User's Manual

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Impatica Inc.

Legal Notice

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This software is based in part on the work of the Independent JPEG Group.

This product includes software developed by the Apache Software Foundation (http://www.apache.org/).

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own cost.

Patent pending.

Contents

SECTION 1: About Impatica viaDock

Thank you for selecting Impatica viaDock.

Impatica viaDock allows you to access your BlackBerry from your computer, enabling you to use the comforts of your PC monitor and keyboard to operate your BlackBerry. Whether you wish to securely access enterprise applications from home, interact with your BlackBerry applications as PC applications, or simply want the comforts and conveniences of your large screen and keyboard, Impatica viaDock lets you get more from your BlackBerry.

Impatica viaDock Features

Impatica viaDock enables you to access your BlackBerry from your personal computer. With Impatica viaDock, you can easily:

- Create a fully integrated environment—Use your PC and BlackBerry applications through one single system when at the office, home or anywhere you use a PC
- Connect via Bluetooth or USB to your desktop or notebook PC
- Share clipboards—Easily copy and paste text between your PC and BlackBerry applications
- Quickly switch between BlackBerry applications—Use the application launcher or menu shortcuts to start using any application running on your BlackBerry
- Dial and receive phone calls—Use on-screen phone controls to quickly make and answer phone calls, enable and disable hands-free talking and turn on and off mute
- Know who is calling—Get instant notification of incoming calls while using viaDock, or through mini view when using other applications
- Monitor your BlackBerry status—Always know your battery and radio signal strengths at a glance

Impatica viaDock Tour

Impatica viaDock can be operated in either normal view or mini view. The normal view displays the handheld screen, supports input from your PC keyboard and mouse and offers a variety of time-saving tools for operating your BlackBerry. The mini view is a small palette that can be kept in view while using other applications so that you may monitor your BlackBerry status and quickly place and receive phones calls.

Normal View

The normal view includes 5 areas as depicted below:

1. **Handheld screen area:** Provides a live display of your BlackBerry screen. The size of this area can be changed by resizing the entire viaDock window, or by using *View > Handheld Zoom*. The quality of the handheld screen area can be set to either high quality or quick by using *View > Handheld Quality*.
2. **Phone controls:** Includes answer and hang-up buttons, numeric keypad, hands-free and mute buttons, arrow buttons for navigating the BlackBerry and menu, select and escape buttons for controlling the BlackBerry. Display of these controls can be turned on off using the phone control button in the status bar, or by using *View > Phone Controls*.

3. **Keyboard:** Provides an on-screen keyboard for input to the BlackBerry, suitable for use with touch-screens (e.g., Tablet PCs). Display of the on-screen keyboard can be turned on and off using the keyboard button in the status bar, or by using *View > Keyboard*.
4. **Application Launcher:** Includes shortcut icons for all of the applications currently running on the BlackBerry. Click any of the icons to quickly switch applications. Display of the application launcher can be turned on and off using the application launcher button in the status bar, or by using *View > Application Launcher*.
5. **Status Bar:** Displays the BlackBerry's current battery strength, radio signal strength and incoming call notifications. Also provides buttons for showing and hiding other viaDock screen areas, turning on and off clipboard sharing and switching to mini view. Display of the status bar can be turned on and off using *View > Status Bar*.

Mini View

The mini view is a small window (shown below) that can be kept visible while using other PC applications.

It provides you with ongoing status of your BlackBerry, including notification of incoming calls. Call answer and hang-up buttons are provided for quickly answering and placing calls. Hands-free and mute buttons are also available to simplify controlling your BlackBerry. A quick dial field is provided, allowing you to place a call by simply entering a phone number then clicking the green call answer button.

To return to normal view, click the normal view button in the status bar.

System Requirements

Computer

- Windows XP or Vista (Bluetooth enabled and/or BlackBerry Desktop Manager installed for USB connectivity); OR
- Mac OS X 10.4 or higher with Bluetooth enabled.

Handheld

- BlackBerry smartphone with device software 4.2.2 or higher

SECTION 2: Installing Impatica viaDock

Installing Impatica viaDock requires the following two steps:

- Install Impatica viaDock on your PC
- Install Impatica Connector on your BlackBerry

The following section will explain these steps in detail.

