GO!NotifySync for BlackBerry

Quick Start Guide

For GO!NotifySync for BlackBerry Version 4.11.x

Requirements

Service Requirements

Your device will require one of the following:

- Cellular connection supporting data transmission.
- 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 **GO!NotifySync** 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

Updates

GO!NotifySync Updates. You can set your device to check for *GO!NotifySync* software updates once every 24 hours and to send a notification to your Inbox when an update is available.

- Open *GO!NotifySync,* and from the menu select, *Preferences* > *General Settings*.
- Enable the **Automatically Check for Updates** option and the **Update Notifications** option.
- Select *Preferences* > *Check For Updates* to perform the updates.

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

Install GO!NotifySync

Over the Air (OTA) Installation

Follow the instructions below to download and install the *GO!NotifySync* 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 *GO!NotifySync* 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 *GO!NotifySync* 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 *GO!NotifySync*. See knowledge base article for more details.

- Set the device to the language of your choice prior to installing *GO!NotifySync* (*Options > Language*). Doing so will ensure a more complete language conversion of the *GO!NotifySync* application.

Download and Install the GO!NotifySync Application
1. Open the device browser and enter the Web address, http://m.notifysync.com
2. **Accept** the End User License Agreement.
3. Select the **Download** button to download the application.
4. A dialog displays when the application has successfully installed and *GO!NotifySync* opens to the registration screen.

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

Register Your Device

Once the *GO!NotifySync* application is installed, you must register your device.

Email and PIM synchronization will not begin until you register.

To Register

1. If the *Registration* screen is not already displayed, select the **GO!NotifySync icon** from the BlackBerry desktop. The icon may be located on the Home screen or in the *Applications* or *Downloads* folder.

2. Enter the **Email** address and **Password** associated with your ActiveSync server account.

3. The **Network Setting** field allows you to choose the type of network *GO!NotifySync* uses when opening network connections. The default is *Auto Detect,* which automatically chooses an appropriate network setting based on available services. Accept **Auto Detect** and prioritize the connection types from the *Advanced…* screen, or select a specific **Preferred Network** type.

    > *Note:* If you intend to use Direct Push synchronization, you must select TCP as your preferred network setting.

4. Select **Next** to proceed.

    > *Note:* If you select *Manual Setup*, you will be prompted to enter your username, domain, and server address, and choose whether or not to use an HTTPS connection.
    > Selecting *Next* allows the registration process to "auto-discover" this information.
    > See *Manual Setup* below.

5. If a prompt for a **License Key** pops up, enter the key your administrator has provided.

6. Confirm your configuration.

    - You may use the *Edit* option to make any necessary changes.

    - If there are multiple server configurations, you will need to select the one your administrator has specified.

    - Select **Next** to continue.

7. Select the type of information you wish to synchronize to your device.

    Check the **Email** box to synchronize mail.

    For **Calendar**, **Contacts**, **Tasks**, and **Memos**, select whether you will:

    - *Replace Device Items* – deletes and replaces items currently on the device with items synchronized from the server.

    - *Merge Items* – merges the items that currently exist on the device and server together in both locations.

    - *Do Not Sync* – prevents this item type from synchronizing.

8. Select **Finish** to complete the registration.

Manual Setup

Enter your **License key**.

In the **Username** field, enter the username associated with your ActiveSync server account (usually everything before the @).
OR
Check **Use Email as Username** if you are required to use your Email address as the username for authentication with the ActiveSync Server. Then skip to the *Server Address* field.

Enter the **Domain** name associated with your ActiveSync server account.

Your Domain may be one of the following:

- The login you use to access Web mail may contain the Domain. The login is often in the format: <u>Domain</u>/username. Try using the text before the / as the domain.

- Sometimes the text that comes after the @ sign in your Email address is considered the Domain. EX: If your Email address is: *name@company.com*, your Domain may be *company.com*.

