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NotifySync 4.7

Notify Technology Corporation

Device Requirements

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- BlackBerry OS 4.1 – 4.7 (5.0 coming soon)
 - 4.5.0 and later – Attachments can be downloaded and saved to the file system or SD Card. Any attachment type can be opened and viewed directly from *NotifySync*, provided there is an application installed which supports the file type.
 - 4.3.0 and later – Attachments can be downloaded and saved to the file system or SD Card. Certain attachment types (mainly media types) can be opened and viewed directly from *NotifySync*.
 - 4.2.0 and later – Attachments can be downloaded and saved to the file system or SD Card, but cannot be opened directly from *NotifySync*.
 - 4.1 – Attachments cannot be downloaded, opened or saved.
- 1.2 MB of free space available on the device
- Internet connectivity via Cellular provider or WiFi

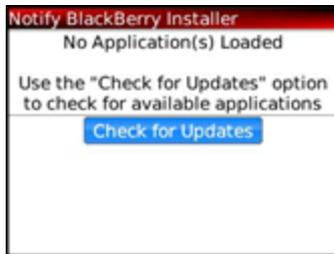
Downloading BlackBerry Installer

- Open the **Internet Browser** or **Browser** on the device. Enter the web address, <http://notifysync.notify.net/ota.asp> and select OK.
- Enter your Name, Company, Email Address and Mail Server Type on the form, and select **Next**.
- **Accept** the End User License Agreement.
- Select the **Download** button to download the installer. A bar showing the download progression displays.
- A dialog displays when the application has successfully installed.
 - ▣ Select **Run** to launch the Notify BlackBerry Installer application.
 - ▣ Select **OK** if you wish to postpone the installation process. The *Notify BlackBerry Installer* icon appears on the device's desktop or the Downloads folder, depending upon the OS.

Downloading NotifySync

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- Launch the **Notify BlackBerry Installer**
- Select **Check for Updates** to begin the process of downloading *NotifySync*. The installer locates the most current *NotifySync* version available, along with the *Notify Core Library* and the PDF attachment viewing application, *BeamReader*.
- Select both *Notify* options, and *BeamReader* (an additional license is required) if you wish, then click **Continue** or select **Perform Updates** from the menu.

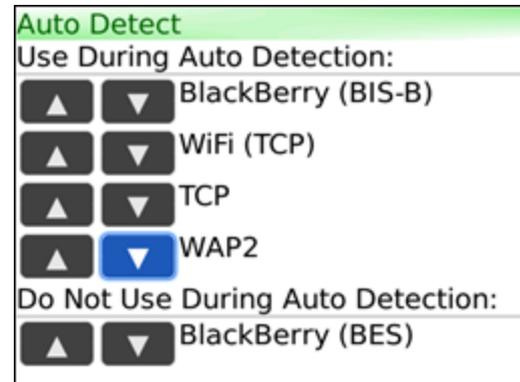
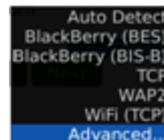


- At the installation confirmation screen select **Yes** to confirm and continue. A progression bar displays as the applications download.
- When the download is complete, reset the device in one of the following ways:
 - Press the key combination ALT+CAP+DEL
 - Remove the battery and wait 10 seconds before inserting it back into the device
- You are now ready to register the device.

Auto Detect the Network Setting

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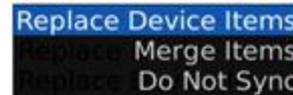
- ❑ AutoDetect is now a Network Setting Option
 - ❑ This option automatically chooses the appropriate network setting based on available services.
 - ❑ This setting can be adjusted under the Network Setting by selecting Advanced
 - ❑ Use the arrows to change the priority of the connection types used or move them into the *Do Not Use* area



Handling PIM loads

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- There are 3 options for handling loading PIM onto the device
 - **Replace Device Items** – Deletes items currently on the device and replaces them 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.



- Also note:
 - If the *Tasks* or *Memo Pad* applications are not installed on the device, Tasks and Memos will not be available.
 - Memo items cannot be merged.

