



## ***Webmessenger Message Alerts for BlackBerry Version 2.0***

(Update July 11, 2006)

Webmessenger - Message Alerts application for Blackberry allows you to define rules that are automatically applied on incoming E-mail and SMS messages, as well as incoming Phone calls.

The functionality is similar to the one provided by the Rules Wizard in MS Outlook.

If you have received a registration key for Message Alerts, enter it in the activation screen (option Activate from the menu). The first line shows the unique PIN number of your device. You should provide this PIN number when requesting a registration key.

### ***What's new in Version 2.0***

- Automatic rule synchronization for OS 4.x devices. The synchronization (backup and restore) works both Over-the-Air (OTA) with BES or through the cradle with the Blackberry Desktop Software
- Vibrate duration per rule. You can configure the number and length of vibration notifications per rule
- Repeat continuously implemented for Phone rules. You can configure to be notified repeatedly for missed phone calls
- Ability to specify From Name condition in SMS and Phone rules (checks the incoming phone number against the names in local phonebook)
- Additional option to Vibrate then Ring (the device first vibrates and then rings)
- 30+ additional built-in MIDI tunes for 71xx and 8700x devices

### ***Installation Instructions***

There are two methods for installing the application on your BlackBerry device:

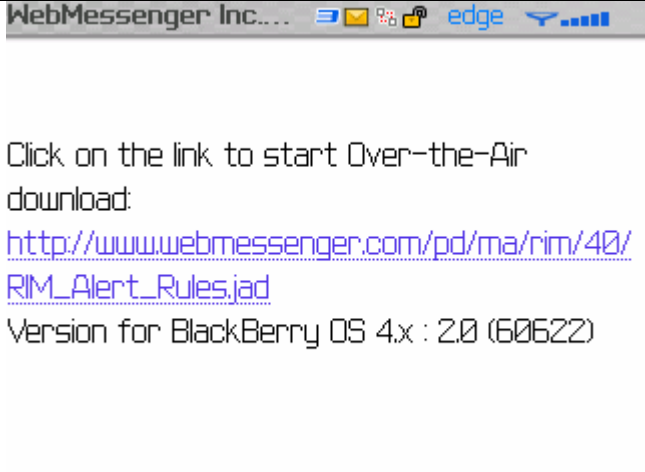
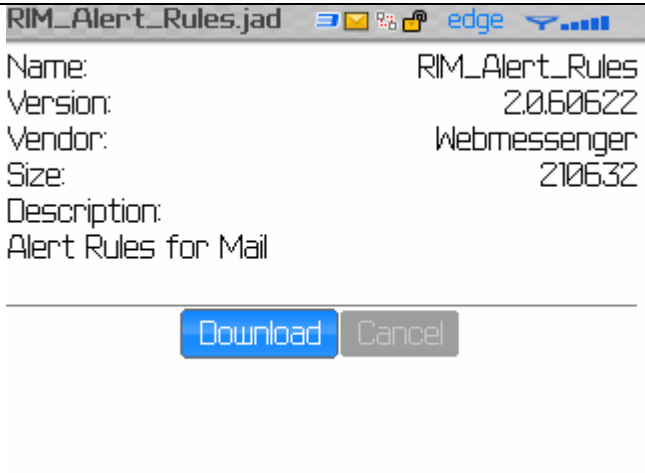
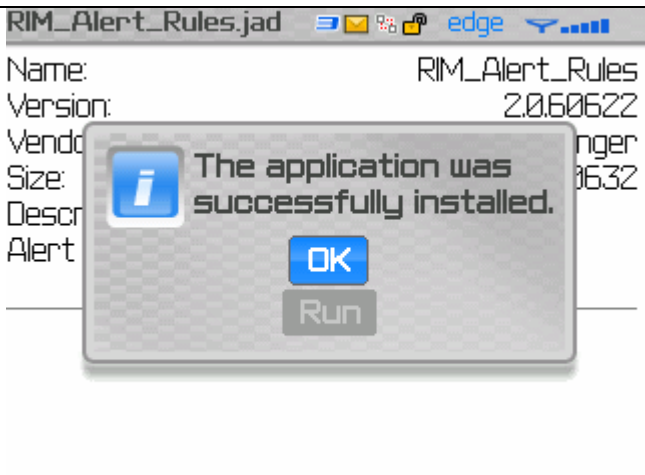
- Over-the-Air (OTA) installation
- Desktop installation

When you request evaluation or purchase the product from Webmessenger's web site, you will receive an automatic email response with a link to the software:

- For Over-The-Air installation, you should open the email and click on the link on the BlackBerry device.
- For Desktop (cradled) installation, you should open the email and click the same link on your Desktop.

The recommended method for installation is Over-the-Air.

