

NOTIFY TECHNOLOGY

NotifySync™

# NotifySync™

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## NotifySync™

A Blackberry **client** that provides any organisation with secure, wireless, synchronised, email, calendar, contacts, and task information.

Supports Blackberry devices. (OS version 4.5 or greater required for native attachment support).

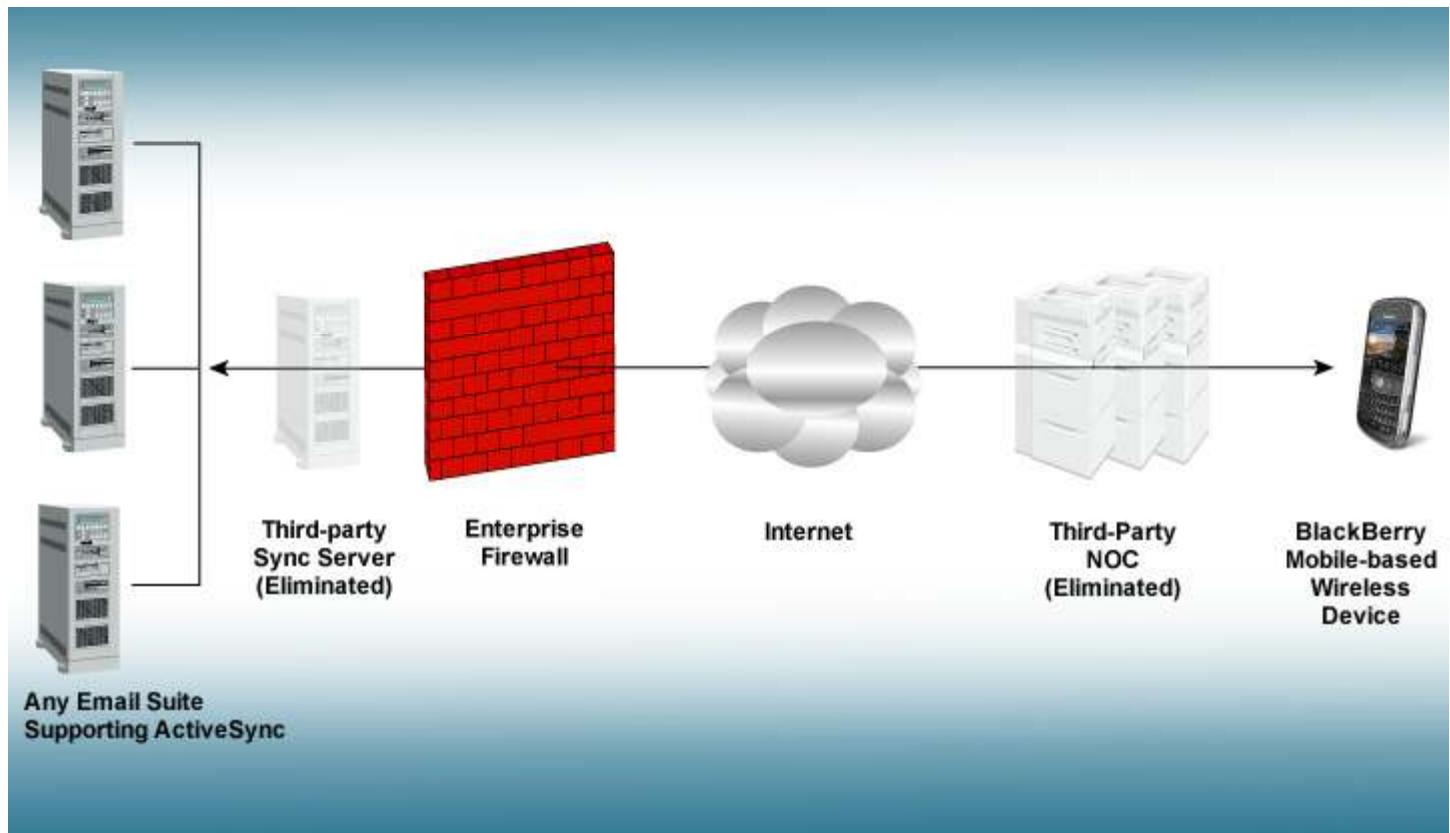
Offered as a client license (no additional server software required).

Interfaces with any mail server that supports the Exchange Active Sync (EAS) protocol.

Supports all GSM/GPRS/EDGE/HSDPA, CDMA/1XRTT/EVDO, and 802.11x wireless networks.

# NotifySync Architecture

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# Requirements

## □ Internet Connection Requirements

- You will need at least **one** of the following:
  - Cellular connection supporting data transmission through your mobile service provider.
  - WiFi connection with Internet access.

## □ Wireless Device Space Requirements

- 1.2MB of available free space on your device, to install the NotifySync application. Additional space is needed to store the notifications that you receive, and messages that you send.

