

FAQ'S

If I want to upgrade the current BETwitxr version do I have to do anything before I can download and install it?

Yes, you should first delete the older version from the BlackBerry device. In order to un-install it you have to select on the menu Configuration – Advanced Options – Applications. Once you are in the Applications window you will see a list of all the applications that are currently installed in your Blackberry device. Find and select “BETwitxr”; with the menu key select the Delete option. Once you have deleted this version you can proceed to install the latest one without experiencing any problems that may be caused by the previous version.

I know there is a new BETwitxr version with download access via OTA but when I enter the address it continues to show the older version. What can I do to download the latest version?

Because we are constantly uploading improved versions of the BETwitxr application you might have to clean up the cache from your BlackBerry web browser in order to avoid getting the older version (ex. 0.13) and not the latest one (ex. 0.14). In order to achieve this you will have to do the following:

1. Enter the Explorer option in your BlackBerry desktop.
2. Select with the menu key: Options – Cache Operations.
3. Select erase.

Once you have finished this process you will be able to enter the address and download the new version.

I have finished installing the BETwitxr application in my BlackBerry device and it's asking me for the User and Password information but there is no registration link. How can I register?

BETwitxr is a twitxr application client, consequently you have to register as a twitxr user and enter the same user and password used in the site in order to access the BETwitxr application. If you haven't registered as a twitxr user you can visit their website (www.twitxr.com).

I have finished installing the application but after introducing the User and Password information it freezes in the “Processing” window. What can be causing this?

There are several reasons why this could be happening. We suggest you verify the following aspects:

1. All permissions must be set to ALLOW: check that the application has all the permissions set to allow before accessing it. You have two alternatives:
 - **Before downloading the application:** when you enter the download window you will find a checkbox for selecting the “Set Application Permissions”. You have to click on the box and set all the permissions in the following window to Allow.
 - **After downloading the application:** if you already have the application in your device you can check that all permissions are set to allow by going into the “Configurations” icon in the desktop choosing Advanced Options – Applications. In this window you will find a list of all the applications currently installed in your BlackBerry device. Search for BETwitr, select it with the menu key and select the Edit Permissions. In this window you have to select ALLOW for all the options and save changes before exiting.
2. If all the permissions have been set to ALLOW and the problem continues and your device uses BIS (BlackBerry Internet Service) to connect it is possible that your device’s Service Book is not configured correctly. If this is the case we strongly suggest you clean the Service Book and establish it again. To do this you must do the following:
 - Cleaning your Service Book: go into the “Configurations” icon in the desktop; choose Advanced Options – Service Library. Once inside you have to eliminate one by one. (**Attention:** if you have any private services such as e- mail access accounts, don’t eliminate these services. If you do you will have to configure them again).
 - Once you have cleaned the service library you must enter Configuration – Advanced Options – Host Routing Table and with your menu key select your selected Host (if you have many options select the one that is in “Bold”. Select the option Register Now and your service library will be automatically restored correctly.
3. If the problem continues after following the previous steps please send us a mail to betwitr@atelmedia.com and we will evaluate your specific case.

When I take a picture the system seems to freeze before starting to send the picture. What can I do?

If the application freezes after you take a picture is because you have a problem with the application permissions. Please follow the steps described in the previous section numeral 1 in order to establish your permissions correctly.

I took the picture, filled the remaining fields but when I send it, it stays in the sending process for a long time. Why does it take so long to send?

One of the reasons why it could be taking so long to send the image is because the image size is too heavy (large). In order to avoid extremely long sending processes the best option is to configure the size of the pictures that will be taken with your BlackBerry device.

In order to do this you have to go to the cameras application, select Options and choose a smaller size (we recommend the 640x480 option).

If you want higher resolution pictures BEtwitxr will be able to send them but you will have to wait for the sending process to finish (In some cases it can take up to 10 minutes if the pictures resolution is too big. With lower resolutions it will take less than a minute).

I have tried entering several alternatives in the Location field but when I try to send it, it shows an error message. What could be the problem?

This occurs because the Location field will only accept real places such as the name of a city or a street name followed by the city. This name can't be longer than 30 characters. Another alternative you have is to leave the Location field blank. In this case the application will take the CellID and Lack parameters, which are specific for mobile devices, to know the user's location at that specific moment. The image will show the users location coordinates at the specific moment the picture was sent.