

BlackBerry Wireless Handheld

Attachment Service Guide

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Attachment Service Guide
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Chapter 1 **Attachment Service**

This section provides information on the following topics:

- Before you begin
- Loading the Attachment Service
- Attachment Service views
- Opening attachments
- Setting Attachment Service options
- Navigating attachments
- Using the Find feature
- Deleting attachments
- Tips for using the Attachment Service application

Before you begin

Before you use the Attachment Service, verify that your RIM 850 Wireless Handheld™, RIM 950 Wireless Handheld™, RIM 857 Wireless Handheld™, or RIM 957 Wireless Handheld™ is loaded with software version 2.1 or later.

Verify that you installed version 2.1 or later of the BlackBerry™ Desktop Software properly and that your handheld is enabled on the BlackBerry Enterprise Server version 3.5 or later for Microsoft® Exchange, or the BlackBerry Enterprise Server version 2.1 Service Pack 1 or later for Lotus® Domino™. Your BlackBerry Enterprise Server must be enabled with the Attachment Service.

Microsoft Exchange

If your handheld is enabled on the BlackBerry Enterprise Server version 3.5 for Microsoft Exchange, the Attachment Service can fill the Sent Items folder in Microsoft Outlook. To avoid this, verify that your handheld is enabled on the BlackBerry Enterprise Server version 3.5 Service Pack 1 or later for Microsoft Exchange.

Loading the Attachment Service

You must load the Attachment Service application onto your handheld before you can open attachments.

To load the Attachment Service

1. Insert your handheld into the cradle. If a password is enabled on your handheld, you must type it before you can connect to your computer.
2. To start the BlackBerry Desktop Manager, on the Windows taskbar, click **Start** and select **Programs > BlackBerry > Desktop Manager**. The desktop manager appears.
3. Double-click the **Application Loader** icon. The Welcome to Application Loader screen appears.
4. Click **Next**.



Note: If you have not specified the serial port to which your handheld is connected, the Serial Port Selection screen appears. From the drop-down list, select the appropriate serial port.

5. If a password is enabled on your handheld, the Handheld Security Password screen appears. Type your password. Click **Next**.

6. After the desktop software reads the handheld configuration, your handheld LCD screen displays **Loader activity**. At the same time, the Handheld Application Selection screen appears on your computer. Each application is listed (along with its file size), preceded by a check box and followed by an action.
7. Select the check box beside the **BlackBerry Attachment Service** application. The action changes to **Install**. The application will be loaded onto your handheld.
8. Click **Next**. A summary window appears, listing the actions that will occur during the loading process.
9. In the subsequent windows, continue to click **Next** until the summary window reappears, listing the actions that will occur during the loading process.
10. Click **Finish**. The Application Loader tool automatically backs up your handheld data, loads the applications onto your handheld, and restores your data, according to how you have configured the loading process.



Warning: Do not remove your handheld from the cradle until the loading process is complete. If the loading process is interrupted, your handheld applications might not work properly. In this event, you must repeat the application loading process.

11. When loading is complete, the Application Loader indicates whether or not the process was successful. Click **Close** to return to the desktop manager.



Note: If the loading process is not successful, verify that your handheld is connected to the cradle properly and that the cradle is connected to your computer, and then repeat this procedure.

For more information on loading applications, refer to the *Installation and Getting Started Guide*.

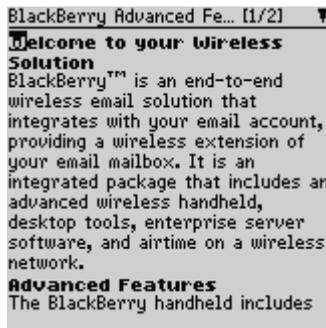
Attachment Service views

Depending on the type of attachment, you can open an attachment in document or spreadsheet view.

Attachment Service

Document view

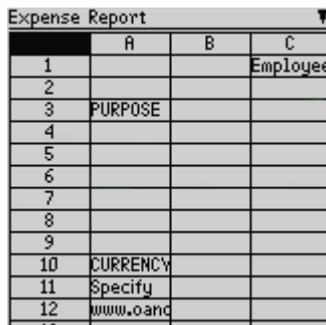
This view displays attachments in document format. The name of the document and the page status appear in a header at the top of the screen. The Attachment Service can open attachments in Document view with the following file name extensions: .doc, .ppt, .pdf, .wpd, and .txt.