## □ Wireless Device O/S Requirements

- BlackBerry® O/S versions 4.1 and later are supported, however, email attachment support is based on the BlackBerry O/S version as follows:
  - 4.2.0 and earlier – Attachments cannot be downloaded, opened or saved.
  - 4.2.1 and later – Attachments can be downloaded and saved to the file system or SD Card, but cannot be opened directly from *NotifySync*.
  - 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*.
  - 4.5.0 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 that is associated with the specific file type.

## □ Supported Groupware Servers

- The NotifySync device client synchronises Email and PIM items with groupware servers supporting the Exchange ActiveSync® protocol.

# Functionality Overview - Email

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- ❑ Uses the NotifySync client to send, receive, reply to, forward and delete emails.
- ❑ Folder Mirroring allows email folders from your email account to be synchronised to the device.
- ❑ Email rules can be setup via your email client to filter out unwanted email messages.
- ❑ Attachment viewing is supported using the BlackBerry's native viewers.
  - Emails with attachments can be forwarded.
  - Attachments can be saved to memory card

# Functionality Overview - PIM

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- ❑ Interfaces to the BlackBerry native Calendar, Contacts and Tasks.
- ❑ synchronise calendar events in a configurable way by setting up a look back range.
- ❑ Remote Lookup (Global Address List) retrieves contact information from an enterprise **LDAP** directory.
- ❑ Receive and respond to meeting invitations.
- ❑ Initiate meetings from the NotifySync application.

# Functionality Overview - Security

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- ❑ SSL encryption protocol for data-in-motion between the BlackBerry and the mail server.
- ❑ Wipe on failed unlock.
- ❑ Require password on device.
- ❑ Inactivity timeout for password entry.

# Additional Features

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- ADDITIONAL Functionality you get with other NotifySync enabled devices:
  - Additional Security Features
    - Password Strength
    - Password History
    - Password Expiration
    - Challenge Timeout
    - Password Echo
    - Wipe on Failed Unlock Attempts
    - Duress Notification



# Additional Features

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- Auto-complete of email addresses.
- Can control when the device receives messages by using weekday and weekend settings.
- Intelligent cleanup to ensure device's memory is optimized.
- Intelligent radio reset for bad coverage areas.

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# Device Installation and Setup

# Installing NotifySync

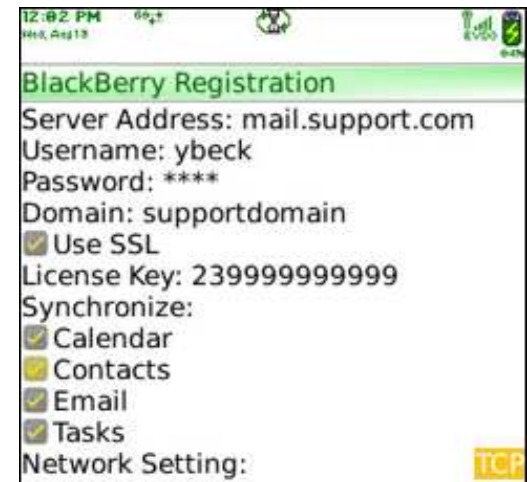
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- **Methods of Installation** There are two methods of installing the NotifySync device application on a BlackBerry device.
  - **Over The Air (OTA)** – Use the device alone and install over-the-air (recommended).
  - **Wired** - Use your computer workstation with the device connected through a USB cable. Wired installation requires that you first download onto your computer workstation:
    - BlackBerry Desktop Manager software v3.6.0.43 or higher
    - BlackBerry System Software
    - The BlackBerry System Software must then be installed onto your device before you download and install NotifySync.
    - Device setup instructions begin next slide

# Device Setup Instructions - Register

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1. Open the **NotifySync** application. Enter your **Email Server Address, Username, Password** and **Domain**.
  2. If SSL is enabled on your email server, select **Use SSL**.
  3. Enter the **License Key** provided by Notify Technology
  4. Use the space bar to select the box beside any/all of the items to be synchronised:
    - a. **Calendar, Contacts Email and Tasks**
  5. Select the **Network Setting** appropriate for your device: Choose a WAP, TCP, or BIS network. For information on which setting to use, see [Network Settings](#).
- NOTE:** If you intend to use Direct Push synchronisation, you must use TCP network provisioning.
- Select **Register** from the menu.



# Device Setup Instructions cont'

**Note:** If you selected any of the PIM types (Calendar/Contacts/Tasks) for synchronisation, a prompt will appear asking whether you wish to **delete** current PIM items that may be on the device. Answering “Yes” **will remove** existing items from the device and replace them with information synchronised from the server. Answering “No” will leave the existing items on the device. Items from the server will still synchronise to the device, however the existing device items will not synchronise to the server. This may result in duplicate PIM items on the device.

You are now ready to **customize your NotifySync application**. See Customizing NotifySync for information on defining preferences for Push, Mail, PIM, Cleanup, and Security Settings.

