

Motorola Mobile PhoneTools FAQ's

Last updated: February 2, 2005

Q Why can't I view a video taken with my phone in media players?

A The codec required to view these files may not be associated with your media player. You can always view the video with the Video Studio in mobile Phone Tools.

Q When I connect to my A780 or E680 phone via BT the Mobile Explorer, Image Studio, Melody Studio, and Video Studio are not available in the MMC.

A That is because file transfer is not supported over BT with those phones.

Q When I connect to my phone using the Motorola BT adapter (DC600) the feature to transfer files to the phone has been disabled.

A That is because file transfer is not supported over the DC600 BT adapter.

Q When I try to open the phonebook or do a synchronization I get a PhoneBK.exe error

A This could be caused by a know conflict between Win Fax Pro 10.00 and Outlook 2002. For more information go to <http://support.microsoft.com/kb/320756/en-us>

Q I have XP service pack 2 and my BT connection is not working.

A Go to www.bvvp.com/customers/motorola and click on the XPsp2 and BT.pdf document for setup instructions.

Q Why do I get an error when trying to transfer files from my phone to the PC

A If you get an error like "white space not allowed at this location" check for file names and make sure they do not contain more then 36 characters (including . and file extension)
If you get an error like "A semi colon character was expected" check your file names for a "&" character. This is a special character and is not allowed in a file name.

Q Why can't I save music files as .mP3's

A In order to save files in mP3 format you must have an mP3 encoding capable codec installed on your system. This codec is standard with Win XP but your PC manufacturer may have decided not to include it with your version. Also other applications may have replaced this codec with a decode only version. For more information look here: http://mp3decoders.mp3-tech.org/decoders_acm.html

Q Why can I not connect to the internet or my VPN?

A In order to use Mobile Phone Tools and your Motorola mobile phone to access a High Speed GSM based data/Internet connection you should have the following:

1. A fast speed data package service (GPRS, EDGE, 3G, etc...) that can be provided sometimes at an extra cost from your mobile phone service provider. Once this data package service is active, your mobile phone will have an APN (Access Point Network) support. Mobile Phone tools will use that automatically to connect to the internet.
2. **NOTE:** Some mobile phone service providers support 2 APN's. One provides access to the regular internet and one that provides access to a **VPN (Virtual Private Networking)**. **VPN** is a means by which certain authorized individuals, such as remote employees have secure access to an organization's **intranet** by means of an extranet, a part of the internal network that is accessible via the Internet. If that is the case you would need to contact your mobile phone service provider and make sure you do have the appropriate VPN access.

Q: Why can't I make a data connection on Win98 se?

A: There maybe a problem with saving your password. When you start Windows 98se if you click cancel when asked for a password this can cause this problem. To correct this issue use your password or follow the process outlined here.
<http://support.microsoft.com/default.aspx?scid=kb;en-us;148925>

Q: What versions of Lotus Notes does mPT work with?

A: mPT works with Notes version 5.0,5.01,6.0,and 6.01

Q: If I export my contacts I can not read them in the exported file.

A: This is can be an issue with double byte languages, to configure your computer to read this file properly you need to add support for Arial Unicode MS font.

1. Quit all programs.
2. In **Control Panel**, double-click the **Add/Remove Programs** icon.
3. Do one of the following:
 - o If you installed your Microsoft Office program as part of an Office package, click **Microsoft Office** in the **Currently installed programs** box, and then click **Change**.
 - o If you installed your Office program individually, click the name of your program in the **Currently installed programs** box, and then click **Change**.
4. In the **Microsoft Office Setup** dialog box, click **Add or Remove Features**, and then click **Next**.
5. Next to **Office Shared Features**, click the plus sign (+).
6. Next to **International Support**, click the plus sign (+).
7. Click the icon next to **Universal Font**, and then select the installation option you want.

Q: Why can't I read received picture messages with mPT?

A: Not all phone models support this functionality. If you phone supports pictures messages you may notice that these messages will be displayed as unreadable data in your mPT inbox.

Q: Why can't I open an image file that I have transferred to my phone?

A: Some phone models limit the file size and picture size that can be opened on the phone. Try cropping, resizing, or reducing the color depth of the image before you transfer it to the phone.

Q: Why do the WAV files I upload to my phone sound bad?

A: MP3 files that are converted into .WAV format using Mobile PhoneTools Melody Manager will become distorted after being transferred to your mobile phone, resulting in poor audio quality. You will also be unable to set these wav files as ring tones in your mobile phone. It is recommended that you do not use the Mobile PhoneTools Melody Manager for this purpose and that you instead transfer MP3 files from your PC to your mobile phone using the Mobile Explorer view within Mobile PhoneTools.

Q: Why doesn't mPT notify me of incoming calls?

A: Certain phone models do not support notifying external applications of ring events.

Q: Why can't I end a voice call with mPT?

A: Certain phone models are not compatible with this command in mPT

Q: Why do SMS messages that have been previously read report as new in mPT?

A: Messages that have not been read previously by mPT will be display as new regardless of their status in the phone.

Q: Why is the send button in the SMS window grayed out?