Installing PC Software

Install the Impatica viaDock application on your Windows or Mac OS X computer as follows:

Windows

1. Download the application installation file from:
   http://www.impatica.com/products/viadock/windows.html
2. Once downloaded, double-click the file to install the application.
3. Once it is installed, you will have both a desktop icon and a program entry for "Impatica viaDock".

Mac OS X

1. Download the application installation file from:
   http://www.impatica.com/products/viadock/mac.html
2. Once downloaded, the file will automatically mount the volume "Impatica viaDock". If this volume is not mounted, double-click the file Impatica-Virtual-Dock.dmg.
3. Open the "Impatica viaDock" volume by double-clicking it or by selecting it in the Finder. Click and drag the "Impatica viaDock" icon to your hard drive (e.g., to the Applications folder) to complete the installation.
4. If you wish, drag the Impatica viaDock icon to the Mac dock.

You will be prompted to register your copy of Impatica viaDock the first time you run it.

Installing BlackBerry Software

1. Install the Impatica Connector application on your BlackBerry smartphone using one of the following techniques:

   Over-the-air:

   1. To download the application directly to your BlackBerry, get this link using your BlackBerry Browser:
   http://www.impatica.com/bb/

   2. Then select the "Download JAD from your BlackBerry" button in the **Project your Screen** section of the page.

   ## Project your Screen
   Impatica Connector
   (for use with Impatica ShowMate and/or
   Impatica viaDock)

   BlackBerry Requirements:
   BlackBerry® handheld with BlackBerry software 4.2.2 or later.

Download JAD from your BlackBerry	Download ZIP from your PC

   PC Installation Instructions
   Impatica Customer Support

   3. Follow the on-screen instructions.

From your PC (Windows Only):

1. Using a browser, navigate to:
   http://www.impatica.com/bb/

2. Then select the "Download ZIP from your PC" button in the **Project your Screen** section of the page and download the **Impatica Connector** zip file to your PC:

3. Unzip ImpConnector.zip on your PC

4. Use the BlackBerry Desktop Manager Application Loader to select the ".alx" file and install the application on your BlackBerry

Once you have installed the application, you must ensure that the necessary application settings and IT policies are set:

Application Permissions:

In order to use the Impatica viaDock, you must ensure that your application settings are properly configured by performing the following steps:

1. Navigate to *Options > Security Options > Application Permissions*
2. Select *Impatica Connector* from the list
3. Select *Edit Permissions*, then either:

   (a) set all items under **Connections** and **Interactions** *to Allow*; OR

   (b) set the following specific permissions to *Allow*:
   - Under **Connections**:
     - USB (only if USB connection is required)
     - Bluetooth (only if Bluetooth connection is required)
     - Phone
   - Under **Interactions**:
     - Interprocess Communication or Cross Application Communication (4.6+ devices)

- Keystroke Injection or Input Simulation (4.6+ devices)
- Screen Capturing or Recording (4.6+ devices)
- Security Timer Reset (for password protected devices only)

IT Policies (only required if your BlackBerry is associated with a BES):

For Bluetooth communication (under the Bluetooth policy section of the BES IT Policy dialog box):

- o Disable Serial Port Profile—Set to FALSE
- o Disable Bluetooth—Set to FALSE
- o Disable Pairing—Set to FALSE

For USB communication:

- o Allow third party applications to use serial port—Set to TRUE

For over-the-air installation:

- o Allow third party application downloads—Set to TRUE
- o Allow third party applications to use **persistent store** - set to **True**.
  This allows the software to store the Property Table file on the BlackBerry;

Note: *If your BlackBerry is associated with a BlackBerry Enterprise Server ("BES") or ever has been associated with a BES, you may not be able to change the application permissions. In that case, an application control policy would need to be set on your BES and the Impatica Connector application would have to be pushed to the device with these settings set to Allow.*

Registering Impatica viaDock

The first time you run Impatica viaDock, you will be asked to accept the terms of the license agreement and to enter your software registration information. Your registration information was provided to you via e-mail at the time that you received the Impatica viaDock software.