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# Customizing NotifySync

# Preferences

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- The topics that follow provide information on customizing NotifySync performance. The settings, located in the NotifySync *Preferences* menu allow you to customize the:
  - **Account Settings** – information about the account setup on the device
  - **Email Settings** - What is synchronised to your device
  - **Folder Settings** – Which folders are synchronised to your device
  - **General Settings** - How your device navigates through mail folders
  - **Push Settings** - How often synchronisation occurs
  - **Security Settings** – Selecting your security options
  - **Sync Settings** – How your device is connecting to the server



*NotifySync Preferences Menu*

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# Push Settings



# Push Settings

- **Push Settings** give you the ability to choose the type of synchronisation your device uses and the interval at which it synchronises with the groupware server. In addition, you may define different settings for weekdays and weekends and synchronisation operate all day, for a defined period of the day or can be turned off altogether.
- **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 synchronisation 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 synchronisation capabilities). Users should also enable the “*Dynamic Interval*” option which allows the device to adjust the interval to an optimal length based on performance.

# Push Type Network Requirements

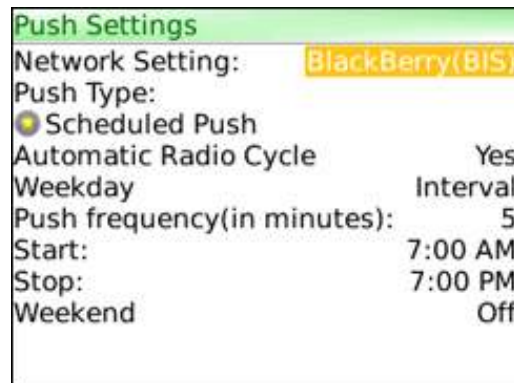
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- Direct Push is supported on devices provisioned for TCP by the carrier network.
- Scheduled Push is supported on devices provisioned for BIS, TCP, or WAP.
- WiFi connections require the use of either BIS or TCP WiFi.

# Setting Your Push Preferences

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1. Select the **NotifySync icon** from the Home screen.
2. From the message list menu, select **Preferences > Push Settings**.
3. The Network Setting you choose at registration will display. You may change it here if you wish. See Network Settings for more information.
4. Select the **Push Type**. Choose **Scheduled Push** or **Direct Push**.



# Scheduled Push Preferences

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

# Direct Push Preferences

- **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 accordingly.
- **Weekday Settings**
  - Set to: Off, Interval, or All Day. If set to 'Interval,' choose the times you wish the synchronisation to start and end. Times must be within one 24-hour period. Defaults are 7:00 to 19:00, resulting in the device synchronizing from 7am to 7 pm.
- **Weekend Settings**
  - Set to: Off, Interval, or All Day. Defaults are the same as for weekday.
- Set your preference for the **Automatic Radio Cycle**. Select one of the following:
  - **Prompt:** If attempts to open a network connection consistently fail, device prompts you before it cycles the radio (off/on).
  - **Yes:** Automatically cycles the radio (off/on) if attempts to open a network connection consistently fail.
  - **No:** If attempts to open a network connection consistently fail, a dialog appears advising you to restart your device manually.

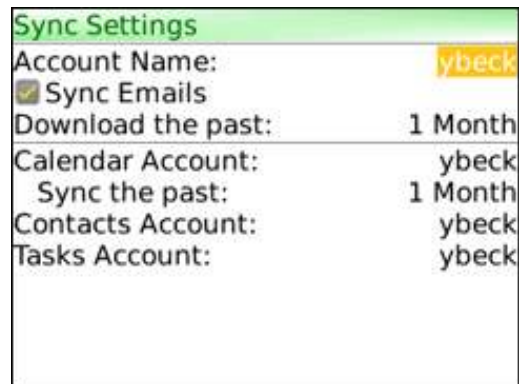
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# Sync Settings

# Sync Settings

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- Sync Settings allow you to set preferences for how you want data synchronised from the server to your device. You can determine the type of information (mail, calendar, contacts, tasks) you want synchronised to the device and you can specify synchronisation ranges for mail and calendar information.
- 1. Select the **NotifySync icon** from the Home screen.
- 2. From the message list menu, select **Preferences > Sync Settings**.
- 3. Specify your preferences for the information that is synchronised from the server:



# Sync Settings

- **Sync Emails**
  - Check this box to allow email to be synchronised from the server to the device.
  - Download the past: Select a synchronisation range for your mail. Choose 1 or 3 days, 1 or 2 weeks, 1 month or All of your email. 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 calendar account from which you are currently synchronising is displayed. You can choose another account from which to synchronise, or turn calendar synchronisation off by selecting None.
  - Sync the past: Select a synchronisation range for your mail. Choose 2 weeks; 1, 3, or 6 months; or All of your calendar. Example: Choosing 2 weeks (the default) will keep calendar events from the past 2 weeks into infinity on your device.
- **Contacts Account:**
  - The contacts account from which you are currently synchronising is displayed. You can choose another account from which to synchronise or turn contact synchronisation off, by selecting None.
- **Tasks Account:**
  - The tasks account from which you are currently synchronizing is displayed. You can choose another account from which to synchronise, or turn task synchronisation off by selecting None.
- 4. Select **Save** from the menu.



