

GoodLink™

Wireless Corporate Messaging

Preparing Your Handheld Installation Guide

Version 1.0



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Warning: Do not use this device while driving.

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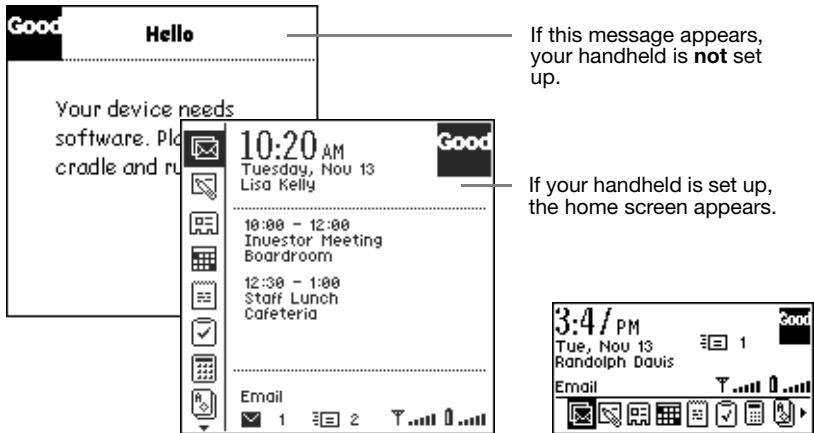
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1 Preparing Your Handheld

This book describes how to prepare your handheld for use. It includes information on installing the cradle connector and GoodLink Desktop software. The GoodLink Desktop software can be installed on any computer with:

- Microsoft Windows 95, 98, 2000, ME, NT, and XP
- Microsoft Outlook 97, 98, 2000, and XP
- Serial port



Preparing Your Handheld

Important: If your Microsoft Exchange administrator has already prepared your handheld, you don't need to read this document. Refer to the *GoodLink User's Guide* for instructions on using your handheld. If you are upgrading your BlackBerry handheld to use GoodLink Application software, skip to "Upgrading to GoodLink Application Software" on page 41.

Getting Started

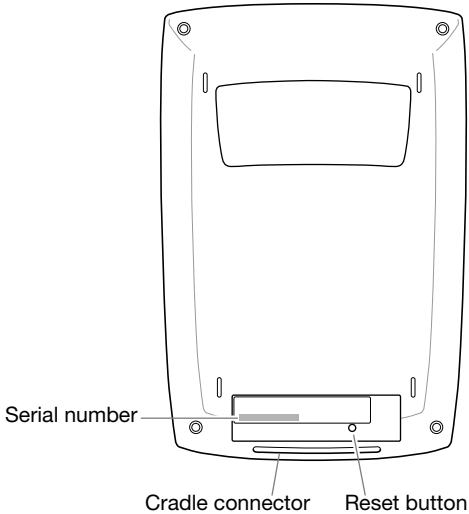
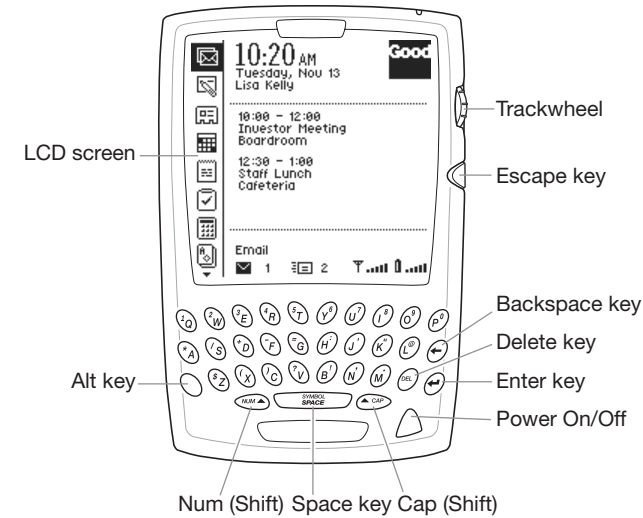
Before preparing your handheld, make sure:

- Your Microsoft Exchange administrator has added your handheld to Microsoft Exchange.
- You are signed up for a GoodLink service plan.

When you unpack your handheld, write down the serial number for your handheld (for example, 041/15/156854). Keep this number handy in case your Microsoft Exchange administrator requests it.

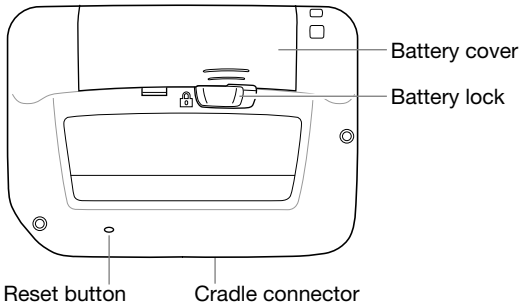
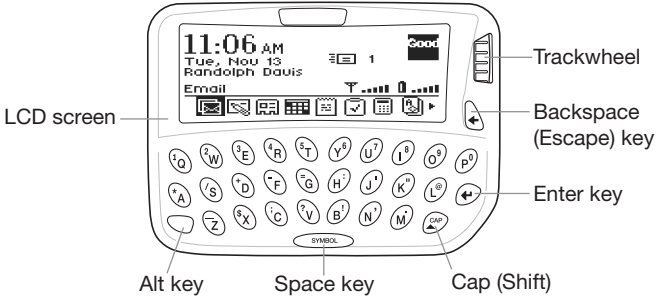
- On the RIM 957, the serial number is located on the back of the handheld.
- On the RIM 950, the serial number is located inside the battery chamber. Remove the battery cover and battery to see the number.

Your RIM 957 Handheld at a Glance



Preparing Your Handheld

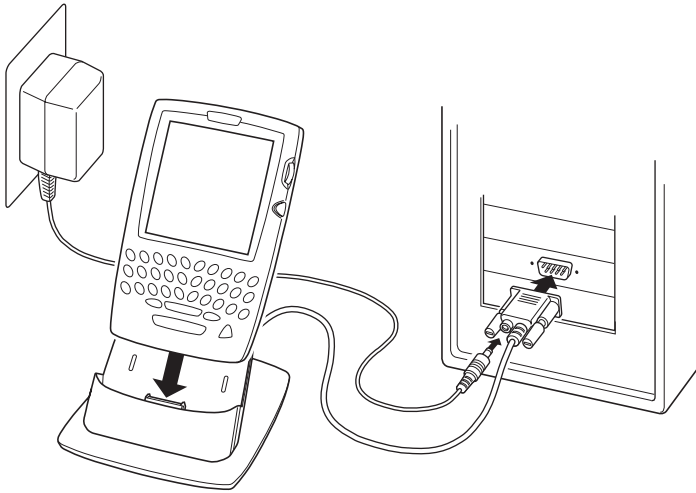
Your RIM 950 Handheld at a Glance



Preparing the Hardware

Follow the installation procedures for your type of handheld. The RIM 957 has a rechargeable battery and charging cable. The RIM 950 uses a standard AA battery.