- Sometimes the domain may use part of the text that comes after the @ sign in your Email address, with ".local" appended to it instead of ".com". EX: If your Email address is: *name@company.com*, your Domain may be *company.local*.

- Sometimes the *GO!NotifySync* registration can be completed by leaving the Domain field blank.

Enter the **Server Address**. This is the external address or domain name of your ActiveSync server. This is usually the same address you use to log into Web mail.

Check the **Use HTTPS** box to enable SSL encryption for secure data transfer between the server and your device. *Ask your IT administrator if SSL is used on your ActiveSync server.*

Select **Next** to proceed.

Set Your GO!NotifySync Preferences

GO!NotifySync Preferences allow you to customize the *GO!NotifySync* settings on your device. This guide provides instructions on configuring the **Push Settings**, **Email Settings** and **Sync Settings**.

See the full GO!NotifySync User Guide to learn more about configuring your *Preferences*.

Open *GO!NotifySync*, press the menu button and select **Preferences**.

Push Settings

Use *Push Settings* to define the mode of synchronization your device uses *(Scheduled Push* or *Direct Push)* and the interval at which connections to the server are made.

You may define different settings for weekdays and weekends and set synchronization to operate all day, for a defined period of the day, or to be turned off altogether.

Push Type Network Requirements

- Direct Push is supported on devices provisioned for TCP by the carrier network.

- Scheduled Push is supported on devices provisioned for BIS or TCP

- WiFi connections require the use of either BIS or TCP WiFi.

You can also use *Push Settings* to temporarily disable all synchronization by pressing the menu button and selecting **Disable GO!NotifySync**. To enable synchronization again, select **Enable GO!NotifySync**.

1. Open **GO!NotifySync** and press the menu button.

2. Select **Preferences** > **Push Settings**.

3. Select the **Push Type**. Choose **Scheduled Push** or **Direct Push**.

    a. For **Scheduled Push**, define the following:

Weekday Settings	Set to: **Off, Interval,** or **All Day** to determine when the device will synchronize Mondays through Fridays. The default is *Interval*.
Weekend Settings	Set to: **Off, Interval,** or **All Day** to determine when the device will synchronize on Saturdays and Sundays. The default is *Interval*.
Push Frequency	If you have set Weekdays/Weekends to *All Day* or *Interval*, enter the number of minutes (1 - 90) between synchronizations. The default setting is 5, resulting in the device synchronizing every 5 minutes.
Range	If you have set Weekdays/Weekends to *Interval*, choose the time

synchronization should start and end. Times must be within one 24-hour period. The default settings are 7:00 AM to 7:00 PM.

b.   For **Direct Push**, define the following:

Direct Push Timeout	Set the duration of a direct push session (the length of time the device connection to the server stays open for synchronization). The default setting is 15 minutes. Check the **Dynamic Interval** box to allow the device to monitor the performance of the direct push session and adjust the duration to an optimal value.
Weekday Settings	Set to: *Off, Interval,* or *All Day* to determine when the device will synchronize Mondays through Fridays. The default is *Interval.*
Weekend Settings	Set to: *Off, Interval,* or *All Day* to determine when the device will synchronize on Saturdays and Sundays. The default is *Interval.*
Range	If you have set Weekdays/Weekends to *Interval,* choose the time synchronization should start and end. Times must be within one 24-hour period. The default settings are 7:00 AM to 7:00 PM.

4.   Select **Save** from the menu.

Email Settings

Email Settings give you the ability to select options for sending and receiving Email. The settings affect Email in your device *Inbox* and any custom mail folder you have tagged for synchronization.

