

# GO!NotifyLink BlackBerry 10 Solution

User Guide



This guide provides information on:

- Software requirements
- Instructions for creating the required Microsoft Exchange® mail account on the device
- Getting started using your *BlackBerry 10* device with *GO!NotifyLink*

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# Requirements

- You must have a user account on the *GO!NotifyLink* Enterprise Server, version 4.8.2 or greater
- A BlackBerry device running OS 10.0-10.2

# Account Setup Instructions

Since the *GO!NotifyLink* server has the ability to communicate via the Exchange ActiveSync protocol, you use the *Outlook: Exchange and Outlook Web App* account setup procedure on the device to create your *GO!NotifyLink* account. As you create your account, keep in mind that you will always enter credentials associated with your *GO!NotifyLink* account.

### Before You Begin

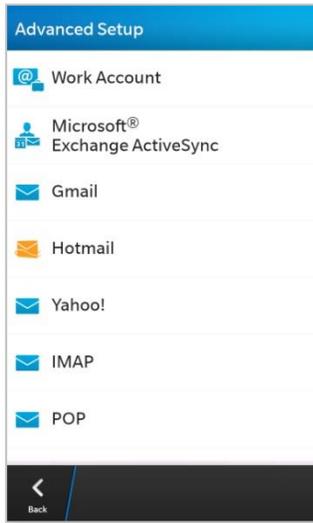
Gather the following information prior to setting up your *GO!NotifyLink* account on your device. You may need to consult your *GO!NotifyLink* administrator for the mail server name and authentication password.

<b>Email address</b>	Your email address on the groupware server.
<b>Authentication Password*</b>	A password generated from the <i>GO!NotifyLink Enterprise Server</i> identifying you as an authorized <i>GO!NotifyLink</i> user. Consult your <i>GO!NotifyLink</i> administrator for this password.
<b>Username</b>	Your full email address.
<b>Domain</b>	Nothing. Leave the domain blank or enter 'Notify' if an entry is required.
<b>Server</b>	The external address or domain name of the <i>GO!NotifyLink</i> server. (It is best to use a domain name, as opposed to an IP address.)

\*During the account setup process, the software will prompt for "Password." This is **not** your mail password, but the **Authentication Password** assigned to you by your *GO!NotifyLink* administrator. Consult your

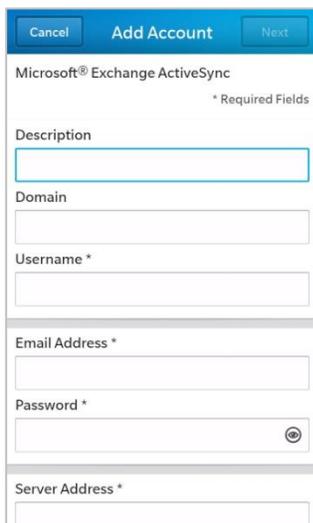
administrator for this password or log into the *GO!NotifyLink Client Web* and select, **General** > **Device**, to view the stored password. See [Accessing the GO!NotifyLink Client Web](#).

## Setup Your ActiveSync Account on the Device



From the BlackBerry **Settings** menu, select **Accounts** > **Add Account** (if this is not the initial account created), then tap the **Advanced** button.

Tap the **Microsoft Exchange ActiveSync** option.



### Step 1:

Begin configuring your account by entering the your user credentials:

**Description** – Leave blank or enter a short account description

**Domain** – Leave blank.

**Username** – Enter your full Email address for the Username.

**Email Address** – Enter your full Email address

**Password** – Enter the *GO!NotifyLink Authentication Password* given to you by your administrator.

### Step 2:

Enter the server information:

**Server Address** – Enter the address of the GO!NotifyLink server.

*GO!NotifyLink* On-Demand users, enter the server address noted in your welcome letter.