A: There are 2 possibilities that can cause this; the "Number" field has not been correctly entered or no service center has been selected.

Q: How do I select a SMS service center? (GSM/GPRS phone only)

A: The SMS service center can be selected through the pull-down menu in the SMS window. If you service provider is not listed you can enter one manually.

Q: How do I enter my service provider manually?

- A: From the main screen select Menu/Setup/SMS Configuration. From the SMS Configuration window select "New". Select your country and enter your providers name and SMS service center number. * Note: If you have a CDMA or TDMA phone you can enter "NA" into the number field.
- Q: My phone supports EMS why can't I send EMS messages with mPT?
A: Certain models do not support sending EMS messages with an external application. Check your user manual to see if your phone supports EMS functions.
- Q: Why does the number of characters per SMS message sometimes change?
A: Certain characters require special encoding, which require more space so the number of characters per message will go down to accommodate special characters.
- Q: When I click on the calendar button Outlook opens, why?
A: You have selected Outlook as your PIM. If Outlook was already running when you clicked on the button, Outlook will become the active application but it will remain in the same view. If Outlook was not running, Outlook will be opened to the calendar view.
- Q: I selected the wrong PIM during installation, how can I change PIMs?
A: You will need to uninstall and then reinstall mPT.
- Q: Why does it take a long time to read my contacts from my PIM?
A: If you are using MS Exchange and your contacts are stored on a server it can take a long time to read the contacts from the server. This is expected behavior with Exchange.
- Q: When I connect to a data network with mobile PhoneTools the connection icon in the lower right hand part of my screen says 115,000 K. Is this true?
A: Not necessarily. The speed indicated in Windows is the "Port Speed" that Windows has used to connect to the mobile phone. It is not necessarily the speed, which you are connected to the Internet.
- Q: When Dialing numbers from my PC to my cell phone, it never sends the area code.
A: mobile PhoneTools is set to use Windows Dialing Properties. To correct this, go to Setup/General Setup. Click on the Location tab and change to PhoneTools dialing properties.
- Q: As a precaution, how do I back up my data before completely uninstalling your software?
A: Before doing anything else, make sure that your hidden files are displayed:
1. For Windows 2000 or XP:
 - In the Windows Explorer, choose "Tools/Folder Options..." then click the "View" tab.
 - Check "Show hidden files and folders". And click OK.
 2. For Windows 95, 98, Millennium, and NT4:
 - In the Windows Explorer, choose "View/Folder Options..." then click the "View" tab.
 - Check "Show hidden files and folders". And click OK.
- Back up your data.
- Create a backup folder (on the "Desktop", for instance).
 - In the Windows Explorer, go to the "C:\Program Files\Mobile PhoneTools" folder.
 - Then copy the "Document", "Poste00" and "Fichiers joints" folders to your backup folder.
 - For the phonebook, copy the "Phonebk.dbf", "Phonebk.pbx", and "Phonebk.pkg" files to your backup folder.
- (If you have renamed your phonebooks, copy the *.dbf, *.pbx, and *.pkg files).
- Q: Fax transmission attempts fail and the fax remains pending. And I cannot receive any faxes. What can I do?
A: Check with your GSM operator that your Fax/Data subscription is active.

GSM driver:

a. Make sure your GSM is compatible with Mobile PhoneTools.

On our Web site, see the Products/Mobile PhoneTools menu.

b. Check that your GSM is detected correctly in Mobile PhoneTools:

- Go to the "General Configuration" menu and click the "Communication" tab.

- In the Modem settings, check that your GSM is detected correctly.

If you are not sure, click the "Change modem" button to have Mobile PhoneTools re-detect your modem (remember the IRDA or Cable concept).

Q: When sending a fax, the GSM dials then hangs up. What should I do?

A: Faxes are stored in the Outbox, with the "Delayed transmission" report and the "Transmission timeout" diagnostics.

a. Verify the modem driver

On the BVRP Web site, check that the GSM you are using is compatible and is selected correctly in the software.

b. Verify the fax option

Check with your telephone operator that you have a Fax/Data subscription.

Q: Why after mobile PhoneTools is installed is there now a 'Search Results' folder added to Outlook?

A: mobile PhoneTools adds this folder so it can keep track of search results that is does against the Outlook contacts database. It is normal for this folder to be created.

Additional Notes

- If you have a "**Motorola V872 phone**" and you previously installed Mobile Phone Tools software and used it with a *Motorola V878* or a *Motorola V690 phone*, and now want to use your Motorola V872 phone with an updated Mobile Phone Tools software and now you're have problems installing Mobile Phone Tools. Then please do the following:

1. Unplug any phone cables from your computer.

2. Go to www.bvrp.com/customers/motorola and download the cable driver remover "DRemover98_2K.exe". After you finish downloading, double click "DRemover98_2K.exe". Then reboot your computer when prompted.

3. Launch the updated version of Mobile Phone Tools.

4. Create a new profile and name it V872.

5. Choose USB as your connection type from the connection setup.

6. Connect the cable to your computer when prompted by Mobile phone Tools.

7. Now Mobile Phones Tools software should automatically detect your Motorola V872 phone and you should be ready to use the various functions of Mobile Phone Tools.