

# SyncPak for BlackBerry User Manual



*SyncPak, Inc. periodically updates its software to remain current with market demands and to implement feature upgrades and fixes. Therefore, SyncPak cannot guarantee the accuracy of the information and illustrations contained in this document after the date of publication.*

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## Introduction

Information is essential. Timely information is critical.

SyncPak™ for Blackberry™ is a unique application available to Nextel™ Blackberry subscribers that delivers up-to-the-minute economic news, information and market analysis directly to your Blackberry calendar – instantly.

SyncPak for Blackberry provides the information investors and finance professionals need to make the timely and well-informed decisions for their investment portfolios and financial plans.

SyncPak can do much more to help keep your customers and employees up-to-date with important information such as product releases and updates, important events and meetings and more. Visit <http://www.syncpak.com> for more information.

## Basic System Requirements

### PC Requirements

Microsoft Windows® 95/98/Me/NT/2000/XP  
Internet connection  
466/66MHz PC  
8MB memory (16MB recommended)

### BlackBerry Device

BlackBerry Desktop Software Ver.3.6 or higher

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## Before you Begin

**IMPORTANT** : Research in Motion® (RIM) and BlackBerry have released an important update for the BlackBerry Desktop Manager that must be installed before installing the SyncPak for BlackBerry software on your BlackBerry device.

Also, an API patch is required to install SyncPak for BlackBerry and other third-party applications on your BlackBerry device.

Below are instructions for obtaining and installing the necessary update and patches.

### Download BlackBerry Desktop Software 3.6 Update

You first need to download the BlackBerry Desktop Software Update from the BlackBerry website.

- 1 Go to <https://www.blackberry.com/SoftwareDownload/index.jsp?client=biTZdMddN>
- 2 Click the arrow on the “Select a Product” pull-down menu, and choose “BlackBerry Desktop Software v3.6”

Follow the download instructions provided on the website. Save the self-extracting ZIP file to your PC desktop.

### Install BlackBerry Desktop Software 3.6 Update

Once you’ve downloaded the appropriate update from the BlackBerry website, you need to install the software on your PC.

- 1 Make sure that your BlackBerry device is connected to the USB port on your PC and that the device is turned on.
- 2 Double-click the update file that you downloaded and saved to your desktop.

Follow the on-screen instructions for the BlackBerry Install Wizard.

### Download BlackBerry API Patch

You now need to download the API patch necessary to install SyncPak and other third party software.

- 1 Go to <http://www.syncpak.com/blackberry.html>
- 2 Click on the link “BlackBerry API Patch for BlackBerry 3.6, 3.6.1, and 3.7 Handhelds”
- 3 Save the file to your PC desktop

### Install BlackBerry API Patch

Once you’ve downloaded the zipped API patch file from the SyncPak website,

- 1 Make sure that your BlackBerry device is connected to the USB port on you PC and that the device is turned on
- 2 To unzip the file, Right Click the zipped API patch file that you saved to your desktop and choose "Extract All" from the pop-up menu.

Once the file is unzipped, open the folder

- 3 Double-Click setup.exe

Follow the on-screen instructions to install the patch.

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# Install SyncPak for BlackBerry Software

Once you've installed the BlackBerry Desktop v.3.6 Update and BlackBerry API patch, you are now ready to install the SyncPak for BlackBerry software.

## Download & Install SyncPak for BlackBerry Software

- 1 Go to [www.syncpak.com/nextel/setup.exe](http://www.syncpak.com/nextel/setup.exe) and save setup.exe to your desktop
- 2 Double-click setup.exe  
The SyncPak for BlackBerry Welcome Screen displays
- 3 Click Next  
Setup displays the SyncPak for BlackBerry License Agreement. If you agree,
- 4 Click Agree  
Setup displays the System Requirements screen
- 5 Click Next  
Setup displays the Components to Install screen
- 6 Specify your device and Click Continue  
Setup displays the Connection screen where you specify the connection type for your device
- 7 Specify the appropriate connection for your device and Click Continue  

NOTE: It is important that you specify the appropriate connection type for your device. If you select the wrong connection type, you will not be able to receive event updates on you BlackBerry device.

A confirmation window displays with the connection type you selected, if your selection is correct,
- 8 Click Yes  
Setup displays the Destination Directory window. If you wish to specify a directory other than the default directory, click Browse and specify the directory. If you wish to install to the default directory,
- 9 Click Next  
Setup displays the Create Program Group screen. If you do not wish to add a program group, click Skip, otherwise,
- 10 Click Add

Setup displays the Finish screen. If you wish to launch the BlackBerry Desktop Manager to install SyncPak client on to your BlackBerry device, make sure there is a check in the box next to "Launch BlackBerry Desktop Manager"

#### 11 Click Finish

Setup has completed installing the SyncPak for BlackBerry software on your system. You are now ready to install the SyncPak utility on to your BlackBerry device.

NOTE: Make sure that your BlackBerry device is connected to the USB port on your PC and that the Blackberry device is turned on.

The BlackBerry Application Loader launches. Specify your device's connection port from the pull-down menu.

#### 12 Click Next

The Application Loader window opens. Place a check mark in the boxes labeled "Tasks" and "SyncPak Client"

#### 13 Click Next

SyncPak is now installed on your BlackBerry device!

#### 14 Click Close

### **Enabling SyncPak Client on the BlackBerry**

Before you can begin receiving event updates from SyncPak, you must enter an email address as a user name to identify you on the SyncPak servers.

