

# Funambol BlackBerry Sync Client Quick Start Guide

## Getting Started

After downloading and installing the BlackBerry Sync client, it will start and prompt you to enter your account information:

- **Username** Your account username
- **Password** Your account password
- **Server Location** The sync URL for your server

You can also manually start the application from where you installed it, for example the *Downloads* folder.

When done, press the *Menu* key and select **Save**. The Sync Client will now connect to the server to check your credentials. Once authenticated, you will be automatically taken to the Sync Client's main screen.

**Note:** the Sync Client requires an active internet connection; refer to your device's manual to set it up.

## Synchronizing Your Data

Your BlackBerry is now ready for the first synchronization using the default settings. If you wish to edit them, refer to "Changing your preferences".

During the initial full sync, all data stored on your device will be copied to the server and all data stored on the server will be copied to your BlackBerry.

To start your first synchronization, press the *Menu* key and select **Sync All**. You may sync a single data type only (e.g. Contacts) by highlighting and selecting the desired data type.

**Important!** To replace data on your device with data from the server or vice versa, refer to "Resetting data".

While the sync is in progress, you will see a spinning icon next to the data type that is being synchronized.



You can interrupt the sync process by pressing the *Menu* key and selecting **Cancel**.

When done, the date and time of the last successful synchronization will be displayed for each data type.



In case you canceled the sync, the status message "Cancelled" will be displayed for the affected data type.

**Note:** the first time that you run the Sync Client, the synchronization may take a few minutes to complete, depending on the amount of data that is being synchronized.

## Hiding The Client

It is possible to hide the BlackBerry Sync Client by pressing the *Menu* key and selecting **Hide**, or by pressing the *End* key. The Sync Client will keep running in the background and synchronizing data at set intervals if you specified the Scheduled sync method (see "Sync preferences").

To display the Sync Client's main screen again, press the *Menu* key, select "Switch Application" and then click on the BlackBerry Sync Client icon.

## Changing Your Preferences

To change the default synchronization settings, with the Sync Client's main window open, press the *Menu* key and select **Settings**.

## Choosing Which Data Types To Sync

Select the data categories that you wish to synchronize. By default, all data categories are selected for synchronization, i.e. **Contacts, Calendar, Tasks, Notes** and **Pictures**.

For **Pictures**, you can choose a different storage **Location** (by default: *Internal Memory*). By default, all new pictures taken after installing the application will be synchronized to the server. To sync all pictures on your phone, select the **Include older pictures** checkbox.

## Sync Preferences

**Initiate Syncs** allows you to define when to synchronize your data with the server:

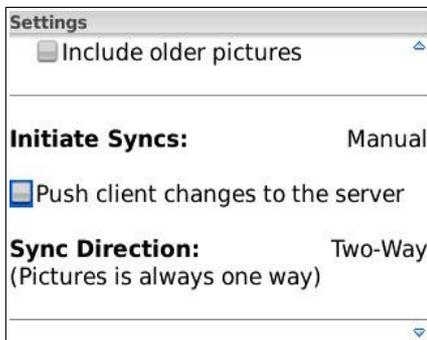
- **Manual:** you will have to manually initiate each synchronization with the server.
- **Scheduled:** your device will perform syncs at predefined intervals. When this option is selected, you can also specify the preferred **Interval** (default: 15 minutes).

**Sync Direction** allows you to determine the direction of synchronization (note that pictures are only synced one-way, from your BlackBerry to the server):

- **Two-way:** two-way synchronization of data stored on your BlackBerry and data stored on the server (default).

- **Client to Server:** data will only be synchronized from your BlackBerry to the server.
- **Server to Client:** data will only be synchronized from the server to your BlackBerry.

The **Push client changes to the server** option, if checked will enable the changes made on your BlackBerry to be automatically synchronized to the server. This applies to all sources and can be used in **manual** or **scheduled** sync mode.



## Logging

You may also configure the **Log Level**, that will determine what errors are tracked in the log:

- **Error:** only record error codes (default).
- **Info:** record all synchronization activity.
- **Debug:** include more details about the error that occurred, including SyncML messages.
- **Trace:** provide all information regarding the error, including explicit references to the code.

**Note:** unless you have specific needs, you can safely keep the default choice.

The log file, *synclog.txt*, can be found under the "Media" folder in your BlackBerry's main menu, navigating to "Device Memory" → "Home" → "User".

## Advanced Topics

### Editing Account Details

You can access your account settings such as username, password and server location by pressing the *Menu* key and selecting **Account**.

You only need to revise these settings if your account information has changed or if you wish to connect to a different server.

### Sync Errors

The most common errors that may occur are:

- **Network error:** the "*Network Error*" message appears if the synchronization process failed due to a connection error. Please try again when the network connection is available.
- **Quota exceeded:** the "*Quota exceeded*" message

appears when pictures were not synchronized due to quota restrictions and in general if quota restrictions are exceeded.

- **Unexpected error:** for unexpected sync errors, status messages "*Last sync failed*" or "*Sync not completed*" will be displayed for the affected data types.

## Resetting Data

The reset operation may be useful if you wish to wipe out all data from your BlackBerry and download a fresh copy from the server, or vice versa.

**Important!** Before resetting your contacts, please note that any new data on the client or the server not synchronized yet may be permanently lost.

To use this feature, follow these steps:

1. Press the *Menu* key and select **Reset**.
2. A pop-up message appears, describing what you are about to do; choose "Next" to continue.
3. Choose the reset direction: "From Server to BB" to delete all data on your BlackBerry and replace it with a fresh copy from the server, or "From BB to Server" to delete all data on the server and replace it with a fresh copy from your BlackBerry.
4. Select the data type that you wish to reset: "Contacts", "Calendar", "Tasks", "Notes", "Pictures" or "All".

All items for the chosen data type(s) will be deleted and replaced with a fresh copy based on the previously selected reset direction.

**Note:** Pictures can only be reset from your BlackBerry to the server. No pictures are deleted on the server after performing a reset from the client; the client simply re-sends the pictures to the server.

## Uninstalling The Client

To uninstall the BlackBerry Sync Client, follow these steps:

1. Find the application in the *Downloads* or *Applications* folder on your device.
2. Select the Sync Client icon, press the *Menu* key and select "Delete".
3. Select "Delete" from the confirmation pop-up message that appears.

**Note:** uninstalling the Sync Client will NOT delete data stored on your BlackBerry.

## System Requirements

The BlackBerry Sync Client works on BB OS 4.3 or above.