Preparing the RIM 957




1. Place the cradle on your desk and connect the cable to a serial port on your computer.
2. Attach one end of the power cord to the cable connector.
3. Plug the other end of the power cord into a power outlet.
4. Place the handheld in the cradle.

The RIM 957 has an internal battery that recharges automatically in the cradle.

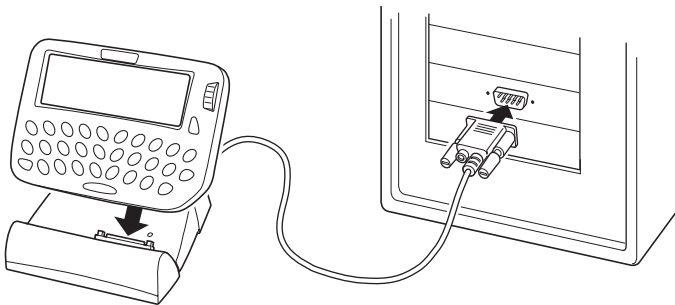
Preparing Your Handheld

After a few moments, a screen appears.



Note: If desired, you can leave the handheld in the cradle until it is fully charged (about 3 hours). However, a full charge is not required for installation. When the handheld is charging, a  symbol appears on the home screen.

Preparing the RIM 950



1. Place the cradle on your desk and connect the cable to a serial port on your computer.
2. Remove the handheld from its holster.

3. Open the back cover and insert a new AA battery. Then, replace the cover.

Note: Your handheld may already have a battery installed.

4. Turn on the handheld by clicking (pressing down) on the trackwheel.

A screen appears.



5. Place the handheld in the cradle.

Installing Desktop Software

Your handheld comes with a CD you can use to install GoodLink Desktop software and set up your handheld. You can install the desktop software on any computer that runs Microsoft Windows 95, 98, 2000, ME, NT, or XP.

Before installing desktop software, make no other application is using the serial port your handheld cradle is connected to.

To install desktop software:

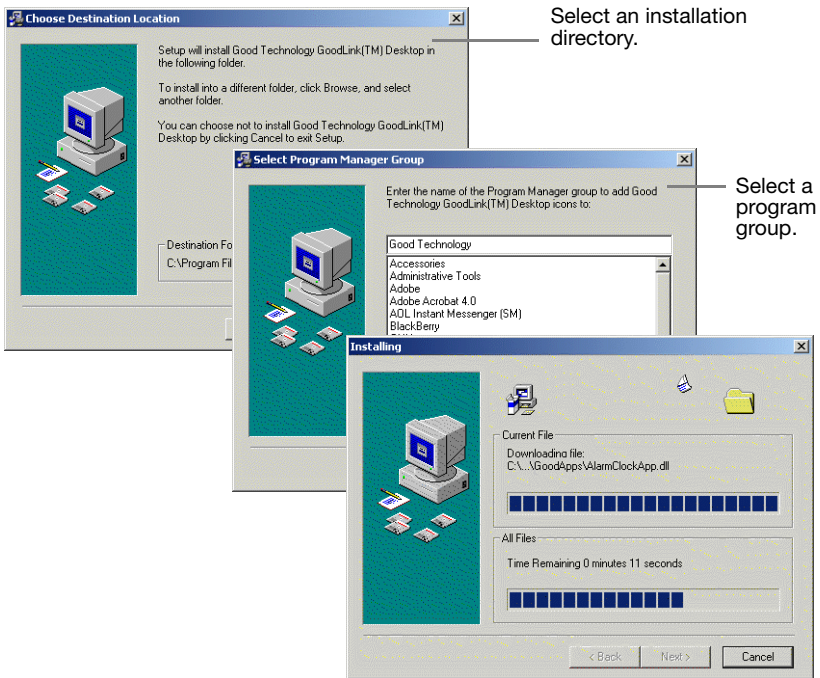
1. Insert the GoodLink Installation CD into the CD drive.
2. Click the Start button on your desktop. Choose Run to run the setup.exe program on the CD.

Preparing Your Handheld

3. Follow the installation instructions. The installer asks you to:

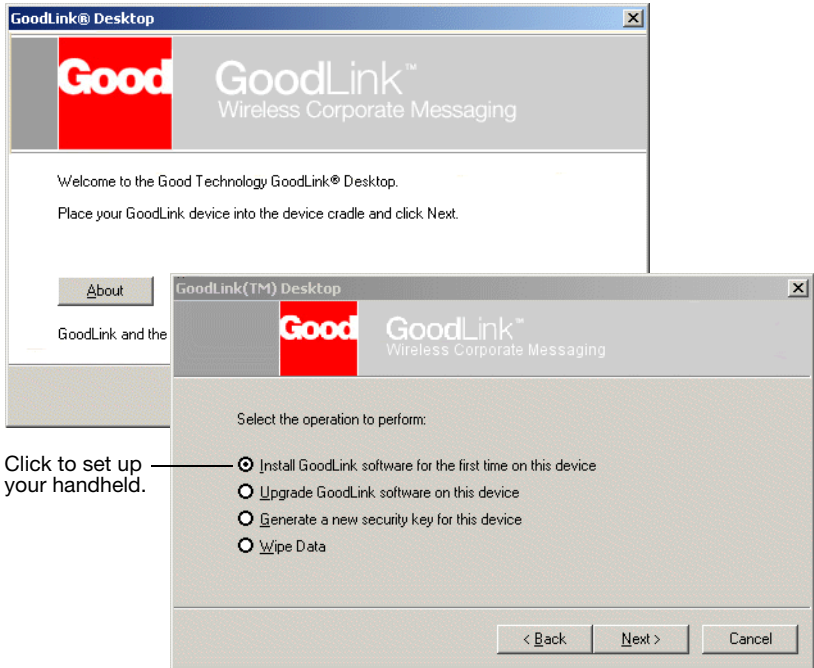
- Read and accept the license agreement
- Specify an installation directory
- Specify a program group

During installation, the desktop software is copied to your computer's hard disk.