Attachment Service - Document view

Spreadsheet view

This view displays attachments in a spreadsheet format. The coordinates and the content of a selected cell appear at the top of the screen. The Attachment Service can open attachments in Spreadsheet view with the extension .xls.



| | A | B | C |
|----|----------|---|----------|
| 1 | | | Employee |
| 2 | | | |
| 3 | PURPOSE | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | CURRENCY | | |
| 11 | Specify | | |
| 12 | www.oand | | |

Attachment Service - Spreadsheet view



Note: If the content of a cell is too long to be displayed in the information label at the top of the Spreadsheet view, place your cursor in the cell and click the trackwheel to view the menu. Click **View Cell**. A dialog box appears and displays the contents of the cell. Click the trackwheel to return to the spreadsheet.

Opening attachments

After you load the Attachment Service application onto your handheld, you can open attachments on your handheld.



Note: Using the Attachment Service application, you can open attachments with the following file name extensions: .doc, .xls, .ppt, .pdf, .wpd, and .txt.

When you open attachments, you open either the **Full Content** or the **Table of contents**. If you open the full content, the complete attachment is shown. If you open the table of contents in Document view, the attachment's main headings are displayed. If you open the table of contents in Spreadsheet view, the list of sheets is displayed.

To open the table of contents

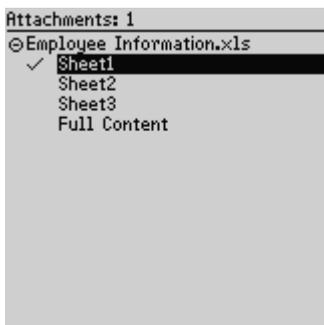
1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the message that contains the attachment that you want to open.
3. Select the attachment and click the trackwheel to view the menu.
4. Click **Open Attachment**. The Attachment screen displays the names of the attached files.
5. Under the name of the attachment that you want to open, select **Table of Contents**.
6. Click the trackwheel to view the menu. Click **Retrieve**. A request for the table of contents is sent to the server. A pending icon appears beside the **Table of Contents** heading of the selected attachment.

If your request for the table of contents is successful, the table of contents entries replace the **Table of Contents** heading on the Attachment screen.



Note: The message that contains the attachment is marked as unread on the Messages screen.

Attachment Service



Attachment screen - table of contents entries



Note: If an **X** appears beside the **Table of Contents** heading, the attachment request failed. Refer to "Frequently asked questions" on page 20 for more information. for more information.

If you request the table of contents for an attachment more than once, a dialog box appears that prompts you to confirm before the request is resent. Click either **Yes** or **No**.

7. Select a table of contents entry and click the trackwheel to view the menu.
8. Click **Request**. A request for the entry is sent, and a pending icon appears beside the selected entry. When the selected table of contents entry is received, a check mark appears beside it.
9. Select the requested table of contents entry and click the trackwheel to view the menu.
10. Click **Open**. The content for the entry appears.

To open the full content of an attachment

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the message that contains the attachment that you want to open.
3. Select the attachment and click the trackwheel to view the menu.
4. Click **Open Attachment**. The Attachment screen displays the names of the attached files.
5. Under the name of the attachment that you want to open, select **Full Content**.

- Click the trackwheel to view the menu. Click **Retrieve**. A request for the full attachment is sent to the server. A pending icon appears beside the **Full Content** heading of the selected attachment.



Attachment screen - Full Content pending



Note: If you open a .pdf attachment that is password protected, you must type the password before you retrieve the attachment from the server. On the Attachment screen, click the trackwheel to view the menu. Click **Password**. Type the password and click the trackwheel to return to the Attachment screen. When you retrieve the attachment the password is also sent to the server.

If you request a .pdf attachment that is password protected without first typing the correct password, the password protected document error appears.

If you remain in the Attachment screen and your request for the full content of the attachment is successful, the content of the attachment is automatically displayed upon its arrival.



Note: If an **X** appears beside the **Full Content** heading, the attachment request failed. Refer to "Frequently asked questions" on page 20 for more information.

If you request the full content of an attachment more than once, a dialog box appears that displays **Request already sent. Resend?** Click either **Yes** or **No**.

Attachment Service



Attachment screen - retrieved full content

7. To open the content of subsequent attachments, select **Full Content** again, and click the trackwheel to view the menu.
8. Click **Open**. The full content of the next attachment appears.

If you request multiple attachments, the last attachment that you request is automatically displayed if you are still in the Attachment screen and all other attachments are retrieved successfully. On the Attachment screen, a check mark icon appears beside the **Full Content** headings of the other attachments when they arrive at your handheld. If you do not open the attachment for a message, on the Messages screen, the messages remain unopened and are marked as unopened. Refer to "Attachment status icons" on page 10 for more information.

