

FAQs for 2009

Installation

Do I need Internet on my phone to install and use Nomadz®?

Yes, you need an Internet-enabled BlackBerry® or a data package to download and use Nomadz.

What should I do if the link for the Nomadz® download page does not work?

Go into your Internet browser and go to the following download page <http://app.getnomadz.net/ota/download.htm>

What should I do if I received an HTTP error 406 (or HTTP error 404) when downloading N Nomadz®?

This message appears when your Corporate IT policy restricts downloading 3rd party applications. You will have to contact your IT department or your BlackBerry® Enterprise System (BES) administrator to get permission to download Nomadz®.

Why did I receive a Download Fail message, or a Cannot Connect, or a 907 Invalid COD error?

There could be a number of reasons for a failed download:

You might be in a poor cell coverage area. Try again in a better location.

The Nomadz® application only supports BlackBerry® models 8700 or higher and BlackBerry® OS 4.2 or higher.

You can check your OS by going to OPTIONS and then navigate to ABOUT. Upgrade your OS and try again.

I downloaded Nomadz®, but I don't see it on my device desktop.

Look in your applications folder on your device desktop.

Functionality

I am receiving an I/O error or Timeout Reached error, when I go into Nomadz®?

Check to make sure you are in a good coverage area and that your wireless signal is on.

If you have a good wireless connection but are still receiving error messages, reset your firewall settings.

Go to Options, then to Security Options. Click on Firewall. On the Menu, click Reset Settings. When you go back into Nomadz®, you should be prompted to reaccept or to allow Nomadz® access to your device.

When I go into Maps, I see a map of an old location. When I click on Find Location and Where am I, it seems frozen on "Searching for Satellites."

You are in an area with poor satellite coverage. Typically, this occurs in office towers, on overcast days or around tall buildings. Try again in a more open location.

I am not receiving any alerts?

You might not have received any depending on your location or travel itinerary. Go into Nomadz®, and click on Alerts.

Click the menu button and click Search. Put in your country and city location and click on the appropriate city.

This will confirm there are no alerts for your particular city or destination city. If there are alerts there, contact nomadz@wtp.ca.

How do I uninstall Nomadz®?

Go to Options on your device desktop. Click on Advanced Options, then click on Applications. Scroll down to Nomadz®. Click your Menu or Functions button. Click on Delete and confirm that you want to delete Nomadz®.

What if I upgrade my device or delete Nomadz®— can I reload it?

Yes. Either save the email with the link, or point your device browser to the Nomadz® download page at <http://app.getnomadz.net/ota/download.htm> and download the application.