

Reuters Connect

Version 2.6.1

Client Application Installation Guide (BlackBerry)

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1 BlackBerry Installation Guide for Reuters Connect

This guide explains how to install the Reuters Connect software on your BlackBerry. You can get more information about Reuters Connect online at:

<https://customers.reuters.com/a/support/paz/productHome.aspx?pld=675>

2 Pre-requisites for Installing Reuters Connect

- (a) All BlackBerry device types with O/S 4.0 and above installed are supported. You can check this on your device by selecting Options/About from the main menu. At the time of writing (January 2009) the latest supported devices are the 9000 (aka Bold) series. Devices released after this date may not be supported.

NOTE: BlackBerry devices with O/S 4.1+ must also have 4.1+ version of the BlackBerry Desktop Manager in order for a non-OTA ('Over the Air') installation to work.

- (b) It is possible to use Reuters Connect with or without a BlackBerry Enterprise Server (BES) although connecting via a BES is the preferred method. If you are connecting via a BES, you must have BES version 3.6 or higher.

See [Section 7](#) for more information on non-BES connectivity.

- (c) If connecting via a BES, the IT Policy parameter known as **Disallow Third Party Application Downloads**, must be set to false. This is normally set up by your BlackBerry Enterprise Server Administrator.
- (d) If connecting via a BES, the user account on the BES must have the **Mobile Data Service (MDS)** set to **enabled**. Again this is normally set by your BlackBerry Enterprise Administrator.
- (e) Your BlackBerry device must be capable of accessing external internet web services as the Reuters Connect service is delivered via the Internet. If you are connecting via a BES, confirm this with your BlackBerry Enterprise Administrator. If you are not connecting via a BES, confirm internet access is enabled with your network carrier.

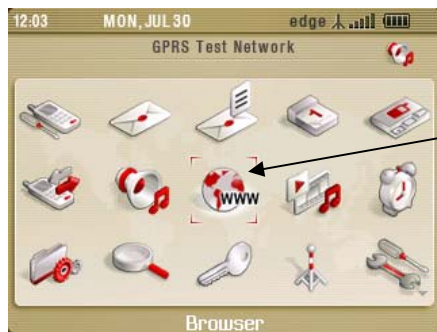
3 Pre-requisites for Accessing the Reuters Connect Service

- (a) Before you attempt to access the Reuters Connect service from your BlackBerry **must** log into the Page Builder to change your password to one of your choosing, and to create at least one page (to view on your BlackBerry). See your welcome email from Reuters for more information, including your username and initial password.

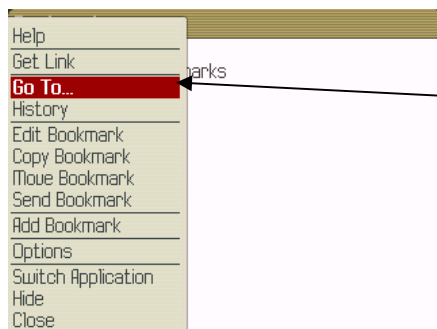
4 Downloading and Installing Reuters Connect

There are two different methods to download and install the Reuters Connect client application software; downloaded and installed directly onto your BlackBerry 'Over the Air' (OTA) or downloaded via Reuters Customer Zone to your PC; then uploaded to your BlackBerry manually using the BlackBerry Desktop Manager.

4.1 Downloading and Installing 'Over the Air' (OTA)



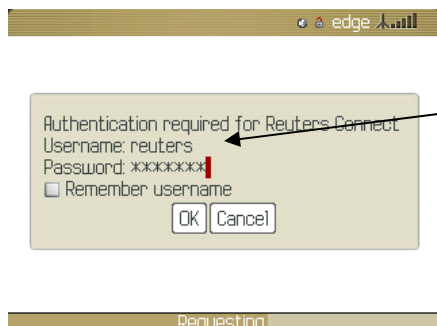
On your BlackBerry click on the **Browser** icon from the BlackBerry main menu.



