

FAQ: Bayalink Liberty Handheld Client

Products

- Bayalink Liberty Handheld Client 1.6

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Fast Facts

The Bayalink Liberty Client...

- requires that the user successfully register for a Bayalink Liberty License
- must be installed on the BlackBerry Handheld before the Bayalink Liberty Solution can be used
- must be downloaded to BlackBerry Handheld using the BlackBerry Browser

What is the purpose of the Bayalink Liberty Handheld Client?

The Bayalink Liberty Handheld Client software provides the software necessary to establish the application connection between the BlackBerry Handheld and the Bayalink Liberty Monitor on the computer that is hosting Liberty.

Can the Bayalink Liberty Handheld Client be installed using the desktop manager?

At this time, the only method of installation supported for the Bayalink Liberty Handheld Client is an over the air download from a web link provided by Bayalink when registration is successful.

For information on publishing the Bayalink Liberty Handheld Client please contact Bayalink sales at sales@bayalink.com

How long does it typically take to install the Bayalink Handheld Client software onto my BlackBerry Handheld?

The Bayalink Liberty Handheld Client is approximately 160-170KB. Using a GPRS/EDGE handheld as a guideline the download was completed in less than 1 minute to complete

Can the Bayalink Handheld Client be packaged for distribution through the BlackBerry Enterprise Server?

The Bayalink Handheld Client is can be packaged for distribution through the BlackBerry Enterprise Server. Information regarding this process can be obtained through sales@bayalink.com

How do I install the Bayalink Handheld Client on to my BlackBerry handheld?

The instructions necessary for the successful installation of the Bayalink Handheld Client are available in the Bayalink Liberty User Guide.

The user guide is included on the Liberty Key in the <LibertyKeyRoot>\Docs

The user guide is available on the Liberty support website at <http://www.bayalink.com/support>

What information is collected with the Bayalink Liberty Device Diagnostics?

The information captured by the Bayalink Liberty Device Diagnostics includes settings and status about the BlackBerry handheld, wireless configuration, and the Bayalink Liberty handheld client. This information can be used by the Bayalink Support group to troubleshoot problems if necessary.

What happens to the information collected by the Device Diagnostics?

The Bayalink Liberty Device Diagnostics information is included in an email and attached as a text file to an email and sent to a dedicated Bayalink Support (diagnostics@bayalink.com)

I have changed BlackBerry handhelds and need to reinstall the Bayalink Liberty Handheld Client but do not know where to download it, where can I download the software?

- You can get the link from the “Your Bayalink Order Confirmation” email you received when you initially purchased your Bayalink Solution.
- Alternatively the link to the web page is <http://liberty.bayalink.com/downloads/blackberry>.

IMPORTANT: This link should only be accessed from the BlackBerry browser on the BlackBerry handheld.

What is the purpose of the Bayalink Liberty Properties entry within the advanced options?

Each of these values has a different purpose within the operation of the application. See below for description

- Enterprise Internet Proxy: This entry defines the host name or IP address of the corporate proxy server used by the Bayalink Liberty user
- Carrier Internet Proxy: Some carriers do have or use an APN. Instead they utilize a proxy server to control web access. This value defines the host name or IP address of the proxy server
- PLACEHOLDER FOR “AUTOCONNECT OVER USB CABLE”