1.   Open *GO!NotifySync* and press the menu button.

2.   Select **Preferences** > **Email Settings**.

3.   Select your preferences for Email settings:

Include Self in Reply All	Enable this option to include yourself in the recipient list when sending a Reply to All. Default setting: enabled
Close Original Message on Reply or Forward	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
Enable Spell Check When Sending Messages	Enable this option to automatically check spelling in all messages sent from *GO!NotifySync.* Default setting: disabled *Note:* Spell check is only available on devices running BlackBerry OS 4.5 or greater.
Disallow copy and paste	Enable this option to prevent the copying and pasting of text to or from Email messages in the GO!NotifySync Email folders. Default setting: disabled
Enable Smart Commands	Disabling this option prevents replies and forwarded email from being sent using ActiveSync Smart Reply and Smart Forward commands. It is recommended this only be disabled at the

	direction of technical support. Default setting: enabled.
Display Sender/Recipient	Choose how the sender and recipient information displays when viewing the messages you receive on the device. Choose: *Name and Email Address*, *Name,* or *Email Address*
Email Body Type	Determine the format in which *GO!NotifySync* displays the messages it retrieves from the server. Default setting: *HTML* **Plain Text** - Displays all Email in plain text (contains no formatting), converting HTML Email to plain text as well. **HTML** - Displays Email 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 • **Cache Images:** If enabled, HTML images are cached once they are downloaded. Choose where images are cached: *Device* or *Media Card*. A cached image is removed from the device when the Email it is associated with is removed. Default setting: disabled

Auto Complete	If enabled, Email addresses, currently stored on the device, are automatically completed as you type them into recipient fields. Default setting: Enabled for both Frequent and Address Book
	    Frequent Emails – If checked, pulls completed addresses from your frequent contact list (addresses to which you have recently sent Email).
	
	    Address Book Emails – If checked, pulls completed addresses from your device's address book.

Add Signature to Outgoing Messages	Enable this option to add a signature to all outgoing messages sent from *GO!NotifySync*. Compose the signature here as well. Default setting: Enabled, with a generic signature

4. Select **Save** from the menu.

Sync Settings

Sync Settings allow you to select the accounts to process for Email, calendar, contacts, tasks and memos and the folders to which items will synchronize.

You can also specify synchronization ranges for mail and calendar information. The mail and calendar synchronization ranges serve as cleanup filters which allow you to control the amount of data stored on the device.

1. Open *GO!NotifySync* and press the menu button.

2. Select **Preferences** > **Sync Settings**.

3. Specify your preferences for handling the information synchronized from the server:

Sync while roaming	Check this box to allow the device to synchronize when you are roaming. Default setting: disabled
	If you attempt to synchronize when the option is disabled, a dialog displays indicating that the device is outside the coverage area. Disabling the option prevents the device from accumulating large data charges whiles roaming.
Account	The *GO!NotifySync* account with which you are synchronizing Email.
Sync Emails	Check this box to allow synchronization of Email from the server to the device. Default setting: enabled **Download the past:** *1 or 3 days, 1 or 2 weeks, 1 month or All* of your Email. This allows you to define a synchronization range for your mail. Example: Choosing *3 days* (the default) will keep Email from the past 3 days on your device. Once an Email moves out of the 3 day range, it is removed from the device.
Calendar Account:	The *GO!NotifySync* account with which you are synchronizing calendar items. You can turn calendar synchronization off by selecting *None*.
	Sync the past: *2 weeks; 1, 3, or 6 months; or All* of your calendar. This allows you to define a synchronization range for your mail. Example: Choosing *1 month* (the default) will keep calendar events from the past month and all future events on your device.
	Map (*server calendar folder name*) To: Select the calendar on the device that synchronizes with this calendar folder on the server.
	Default Folder: Specify the calendar folder on the server to which new calendar items originating on the device will synchronize.
	Disable meeting attendees on the device. This option is specifically for users who have a BIS Email account on the device in addition to their *GO!NotifySync* account. Check this box to prevent meeting invitation attendees from receiving duplicate meeting updates.
Contacts Account:	The *GO!NotifySync* account with which you are synchronizing contact items. You can turn contact synchronization off by selecting *None*.