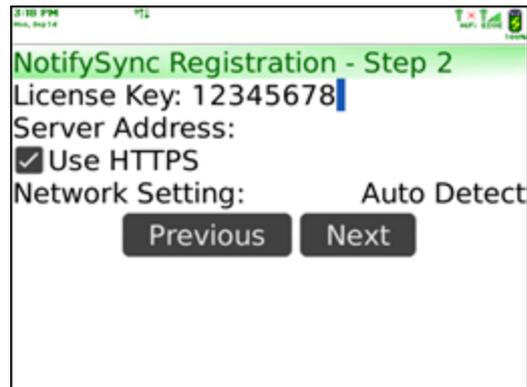
Registering NotifySync

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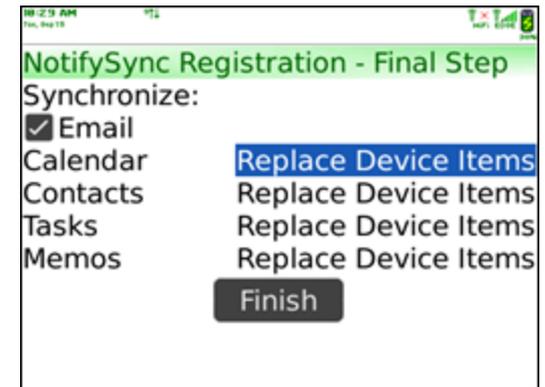
□ Register NotifySync



NotifySync Registration - Step 1
Email: pdepond@notifycorp.com
 Use Email as Username
Username: pdepond
Password: *****
Domain: easmail
Network Setting: Auto Detect
Next



NotifySync Registration - Step 2
License Key: 12345678
Server Address:
 Use HTTPS
Network Setting: Auto Detect
Previous Next



NotifySync Registration - Final Step
Synchronize:
 Email
Calendar Replace Device Items
Contacts Replace Device Items
Tasks Replace Device Items
Memos Replace Device Items
Finish

Calendar Fields

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□ Supported fields

- All Day Event, Attendees, Busy Status, Categories, End Date, End Time, Location, Notes, Recurrence, Reminder, Sensitivity (Mark as Private), Start Date, Start Time, Subject

□ Unsupported fields

- Organizer Email, Organizer Name

Contact Fields

□ Supported Fields

- Birthday, Categories, Company, Name, Email One, Email Two, Email Three, Home City, Home Country, Home Phone Number One, Home Phone Number Two, Home State, Home Street One, Home Zip Code, Title (job title), First Name, Last Name, Middle Name, Mobile Phone Number, Name Prefix, Name Suffix, Work City, Work Country, Work Phone Number One, Work Phone Number Two, Work State, Work Street One, Work Zip Code

□ Unsupported Fields

- Anniversary, Assistant Name, Assistant Phone Number, Fax Number, Work Fax Number, Car Phone Number, Department, Home Street Two, Home Fax Number, Home URL, Name Prefix, Office Location, Other City, Other Country, Other State, Other Street, Other Zip Code, Pager Number, Radio Phone Number, Spouse, Work Street Two, Work URL, Yomi Company Name, Yomi First Name, Yomi Last Name, Picture, Customer ID, Government ID, IM Address One, IM Address Two, IM Address Three, Manager Name, Company Main Phone, Account Name, Nickname, MMS

Task Fields and Memo Fields

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- Supported Task Fields
 - ▣ Categories ,Complete, Date Completed, Due Date, Importance, Notes, Reminder, Subject
- Unsupported Task Fields
 - ▣ Recurrence, Start Date
- Supported Memo Fields
 - ▣ Body, Title
- Unsupported Memo Fields
 - ▣ Categories

Memos

- Memos consist of a title and body text and can be used to record notes. This PIM type corresponds to what is referred to on the ActiveSync server as “Notes.”
- **Limitations:** Due to device OS or ActiveSync limitations, there are some restrictions associated with Memo synchronization:
 - The *MemoPad* application is not available on devices running BlackBerry OS version less than 4.2.0
 - *MemoPad* may not be installed on your device by default.
 - Memos existing on the device at registration cannot be merged with server Notes. Device memos will be deleted and server Notes items will replace them.
 - Memos added from the device will not synchronize to the ActiveSync server Notes.
 - Memos changes made from the device will not synchronize to the ActiveSync server Notes.
 - Notes added or changed on the server side *will* synchronize to the device. In addition, if you delete a memo on the device, the deletion *will* synchronize to the ActiveSync Server.

