

Quick Start Guide: NotifyLink for BlackBerry

Service Requirements

Your device will require one of the following:

- Cellular connection supporting data transmission through your mobile service provider.
- WiFi connection with internet access.

Please refer to your device user guide or contact your mobile service provider for help in configuring your service.

Memory and Operating System (OS) Requirements

This is the amount of free space required to install the **NotifyLink** application. You will need additional memory to download and store messages and PIM items (calendar events, contacts and tasks).

Free Space for Installation	Notes	Supported OS
1.2MB	2MB required if installing an attachment viewing application in addition to NotifyLink	BlackBerry OS version 4.2.1 – 5.0*

**It is highly recommended that you upgrade the handheld operating system software to the latest version available for the device/carrier you are using. Check carrier/device links for updates to the [BlackBerry software](#).*

Hint: Updating the Device Operating System Any time you update device operating system software, you should also check for available updates to the *NotifyLink* software, since the OS update may unlock *NotifyLink* updates that are compatible with more recent OS versions. Open the *Notify BlackBerry Installer* and choose "Check for Updates." If there are software updates available, you will have the opportunity to install them. See also [Knowledge Base article 699](#).

Installation Checklist

Make sure your device is set up with an account on an on-demand or on-premise version of **NotifyLink Enterprise Server**. Verify this with your IT Administrator.

- Fully charge your battery before you begin.
- Do a full backup of the device.

- o Make sure you are in a serviceable mobile phone area.
- o Feel free to use synchronization software to download the **NotifyLink** application onto your device, **BUT...**
- o **DO NOT** use other synchronization software to synchronize your Email and PIM once *NotifyLink* has been installed. **NotifyLink** will handle all Email and PIM synchronization.

Install NotifyLink

Over the Air (OTA) Installation

Follow these instructions to download the *NotifyLink* application to your device or to upgrade to the latest *NotifyLink* version. You can also download SD Card Support software and attachment viewing/editing software over the air.

Download the **Notify BlackBerry Installer** program to the device and use it to install the NotifyLink Client and optional applications.



NotifyLink icons as they appear once installation is complete.

Step 1: Download the Notify BlackBerry Installer.

1. From a web browser on the device, go to the following site: <http://notifylink.notify.net/ota.asp>
2. Select the **BlackBerry Devices** link.
3. Choose the *Notify BlackBerry Installer* software and select the **Download** button. A bar showing the download progression displays.

Step 2: Using the Notify BlackBerry Installer, download and install:

- the *NotifyLink* application
- any optional attachment viewing/editing applications you need

1. Open the **Notify BlackBerry Installer** located on the BlackBerry Device's desktop.
2. Select **Check for Updates** to access the server and check for the latest versions of the *NotifyLink* applications.



3. Place a check in the box beside the application(s) you wish to download and install.
4. Select **Continue** from the installer screen or **Perform Updates** from the menu to begin downloading.
5. Reset the device.

You are now ready to register the device.

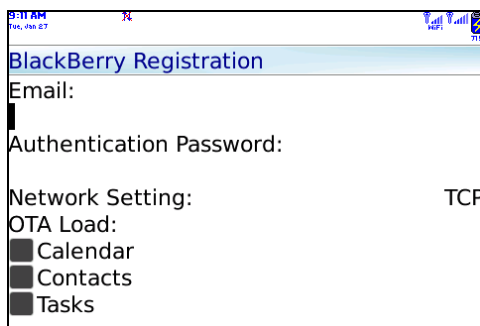
Register Your Device

Registration identifies you as a valid user on the *NotifyLink Enterprise Server* and allows you to begin using *NotifyLink* to synchronize the Email and PIM (calendar events, contacts, and tasks) between your device and the mail/PIM server.

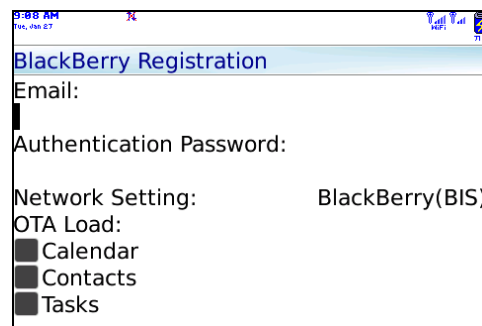
Registering the device consists of:

- Entering the **Email Address** from your account on the mail server
- Entering an **Authentication Password** provided by your IT Administrator
- Performing an initial PIM synchronization

1. Open the **NotifyLink** application. The screen will say “Unregistered” in the header until registration is completed.
2. Select **Register** from the menu.