**Port** – Accept the default port number, unless your administrator has instructed you to enter an alternative port.

**Use SSL** – If your server uses SSL encryption, verify that SSL is **On**.



**Note:** An SSL certificate must be installed on your web server in order for you to use SSL. Check with your administrator to determine if this feature is available to you. *GO!NotifyLink On-Demand users must check the box, as SSL certificates are installed on all on demand servers.*

**Use VPN** – Verify that VPN is **Off**.

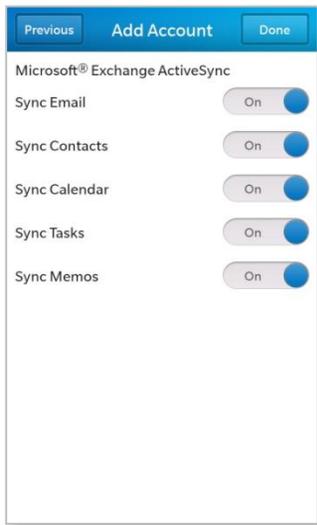
### Step 3:

Select the synchronization settings:

**Push** – Turn **On** for direct push synchronization. Turn **Off** and select a **Sync Interval** for scheduled push synchronization (every 15 or 30 minutes; 1, 2, 4, or 24 hours; or manual sync).

**Sync Timeframe** – Select a timeframe for messages to be available on the device. (1, 3, 7, 14, or 30 days).

Tap **Next**.



### Step 4:

Select what to synchronize:

- Sync Email
- Sync Contacts
- Sync Calendar
- Sync Tasks
- Sync Memos

### Step 5:

Tap **Done**. To complete the account setup.

Note that existing data on the device will be selected and replaced with email and PIM retrieved from the server.

Go to the [Settings](#) section to learn about selecting preferences and configuring your account.

# Account Maintenance

If you are moving your *GO!NotifyLink* account to a different device, you will need to:

*Clear Registration* on the *GO!NotifyLink Client Web*

Remove your *GO!NotifyLink* account from the old device and recreate it on the new device

## Clear Registration Before Reregistering Your Account on a New Device

If you are reregistering your account because you changed devices, you must **Clear Registration** via the *GO!NotifyLink Client Web*. See [instructions for accessing the GO!NotifyLink Client Web](#). Login to the *GO!NotifyLink Client Web* and select **General > Device**.

1. Click the **Clear Registration** button.
2. Proceed with reregistering your account.

## Removing Your Account from the Device

When you remove an account from the device, the account and all mail and PIM (Contacts and Calendar Events) associated with it, are deleted from the device.

From the BlackBerry *Home* screen, select **Settings**. Tap the **Accounts** option and select your *GO!NotifyLink* account.

Tap the delete icon (trash can), then confirm the deletion by tapping **Delete**.

# Settings

## Device IT Policy Comparison Chart

Link to this [chart](#) to learn which *GO!NotifyLink* IT policies are supported and which are not supported when using the *GO!NotifyLink BlackBerry 10 Solution*.

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# Synchronization Settings

## Synchronizing Items From the Server to the Device

**Direct Push vs. Scheduled Push.** When you setup an Exchange ActiveSync account, the default synchronization mode may be **Direct Push**. With *Direct Push*, the device maintains an open connection so that information is delivered to the device as it becomes available. The setting for *Direct Push* on a BlackBerry 10 device is referred to as, “*Push*.” The alternative is a **Scheduled Push** mode where the device is set to check for new messages at a set interval.

**Battery Life.** Though Direct Push offers more up-to-the-minute message delivery, for some users, increased battery consumption can be a tradeoff. If your battery is not lasting as long as you would like, set a **Scheduled Push** interval by changing the **Push** option on the device.

From the BlackBerry *Home* screen, select **Settings**. Tap the **Accounts** option and select your *GO!NotifyLink* account.

Tap the **Advanced** button and scroll down to the **Push** option. Turn it **Off** and select a Sync Interval:

- Every 15 or 30 minutes
- Every 1, 2, 4, or 24 hours
- Manual sync

Tap **Save**.

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## Accessing the GO!NotifyLink Client Web

There are several settings, configurable on the *GO!NotifyLink Client Web*, that control what synchronizes to your device. What follows are instructions for accessing the Client Web online.

When instructions in this guide direct you to change a setting from the Client Web:

**On Premise Users:** In your web browser, enter the server address of the web server running the Http/Web component of *GO!NotifyLink*, followed by **/client/**

**On Demand Users:** In your web browser, enter the server address of the On Demand web server:

**https://hosted<#>.notifylink.com/client/clientlogin.php**

Where # is indicated, insert the server number you have been assigned to (without brackets <>).

Login

In the **Username** and **Password** fields of the Login screen, enter the email address and password of your mail account. (You can change the password assigned to you in the *Client Web* from the **Accounts** page.)