Setting Up Your Handheld

Next, a series of screens appear to set up your handheld. The setup program automatically checks to make sure your cradle is connected properly to your computer and your handheld is turned on and seated in the cradle.

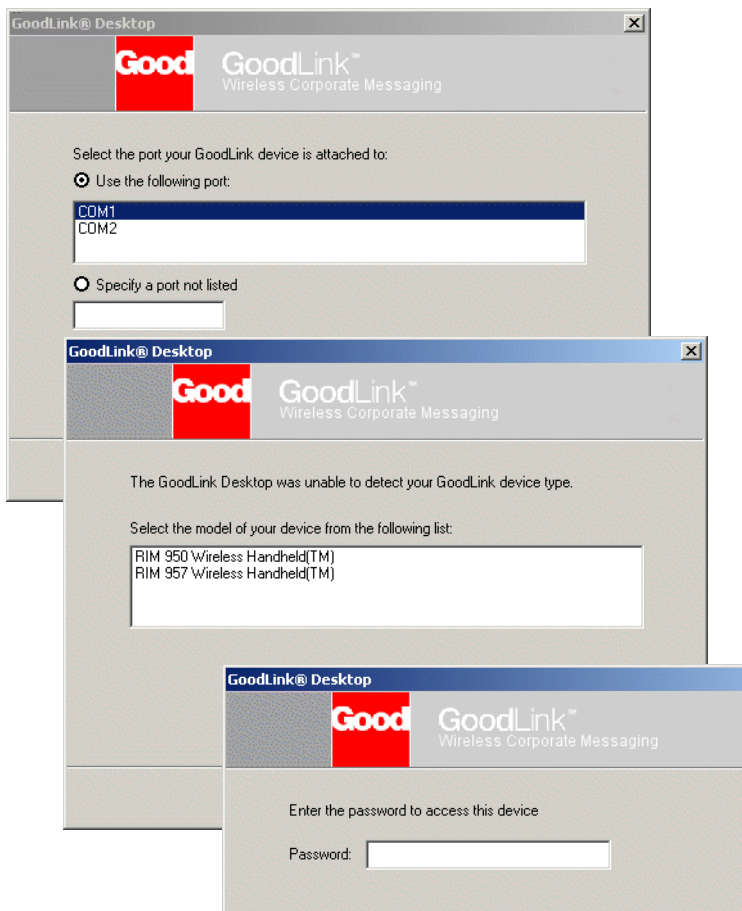


1. Follow the onscreen instructions.
Use the Next button to proceed to the next screen and the Back button to return to the previous screen.
2. When a list of operations appears, choose “Install GoodLink software for the first time.

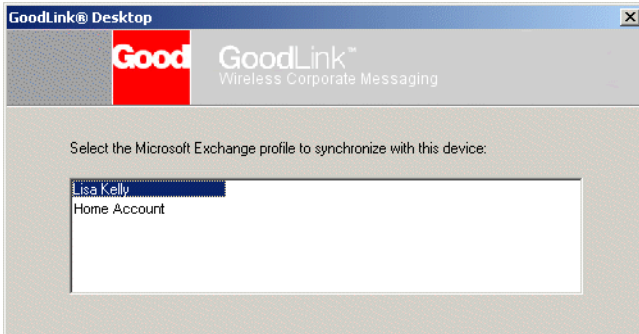
Preparing Your Handheld

The setup program might ask you to specify:

- the serial port your handheld is connected to
- the type of handheld you're setting up (RIM 950 or RIM 957)
- a handheld password (If a password has been set for the handheld.)



- Next, a list of Exchange profiles installed on your computer appears. Choose the Exchange profile you want to use.



- At this point, the setup program:
 - Installs the latest GoodLink applications on your handheld.
 - Generates an encryption key for your handheld. This key enables secure transmissions between your handheld and the network.
 - Connects your handheld with the wireless network.
 - Locates information in your Microsoft Outlook account on the Exchange server.

Note: It can take up to five minutes for this process.

- When your handheld connects successfully with the wireless network, you can remove it from the cradle.

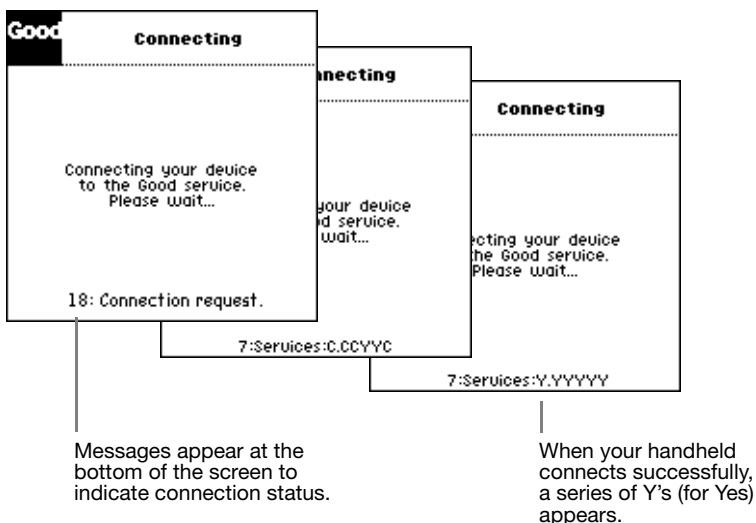


When this screen appears, you can remove the handheld from the cradle.

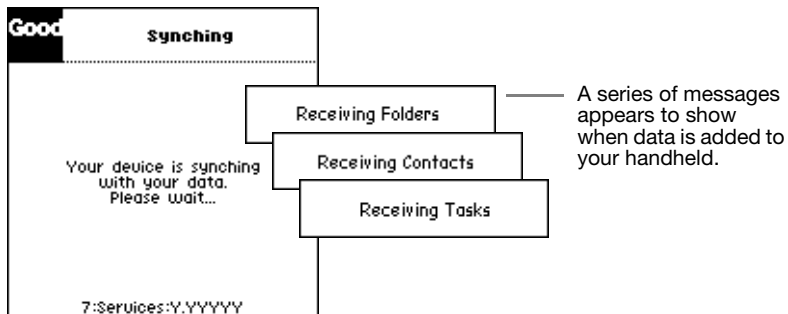
Preparing Your Handheld

- On your handheld, a series of messages appears to indicate the handheld is registering with the wireless network and synching data from your Outlook account.

