

SmartStart Blackberry Guide

This is a guide on how to install and use the Directed SmartStart application on Various Blackberry Phones. Before using this guide, please ensure that the Directed SmartStart system was installed and activated on the vehicle and that the account has been paid for following the email notification on www.mysmartstart.ca.

Blackberry App World

Most Blackberry phones will already have Blackberry App World installed. This is a mandatory application to be able to download the Directed SmartStart application. If you do not have this on your phone, please use the following link to download Blackberry App World.

<http://mobileapps.blackberry.com/devicesoftware/entry.do?code=appworld>

Blackberry ID

You will need to create a Blackberry ID to use the Blackberry App World and download applications. This not only allows for more security on the phone but allows you to keep downloaded applications if you change phones.

Downloading the Directed SmartStart Application

Once you have opened the Blackberry App World you can select the search button and search for Directed SmartStart. Open the Directed SmartStart application and select download. At this point it will ask you to log in with your unique Blackberry ID to download and install the application.

Setting Up the Directed SmartStart Application

Open the Directed SmartStart application from the home menu or the Downloads folder on the phone. Once the application is open, select the **More** tab, then **Settings**. Log into the application using the information provided in the activation e-mail received from mail@managesmartstart.com.

Once logged into the application, you should see your vehicle listed in the **Cars** tab. You can now select the **Home** tab and try your Directed SmartStart system. You should receive **Command Received at Vehicle** after each operation confirming the command was executed by the vehicle.

Troubleshooting

Many things may influence the correct functioning of the application. Most error messages encountered will be caused by the initial setup of the phone and are easily correctable and will solve the issue permanently.

NOTE: Directed SmartStart will only work with Blackberry phones using OS4.5 or higher

Command Not Received at Vehicle

Most common reasons for this are either

- The user is not logged into the Directed SmartStart application.
- The vehicle is not in a network reception area covered by Rogers.
- The Directed SmartStart hardware is not connected correctly or has lost power. System must be serviced by authorized dealer.

Unable to Log in/Save Username and Password

This may be caused by incorrect application permissions.

1. Select the **Options** icon on the phone home screen.
2. Select **Advanced Options**.
3. Select **Applications**.
4. Select **Directed Smartstart**.
5. Press the Blackberry button (to the left of the trackball/pad).
6. Select **Edit Permissions**.
7. Ensure that **Connections** is set to **Allow**.
8. Ensure that **Interactions** is set to **Custom**.
9. Ensure that **User Data** is set to **Allow**.
10. Save and exit.

Application Failure

Tunnel Failure after Logging into the application or application simply hangs and no longer responds.

Caused by the incorrect APN settings on the phone:

1. Select the **Options** icon on the phone home screen.
2. Select **Advanced Options**.
3. Select **TCP/IP**.
4. Check the **APN Settings Enabled** box.
5. Type in the correct APN setting (see below for [APN Settings Chart](#)).
6. Leave the username and password sections blank.
7. Save and exit.

Blackberry Torch 9800 and Bold 9780:

1. Select the **Options** icon on the phone home screen.
2. Select **Devices**.
3. Select **Advanced system options**.
4. Select **TCP/IP**.
5. Check the **APN Settings Enabled** box.
6. Type in the correct APN setting (see below for [APN Settings Chart](#)).
7. Leave the username and password sections blank.
8. Save and exit.

NOTE: If APN settings are not present, connect the phone to Blackberry Desktop Manager on a computer first.

APN Settings Chart:

Provider	APN setting
Rogers Canada	internet.com
Bell Canada	inet.bell.ca
Fido Canada	internet.fido.ca
Sasktel	inet.stm.sk.ca
Telus Canada	sp.telus.com