Consult the [Enterprise Server Client Web Guide](#) for more information on the Client Web.

## Device IT Policy Comparison Chart

Link to this [chart](#) to learn which *GO!NotifyLink* IT policies are supported and which are not supported when using the *GO!NotifyLink BlackBerry 10* Solution.

# Email and PIM Settings

This chart summarizes settings that control how email and PIM (calendar events and contacts) are synchronized to the device. Some settings are configurable on the device. Others are configurable through the *GO!NotifyLink Client Web*. [Instructions for accessing the Client Web](#).

Below is a list of the settings and where they can be configured.

Configuration Settings	Description	Configurable via:
<b>Set Default Accounts</b>	If you have multiple Mail/PIM accounts on your device, you will need to set a default account. Make the Exchange account associated with your <i>GO!NotifyLink</i> user account the default for the Mail and Calendar accounts.	Device <i>Settings &gt; Accounts.</i> <i>Tap Set Defaults.</i> <i>Select your GO!NotifyLink account from the drop-down lists under Email Address and Calendar.</i>
<b>Filters</b>	Filters messages sent from the server	GO!NotifyLink Client Web: <i>Mailbox &gt; Filters</i>
<b>Folder Mirroring</b>	On the web Folder Mirroring is automatically enabled. Select email folders to be synchronized to the device. Users can choose Sent, Trash, Drafts, or custom folders.	GO!NotifyLink Client Web: To select folders: <i>Mailbox &gt; Folders</i>
<b>Notification ON/OFF</b>	Enables/Disables <i>GO!NotifyLink</i> message notification. Restarts/Suspends retrieval of Email from the server.	GO!NotifyLink Client Web: <i>General &gt; Control Options</i>
<b>Sync Timeframe</b>	Number of days a message is available on the device. Choose from 1, 3, 7, 14, or 30 days. This also works as a cleanup to manage message quantity. Cleanup will take effect within 24 hours of the scheduled delete.	Device <i>Settings &gt; Accounts &gt; (select the GO!NotifyLink account) &gt; Advanced &gt; Sync Timeframe</i>
<b>Calendar Sync Range</b>	Set the calendar synchronization range - how far back and ahead to sync calendar events. This also works as a cleanup to manage calendar event quantity on the device. <b>Look-back</b> is pre-set on the device at 2 weeks. At this time, it cannot be changed. <b>Look-ahead</b> is set from the client web. Default is 26 weeks. Choose from 1 to 52 weeks.	GO!NotifyLink Client Web: <i>PIM &gt; Calendar &gt; Synchronization Range</i>
<b>Choose Address Books</b>	If the groupware server supports multiple address books, you can select which address book to synchronize. The device will synchronize only one address book, but you can choose which one it syncs.	GO!NotifyLink Client Web: <i>PIM &gt; Contacts &gt; Choose Address Books</i>

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# Security Settings

## SSL

SSL is an encryption protocol for data-in-motion between the device and *GO!NotifyLink* server. An SSL certificate must be installed on the web server in order for you to use SSL. Check with your IT administrator to determine if this feature is available to you. (SSL is available to *GO!NotifyLink* On Demand users, as all On Demand servers are equipped with SSL certificates.)

You can enable the SSL encryption when you create your ActiveSync account.

You can also enable/disable SSL encryption at a later time through the account settings.

From the BlackBerry *Home* screen, select **Settings**. Tap the **Accounts** option and select your *GO!NotifyLink* account.

Tap the **Advanced** button and scroll down to the **Use SSL** option. Turn it **On/Off**.

**Note:** An SSL certificate must be installed on your web server in order for you to use SSL. Check with your administrator to determine if this feature is available to you. *GO!NotifyLink* On Demand users should leave the box checked, as SSL certificates are installed on all *GO!NotifyLink* On Demand servers.

## Require Password and Inactivity Timeout

If your organization's mobile security policy requires that your device be password protected, you will be prompted to create a password. You may be required to enter a numeric password that of a specific length or pattern.

The device will lock after a specified *Inactivity Timeout* interval. You must enter your unlock password to access the device.

To change your password or the inactivity timeout interval:

1. From the BlackBerry *Home* screen, select **Security and Privacy** > **Device Password**.
2. Turn **Device Password** On. Enter a password and confirm it by typing it again.
3. Use the **Lock Device After** option to choose the screen timeout: 1, 2, 5, 10, 15, 20, 30 minutes, or 1 hour.

