

## Installing NotifySync v4.10 on your BlackBerry handset

These instructions were originally written for the BlackBerry Bold 9000 on the o2 network using Blackberry O/S v4.6. Therefore the screenshots are from this phone. However any BlackBerry with v4.5 BlackBerry Operating System or later should work in a very similar way, and known differences with earlier O/S versions are highlighted in the guide where possible (see Note: under each step)

This guide assumes the following:

1. You have obtained a licence key for NotifySync, either a full key or a trial key. If you do not have a licence key, visit <http://www.notifysync.co.uk> to obtain one.
2. You have a supported Blackberry handset running a supported version of the Blackberry operating system. The current list of supported handsets can be found here: <http://kb.notifysync.co.uk/syncsupport/handsets> – please also review this article for information about unsupported handsets.
3. You have a compatible mailserver running a supported version of ActiveSync. For a list of supported mailservers, please see the following article: <http://kb.notifysync.co.uk/syncsupport/mailservers>
4. You have enough space on your handset. You need a minimum of 1.2Mb of free space available on the device to install NotifySync, plus additional space to store notifications you receive and messages that you send.
5. You have disabled content encryption on your device. If enabled, this will prevent NotifySync from accessing the Contact, Calendar, and Task information stored on the device. Access these settings from the BlackBerry Home screen.
  - For OS versions  $\geq 5.0$  Select *Options* > *Security Options* > *Encryption* and choose to disable.
  - For OS versions <5.0 Select *Options* > *Security Options* > *General Settings* and disable *Content Protection*.
6. You have internet connectivity on your device. Typically this is via the BIS (BlackBerry Internet Service) or TCP data plan.

To check whether your device supports BIS, from the Blackberry home screen go to Options > Advanced Options > Service Book. If you find a service book IPPP for BIBS [IPPP] then your mobile network supports BIS and your device should be provisioned for BIS operation.

If you do not have BIS enabled, to check if your device is setup for TCP operation, please refer to the following knowledge base article for guidance:

<http://kb.notifysync.co.uk/syncsupport/tcpsetup>

If you are unsure as to what internet services you have, please check your billing with your mobile provider to see if you have either BIS or TCP listed as a service. If not, you will need to contact your mobile provider to get one of these services added to your account.

Note – it may not be enough that you can browse some web pages on your phone, for example via Vodafone Live. This is not necessarily the same as having full internet access.

7. You have taken a full backup of your device. Refer to your phone user guide for assistance.
8. You have created any other personal Email accounts on the device that you have (BIS accounts such as GMail, AOL, Yahoo etc) prior to installing NotifySync and you have deleted the CICAL service book(s) before you start the install. This is a key step in avoiding calendar synchronisation issues later on. Go to Options > Advanced Options > Service books and locate any entries with a suffix of [CICAL] and remove them (when highlighted, pop up the menu and select Remove or Delete).

You will need for this guide:

Your email logon	The username you use to logon to your mailserver, ignoring anything including and after the @ sign. So for example, your logon is <a href="mailto:fred.bloggs@mytestdomain.co.uk">fred.bloggs@mytestdomain.co.uk</a> , your logon for NotifySync purposes is fred.bloggs
Your password	The password you use to logon to your mailserver
Your domain name	The bit in your email logon/address after the @. So using the same <a href="mailto:fred.bloggs@mytestdomain.co.uk">fred.bloggs@mytestdomain.co.uk</a> as an example, your domain name is mytestdomain.co.uk
Your licence key	Your NotifySync licence key supplied by London Web. This will be in your welcome licence email.
Your server address	The web address of your server as you supplied to us when you signed up. This MUST match the internet accessible address of your server.

Before attempting to install the software, please review the following important information.

### **KNOWN NOTIFYSYNC LIMITATIONS**

The latest information links can be found at the following address:

<http://kb.notifysync.co.uk/syncsupport/limitations>

### **HELP FOR ADMINISTRATORS TO CONFIGURE MAIL SERVERS**

Please refer to our Mail server setup articles for administrators:

<http://kb.notifysync.co.uk/syncsupport/serversetup>

### **SPECIAL NOTE FOR EXCHANGE SERVER 2007 RUNNING SERVICE PACK 1**

Password locking is enabled by default on Service Pack 1 for Exchange Server. Please see the following article for more information

<http://kb.notifysync.co.uk/syncsupport/ex2007lock>

### **ESSENTIAL KERIO NOTE (applies to v6.6 or earlier)**

If your existing mail server is Kerio and you are running v6.6 or earlier, to allow your BlackBerry to connect the Kerio server configuration must be edited to allow this. You can make this change yourself if possible, or request the change is made via your mail server administrator.

