

Installation Checklist

NotifyLink Enterprise Client Webpage:

1. Open the web browser on your desktop/laptop computer (*i.e. Internet Explorer or Mozilla Firefox*).
2. Enter the web page address; <http://www.eits.uga.edu/blackberry/> and hit Enter to login into the NotifyLink Enterprise Client webpage.
3. Your username will be your UGAMail e-mail address (*i.e. joeuser@uga.edu*). The password for accessing the client configuration webpage will be your BlackBerry's phone number.
4. On the NotifyLink Configuration page, click on the Mailbox Properties tab.
 - a. Click on the Accounts button.
 - b. On the Email Accounts Information window, enter only the following information:
 - i. Under Email Accounts Information, enter and confirm your UGAMail password. **Note:** Please do not be concerned about the "Reset Mailbox Password:"
 - ii. Under Oracle PIM Login Information, enter and confirm your UGA Calendar password. **Note:** Please do not be concerned about the "Reset PIM Password:"
 - iii. Under Client Login Information, Enter and confirm a password for re-entering this web client for configuring wireless device settings.
 - iv. Click the Apply Changes button at the bottom of the window to save your changes. If you want your password for this client configuration website to match your UGAMail password, click the Mailbox -> Client button. If you choose to do the above, click on Apply Changes button again.
 - v. Click the Close button to return to the Mailbox Properties windows.
 - vi. Click on the Logout button to exit the NotifyLink Configuration page.

Note: Anytime you change your UGAMail password, or your UGA Calendar password, you need to repeat step 2 above to make sure your BlackBerry can connect to your UGAMail and UGA Calendar accounts.

Perform a Security Wipe:

Before setting up your BlackBerry device, be sure to backup your data that is on the BlackBerry, since the process erases the application data that is on the BlackBerry. You can backup the device using the Backup and Restore utility that is a part of BlackBerry Desktop Manager. Once the backup is completed, you need to perform a security wipe. This will set the BlackBerry back to the default settings.

1. From the main menu, depending on BlackBerry Theme selected, go to Options, Security Options, and then General Settings, or go to Settings, Options, Security Options, and then General Settings.
2. Press the Menu button.
3. Select Wipe Handheld, and then Continue.
4. Type 'blackberry' to confirm this action.
5. Once the security wipe process is complete, your device will be returned to the main menu.

Things to Check for After the Security Wipe

1. You will need to turn on your wireless service using the "Turn Wireless On" icon located on the main menu. You can activate the service by selecting the icon, and either pressing the thumbwheel (on some devices) or the roller ball (on some devices) to start the service again.
2. You may also need to change the Time Zone settings for your BlackBerry because many reset to either Casablanca or Eniwetok.
 - a. From the main menu, depending on the BlackBerry Theme selected, go to Options, and then Date/Time, or go to Settings, Options, and then Date/Time.
 - b. Scroll the thumbwheel (on some devices) or the roller ball (on some devices) until you select the time zone.
 - c. Press the Menu button.
 - d. Select the Eastern Time (-5).
 - e. Press the Menu button.
 - f. Select Save.
 - g. Press the Menu button.
 - h. Select Update Time
 - i. Return to the main menu.
3. You may find that you no longer have a Browser application icon on the BlackBerry's main menu. To restore the Browser do the following:
 - a. From the main menu, depending on the BlackBerry Theme selected, go to Options, Advanced Options, and then Host Routing Table, or go to Settings, Options, Advanced Options, and then Host Routing Table.
 - b. Press the Menu button.
 - c. Select Register Now
 - d. Return to the main menu.
 - e. The Browser should be visible now.

BlackBerry Device:

1. Before starting, please be sure that the BlackBerry device is fully charged and connected to your cellular provider's voice and data networks.
 - a. Check the status bar on the upper right hand side of the device's display window.

- i. On the **Verizon** network, look at the status bar in the upper right hand corner of the display window. Do you see either a **1x, 1X, 1XEV**? The five vertical bars to the far right denote the device's signal strength.
 - ii. On the **AT&T** network, look at the status bar in the upper right hand corner of the display window. Do you see a **EDGE or 3G**? The five vertical bars to the far right denote the device's signal strength.
 - b. Is the BlackBerry's wireless receiver activated? This can be turned on and off via the main menu.
 - c. Can you make a phone call? If so, you are on the cellular network.
 - d. Can you browse to a web site using either BlackBerry Browser or the Internet Browser? Open the browser, select Go to from the browser menu and enter <http://www.google.com/> to visit that website. If the webpage appears, you have data services.
2. On the BlackBerry device, open the "Internet Browser" or "Browser" application.

Note: The OTA install will not work with a WAP browser. It must be done with the BIS browser that uses the IPPP for BIDS service book. This browser should be named "Internet Browser" or "Browser". Carrier branded browsers such as "mmode", "tzones", "NOL", or "Cingular Browser" are WAP browsers that will not work for the OTA install.

