



FIRSTCLASS[®] White Paper

Syncing FirstClass with Blackberry Devices

May 2008

Overview

The following whitepaper is a detailed step by step guide on how to sync your Blackberry with FirstClass. It will cover the following:

1. Mail
 - IMAP Setup
2. Contact and Calendar Syncing
 - Syncing Contacts, Calendar Events and Tasks

FirstClass and the Blackberry make an excellent combination. By integrating the Blackberry with FirstClass, you can ensure that you will get your messages instantly, no matter where you are. Since FirstClass provides excellent support for standards-based messaging there is no requirement for additional software such as the Blackberry Enterprise Server.

In order to integrate FirstClass email and the Blackberry, you must configure the Blackberry using it's built-in "Email Setup" application.

Mail Set Up

This Section will show users how to configure your BlackBerry for use with FirstClass. In order to integrate FirstClass email and the BlackBerry, you must configure the BlackBerry using it's built-in "Email Setup" application.

Depending on your business and personal email requirements, you may choose from two options for setting up your email on your BlackBerry device:

Blackberry Internet Service

Your BlackBerry® smartphone allows you to send and receive email from up to 10 supported email accounts. Set-up is simple. You can do it online at your computer, or right from your smartphone.

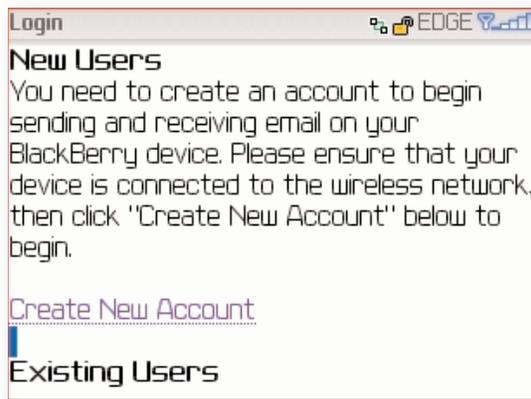
To configure your email accounts directly from your BlackBerry smartphone, refer to the Getting Started Guide specific to your wireless service provider included in the device box documentation. Otherwise you can follow the below generic set up instructions.

Setting up Your BlackBerry Smartphone

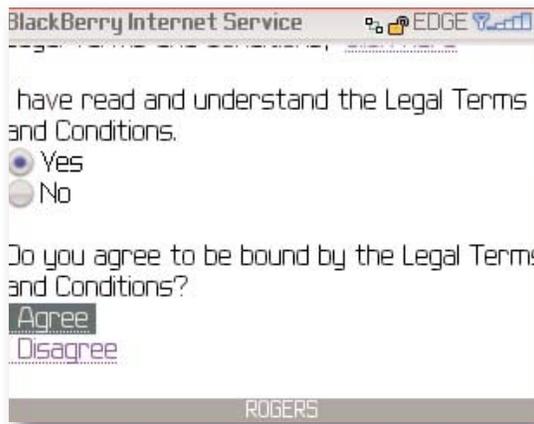
- 1) If there's an Email Setup option on your smartphone's home screen, click on it.



- 3) If necessary, click on Create New Account.



Accept the terms of the license agreement, select "Yes" and click "I Agree".



- 4) Set up your email address.

5) If you want to link an existing, supported email address with your smartphone you will need to:

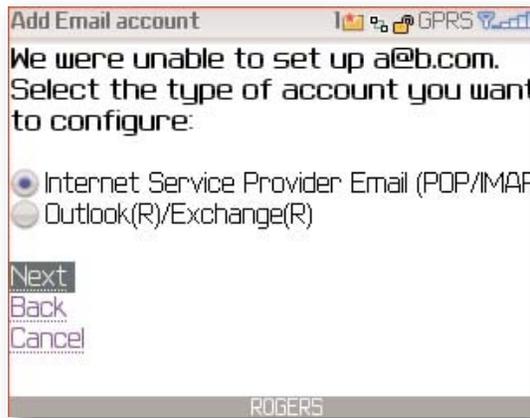
- Click on Add An Email Account.
- Click Next.