<http://kb.notifysync.co.uk/syncsupport/kerio66>

### **ESSENTIAL ZIMBRA NOTE**

To use NotifySync with Zimbra, the Zimbra server must have Zimbra Mobile enabled either for your account or for the whole mail system. For assistance with this please refer to:

<http://kb.notifysync.co.uk/syncsupport/zimbramobile>

1. Open the BlackBerry web browser.

*Notes: Whilst installing, please select a suitable location with good network coverage. Avoid moving around where possible as this can cause the installer to fail during download.*

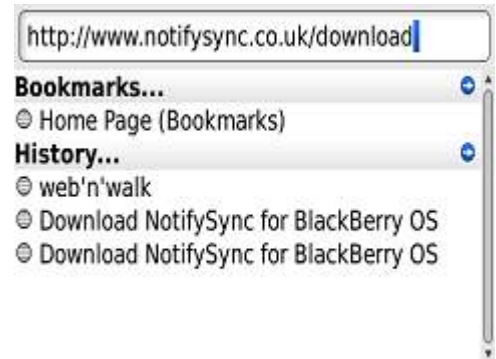
*For BlackBerry phones without 3G capability, if you make or receive a call during the install process this can terminate downloads, as these phones cannot simultaneously download data and make/receive calls at the same time.*



2. Enter the web address shown in your London Web welcome email – this is usually:

<http://www.notifysync.co.uk/download/>

Press enter



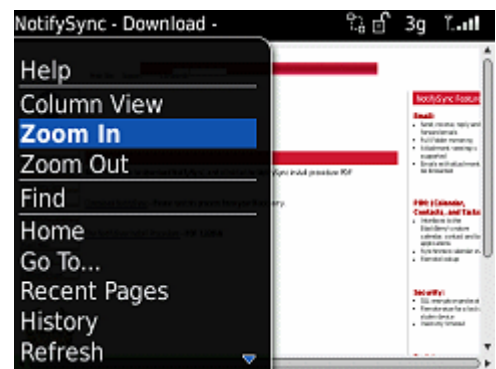
3. The webpage opens



**Zoom** - To make the website appear larger, press the BlackBerry button and select Zoom In, or press the centre wheel on your Blackberry (where fitted)

You can repeat this process several times to make the site slightly larger each time.

*Note: Not all devices support zoom*

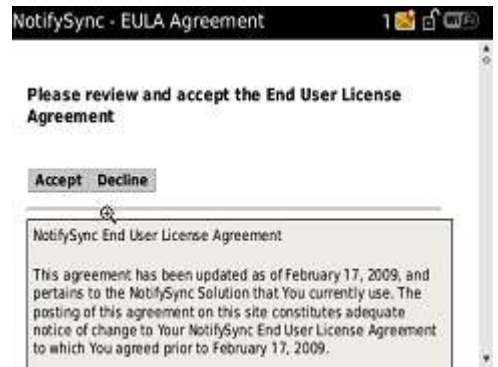


4. Select "Download NotifySync"



5. Read the Licence agreement. Again use Zoom In to assist if necessary.

Once you are happy with the agreement, go to "Accept"



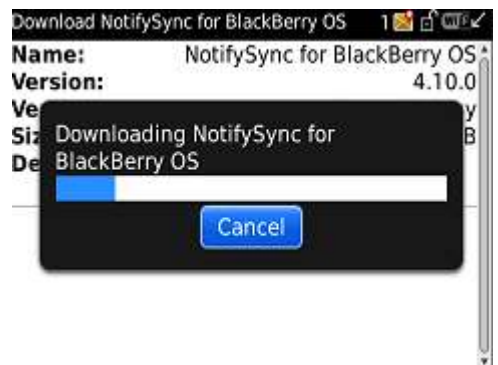
6. The download for the NotifySync opens.

A version page is displayed which may show a later Version than this screenshot, no problem, just select Download.