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# Folder Settings

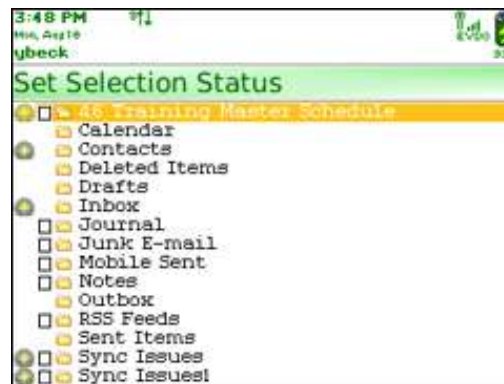
# Folder Settings

- If you want mail from other folders in addition to the *Inbox*, to be synchronised to the device, you must select them for synchronisation from within **Folder Settings**.
- Your entire mail folder structure is replicated on the device and any change to the folder structure in the mail account will automatically synchronise as well. However, in order for the actual *mail* inside a folder to synchronise, the folder must be selected for synchronisation. Upon registration, the *Inbox* is the only folder selected for synchronisation by default. You can select and deselect additional folders from the *Folder Settings* page by placing a check mark beside the folder.
- **Note:** Since the entire folder structure is always mirrored on the device, moving messages around within the folder structure is always permitted, regardless of the folder's synchronisation status on the device.

# Folder Settings

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1. Select the **NotifySync icon** from the Home screen.
2. From the message list menu, select **Preferences > Folder Settings**.
3. The folders selected for synchronisation have a check mark beside them. Place a check mark in the box beside any mail folder(s) you want to select for synchronisation. (Folders without a box are not available for or are automatically selected by default, for synchronisation.)
4. Select **Save** from the menu.



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# Email Settings

# Email Settings

- **Email Settings** give you the ability to define how NotifySync will process email in your device *Inbox* and any additional folder you created on the server, to the device.
  1. Select the **NotifySync icon** from the Home screen.
  2. From the message list menu, select **Preferences > Email Settings**.
  3. Specify your personal preferences for how your email will be handled (displayed on the following slides).
    - **Notification Alert**
      - Select the box to activate: Device will show a pop-up alert every time new email or PIM data is received.
    - **Auto Complete**
      - If used, the Email addresses you begin to type into recipient fields are automatically completed, if they are currently stored on your device.
        - **Frequent Emails** – Select to pull completed addresses from your frequent contact list, which is comprised of addresses to which you have recently sent emails.
        - **Address Book Emails** – Select to pull completed addresses from your device's address book.
  4. Select **Save** from the menu.
- **To Clear the Frequent Emails List**
  - The *Frequent Emails* list is used by the Auto Complete feature. The list is comprised of addresses to which you have recently sent emails, and it stores the ten most recently used addresses for each letter of the alphabet. To clear *Frequent Emails*, select **Clear Frequent Emails** from the menu.

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# General Settings

# General Settings

- **General Settings** allow you to set the following preferences:
  - Save Folder History
  - Show Inbox at Startup
  - Send outgoing items immediately
- 1. Select the **NotifySync icon** from the Home screen.
- 2. From the message list screen, select **Preferences > General Settings**.
- 3. Check the boxes beside the options you wish to enable.
- **Save Folder History**
  - In enabled, device will track and remember your movement through the Email folders. Pressing the Back button will move you back through ten previous folders you have viewed.
- **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.
- **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 synchronisation.
- 4. Select **Save** from the menu.

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# Profiles



# Profiles

- NotifySync provides an option through the BlackBerry Profiles, that allows you to set an alert for incoming NotifySync notifications for email and PIM items.
- BlackBerry profiles enable you to have a set of alerts for a variety of situations. The **Normal** profile will be the one you use in most circumstances. You can also set **Loud, Quiet, Vibrate,** or **Phone Only** profiles that you can then switch to as the circumstance dictates. For example, you might want to switch to your Quiet or Vibrate profile when in a meeting or to your Loud profile when you are in a noisy location.
- **Note:** While you are in the profiles menu, it is a good idea to set an alert tone for Low Memory.
  1. Select the **Profiles** icon from the Home screen. Note which profile is “Active.”
  2. Scroll to and select **Advanced**. The active profile will be highlighted on the Profiles menu. Select it.
  3. From the menu, select **NotifySync**.
  4. Set the ringtone, volume, etc. for the NotifySync alert.
  5. Select **Save** from the menu.
  6. Repeat this process for any other profiles you use.