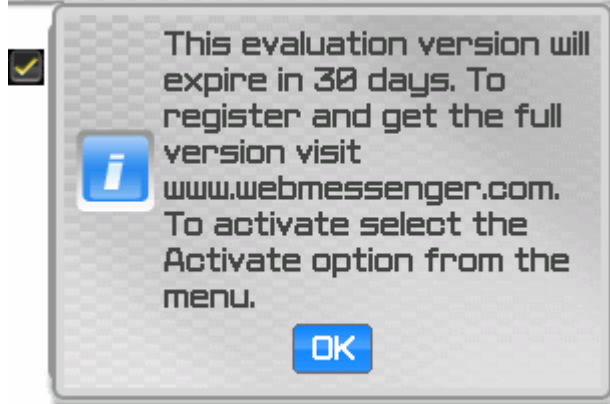
## Over-the-Air Installation

 <p>Click on the link to start Over-the-Air download:  <a href="http://www.webmessenger.com/pd/ma/rim/40/RIM_Alert_Rules.jad">http://www.webmessenger.com/pd/ma/rim/40/RIM_Alert_Rules.jad</a>          Version for BlackBerry OS 4.x : 2.0 (60622)</p>	<p>After clicking on the link in the automatic email from Webmessenger, you will see a screen like this.</p> <p>Click on the OTA installation link (the .jad file)</p>
 <p>RIM_Alert_Rules.jad</p> <p>Name: RIM_Alert_Rules          Version: 2.0.60622          Vendor: Webmessenger          Size: 210632          Description: Alert Rules for Mail</p> <p><b>Download</b> Cancel</p>	<p>On the next screen – press the Download button to start downloading the software on the device.</p>
 <p>RIM_Alert_Rules.jad</p> <p>Name: RIM_Alert_Rules          Version: 2.0.60622          Vendor: Webmessenger          Size: 210632          Description: Alert Rules for Mail</p> <p>The application was successfully installed.</p> <p><b>OK</b> Run</p>	<p>You will see a confirmation message once the application has been downloaded successfully.</p>



A new icon will appear on the BlackBerry Home screen –Message Alerts y.y (xxxxx), where y.y is the version number, and xxxxx is the build number.

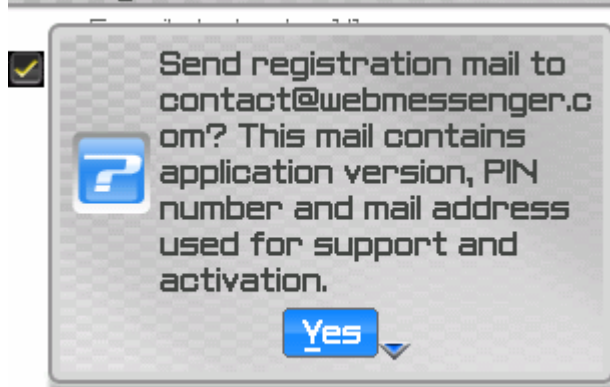
Message Alerts



If this is an evaluation version – there will be a warning message on each application launch.

The evaluation version is fully functional and does not have any other limitations, except the 30 day period.

Message Alerts



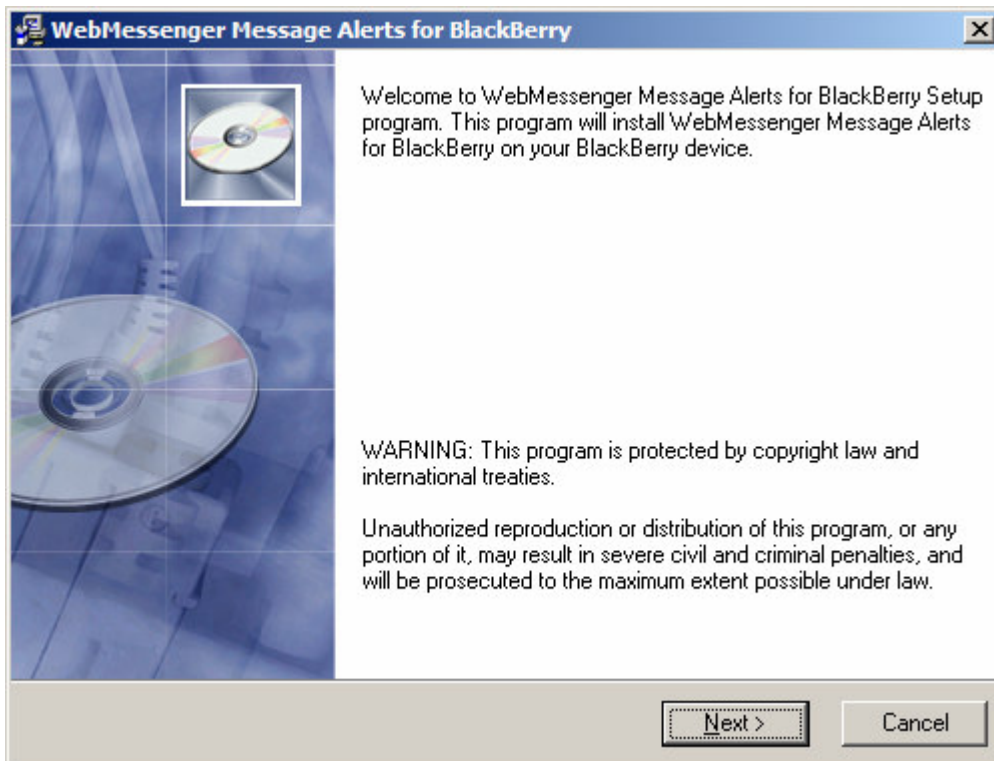
You will get also a prompt to send registration mail to webmessenger. This email is for information purposes only and will help Webmessenger provide better support.