## Wipe on Failed Unlock Attempts

*Wipe on Failed Unlock Attempts* is a security feature that limits an unauthorized user's ability to guess your unlock password.

If the device supports this feature, it will allow only so many attempts before it will delete all data, accounts, and applications from the device, but it will not erase the SD card.

## Remote Wipe

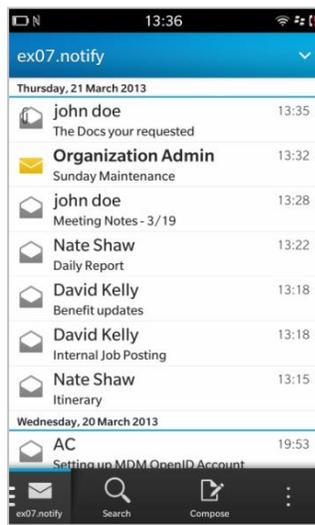
In the event that your device is lost or stolen, contact your IT Administrator as soon as possible. The administrator has the ability to issue a Remote Wipe security command to the device from the *GO!NotifyLink Administration Web*.

The remote wipe will delete all data, accounts, and applications from the device and the SD card.

# Using Your Device

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## Mail



To view the Inbox, tap the *GO!NotifyLink* account from the BlackBerry Hub.

## Selecting Email Folders

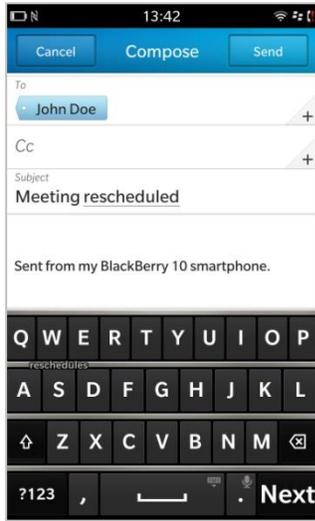
*GO!NotifyLink* can synchronize email from multiple folders on the mail server to the device *Inbox* and to multiple folders that mirror those on the server.

If you have access to the [GO!NotifyLink Client Web](#), you can select the folders you wish to synchronize to the device.

From the *GO!NotifyLink Client Web* home page, select **Mailbox Properties > Folders** and select the folders you want *GO!NotifyLink* to monitor. In addition to the *Inbox*, you can select the *Sent Items*, *Drafts*, or any custom folders.

## Composing Email

Tap the *GO!NotifyLink* account from the BlackBerry Hub. Tap the **Compose** icon.



Type a name or email address in the **To** field. As you type, matching email addresses from your contacts may appear. You can select a recipient from this list or you can display and choose from your contacts folder by tapping the plus sign next to the **To:** field. Repeat to add more addresses.

Enter the **Subject** and **body** of the email.

To add an attachment, tap the **Attach** icon. See more on attachments below.

To change the style of text in the email body, tap the **Format** icon.

To change the email priority, tap the **Importance** icon.

Tap **Send** to send the email or **Cancel** to save the email as a draft or delete it.

## Reading Email

To view available Email folders in addition to the *Inbox*, tap the down arrow in the header of the message view screen. Select a folder to view from the list.

## Viewing an Open Message

Scroll through your message list and tap a message to open it.

## Viewing Attachments



Attachments associated with Email messages are available for download to the device. The device must have a viewing application that supports the attachment's file type.

Open the message. The attachment name and file size display. Tap the attachment name to open it.

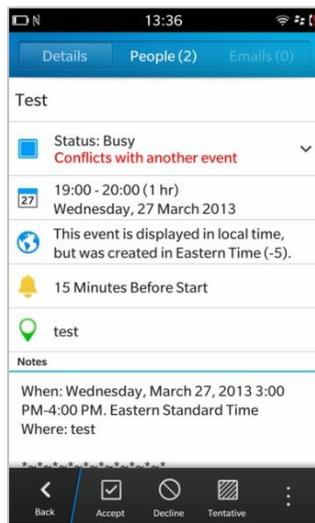
## Replying To and Forwarding Messages

When viewing a message, tap **Reply**, **Reply All**, or **Forward** icon.

