Funambol BlackBerry Sync Client Quick Start Guide

Getting Started

The **Funambol Sync** client allows to keep contacts, calendar events, tasks, notes, pictures, videos and files on your BlackBerry device in sync with the your online cloud account and with any other phone, tablet or computer you might have.

After the client installation, you'll find a new **Funambol Sync** icon on your device (usually in the Applications or Downloads folder); click on it to start. When running for the first time, you will be prompted to register for the service. If you are a new user, enter your phone number (which will be your Funambol username), choose a password and follow the validation step in order to create your new Funambol account.

If you already have a Funambol account, go to the "*Already have an account?*" section at the bottom, click **Login** and provide the requested username and password to login.

Note: the application needs an active internet connection; refer to your device's manual to set this up.

Note: *you can check the content of your online account on the cloud and perform additional actions by accessing the http://my.funambol.com portal using your computer.*

Synchronizing Your Data

Your device is now ready for the first synchronization using the default settings. Refer to Changing Your Preferences section for more information.

During the initial sync:

- All Funambol contacts, calendar events, tasks, and notes stored on your device will be copied to your online account and vice versa.

- For pictures and videos, the most recent items on your device will be uploaded to your online account (download is disabled by default).

- All files in your online account will be downloaded to the MediaHub-Files folder on your device. If you have added any files to your device's MediaHub-Files folder since you installed the application, they will be uploaded to your online account.

To synchronize all enabled data sources, press the *Menu* key and select **Sync All**. You may sync a single data type only (e.g. Contacts) by clicking on the corresponding shortcut bar.

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

You can interrupt the 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.

Note: the first time that you sync, it may take a few minutes to complete, depending on the amount of data that is being synchronized and on the network speed.

Hiding The Client

It is possible to hide the **Funambol 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 synchronize data according to your settings (see Changing Your Preferences).

Changing Your Preferences

Note: always remember to press the *Menu* key and then **Save** when done with any change.

To change or check the settings, from the main screen press the *Menu* key and then **Settings.**

By default, all data types are enabled for synchronization. If you wish to disable synchronization for a given data type, uncheck the checkbox next to the data type name. Do not change the **Remote Name** settings unless instructed by your administrator.

Data Types And Sync Direction

Contacts, calendar, tasks, notes, and files are always synched two-way. Changes on the device are reflected online, and vice versa (only exception is for files, where deletes on the device are not propagated to the cloud).

For pictures and videos, sync **Direction** is defaulted to *Upload Only*, but may also be set to *Two-way*. The text below the setting explains the behavior for the selected option. You can also choose a different storage **Location** for your pictures and videos (by default: *Internal Memory*).

By default, all new pictures and videos taken after the client is installed are synched to your online account. To sync older media items from your phone to your online account, you may enable the **Upload Older** setting. On the next sync, all of the pictures (or videos) on your device will be uploaded to your online account.

Upload older videos
Uploading your older videos may consume lots of your online account storage. It is recommended for premium accounts only.

Sync Preferences

The **Initiate Syncs** setting allows you to define how to synchronize the local data with your online account:

- **Manual** *(default)*: syncs are triggered manually by you;

- **Scheduled**: syncs are triggered automatically at predefined intervals (default: 15 minutes).

```
  ■ Include older pictures
Initiate Syncs:              Manual
■ Push client changes to the server
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The option **Push client changes to the server** enables the changes made on your device to be immediately synchronized to your online account.

Advanced Topics

Login - Logout

You can disable all client functionalities and exit from the current account by pressing the *Menu* key and then **Logout**. You can login at any time to re-enter the same account or login to a different account.

Note: these steps are required when you change the password of your account in the portal: you need to logout from the client and login again with the new password.

Logging

Logging can be configured at different levels: the deeper the level of tracked information, the better for troubleshooting purposes, but performance may be slightly affected.

In **Settings**, the **Log Level** options are:

- **Error** *(default)*: tracks error codes only;

- **Info**: tracks all synchronization activity;

- **Debug**: tracks more details about client-server communication;

- **Trace**: tracks all info about errors, including specific reference to the code.

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

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

Resetting Your Data

The reset operation may be useful if you wish to delete all data on your device and download a fresh copy from the cloud or vice versa.

> **Important!** Before resetting, please note that new data on the client or on the cloud not yet synchronized 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 device** to delete all data on your BlackBerry and replace it with a fresh copy from the server, or **From device 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.

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

Sync Errors

The most common errors that may occur are:

- **Network error**: appears if the synchronization process failed due to coverage issues or if the server is unreachable (e.g. server is under maintenance). You should check your coverage and if the server url is correct, and then try again later.

- **Quota exceeded**: appears when local data cannot fit in the available online storage. You should either upgrade your account or free up storage on the portal; by deleting items.

- **Insufficient disk space**: appear when online data cannot fit in the available storage on the device. You should free up storage on the device by deleting items.

- **Unexpected error**: appears for temporary system errors. Usually simply retrying solves the issue.

Uninstalling The Client

To uninstall **Funambol Sync**, 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 4.5 or later.