Attachment status icons

These icons appear on the Attachment screen to indicate the status of pending, sent, and received attachments.

| Icon | Description |
|---|--|
|  | attachment request is being sent to the server |
|  | attachment was received from the server |
|  | attachment request failed |

Setting Attachment Service options

In Document View, you can customize the following Attachment Service options.

- **Case Sensitive Search:** Select whether you want the Find feature to be case sensitive when it searches attachments. By default, this option is set to **No**.
- **Document Font Size:** Set the size of the font that should appear on the screen. Choose from **Large Font** or **Small Font**. By default, this option is set to **Large Font**.

You can customize the following Attachment Service options, in Spreadsheet View:

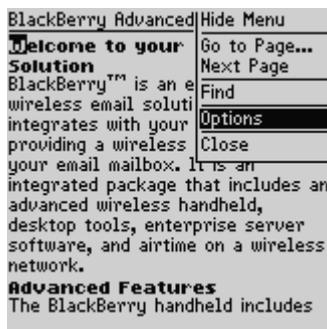
- **Sheet Outline Cells:** Select whether you want gridlines to appear when you view spreadsheet attachments. By default, this option is set to **Yes**.
- **Sheet Horizontal Scroll:** Select whether you want the information in spreadsheet cells to wrap around when scrolling horizontally. By default, this option is set to **No**.
- **Sheet Vertical Scroll:** Select whether you want the information in spreadsheet cells to wrap around when scrolling vertically. By default, this option is set to **No**.
- **Sheet Column Width:** Select the spreadsheet column width. Choose from **Small**, **Medium**, or **Large**. By default, this option is set to **Medium**.
- **Sheet Display Labels:** Select whether you want spreadsheet columns to be labelled with letters (for example, **A**, **B**, **C**,) and rows to be labelled with numbers (for example, **1**, **2**, **3**). By default, this option is set to **Yes**.

To set Attachment Service options

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a message that contains an attachment and click the trackwheel to view the menu.
3. Click **Open Attachment**. The Attachment screen appears.
4. Select either **Full Content** or **Table of Contents** for an attachment that has been retrieved and click the trackwheel to view the menu.
5. Click **View**. The table of contents or the full content appears.

Attachment Service

- Click the trackwheel to view the menu. Click **Options**. The Options screen appears.



Document view menu- Options item

- In the field that you want to set, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
- After you set the fields, click the trackwheel to view the menu. Click **Save**.

Navigating attachments

You can navigate to specific pages of an attachment in Document view or to specific cells or worksheets of an attachment in Spreadsheet view. You can also switch between viewing only the table of contents and viewing the full contents of an attachment. In Document view, you can move directly to a section that is marked by a link or bookmark. You can also switch to Spreadsheet view to view any tables that the document contains.

To navigate to a specific page or cell

- On the Home screen, click the **Messages** icon. The Messages screen appears.
- Open a message that contains an attachment and click the trackwheel to view the menu. Click **Open Attachment**. The Attachment screen appears.
- Select either **Full Content** or **Table of Contents** for an attachment that has already been retrieved and click the trackwheel to view the menu.
- Click **View**. The attachment appears. In the open attachment, click the trackwheel to view the menu.

- If you are in Document view, click **Go to Page**. The Go to Page dialog box appears. Type the number of the page that you want to view and click the trackwheel. The selected page appears.
- If you are in Spreadsheet view, click **Go to Cell**. The Go to Cell dialog box appears. Type the co-ordinates of the cell that you want to view and click the trackwheel. The selected cell appears.

| Expense Report | | Hide Menu |
|----------------|----|----------------------|
| | A | Select Worksheet |
| 1 | 1 | Go To Cell... |
| 2 | 2 | Next Sheet |
| 3 | 3 | Find |
| 4 | 4 | Options |
| 5 | 5 | Close |
| 6 | 6 | |
| 7 | 7 | |
| 8 | 8 | |
| 9 | 9 | |
| 10 | 10 | CURRENCY |
| 11 | 11 | Specify |
| 12 | 12 | www.rim. |
| 13 | 13 | |

Spreadsheet view menu - Go to Cell item

To view next and previous pages or sheets

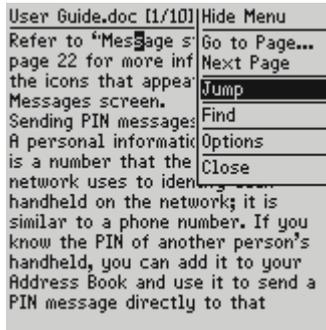
1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a message that contains an attachment and click the trackwheel to view the menu. Click **Open Attachment**. The Attachment screen appears.
3. Select **Full Content** or **Table of Contents** for an attachment that has already been retrieved and click the trackwheel to view the menu. Click **View**. The attachment appears.
4. In the open attachment, click the trackwheel to view the menu.
 - If you are in Document view, click the trackwheel to view the menu. Click **Next Page** (or **Prev Page**). The next (or previous) page appears.
 - If you are in Spreadsheet view, click **Next Sheet** (or **Prev Sheet**). The next (or previous) sheet appears.