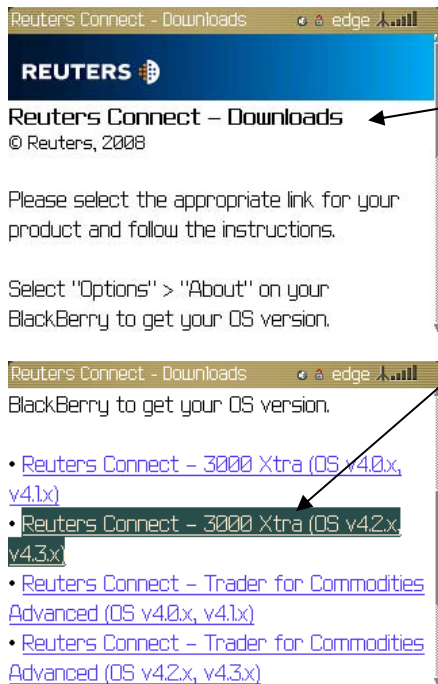
Click the trackwheel or Menu key (depending on your device) and select **Go To...**



Input **http://rc.reuters.com** and click the trackwheel or trackball (depending on your device).



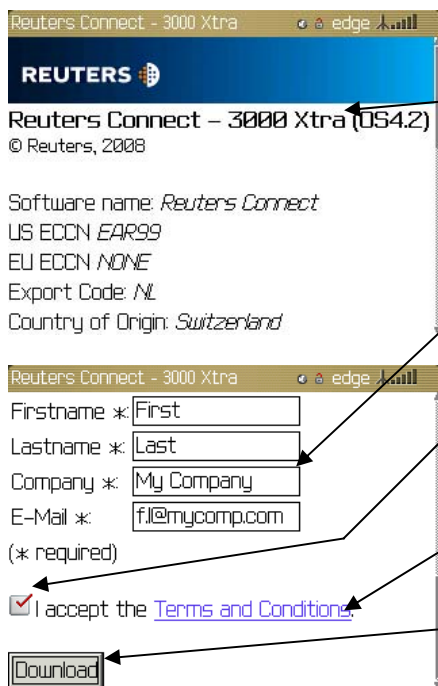
You will be prompted to authenticate - input **reuters** as the Username and **reuters** as the Password; then click **OK**.



The Reuters Connect – Downloads page will load.

Scroll down, highlight the relevant link and click the trackwheel or trackball (depending on your device).

There are separate links for different BlackBerry O/S versions. You can check the O/S version of your device by selecting Options/About from the main menu.



The Reuters Connect – 3000 Xtra download form page will load. Scroll down to the bottom and input the required data. All fields are mandatory **including** ticking the 'I accept the Terms and Conditions' checkbox.

Should you want you can read the Terms and Conditions in full by highlighting **Terms and Conditions** and clicking the trackwheel or trackball (depending on your device). Use the Back key to return to the download form page.

When ready click the **Download** button.



The download page will load; click **Download** to start the download.



The download may take several minutes but a progress bar indicates how much of the client has been downloaded.

When the Reuters Connect client application has successfully been downloaded and installed the following message will be displayed:

The application was successfully installed.

Click **OK** on the message; then use the Back key repeatedly until you return to the BlackBerry main menu.

You can now navigate to the Reuters Connect icon on your BlackBerry and enter your user details in the connection settings, as supplied in your welcome email from Reuters (see [Section 6](#)).

4.2 Downloading the software via Reuters Customer Zone

The Reuters Connect client application software is located within the **Software Downloads** section of the **Reuters Customer Zone**:

<https://customers.reuters.com/a/support/technical/softwaredownload>

To access the Reuters Customer Zone to download the software, users must have a valid username and password. If you are not already registered, click [here](#).

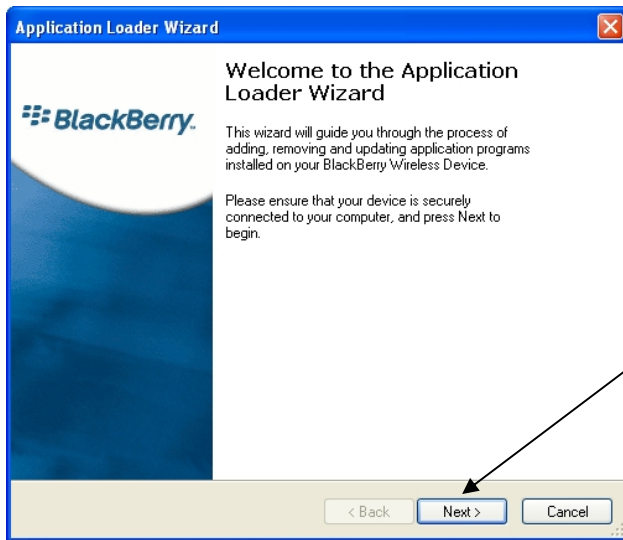
To find and download the Reuters Connect software from the Customer Zone, you need to follow the steps below:

Action	Outcome	Additional Comments
From the Customer Zone, click Software Downloads	Search screen displays	
Click Search By Keyword	Search by Keyword screen displays	
Type: Connect and click on Search >	A product drop-down menu appears	
Expand the Products drop-down box and select the Reuters Connect – 3000 Xtra & RTCA option	A full list of all available Reuters Connect – 3000 Xtra & RTCA software is displayed	
Select the latest handheld software and click Next >	Confirmation of the software selected is displayed together with a Download Form	
Complete the Download Form and accept the Terms and Conditions	Your request will be automatically approved. Follow on-screen instructions	
Select the software to download according to the region and save	When prompted, save the software to a location on the desktop	America – The Americas EMEA Site – Europe HKG Site - Asia
Open the location of the downloaded software and extract the files	All of the files within the Winzip file will appear on the desktop	Ensure that the files listed include: <ul style="list-style-type: none"> • hwdclient-xtra.alx • hwdclient-xtra.cod

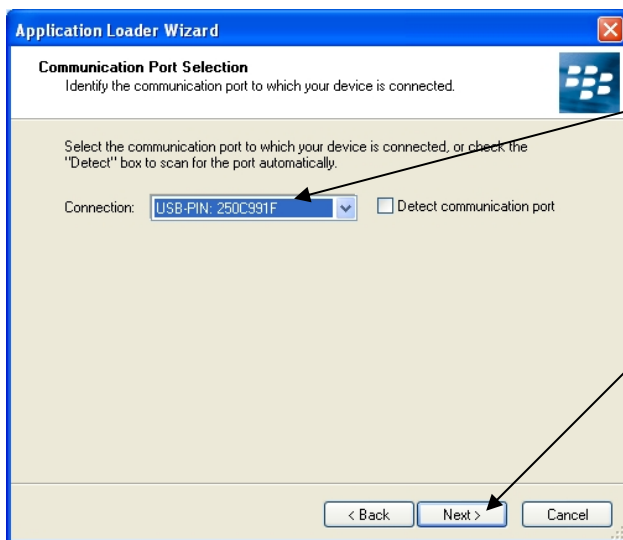
4.3 Installing using the BlackBerry Desktop Manager Application Loader



Attach your BlackBerry to the USB cable or docking cradle on your PC and then start your BlackBerry Desktop Manager. Select **Application Loader**.

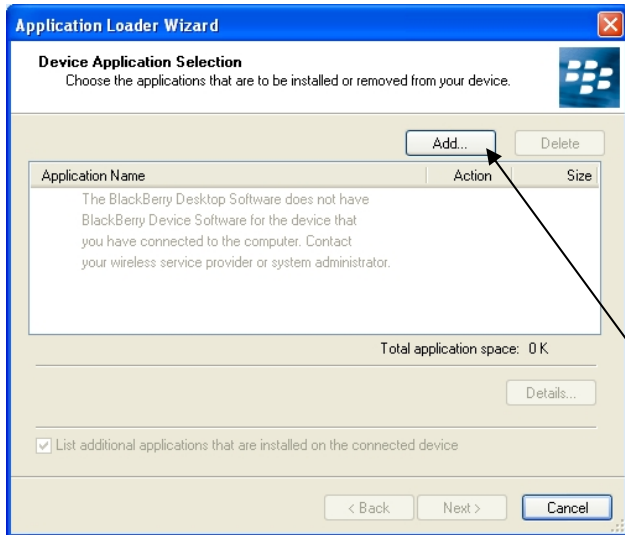


The Application Loader Wizard will appear. Click **Next**. The wizard should automatically detect your connection type e.g. USB.