Connection and synchronization time varies depending on network traffic and the amount of data stored in your Outlook account.



While your Outlook data is synchronized, you'll see the following:



7. Wait until the home screen appears.

Congratulations! You've successfully set up your handheld and you're ready to use GoodLink applications.

Note: If an error message appears during setup or the connection screen is unchanged for more than 15 minutes, a connection problem might have occurred. For more information, see "Troubleshooting" on page 15.



Message indicates a connection problem.

What Gets Synchronized

After setup, you should see the following personal information on your handheld:

- All personal contacts (Global address list contacts are not included.)
- Calendar appointments from two months ago and all future appointments
- All uncompleted tasks

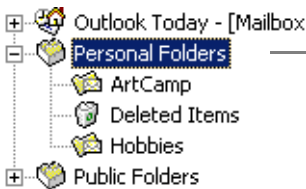
Preparing Your Handheld

- Email folders
- Email messages that existed before setup are not synchronized. New email messages you send and receive after setup are synchronized.

Note: If your Outlook account is set up to move incoming messages to a folder rather than the Inbox, make sure that folder is set for synchronization with your handheld. Otherwise, new email messages sent to that folder will not appear on the handheld. (For more information, see the *GoodLink User's Guide*.)

- All notes (Up to 4K of note text is included for each note.)

Note: The handheld only adds information stored in your Outlook account on the Exchange server. It does not synchronize information stored in personal folders (*.pst) on your computer.



Information in your Outlook account is synchronized. Information in personal folders is not.

2 Troubleshooting

This chapter describes how to troubleshoot your handheld. It includes troubleshooting information for setting up your handheld, and error messages that might occur on the handheld. If you still experience difficulties after following these instructions, contact Good Technology at 1-800-478-3714.

This section includes information on:

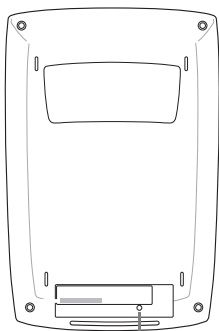
- Cradling your handheld
- Resetting your handheld
- Common problems and solutions
- Handheld error messages

Cradling Your Handheld

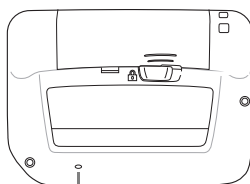
In some situations, the troubleshooting instructions in this chapter, might ask you to cradle your handheld and reinstall GoodLink Application software. If you originally set up the handheld, use the cradle connected to your computer and GoodLink Desktop software to set up the handheld again. Otherwise, ask the Microsoft Exchange administrator to do this for you.

Resetting Your Handheld

In some situations, the troubleshooting instructions in this section might require you to reset your handheld. In this case, press the Reset button on the back of the handheld.



Reset button
on RIM 957



Reset button
on RIM 950

Note: The button is recessed. Use a small, thin instrument (such as the end of a paper clip) to reach the button.

Common Problems and Solutions

This section describes common problems and solutions that might occur on the handheld.

Setup Problems

If an error message appears when you set up your handheld, check the following:

- Make sure the handheld is turned on.
- Make sure the cradle cable is connected properly and the handheld is seated tightly in the cradle.
If your cradle cable has a power cord, make sure the power cord is connected to the cradle connector and a power outlet.
Check to make sure you're connected to an active serial port. The handheld setup program checks all serial ports on your computer.
- Make sure other applications on your computer are not using the port.
- Check the signal strength indicator on the handheld. Make sure you're in an area that can receive a strong signal.
- Make sure your Microsoft Exchange administrator has added your handheld to the Exchange server. If necessary, send a copy of your handheld serial number to the administrator.
- Make sure you have an active service account.

Installing Applications

- Not enough room on handheld
In most cases, this error occurs if your contacts list requires all of the available data space. If this error occurs, try creating a smaller address book that contains a subset of your contacts.

Synchronizing

- Not enough room on handheld
On rare occasions, this error occurs when your handheld synchronizes with Outlook. To free up space, try deleting unnecessary email messages, or creating an address book that contains a subset of your contacts.
- Some new email messages are not appearing on handheld
If your Outlook account is set up to move incoming messages to a folder rather than the Inbox, make sure that folder is set for synchronization with your handheld. Otherwise, new email messages sent to that folder will not appear on the handheld. For more information, see the *GoodLink User's Guide*.
Also, check to make sure the email sender is not blocked. For more information, see the *GoodLink User's Guide*.

Changing Servers

- Not receiving email
If your Microsoft Exchange administrator moves your account to another Microsoft Exchange server or GoodLink Server you'll need to set up your handheld again. Otherwise, your applications will not be synchronized. For more information, see "Setting Up Your Handheld" on page 9.

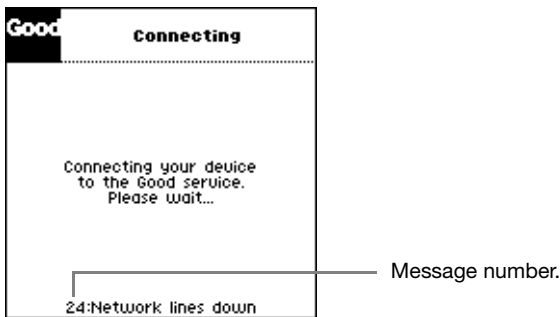
Handheld Error Messages

This section provides an overview of error messages that might appear on your handheld when it is starting up.

There are two types of error messages that can occur during start up:

- Informational messages (numbered 1 to 49) that describe general startup status and warnings. These messages appear on the handheld when it is first added to the wireless network and synchronizes data with your Outlook account.
- Error messages (numbered 50 or above). These messages describe hard errors what will terminate the startup. This happens when the handheld cannot automatically recover from an error.

When an error message appears, refer to the number at the beginning of the message to look up a detailed description of the cause. Typical connection problems can include network outages, server or software compatibility problems, and handheld registration problems.



For a detailed description of handheld error messages, contact your Microsoft Exchange administrator or refer to the following sections in this document. Your Microsoft Exchange administrator will work with Good Technology to correct the problem.