*Note: If you receive a message here stating that you need to use the Blackberry browser on your phone, this is because your phone browser is currently set to emulate either Internet Explorer or Mozilla Firefox. Please see "Phone asks for Blackberry browser" under troubleshooting later in this guide.*

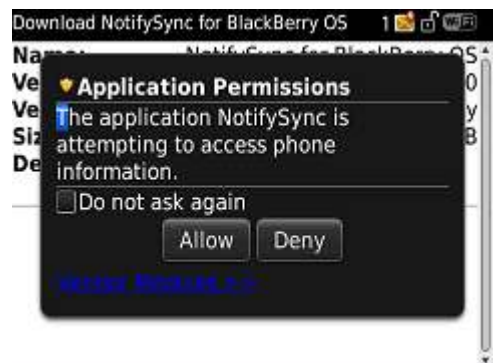


7. NotifySync is now downloaded

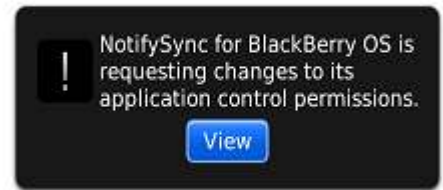


8. You are then prompted to that NotifySync needs to access phone information.

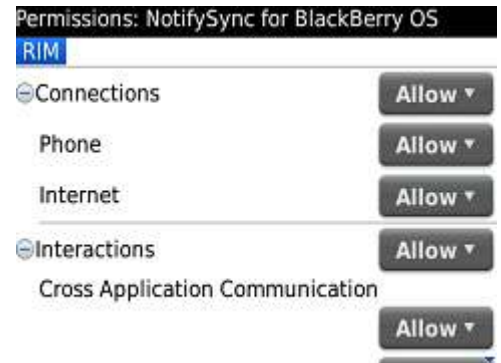
It is very important that you select Allow



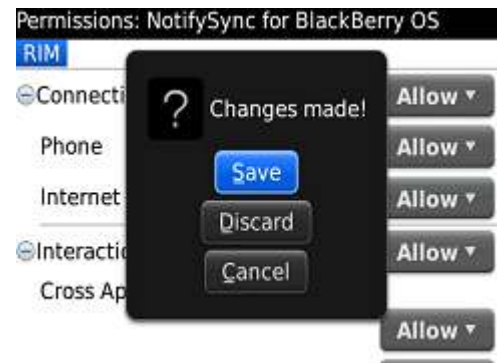
9. NotifySync will then request changes to the application control permissions. Select View.



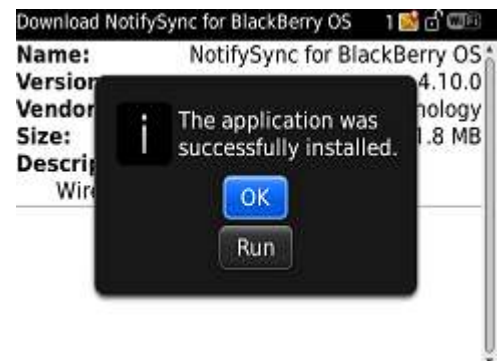
10. Make sure all permissions are set to Allow



11. Back out and save the change



12. The application should now be shown as successfully installed. Select OK.

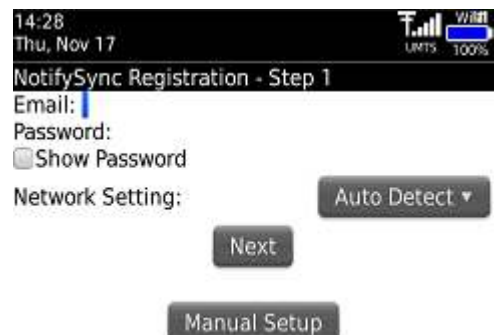


13. Exit your browser. You should now be taken to NotifySync Registration Step 1.

If you are not, and you are taken to your Blackberry desktop, find the NotifySync icon. This is either on the main screen or in the downloads folder.



14. Now you are at Step 1 of the registration.



### IMPORTANT

The new versions of NotifySync minimise the amount of information you need to enter in order to successfully register your device to your email account. To do this, there is an automatic setup and a manual setup.

If your login to your mail server is the SAME as your email address, use the Automatic setup process.

If your login to your mail server is NOT THE SAME as your email address, it is recommended to use Manual Setup.

If you are unsure if your login is the same as your email address or not, try accessing your webmail system. If on your webmail system you use your full email address to login, then it is most likely your login and email address are the same for NotifySync.

If you need to use Manual Setup, skip to STEP 21

If you are still unsure whether you should use Automatic or Manual setup, proceed with the next steps as this will take you through both processes.