NotifySync Preferences

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Account Settings	View the server address, license key, and user account information
Display Settings	Customize the look of your message list display screen
Email Settings	Configure settings for composing and receiving email; Create an email signature
Folder Settings	Select folders for mail synchronization
General Settings	Select settings for folders and mail
Log Settings	Enable log settings for the purpose of troubleshooting – <i>at the direction of a Technical Support representative</i>
Network Settings	Select a default network type or select <i>Auto Detect</i> and specify/prioritize which network types to use
Notification Settings	Choose which item types trigger a notification alert
Push Settings	Choose the network with which the device connects and how often to connect for synchronization
Security Settings	Set encryption keys, passwords, and lock options for your device
Sync Settings	Choose what data is synchronized to the device

Preferences
Account Settings
Display Settings
Email Settings
Folder Settings
General Settings
Log Settings
Network Settings
Notification Settings
Push Settings
Security Settings
Sync Settings

Account Settings

Account Settings	
Current Account:	pdepond
Server Address:	easmail.notifycorp.com
Server Port:	443
<input checked="" type="checkbox"/> Use HTTPS	
Username	pdepond
Password	*****
Confirm Password	*****
Domain:	easmail
Email:	myaddress@notifycorp.com
License Key:	A82B4258
Confirm Password:	

Account Settings	
Current Account:	pdepond
Server Address:	easmail.notifycorp.com
Server Port:	443
<input checked="" type="checkbox"/> Use HTTPS	
Username	pdepond
Password	*****
Confirm Password	*****
Domain:	easmail
Email:	myaddress@notifycorp.com
License Key:	A82B4258
Confirm Password:	

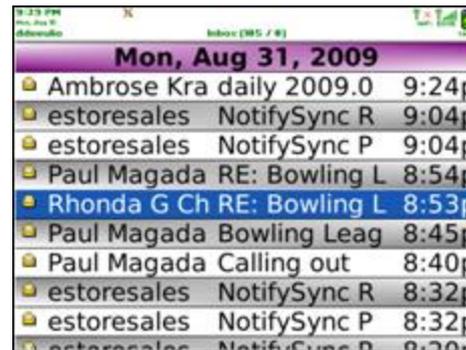
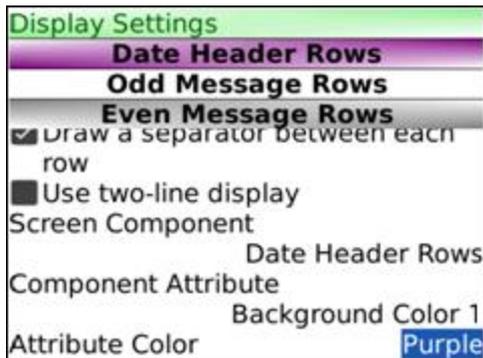
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- **Current Account** - This is the currently selected *NotifySync* account.
 - To change it, select **Change Account Name** from the popup menu.
- **Server Address** - This is the external server address or domain name of your *ActiveSync* server, which you entered at registration. It should not be altered unless your IT administrator specifically instructs you to do so.
- **Server Port** - This is the port used to connect to the *ActiveSync* server. Consult your network administrator for the correct value.
- **Use HTTPS** - Check this box to encrypt data-in-motion using the SSL security protocol.
- **Username and Password** - The username and password associated with your mail account on the *ActiveSync* server.
- **Domain** - This is the domain name of your mail account on the *ActiveSync* server.
- **Email** - The full email address associated with your mail account on the *ActiveSync* server. This address must be stored here in order for you to send meeting requests from the device.
- **License Key** - The code that authenticates your account with the *NotifySync* registration server, enabling you to use the *NotifySync*TM service. It should not be

Display Settings

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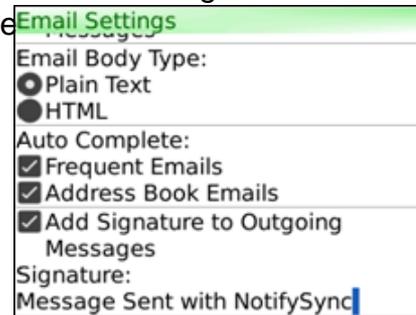
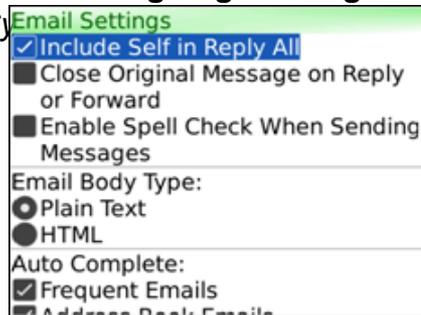
- **Display Settings** allow you to configure the way the *NotifySync* message list screen looks. You can customize the look of the message display by changing the attributes of the **Date Header Row** and the alternating (**Even/Odd**) **Message Rows**.
- Two background colors, allowing for a gradient effect, and a font color can be assigned to the header and message rows. You can also apply alternating shades to the message rows and choose a one or two-line message row display.



