Upgrading to NotifySync v4.10 On Your BlackBerry Handset

Version: v1.0

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Upgrading to NotifySync v4.10

on your BlackBerry handset

These instructions were originally written for the BlackBerry Bold 9000 on the o2 network using Blackberry O/S v4.9. Therefore the screenshots are from this phone. However any BlackBerry with v4.5 BlackBerry Operating System or later should work in a very similar way, and any known differences with earlier O/S versions are highlighted in the guide where possible (see Note: under each step)

There are two sections to this guide. The first section is "Upgrading over the top of your existing v4.9 installation". If you have any problems updating your existing version to v4.10, you can uninstall v4.9 (or any problem v4.10 install) and then install v4.10. In this instance please see the second section "Uninstalling existing NotifySync before installing v4.10". If you do need to uninstall and reinstall, you will need access to your original licence registration information.

Upgrading over the top of your existing v4.9 installation

1. From the main applications screen, and go to your "Downloads" folder.

    Note: For earlier versions of BlackBerry O/S, you may not have the Downloads folder. Just skip this step and proceed to the next step.

2. Look for the Notify BlackBerry Installer, a black square with a red border, and a down arrow.

    Open it.

    Note: For earlier versions of BlackBerry that do not have the downloads folder, you will usually find this icon on your main BlackBerry applications screen.

3. You should now see the installer, with the currently installed version shown.

    Select "Check for updates".

    Note: You can also use this function in future to update your NotifySync software to a new version. It is recommended that you check for updates regularly. If you already have NotifySync installed, then the currently installed versions will be displayed on this screen instead of "No Applications Loaded".

4. The update check then runs
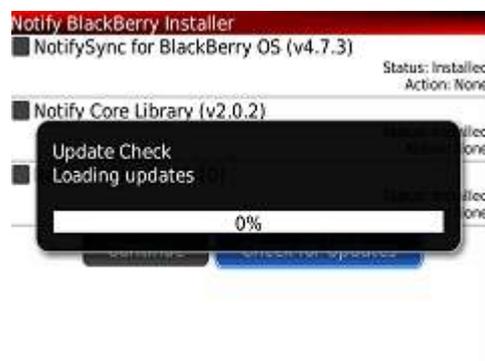
5. Available updates will then be displayed.

    Status should show as "Older Version Installed"

    Select available updates by ticking each box as shown, then select Continue.

    Note: BeamReader is a PDF viewer for Blackberry and is a separately licenced product. Installing from here will install a trial version by default which you can later convert to a full version by entering a key. Selecting BeamReader is optional.

6. Now the installer will ask if you are sure.

    Select YES

    Note: press the up and down arrows in turn until the display shows YES

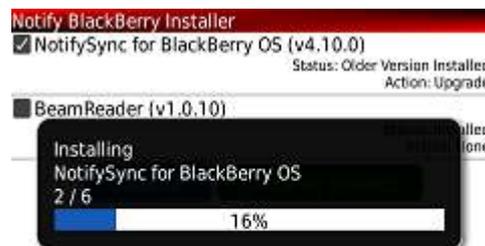7. Components are then downloaded.

    This may take a few minutes, please be patient.

    Note: If your Blackberry only supports GPRS connectivity, this process may take longer. For Blackberry handsets using 3G or with a configured Wi-fi connection, this process will be faster.

8. The application is now installed.

    This may take a few minutes, please be patient.

9. Once the installation is completed you are asked to reboot the phone.

    Please reboot your phone as requested.

    Note: To press Alt + Cap + Delete, use the left Alt key. The cap button is the bottom right hand shift button that looks similar to this. You may have a similar key in the bottom left. It is NOT the left key. The Del key should be labelled on your phone. Press and hold Alt and Cap, then whilst holding these press the delete key for approx 2-3 seconds. The device should then restart.

    If you have problems resetting, please remove the battery, wait 30 seconds and replace.