### AUTOMATIC REGISTRATION PROCESS

15. Enter your email address and password.

**Make 100% sure your password is correct. Complex passwords containing numbers and symbols can be difficult to type correctly on Blackberry keypads. Therefore you can use the Show Password box to unmask the password and view it in plain text to verify that it is exactly as you expect it to be.**



Once your email address and password are entered, select Next

16. Enter your licence key if prompted.

The licence key is sent to you in your welcome email.

*Note: When you select Next, your license key is first checked.*

*If you receive an error at this stage, please check common errors below:*

**Licence key errors**

If once you have entered your licence key you are taken back to the Please Enter your license key screen, this indicates that the wrong key was entered. Re-enter the correct key.

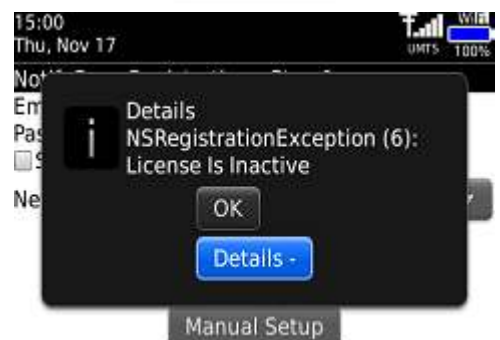
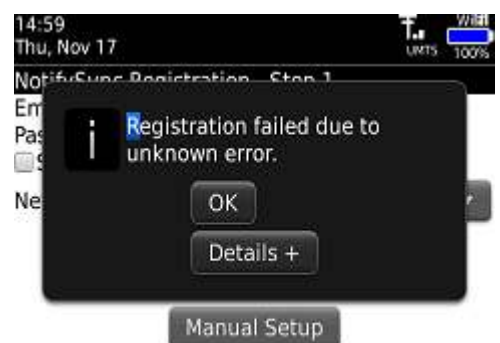
Licence keys are 8 letters and numbers. If you enter too few or too many, you will see this screen, re-enter your licence key correctly.

If you see the screen that Registration failed due to an unknown error, select "Details +"

Sample when Details is selected. In this instance, error is that the license is inactive.

If your licence is currently inactive or you have an error not shown here, please contact us for assistance.

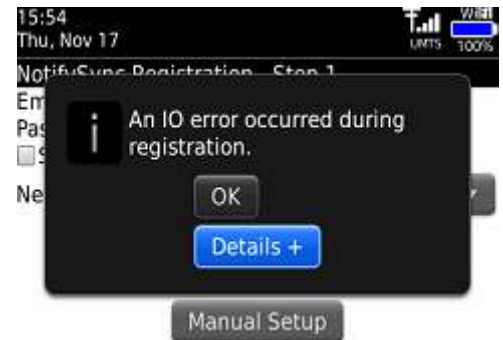
You can log a support ticket at <http://kb.notifysync.co.uk> and we will assist you further.



17. If you receive the message “An I/O Error occurred during registration” this indicates that the Auto Detect network function was unable to successfully determine the correct network type to use.

Have a look at this guide for further assistance with network types and how to configure: <http://kb.notifysync.co.uk/syncsupport/ioerror>

Close this screen and select another Network Type to try once you have configured your device for other network types.

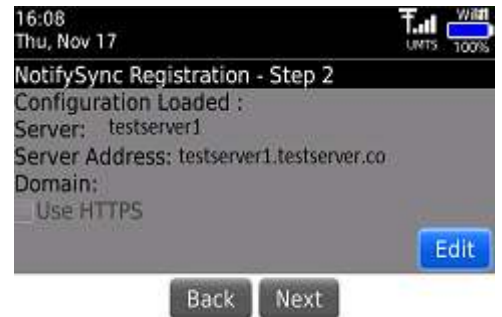


18. NotifySync will attempt to determine your configuration automatically.

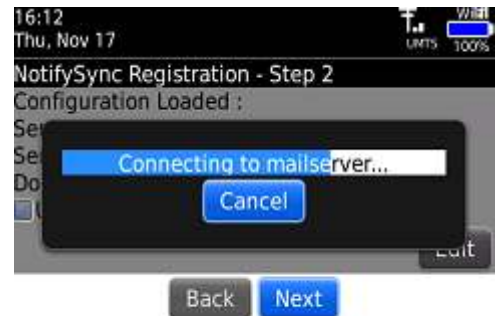
This will include your server address and whether to use HTTPS. If everything looks OK, select Next

If any changes are required, you can select Edit and make the changes you need.

