

## ***Frequently Asked Questions:***

### 1. Can I view attachments?

Yes, you can view a number of different types of attachments if you installed the Dynoplex Viewers when you installed the NotifyLink for BlackBerry client software. The following chart lists the application used to open the various types of files:

<b>File Type</b>	<b>Default Application</b>	<b>Secondary Application</b>
<b>*.doc</b>	Word Viewer	eWord
<b>*.xls</b>	Excel Viewer	eCell
<b>*.txt</b>	NotifyLink	
<b>*.pdf</b>	PDF Viewer	
<b>*.ppt</b>	PowerPoint Viewer	
<b>*.bmp</b>	Image Viewer	
<b>*.jpg</b>	Image Viewer	
<b>*.gif</b>	Image Viewer	
<b>*.png</b>	Image Viewer	

### 2. How do I view the attachments in my e-mails?

- a. Open the message and select **Download Attachments** from the menu. A list of attachments displays. If the server has finished converting the message's attachments you will have a *Retrieve* menu option available from the attachment list screen.
- b. 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.

- c. Once the download is complete, the attachment will be opened with the default application for the type of attachment that was downloaded
- d. Select the downloaded attachment from the attachment list and open the menu. The menu gives you the option to open the attachment using one of the installed

applications. It will default to one that supports the type of attachment that is selected.

## 2. How can I set my BlackBerry to alert me when e-mail comes in?

The default volume for alert tones in the "Profiles" application is "Mute". Alert tones will not be played until the user enters the "Profiles" application and sets the volume to be non-mute. To do this on your BlackBerry you must do the following:

- a. Go into Profiles on the device
- b. Click the profile you are using (usually default), click scroll wheel and select Edit.
- c. Select NotifyLink from the list and choose Edit.
- d. Change the Volume and Tone to your liking and "Save" the change.
- e. With this change, you will now be alerted when you receive new e-mail.

## 2. Duplicates of PIM on Blackberry devices after registration

During the Blackberry registration process, NotifyLink gives you the option of performing OTA (over the air) loads for PIM data, consisting of calendar, contacts, and tasks. If the Blackberry has existing PIM data NotifyLink won't delete this data prior to the OTA loads completing as it does on other clients (PPC, Palm). If the PIM data previously on the device matches what was brought down from server it will result in duplication. Performing another OTA for the type of PIM that has duplicates will resolve this issue as all existing data at that time will be removed.

## 3. Blackberry phones and the 2007 Daylight Savings Time change

Blackberry has posted a document in their Knowledge Base regarding the Daylight Savings Time changes in 2007. Pages 5-6 describe the handheld software versions that they implemented the fix in (OS 4.1 only) and the place to download a fix for OS versions 4.0, 4.1, and 4.2 that do not have the fix already built in.

<http://www.blackberry.com/knowledgecenterpublic/livelink.exe?func=11&objId=1292899&objAction=browse&sort=name>

## 4. Hiding/Moving the NotifyLink Upgrade icon on a Blackberry.

To hide the NotifyLink Upgrade icon on a Blackberry:

- a. Scroll over top the NotifyLink Upgrade icon.
- b. Hold down the control (Ctrl) button and click in the (top) scroll wheel button.

- c. A menu should pop up with choices to “Move application” or “Hide application”.
- d. Select “Hide application” to hide the “NotifyLink Upgrade” icon and then click in the scroll wheel to complete the action.
- e. To move the NotifyLink application to the top-> select “Move application” and then use the scroll wheel to move it to the top of the application menu and then click in the scroll wheel to complete the action.

If you want to get back the items that you have hidden you simply do the following:

- a. Click on the control button once and then the scroll wheel again and you will see the option "Show All".
- b. You will then see the hidden applications appear with an X through them.
- c. If you highlight the icons with an X and click control and the scroll wheel you can uncheck the option to "Hide Application" for that item.
- d. That item will then display once again.

5. My blackberry battery life is short and needs to be recharged often, what can I do?

Set the Scheduled push setting at a larger interval. Follow the directions below to reset your “Poll” settings.

- a. Enter the NotifyLink application.
- b. Select the scroll wheel and select the “Preferences” option.
- c. Select the scroll wheel and select the “Scheduled Push Settings” option.
- d. Click in the scroll wheel again and then select “Change Option”.
- e. Select the Push frequency, and then click the scroll wheel and select “Change Option” and select higher interval number. Also, you can adjust the Start and Stop time of your Interval.