## Desktop (cradled) Installation

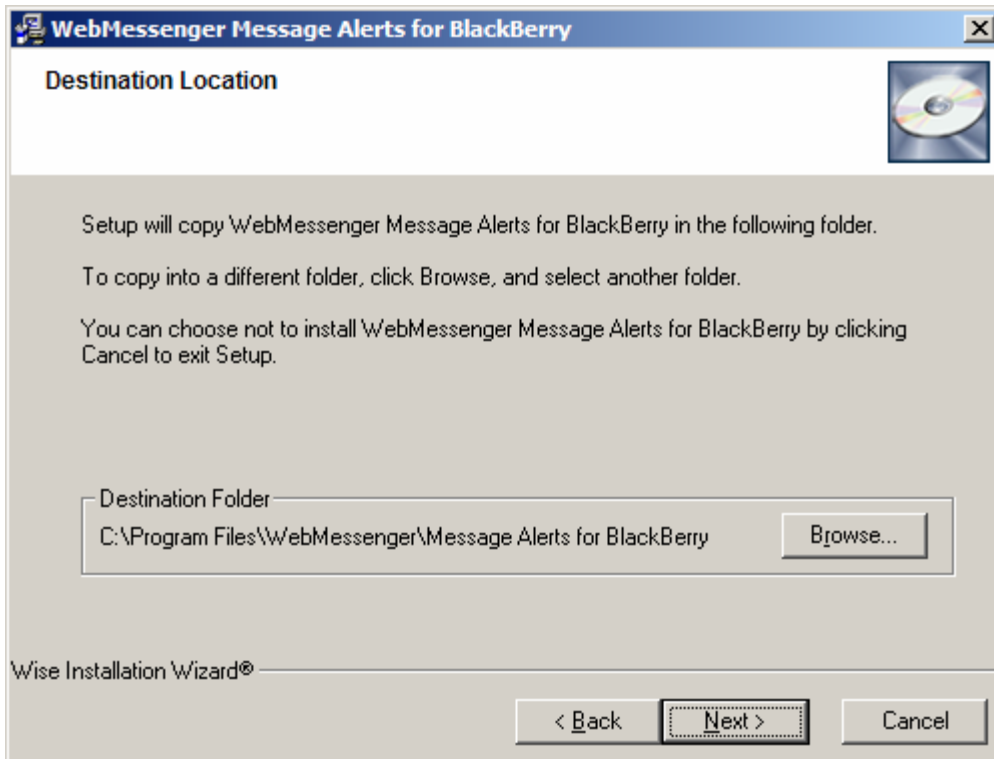
The message Alerts application can be installed also through the cradle. You will need:

- The desktop Installation executable, downloaded from the link in the email – e.g. (WM\_MA\_for\_BlackBerry-40.exe)
- Blackberry Desktop Manager installed on your PC
- The Blackberry device should be connected through the USB cradle with the desktop PC

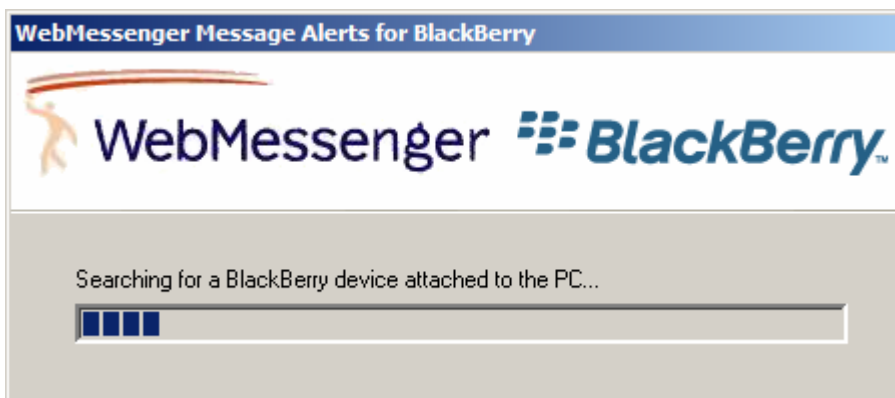
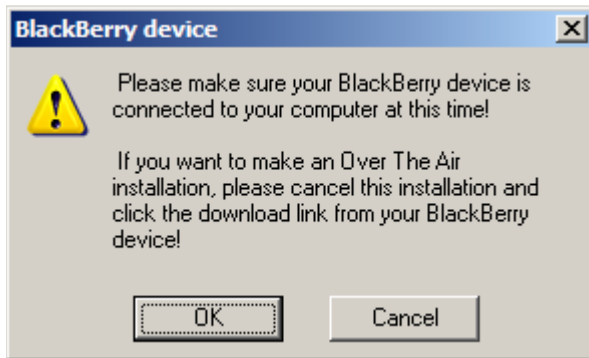
Run the installation:

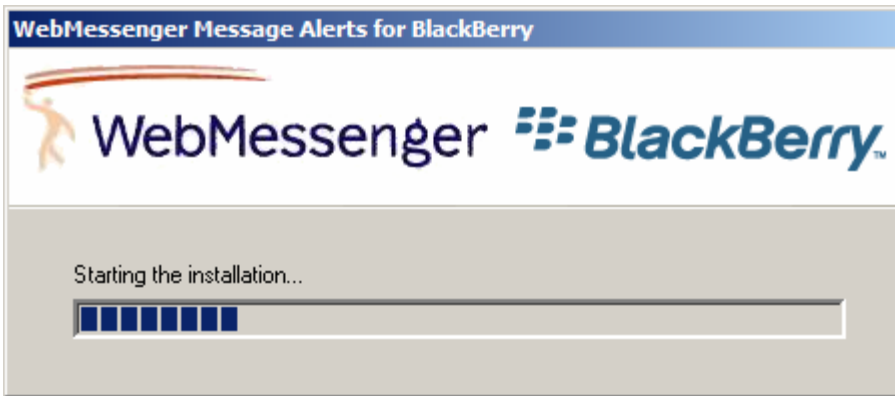


Press next to go through the installation steps:

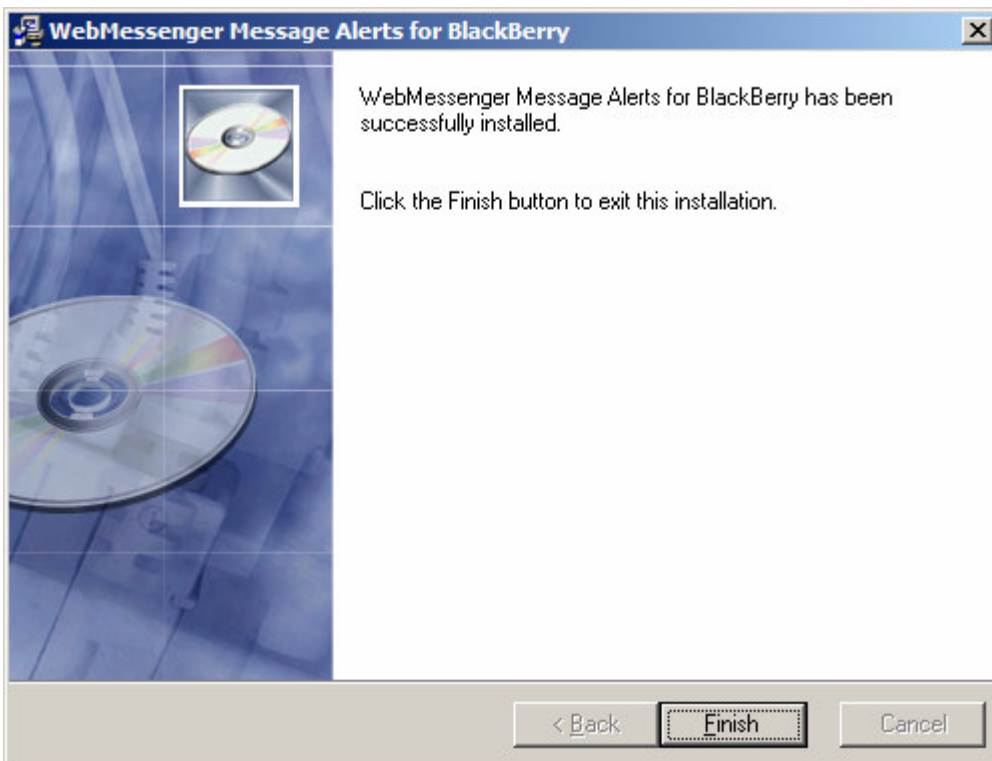


Make sure that your Blackberry device is attached to the PC through the USB cradle:



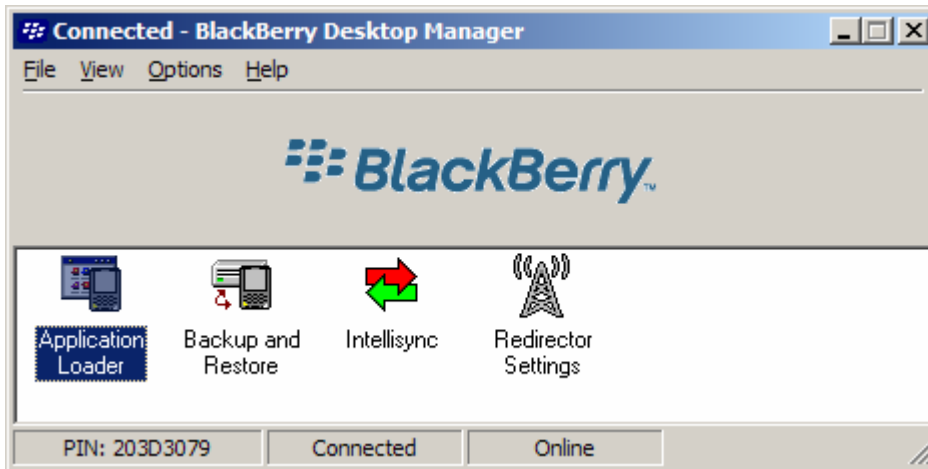


Finish the installation process:

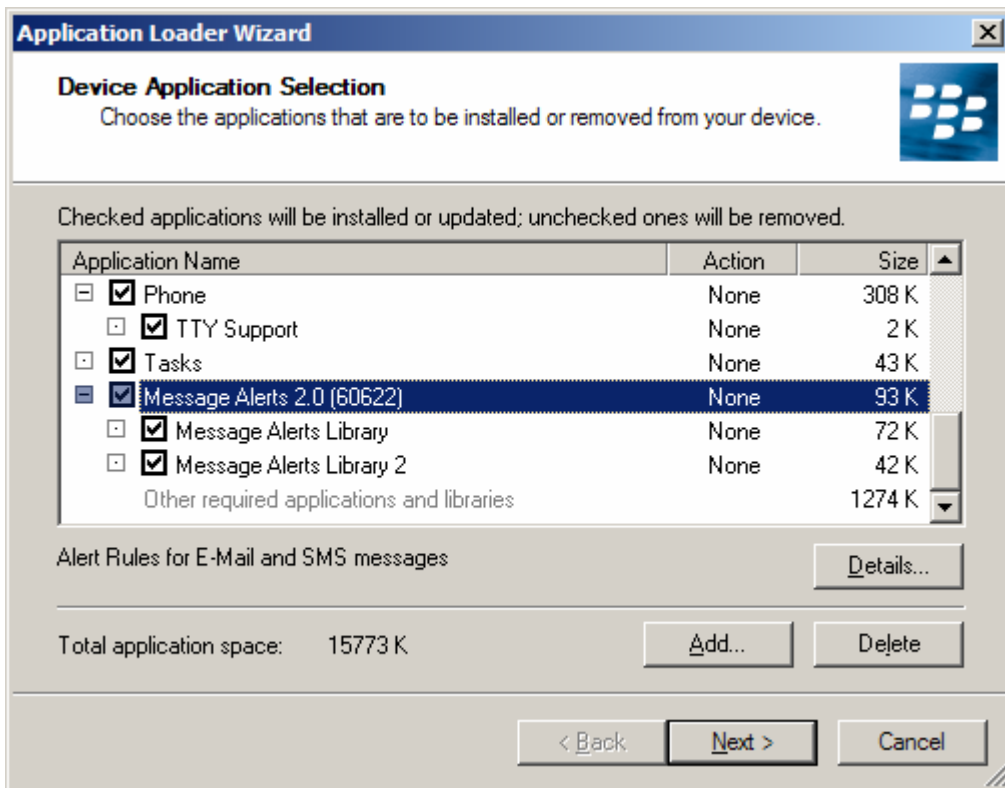


## Verifying the Installation (optional)

OPTIONAL: To verify the installation of Message Alerts, you may use the Application Loader applet in the BlackBerry Desktop Manager:



The Message Alerts application consists of one main module and two library modules. Make sure you have a checkbox in front of all three components. It should look something like:



# User Manual

## Defining Rules And Alerts




<p><b>Message Alerts</b></p> <p>E-mail alert rules 2/2</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Spam Filter [24 hours]</li> <li><input checked="" type="checkbox"/> john@webmessenger.com [24 hours]</li> </ul> <p>SMS alert rules 1/1</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> important [24 hours]</li> </ul> <p>Phone alert rules 1/1</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> 5551234 [Business hours]</li> </ul>	<p>The first Message Alerts screen displays the number of active rules against total number of defined e-mail and SMS rules. The marked check boxes indicate enabled rules.</p> <p>NOTE: The incoming e-mail/SMS messages are checked against all rules in the order they have been created. This order can be changed at any time by using menu options Move Up/Move Down.</p>
<p><b>Message Alerts</b></p> <ul style="list-style-type: none"> <li>E-mail alert</li> <li><input checked="" type="checkbox"/> Spam Filter [24 hours]</li> <li>SMS alert</li> <li>Phone alert</li> </ul> <ul style="list-style-type: none"> <li>Disable</li> <li>Edit</li> <li><b>Add new email rule</b></li> <li>Add new sms rule</li> <li>Add new phone rule</li> <li>Disable Alerts</li> <li>Mute Alerts</li> <li>Mute for 120 min</li> <li>Settings</li> <li>Statistics</li> <li>Activate</li> <li>Send Registration</li> <li>List Folders</li> </ul>	<p>To add a new E-mail, SMS or Phone rule, choose the corresponding option from the menu.</p>
<p><b>E-mail Alert Rule</b></p> <p>For help select Help from the menu</p> <p>1. Select the Conditions for your rule:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> From field contains...</li> <li><input type="checkbox"/> Subject line contains...</li> <li><input type="checkbox"/> Message body contains...</li> <li><input type="checkbox"/> To line contains...</li> <li><input type="checkbox"/> CC line contains...</li> <li><input type="checkbox"/> Priority field is ...</li> <li><input type="checkbox"/> Message is PIN to PIN</li> <li><input type="checkbox"/> For All messages</li> </ul>	<p>To add new e-mail alert rule, define your conditions based on the From:, Subject; To: , CC: fields or the message content.</p> <p>If you choose more than one conditions, the alert will be triggered if all of the conditions in the rule are met.</p> <p>The “contains” condition can be changed to “do not contain”</p> <p>PIN messages can be filtered by selecting PIN to PIN condition</p> <p>For ALL messages will trigger the</p>