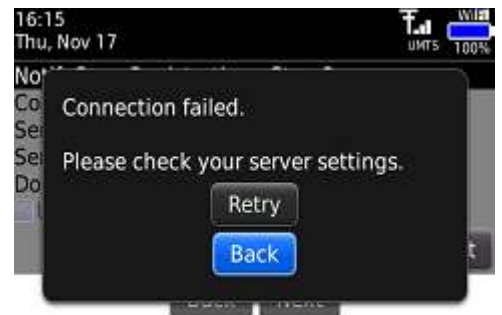
It is recommended you proceed without changes unless it has already failed with these settings.



19. NotifySync will now attempt to connect to your mailserver to register your account. This may take a few minutes.



If you receive this error, NotifySync was unable to connect to your mailserver. Check your mailserver is operational and responding. Go back to check that your mailserver settings are shown correctly. If they are not, edit the setting to show your correct mailserver address.

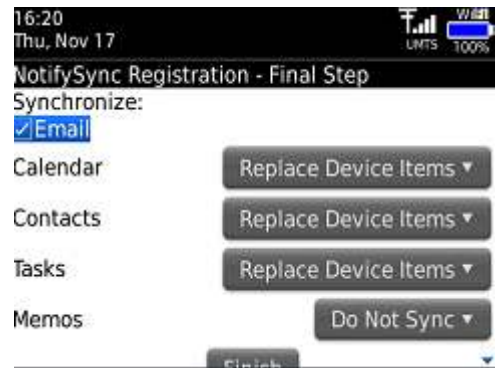




20. Once a connection to the mail server is established, you will be prompted what you would like to do with existing items on your device.

**If you see this screen, Automatic setup is successful and you can proceed to STEP 26 below.**

If you cannot get as far as this screen, try the manual registration process shown below. In this instance more information will be requested during registration.



## MANUAL REGISTRATION PROCESS

21. If you need to use the manual registration process, proceed as follows.

First, if you are not already on step 1, go back to that screen. If you are on one of the later registration screens, keep going back until you return to step 1.



22. Enter your Email address and Password, then select Manual Setup.



23. Now enter these additional details

Licence key number - see your welcome email

Username – the username you use to logon to your mailserv

Domain – the domain you use to logon to your mailserv

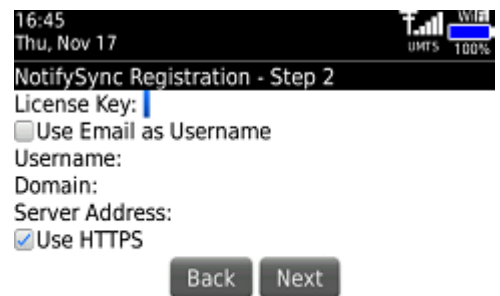
Server Address – the address of your server

Whether to use HTTPS (Secure) connection or not

Then select Next

Note: The username, password and domain combination are typically the same as you use for your webmail system.

Some possible combinations of username/password/domain follow. These won't cover all eventualities but should give you an idea as to what to fill in. Remember, select a possible combination based on what your webmail system accepts as a login.



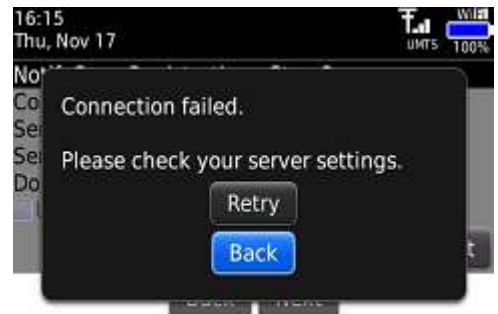
Not all webmail systems will ask for a domain name. If at first you don't succeed, try another style. You may also need to ensure that your login information is entered in lower case, some systems require this.