Startup Status Informational Messages

These messages appear on the handheld when it is first added to the wireless network and synchronizes data with Microsoft Exchange. Refer to the number at the beginning of the message to look up a detailed description of the cause.

7: Services:.....

Example: Services:YCACAYY

Severity: Informational message that indicates the progress of services connecting to the Exchange server. The message includes one status letter or dot(.) for each required connection.

Meaning: There are seven required services to connect. They appear in this order:

1. Email
2. Calendar
3. Contacts
4. Attachments (email attachments)
5. Administration (overall email administration messages)
6. Notes
7. Tasks

As each service connects, the following symbols appear in the appropriate place.

Symbol	Meaning
Dot (.)	Not connected (the initial state)
Y	Fully connected
C	Connecting (not fully connected, yet)
A	Authenticating (verifying that the Exchange server authorizes this connection)

Symbol	Meaning
H	No host found. (No Exchange server is available for the handheld.)
E	Error. (An Exchange failure or technical problem occurred.)
F	Failed authentication. (Exchange has denied the connection.)
X	Not authorized to connect. (The handheld is not set up or the serial number is not recognized.)
D	Disconnecting (at the request of the Exchange server)
K	Session key failed. (invalid encryption key)

Remedies:

- Dot (.), Y, C, A, or P. No action is needed.
- H, E, or D. Verify that the Exchange server associated with the handheld is up and running.
- F, X, or D. The Microsoft Exchange administrator should verify that the handheld has been added to the GoodLink Server.
- K. Cradle the handheld again and generate a new encryption key.

10: Cannot connect.

Severity: Warning to Severe. If this persists, the handheld cannot be used.

Meaning: The handheld could not communicate with the wireless network within a required timeout period of a few minutes.

Remedy: Make sure the handheld radio is on and the signal strength is high. Reset the handheld to try again.

Troubleshooting

11: Need connections.

Severity: Mild. This message occurs the first time the GoodLink Operations Center recognizes a handheld.

Meaning: Before a handheld can be added to the network, it must send a request for connections. Connections are then assigned between the handheld and the handheld's services (for example, the Exchange server).

Remedy: The handheld automatically requests connections.

12: Incompatible software.

Severity: Severe. The handheld has incompatible software. A Reset Error screen will appear immediately after this message.

Meaning: The handheld software is not compatible with the network. Typically this occurs when the handheld software is older than the GoodLink Server software.

Remedy: Cradle the handheld and reinstall the GoodLink Application software.

13: Failure to send.

Severity: Warning. A transient failure occurred on the network or with the GoodLink Operations Center.

Meaning: The Mobitex network has signaled the handheld that a message could not be delivered to the GoodLink Operations Center. Often, this message appears with a more specific message (numbered 22-26). Causes can include dropping out of coverage, Mobitex congestion, or GoodLink X.25 line failure.

Remedy: The handheld will retry the message.

14: Reconnecting.

Severity: Informational.

Meaning: The handheld received the connection responses required from the GoodLink Operations Center. It will commence connecting services to the Exchange server. Typically this message is followed quickly by Message 7.

Remedy: None required.

15: Connecting.

Severity: Informational.

Meaning: The handheld is about to announce itself to the GoodLink Operations Center. This can take several seconds.

Remedy: None required.

16: Device recognized.

Severity: Informational.

Meaning: This message appears the first time the handheld communicates with the GoodLink Operations Center and the center recognizes the handheld serial number. Typically this message is followed quickly by Message 15.

Remedy: None required.

Troubleshooting

17: Device not recognized.

Severity: Severe. This message is followed almost immediately by a Reset Error screen.

Meaning: This message appears the first time the handheld communicates with the GoodLink Operations Center and the center does not accept the handheld. Reasons for the rejection appear on the Reset Error screen that follows this message.

Remedy: Refer to the Reset Error message that follows.

18: Connection request.

Severity: Informational.

Meaning: This handheld has been started for the first time since adding software or removing applications and data. The handheld is requesting connection information from the GoodLink Operations Center so it can communicate with the Microsoft Exchange server.

Remedy: None required. This can take several seconds.

19: Radio off.

Severity: Informational, but indicates that no progress can be made.

Meaning: While requesting connections (See Message 18), the handheld radio is off. Before any connections can be made, the radio must be turned on.

Typically you cannot turn the radio off when starting the handheld. However, other third-party software (for example BlackBerry RIM applications) on the handheld might have changed the setting.

Remedy: Reset the handheld to turn the radio on.

20: Out of coverage.

Severity: Informational, but no progress can be made until coverage is restored.

Meaning: While requesting connections (see Message 18), the radio signal is low or non-existent. The handheld might be out of signal range.

Remedy: Go somewhere where there is better coverage (for example, outside a building or closer to a metropolitan area).

21: Disabled by network.

Severity: Severe. A Reset Error screen will appear momentarily.

Meaning: The Mobitex network is denying service to the handheld.

Remedy: This is an uncommon message. Typically it occurs when the GoodLink Operations Center terminates support for the handheld because the handheld was reported lost or stolen, the service contract was cancelled, or the handheld was previously connected through another service (for example, BlackBerry RIM) and the service has not been reactivated by Good Technology.

22: Incorrect group.

Severity: Severe: A Reset Error screen will appear momentarily.

Meaning: The handheld's serial number is not on the roster of handhelds authorized to communicate with Good Technology.

Remedy: The Microsoft Exchange administrator should report the problem to Good Technology. Good will contact Cingular to register the handheld.

Troubleshooting

23: Network problems.

Severity: Warning.

Meaning: A problem occurred on the wireless Mobitex network.

Remedy: None available. If the problem persists, the Microsoft Exchange administrator should report the error to Good Technology.

24: Network lines down.

Severity: Warning.

Meaning: Cingular's lines to the GoodLink Operations Center are down. This can happen when the X.25 lines are disabled.

Remedy: If the problem persists, the Microsoft Exchange administrator should contact Good Technology. Good Technology will work with network partners to correct the problem.

25: Network congestion.

Severity: Warning.

Meaning: A local radio tower (or towers) in the handheld's signal range is unusually congested. The message will take longer to transmit.

Remedy: None. The handheld will retry automatically.

26: Network busy.

Severity: Warning.

Meaning: Access demand at the GoodLink Operations Center is unusually heavy. Messages will take longer to reach the center.

Remedy: None. The handheld will retry automatically. If the problem persists, the Microsoft Exchange administrator should contact Good Technology and verify that a service contract is still active for the handheld.