Tip: In Document view, you can also view the next or previous page using the **Next Page** or **Previous Page** links at the bottom or top of the page that you are viewing. Place your cursor in the link and click the trackwheel to view the menu. Click **Next Page** or **Prev Page**. The next or previous page appears.

To view pages or tables using links or bookmarks

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a message that contains an attachment and click the trackwheel to view the menu. Click **Open Attachment**. The Attachment screen appears.
3. Select either **Full Content** or **Table of Contents** for an attachment that has already been retrieved and click the trackwheel to view the menu.
4. Click **View**. The attachment appears. Select a link or bookmark.
 - If the link is to a table, when you click the trackwheel, the table opens in Spreadsheet view. To return to Document view, click the trackwheel to view the menu, and then click **Close**. You return to the open attachment in Document view.
 - If the link is to another page, click the trackwheel to view the menu, and then click **Jump**. The appropriate section of the attachment appears.

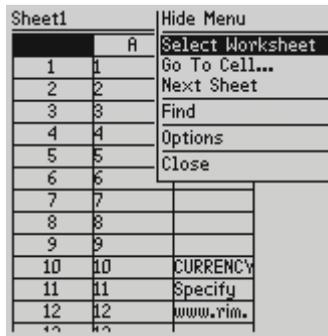


Document view menu - Jump item

To navigate within the full content of an attachment

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a message that contains an attachment and click the trackwheel to view the menu. Click **Open Attachment**. The Attachment screen appears.
3. Select **Full Content** of an attachment that has already been retrieved and click the trackwheel to view the menu.

- Click **View**. The full content appears. Click the trackwheel to view the menu.
 - If you are in Document view, click **Table of Contents**. The table of contents for the attachment appears. To return to the full content, click the trackwheel to view the menu. Click **Full Content**. The full content of the attachment appears.
 - If you are in Spreadsheet view, click **Select Worksheet**. The Select Worksheet dialog box appears. Select the worksheet that you want to view and click the trackwheel. The selected worksheet appears.



Spreadsheet view menu - Select Worksheets item

Using the Find feature

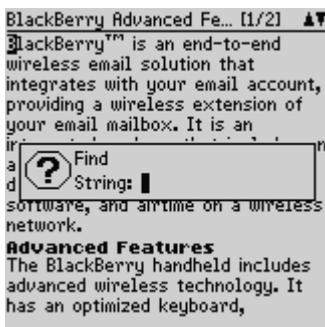
You can locate specific words and numbers in an attachment using the Find feature.

To use the Find feature

- On the Home screen, click the **Messages** icon. The Messages screen appears.
- Open a message that contains an attachment and click the trackwheel to view the menu.
- Click **Open Attachment**. The Attachment screen appears.
- Select either **Full Content** or **Table of Contents** for a document attachment that has already been retrieved and click the trackwheel to view the menu.
- Click **View**. The attachment appears.

Attachment Service

6. In the open attachment, click the trackwheel to view the menu.
7. Click **Find**. The Find dialog box appears.



Document view menu - Find dialog box



Tip: The Find feature only locates a word or number that appears at or following your cursor. To search the entire attachment, place your cursor at the top of the attachment.

8. Type a word or number that you want to locate in the attachment and click the trackwheel. The cursor moves to the first occurrence of the word or number that you specify.
9. To find the next occurrence of the word or number that you specified, click the trackwheel to view the menu.
10. Click **Find Next**. The cursor moves to the next occurrence of the word or number that you originally specified.



Note: If the word or number is not found, the **Reached end of section** dialog box appears.

Deleting attachments

If you delete a message that contains an attachment, both the message and the attachment are deleted from your handheld.

To delete attachments

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

Tips for using the Attachment Service application

2. Select a message that contains an attachment and click the trackwheel to view the menu.
3. Click **Delete**. The message and the attachment are deleted.