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# Security Settings

# Security Settings

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- **Security Settings** give you the ability to set security keys, passwords, and locks for your device. The settings themselves cannot be accessed without an unlock password for which the default is “password”.
- **To access the Security Settings** select the NotifySync icon from the Home screen. Then select, **Preferences > Security Settings** from the message list menu. You will be prompted for the current unlock password. You may choose to view or change security settings in the categories of:
  - Authentication Settings
  - Lock Settings
  - Password Settings

# Authentication Settings

- The **Authentication Settings** give you the ability to change your NotifySync Authentication Username and Password. The authentication credentials, are set by default to your mail account username and password and serve to ensure that the device is registered in the enterprise each time it initiates a query. **You should not make changes to these settings unless instructed to do so by your IT administrator.**
- Note that passwords are case sensitive.
  1. Select the **NotifySync icon** from the Home screen.
  2. From the message list menu, select **Preferences > Security Settings > Authentication Settings.**
  3. The **Domain** name of your mail server, **Authentication Username** and **Authentication Password** display. Make changes only if your IT administrator has instructed you to do so.
  4. Select **Save** from the menu.

# Lock Settings

- **Lock Settings** give you the ability to activate a variety of lock features on your device. These features can automatically secure your device in the event that it is lost or stolen. When a lock is initiated, entering the password you define in **Password Settings** unlocks the device the default setting is “password”.
- 1. Select the **NotifySync icon** from the Home screen.
- 2. From the message list menu, select **Preferences > Security Settings > Lock Settings**.
- 3. Define the following lock settings and select **Save**:

# Lock Settings

Lock Setting	Description	Limits	Default
Inactivity Timeout ▼ Interval (in minutes)	Select to enable and enter the number of minutes before the device locks due to inactivity. Must be less than the Challenge Timeout.	1-60 min	10
Challenge Timeout ▼ Timeout (in minutes)	Select 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.	10-300 min	60
Password Echo ▼ Number of attempts	Select 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.	1-15 times	9
Wipe on Failed Unlock ▼ Number of attempts	Select to enable and enter the number of failed unlock attempts before all Email and PIM data (calendar, contacts, tasks) is wiped from the device. This limits the number of attempts that an unauthorized user has, to guess a password.	5-15 times	10
Duress Notification ▼ Email	Select 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 "uarrddogg".  A high priority Email notification is sent to the specified Email address with the Subject: "NotifySync Duress Notification."	Email address format	None
Lock Message	The message that displays on the device screen when a lock is imposed.	500 characters	If found please...

# Password Settings

- **Password Settings** is used to define the security password for your device. This password unlocks the **Security Settings** and the inactivity and challenge timeouts. It is also used, in an altered format, for duress notification. (See *Lock Settings* for more on these features.)
- Several options can be set for the password as well.
  - You can assign a password strength that will assist you in consistently creating passwords that meet the level of complexity you require.
  - You can assign an expiration period for the password. This issues a reminder and a prompt to change the password upon expiration.
  - You can request that a history be stored so that you do not repeat the use of a particular password.

# Password Settings

1. Select the **NotifySync** icon from the Home screen.
2. From the message list menu, select **Preferences > Security Settings > Password Settings**.
3. Enter a **Password**. This password will unlock *Security Settings* and the inactivity and challenge timeouts. It is also used, in an altered format, for duress notification. The password is case sensitive and must meet the criteria of the *Password Strength*.
4. Setting the **Password Strength**. This determines the password's level of complexity and will assist you in consistently creating passwords that meet character pattern requirements. Choose from the following options:

Password Strength	Character Pattern Requirements
<b>Weak (0)</b>	Must be 8 to 20 characters.
<b>Moderate (1)</b>	Must be 8 to 20 characters and include 1 letter and 1 number.
<b>Strong (2)</b>	Must be 8 to 20 characters and include 1 letter, 1 number and 1 special character (! ? #, etc.).
<b>Very Strong (3)</b>	Must be 8 to 20 characters and include 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character (! ? #, etc.).



# Password Settings

5. Enable or disable the **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.
6. Enable or disable the **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. Example: If the number of stored passwords is 10, you will not be able to use the past ten passwords. When you create the 11<sup>th</sup> password, the oldest stored password becomes available for use again.
7. Select **Save** from the menu.

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# Account Settings

# Account Settings

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- **Account Settings** allow you to view the server address and license key you entered during registration and the status of the SSL use option, also set during registration. **You should not make changes to these settings unless instructed to do so by your IT administrator.**
- **Menu options** give you additional abilities:
- You can **change** the name of your *NotifySync* account (**Current Account**). You may want to do this if you have multiple accounts on the device. The account name defaults to the username entered at registration.
- You can **delete** the *NotifySync* account from the device. This might be used if the device is being prepared for redistribution.
- To view the account settings: (next slide)

# Account Settings

1. Select the **NotifySync** icon from the Home screen.
2. From the message list menu, select **Preferences > Account Settings**.
3. The **Current Account** name displays just under the screen header. To change it, select **Change Account Name** from the popup menu.
4. The **Server Address** is the external server address or domain name of your groupware server, entered at registration. It should not be altered unless your IT administrator specifically instructs you to do so.
5. The **Domain** is the domain name of your mail account on the groupware server.
6. **Email** is the full email address associated with your account. This address must be stored here in order for you to send meeting requests from the device.
7. Select the **Use SSL** box if you are using SSL security protocol.  
  
