save your changes

Replace the bad data with the good "xtra.bin" file. You can either use the attached file with **ActiveSync** or download it directly to the phone from <http://www.mobile311.com/gps/>

- 1.) Copy or Save the "xtra.bin" file into your "\\temp\\" directory, overwriting the existing file
- 2.) Copy or Save the "xtra.bin" file into your "\\windows\\" directory, overwriting the existing file
- 3.) **Power the phone completely off, and then turn the phone back on**

Problem: "The battery keeps dying. How can I extend battery life?"

There are multiple solutions to extend battery life. You can change either the phone's power setting or you can change settings in the Mobile311 application.

Changing Phone settings

- 1.) Tap on **Settings** in the phone menu
- 2.) Tap on **Power**
- 3.) Tap on **Advanced**
- 4.) Set the screen to dim while on battery power after one minute
- 5.) If you are not tracking breadcrumbs, you can set the phone to go to sleep

Changing Mobile311 application settings

- 1.) Tap on **Options** in the lower right corner of the application
- 2.) Tap on **Data Sending Options**
 - a. In this menu you can change how often you send data
 - b. The less you send data, the longer the battery lasts

Or

- 3.) Tap on **Advanced Options**
- 4.) Turn **Power Save Mode** on