	<p>rule for all incoming mail messages</p> <p>If you intend to use SMS and create SMS rules, make sure you allow all SMS connections when prompted after successful Message Alerts installation.</p>
<p>2. Select the Actions for your rule:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sound/Vibrate...</li> <li><input type="checkbox"/> Pop up Notification...</li> <li><input type="checkbox"/> LED Notification...</li> <li><input type="checkbox"/> Delete it</li> <li><input type="checkbox"/> Forward to...</li> <li><input type="checkbox"/> Forward as SMS to...</li> <li><input type="checkbox"/> Mark as read</li> <li><input type="checkbox"/> Reply with...</li> <li><input type="checkbox"/> Retrieve entire e-mail (up to 50KB)</li> <li><input type="checkbox"/> Do not process any more rules</li> </ul>	<p>The Actions after a rule is triggered can be any or combination of the listed entries.</p> <p>One of the significant actions is “Do not process anymore rules” after a condition is met, which will stop Message Alerts from working on the rest of the rules.</p>
<p><b>E-mail Alert Rule</b> [john@webmessenger.com]</p> <p>3. Rule Description:</p> <p>-From field contains: john@webmessenger.com Match Any or All criteria? ANY</p> <p>-Pop up notification: Select interval: 15 sec Hide on key pressed: Yes Additional text to display: -Repeat continuously every: 5 Min. -Sound/Vibrate: Select type: <b>Vibrate Then Ring</b> Repeats: 1 Vibrate duration: 3 Volume: Medium Tune: Fanfare</p> <p>4. Rule Name (max 32 chars): john@webmessenger.com</p>	<p>The Rule Description lists details for the selected Conditions and Actions.</p> <p>You can include an entire string or a sub string for the Conditions. If you need to enter more than one strings, separate them by comma. For example, if an alert must be fired when the message body contains “urgent” AND “boss”, your entry would look like:  urgent, boss            match ALL criteria</p> <p>If an alert must be fired when the message body contains “urgent” OR “boss”, your entry would look like:  urgent, boss            match ANY criteria</p> <p>The option “Repeat continuously every” configures the notification to be repeated continuously until it is manually dismissed.</p> <p>Vibrate duration specifies the duration of the vibration in seconds.</p>

<p><b>E-mail Alert Rule</b> [john@webmessenger.c</p> <p>Vibrate duration: Volume: Tune:</p> <p>4. Rule Name (max 32 chars): john@webmessenger.com</p> <p>5. Time settings: Alert is active: 24 hours From: 12:00 AM To: 11:59 PM Active on weekends: Yes Active Only on weekends: <b>NO</b></p>	<p><b>Save</b> Close Change Option Help</p>	<p>Save your rule by assigning a name in Rule Name. Once you do so, this rule will be displayed on your Message Alerts start-up screen, where you can Disable/Enable it.</p> <p>The Time Settings for your rule specify when the rule is going to be active.</p>
<p><b>SMS Alert Rule</b></p> <p>For help select Help from the menu</p> <p>1. Select the Conditions for your rule:  <input type="checkbox"/> From phone number contains...  <input type="checkbox"/> From contact name contains...  <input checked="" type="checkbox"/> Message body contains...  <input type="checkbox"/> For All messages</p> <p>2. Select the Actions for your rule:  <input checked="" type="checkbox"/> Sound/Vibrate...  <input type="checkbox"/> Pop up Notification  <input type="checkbox"/> LED Notification...  <input type="checkbox"/> Forward to...  <input type="checkbox"/> Forward as F-mail to</p>	<p>To add new SMS alert rule, define your conditions based on the From or the message content.</p> <p>When Phone number is selected, the rule will be checked against the incoming phone number.</p> <p>When Contact name is selected, the incoming phone number will be checked against the Address book. If a match is found – the name from the Address book will be checked against the name specified in the rule.</p> <p>The Actions after a rule is triggered can be any or combination of the listed entries.</p>	
<p><b>SMS Alert Rule [important]</b></p> <p><input checked="" type="checkbox"/> Do not process any more rules</p> <p>3. Rule Description:  -Message Body contains: important  Match Any or All criteria? ANY  -Repeat continuously every: 1 Min.  -Sound/Vibrate:  Select type: Ring  Repeats: 1  Vibrate duration: 3  Volume: Medium  Tune: Mozart</p>	<p>The SMS details (Rule Description, Rule Name, Time Settings, etc.) have the same functionality as for email messages above.</p>	