To register your copy of Impatica viaDock:

1. On your computer, double-click the *Impatica viaDock* application icon.
2. Enter your name, organization and registration code in the fields provided. Ensure that the information is entered in exactly the same way as it appeared in the registration information provided to you by Impatica.

If at any time you wish to change the software registration:

1. Go to the *Help* menu and choose *Register...*
2. Enter the new registration information in the fields provided.

SECTION 3: Getting Started with Impatica viaDock

In order to start using Impatica viaDock, you will need to complete the following steps:

1. Launch Impatica viaDock on your PC
2. Connect your BlackBerry to the viaDock software on your PC
3. Start controlling your BlackBerry using your PC

The following section will explain these steps in detail.

Running Impatica viaDock

To run Impatica viaDock, double-click the *Impatica viaDock* application icon on your computer.

Note: The first time that you run Impatica viaDock, you will be prompted to accept the terms of the license agreement and enter your registration information.

Connecting to your BlackBerry

Once the Impatica viaDock software is running on your computer, it will be waiting for a connection to your handheld. On Windows, Impatica viaDock can connect to your handheld either through USB or Bluetooth. On Mac OS X, connections can be made via Bluetooth.

Bluetooth

1. On your computer, ensure that the Impatica viaDock application is running.
2. On the BlackBerry, use the Bluetooth screen to create a Bluetooth pairing with your computer. *Note: You will be prompted to enter matching PIN numbers on your BlackBerry and on your computer.*
3. On the BlackBerry, launch the Impatica Connector application.
4. From the list of Impatica enabled devices, choose your computer.

USB (Available on Windows only)

1. Ensure that the BlackBerry Desktop Manager application is installed on your Windows computer.
2. On your Windows computer, ensure that the Impatica viaDock is running.
3. Use a USB cable to plug your BlackBerry handheld into your Windows computer.
4. On the BlackBerry, launch the Impatica Connector application.
5. Select *USB Connection* from the list of Impatica enabled devices.

Controlling your BlackBerry

Using the Impatica viaDock, you can operate your BlackBerry through your keyboard, mouse and on-screen controls, as follows:

Keyboard:

- Use the alpha-numeric keys on your keyboard to type on your BlackBerry
- Use the arrow keys on your keyboard in place of your BlackBerry trackball or trackwheel to navigate your BlackBerry
- Use the following keyboard shortcuts to operate your BlackBerry:

Key	BlackBerry Control
Letters and numbers	Letters and numbers
Arrows up, down, left right	Trackball up, down, left, right
Number pad (num lock off): 2, 4, 6, 8	Trackball down, left, right, up
Tab	Menu
Insert	Menu
` (~ without Shift)	Select
F9	Select
5 on number pad (num lock off)	Select
Esc	Escape
Home	Dial
End	Hang-up
Enter	Enter
Backspace	Backspace
Delete	Delete
Ctrl-C	Copy
Ctrl-X	Cut
Ctrl-V	Paste

On-screen controls:

- Use the Impatica viaDock on-screen phone controls to start and end phone calls, turn on and off speaker phone and mute and to enter numbers on your BlackBerry;
- Use the on-screen keyboard to type using a mouse; and
- Use the application shortcuts or Go menu to quickly switch between BlackBerry applications.

Mouse:

- Click on the text below the handheld screen area of the Impatica viaDock to enter mouse control mode and start navigating your BlackBerry using your computer mouse.
- Click the left mouse button to select and the right mouse button to escape on the BlackBerry.
- To stop using your mouse to control your BlackBerry, press alt+z or click the scroll wheel.

Scroll Wheel:

- At any time, you can use your scroll wheel to navigate your BlackBerry.
- Scroll your scroll wheel up and down to navigate your BlackBerry.
- Click the scroll wheel to select (when not in mouse control mode).
- Click the right mouse button to escape.