Email Settings

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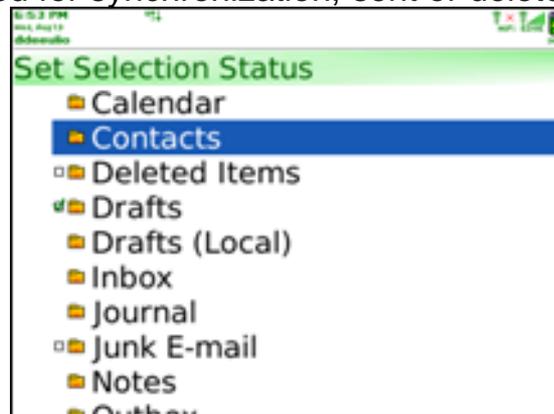
- **Include Self in Reply All** - Enable this option to include yourself in the recipient list when sending a Reply to All. Default setting: disabled
- **Close Original Message on Reply or Forward** - Enable this option to automatically close the original message after you reply to or forward it and 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 *NotifySync*. Default setting: disabled **Note:** Spell check is only available on devices running BlackBerry OS 4.5 or later.
- **Email Body Type** - Select a preferred message format. NotifySync will request email from the ActiveSync server in this format. The ActiveSync server, however, will determine the actual format in which the message displays. Default setting: *Plain Text*
- **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 Emails).
 - **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 *NotifySync* here as well. Default setting: Disabled. Default signature



Folder Settings

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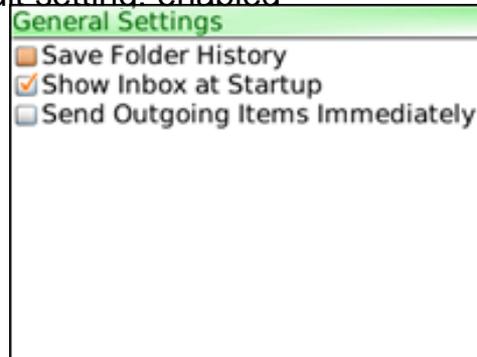
- Folders available for synchronization have a check box beside them. Check the box beside any mail folder(s) you want to tag for synchronization. (Folders without a check box are not available for, or are automatically tagged for synchronization.)
- Expand and collapse the folder tree by using the **Expand All** and **Collapse All** options on the pop-up menu. Find a folder by using the **Find Folder** option on the menu.
- **Sent Items** and **Trash** folders can be selected for synchronization.
 - When these folders are selected for synchronization, mail that is sent or deleted from the device synchronizes to the server before it appears in the device's **Sent Items** or **Trash** folder. If these folders are not selected for synchronization, sent or deleted mail is completely removed from the device.



General Settings

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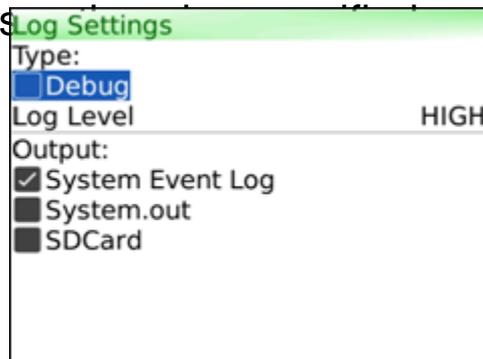
- **Save Folder History** - If enabled, device tracks and remembers your movement through the Email folders. Pressing the *Back* button will move you back through ten previous folders you have viewed. Default setting: disabled
- **Show Inbox at Startup** - Each time you enter *NotifySync* the *Inbox* is displayed. If this option is not enabled, you will return to the folder that was last viewed. Default setting: enabled
- **Send outgoing items immediately** - Messages sent from the device will process immediately. If this option is not enabled, sent messages will sit in your *Outbox* until the next scheduled or manual synchronization.
 - **Note:** Since synchronization is always a two-way process (sending and receiving are not independent processes), immediate synchronization may result in messages on the server being retrieved as well. Default setting: enabled