## Responding to Meeting Requests

Meeting Requests, issued from a user on the same groupware server, appear in your *Inbox* and your Calendar. You can respond from either the mail or calendar application.

**Note:** Meeting requests sent to you from users on external groupware servers can appear as messages in your *Inbox*. You can reply to these messages, however, you will not be able to accept or decline the meeting, nor will the request initiate a change to your calendar.



Open the invitation and tap the **Accept**, **Decline**, or **Tentative** icon.

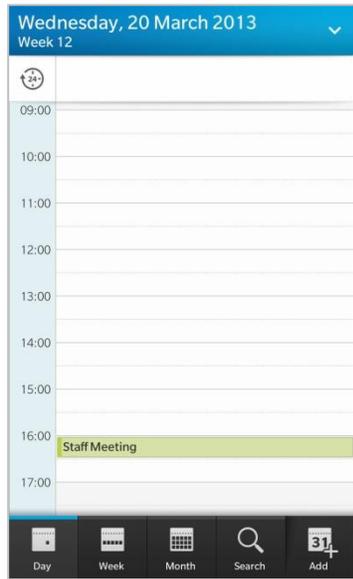
You can add a comment and choose to **Notify** the organizer or you can choose **Don't Notify**.

Once you respond, the invitation is removed from your *Inbox*. If you decline the invitation, the event is removed from your calendar, as well.

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# Calendar

From the *Calendar* application, you can create new calendar events and edit, view, or delete existing events. Select the **Calendar** icon from the Home screen.

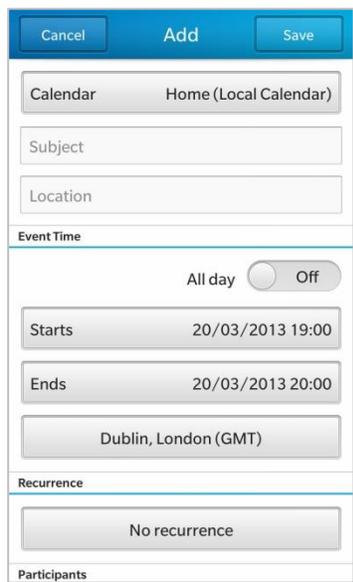


The calendar can be viewed several ways:

- Day views: Agenda, People, Schedule
- Week views: Week, Work Week
- Month view

## Creating New Calendar Events

Select **Calendar** from the Home screen, then tap the **Add** icon to create a new event.



Enter the information for any or all of the fields or accept the defaults.

- Calendar
- Subject
- Location
- All Day (On/Off)
- Starts / Ends time (dates and times)
- Time zone
- Recurrence (None, Daily, Weekly, Monthly, or Yearly)
- Participants (meeting requests)
- Notes
- Reminder (At Start, 5, 10 15, 30, 45 minutes, 1-12, 18 hours, 1-3 days, or 1-2 weeks)
- Status (Free, Tentative, Busy, Out of Office)
- Private (On/Off)

Tap **Save**.

## Issuing a Meeting Request

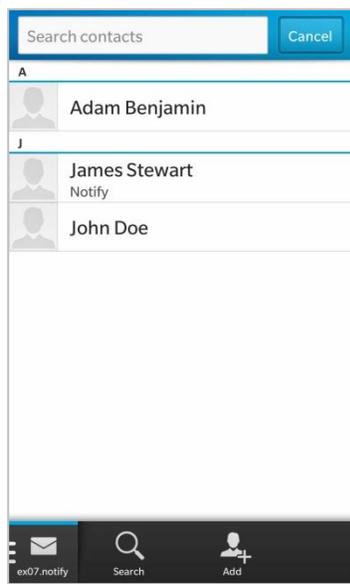
You can issue a meeting request from the **Calendar** application. This can be done by adding **Participants** when creating a new event.

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## Contacts

From the Contacts application you can create new contacts and edit, view, or delete existing contacts.

Select the **Contacts** icon from the Home screen.



