

## How to save your BlackBerry battery:

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

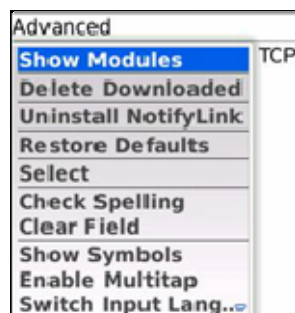
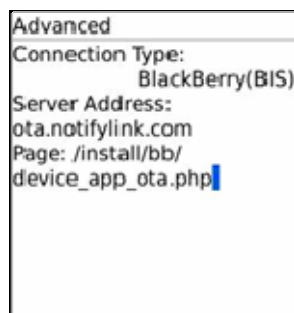
1. Enter the NotifyLink application.
2. Select the scroll wheel and select the “Preferences” option.
3. Select the scroll wheel and select the “Scheduled Push Settings” option.
4. Click in the scroll wheel again and then select “Change Option”.
5. Select the Push frequency, and then click the scroll wheel and select “Change Option” and select higher interval number. Also, you can adjust the Start and Stop time of your Interval.

Scheduled Push Settings	
Weekday	Interval
Push frequency(in minutes):	5
Start:	7:00 AM
Stop:	7:00 PM
Weekend	Interval
Push frequency(in minutes):	3
Start:	7:00 AM
Stop:	7:00 PM

## Advanced Screen:

Choosing *Advanced* from the popup menu displays the Connection Type and the Server Address/Page where the device will go for NotifyLink application upgrades.

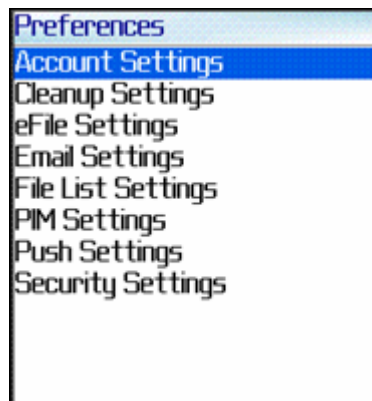
In addition, this screen’s popup menu includes an option for uninstalling the NotifyLink application, tools for troubleshooting, an option to restore the defaults on this screen, and several options native to the BlackBerry device.



## Notify Preferences Screen:

The settings, located in the *NotifyLink Preferences* menu allow you to customize the:

<b>Push Settings</b>	How often synchronization occurs
<b>Email and PIM Settings</b>	What is synchronized to your device
<b>Cleanup Settings</b>	How and when old data is deleted from the device
<b>eFile Settings</b>	Change the eFile server address
<b>Profiles</b>	How your device alerts you to NotifyLink notifications



*NotifyLink Preferences Menu*

## Push Settings

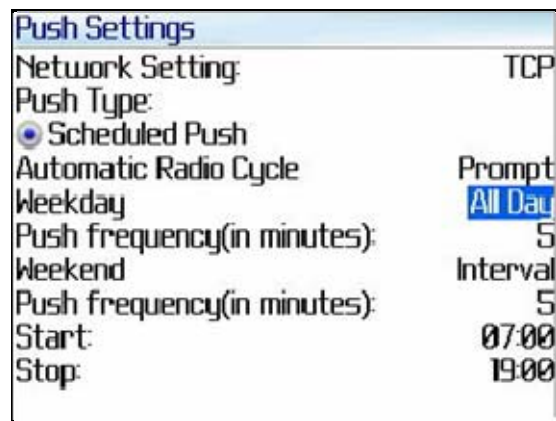
**Push Settings** give you the ability to choose the type of synchronization for your device and to customize how often your device synchronizes with the NotifyLink server. There are separate settings for weekdays and weekends. Synchronization can be turned off, set for all day, or set for intervals.

These synchronization sessions leave data already on the device untouched and automatically retrieve new email and PIM items from the server at the interval you have specified.

*Note:* Scheduled Push is the default method set by AHC-IS. Blackberry users can change their push type to direct after they change their network to TCP. For more information on the Direct Push method of synchronization, see the reference document [Direct Push Technology](#).

