



BBSmart Email Viewer v2.3

User Manual and Frequently Asked Questions

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Thank you for purchasing or trialling BBSmart Email Viewer! We hope this guide will help you with installation and usage of the program. If you cannot find what you are looking for, please email us at support@blackberrysmart.com and we will be happy to help!

www.blackberrysmart.com

➤ GENERAL INFORMATION

▪ **What is this program?**

BBSmart Email Viewer is an email client for your BlackBerry. When you open emails using the default email program they can be cluttered with hyperlinks, email addresses and large chunks of unreadable text. BBSmart Email Viewer transforms all this – making emails clearer, displaying images that were in the email, and is completely configurable – you can change the font face, color, size, background color and more; meaning you now can read email exactly how you want.

▪ **Why doesn't my HTML email look like it does in Outlook?**

Any email that is sent to your BlackBerry first passes through systems setup by Research In Motion (RIM), the makers of the BlackBerry. These systems transform HTML emails, removing large portions of the detail and display information. BBSmart Email Viewer attempts to correct the situation but at the same time can only work with what it has been provided with.

➤ TRIAL & ACTIVATION

▪ **What is the difference between the trial and full version?**

The only difference between trial and full version is that the trial version will only last for 4 days. All the functionality is the same for both versions.

▪ **I downloaded the trial version and used the activation code. Does that now become the full version or do I need to download the full version?**

You do not need to download the full version. The activation code simply removes the time restriction of the trial version (therefore becoming the full version).

▪ **How do I activate BBSmart Email Viewer?**

If you have downloaded a trial version, there will be an “Activate” option available from the menu when viewing an email with BBSmart Email Viewer. Once your trial runs out, you will then be prompted to enter your activation code.

If you have purchased the full copy, you will be prompted to enter your activation code upon installation.

▪ **Why is my activation code not working?**

The activation code for BBSmart Email Viewer is based on your device PIN. If you did not enter your device PIN during the purchase (or entered an incorrect PIN), your activation code will not work. Please email us at support@blackberrysmart.com with

your correct PIN (and also your order number) and we will be able to generate a working activation code for you.

To find your PIN, from the Blackberry home screen go to Options – Status. Alternatively, your PIN will also be listed on the screen which prompts you to enter the activation code.

- **How do I uninstall BBSmart Email Viewer?**

We hope you should never have to do this! But if you do, the simplest way is to go to Options – Advanced Options – Applications and scroll down and highlight “SmartView”. Click the track wheel to bring up the menu and select “Delete” and when prompted, restart your BlackBerry. Alternatively, you can uninstall BBSmart Email Viewer using the Desktop Manager Software on your PC.

➤ **BBSMART OPTIONS & FEATURES**

- **Where do I go to change the font size, background colour, etc?**

From the main message list (where all your emails are displayed), select “BBSmart Options” from the menu.

- **How do I make it so that full email header details are always shown?**

Tick “Always Show Full Details in Email” in the BBSmart Options.

- **What are Email Header Display Options?**

You can change the email header background color for each individual email account you are using. Select the email address and then set the background color for that address. Now the next time you view an email that was sent to one of your accounts, when you view that email with BBSmart Email Viewer, the header shows up with the selected background color.

- **What are the Image Cache Options for?**

When you have images embedded in your email, BBSmart Email Viewer will download and display those images when you open the email. The images are then stored so that the next time you open that email, they will not be re-downloaded (meaning faster loading and no unnecessary data usage). You can select to automatically clear those images from memory every day, second day, week, month, or never. You can also clear the images manually by pressing the “Clear” button. The memory used by the cached images is shown in this section so you always know how much space is being taken up – typically, it is not much.

- **How do I add an email to the Calendar?**

When viewing an email with BBSmart Email Viewer, click the track wheel to bring up the menu. You will find the “Add to Calendar” option there. Please note that this functionality is only available if you have an Operating System (OS) version of 4.2 or higher.

You can also add the email subject as the calendar event name and email body as the appointment note. To do this, go to BBSmart Options and scroll down to “PIM Integration Options”. Then tick “Add Subject as Appointment Name” and/or “Add Email Body as Appointment Note”.

- **How do I add an email as a Task?**

When viewing an email with BBSmart Email Viewer click the track wheel to bring up the menu. You will find “Add as Task” option there. Please note that this functionality is only available if you have an Operating System (OS) version of 4.2 or higher.