Log Settings

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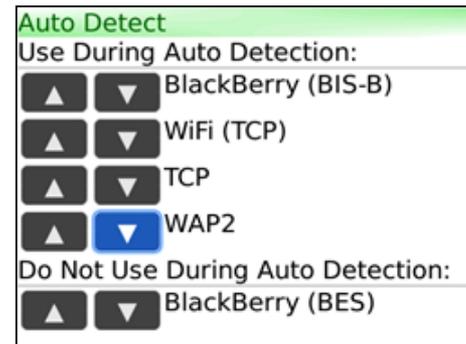
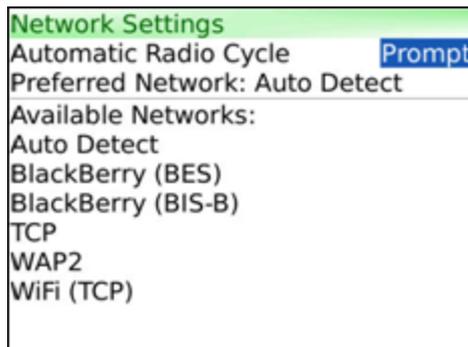
- To enable logging, under **Type**, place a check in the box beside **Debug** to enable logging.
- Select a **Log Level**. This adjusts the detail level of the information logged for the Debug log statements. Choose from:
 - Low
 - Medium
 - High
- Under **Output**, select a location for the selected log statement types to be logged. Choose from:
 - System Event Log
 - System.out
 - SDCard
- Select Log Level High and all 3 Output selections if gathering logging requested by Technical Support unless



Network Settings

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- Set your preference for the **Automatic Radio Cycle**. If attempts to open a network connection consistently fail, the device can:
 - **Prompt** - Prompt you before it cycles the radio off and on
 - **Yes** - Automatically cycle the radio
 - **No** - Display a dialog advising you to restart your device manually
- Select a **Preferred Network** from the *Available Networks* list or choose *Auto Detect* then select and prioritize the connection types.
- For Auto Detect, Highlight the *Auto Detect* option in the *Available Networks* list and select **Edit** from the menu.
- Use the arrows to change the priority of the connection types used or move them into the *Do Not Use* area.

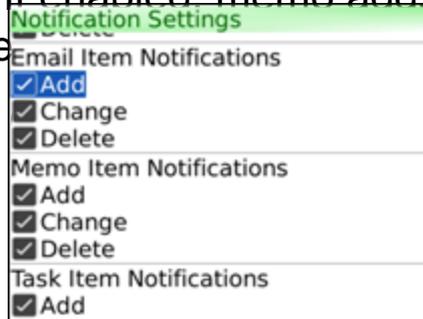
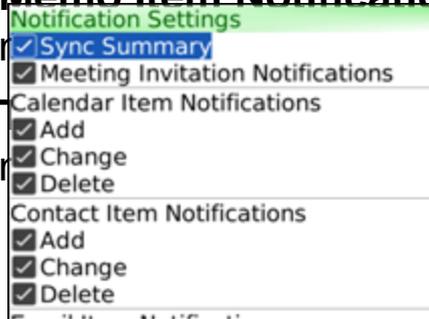


Notification Settings

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- **Sync Summary** - If enabled, a dialog displays after each synchronization summarizing all the items that were processed. The notification indicates the type of item, the number of items, and whether they are new (*New*), updated (*Upd*), or deleted (*Del*) items. See sample above.
- **Meeting Invitation Notifications** - If enabled, meeting invitations generate notifications.
- **Calendar Item Notifications** - If enabled, calendar adds, updates, or deletes generate notifications.
- **Contact Item Notifications** - If enabled, contact adds, updates, or deletes generate notifications.
- **Email Item Notifications** - If enabled, email adds, updates, or deletes generate notifications.

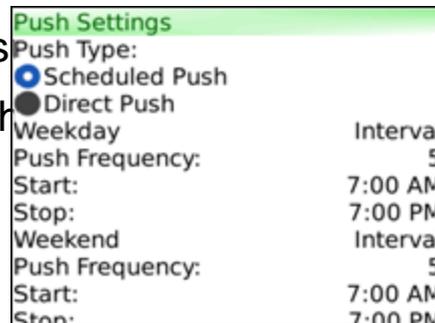
- **Memo Item Notifications** - If enabled, memo adds, updates, or deletes generate notifications.