- 6) Simply type in your existing email address and password.



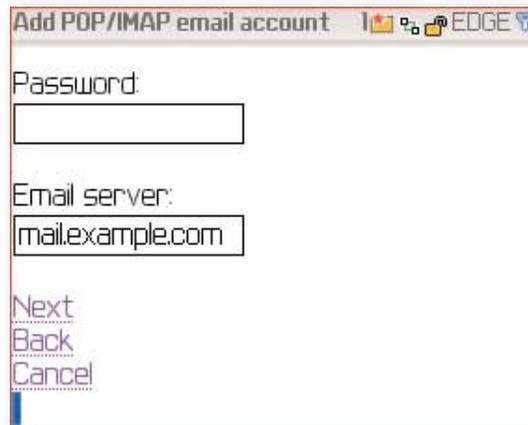
- 7) Then select "Internet Service Provider Email" and Click "Next"



- 8) Type in your FirstClass email address, FirstClass userid, as well as your FirstClass password and click "Next".



- 9) At this point The BlackBerry Internet Service may have automatically configured your account based on your email domain. If not, the following screen will appear:



In this case, you will have to provide your FirstClass password, as well as the Domain Name of your FirstClass server that is used to get IMAP email (Please contact your site administrator for this information if it is not readily available).

- 10) You should start receiving email to your device within the hour, depending on your Service Provider.

Setting up Your BlackBerry from your Computer

Click on your wireless service provider's BlackBerry® Internet Service website to set up your email accounts.

Contact and Calendar Synching

Configuring FirstClass to Sync to Contacts and Calendar Events

Our recommended SyncML agent supplier for the BlackBerry is Nexthaus (www.nexthaus.com). Their SyncML agent for the Blackberry is called SyncJE. We have been working closely with Nexthaus to ensure that the BlackBerry experience when using the Nexthaus SyncJE SyncML agent and FirstClass Synchronization Services (FCSS) is as smooth and seamless as possible.

Installation of this recommended SyncML client involves simply downloading the SyncML client directly to the Blackberry rather than having to download to a desktop, install, then sync.

Go to <http://www.nexthaus.com/bb/syncjebb.jad> to download and install the Nexthaus SyncJE client for the Blackberry (follow the onscreen instruction for installation).

Once installed, the SyncML client can be configured to connect to the FirstClass Synchronization Services Server.

- 1) Launch the SyncML client, and open the Settings dialog.
- 2) Enter your License Name and License Key if you have received one.



- 3) With Synchronization Services and the SyncML client you can sync any of the following objects: FirstClass Contacts, FirstClass Calendar events, and Calendar tasks.



To sync any one, or all of these objects, you must first select the option you want to sync, then type in the foldername field with the corresponding text.

This Graph summarizes all of the possible fields you will need to fill in:

Server URL:	The URL of your Synchronization Services (i.e. http://www.domain.com/cgi-bin/sync)
User Name:	FirstClass Userid (the id you use to log into your FirstClass email Account)
Password:	FirstClass Password (the password for your FirstClass email account)
Contacts:	Select this checkbox if you would like to sync your Contacts (dbname Contacts)
Events:	Select this checkbox if you would like to sync your Calendar (dbname Calendar)
Tasks:	Select this checkbox if you would like to sync you Calendar Tasks (dbname Tasks)

Additional Configurations



It is highly recommended that Auto Sync be left disabled by default.

Transport Options

There are two different supported settings depending on what type of connection to the Internet is available to you:

- 1) **WAP**
Select WAP if your service provider supports direct tcp/ip. You might have to enter additional settings in Options/Advanced Options/TCP.
- 2) **BIS**
If your service provider supports BIS-B you can use this option. If you have an icon with the title "Internet Browser" you should have access to BIS-B.

The BIS option is a transport method, and requires a minimum version of 2.20 of the Nexthaus SyncJe client. **This is the option we recommend.**