You can also add the email subject as a task name and email body as task note. To do this, go to BBSmart Options and scroll down to “PIM Integration Options”. Then tick “Add Subject as Task Name” and/or “Add Email Body as Task Note”.

- **How do I use SmartNotes?**

SmartNotes are particularly useful for everyone on the go. This feature allows you to add notes to your emails. These notes will show up under the email header and the email will be flagged on your message list as high/normal/low priority (you can set the priority when creating the note).

To add a SmartNote click the track wheel to bring up the menu when viewing an email with BBSmart Email Viewer and select “Add SmartNote”. If your email already has a SmartNote, you can view it by highlighting it and selecting “View/Edit SmartNote” from the menu. You can also delete a SmartNote by highlighting it and selecting “Delete SmartNote”.

- **How do I switch to the default email view?**

When viewing an email click the track wheel to bring up the menu and select “Regular View” (this option can be found towards the top of the list).

- **What is SmartSay?**

SmartSay is an innovative email templating system built into BBSmart Email Viewer to enhance your productivity when composing emails. If you are the type of person who finds themselves regularly typing the same information into emails (such as your business email signature, phone number, address, etc.) then SmartSay is for you! Using SmartSay, you can “pre-save” phrases, sentences, information – literally, anything you want – and then when composing an email insert it directly into your email in seconds!

- **SmartSay sounds great! How do I use it?**

When composing an email, bring up the menu and select “SmartSay...” The screen that appears shows the list of email templates you currently have saved. From this screen you can perform the following functions:

- 1) Create a new template
- 2) Choose a template to insert into your email
- 3) View or edit an existing template
- 4) Delete a template you no longer want
- 5) Re-order your templates (to put the most used closest to the top of the list for faster access)


Use SmartSay for anything you want at all! If you are a sales person on the go, automatically insert standard responses to clients. In the tech. support business and always get asked the same questions from customers? Save the response away and respond in seconds! Save your phone number and avoid the pain of grappling with the number keys all the time!

- **What smileys are supported?**

Currently, the following smileys are supported:

	Smile	:)
	Sad	:(
	Tongue	:P
	Laugh	:D
	Love	:x
	Wink	:)
	Mad	:@
	Oh my god	:O

- **Can I insert graphic smileys when composing an email?**

No. Graphic smileys are only displayed when viewing an email which has been received on your BlackBerry. Obviously however, if you insert the appropriate “text” version and the recipient is using BBSmart Email Viewer then the graphic smiley will be displayed for them. So encourage all your friends you send email to, to get BBSmart Email Viewer 

➤ **KEYBOARD SHORTCUTS**

▪ **For SureType devices (Pearl & 7100 devices):**

Delete Email - **DEL** key

Previous Item - **'D'**

Next Item - **'J'**

Next Unopened Item - **'**'**

Reply - **'Q'**

Reply To All - **'A'**

Forward - **'O'**

Go To Top - **'E'**

Go To Bottom - **'C'**

Scroll One Line (Up) - **'T'**

Scroll One Line (Down) - **'B'**

Scroll One Page (Up) - **'U'**

Scroll One Page (Down) - **'M'**

Toggle Full Details - **'G'**

▪ **For Full Keyboard devices:**

Delete Email - **DEL** key

Previous Item - **'P'**

Next Item - **'N'**

Next Unopened Item - **'U'**

File - **'I'**

Reply - **'R'**

Reply To All - **'L'**

Forward - **'F'**

Go To Top - **'T'**

Go To Bottom - **'B'**

Scroll One Page (Up) - **ALT+Space**

Scroll One Page (Down) - **Space**

Toggle Full Details - **'Q'**

➤ INSTALLATION & UPGRADES

▪ Which installation file is right for me?

BBSmart Email Viewer comes with four separate installation files. Which installation file you use will depend on what version Operating System (OS) is running on your BlackBerry.

To find out what version OS your BlackBerry is running, on the device go to Options – About. At the top of the screen you will see a line that that looks like:

“v4.xx.xx (Platform xxxx)”

Your OS version is the first part – 4.xx.xx.

▪ How do I install BBSmart Email Viewer using the Desktop Manager Software?