SSL is a protocol developed for transmitting private information over the Internet. An SSL certificate must be installed on your groupware server in order for you to use SSL. Check with your IT administrator to determine if this feature is available to you.
6. The **License Key** is the code that authenticates your account with the *NotifySync* registration server, enabling you to use the *NotifySync* service. It should not be altered unless your IT administrator specifically instructs you to do so.
7. Select **Save** from the menu.

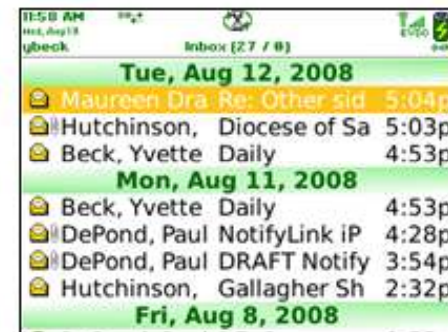
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## Using NotifySync

# Email: Reading

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- To access the *Email Message List (Inbox)* screen, select the NotifySync icon on the device Home screen.

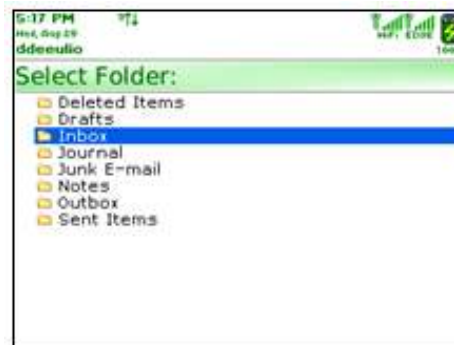


# Folders

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## □ Changing the Currently Displayed Folder

- All folders can be accessed from the *Inbox* screen. The folder list contains the entire mail folder structure from your mail account on the groupware server. Since the entire folder structure is always mirrored on the device, moving messages around within the folder structure is always permitted. However, in order for mail from custom folders to be synchronised to the device, the custom folders must be selected for mail synchronisation via [Folder Settings](#).
- **To display another folder**, select **View Folder** from the *Message List* menu. From the folder tree that displays, select the folder you wish to view. If you exit and reenter the message list screen, the device returns to the last folder you viewed.



# Menu Options: Message List Screen

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- To access a list of menu options for the *Inbox* message list, click your trackwheel/menu button. The menu options for other folder displays are similar.
- \* An asterisk indicates that the option is only available when there is at least one message in the Inbox.



# Menu Options: Message List Screen

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Menu Option	Description
<b>View*</b>	Displays the selected message.
<b>Mark Read*</b>	Marks the highlighted message(s) as read.
<b>Mark Unread*</b>	Marks the highlighted message(s) as unread.
<b>Mark Prior Read*</b>	Displayed when a date header is selected. This marks all messages prior to the selected date as read.
<b>Mark Prior Unread*</b>	Displayed when a date header is selected. This marks all messages prior to the selected date as unread.
<b>Delete*</b>	Deletes highlighted message(s).
<b>Delete All*</b>	Deletes all messages in the folder.
<b>Delete Prior*</b>	Displayed when a date header is selected. This deletes all messages below the date header.
<b>Move To Folder*</b>	Moves the highlighted message(s) to a different folder.
<b>Sync</b>	Forces the device to check for new messages immediately. An “on-demand” synchronisation is initiated.
<b>View Folder</b>	Displays the email folder list and allows you to open another folder. To switch folders, select a folder from the list and choose Enter.
<b>Search</b>	Allows you to search for messages based on the search criteria entered. Search criteria text entered are case sensitive.

# Menu Options: Message List Screen

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Menu Option	Description
<b>Compose</b>	Displays the Compose Message screen.
<b>Commands</b>	Provides commands to temporarily suspend email notification or block/unblock email from specific email addresses.
<b>Preferences</b>	Allows you to change your device preferences.
<b>Register</b>	Register a new <i>NotifySync</i> account. Only appears prior to registering your device.
<b>Company Directory</b>	Allows you to perform a query on the server based company directory.
<b>About</b>	Shows version and copyright information.
<b>Close</b>	Exits <i>NotifySync</i> .

# Menu Options: Message List Screen

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Additional menu options available when the **Sent Items** or **Trash** folders are displayed:

Folder	Menu Option	Description
<b>Sent Items</b>	Resend	Resends the message.
<b>Trash/Deleted Items</b>	Empty Trash	Permanently deletes all the messages in the Trash folder.
<b>Trash/Deleted Items</b>	Restore	Restores the message to the original folder location.
<b>Trash/Deleted Items</b>	Location	Displays the current and original folder locations of the message.

# View a Message

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- Scroll through the message list to highlight a message you wish to view.
- Press **Enter** or select **View** from the Message List menu.



# Menu Options: View Message Screen

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These are the menu options from the View Message screen:

\* An asterisk indicates that the option is available only when you highlight Active Text Fields.

