

AltiGen KB

MaxMobile Troubleshooting Guide

MaxMobile Troubleshooting Tips

This document will discuss common troubleshooting steps for the MaxMobile smartphone application, list currently support phone models and provide details on collecting MaxMobile trace logs should you require additional assistance with your issue.

Supported Devices:

MaxMobile BlackBerry:

Storm

Storm 2

Curve 8900, 8300, 8310, 8320, 8330, 8350i, 8520, 8530

Tour 9630

Bold 9700

The phone must be running BlackBerry operating system 4.5, 4.6, or 4.7.

Unsupported: All Pearl models, 8800

MaxMobile iPhone:

An iPhone with iOS 3.0 or higher.

MaxMobile Android:

T-Mobile G1 or G2 (My Touch) phone, running Andoid OS 1.5 or 1.6

Verizon's Motorola Droid

Troubleshooting:

Verify Mobile Extension Configuration:

Many of the MaxMobile issues reported are actually problems with the Mobile Extension configuration. Before troubleshooting the MaxMobile application, first make sure Mobile Extension is properly configured. Test that you can make call to the AltiGen system and login/receive dialtone, test calls to the MobileExtension from both internal extensions and an outside number. If there is a problem with your MobileExtension configuration, review Chapter 18 of the MAXCS Administration manual, titled Mobile Extension Configuration. If you are still having trouble, contact Technical Support.

Verify Firewall Configuration:

MaxMobile utilizes two ports for communication with the AltiGen MAXCS server, make sure TCP ports 10080 and 10081 have been opened.

Verify MaxMobile Application Configuration:

If you are unable to connect to the server and have already verified your Mobile Extension and Firewall settings, make sure that the MaxMobile application is correctly setup. See the Quick Reference guides below for your phone type.

iPhone:

http://www.altigen.com/system_manuals/6.5.1/MaxMobile%20Quick%20Reference%20for%20the%20iPhone.pdf

Android:

http://www.altigen.com/system_manuals/6.5.1/MaxMobile%20User%20Guide%20for%20Android%20Phone.pdf

BlackBerry: http://www.altigen.com/system_manuals/6.5.1/MaxMobileQuickReferenceBlackBerry.pdf

Common Login and Connectivity Errors:

A list of common login errors and their meanings are in the MaxMobile manual.

Please note: Adding more than 500 contacts may cause MaxMobile instability, and is not supported.

Open a Case and collect logs:

If you are still having issues, open a case online or by calling in to Technical Support. TSO may request logs from your smart phone, instructions on how to collect them are below. If the issue relates to call handling, please also upload a trace from the server.

iPhone:

First, exit MaxMobile. You must also exit MaxMobile from the iPhone multitasking cache if the iPhone is a 3GS or 4G. To do this, double click on the home button, then find MaxMobile in the multitasking row of icons (if it exists), and delete it there.

In the iPhone Settings / MaxMobile section (not within MaxMobile), enter 207.140.27.41 in the alt-server field. Then:

Extension: 1234567

Password: 76543217654321

Launch MaxMobile – you'll see a white screen -- wait about 60 seconds, then exit and reset your settings.

Make sure to update your case to notify Tech Support that you have uploaded the log file, we do not receive a notification when a new file has been uploaded.

Android:

The log file will be saved automatically to the SDCard. Copy the file from \Altigen\Altitrace*.txt on the SDCard and email it to tsupport@altigen.com. Make sure to reference your case number in the email.

Blackberry:

If you have a SD card in your BlackBerry, the log file will be placed on the SD Card Directory\Altigen\Altitrace*.txt. Copy the file and email it to tsupport@altigen.com. Make sure to reference the case number in the email.

If you do not have an SD card in your BlackBerry, the log file will be placed in Directory\home\user\Altigen\ Altitrace*.txt. Use the BlackBerry Desktop Manager to copy the file and then email it to tsupport@altigen.com. Make sure to reference your case number in the email.

Storm

Storm 2

Curve 8900

Curve 8300/8310/8320/8330/8350i/8520/8530

Tour 9630

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<https://know.altigen.com/questions/1050/>