

# BLACKBERRY PROVISIONING GUIDE FOR FIREANTS TRACKING CLIENT



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## **INTRODUCTION**

Thank you for using FireAnts Tracking on BlackBerry!

In order for you to use this tracking application, you will need to subscribe to our tracking services. If you have already done so, please ensure your mobile device meets the minimum requirements before installation.

In the event that you encounter any issues, please contact our support team @ [support@covexis.com](mailto:support@covexis.com)

All the best and happy tracking!

## **MINIMUM REQUIREMENTS**

Mobile device: BlackBerry devices only

BlackBerry OS version: OS 5, OS 6, and OS 7

Disk space requirement: 2mb

Internet Connection: Required



## SECTION 1: INSTALLATION INSTRUCTIONS

### STEP 1: DOWNLOAD & INSTALL

Visit the link <http://www.covexis.com/blackberry-download/> on your device browser and select the respective download link for your OS version.

OR

Use a QR code scanner to simply take a picture of the respective QR Code.

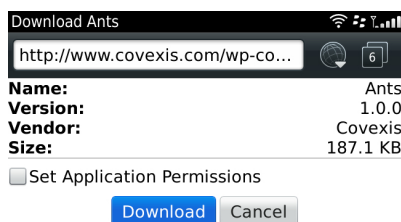


OS 5 QR code



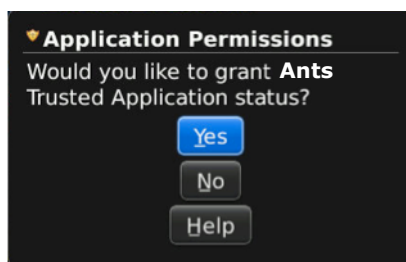
OS 6 & 7 QR code

Once link is loaded, select “Download” ~ *installation will begin once download is completed.*



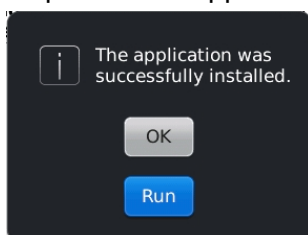
### STEP 2: GRANT PERMISSION

Application requires permission granted in order to run.



### STEP 3: RUN APPLICATION

Simply select “Run” to proceed to application configuration.





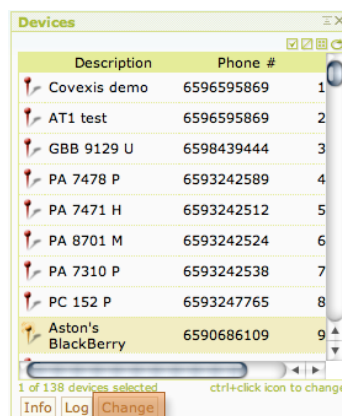
## SECTION 2: DEVICE SETTINGS

Device settings can be changed from FireAnts tracking portal.

Portal URL: <http://geo.covexis.com>

*\*Only users with administrative access are allowed to make changes.*

1. Select a device from the “Device” pane and click on “**Change**” to load “Device editing” pane.

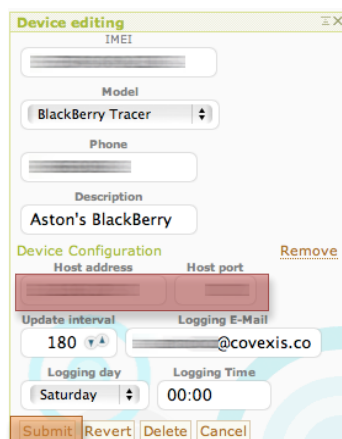


2. Edit device info within the “Device editing” pane and click “**Submit**” to save.

*\* Do not change the host address and port if you do not know what you are doing.*

*Unit measurements -  
Update interval: Seconds  
Logging Time: hh:mm*

*Always ensure that the IMEI value matches the IMEI of the device.*





### SECTION 3: DEVICE PROVISIONING

Once you run the application, the login screen will request for username and password.

*\*You will not be able to change device settings here.*

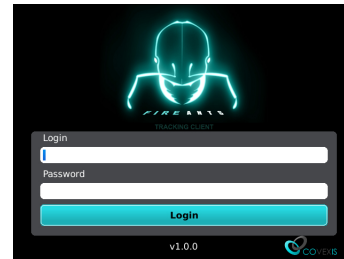
The application will only allow administrator to update the application configuration from server.

1. Login to view settings and update configurations.

*Default login credentials*

*Login name: admin*

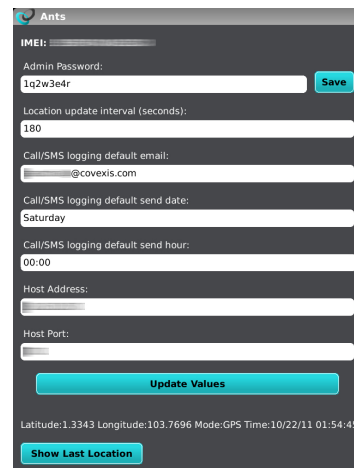
*Password: 1q2w3e4r*



2. Change the admin password by entering a new password and selecting "Save"

*For other settings, you won't be able to make any changes here. Settings can only be made on server.*

*You will only be able to update values from server.*





#### **SECTION 4: FREQUENTLY ASKED QUESTIONS (FAQ)**

Q1: Will the application work after I reboot my phone?

Yes, the application is made to auto-start upon reboot of device.

Q2: What format will the SMS/Call logs be in?

Logs will be sent to the assigned email address in CSV format. To view the content of the logs, you can use any CSV editor such as OpenOffice or Excel.

Q3: How often are the logs sent?

The SMS and Call logs are scheduled to send on a specific day and time selected

Q4: How can I hide the application after installation?

You may simply select the application icon and choose “Hide Icon” from the BlackBerry menu.

Q5: What happens when I am roaming?

Depending on your mobile subscription, when data roaming is enabled, the application will update its location to server.

To disable data roaming, please go to device network option.

If data is not available, user location will be saved on device and all saved locations will be updated once connection is established.

Q6: Can I use the application on other devices such as Android or iPhone?

No, this application is developed specifically for BlackBerry devices.

Q7: My device battery does not last as long as it used to. What can I do?

You could set a higher update interval. The lower the frequency, the faster the battery is exhausted when the application polls location and updates it to server periodically.