NotifyLink Registration Screen -TCP



NotifyLink Registration Screen - BIS

3. Enter your **Email Address** and **Authentication Password**.
4. Select the **Network Setting** appropriate for your device: Choose a WAP, TCP, or BIS network.

NOTE: If you intend to use Direct Push synchronization, you must use TCP network provisioning.

5. Use the space bar to place a check in the box beside the items for which you will perform an initial PIM synchronization. This removes all existing PIM items from the device and replaces them with items from the server.

Calendar

Contacts

Tasks

6. Select **Register** from the menu.
7. **Allow the HTTP connection** on the pop-up screen. This is a very important step, as the registration will fail if you deny the connection. Follow the directions below carefully:
 - a. Under "**Don't ask this again for:**" use the space bar to place a check beside the box that reads **all http connections**.
 - b. Select the **Allow this connection** option.

If you accidentally deny the first connection the registration will fail.

8. The screen will say "Registering" in the header until the registration is complete. When it is finished, registration messages arrive on the device and the application will setup your mailbox information and place you in the *Inbox*.

Set Your NotifyLink Preferences

Push Settings

Push Settings give you the ability to choose the method and frequency of synchronization with the *NotifyLink* server. There are separate settings for weekdays and weekends. Synchronization can be turned off, set for all day, or set for intervals.

1. Select the **NotifyLink icon** from the Home screen.
2. From the message list menu, select **Preferences > Push Settings**.
3. The **Network Setting** you chose at registration will display. You may change it here if you wish.
4. Select the **Push Type**. Choose **Scheduled Push** or **Direct Push**.
5. Select the push settings (see below).
6. Set your preference for the **Automatic Radio Cycle** (for devices with BlackBerry OS 4.2.1 – 5.0). Select one of the following:

- **Prompt:** If attempts to open a network connection consistently fail, device prompts you before it cycles the radio (off/on).
- **Yes:** Automatically cycles the radio (off/on) if attempts to open a network connection consistently fail.
- **No:** If attempts to open a network connection consistently fail, a dialog appears advising you to restart your device manually.

7. Select **Save** from the menu.

Scheduled Push Settings	
Weekday Settings	Select: Off, Interval, or All Day Determines when the device will synchronize Mondays through Fridays.
Weekend Settings	Select: Off, Interval, or All Day Determine when the device will synchronize on Saturdays and Sundays.
Push Frequency	If you have set weekdays/weekends to <i>All Day</i> or <i>Interval</i> , type in the number of minutes between synchronizations (valid entry=1 to 90 minutes). Default is 5 minutes, resulting in the device synchronizing every 5 minutes.
Range	If you have set weekdays/weekends to <i>Interval</i> , choose the times you wish the synchronization to start and end. Times must be within one 24-hour period. Defaults are 7:00 to 19:00, resulting in the device synchronizing from 7am to 7 pm.

Direct Push Settings	
Direct Push Timeout	Time limit for a direct push session. The time limit is determined by the shortest timeout in the network path. It is recommended that all timeouts in the network path match or exceed the direct push timeout. Default is 15 minutes.
Weekday Settings	Select: Off, Interval, or All Day For <i>Interval</i> , choose the times you wish synchronization to start and end. Times must be within one 24-hour period. Defaults are 7:00 to 19:00, resulting in the device synchronizing from 7am to 7 pm.
Weekend Settings	Select: Off, Interval, or All Day Defaults are the same as for weekday.

Email Settings

The *Email Settings* tool gives you the ability to define how the device will process Email on your device.

1. Select the **NotifyLink icon** from the Home screen.
2. From the message list menu, select **Preferences > Email Settings**.
3. Set the options for how Email is handled (see below).
4. Select **Save** from the menu.

Email Settings

Notification Alert	Check to enable: Device will show a pop-up alert every time new Email or PIM data is received
Confirm Deletes	Check to activate: When you delete a message the device will ask you to confirm the deletion.
Use Trash Folder	<p>If enabled, deleted Email is sent to the Trash folder. If disabled, deleted Email bypasses the trash folder and is permanently deleted. Sent Email and sent commands can also be affected by this setting (see <i>Track Sent Items</i> below).</p> <p><i>Note: Automated Email Cleanup routines are governed by this option as well. (Email deleted by the cleanup routine will bypass the trash folder when this option is disabled.)</i></p>
Track Sent Items	<p>Determines whether sent Email/commands are tracked or deleted.</p> <p>None – Sent Emails and commands are sent to the Trash folder (if used).</p> <p>Commands – Only commands are tracked to the Sent Items folder. Emails are sent to the Trash folder (if used).</p> <p>Email – Only sent Emails are tracked to the Sent Items folder. Commands are sent to the Trash folder (if used).</p> <p>All – Emails and commands are tracked to the Sent Items folder.</p>
Sync Read	<p>Yes: Messages you have read on the device will be marked as <i>Read</i> on the server.</p> <p>No: Messages you have read on the device will NOT be marked as <i>Read</i> on the server.</p> <p>Prompt: When you read a message on the device you will be prompted to mark it as <i>Read</i> on the server.</p>
Sync Deletes	<p>Yes: Messages deleted on the device will be deleted on the server.</p> <p>No: Messages deleted on the device will NOT be deleted on the server.</p> <p>Prompt: When you delete a message on the device you will be prompted to delete it on the server.</p>
Auto Complete	<p>If used, the Email addresses you begin to type into recipient fields are automatically completed if they are currently stored on your device.</p> <ul style="list-style-type: none"> • Frequent Emails – Check to pull completed addresses from