Menu Option	Description
<b>Call 000-000-0000*</b>	Appears when an active text phone number is highlighted. When selected NotifySync forces the phone to call the listed phone number.
<b>SMS 000-000-0000*</b>	Appears when an active text phone number is highlighted. When selected NotifySync forces the phone to send a text message to the listed phone number.
<b>Get Link*</b>	Appears when an active text web address is highlighted. When selected NotifySync forces the phone to open the browser to connect to the web address.
<b>Link Address*</b>	Appears when an active text web address is highlighted. When selected NotifySync forces the phone to copy and paste the web address into the web page field in a contact record.
<b>Email with NotifySync*</b>	Appears when an active text email address is highlighted. When selected NotifySync forces the phone to send a message to the email address using <i>NotifySync</i> . Also available in the address book menu.
<b>Email <a href="mailto:jdoe@genco.com">jdoe@genco.com</a> *</b>	Appears when an active text email address is highlighted. Use with the native email application on your device. When selected NotifySync forces the phone to send a message to the email address, using the <b>native</b> email application.
<b>Add To Address Book*</b>	Allows you to add an Active Text Field email address or phone number to your address book.
<b>Copy</b>	Copies highlighted or selected text.

# Menu Options: View Message Screen

Menu Option	Description
<b>Select / Cancel Selection</b>	Allows you to select text. Choose this option from the menu, then use the trackwheel/ball to scroll through the text you wish to select.
<b>Next / Previous</b>	Use to see the next or previous email in your message list without having to return to the message list screen to choose it.
<b>Delete</b>	Allows you to delete the current message.
<b>Forward</b>	Forward the message.
<b>Reply</b>	Reply to the sender of the message.
<b>Reply To All</b>	Reply to the sender and all recipients of the message.
<b>Quick Reply</b>	Reply to the sender using predefined text phrases.
<b>Compose</b>	Displays the compose message screen.
<b>Commands</b>	Provides you with access to commands to temporarily suspend email notification or block/unblock email from specific email addresses.
<b>Download Attachments</b>	Appears when there is an attachment associated with a message.
<b>View Recipients</b>	See a complete list of message recipients. Lists email addresses in the To:, Cc:, Bcc:, and From: fields.

# Compose New Message

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1. From the message list menu, select **Compose** (or Reply / Reply To All / Forward).
2. Enter the following fields. Use the trackwheel/pearl to move through the fields.
  - ▣ To, CC, BCC and Subject
3. Type the body of the email
4. Select **Save** or **Send**.



*Compose a New Message*

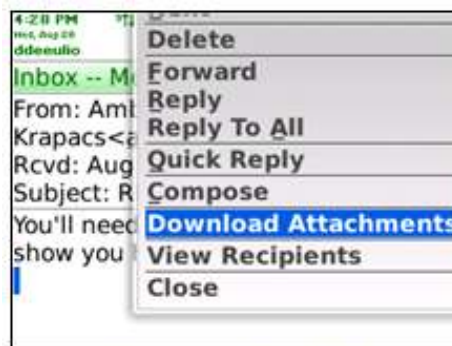


*Compose a Reply*

# Download Attachments

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- Messages that contain attachments display a paperclip icon on the message list. Attachments associated with email messages are available for download to a device, provided that an attachment viewing application that supports the file type is installed on the device.
  1. Open the message and select **Download Attachments** from the menu. A list of attachments displays.
  2. Choose the attachment you wish to download and select **Retrieve** from the menu to start the download. A progress bar displays while the attachment is downloading.
- **NOTE:** If the application that can open an attachment has not been installed on your device an error message will display informing you that the attachment is not supported and cannot be downloaded.
- **NOTE:** Password protected .doc and .xls files cannot be retrieved.



*Attachment Menu Option*



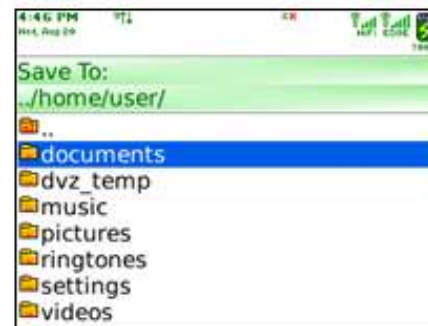
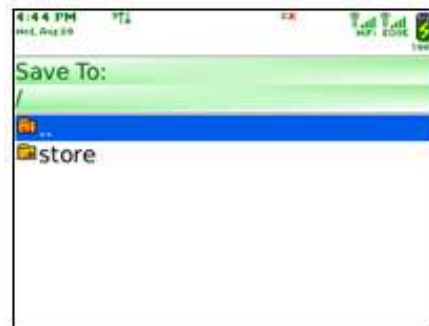
*Attachment List*



# Save Attachments

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- All attachment types may be saved to the device or an SD card (if device is equipped).
  1. Select the attachment from the attachment list and select **Save As** from the menu.
  2. When the attachment finishes loading, designate where to save it. Navigate through the device's file system following this path: **/store/home/user/**
  3. Highlight the appropriate directory and select **Save** from the menu. The screen will read, "Saving" while it saves.



