

Allstream Small Business Enhanced Email with SyncSuite and Collaboration

SyncJe for your BlackBerry® smartphone

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= Important Notes



= Technical Information



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1 Introduction to SyncJe on your BlackBerry smartphone

SyncJe on your BlackBerry smartphone allows you to synchronize your Address Book and Calendars to Webmail, your Outlook, Outlook Express, and other handheld devices.

A) Required Components

The following is required for SyncJe for your BlackBerry smartphone to function properly:

- BlackBerry smartphone with OS Version 4.0.2 or higher
- Internet Connection and Browser application on the smartphone
- Email and Password (Your full email address and email password)

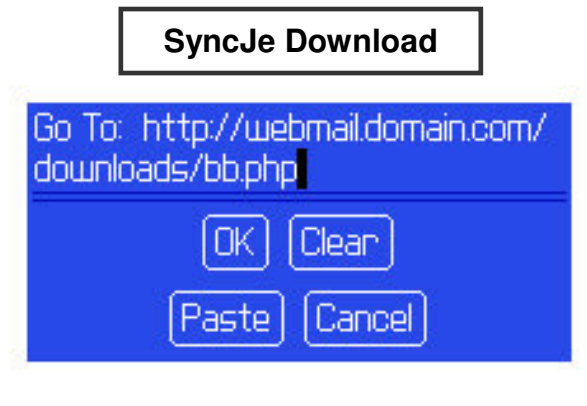


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2 Installing SyncJe on Your BlackBerry smartphone

A) Download directly to your BlackBerry smartphone

1. Start your smartphone Browser
2. Download SyncJe from <http://webmail.domain.com/downloads/bb.php>
 - a. Enter your domain in the “.domain.” section of the address above. Example – if your domain is **www.yourbusiness.com** then you would enter **http://webmail.yourbusiness.com/downloads/bb.php** in your smartphone Browser.
3. You will be prompted to download SyncJe Client
 - a. Click “**Download**” to begin downloading SyncJe.
 - b. Click “**Cancel**” to decline download.
4. Once install is complete you will see the following, “**Application was successfully installed.**”



You can download Help Files and Manual onto your PC via <http://webmail.domain.com>. Go to “Mobile” > SyncJe for BlackBerry > Download button.

3 Settings for SyncJe on your BlackBerry smartphone

The following information is required in order to synchronize to the server:

A) Adding required information to your BlackBerry smartphone

1. On your smartphone, browse for SyncJe for BlackBerry on the Main Menu..
2. Select SyncJe by clicking the “Track Wheel/Ball.”
3. Select “Settings” by clicking the “Track Wheel/Ball.”
4. Enter your Full Email Address and Email Address Password.
5. Select “Contacts” and “Calendars,” if not already selected.
6. Select “Save,” by clicking the “Track Wheel/Ball.”

 **Full Email Addresses and Email Passwords are used to connect to the sync server allowing you to synchronize your contacts and calendars.**



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4 Synchronize using SyncJe on your BlackBerry smartphone

The first time you synchronize a slow sync is performed. Slow sync sends all data on your device to the server. After the initial sync all modifications made on your device are recorded and transferred to the server in the next sync session. Only data changed on the client or the server will be synced.

A) Start Synchronization

1. On your BlackBerry smartphone, browse for “SyncJe Client” icon on the Main Menu.
2. Select SyncJe by clicking the “Track wheel/Ball.”
3. Select “Start Sync” by clicking the “Track wheel/Ball.”

B) New Slow Sync Session

To perform a new slow sync after the initial slow sync you will have to reset. Resetting removes the information that keeps track of changes and when the last sync session was made.

Reset Option

Resetting will remove sync session information.

To Reset

1. On your BlackBerry smartphone, browse for SyncJe on the Main Menu.
2. Select SyncJe by clicking the “Track wheel/Ball.”
3. Click the “Track wheel/Ball” again; select “Reset” from the menu.

Once you have reset, a slow sync will be forced the next time you select “Start Sync.”



Sync times may vary due to the following:

- Internet connection speed
- Amount of data being transferred and time elapsed during transfer.
- OS version of your BlackBerry smartphone

5 Uninstall SyncJe from your BlackBerry smartphone

A) Delete SyncJe from your BlackBerry smartphone

1. On your smartphone, browse for “Options” in the Main Menu.
2. Select “Applications” by clicking the “Track wheel/Ball.”
3. Select “SyncJe Client” by clicking the “Track wheel/Ball”
4. Select “Delete,” by clicking the “Track wheel/Ball.”

All data related to SyncJe will be deleted including Settings.



SyncJe will be permanently removed from your BlackBerry smartphone.