

## HOWTO setup SyncJe on Blackberry 8820

*Installation for other PDA models will vary slightly.*

1. If you already have your BlackBerry synchronizing with your Outlook, Sync your BlackBerry with your Calendar, Contacts & Tasks data then BACKUP YOUR LOCAL OUTLOOK .PST FILE and include all subfolders. If you are synchronizing your BlackBerry for the first time to the messaging server then before proceeding, BACKUP YOUR OUTLOOK FOLDERS TO A LOCAL OUTLOOK .PST FILE. Log in to your Webmail account at least once to set up the required databases on the messaging server mentioned later in this guide. You Allison Royce message account must be provisioned for the Enterprise messaging service (POP3/SMTP/IMAP/SyncML/Outlook Connector Services). The Standard messaging (SMTP/POP) and Plus messaging (SMTP/POP/IMAP) services do not support SyncJe required for BlackBerry PDA's.
2. From "Control Panel"(on desktop or start/settings), Select "Mail" folder/icon then select "show profiles" then click "add" create new profile called "Outlook to Allison Royce"
3. Do not remove existing profile as it can be used as a live backup.
4. The link to the Outlook connector is found in your Webmail.
5. Install program. After installation, In the Start/Programs tree locate "Outlook Connector for MDAEMON Plug-in" folder and open and read the PDF entitled "Outlook Connector Plug-in User's Manual" read the installation and configuration instructions provided in this PDF
6. Make sure to keep local Outlook profile to backup your Calendar & Contacts with blackberry via cable link. This can also exported/saved to the local server.
7. Install latest "Desktop Manager for Blackberry".
8. Be sure the Blackberry OS is latest version (Version 4.2.0.x as of this writing)
9. On blackberry devise, while in Calendar Full Menu, choose "Options", set "Keep Appointments" to "Forever". VERY IMPORTANT ELSE THE BLACKBERRY WILL DELETE THE CALENDAR ENTRIES FROM YOUR ACCOUNT ON THE SERVER!
10. Download and install the SyncJe client for your phone. Open the Internet browser on your phone and surf to <http://mobile.nexthaus.com> to obtain and install the SyncJe client program OTA (Over The Air) directly on your phone.
11. Once you have the file on your phone, open it and install the SyncJe program on your phone.
  - a. Use the following settings: Set SyncJe Server URL to: <http://sync.yourdomain.xxx/mdsyncml.dll>
  - b. Set User name to your email address: [joeuser@yourdomain.xxx](mailto:joeuser@yourdomain.xxx)
  - c. Set Password to your email password. You can set an alternate SyncML password is desired. Contact your company email administrator to setup.



12. On your Blackberry Applications screen find the installed SyncJe Client Icon. One click will give you a blank screen (assuming you have not done any folder sync-once you have sync'ed to the server this screen will show each folder sync'ed and time of sync) Click again and you will have a pop-up menu. Select "Settings"
13. Configure SyncJe Client Settings:
  - a. Server URL= http://sync."your Domain Name"/mdsyncml.dll
  - b. User Name="your email address"
  - c. Password="your email address password"
  - d. Select "BIS"
  - e. Set Time out at minutes:10
  - f. Check "skip saving attendees"
  - g. Check "debug Log"
  - h. All WAP selections are blank
14. After saving 13 above, but still in SyncJe, Click on main menu and select "Get Folders" and this will populate the correct settings from the server for the folders before you sync to those folders.
15. While doing first folders syncing it is recommended that:
  - a. select "Auto Sync" and start the sync process with the selection of "force slow sync" until all folders have gone through a one time sync process. Once completed you can Select Auto Sync and the frequency time.
  - b. you do NOT select "Sync events between". Once completed and operating properly you can Select "Sync events between". It is recommended that this does not exceed 20 days before or after.
16. When syncing the first time, select only ONE folder at a time: Calendar then  Contacts then  Tasks
17. When attempting your first Sync, choose "slow Sync" then select "Sync"
18. Make sure you have a good cellular service signal on your phone.
19. If you receive a 506 error when trying to sync and SyncJe for BlackBerry is not syncing. The 506 errors are generally a network connection issue and but can have a variety of possible causes. You may also notice that there are variations on the error which may hint at the problem.

Possible 506 error causes include:

- a. Not using the specific Internet settings for your service provider (BIS, WAP, APN gateway)
- b. Poor signal strength or a location with poor data coverage.
- c. The wireless network you are using is congested.
- d. The device is using an older BlackBerry OS.
- e. The BlackBerry firewall is blocking the connection.

Make sure you have the proper network connection type selected in the SyncJe settings for your BlackBerry network provider. Initially sync only one folder at a time by unchecking other folders in the SyncJe settings and saving your changes. Ensure that you are using the proper settings for your server including server URL, username, password and folder names. If you have a weak signal, try to find another location to sync from. **You should have at least 3 signal bars for a stable connection.**

20. Click the Sync button on your Blackberry device
  - a. Your data will now synchronize with the Allison Royce messaging server for your account.
  - b. If you setup Outlook with the Outlook Connector your Calendar, Tasks and Contacts will be mirrored between your Outlook and PDA. (The link to install Outlook Connector is found in your webmail)

- c. Log into webmail, your Calendar, Tasks and Contacts will be mirrored between your Webmail and Blackberry devise.
21. Use the existing email program that is included with your Blackberry devise to synchronize your email by using IMAP instead of POP. BE SURE and set LEAVE MESSAGES ON SERVER (if using POP3) or MOVE THEM TO SERVER TRASH (if using IMAP4) if you do not want your PDA to permanently delete your emails from the messaging server
  22. Congratulations, you are finished. Test your synchronization and don't forget to purchase and register your SyncJe client program.

I now have my messaging resources (Email, Contacts, Calendar and Tasks) always synchronized between my PDA, Outlook and Webmail. My messaging resources are always at my finger-tips no matter where I am (Office, guest computer or on the road). This saves considerable time by allowing me to instantly collaborate with my team and respond quicker to our clients needs.

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