

# NotifyLink for BlackBerry

## Quick Start Guide

For NotifyLink for BlackBerry Version 4.8.x



# Requirements

## 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 Requirements

- 1.8 MB of free space is required to install the **NotifyLink** application.
- Additional memory is needed to download and store Email, calendar events, contacts, and tasks.

## BlackBerry Operating System (OS) Requirements

- BlackBerry® OS versions 4.5 – 7.1

**OS Updates.** Any time you update *NotifyLink*, make sure you have the latest operating system software available for your device as well, since the OS update may unlock *NotifyLink* functionality that is compatible with newer OS versions. See also [Knowledge Base article](#).

## 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.
- Make sure you are in a serviceable mobile phone area.
- Feel free to use synchronization software to download the **NotifyLink** application onto your device, **BUT...**
- **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 the instructions to download and install the *NotifyLink* application on your device.

### Installation Checklist

- Fully charge your battery before you begin.
- Do a full backup of the device.
- Stay in an area with good data coverage while you are downloading the application.
- **Disable the Encryption (≥OS v5.0) or Content Protection (<OS v5.0) option** on your BlackBerry as it will prevent *NotifyLink* from accessing the Contact, Calendar, and Task information stored on the device. Access these settings from the BlackBerry Home screen.
  - **For OS versions ≥5.0** Select *Options > Security > Encryption* and disable the *Encrypt* option for *Device Memory*.
  - **For OS versions <5.0** Select *Options > Security Options > General Settings* and disable *Content Protection*.
- **If you plan to use a BIS Email Account** (gmail, aol, yahoo, etc.) on the device along with your *NotifyLink* account, set up your BIS Email account first. Wait for the service books to be sent down to the device, then delete the CICAL service book from the device before you install *NotifyLink*. See [knowledge base article](#) for more details.
- Set the device to the language of your choice prior to installing *NotifyLink* (*Options > Language*). Doing so will ensure a more complete language conversion of the *NotifyLink* application.

### Download and Install the NotifyLink Application

1. Open the device browser and enter the Web address, <http://notifylink.notify.net/ota.asp>
2. Select the **BlackBerry Devices** link.
3. Select the **Download** button to download the application.
4. A dialog displays when the application has successfully installed. Select **Run**. *NotifyLink* opens to the registration screen.

You are now ready to register the device. See Register Your 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

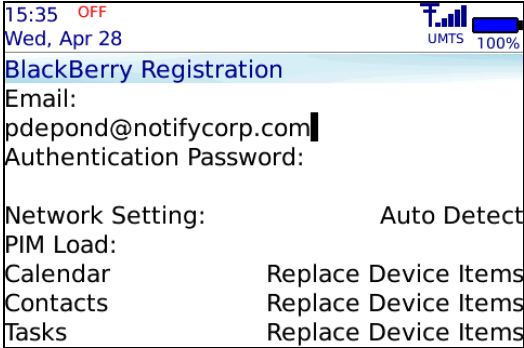


The registration screens have **USER ASSISTANCE**. Select **Show Help** from the menu to display help text.



**WATCH THE VIDEO**

1. Select the **NotifyLink** icon from your BlackBerry menu.



2. Enter your **Email Address** and **Authentication Password**.
3. 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.
4. Under PIM Load, select the types of PIM items (Calendar, Contacts, Tasks) to synchronize. Choose whether you wish to:
  - **Replace Device Items**

- **Merge Items**
- **Do Not Load**

5. Select **Register** from the menu.
6. You will see a security prompt which asks you to give the *NotifyLink* application permission to run. With any *NotifyLink* related security prompt, do the following:
  - a. Check the box titled, **Do not ask again**.
  - b. Select the **Allow** button.

Registration will fail if you deny this connection.

7. 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



The *Preferences* screens have **USER ASSISTANCE**. Select **Show Help** from the menu to display help text.

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## 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. Select the **Push Type**. Choose **Scheduled Push** or **Direct Push**.
4. Select the push settings (see below).
5. 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. Default is *Interval*.

#### Weekend Settings

Select: **Off, Interval, or All Day**

Determines when the device will synchronize on Saturdays and Sundays. Default is *Interval*.

#### Push Frequency

If you have set weekdays/weekends to *All Day* or *Interval*, 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.

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**Range**

If you have set weekdays/weekends to *Interval*, 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.

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### Direct Push Settings

**Direct Push Timeout**

Duration of a direct push session. Default is 15 minutes.

Checking the **Dynamic Interval** box enables the device to automatically adjust the duration of the direct push session. This is recommended as it enables the device to monitor the performance of the direct push session and adjust the setting to the optimal value.

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**Weekday Settings**

Select: **Off**, **Interval**, or **All Day**

Determines when the device will synchronize Mondays through Fridays. Default is *Interval*.

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**Weekend Settings**

Select: **Off**, **Interval**, or **All Day**

Determines when the device will synchronize on Saturdays and Sundays. Default is *Interval*.

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**Range**

If you have set weekdays/weekends to *Interval*, 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.

