

Using Sync for BlackBerry®

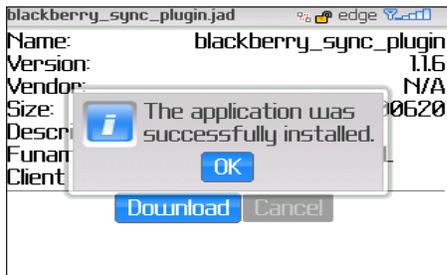
Installing the Plug-in

Installing software on a BlackBerry can be done in two ways. If your service provider and your device support it, you can install over-the-air. Otherwise, you will need to download the software to your PC and install it through the BlackBerry Desktop Manager.

Installing Over-the-Air

In order to install software on your BlackBerry over-the-air, your device and service provider must support it. If you are unsure if you have this capability, you may attempt the steps below, or contact your service provider for assistance.

1. Open the internet browser on your device.
2. Press the **Menu** button and select **Go To**.
3. Type in the following URL:
<http://sync.emailsrvr.com/bbota.html>
4. Special update messages will be posted on the first screen. If it does not redirect to the download page, select the [here](#) link.
5. Select the **Download** button.
 - After download, you should see a screen similar to the following. If you get an error or do not see such a screen, your device and/or service provider likely do not support over-the-air software installation, and you will need to install the software from your PC.



- If you are performing an upgrade, you may be prompted to confirm installation. You must restart your system after upgrading for the upgrade to take effect.
6. When the installation is complete, you may run the program from your home screen.

Installing from your PC

In order to install software on your BlackBerry from your PC, you will need the BlackBerry Desktop Manager software. This is available through your service provider or through BlackBerry directly. You should use the software that matches the version of your BlackBerry operating system.

1. Download the Sync for BlackBerry zip file at <http://sync.emailsrvr.com/client/blackberry-plugin.html>
2. Unzip the archive to the location of your choice.

3. Start the BlackBerry Desktop Manager if it is not already running.
4. Connect your BlackBerry to your PC. At this point the BlackBerry Desktop Manager should indicate that a connection has been established.
5. Select **Application Loader**.
6. Click **Next**.
7. Click **Add**.
8. Browse to the location where you unzipped the archive downloaded in Step 1.
9. Select the .alx file and click **Open**.
10. Check the box next to **Sync for BlackBerry**.
11. Click **Next**.
12. Click **Finish**. When complete, an icon will appear on your BlackBerry home screen.

Requirements

- BlackBerry device running BlackBerry OS 4.2.1 or later
- A data-transfer plan from your service provider
- Optional: BlackBerry Desktop Manager matching your BlackBerry OS version
- Native BlackBerry Tasks and Notes programs must be installed

Notes

- To successfully sync your calendar, you will need to disable content protection. From the home screen, select **Options / Security Options / General Settings**, and then disable Content Protection.
- To successfully sync your contacts, you will need to allow duplicate names. From the address book, select **Options**, and then set the duplicate names option to "Yes."
- We do not recommend synchronizing your BlackBerry with Outlook directly if you are also using our Sync for Outlook product. Data will be synchronized between them through our services.
- Removing email accounts from your BlackBerry may corrupt your device's Calendar database; these corruptions may then sync to our servers. Please contact Support before removing an email account from your device.
- Depending on your over-the-air data transfer rate, as well as the processing speed of the BlackBerry device itself, you may not be able to successfully synchronize more than 1500 contacts.

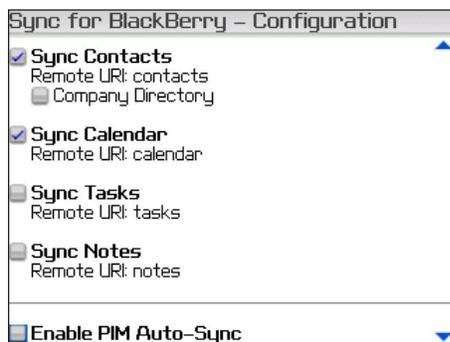
Configuring the Plug-in

1. Open the Sync for BlackBerry plug-in.
2. Press the **Menu** button and select **Configure**.
3. In the first section, configure your account information. Your email address and password are required. The Server URL default should be <http://sync.emailsrvr.com/funambol/ds>



4. Configure additional sync settings, as desired.
5. From the menu, select **Save**.

Note: By default no applications are selected to sync. Check the boxes next to the applications that you want to sync.



Using the Plug-in

To sync manually, perform the following steps:

1. Open the Sync for BlackBerry plug-in.
2. Press the **Menu** button and select **Synchronize**.
3. You may begin a sync in multiple ways:
 - Select **Sync All** to synchronize all categories.
 - Highlight **Sync All**, and press the enter button.
 - Highlight a specific category you want to synchronize, and press the enter button.
4. The screen will update with the current sync status.
 - If you would like to cancel the Sync, open the menu and select **Cancel Sync**. Cancelling may take several seconds.
 - You may leave the Sync screen at any time by selecting **Hide** from the menu, or pressing the **Back** button.
 - You may return to the Sync screen during the sync.
 - Each category will sync separately, and will wait for pending syncs to finish before beginning.
5. While the sync is in progress, you may close the plug-in and use your device normally.