10. After restart you need to locate the NotifySync icon. As the product has been updated, the NotifySync icon may have moved back to the default location. If it has, please go back to Downloads to locate the NotifySync icon, and select this.
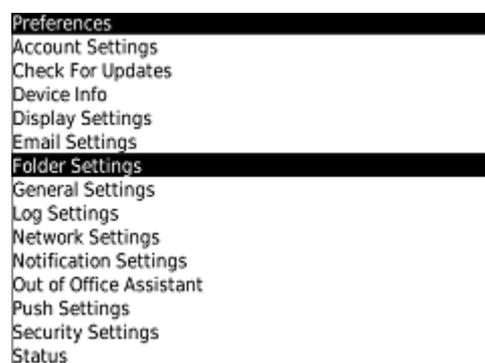
    Note: As with the earlier screens, for earlier versions of BlackBerry that do not have the downloads folder, you will find this icon on your main BlackBerry applications screen, usually at the bottom.

    You can also move this icon to the main menu, instructions on how to do this can be found under "Optional Configuration Steps" later in this guide.

11. The upgrade is now completed.

    If you had subfolders marked for synchronisation, after upgrade these may now be switched off and will no longer synchronise. To turn these back on, go to Preferences, then Folder Settings, and re-select any sub folders you want to synchronise.

Uninstalling existing NotifySync before installing v4.10

If you encounter any problems with upgrading the existing version either during or after upgrade, it is recommended to uninstall the existing version and then install the new version.

1. From the main applications screen, and go to your "Downloads" folder.

    Note: For earlier versions of BlackBerry O/S, you may not have the Downloads folder. Just skip this step and proceed to the next step.

2. Look for the Notify BlackBerry Installer, a black square with a red border, and a down arrow.

   Open it.

   Note: For earlier versions of BlackBerry that do not have the downloads folder, you will usually find this icon on your main BlackBerry applications screen.

3. You should now see the installer, with the currently installed version shown.
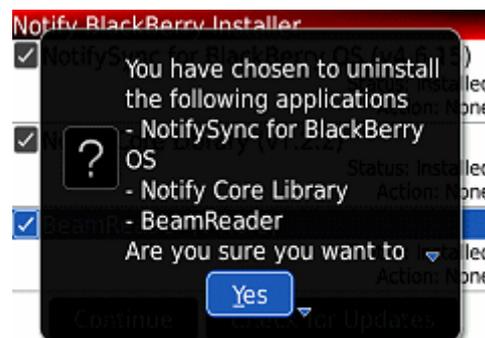
   Tick each item as shown.

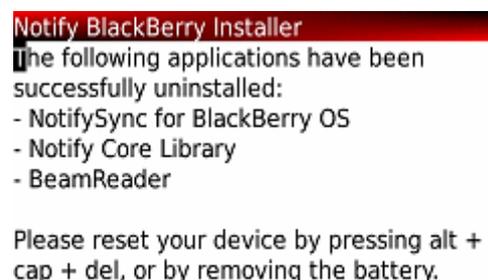4. To uninstall ticked items, press the menu button and select "Uninstall"

5. A warning appears, select YES

6. The application is now uninstalled

7. Once completed, the device must be restarted.

Please reboot your phone as requested.

Note: To press Alt + Cap + Delete, use the left Alt key. The cap button is the bottom right hand shift button that looks similar to this. You may have a similar key in the bottom left. It is NOT the left key. The Del key should be labelled on your phone. Press and hold Alt and Cap, then whilst holding these press the delete key for approx 2-3 seconds. The device should then restart.

If you have problems resetting, please remove the battery, wait 30 seconds and replace.

After a minute or so you may also see a notification that says "The device is required to reset to complete module installation or removal" – if you see this, select REBOOT NOW.

Next Steps – installing v4.10 and re-registering your account

The procedure from here, following uninstallation, is now the same as performing a new installation.

Please go to http://www.nhs.notifysync.co.uk/support and download a copy of our installation procedure. This will take you through the necessary steps to perform a fresh installation.

You will need to know your registration details/licence key in order to perform the install. If you have misplaced these details and can no longer find your original welcome email containing your licence details, please go to http://kb.notifysync.co.uk and log a support ticket. Our support staff will then assist you further. Please note that for admin questions including licence details, you may receive a response on only business days, Monday to Friday.