Webmail login details	"Use email as username"	Username	Password	Domain
Username: notifysync Password: password123 Domain: mytestemail.co.uk	Do not tick	notifysync	password123	mytestemail.co.uk
Username: notifysync Password: password123	Do not tick	notifysync	password123	Leave blank
Username: <a href="mailto:notifysync@mytestemail.co.uk">notifysync@mytestemail.co.uk</a> Password: password123	Tick	Not visible	password123	Not visible
Username: <a href="mailto:notifysync@mytestemail.co.uk">notifysync@mytestemail.co.uk</a> Password: password123 Domain: mytestemail.co.uk	Do not tick	<a href="mailto:notifysync@mytestemail.co.uk">notifysync@mytestemail.co.uk</a>	password123	mytestemail.co.uk

24. Connection is then attempted.

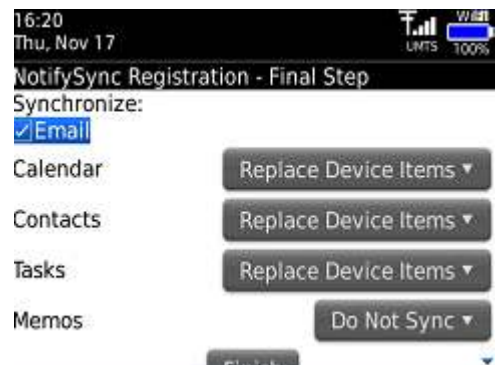


If you receive this error, NotifySync was unable to connect to your mailserver. Check your mailserver is operational and responding. Go back to check that your mailserver settings are shown correctly. If they are not, edit the setting to show your correct mailserver address.



25. Once a connection to the mail server is established, you will be prompted what you would like to do with existing items on your device.

If you see this screen, manual setup is successful and you can proceed on to step 26 on the next page.



## FINAL STEPS AFTER EITHER AUTOMATIC OR MANUAL SETUP IS SUCCESSFUL

26. Once a connection to the mail server is established, you will be prompted what you would like to do with existing items on your device.

To synchronise Email, leave Email ticked.

If you wish to change any of the “Replace Device Items” options, see below, otherwise select Finish.

The options for PIM items (Calendar, Contacts, Tasks, Memos) are:

**Replace Device Items** – all existing data on the Blackberry for this PIM type will be erased, and will be replaced by the data on your mail server. This is the preferred option, however anything on your device for this PIM type that is not currently on the server will be removed.

**Merge Items** – the existing data on the Blackberry will be retained. Data on the mail server will be downloaded and merged with the existing Blackberry data. The new merged set of data will be synchronised with your mail server. After this process is complete, the Blackberry will contain the existing Blackberry data and the mail server data. The mail server will contain the existing mail server data and the data that was on the Blackberry. Note: If the device contains similar information to the server, then after the merge you may have duplicated items (as the merged data contains the copy from the server AND the copy from the device). If this occurs, simply remove one of the duplicates either from the server or the device and the change will be synchronised back.

**Do Not Sync** – do nothing with this particular PIM type. No items on the Blackberry will be synchronised for this PIM type. However do not worry, this can be changed later after registration from NotifySync > Preferences > Sync Settings



27. Once you select Finish, you will be prompted with an “Are you sure” type prompt with details of the setting you have selected. If you are sure you wish to proceed, select Yes, otherwise select No and make any changes to the screen in the previous step.



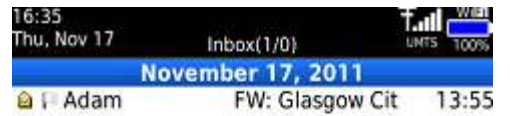
Existing items will then be removed



28. Registration is then completed and the inbox starts populating.

Note: Calendar/Contact/Task items are synchronised in batches of 100. Therefore it can take a number of synchronisations until your calendar/contact/task items are fully downloaded from the server to your device.

Registration is now complete!



### Extra server side policies that may apply to your device

1. If your server has a policy requiring that your device locks itself after a period of inactivity, you will then be prompted to set a lock password.

It is important that you remember the password you select, as in many cases if you forget the password, the only way to recover it is to completely wipe the device of all data and reinstall all applications from scratch.

Note: This password will NOT automatically change when you change your email password, it is a separate, independent password.



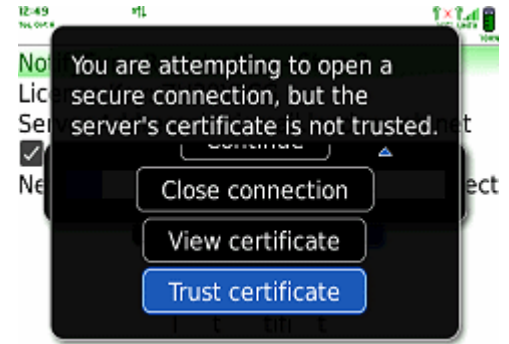
If when you set the password it does not meet the requirements of the server (for example it is too short, or not complex enough) you will be shown the reason on the bottom line of the password entry box. Select another password that meets the requirement shown.



