



Touch Application Remote Install Guide for Nokia 6212

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Table of Contents

- 1 Introduction 3
- 2 Receiving the Application for the First Time..... 4
- 3 Upgrading the Phone Software Version 6
- 4 Short-cut Setup 7
- 5 Change Application Access 8
- 6 Check Default Configuration Settings 9

1 Introduction

This guide is designed to assist the mobile end user with downloading the MoCo Touch application, when it has been sent to a mobile phone remotely by MoCo customer services. In order to request that this be done, please call MoCo customer services on 0800 62 11 11 between 9 and 5.30, and advise us of the mobile phone number of the mobile that you wish the application to be sent to.

It will also show you how upgrade if you have already downloaded the application to the phone once before. If you are upgrading, you only need to complete sections 3 and 5.

If you are downloading for the first time, we advise you follow sections 2, 4 and 5 in this manual. Not only will this stop the mobile phone asking you for permission **every** time that the phone tries to send information back over the mobile network (which is **very** regularly), but it will also enable you to put a short-cut to the application on the top level of the phone screen.

In total, completing these 3 steps should take no longer than 10-15 minutes to complete.

If you are using phones not supplied by MoCo, and especially if they have been used for accessing other data applications, please make sure that you follow the steps contained in section 6.

2 Receiving the Application for the First Time

This section will tell you how to download and install the application quickly and easily.

2.1 If you are looking at the “1 service message received” command...

1. At an agreed time, your phone will come up with the message “1 service message received”. Click “**Show**”. If it is inconvenient dismiss this message and go to section 2.2 at a convenient time.
2. An icon appears with...“*Touch Application*” written next to it. Click “**Retrieve**”.
3. The phone will say that it is “**Loading**”.
4. It will then say that the “*Application is not from a trusted supplier, continue anyway?*”. Click “**Yes**”.
5. The following information will appear on the screen...

Name:	Touch
Size:	160kb
Version:	??? ¹
Vendor:	MoCo Software Solutions
Certificate:	No

6. Click “**Accept**”. The application will now start to download.
7. When complete, you will be asked “*Open file now? File downloaded to collection*”. Click “**No**”, then “**Exit**”, and you will be taken back to the top-level screen.

¹ Please check with your administrator which version of the software you should be installing

2.2 If you have previously dismissed the “1 service message received” command...

1. Click the red “**End Call**” button to ensure that you are at the top-level screen.
2. Click “**Menu**” and scroll down to “**Web**” and hit “**Select**”.
3. Scroll down to “**Service inbox**” and hit “**Select**”.
4. You will now find yourself at point 2 in the instructions above (section 2.1), proceed as above.

3 Upgrading the Phone Software Version

If you have a version of Touch on your Nokia 6212 already, and you simply wish to upgrade, please follow these steps...

1. From the main screen, select “Menu”;
2. Scroll up (its quicker than scrolling down) to “Applications” and hit select;
3. Select “Collection”;
4. Scroll up to the “Touch” application, and select “options”. DO NOT OPEN THE APPLICATION.
5. Select “Update version” and respond “yes” when informed that it is not from a trusted supplier;
6. You will be asked if you wish to replace your existing version with the later version, simply select “Yes”, and then “Accept”.

**ONCE DOWNLOADED PLEASE REMEMBER TO
COMPLETE SECTION 5 OF THIS GUIDE AGAIN SO THE
PHONE DOES NOT KEEP ASKING IF YOU WISH TO
ACCESS THE DATA NETWORK**

4 Short-cut Setup

This section will tell you how to put a short-cut icon on the top level screen of the phone, so that you can access the Touch application with a single click.

1. Click the red **“End Call”** button to ensure that you are at the top-level screen.
2. Highlight the area at the top of the screen where all of the shortcuts (games, NFC etc) are currently located.
3. Click **“Options”**, and select **“Select Shortcuts”**.
4. Go through the whole list in front of you and uncheck everything that is currently ticked.
5. Then select the **“Application”** folder and again untick everything that is ticked.
6. Finally, ensure that the **“Touch”** application **IS** ticked.
7. Click **“Done”**, and then click **“Done”** again. When asked, say **“Yes”** to **“Save changes?”**
8. Click the red **“End Call”** button to ensure that you are at the top-level screen, and the following icon should have appeared...



...by clicking on this icon the Touch application will open.

5 Change Application Access

This section will tell you how to prevent the application from asking your permission to access the network, every time it needs to do so... which is often!!

1. Click the red **“End Call”** button to ensure that you are at the top-level screen.
2. Select **“Menu”**, and scroll down to **“Applications”** and click **“Select”**.
3. Scroll down to **“Collection”** and click **“Open”**.
4. Scroll down to **“Touch”** and click **“Options”**.
5. Select *“Application Access”*.
6. Select *“Communication”*.
7. Select *“Network Access”*.
8. Select *“Ask first time only”*.
9. Click the red **“End Call”** button to take you back to the top-level screen.

6 Check Default Configuration Settings

It is important that the default configuration settings on your phone are set so that the APN (access point network) that the phone tries to use are those of the provider of your airtime.

It is possible that if you are using phones that have previously been used in conjunction with another phone application, or that has been purchased from a source other than MoCo, that the default configuration settings may be incorrect. This can potentially cause the phone to be unable to contact the server, even though the phone may still be able to access the internet.

If the phone has been supplied by MoCo with airtime from o2, then you should not need to adjust these settings.

1. Click the red **“End Call”** button to ensure that you are at the top-level screen.
2. Select **“Menu”**, scroll down to **“Settings”** and click **“Select”**.
3. Scroll up to **“Configuration”** and click **“Select”**.
4. Select **“Default Config. Sett”** and select either **“o2 WAP”** or **“02 WEB”**². If neither of these settings is here and you are using an o2 contract sim card, then go to step 7.
5. The phone then gives you the option of selecting one of these access points as the default, by selecting the large button in the middle of the phone. When done, the phone tells you that it has changed the default settings.
6. Now go to **“Preferred access pt.”** and again select either **“o2 WAP”** or **“02 WEB”** as the preferred access point.
7. If neither o2 WAP or o2 WEB are showing and you are using an o2 contract SIM then text **“ACTIVE”** to 2020 and your settings will automatically be re-sent. When received check that the default configuration setting is correctly set as in step 4 above.

You are now ready to go

² If you are using an airtime provider other than o2 please consult your service provider or mobile network as to which default configuration you should use for data applications