your frequent contact list, comprised of addresses to which you have recently sent emails.

- **Address Book Emails** – Check to pull completed addresses from your device's address book.
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PIM Settings

PIM Settings give you the ability to choose which type(s) of PIM items (calendar events, contacts, or tasks) you want synchronized to the server. Any additions or changes made on the device will be sent to the server if you have checked the box next to a PIM item type.

1. Select the **NotifyLink icon** from the Home screen.
2. From the message list menu, select **Preferences > PIM Settings**.
3. Check the box beside the type(s) of PIM items you want synchronized (see below).
4. Select **Save** from the menu.

Option	Description	Default
Sync Calendar	If checked, calendar additions/changes/deletions made on the device are synchronized to the server.	Enabled
Sync Past Event Deletes	Leave unchecked (disabled) to prevent deleted past events from being deleted on the server as well. If checked, calendar deletions of past events are synchronized to your calendar on the server. This includes past events deleted: <ul style="list-style-type: none">• Manually.• By the BlackBerry's native maintenance routine, which deletes past events when the device is in a low memory state.• According to native the BlackBerry setting, <i>Keep Appointments*</i>, which may delete past events older than 15, 30, 60, or 90 days old.	Enabled
Sync Contacts	If checked, contact additions/changes/deletions made on the device are synchronized to the server.	Enabled
Sync Tasks	If checked, task additions/changes/deletions made on the device are synchronized to the server.	Enabled
Sync Popups	If checked, a popup will display briefly when PIM items are added, changed, or deleted on the server.	Enabled

PIM Change Summary	If checked, sends information to the device <i>Inbox</i> summarizing additions/changes/deletions downloaded from the server.	Disabled
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Cleanup Settings

The *Cleanup Settings* allow you to set conditions for *automatically* deleting old Email in your device *Inbox* and any custom folder you created on the server and had mirrored to the device.

NOTES:

- The cleanup routine deletes local Email only and does not affect Email on the server.
- Automated Email Cleanup uses the trash folder only if the *Use Trash Folder* option is enabled in Email Settings. Otherwise, Email selected for cleanup is immediately and permanently deleted.
- If your device is in a low memory state, items selected for cleanup bypass the *Deleted Items* folder and are immediately and permanently deleted.

1. Select the **NotifyLink icon** from the Home screen.
2. From the message list menu, select **Preferences > Cleanup Settings**.
3. Choose the **Type** of the Email cleanup: None / Daily / Weekly / Monthly.

Type	Description
None	Automatic Email cleanups are not performed.
Daily	Keeps a day's worth of Email in the <i>Inbox</i> or custom folder. Automatic cleanup will occur daily for Email over one day old. (EX: Cleanup performed at 7 am on Tuesday deletes Email received prior to Monday 7 am.)
Weekly	Keeps a week's worth of Email in the <i>Inbox</i> or custom folder. Automatic cleanup will occur daily for Email over one week old. (EX: Cleanup performed at 7 am on Jan. 21 st deletes Email received prior to 7 am on Jan. 14 th .)
Monthly	Keeps a month's worth of Email in the <i>Inbox</i> or custom folder. Automatic cleanup will occur daily for Email over one month old. (EX: Cleanup performed at 7 am on May 9 th deletes Email received prior to 7am on April 9 th .)

4. Check **Cleanup unread messages** to include unread Email in the cleanup.
5. Check **Cleanup unacknowledged meetings** to include unacknowledged meeting invitations in the cleanup.
6. For the **Next Cleanup Time** field, enter the time of day you wish the cleanup procedure to occur.
7. Select **Save** from the menu.

Start Using Your Device

View the Message List

View your Email *Inbox* by selecting the **NotifyLink icon** from the device's Home screen. Other Email folders can be accessed from the *Inbox* screen. The folder list contains native Email folders as well as custom folders you have created and set to be mirrored on the device.

To view the Email folders available in addition to the *Inbox*, select **View Folder** from the message list menu.