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## 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

**Enable Spell Check When Saving or Sending Messages**

Enable this option to automatically check spelling in all *NotifyLink* messages that you compose and then send or save. Default setting: enabled

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<b>Include Self in Reply to All</b>	Enable this option to include yourself in the recipient list when sending a <i>Reply to All</i> . Default setting: enabled
<b>Close Original Message on Reply or Forward</b>	Enable this option to automatically close the original message after you reply to or forward it and return to the message list. Default setting: disabled
<b>Confirm Deletes</b>	Check to activate: When you delete a message the device will ask you to confirm the deletion. Default setting: enabled
<b>Use Trash Folder</b>	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). Default setting: enabled  <i>Note:</i> Automated <i>Email Cleanup</i> routines are governed by this option as well. (Email deleted by the cleanup routine will bypass the trash folder when this option is disabled.)
<b>Return to Folder After Delete</b>	Check this box to return to the folder view (message list) after deleting an email. If unchecked, the next message in the list will open after an item is deleted. Default setting: disabled
<b>Track Sent Items</b>	Determines whether sent Email/commands are tracked or deleted. Default setting: <i>All</i>  <b>None</b> – Sent Emails and commands are sent to the Trash folder (if used).  <b>Commands</b> – Only commands are tracked to the Sent Items folder. Emails are sent to the Trash folder (if used).  <b>Email</b> – Only sent Emails are tracked to the Sent Items folder. Commands are sent to the Trash folder (if used).  <b>All</b> – Emails and commands are tracked to the Sent Items folder.
<b>Sync Read</b>	<b>Yes:</b> Messages you have read on the device will be marked as <i>Read</i> on the server. <b>No:</b> Messages you have read on the device will NOT be marked as <i>Read</i> on the server. <b>Prompt:</b> When you read a message on the device you will be prompted to mark it as <i>Read</i> on the server. Default setting: determined on server
<b>Sync Deletes</b>	<b>Yes:</b> Messages deleted on the device will be deleted on the server. <b>No:</b> Messages deleted on the device will NOT be deleted on the server. <b>Prompt:</b> When you delete a message on the device you will be prompted to delete it on the server. Default setting: determined on server
<b>Email Body Type</b>	Select a preferred message format. <i>NotifyLink</i> will request email from the server in this format. The server, however, will determine

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the actual format in which the message displays. Default setting: *HTML*

**Plain Text:** Displays all emails in plain text (contains no formatting), converting HTML emails to plain text as well.

**HTML:** Displays emails in HTML (text formatted for the Web) whenever possible. There are several options for HTML Email:

- **Default Font Size:** Choose from a 1 – 16 point size. The default is 8.
- **Zoom Level:** Choose 50, 100, 150, or 200 percent. The default is 100 percent.
- **Automatically Download Images:** If enabled, images embedded in the HTML body download automatically. Default setting: enabled

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If used, the Email addresses you begin to type into recipient fields are automatically completed if they are currently stored on your device. Default setting: enabled

#### Auto Complete

- **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
<b>Sync Calendar</b>	If checked, calendar additions/changes/deletions made on the device are synchronized to the server.	Enabled
<b>Sync Past Event Deletes</b>	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.	Enabled

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This includes past events deleted:

- 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, *Keep Appointments\**, which may delete past events older than 15, 30, 60, or 90 days old.

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<b>Sync Contacts</b>	If checked, contact additions/changes/deletions made on the device are synchronized to the server.	Enabled
<b>Sync Tasks</b>	If checked, task additions/changes/deletions made on the device are synchronized to the server.	Enabled
<b>PIM Change Summary</b>	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
<b>None</b>	Automatic Email cleanups are not performed.
<b>Daily</b>	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.)
<b>Weekly</b>	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.

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21<sup>st</sup> deletes Email received prior to 7 am on Jan. 14<sup>th</sup>.)

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### Monthly

Keeps a month's worth of Email in the *Inbox* or custom folder. Automatic cleanup will occur daily for Email over one month old. (EX: Cleanup performed at 7 am on May 9<sup>th</sup> deletes Email received prior to 7am on April 9<sup>th</sup>.)

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 NotifyLink

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## 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.

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## 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**,

1. Open the message, highlight the attachment, 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	Application
MS Word documents	Word To Go
MS Excel documents	Sheet To Go
Text files	NotifyLink
Adobe Portable Document Format files	PDF To Go or BeamReader <i>(Must be purchased)</i>
MS PowerPoint documents	Slideshow To Go
Image files	Media

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## Send an Email Message

1. Press the **C** key or select **Compose** (or Reply / Reply to All / Forward) from the message list menu.
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.

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## Add a Contact

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

1. Select the **Contacts** icon from the Home screen.
2. Select **New Contact** from the contact screen or menu.
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 **Contacts** screen menu you may also:

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

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# 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

<b>Inactivity Timeout</b>	Enter number of minutes before the device locks due to inactivity.
<b>Challenge Timeout</b>	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.
<b>Wipe on Failed Unlock Attempts</b>	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

<b>Password Strength</b>	This determines the password's level of complexity and will assist you in consistently creating passwords that meet character pattern requirements.
<b>Password Expiration</b>	Enter the number of days (30-365) until a password expires.
<b>Password History</b>	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 [techsupport@notifycorp.com](mailto:techsupport@notifycorp.com)

Or by phone at 330.702.3070