Extra: Upgrading the Plug-in

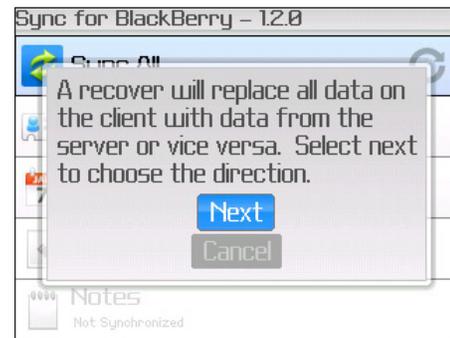
The plug-in will automatically check for updates to the software. When an update is available, you will be notified by a pop-up, and the Download Upgrade menu option will appear.

1. Open the Sync for BlackBerry plug-in.
2. Press the **Menu** button and select **Download Upgrade**.
3. You will be asked if you would like to perform an over-the-air update. If yes, follow the instructions in the section of this document labeled "Installing Over-the-air." If no, follow the instructions in the section of this document labeled "Installing from your PC."

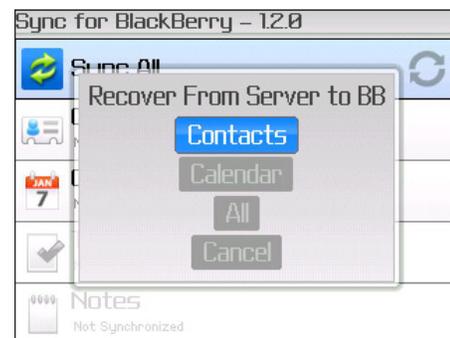
Extra: Recovering Lost Data

The plug-in is capable of restoring lost data to and from our server.

1. Open the Sync for BlackBerry plug-in.
2. Press the **Menu** button and select **Recover**.
3. Click **Next** when prompted with information about how the recover process works.



4. Indicate the direction for the restoration, either to or from our servers.
5. Select one of the four categories of data to recover, or **All Enabled** to recover all data.
6. The sync home screen will be displayed, tracking the progress of the sync.



Note: Recovering data to our servers will not restore any non-popup alerts and event attendees.

Extra: Uninstalling the Plug-in (From the Device)

1. Begin at the home screen of your BlackBerry.
2. Select [Options](#).
3. Select [Advanced Options](#).
4. Select [Applications](#).
5. Locate 'blackberry_sync_plugin'.
6. Press the [Menu](#) button.
7. Select [Delete](#).
8. You may be asked to confirm that you want to delete the application.

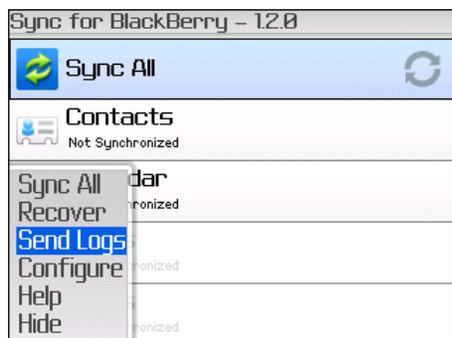
Extra: Uninstalling the Plug-in (From your PC)

1. Start the BlackBerry Desktop Manager if it is not already running.
2. Connect your BlackBerry to your PC. At this point the BlackBerry Desktop Manager should indicate that a connection has been established.
3. Select [Application Loader](#).
4. Uncheck the box next to [Sync for BlackBerry](#).
5. Click [Next](#).
6. Uncheck the box next to [Funambol-Based Sync for BlackBerry](#).
7. Click [Next](#).
8. If you do not plan to reinstall the plug-in at a later date:
 - Click [Advanced](#).
 - Check the box next to "Erase all application data."
 - Click [Next](#).
 - You may choose to back up the data, if you wish.
9. Click [Finish](#).
10. Click [Close](#).

Extra: Sending the Error Log

If an error occurs during sync, you can send the error log directly to our support team. After the error, press the Menu button and select [Send Logs](#). If you think an error has occurred but you received no error message, you can type "log" while in the application to access the menu. Then click [Send Logs](#).

You will be prompted with further details for contacting support.



Extra: Synchronizing the Company Directory

1. From the Sync home screen, press the Menu button and select [Configure](#).
2. To sync your company directory, click the company directory checkbox, located below the Sync Contacts item.

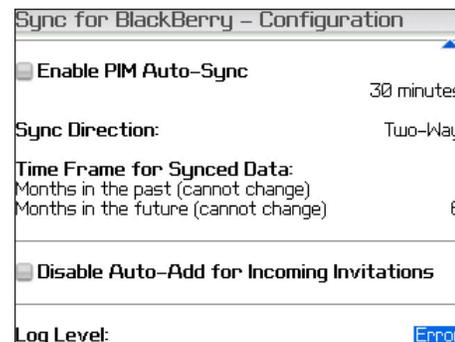
Important: If you ever decide to disable sync'ing the company directory, you should immediately perform a recover of your contacts (see the [Extra: Recovering Lost Data](#) section). Failure to do so can result in your company directory data being added to your personal contacts.

Note: Synchronization of other shared data is not supported.

Extra: Disabling Auto-Add for Incoming Invitations

BlackBerry automatically adds incoming invitations to your calendar, which can sync to our servers before you've had a chance to respond to the invitation. This can often lead to what appears to be duplicate events, if you later respond to the invitation from webmail or another email program.

To prevent these potential duplicates, you can select the checkbox in the Configuration to "Disable Auto-Add for Incoming Invitations." If you enable this option, a summary of the event details will replace the event in your email, and you should then respond to emailed invites from webmail or another email application.



About the Plug-in

The Sync for BlackBerry plug-in is based on Funambol's BlackBerry plug-in version 3.0.7. The source code is available on our website. The plug-in is designed to work with our Funambol Data Synchronization Server and the extensions we have added. The plug-in is not guaranteed to work as intended when used with servers hosted by other providers.