View a Message / Retrieve an Attachment

To view a message, scroll through your message list and select it by pressing the **Enter** key or choosing **View** from the menu.

To retrieve an attachment, open the message containing the attachment and select **Download Attachments** from the menu. A list of attachments displays.

1. Select the attachment you wish to download and select **Retrieve** from the menu. A progress bar displays as the attachment downloads.
2. Once the download is complete, the attachment opens with the appropriate application for the file type. The following chart lists the applications used to open the various file types:

File Type	DynoPlex® Users	Documents To Go® Users
.doc	Word Viewer, eWord, ViewAll	Word To Go
.xls	Excel Viewer, eCell, ViewAll	Sheet To Go
.txt	NotifyLink, ePad, ViewAll	NotifyLink
.pdf	PDF Viewer, ViewAll	PDF To Go, BeamReader <i>(Must be purchased)</i>
.ppt	PowerPoint Viewer, ViewAll	Slideshow To Go
.bmp, .jpg, .gif, .png	Image Viewer, Media	Media

Send an Email Message

1. Press the **C** key or select **Compose** from the message list menu to write an Email.
2. Enter the **recipient's Email address**. To look up an address, select **Add Recipient** from the menu.
3. Enter the Email **subject**.
4. Type the **body** of the Email message.
5. To include an attachment, select **Add Attachment** and choose the location from which you will select the attachment.
6. Select **Send** from the menu.

Add a Contact

From **Contacts** you may create a new contact or view and edit existing entries.

1. Select the **BlackBerry Address Book icon** from the Home screen.
2. Select **New Address** from the contact screen task bar.
3. Enter the contact's name and personal information for any of the optional fields available.

NOTE: Be sure to choose a **Category** for the contact. Categories correspond to server address books. If a category is not chosen, the contact will be added into a default category and may not be where you expect it to be on the PIM server.

4. Select **Save** to save the new contact and return to the contact list.

Use the Find Tool

To quickly locate the contact you want, use the *Find Bar* at the top of the contact list screen. Enter as much of a first or last name as you know. With the entry of one letter, the list narrows to include only contacts whose first or last name begins with that letter. The more characters entered, the less inclusive the list becomes.

From the **Address Book** screen menu you may also:

Delete	Deletes the selected contact.
Options	Set various viewing options.
Filter	Specify which contacts to display by category and create new categories.
Remote Lookup	Search for a contact in a public address book located on the server.

Travel Tips

- If you have changed the time zone on your device when traveling, you should also change the time zone of your mail/PIM account on the server. You can do this from your device via the *NotifyLink* Mobile Web.

On Premise Users - In your device's web browser, enter the address of the web server running the HTTP/Web component of *NotifyLink*, followed by: /mobile/ Login with the Email address and password of your mail account.

On Demand Users - In your device's web browser, enter the address of the web server: `https://hosted#.notifylink.com/mobile/mobilelogin.php`
(#) = *Insert the server number to which you have been assigned.*
Login with the Email address and password of your mail account.

- As with any internet based application, *NotifyLink* uses the data connection on your phone. When roaming, data charges from your mobile network provider can be much higher. Thus, while travelling, you may wish to adjust **Push Settings** by increasing the time between synchronizations or temporarily disabling synchronization to avoid additional data charges.
- If you travel internationally, contact your carrier to inquire about the availability of international travel data plans. Such plans may reduce the cost of your usage while travelling outside the country.
- Apply more stringent security settings to your device when you travel. See **Security Tips**.

Security Tips

- Install a mobile anti-virus product on your device.
- Make use of the security features described below. These features can be set from your device in the **NotifyLink Preferences**. (Note: Your security settings may be predetermined to meet the requirements of corporate security policies. Contact your administrator for more information.)

NotifyLink Lock Settings

Inactivity Timeout

Enter number of minutes before the device locks due to inactivity.

Challenge Timeout	Enter number of minutes before the device locks. This lock is initiated regardless of inactivity and is intended to challenge unauthorized use of the device if it is lost or stolen.
Wipe on Failed Unlock Attempts	Enter the number of failed unlock attempts before the device erases all data/applications from the device. This limits the chances an unauthorized user has to guess a password.
NotifyLink Password Settings	
Password Strength	This determines the password's level of complexity and will assist you in consistently creating passwords that meet character pattern requirements.
Password Expiration	Enter the number of days (30-365) until a password expires.
Password History	Enter the number of passwords (10-100) to store. If the number of stored passwords is 10, you will not be able to use the past ten passwords.

NotifyLink Technical Support

Contact the **Notify Technology Corporation** technical support team at support@notifycorp.com

Or by phone at 330.702.3070