Push Settings

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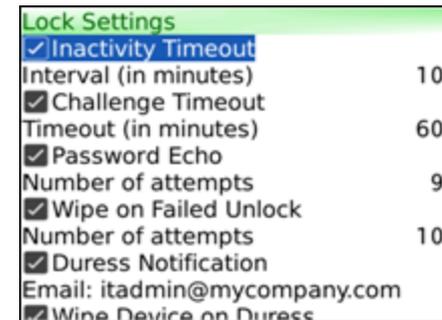
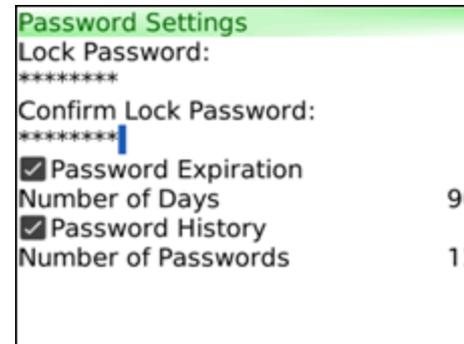
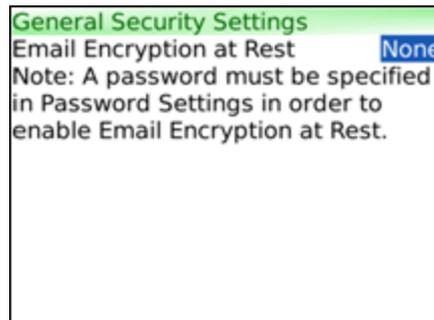
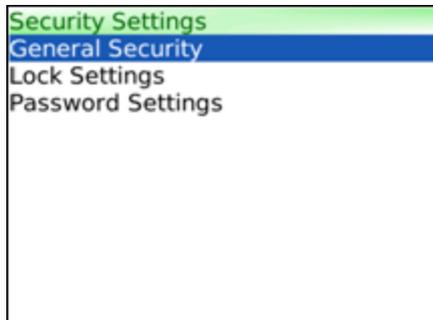
- **Scheduled Push Mode** – The device periodically checks the server to see if new messages have arrived and then requests a delivery.
- **Direct Push Mode** – The device establishes a synchronization session with the server. A series of device requests and server responses regarding the availability of new messages and PIM items are continuously exchanged during the session. Consequently, the server can push new items to the device, as soon as they are available.
 - Session length can be defined by the user, however, the default length for the sessions is 15 minutes (shorter sessions often defeat the purpose of direct push's up-to-the-minute synchronization capabilities).
 - Users should also enable the “*Dynamic Interval*” option which allows the device to adjust the interval to an optimal length based on performance.
- Direct Push mode is supported on devices provisioned for TCP by the carrier network.
- Scheduled Push mode is supported on devices provisioned for BIS or TCP.
- WiFi connections require the device to be provisioned for TCP WiFi.



Security Settings

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- **General Settings** - allow you to enable data-at-rest encryption for the email database on the device storage disk, which contains all *NotifySync* email data.
 - You cannot enable data-at-rest encryption unless you have set an unlock password for the device under Password Settings.



Security Settings-Password Settings

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□ Password Settings

- **Lock Password** - This password will unlock *Security Settings* and the *Inactivity and Challenge Timeouts*. It is also used, in an altered format, for *Duress Notification* and as a key for *Email Encryption at Rest*. The password is case sensitive.
- **Password Expiration** - Enable or disable *Password Expiration* and enter the **Number of Days** before a password expires in the range of 30 to 365 days. (Default is 90 days.) If enabled, fifteen days prior to the expiration, you will be reminded that your password is approaching its expiration. When the password expires, the device locks. You must unlock it with the current password and then create a new password at the prompt.
- **Password History** - Enable or disable *Password History* and enter the **Number of Passwords**. (Default is 12 passwords.) If enabled, this feature prevents you from reusing passwords too soon. You can choose to store anywhere from 10 to 100 passwords. EX: If the number of stored passwords is 10, you will not be able to use the past ten passwords. When you create the 11th password, the oldest stored password becomes available for use again.