2. If your server requires content encryption changes on your device, you will be warned of this. These changes will not take effect until the device is restarted.



3. If you selected a HTTPS connection and you have been prompted to trust the certificate, and this is the first time you have trusted a certificate on your Blackberry, you may be prompted to enter a new keystore password.



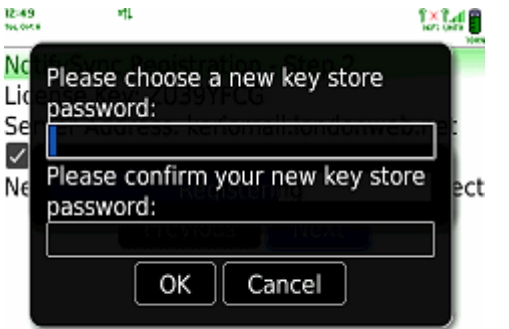
Choose a password and enter it carefully.

**IMPORTANT: Make sure you remember it! If the keystore password is lost or forgotten, the only way to reset is to wipe the handset back to factory defaults! THERE IS NO RECOVERY PROCEDURE!**

For more information on Keystore passwords, see

<http://kb.notifysync.co.uk/syncsupport/keystore>

If this is not the first time you have trusted a certificate on your Blackberry, you may be prompted to enter your existing keystore password. Enter your existing keystore password to continue. If you do not know what this password is, first refer to the manual you received with the device and/or speak to the person(s) responsible for supplying you the device. If you are unable to determine the existing password, the handset will need to be wiped back to factory defaults.



4. When you have entered a new password or the existing password, a warning may appear saying that Notify is requesting access to your key store. Select OK.



5. If you receive a message saying that the certificate could not be added to the keystore due to IT policy restrictions, please see here for advice:

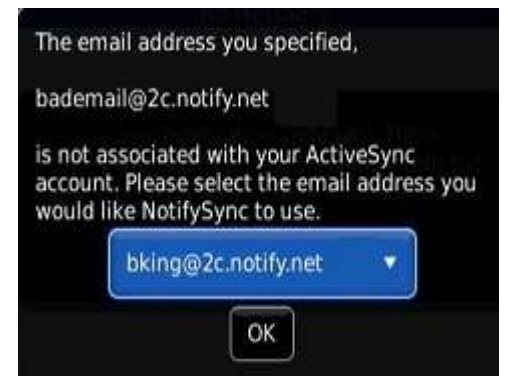
<http://kb.notifysync.co.uk/syncsupport/policyrestriction>

6. Email address synchronisation

NotifySync will verify the email address you entered during registration with the list of email addresses the server has registered for your mailbox. If there is a discrepancy, for example if you accidentally mistyped a part of your email address during registration, the following screen may appear allowing you to select the correct address.

This screen only appears if a discrepancy is found, if you do not see this screen then no action is required.

Installation is now complete!



Troubleshooting information follows on the next page.

## TROUBLESHOOTING

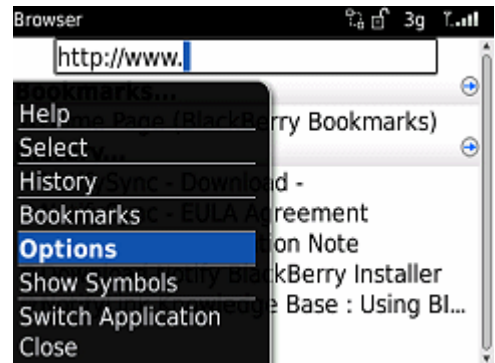
For all our latest troubleshooting information, please visit <http://kb.notifysync.co.uk>

### Phone asks for Blackberry browser

When you are installing NotifySync and accept the EULA (End User Licence Agreement), you may receive a message on your phone saying that you need to use the Blackberry Browser on the phone.

This is displayed because the Blackberry browser can be set to emulate Internet Explorer or Mozilla Firefox as well as a Blackberry browser. For the purposes of NotifySync installation the browser needs to be set back to Blackberry.