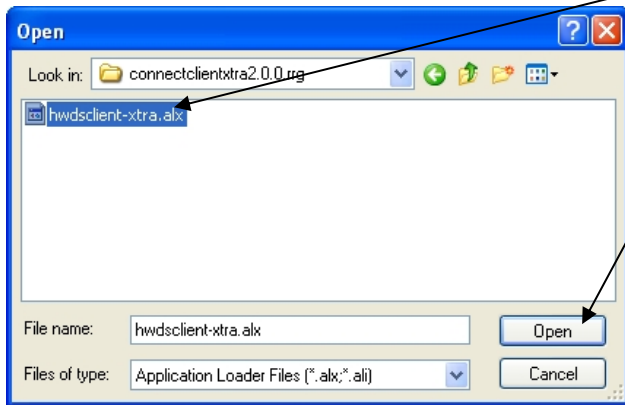


If your connection type is not detected automatically, you will see this screen and you may have to select it manually.

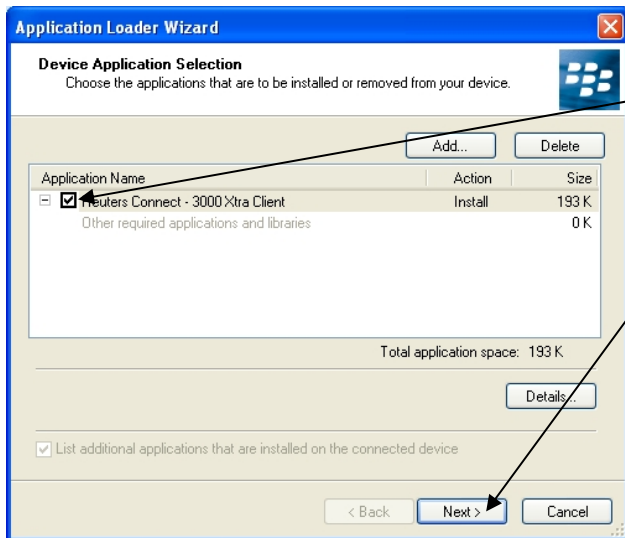
Select **Next** to prompt the Loader to read your current BlackBerry settings and display the window below.



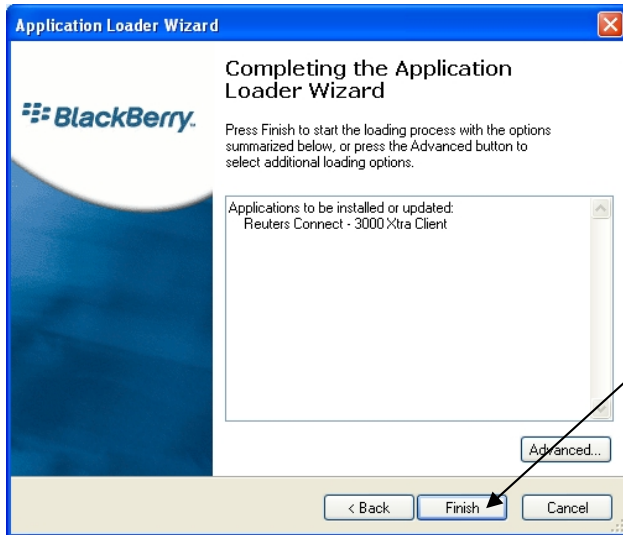
Click **Add** to locate the place where you saved the Reuters Connect – 3000 Xtra files.



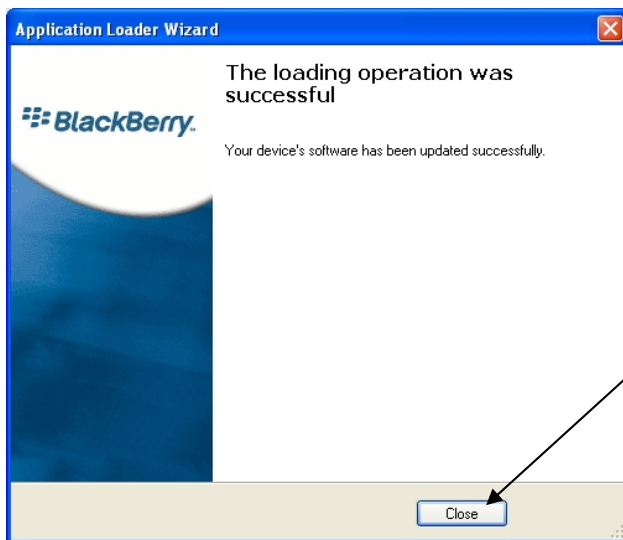
Highlight the **hwdscient-xtra.alx** file; then click **Open**.