3. Select "Go To..." from the browser menu – this will open a dialog box to enter a web address to open.
4. Enter the web page address: <http://notifylink.notify.net/ota.asp> and select the "OK" button.
 - a. Once web page loads, select the link for BlackBerry Devices.
 - b. Scroll down and select 'Continue to the download'
 - c. Select 'Install/ Upgrade for devices with BlackBerry OS v4.0.2 and later' if you meet these requirements. Otherwise select 'Install/ Upgrade for devices with BlackBerry OS v4.0.0'

Note: most devices will meet requirements for the first option.

- d. Select the Download button on two different screens to begin the downloading of the NotifyLink Installer.
 - e. You will be prompted to reset the device. Select Reboot from the dialog. If you are not prompted to reboot you can perform a hard reset by removing the battery cover and either:
 - i. Remove and replace the battery.
 - ii. Press the reset button underneath the battery cover.
5. When the BlackBerry has finished rebooting, there will be a new item, labeled NotifyLink Installer available on the Main Menu or in the Applications folder. Its location is dependent on the active BlackBerry theme.
6. Open the NotifyLink Installer.

7. From the popup menu select Check for Updates, to display a list of the available NotifyLink applications.
8. Place a check in the box beside the application(s) you wish to download and install.
9. Select "Download" to from the popup menu to begin downloading. \
10. When the download is completed, you will be prompted to install the application(s). Answer "Yes" to install now.
11. Reset the device.
 - a. Remove and replace the battery, or
 - b. Press the reset button underneath the battery cover.
12. Now we will perform device registration to the NotifyLink service.
 - a. On the BlackBerry main menu, locate and open the NotifyLink Email application. From the application menu, choose Register.
 - b. On the BlackBerry Registration window, enter your UGAMail e-mail address, and the authentication password provided by EITS support personnel.
 - c. Under Network Settings, please select the generic BlackBerry or BlackBerry (BIS) entry by pressing the menu button and selecting Change Option. This will bring up a list of available network settings for various cellular providers. Be sure to choose one labeled BlackBerry or BlackBerry (BIS).
 - d. Place a check mark in the checkboxes next to Calendar, Contacts, and Tasks under OTA Load. To place the checkmark next to the item, press the menu button, and select Change Option to place a checkmark next to the selected data type. You will need to repeat this for each data type you want to synchronize wirelessly with the UGA Calendar. Performing an OTA Load will perform the first download of your data from the UGA Calendar server.

Note: An OTA Load must be performed for each data type (*Calendar, Contacts, & Tasks*) you want to be synchronized between the UGA Calendar and your BlackBerry. However, for this to work properly, the data currently residing on your BlackBerry must be erased and a fresh copy of the data from the UGA Calendar server be downloaded to your BlackBerry. You need to select 'Yes' to 'Delete all current XXXXX before loading' after registering device and selecting OTA loads. Once the OTA Load is complete, two-way synchronization will take place between the UGA Calendar and the BlackBerry.
 - e. From the application menu, choose Register to begin the registration process. This may take some time to complete. You will not be able to use the NotifyLink application until the registration messages have been received. The device application will say "Registering".
 - f. The final step requires the acknowledgement of accepting HTTP connections. The first time your device makes a connection to the wireless carrier's network you will be presented with a popup screen on your BlackBerry phone. It is very important that you select the appropriate items. For the list selection, use the track wheel and for the check box, use the space bar. The pop up will ask you to either Accept or Deny the HTTP connection to the URL entered above under Server Address. The default is Deny. Change this to Accept the HTTP connection. On the same pop up will be two check boxes. The first says to not ask this question again for http connections. Select to not be asked again for http connections.

Note: If by chance you accidentally selected to Deny the connection, your NotifyLink application will never register. You will be presented with the “Registration Failed” message. You will need to go into your BlackBerry Options from the Home Screen. From Options select Firewall. Then from the pull down menu select Reset Settings. If this occurs you will need to re-enter your NotifyLink registration information.

- g. When registering is complete, you should begin receiving your e-mail to device. You will only receive e-mails that have arrived since your account configuration was updated in the web client.
- h. If you also placed a checkmark next to Calendar, Contacts, and Tasks under OTA Load, you should receive messages in the NotifyLink Email application notifying of the completion of each type of data’s download to your device. Once you receive these notifications, you can open the BlackBerry Calendar, Address Book, and Tasks applications to verify that those types of data have been synchronized.

Note: An OTA Load must be performed before Calendar, Contacts, and Task data will be synchronized to the device. If you did not check those items on the registration page, you can choose OTA Load under the NotifyLink Email application’s menu. From the OTA Load window, select the type of data to downloaded, and chooses Select from the menu to begin the download for the data type chosen.