### Setting Your Sync (Push) Preferences

1. Select the **NotifyLink icon** from the Home screen.
2. From the message list menu, select **Preferences > Push Settings**.



3. The **Network Setting** you chose at registration will display. You may change it here if you wish. You do not need to change this setting to use the default Scheduled push. If you chose to use Direct Push, skip to 7. Network Settings for more information.
4. Select the **Push Type**. Choose **Scheduled Push** or **Direct Push**.

**NOTE:** Direct Push is supported on BlackBerry devices that have also been provisioned for TCP by the carrier network. Devices provisioned for BIS or WAP, support scheduled push, but not direct push synchronization.

a. For **Scheduled Push**, define the following:

Setting	Description
<b>Weekday Settings</b>	Set to: Off, Interval, or All Day to determine when the device will synchronize Mondays through Fridays.
<b>Weekend Settings</b>	Set to: Off, Interval, or All Day to determine when the device will synchronize on Saturdays and Sundays.
<b>Push Frequency</b>	If you have set weekdays/weekends to <i>All Day</i> or <i>Interval</i> , type in the number of minutes between synchronizations (valid entry=1 to 90 minutes). Default is 3 minutes, resulting in the device synchronizing every 3 minutes.
<b>Range</b>	If you have set weekdays/weekends to <i>Interval</i> , choose the times you wish the synchronization 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.

b. For **Direct Push**, define the following:

Setting	Description
<b>Direct Push Timeout</b>	Time limit for a direct push session. The time limit is determined by the shortest timeout in the network path. It is recommended that all timeouts in the network path match or exceed the direct push timeout. Default is 15 minutes.
<b>Weekday Settings</b>	Set to: Off, Interval, or All Day. If set to 'Interval,' choose the times you wish the synchronization 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.
<b>Weekend Settings</b>	Set to: Off, Interval, or All Day. Defaults are the same as for weekday.

5. 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.

*Note:* This option appears only if you are using BlackBerry OS 4.2.1 or later.

6. Select **Save** from the menu.

7. Network Settings must be changed to TCP if you chose to use the Direct Push method.

TCP is a supported network setting for BlackBerry devices running a 4.0 OS and a minimum of 16 MB of memory. Some carriers will require that the APN be assigned a specific username and password. To configure this, open the Options menu and select TCP. You can use the table below to input the credentials from your carrier as needed.

<b>Carrier</b>	<b>TCP Supported</b>	<b>APN</b>	<b>Username</b>	<b>Password</b>	<b>Specials Required</b>
Alltel	No				
AT&T	Yes	proxy			No
Bell Mobility	No				
Cingular	Yes	wap.cingular	WAP@CINGULARGPRS.COM	CINGULAR1	Yes
Nextel	Yes				No
Rogers	Yes	internet.com			Yes
Sprint	Yes				No
Telus(iDen)	Yes				No
Telus (CDMA)	No				
TMobile-US	Yes	wap.voicestream.com			No
Verizon	Yes				No

## Wireless Installation Troubleshooting:

Problem	Cause and Solution
<b>“Error 903: Loss of service”</b>	The connection between the device and server was interrupted during the download. Ensure that the device is in a good data coverage area and download the application again.
<b>“Error 907: Invalid Jar”</b>	One of the modules downloaded is invalid. This is usually caused by a network error during the download process. Ensure that the device is in a good data coverage area and download the application again.
<b>“Insufficient space for application”</b>	There is not enough free memory to download and install the applications that were selected. Free up some memory by deleting unneeded email, calendar/contact/task items, or applications. See <a href="#">Deleting Applications from the Device</a> .
<b>When I go to the download page I get an error stating: “You must use the Internet Browser on your BlackBerry device to download this application.”</b>	The BlackBerry Internet Browser on your BlackBerry device is the only browser that can download the application. If a different browser is used to access the download page, this message is displayed along with the “User Agent” header that your browser sent to the page.
<b>NotifyLink application does not open when I click on the NotifyLink icon.</b>	You did not reset the device after installation completed. See the <i>OTA Installation Instructions</i> above for rebooting instructions.
<b>One of the Dynoplex applications is not available after installation.</b>	You did not reset the device after installation completed. See the <i>OTA Installation Instructions</i> above for rebooting instructions.