	Map (*server contacts folder name*) To: Select the contacts list on the device that synchronizes with this contacts folder on the server.
	Default Folder: Specify the contacts folder on the server to which new contact items originating on the device will synchronize.
Tasks Account:	The *GO!NotifySync* account with which you are synchronizing task items. You can turn task synchronization off by selecting *None*.
	Map (*server tasks folder name*) To: Select the tasks list on the device that synchronizes with this tasks folder on the server.
	Default Folder: Specify the tasks folder on the server to which new task items originating on the device will synchronize.
Memos Account:	The *GO!NotifySync* account with which you are synchronizing memo items. You can turn memo synchronization off by selecting *None*.
	Map (*server notes folder name*) To: Select the memo list on the device that synchronizes with this notes folder on the server.
	Default Folder: Specify the notes folder on the server to which new memo items originating on the device will synchronize.

4. Select **Save** from the menu.

Start Using Your Device

View the Message List

View your Email *Inbox* by selecting the **GO!NotifySync icon** from the device's Home screen.

Email Folders
The folder list contains the entire mail folder structure from your mail account on the ActiveSync server. You can move messages around within the folder structure. However, in order for the actual contents of your ActiveSync account folders to synchronize to the device folders, you must select the folders for synchronization on the device via *Folder Settings*. The *Inbox* is the only Email folder tagged for synchronization by default. All other folders must be tagged for synchronization in order for the actual **folder contents** *(the mail inside the folder)* to synchronize.

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 to highlight the message you wish to see. Press the **Enter** key or select *View* from the menu.

To retrieve an attachment: Open the message containing the attachment. Highlight the attachment you wish to open and select **Download Attachment** from the menu. A progress bar displays as the attachment downloads and opens.

> **NOTE:** The attachment will only open if an attachment viewing application which supports the file type exists on the device. An error message displays when the file type is not supported.

Send an Email Message

1. Open *GO!NotifySync*.

2. Press the **C** key or select **Compose** from the menu to write an Email.

3. In the To: field(s), enter a **recipient's Email address**.
   To look up an address, select **Add Recipient** or **Company Directory** from the menu.

4. Enter the Email **subject**.

5. Type the **body** of the Email message.

6. To include an attachment, select **Add Attachment** and choose the location from which you will select the attachment.

7. 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 **Contacts** application from the Home screen.

2. Select **New Contact** from the menu.

3. Enter the contact's name and any personal information in the optional fields.

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

Use the Search Tool

To quickly locate the contact you want, use the *Search Bar* at the top of the contact list screen. Begin typing a first or last name. 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.

Contact Menu Options

Email with GO!NotifySync	Send a message using *GO!NotifySync*, to the selected contact. This takes you directly to the *Compose* screen.
Delete	Deletes the selected contact.
Options	Set various viewing options.
Filter	Specify which contacts to display by category and create new categories.
Company Directory	Search for a contact in a public address book located on the server.

Travel Tips

- If you plan on traveling in another time zone, change the time zone on your device as well as the time zone of your mail/PIM account on the ActiveSync server.

- As with any internet based application, *GO!NotifySync* uses the data connection on your phone. When roaming, data charges from your mobile network provider can be much higher. Thus, while traveling, you may wish to adjust disable the **Sync while roaming** option in Sync Settings 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 traveling outside the country.

- Apply more stringent security settings to your device when you travel. See Security Tips.

Security Tips

Make use of the security features described below. These features can be set from your device in the *GO!NotifySync Preferences*.

GO!NotifySync 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	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.
GO!NotifySync Password Settings	
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 last ten passwords.
GO!NotifySync General Security Settings	
Email Encryption at Rest	Enable data-at-rest encryption for the Email database on the device storage disk, which contains all *GO!NotifySync* Email data. Choose the level of encryption: Secure (128-bit) / More Secure (192-bit) / Most Secure (256-bit)

GO!NotifySync Technical Support

Contact the **Globo Mobile Technologies** technical support team at technical@globoplc.com

Or by phone at 650.590.0090