1. Connect your BlackBerry to your computer using a mini USB cable.
2. Start the Desktop Manager Windows application that came with your BlackBerry software CD.
3. In Desktop Manager, double click on the "Application Loader" icon.
4. On the screen listing the applications already installed on your BlackBerry, click on the Add button.
5. Navigate to the directory where you unzipped this installation package.
6.
 - I. If your OS version starts with “4.3”, navigate to the “4.3” directory and choose SmartView.alx.
 - II. If your OS version starts with “4.2”, navigate to the “4.2” directory and choose SmartView.alx.
 - III. If your OS version starts with “4.1”, navigate to the “4.1” directory and choose SmartView.alx.
 - IV. If your OS version starts with “4.0”, navigate to the “4.0” directory and choose SmartView.alx
7. Make sure that SmartView is checked and Actions says “Install”
8. Click next.
9. Restart your BlackBerry when prompted.

▪ How do I install BBSmart Email Viewer Over-The-Air (OTA)?

Navigate to the following site with the Blackberry Browser:

<http://www.blackberrysmart.com/otatrial.html>

This will automatically download and install the software. Restart your BlackBerry when prompted.

▪ I have installed BBSmart Email Viewer but I cannot see an icon. Where is the program?



BBSmart Email Viewer does not place an icon on the Blackberry home screen. The program launches when you open an email. The first time you open an email it will pop up with a dialog box asking you if you want to view with BBSmart Email Viewer. You can choose yes, no and can also tick “Don’t ask this again” – this option will make the BBSmart Email Viewer the default email viewer. You can easily change this at any later time by going to BBSmart Options and unticking “Set as Default Email Viewer”.

- **How much space does this application take up?**

The application takes up approximately 135KB of space but this can increase depending on how many images are cached locally. The image cache is by default setup to automatically clear every week so under normal circumstances the application should never take up more than 300KB.

- **How do I find out about the upgrades? Are the upgrades free?**

You can select to be notified about the upgrades by logging in to the site where you purchased BBSmart Email Viewer. You will have to tick the box “Notify me”. When a new version is released, you will then get an email. Alternatively, you can check for upgrades from the BBSmart Options screen. In the menu on this screen, there is an option “Check for Upgrades”. If a new version is available, it will be downloaded and installed automatically.

Yes, all future upgrades will be free.

➤ TROUBLESHOOTING

- **When viewing an email with BBSmart Email Viewer I don't have options to Reply, Forward, etc. in the menu. Why?**

At present, BBSmart Email Viewer is only compatible with English language devices. If you are using another language pack on your BlackBerry the application will still work however you will only see a limited subset of options available from the menu. To fix this, change over your device language to English and the other options should appear. In future, we will be working on adding in support for other languages.

- **I installed BBSmart Email Viewer but my email hasn't changed. I am not prompted to view emails with BBSmart Email Viewer.**

The first troubleshooting step is to make sure that BBSmart Email Viewer is indeed installed on your device. To do this, go to Options – Advanced Options – Applications. Scroll down the list and towards the bottom you should find “SmartView”. If SmartView is not listed, please follow the installation steps listed in the **Installation and Upgrades** section of this document.

If SmartView is listed, it may also be possible that you have used the incorrect installation file for your BlackBerry. Use of the incorrect install file will result in the application not being able to run when your BlackBerry starts up. From here, uninstall BBSmart Email Viewer (following the steps listed in the **Trial and Activation** section of this document). Next, double check your device OS version (the steps to locate this are documented in the **Installation and Upgrades** section) and perform another installation, paying particular attention that you have selected the correct installation file for your device.

In some circumstances, BBSmart Email Viewer will also not work unless certain core applications are installed on the BlackBerry. In particular, in some cases both the “Tasks” and “Memopad” applications must be installed. If at some point you have uninstalled these applications, please re-install them both using the Desktop Manager software.

Finally, if after following the above steps the application still does not appear to be working it may be due to incorrectly configured permissions on the device. To fix this, go to Options – Advanced Options – Applications and scroll down and highlight “SmartView”. Bring up the menu and select “Edit Permissions”. For all 3 permissions (Connections, Interactions, User Data) set the permission to “Allow” and restart your BlackBerry.

- **Image loading is slow. Is there anything that can be done about this?**

Unfortunately no. The BlackBerry is a connectivity limited device, operating only on low bandwidth and high latency networks. To achieve the best results with images, please ensure that your network strength is good and also that the email you are trying to view does not contain too many large images.

We would like to say a big “Thank You” to everyone who is using BBSmart Email Viewer and hope you enjoy the new look of your BlackBerry email together with enhanced functionality. Also, if you like the software, please tell your friends!

Happy email reading! 😊

BBSmart Team