Reset Error Messages

Occasionally, an error occurs during handheld startup that causes the handheld to reset. This happens when the handheld cannot automatically recover from an error. When this occurs, the following Reset Error screen appears:

Your device has an error.
Please call Customer Support
at 1-800-478-3714
<Error number and message appears here>

When a Reset Error screen appears:

1. Make a note of the error number and if possible try the suggested work around.
2. If you can't fix the problem, contact your Microsoft Exchange administrator. Your administrator will work with Good Technology to correct the problem.

50: Radio application not installed.

Meaning: The handheld does not have the GoodLink Radio application installed.

Remedy: Cradle the handheld and reinstall ALL GoodLink Application software.

51: Incompatible software. Please upgrade.

Meaning: The handheld has out-of-date software that is not compatible with software on the GoodLink Server.

Remedy: Cradle the handheld and install ALL the latest GoodLink Application software.

Troubleshooting

52: Setup failed.

Meaning: The handheld cannot be set up because a setup response from the GoodLink Operations Center contained an error. This is an uncommon situation. Typically you would see Error 70 instead. Error 52 indicates an unknown setup error has occurred.

Remedy: The Microsoft Exchange administrator should make sure that the email address, Exchange server name, and other user data are set correctly on the handheld.

53: Missing a service.

Meaning: During setup, the handheld has requested a service that the GoodLink Operations Center either did not provide or that contains an error. (For a list of these services, see Message 54.)

Remedy: The Microsoft Exchange administrator should verify which services should be included on the handheld and make sure the GoodLink Operations Center knows about those services.

54: Service connection(s) failed:

Meaning: One or more services on the handheld have failed to connect. The symbols and remedies are the same as described in Message 7.

When the Reset Error screen appears, at least one of the sessions has a E, F, X, D, or K.

55: Email application missing.

56: Calendar application missing.

57: Contacts application missing.

58: Notes application missing.

59: Task application missing.

60: Required application missing.

Meaning: The required application is not installed on the handheld. Typically this happens when the handheld setup program terminated unexpectedly or the handheld was removed from the cradle prematurely.

Remedy: Cradle the handheld and reinstall ALL the GoodLink Application software.

61: Not in Good Technology's Group.

Meaning: To use Good Technology's X.25 gateway, Cingular must add the MAN # of the handheld to the roster of handhelds authorized to communicate with Good Technology. This has not happened.

Remedy: The Microsoft Exchange administrator should report the problem to Good Technology. Good will contact Cingular to register the handheld.

62: Network denies service.

Meaning: The wireless network has signaled the handheld to stop using the network.

Remedy: Make sure the handheld has not been reported as lost or stolen. The Microsoft Exchange administrator should check with the GoodLink Operations Center to make sure a service account is still active for the handheld.

Troubleshooting

63: Unknown error.

Meaning: A handheld error occurred that has an unknown cause.

Remedy: Try resetting the handheld. The Microsoft Exchange administrator should contact Good Technology to file a problem report that includes the error number.

70: Device is not enabled for any services.

Meaning: The handheld does not have any services enabled for it at the GoodLink Operations Center.

Remedy: The Microsoft Exchange administrator should check with the GoodLink Operations Center to make sure a service account is still active for the handheld.

71: Attempting to connect before device is set up.

Meaning: An email address, Exchange server name, or some other piece of information normally available during handheld setup is missing.

Remedy: Cradle the handheld and reinstall ALL the GoodLink Application software.

72: Service not found.

Meaning: The handheld does not recognize a GoodLink Server name.

Remedy: The handheld might have an incorrect gateway number or other user information. You don't need to reinstall handheld software, just remove and reset user information on the handheld. Make sure the following information is correct:

- The gateway number
- The GoodLink Server (SvcProv) name
- The X.400 name
- Email address

73: Access denied.

Meaning: The GoodLink Server has denied access to this handheld.

Remedy: The Microsoft Exchange administrator should make sure:

- The handheld has not been reported lost or stolen.
- The handheld has been added to the GoodLink Server.
- The account is enabled for the handheld.
- The serial number of the handheld matches the serial number associated with the handheld user.
- Only one Exchange user has the serial number assigned.

74: Device is not enabled for any services.

Meaning: No services are available for this handheld.

Remedy: The Microsoft Exchange administrator should verify that the handheld account is enabled for the user. The administrator should also verify with Good Technology that the service plan for the handheld is still valid.

75: Not allowed more instances of a service.

Meaning: A service has been requested more than once by the handheld.

Remedy: The Microsoft Exchange administrator might have to use the Good tab in the Exchange Administrator Recipients Mailbox window to disable and then re-enable the handheld for the user.

76: General setup problem.

Meaning: Software on your handheld is out of date and needs replacement.

Remedy: Cradle the handheld and reinstall ALL the GoodLink Application software.

Troubleshooting

77: Invalid service plan.

Meaning: The handheld does not have a service plan associated with it.

Remedy: The Microsoft Exchange administrator should make sure:

- The handheld has a valid service plan.
- The serial number on the handheld matches the serial number on the plan.

Note: This error appears if the wrong gateway number is set on the handheld. Remove user data from the handheld and enter the correct gateway number.

78: Invalid version. Please upgrade device software.

Meaning: The handheld software is out of date and needs replacement.

Remedy: Cradle the handheld and reinstall ALL the GoodLink Application software.

79: Invalid data. Possible version mismatch.

Meaning: The handheld software is out of date and needs replacement.

Remedy: Cradle the handheld and reinstall ALL the GoodLink Application software.

80: Incorrect account name for this device.

Meaning: The X.400 account name entered on the handheld is not correct.

Remedy: Cradle the handheld and re-enter the correct account name.

81: Server name is incorrect.

Meaning: The GoodLink Server name entered on the handheld is not correct.

Remedy: Cradle the handheld and re-enter the correct GoodLink Server (SvcProv) name.

82: Service is not enabled.

Meaning: The requested service is not enabled on the GoodLink Server.

Remedy: The Microsoft Exchange administrator should make sure the account is enabled for the handheld.

83: Unknown failure.

Meaning: A setup failure occurred that has an unknown cause. No specific error condition is assigned.

Remedy: The Microsoft Exchange administrator should examine the GoodLink Server log and the associated NT Event Application log to determine why the handheld might be getting this error.

84: Connection is unreachable.