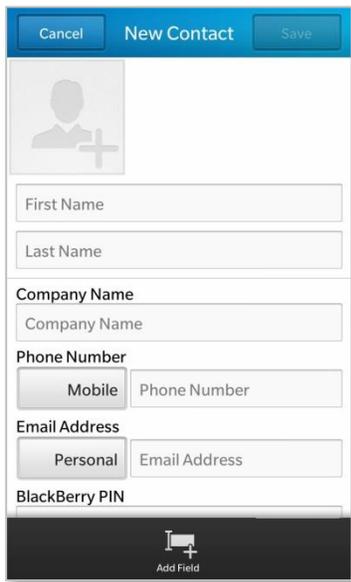
Begin to enter text in the search bar. Contacts from the **Contacts** application that meet the search criteria will display.

You can also tap **Remote Search** to initiate a remote lookup of contacts on the public address book that meet the search criteria.

Select the contact you want to view.

Touch a contact for a second. A list of icons appears with options for the contact. You can phone, email, text, schedule an appointment with, share something with, or select the contact. You can also mark the contact as a favorite.

## Adding New Contacts



Select **Contacts** from the Home screen.

Tap the **Add** icon.

Enter the contact's name and personal information, then tap **Save**.

## Choose an Address Book

If your groupware server supports multiple address books and you have access to the *GO!NotifyLink* Client Web you can select the address book you wish to synchronize to the device.

**Note:** The device will synchronize only one address book, but you can choose which one it syncs.

From the *GO!NotifyLink* Client Web home page,

Select **PIM > Contacts > Choose Address Books** and select the address book to be monitored.

**Note:** FirstClass, MDAemon, Meeting Maker, Mirapoint, Oracle, and Sun Java Enterprise System collaboration suites do not support multiple address books.

## Using Remote Lookup

If there is a public address book on the server and the server is configured correctly, you can use the contact application to search the public address book and add contacts from it to the device contact list.

Select the **Contacts** application and tap the **Search** icon (magnifying glass). Begin to enter text in the search bar. Contacts from the **Contacts** application that meet the search criteria will display. Tap **Remote Search** to initiate a remote lookup of contacts on the public address book that meet the search criteria.

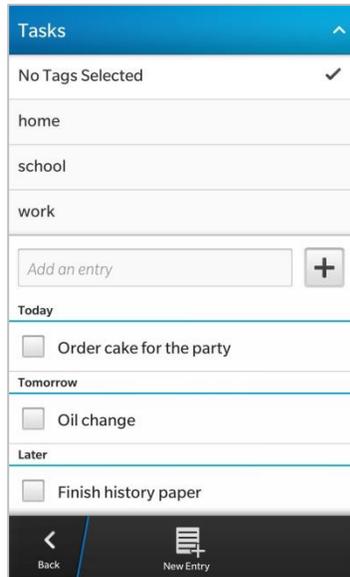
You can then add contacts, from the list that the remote lookup returns, to your device contact list.

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# Tasks

From the task application you can create new tasks and edit, view, mark as completed, or delete existing tasks.

Select the **Remember** icon from the Home screen



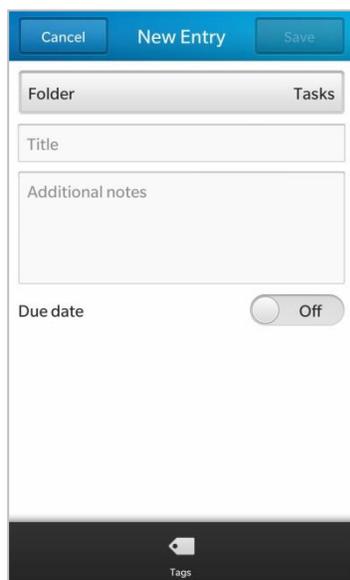
Tap the arrow in the Tasks screen header to select a tag (task category) that will filter the tasks or choose **No Tags Selected** to view all tasks.

Check the box beside a task to mark it completed. The task will move to the Completed category at the bottom of the task list.

To edit a task, touch the task for a second. Tap the edit icon (pencil).

To delete a task, touch the task for a second. Tap the delete icon (trash can).

## Adding New Tasks



Select **Remember** from the Home screen. Tap **New Entry**.

From the **Folder** drop-down list, select the task list associated with the GO!NotifyLink account.

Enter a **Title** for the task and **Additional notes** if needed.

Leave the **Due Date** *Off* or turn it *On* and select a due date.

To categorize the task, tap **Tags**.

- Type a new tag name, then tap **Submit** and **Done**.
- Begin to type an existing tag name. It appears in a list from which you can choose. Tap Done.

Tap **Save**.