<p><b>Phone Alert Rule</b></p> <p>For help select Help from the menu</p> <p>1. Select the Conditions for your rule:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> From phone number contains...</li> <li><input type="checkbox"/> From contact name contains...</li> <li><input type="checkbox"/> For All phone calls...</li> </ul> <p>2. Select the Actions for your rule:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Sound/Vibrate...</li> <li><input type="checkbox"/> LED Notification...</li> <li><input type="checkbox"/> Do not process any more rules</li> </ul> <p>3. Rule Description:</p> <p>-Caller number contains:</p>	<p>Defining a phone rule is similar to defining SMS rule.</p> <p>There are fewer actions however available for Phone rules.</p>
<p><b>Phone Alert Rule [5551234]</b></p> <p>-Caller number contains:</p> <p>5551234</p> <p>Match Any or All criteria? ANY</p> <p>-Repeat continuously every: 5 Min.</p> <p>-Sound/Vibrate:</p> <p>Select type: Vibrate And Ring</p> <p>Repeats: 2</p> <p>Vibrate duration: 5</p> <p>Volume: Medium</p> <p>Tune: AlarmTriangle</p> <p>4. Rule Name (max 32 chars):</p> <p>5551234</p>	
<p><b>Message Alerts</b></p> <ul style="list-style-type: none"> <li>E-mail alerts</li> <li><input checked="" type="checkbox"/> Spam Filter [24]</li> <li><input checked="" type="checkbox"/> john@webmes...</li> <li>SMS alerts</li> <li><input checked="" type="checkbox"/> important [24]</li> <li>Phone alerts</li> <li><input checked="" type="checkbox"/> 5551234 [Busi...</li> </ul> <p><b>Settings</b></p> <ul style="list-style-type: none"> <li>Statistics</li> <li>Activate</li> <li>Send Registration</li> <li>List Folders...</li> <li><b>Export Rules...</b></li> <li>Import Rules...</li> <li>Export/Manage Tunes...</li> <li>Import Tunes...</li> <li>Go to Ribbon</li> <li>Exit</li> <li>Help</li> </ul>	<p>The Export Rules option saves all or some of your rules by sending them to an e-mail address/addresses (option Add TO) provided by you. Save this e-mail - it is your rules backup.</p> <p>If you ever need to restore your rules, you will have to obtain the e-mail with exported rules with unchanged subject in your BlackBerry inbox. Then use option Import Rules and the saved e-mail or e-mails. If you import a rule, which is already present on your device, the import will overwrite the existing rule.</p>

<p><b>Select rules to export</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Email rules</li> <li><input type="checkbox"/> Spam Filter</li> <li><input checked="" type="checkbox"/> john@webmessenger.com</li> <li>SMS rules</li> <li><input checked="" type="checkbox"/> important</li> <li>Phone rules</li> <li><input checked="" type="checkbox"/> 5551234</li> </ul> <p><b>Add recipients</b></p> <p>Group Description: Backup of To: john@webmessenger.com</p>	<p><b>Export...</b></p> <ul style="list-style-type: none"> <li>Change Option</li> <li>Close</li> <li>Help</li> </ul> <p><b>Add TO</b></p> <ul style="list-style-type: none"> <li><b>Send</b></li> <li>Select</li> <li>Clear Field</li> <li>Show Symbols</li> <li>Cancel</li> </ul>	
<p><b>Select tunes to export</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> IDM-Chords</li> <li><input checked="" type="checkbox"/> IDM-Melody</li> <li><input type="checkbox"/> TECN-BASS2</li> <li><input type="checkbox"/> TRNCE-Organ</li> <li><input checked="" type="checkbox"/> TRNCE-Sequence</li> <li><input type="checkbox"/> Alarm</li> <li><input type="checkbox"/> AlarmFlute</li> <li><input checked="" type="checkbox"/> AlarmTriangle</li> <li><input type="checkbox"/> AlertBeep</li> <li><input type="checkbox"/> AlertBells</li> <li><input type="checkbox"/> AlertSwoosh</li> <li><input type="checkbox"/> AlertWaterfall</li> </ul>	<p>Export/Manage Tunes and Import Tunes work pretty much the same way as Export/Import rules. Tunes can be listened through before they are imported. If the user is trying to import a tune with the same name as a tune he already has, he will be prompted with a message asking whether to save the new tune under a different name or to replace the old one.</p>	