# Viewing Attachments

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- If the attachment file type is supported you may view the attachment. If it is not a supported file type, you may save and send the attachment in another email or forward the attachment.
  - Open the Email containing the attachment.
  - From the drop down menu select **Download Attachments**. The attachment list screen displays the attachments included with the message.
  - Highlight and select the attachment you wish to view, or highlight it and select **View** from the menu. If the attachment has not been previously downloaded, NotifySync will **Retrieve** the download first.



# Calendar

□ Create a new calendar event:

1. From the calendar menu, select **New**.
2. Enter the information for any or all of the optional fields or accept the defaults (in bold).

**NOTE:** If there is a scheduling conflict, a message will display on the New Appointment screen indicating that the selected time conflicts with another appointment.

3. Select **Save** from the menu.

Field	Action
<b>Subject:</b>	Type in a subject.
<b>Location:</b>	Enter a location.
<b>All Day Event:</b>	Select the box to mark as an all day event.
<b>Start:</b>	Enter a start date and time or accept the default.
<b>End:</b>	Enter an end date and time or accept the default.
<b>Duration:</b>	Length of the appointment. Defaults to 1 hour.
<b>Time Zone:</b>	Time zone in which the appointment takes place. Defaults to the device's current time zone.
<b>Reminder:</b>	Enter amount of time prior to an event for a reminder to occur. Choose from number of minutes, hours, days, or weeks. 15 minutes is the default. <i>Default reminder time can be changed through <a href="#">Options</a>.</i>
<b>Recurrence:</b>	Default is None. Choose frequency if it is a recurring appointment: weekly, monthly, or yearly. <i>Pocket PCs also give the option to create your own recurrence pattern.</i>
<b>Mark as Private:</b>	Select the box to mark as private.

# Contacts

- From the Contacts screen you may create or edit a contact record and view existing records. Contact synchronisation settings will determine whether or not contacts are synchronised.
- You can view the contact list sorted either by **First Name, Last Name** or by **Company**. Select **Options** from the address book menu to change the sorting order.
- Select the **BlackBerry Address Book** icon from the Home screen to access your contacts. Your contact list displays and provides you with a **Find** tool to quickly locate the contact you want. Enter as much of a first name, last name or company name as you know. With the entry of one letter, the list narrows to include only contacts whose last, first, or company name field contains a record beginning with that letter. The more characters entered, the more exclusive the list becomes. When you find and highlight the desired contact, pressing the **Enter** key will allow you to open and edit the record.

# Contacts

- Create a new contact:
  1. Select **New Address** from the address book menu.
  2. Enter the new contact's name and personal information for any of the optional fields available.
  3. Select **Save** from the menu.

Contact Menu Option	Description
<b>Email With NotifySync</b>	Send a message to the selected contact using <i>NotifySync</i> . Selecting takes you directly to the compose message screen.
<b>Attach Contact</b>	Selecting takes you directly to the compose screen where the selected contact has been attached to the message.
<b>Company Directory</b>	Allows you to search for a contact on the server based public address books.
<b>Filter</b>	Allows you to view only the contacts in a particular category, such as business or personal contacts.
<b>New Address</b>	Enter a new contact record.
<b>New Group</b>	Create a new contact category.
<b>View</b>	View contact information.
<b>Edit</b>	Edit contact information.
<b>Delete</b>	Delete contact from the address book.
<b>SIM Phone Book</b>	View contacts in your SIM card phone book. (Option appears on device menu only if a SIM card is being used.)
<b>Options</b>	Allows the setting of address book viewing preferences.
<b>Close</b>	Exits the address book.

# Tasks

- From the **Tasks** screen you may create new tasks and delete or view existing tasks. Task synchronisation settings will determine whether or not tasks are synchronised.
- You can view the task list sorted either by **Subject, Priority, Due Date,** or **Status**. Select **Options** from the task menu to change the sorting order.
- Select the BlackBerry **Tasks** icon from the Home screen to access your task list. The list displays and provides you with a **Find** tool to quickly locate a task. Enter as much of the task subject as you know. With the entry of one letter, the list narrows to include only tasks whose subject contains a word beginning with that letter. The more characters entered, the more exclusive the list becomes. When you find and highlight the task, pressing the **Enter** key will allow you to open and edit it.

# Tasks

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- Create a new task:
  1. Select **New** from the task menu.
  2. Enter a **subject** in the Task field.
  3. Enter additional information for any or all of the optional fields or accept the defaults (in bold).
  4. Select **Save** from the menu.

Field	Action
<b>Status:</b>	Choose Not started, In Progress, Completed, Waiting, or Deferred.
<b>Priority:</b>	Choose High, Normal, or Low.
<b>Due:</b>	Enter a date for task completion or choose None.
<b>Time Zone:</b>	Time zone in which the due date and reminder will occur. Defaults to the devices current time zone.
<b>Reminder:</b>	Enter a date and time to be reminded about the task, or enter None.
<b>Categories:</b>	Choose from <i>Business</i> or <i>Personal</i> .
<b>Notes:</b>	Enter details about the task.