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3. Your username will be your UGAMail e-mail address (*i.e. joeuser@uga.edu*). The password is the one you set during your previous session on this webpage. If you clicked the Mailbox -> Client button, your password will be your MyID password.
4. On the NotifyLink Configuration page, click on the Mailbox Properties tab.
 - a. Click on the Folders button.
 - b. On the Folder Selection For: *<your MyID>* window, you will be able to change your folder display options for NotifyLink. There are three options: Show INBOX only, Show top level folders (no sub-folders), and Show ALL folders. Show All folders should display all of your IMAP folders on UGAMail.

Note: Folder Mirroring allows you to set up your mailbox using the directory hierarchy that is in on UGAMail. When this option is enabled, all selected folders will be "mirrored" to the user's device.

- c. Place a checkmark in the box to the left of the folders you want to be mirrored to your BlackBerry. **Note:** There is a maximum limit of 100 folders allowed for folder mirroring.
 - d. Click the Apply Changes button.
 - e. Click the Close button to return to the Mailbox Properties windows.
5. Click on the Signature button to personalize the signature appended to messages sent from your BlackBerry. Click the Apply Changes button to save your signature, and Click the Close button to return to the Mailbox Properties windows.
6. Click on the Logout button to exit the NotifyLink Configuration page.

Desktop/Laptop Computer:

1. If you intend to use the BlackBerry Desktop Manager in conjunction with your BlackBerry device connect via NotifyLink, the following steps must be followed.
 - a. When installing BlackBerry Desktop Manager, be sure to select **BlackBerry Internet Service** instead of BlackBerry Enterprise Server or BlackBerry Desktop Redirector option.

Note: If you have previously installed BlackBerry Desktop Manager using the BlackBerry Enterprise Server or BlackBerry Desktop Redirector, you will need to go to Control Panel and uninstall the BlackBerry Desktop Software via Add/Remove Programs. Then reinstall BlackBerry Desktop Manager selecting the BlackBerry Internet Service option.

2. The Calendar, Contacts and Tasks data synchronized to the BlackBerry device is stored on the Oracle Calendar server, and can be accessed and modified via the Oracle Calendar Desktop client, the Oracle Connector for Outlook, or the Oracle Calendar Web client (Contacts are not viewable via web client.).
 - a. To install and use the Oracle Calendar Desktop client, please see the following document for installation and use instructions:

http://www.eits.uga.edu/calendar/documentation/cal_win_intro.pdf

- b. To install and use the Oracle Connector for Outlook, please see the following document for installation and use instructions:

http://www.eits.uga.edu/calendar/documentation/con_outlook_intro.pdf

Note: As of June 7, 2007, the Oracle Connector for Outlook does not work with Microsoft Windows Vista or the version of Microsoft Outlook installed with Microsoft Office 2007. As soon as there is a version of this product certified for use with the above listed products, it will be available at the following website:

<http://www.eits.uga.edu/calendar/index.php?c=download>

3. Open your preferred e-mail client and make sure that you are accessing your UGAMail via the IMAP protocol. If you are using POP to access your UGAMail, please reconfigure it to access UGAMail, in order to have the consistent synchronization of e-mail to your BlackBerry device.

Note: NotifyLink uses IMAP to synchronize your e-mail. When you view, move, delete e-mail there is an IMAP flag that gets sets for the message that will get synchronized to your BlackBerry. If you use POP to check your e-mail, these flags will not get set on your e-mail, and therefore e-mail synchronization will get out of sync.

Limitations and Issues:

- Daily, weekly, monthly and annually recurring calendar events created on the device do not synchronize with the server.
- Contacts with an entry in the website field created on the device synchronize to the server without the website field.
- Prior to Oracle Calendar version 10.1.2.4.0 (we are currently running 10.1.2.3.3), a meeting request originating on a device is not sent to the recipient, nor is the event created on the recipient's calendar. Meeting requests, however, originating on the server and sent to a device synchronize as expected on the device.
- Event reminders created on the server successfully synchronize to the device. In the following situations, however, event reminders are not synchronized. These issues stem from a limitation of the Oracle software in regard to mobile data synchronization of event reminders, as noted by Oracle.
 - Event reminders created on the device are not synchronized to the server.
 - Changes made to event reminders on the device are not reflected on the server.
 - Changes made to event reminders on the server are not reflected on the device.
- Only the text in a PDF document can be viewed on a Blackberry device. If the PDF has an image in it, the image is stripped out. Scanned PDF documents can't be viewed at this time either. This is a rendering limitation on the server.

For More Information:

- NotifyLink RIM Phone User Guide
 - <http://help.notify.net/userguide/rimpug/rimpuserguide.asp>
- NotifyLink Knowledgebase for BlackBerry Phones:
 - <http://kb.notifylink.com/jivekb/kbcategory.jspa?categoryID=10>