Meaning: The GoodLink Service is not available at this time.

Remedy: Reset the handheld and try again.

Troubleshooting

3 Using the Desktop Software

Your handheld comes with desktop software you can use to:

- Install or update applications on your handheld
- Generate a new encryption key
- Remove user data

Some things to remember about the desktop software:

- You do not have to install the desktop software on your computer to synchronize your handheld with your Outlook account. Install it only if you want to set up your device or use desktop software features.
- Your Microsoft Exchange administrator might already have the desktop software installed in a central location. Check before installing a personal copy on your computer.

Installing the Desktop Software

You can install the GoodLink Desktop software on any computer that runs Microsoft Windows 95, 98, 2000, ME, NT, or XP.

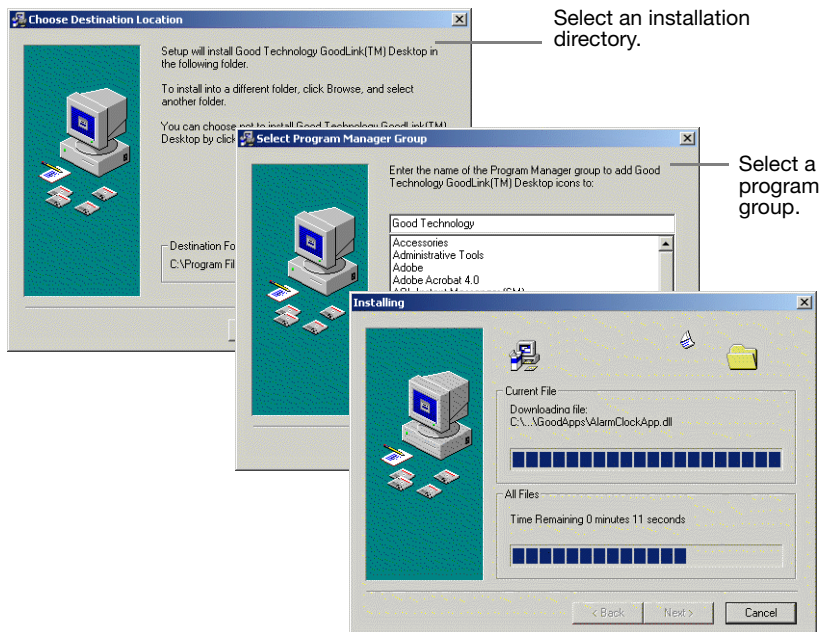
Note: If you've already set up your handheld and installed the desktop software, skip this section.

Using the Desktop Software

To install desktop software:

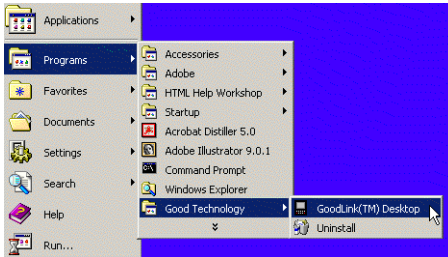
1. Insert the GoodLink Installation CD into the drive.
2. Click the Start button on your desktop. Choose Run to run the setup.exe program on the CD.
3. Follow the installation instructions. The installer asks you to:
 - Read and accept the license agreement
 - Specify an installation directory
 - Specify a program group

During installation, the desktop software is copied to your computer's hard disk.



Starting the Desktop Software

To start the desktop software, click the Start button and choose Good Technology > GoodLink from the Programs menu.



The desktop window appears.



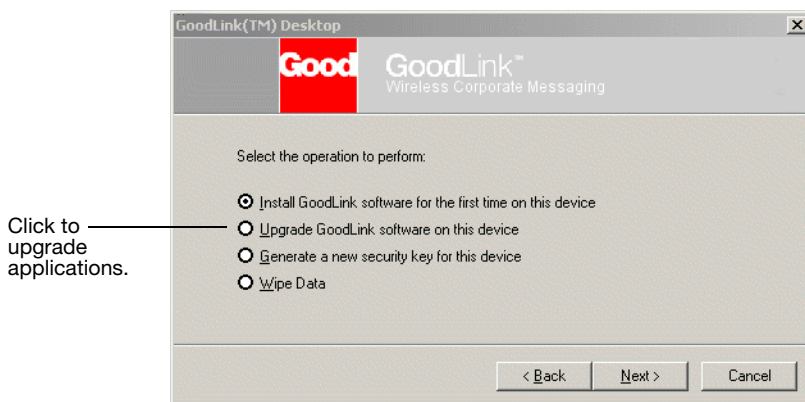
Click Next to use the desktop software.

Note: The desktop software includes online Help. To get Help, click the Start button and choose Good Technology > Help from the Programs menu.

Upgrading Applications

To update applications:

1. Make sure your handheld is on and seated in the cradle.
2. If necessary, start the desktop software.
The main window appears.
3. Click Next.



4. When the list of operations appears, choose “Upgrade GoodLink Software.”
5. Then click Next to start the upgrade.
It can take up to five minutes to upgrade the applications.

Generating a New Encryption Key

To prevent unauthorized access, all email messages sent to and from the handheld are encrypted. During installation, an encryption key is automatically generated for your handheld. This key enables you to create and decipher encrypted messages.

Occasionally, you might need to manually regenerate an encryption key for your handheld. Reasons to create a new key include:

- Your Microsoft Exchange administrator has a policy about periodically regenerating keys
- You switch handhelds
- You or Microsoft Exchange administrator switches GoodLink Servers

To generate a new encryption key:

1. Make sure your handheld is on and seated in the cradle.
2. Start the desktop software and click Next.
3. When the list of operations appears, choose "Generate a new security key." Then click Next.

It takes about one minute to generate the new key.

Removing User Data

You can use the desktop software to remove user data from a handheld. User data includes, email messages, contacts, calendar appointments, tasks, notes, and personal information settings such as user name and email signature.

This option is useful if you're upgrading to a new handheld and you want to make sure your personal information is removed from the current handheld.