Tips for using the Attachment Service application

Document view

- Press **V** to switch between the table of contents and full content for an attachment.
- Press **T** to go to the top of a page.
- Press **B** to go to the bottom of a page.
- Press **F** to open the Find dialog box. Press **F** again to find the next occurrences of your search string.
- Press **J** to go directly to a link or bookmark when the cursor is placed on a link or bookmark.
- Press **G** to open the Go to Page dialog box.
- Press **N** to go to the next page in the attachment.
- Press **P** to go to the previous page in the attachment.

Spreadsheet view

- Roll the trackwheel to scroll vertically.
- Press **ALT** and roll the trackwheel to scroll horizontally.
- Press **V** to switch between the table of contents and full content.
- Press **T** to go to the top left of the worksheet.
- Press **B** to go to the bottom right of the worksheet.
- Press **F** to open the Find dialog box. Press **F** again to find the next occurrences of your search string.
- Press **G** to open the Go to Cell dialog box.
- Press **N** to go to the next worksheet.
- Press **P** to go to the previous worksheet.
- Press the **Space** key to open the View Cell dialog box. Press the **Space** again key to close the View Cell dialog box

Attachment Service

Chapter 2 **Troubleshooting**

This section provides information on the following topics:

- Frequently asked questions
- Error messages

Frequently asked questions

This section provides answers to frequently asked questions about the Attachment Service.

Attachment Service

Why is my attachment not opening?

- Verify that the attachment that you are opening is a supported attachment type. Attachments with the following file name extensions are supported: .doc, .pdf, .txt, .wpd, .xls, and .ppt.
- If you are opening a .pdf file that is password protected, verify that you typed the correct password.

How do I know if I need to enter a password to view my attachment?

- The Attachment Service currently supports password-protected .pdf file attachments. If you try to view a password-protected .pdf file attachment and you do not type a password, the attachment request fails. An error message appears informing you that it is a password-protected attachment. Refer to "Error Messages" below for more information.

I requested an attachment and an X icon appears where the check mark usually appears. What should I do?

- When an X appears beside a requested attachment, a problem prevented the attachment from being retrieved. Check the file name extension of the attachment that you are requesting to verify that it is a supported attachment type.

Why is my message marked as unread again?

- After you retrieve an attachment, the message that contains the attachment is marked as unread on the Messages screen. This indicates that the attachment is available for viewing. The message is marked as read after you open the message again.

How do I save attachments?

- Your attachment is connected to your message. To save the attachment, you must save the message. Refer to the *Handheld User Guide* for information on saving messages.

Error Messages

The following error messages might appear when you use the Attachment Service application.

| Error | Description |
|---|---|
| An unknown error was encountered. | If this message appears, an error exists with the Attachment Service. Contact your system administrator for more information. |
| Document is empty. or Spreadsheet is empty. | If this message appears, there is no content available in the attachment. |
| Embedded sheet data not present on the device. | If this message appears, the data for the table you attempted to view is not available on the handheld. Return to the Table of Contents view and retrieve the section of the attachment that contains the table. |
| Error displaying document. | If this message appears, the document that you retrieved might not contain content or the document contains invalid data. |
| Error displaying spreadsheet. | If this message appears, the spreadsheet you retrieved may not contain content or the spreadsheet contains invalid data. |
| Error storing data on the device. | If this message appears, your handheld might not have sufficient memory to retrieve new attachments. Delete some messages that contain attachments to create free memory on your handheld, and then retrieve the attachment again. |
| No supported attachments found. | If this message appears, no valid attachments were found in the attachment that you are currently viewing. |
| Password protected document. | If this message appears, the message requires a password to be viewed successfully. On the Attachment screen, click the trackwheel to view the menu. Click Password . Type the password and click the trackwheel to return to the Attachment screen. |

Troubleshooting

| Error | Description |
|---|---|
| Table of Contents not available. | If this message appears, the Attachment Service was unable to create a Table of Contents. The document might be too small or contain insufficient information with which to create a Table of Contents. |
| The content of this document is truncated to 32 KB to limit network traffic. To view the rest of the document, please use the Table of Contents command. | If this message appears, the attachment that you are attempting to view is longer than what the network can transmit. The maximum amount of data that is allowed is sent to your handheld. To view the rest of the document, use the Table of Contents to view each chapter individually. |
| The document conversion failed. | If this message appears, the attachment you attempted to view might contain invalid data. Verify that the attachment is valid by opening it in its original application. |
| The password for this document is incorrect. | If this message appears, the password that you have provided is incorrect. Try typing the password again. |
| Unknown document format. | If this message appears, the attachment that you attempted to view is not supported by the Attachment Service. |
| Unsupported document type. | If this message appears, the attachment file type or file type version you attempted to view is not supported by the Attachment Service. |