<p><b>Message Alerts</b></p> <p>E-mail alerts</p> <p><input checked="" type="checkbox"/> Spam Filter [24]</p> <p><input checked="" type="checkbox"/> john@webmes...</p> <p>SMS alerts</p> <p><input checked="" type="checkbox"/> important [24]</p> <p>Phone alerts</p> <p><input checked="" type="checkbox"/> 5551234 [Busi...</p>	<p>Disable</p> <p>Move Up</p> <p>Edit</p> <p>Delete</p> <hr/> <p>Add new email rule</p> <p>Add new sms rule</p> <p>Add new phone rule</p> <p><b>Disable Alerts</b></p> <p>Mute Alerts</p> <p>Mute for 120 min</p> <hr/> <p>Settings</p> <p>Statistics</p> <p>Activate </p>	<p>The Disable/Enable Alerts option from the menu affects all of the predefined alerts.</p> <p>The Disable/Enable option will be applicable only for the highlighted rule.</p>
<p><b>Message Alerts</b></p> <p>E-mail alerts</p> <p><input checked="" type="checkbox"/> Spam Filter [24]</p> <p><input checked="" type="checkbox"/> john@webmes...</p> <p>SMS alerts</p> <p><input checked="" type="checkbox"/> important [24]</p> <p>Phone alerts</p> <p><input checked="" type="checkbox"/> 5551234 [Busi...</p>	<p>Disable</p> <p>Move Up</p> <p>Edit</p> <p>Delete</p> <hr/> <p>Add new email rule</p> <p>Add new sms rule</p> <p>Add new phone rule</p> <p><b>Disable Alerts</b></p> <p>Mute Alerts</p> <p>Mute for 120 min</p> <hr/> <p>Settings</p> <p>Statistics</p> <p>Activate </p>	<p>The Disable/Enable Alerts option from the menu affects all of the predefined alerts.</p> <p>The Disable/Enable option will be applicable only for the highlighted rule.</p>
<p><b>Message Alerts</b></p> <p>E-mail alerts</p> <p><input checked="" type="checkbox"/> Spam Filter [24]</p> <p><input checked="" type="checkbox"/> john@webmes...</p> <p>SMS alerts</p> <p><input checked="" type="checkbox"/> important [24]</p> <p>Phone alerts</p> <p><input checked="" type="checkbox"/> 5551234 [Busi...</p>	<p>Disable</p> <p>Move Up</p> <p>Edit</p> <p>Delete</p> <hr/> <p>Add new email rule</p> <p>Add new sms rule</p> <p>Add new phone rule</p> <p>Disable Alerts</p> <p><b>Mute Alerts</b></p> <p>Mute for 120 min</p> <hr/> <p>Settings</p> <p>Statistics</p> <p>Activate </p>	<p>The Mute/UnMute Alerts option affects the playing of tunes. The Mute for XXX min. option requires the user to enter the number of minutes Message Alerts should be muted for.</p>

<p><b>Message Alerts</b></p> <ul style="list-style-type: none"> <li>E-mail alerts</li> <li><input checked="" type="checkbox"/> Spam Filter [2]</li> <li><input checked="" type="checkbox"/> john@webmes:</li> <li>SMS alerts</li> <li><input checked="" type="checkbox"/> important [2]</li> <li>Phone alerts</li> <li><input checked="" type="checkbox"/> 5551234 [Busi</li> </ul> <p><b>Statistics</b></p> <p>Start/Reset Date: 7/11/2006 20:18:21</p> <p>Number of incoming e-mails: 0  Number of active e-mail rules: 2  Number of e-mails per rule:  - Spam Filter: 0  - john@webmessenger.com: 0</p> <p>Number of incoming SMS-es: 0  Number of active sms rules: 1  Number of SMS-es per rule:  - important: 0</p>	<p>The Statistics option displays in details the Message Alerts information and results.</p>
<p><b>Settings</b></p> <p>Max size for retrieving email in KB: 50</p> <p>Immediately Mark as Spam: No</p> <p>Search SMS sender? No</p> <p>Log events: No</p> <p>Registration Address:  contact@webmessenger.com</p>	<p>The Settings dialog provides access to some configuration options.</p>

## Troubleshooting

### **1. Message Alerts application cannot be started by clicking on the icon.**

Make sure you have the task and memo pad installed on your device, as well as the phone application.

### **2. SMS trigger does not work.**

The Blackberry system software displays a warning prompt when the Message Alerts application is launched. Make sure that you have checked the “Do not ask again” checkboxes and answered “Allow” to this warning message.

If you have answered “Do not allow” by mistake, you can get this dialog again by going to Options/Firewall/Reset Settings. Save it and then start Message Alerts again.

### **3. An email rule is not triggered**

- define a rule for ALL email messages to verify that email detection is working
- if the email detection is working:
  - o check if you have more than one conditions in your rule – for example specifying conditions for From and Subject will require that both conditions are met (logical AND) in order for the alert to be triggered. If you need to specify OR condition – create separate rules.
  - o if you have a single condition – check that its settings is ANY – for example if you have specified “george, john” in the From field, and the settings is “match ALL conditions” – this will require that both “john” and “george” strings are present in the field in order to trigger the alert
  - o check if you have other rules (before the one that is not working) with settings – “Do not process any more rules”
- if the email detection is not working (even for ALL emails):
  - o remove the battery to hard reset the device and try again.
  - o If you have BES (blackberry Enterprise Server) – check with your BES administrator that the device is properly synchronized with the BES

### **4. When I go to #3 Rule Description, I receive an error.**

Make sure that you have tunes displayed when clicking on Export/Manage Tunes from the Message Alerts menu. If you do not see the tunes, just click on Restore Tunes and try to create your rule again.