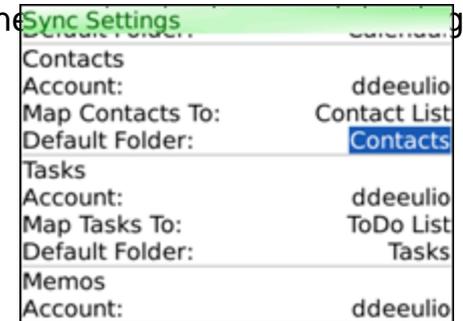
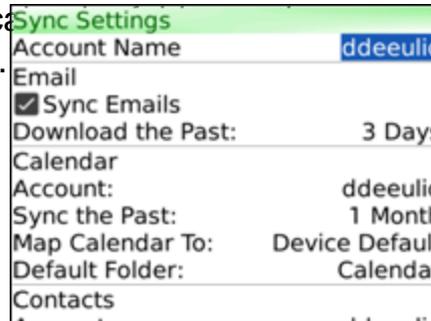
Security Setting – Lock Settings

- **Inactivity Timeout (minutes)** - Check to enable and enter number of minutes before the device locks due to inactivity. Must be less than the *Challenge Timeout*.
- **Challenge Timeout (minutes)** - Check to enable and enter the number of minutes before the device locks. This lock is initiated regardless of inactivity and is intended to challenge the use of the device if it is lost or stolen. It must be greater than the *Inactivity Timeout*.
- **Password Echo (Number of attempts)** - Check to enable and enter the number of password entry attempts before the last password you typed is unmasked. This serves to inform you of the entry error you are making (i.e. caps lock is on, transposing characters, etc.) It should be less than the *Wipe on Failed Unlock Attempts*.
- **Wipe on Failed Unlock (Number of attempts)** - Check to enable and enter the number of failed unlock attempts before all account information, email and PIM (calendar, contacts, tasks) is wiped from the device and SD card. This limits the chances an unauthorized user has to guess a password.
- **Duress Notification (Email)** - Check to enable and enter an Email address to which a duress notification will be sent.
 - User activates the duress notification if he/she is forced to unlock the device under duress by entering the password in an altered format (shift all characters to the left). EX: If lock password is “guarddog”, the duress password is “uardddogg”.
 - A high priority Email notification is sent to the specified Email address with the Subject: “*NotifySync* Duress Notification.” The notification is completely hidden from view. It does not appear in the device’s Outbox, Sent Items, or Deleted Items folders.
- **Wipe Device on Duress** - If enabled, a wipe occurs when a *Duress Notification* is issued, deleting all account information, email and PIM from the device and SD card. This option is exposed only when *Duress Notification* is enabled.
- **Lock Message** - The message that displays whenever the device goes into a locked state.

Sync Settings

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- **Account Name** - The *NotifySync* account with which you are synchronizing email.
- **Sync Emails** - Check this box to allow email to be synchronized from the server to the device.
 - **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 to the present on your device. Once emails move out of the 3 day range, they are removed from the device.
- **Calendar Account** - The *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 calendar items. Example: Choosing *1 month* (the default) will keep calendar events from the past month to infinity on your device.
 - **Map (server calendar folder name) To:** Select the calendar list on the device that synchronizes with this calendar folder on the server.
 - **Default Folder:** Specify the calendar on the device will synchronize.



Sync Settings

- **Contacts Account** - The *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 *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 task 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 *NotifySync* account with which you are synchronizing memo items. You can turn task 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.

Changing device with same account

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- If you change devices or get a new device your *NotifySync* account must be deactivated before you can register the new device.
- **Deactivate your account**
 - Access the deactivation web site at www.notifysync.com/deactivate
 - Enter the **license key** and the **device PIN** or the **username/domain**.
 - Click **Submit**.
 - Once your account has been deactivated, download and install *NotifySync* on the new device and register it. This allows the registration server to obtain the new device PIN.
- **On the new device**
 - Download and install *NotifySync* on the new device and register it. The *NotifySync* registration server will obtain the new device PIN and your account will be reactivated.
- **On the old device**
 - Uninstall *NotifySync* from the old device using the *Notify BlackBerry Installer*. This removes the *NotifySync* application and all the application data files. See [Uninstalling NotifySync](#).

Uninstalling NotifySync

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- *NotifySync* can be uninstalled from the application list of the *Notify BlackBerry Installer*.
 - Launch the *Notify BlackBerry Installer*.
 - Select the application(s) you wish to uninstall, then select **Uninstall** from the popup menu.



- Answer **Yes** at the confirmation screen to confirm the uninstall.
- To uninstall the *Notify BlackBerry Installer* as well, access the device's application list and delete the Installer.
- Select *Options > Advanced Options > Applications*. Highlight the *Notify BlackBerry Installer* application and select *Delete* from the menu.