To specify your user name,

- 1 Using the thumbwheel, scroll to the SyncPak icon on your BlackBerry and Click

This opens the SyncPak Client

- 2 Click to open the SyncPak menu, scroll to Options and Click

This opens the options window

- 3 Scroll to User Name, and enter an email address in the field

When you are done entering your email address,

- 4 Click to open the SyncPak menu, scroll to Save and Click

- 5 Click to open the SyncPak menu, scroll to Close and Click

You are now ready to receive event updates using SyncPak

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## Using SyncPak for Blackberry

The SyncPak for Blackberry client on your Blackberry device automatically downloads event updates and adds them directly to your Blackberry calendar program, so SyncPak for Blackberry does all the work for you!

You can, however, check for event updates manually and customize SyncPak for Blackberry to work the way you find most convenient.

Following are instructions for using the features for SyncPak for Blackberry.

### Check for Event Updates Manually

By default, SyncPak for Blackberry automatically downloads event updates from the SyncPak servers and adds the events to your Blackberry calendar. However, you can check for events manually anytime you like.

**NOTE:** Before you can receive event updates from the SyncPak server, you must enable the wireless feature on your Blackberry device. To enable this feature, scroll to the Wireless Icon and click the thumbwheel.

To check for events manually,

- 1 Scroll to the SyncPak icon and click the thumbwheel

This opens the SyncPak Client. You will see the SyncPak for Blackberry status window which displays when your last Event Update was downloaded.

- 2 Click the thumbwheel

This opens the SyncPak menu.

- 3 Scroll to and click "Check for Updates"

A window displays the message "The application SyncPak Client has requested an HTTP connection to [www.syncpak.com](http://www.syncpak.com)"

If you wish to continue checking for updates,

- 4 Click **Allow**

If you do not wish to continue, Click **Deny**

That's it! SyncPak for Blackberry looks for any available updates. If any are found, they are downloaded and added to your Blackberry calendar.

**NOTE:** If your Event Module is expired, SyncPak displays "SyncPak Module Expired". If you wish to renew and expired Module, click **OK**.

## Customize SyncPak for Blackberry

The SyncPak for Blackberry default options and settings are designed to give you quick and easy access to your Event Updates and the full range of SyncPak features. But you can tweak the options and settings to suit your individual needs.

To view the available options for SyncPak for Blackberry,

- 1 Scroll to and click the SyncPak icon on your Blackberry device

This opens the SyncPak Client. You will see the SyncPak for Blackberry status window which displays when your last Event Update was downloaded.

- 2 Click the thumbwheel

This opens the SyncPak menu.

- 3 Scroll to and click "Options"

The SyncPak Options window opens. The following options are available:

### **Enter User ID:**

This is where you enter the userID required to receive Event Updates from the SyncPak servers. For more information on setting your userID, see the section, "Enabling SyncPak Client on the Blackberry" above.

### **Connection Type:**

By default, this setting is "TCPIP". Do not change this setting unless you are certain that you use a different connection type. Contact your System Administrator for more information.

### **Ignore Events Older than Days: *default = 7***

If you have not received Event Updates regularly because of an expired module or because you have not used your Blackberry device, some downloaded Event Updates may be out of date.

You can set up SyncPak to ignore any events older than a specified number of days. By default, events older than a week will be ignored, but you can specify any number of days that you like.

**NOTE:** This feature is *enabled* by default. To disable this feature, scroll to the selection box and click to remove the checkmark. To re-enable this feature, scroll to the selection box and click to place a checkmark in the box.

To change the number of days setting,

- 1) Scroll to "# of days" and Click
- 2) From the menu, scroll to "Clear Field" and Click
- 3) Enter the desired number in the field.

### **Erase Events Older than Days: *default = 7***

Similar to "Ignore Events Older than Days:" some of the downloaded Event Updates may be out of date. This setting automatically deletes Event Updates from your

Blackberry calendar after a specified number of days.

You can set up SyncPak to erase any events older than a specified number of days. By default, events older than a week will be erased, but you can specify any number of days that you like.

**NOTE:** This feature is *enabled* by default. To disable this feature, scroll to the selection box and click to remove the checkmark. To re-enable this feature, scroll to the selection box and click to place a checkmark in the box.

To change the number of days setting,

- 1) Scroll to “# of days” and Click
- 2) From the menu, scroll to “Clear Field” and Click
- 3) Enter the desired number in the field.

**Autotimer:**

The Autotimer setting determines how often SyncPak looks for Event Updates from the SyncPak servers.

The default setting is every 10 minutes.

To change the number of minutes setting,

- 1) Scroll to “Autotimer” and Click
- 2) From the menu, scroll to “Clear Field” and Click
- 3) Enter the desired number in the field.

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## Troubleshooting/FAQ

**I am receiving an error message saying “No System Software was found for your handheld”.**

or,

**I receive an Error 505 on my handheld device.**

**What do I do?**

The BlackBerry System Software is not installed on your PC. You need to download the software from the BlackBerry website and install it on your system.

- 4 Make sure that your device is connected to the USB port on your PC and that the device is turned on
- 5 Go to <https://www.blackberry.com/SoftwareDownload/index.jsp?client=biTZdMddN> .
- 6 From the “Select your Product” pull-down menu, select the file that corresponds to your device, and follow the download instructions on the website and save to your desktop
- 7 Double-click the file that you saved to your desktop

Follow the Install Wizard instructions to install the software. Once the software is installed,

- 8 Open the BlackBerry Desktop Manager
  - 9 Double-click the Application Loader
- The Application Loader wizard starts.

- 10 Click Next
- 11 Place a check mark in the box next to “BlackBerry System Software 3.7” and click Next
- 12 Click Finish

The BlackBerry System Software is now installed on your PC and handheld device.