To fix this, open your browser then press the Blackberry menu button, and select Options

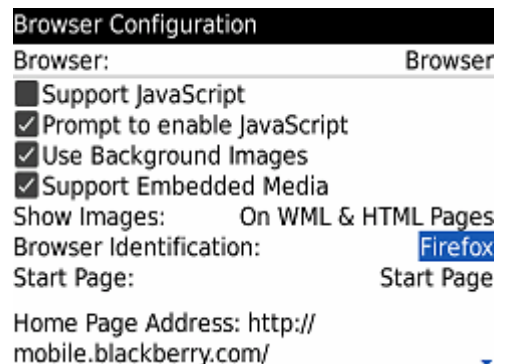


Select Browser configuration



Look for the Browser Identification setting.

In this example it is set to Firefox.

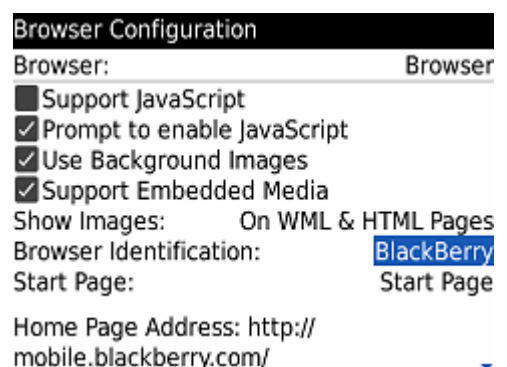


Using the space button, change it to Blackberry.

Press the back button



A pop up then asks whether to Save, Discard or Cancel. Select Save.



#### **ADDITIONAL TROUBLESHOOTING RESOURCES**

For the current release notes, including information on known limitations with NotifySync, outstanding bugs and workarounds, please see here: <http://kb.notifysync.co.uk/syncsupport/limitations>

The latest knowledge base articles for bugs/problems can be found here:

<http://kb.notifysync.co.uk/syncsupport/latest>

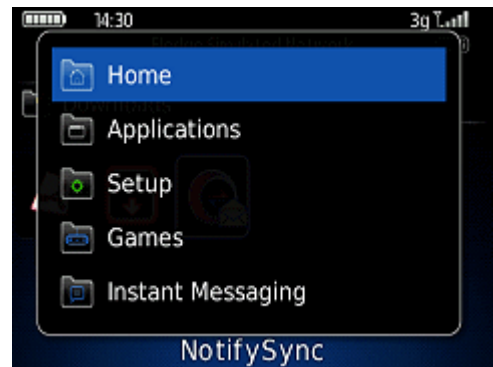
**OPTIONAL CONFIGURATION STEPS**

**How to move the NotifySync icon out of Downloads**

You can move NotifySync elsewhere on your menu. Go to the Downloads folder. Highlight NotifySync, press the BlackBerry button and Select "Move to Folder".



Select "Home"



The icon is then on your main menu.



You can also move it to the top of the list if you want it to appear on your main screen.

Again on the NotifySync icon press the BlackBerry button, and move it to the top of the list.



Then it will also appear on your main startup screen.





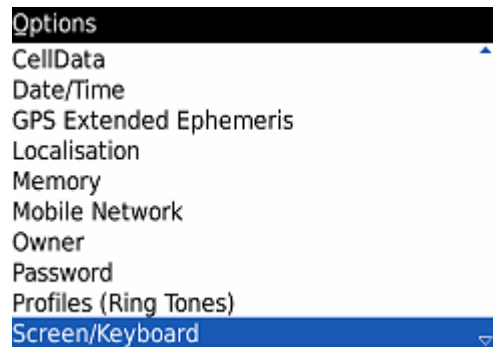
Assign NotifySync to your left handset convenience button

You may like to assign NotifySync to one of your convenience buttons so that one press takes you straight to your mailbox.

Go to options

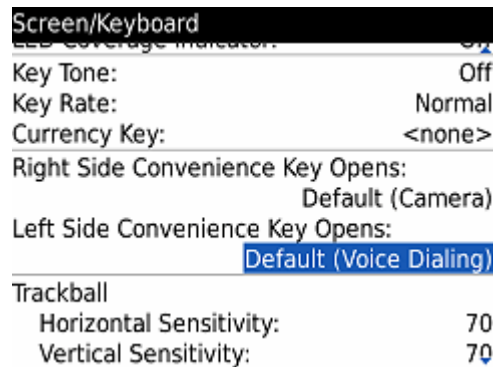


Go to Screen/Keyboard



Go to "Left Side Convenience Key Opens" and press the menu button.

Select "Change Option"



Highlight NotifySync and press enter.

Press the back button, and save the change.

Now the left convenience button will open NotifySync directly.