Disconnecting from your BlackBerry

When you wish to stop using the viaDock with your BlackBerry, terminate the connection using any of the following methods:

- On the BlackBerry, select the *Impatica Connector* application. From the *Stop Projecting* dialog box that appears click *OK*; or
- On your computer, close the *Impatica viaDock* application; or
- If connected via USB, disconnect the cable. When you use this method, Impatica Connector will continue to run in the background. The next time you connect your BlackBerry to your PC with viaDock running, the connection should reestablish automatically.
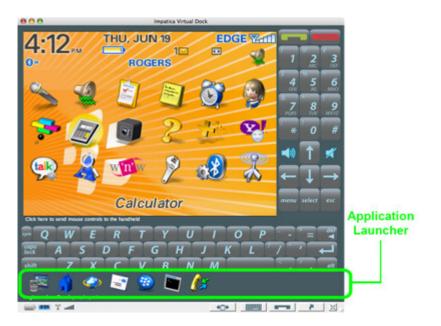
SECTION 4: Switching BlackBerry Applications

Impatica viaDock offers the following quick ways to switch between the applications that are currently running on your BlackBerry:

- Using the application launcher
- Using the *Go* menu

The following section will explain both of these methods in detail.

Using the Application Launcher

Impatica viaDock provides an application launcher that enables you to quickly switch between all applications currently running on your BlackBerry, as depicted below:

Application icons will automatically be added to the application launcher when the application starts on the BlackBerry. When an application on the BlackBerry closes, the icon will disappear from the application launcher.

To switch applications, simply click the icon for the application you would like to use. To hide or show the application launcher, either click the application launcher button in the status bar or from the *View* menu, choose *Application Launcher*.

Using the Go Menu

Impatica viaDock includes a *Go* menu, which allows you to quickly switch between applications that are running on your BlackBerry. Applications are automatically added to and removed from the *Go* menu as they start and stop on the BlackBerry.

To switch BlackBerry applications using the *Go* menu, simply click on the *Go* menu and choose the BlackBerry application you wish to use.

SECTION 5: Clipboard Sharing

Impatica viaDock enables you to share your BlackBerry clipboard with your PC and vice-versa. This feature makes it easy to copy and paste between BlackBerry and PC applications.

The following section will explain this feature in detail.

Enabling the Clipboard Sharing Feature

The ability to share clipboard contents between your BlackBerry and your PC can be turned on and off using either of the following methods:

- Go the *File* menu and choose *Share Clipboard*; or
- In the status bar, click the Share Clipboard button.

Copying from your PC to your BlackBerry

When the clipboard sharing feature is enabled, you can easily copy text from any PC application to any BlackBerry application using the following steps:

1. On your computer, switch to the application that contains the text you would like to copy.
2. Select the text, then choose copy (e.g., *Edit > Copy* or ctrl-C).
3. Return to the Impatica viaDock application.
4. Use Impatica viaDock to navigate your BlackBerry to where you would like to paste the text.
5. Using viaDock, follow the normal BlackBerry procedure for paste (e.g. press *Menu* then *Paste*).

Copying from your BlackBerry to your PC

When the clipboard sharing feature is enabled, you can easily copy text from any BlackBerry application to any PC application using the following steps:

1. Use Impatica viaDock to navigate to the BlackBerry application containing the text you would like to copy.
2. Using viaDock, follow the normal BlackBerry procedure for selecting and copying.
3. Switch to the computer application into which you would like to paste the text.
4. Use your normal PC procedure for pasting into the PC application.

SECTION 6: Troubleshooting Impatica viaDock

Should you encounter any problems while using Impatica viaDock, please do the following:

1. Review all of the topics in this Help system and follow any relevant instructions given.
2. Check the Impatica Knowledgebase for an answer to your question.
3. If you cannot find an answer to your question, please contact Impatica Customer Support.

The following section will explain how to contact Impatica Customer Support.

Using the Impatica Knowledgebase

For the most up-to-date questions and answers about Impatica Virtual Dock, please see the Impatica Knowledgebase:

https://www.impaticize.com/impkb/categories/Impatica+viaDock/

From there, you can browse the most popular questions and answers or perform a keyword search to find the answer to your question.

Contacting Impatica Customer Support

If you encounter any difficulty using Impatica viaDock, or have any questions about the product, please contact Impatica Customer Support using one of the following methods.

By E-mail:

- Please e-mail Impatica Customer Support at support@impatica.com.

By Phone:

- In North America, call 1-800-548-3475 x:238
- Outside of North America, call 613-736-9982 x:238

Please note that Impatica Customer Support is open 8:30 am to 5:00 pm Eastern Time, Monday through Friday.