Using the Desktop Software

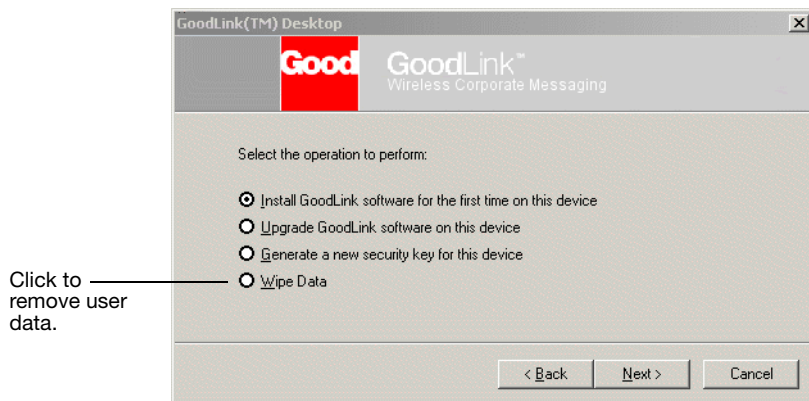
Important: Use this command with caution. Removing user data makes the handheld unusable — unless you set up the handheld again by following the instructions in “Setting Up Your Handheld” on page 9.

To remove user data:

1. Make sure your handheld is on and seated in the cradle.
2. Start the desktop software and click Next.
3. When the list of operations appears, choose “Wipe Data.” Then click Next.

A message appears asking you to confirm the removal.

4. Click Yes to start the removal.



4 Upgrading to GoodLink Application Software

This chapter describes how to upgrade your RIM BlackBerry device to use GoodLink Application software. These instructions apply to both the BlackBerry RIM 957 device and the BlackBerry RIM 950 device.

Important: Before you start the upgrade, make sure:

- Your Microsoft Exchange administrator has added your handheld to Microsoft Exchange.
- You have signed up for a GoodLink service plan.

Note: If your Microsoft Exchange administrator has already upgraded your handheld, you'll see the GoodLink home screen when you turn on the handheld. If so, skip ahead to "Key Differences" on page 43.



GoodLink home screen

Backing Up Your Handheld

To upgrade your handheld:

- 1.** Make sure your handheld is turned on and seated in the cradle.
- 2.** Make sure the battery is at full strength
 - If you're using a RIM 957, make sure the battery is charged.
 - If you're using a RIM 950, make sure the battery is new and at full capacity.
- 3.** Use the BlackBerry Desktop Manager to synchronize your handheld.
- 4.** Use the BlackBerry Desktop Manager to make a backup of your handheld. Backup both the applications and data.
Set the backup aside for archive purposes.
- 5.** Use the BlackBerry Desktop Manger to remove the existing applications and data from your handheld.
- 6.** When you've finished backing up your handheld, make sure you exit the BlackBerry Desktop Manager.
Your handheld is now ready for GoodLink Application software.

Preparing Your Handheld for GoodLink

For information on how to set up your handheld for GoodLink Application software, follow the instructions in:

- "Installing Desktop Software" on page 7.
- "Setting Up Your Handheld" on page 9.

Key Differences

This section describes some key differences between BlackBerry applications and GoodLink applications. For details on using GoodLink applications, see the *GoodLink User's Guide*.

Setup

The GoodLink Installation CD includes a setup.exe program that provides step-by-step instructions to install desktop software and set up your handheld. (See "Preparing Your Handheld" on page 1.)

- If desired, your Microsoft Exchange administrator can set up your handheld for you. Or, you can set up the handheld yourself.
- The GoodLink setup program automatically generates an encryption key for your handheld. You don't have to manually create a key.
- Once your handheld is set up, you don't need to run the GoodLink desktop software to synchronize applications on your handheld. Instead, this all happens wirelessly. For details, see "Synchronizing" on page 43.

Synchronizing

- Applications on your computer are automatically synchronized with your handheld whenever the radio is on.
- Synchronization happens wirelessly. You do not have to cradle your handheld to synchronize. Your application data such as calendar, email, contacts, notes, and tasks are Always-Up-To-Date.
- Application data is synched directly from the Microsoft Exchange server. Your applications synchronize even when your computer is turned off.
- Because applications on your computer are automatically and wirelessly synchronized with your handheld, you don't need to back up (or restore) files from your handheld to your computer.

Email

- The Email application includes folders you can use to manage messages. By default, the following folders are included:
 - Inbox. Contains new messages.
 - Outbox. Contains messages to be sent.
 - Sent Items. Contains a copy of messages you have sent.
 - Drafts. Contains unfinished messages you have saved.
 - Deleted Items. Contains messages you've deleted.

In addition to the folders listed above, your handheld contains email folders you're added to your Outlook account.

Once your handheld is set up, adding, deleting, or rearranging email folders in your Outlook account produces the same results on your handheld.

- Email you delete from your handheld is automatically deleted from your computer. Messages you delete on your handheld are stored in the Deleted Items folder.
- Sent messages are automatically filed in your Sent Items folder rather than remaining in your Inbox.
- You can view the following types of email attachments on your handheld.
 - Microsoft Word (*.doc)
 - Adobe Acrobat (*.pdf)
 - PowerPoint (*.pps)
 - Excel (*.xls)
 - WordPerfect (*.wpd)
 - HTML (*.htm or *.html)
 - Rich Text (*.rtf)
 - Plain Text (*.txt)
- You can enter an email signature directly on your handheld. This signature is automatically appended to all email messages sent from the handheld.

- Email replies automatically include the text of the original message.
- You can configure your handheld to block email messages from one or more sources.

Contacts

- Each contact includes three email address fields by default.
- When you type in the To field of an email address (or in any other application field you use to specify contacts) a list of contacts that match the text you've typed automatically appears.
- You can assign a special notification tune for a contact.

Calendar

- On the RIM 957, your most recent calendar appointments appear automatically on the handheld home screen. You can turn this setting on and off.
- Because wireless synchronization always keeps your calendar up-to-date, you can respond to meeting requests from your handheld.
- The calendar displays appointments by month, day, or agenda.

Alarm Clock

- You can set a snooze duration for the alarm.

Keyboard Shortcuts, Copying Text

Keyboard shortcuts for GoodLink applications are different than for BlackBerry applications.

Some examples are:

- In email addresses, press Space **twice** to enter an @ symbol.
- Press Space again to enter a dot (.) in an email address.
- Press Space again to automatically enter a **com** suffix. You can continue to press Space to cycle through **.com**, **.net**, **.gov**, and **.org** suffixes.

Keystrokes to copy and paste text are also different.

Other

- GoodLink application menus include a Help command for all GoodLink applications.
- Use the Quick Settings menu to power off your handheld. You can also use Quick Settings to turn the radio on and off.

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