Ensure the checkbox next to the Reuters Connect – 3000 Xtra client application is ticked; then click **Next**.



Click **Finish** to start loading the application onto your BlackBerry.



Click **Close** when the application has been successfully installed.

You can now navigate to the Reuters Connect icon on your BlackBerry and enter your user details in the connection settings, as supplied in your welcome email from Reuters (see [Section 6](#)).

5 Updating Reuters Connect

Periodically a new version of the application may be released; usually as a result of new handheld devices becoming available.

All supported versions of the Reuters Connect client application can be downloaded from the **Software Downloads** section of the Reuters Customer Zone:

<https://customers.reuters.com/a/support/technical/softwaredownload>

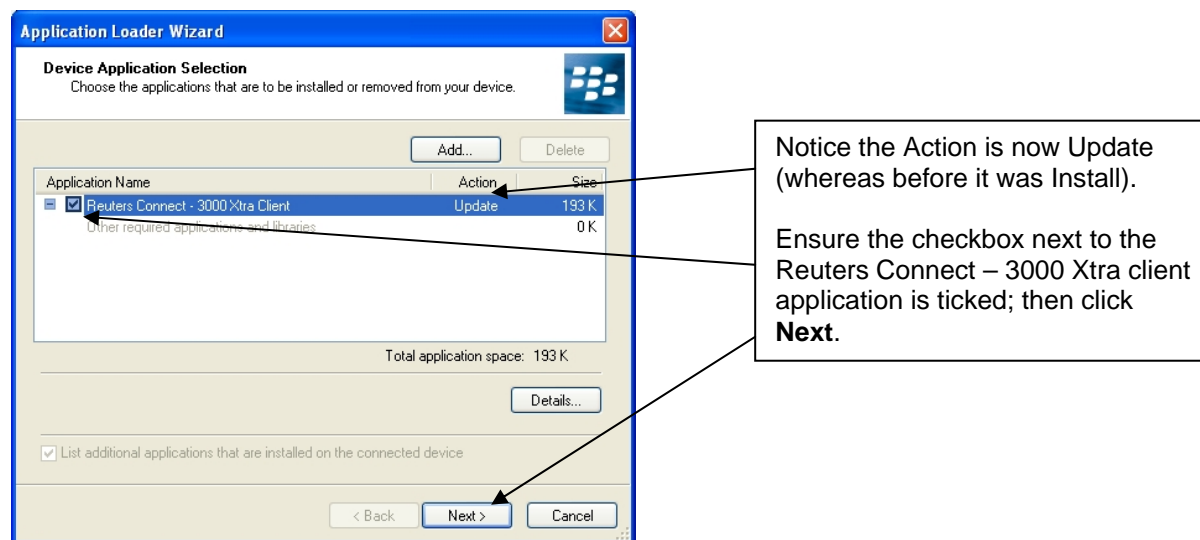
Only the most recent version of the application is available to download and install 'Over the Air' (OTA).

5.1 Updating 'Over the Air' (OTA)

To update your device, follow the same procedure as for a new installation. You will not need to change your settings, these are remembered.

5.2 Updating using the BlackBerry Desktop Manager Application Loader

To update your device, follow the same procedure as for a new installation. It is important that the files for the new version of the application are copied into **exactly** the same folder that contained the older version. When this is the case, the BlackBerry Desktop Manager Application Loader will automatically detect that a new version is available. You will not need to change your settings, these are remembered.



6 BlackBerry Connection Settings



Click on the Reuters Connect – 3000 Xtra icon from your BlackBerry main menu to display the start-up screen.



Click the trackwheel or trackball (depending on your device) and select **Connection Settings** from the menu.

Click the trackwheel or trackball again and select **Add** from the menu.



Enter a name for the connection e.g. "Reuters Connect".

Enter your connection settings as listed in your welcome email from Reuters.

The **Use secure connection** checkbox will already be ticked. This must remain ticked for the application to work.

Click the trackwheel or trackball to display the menu, followed by **Save**.





Once saved, you will see this page.

Press your **Esc** key to go back to the Reuters Connect splash screen



Click the trackwheel or trackball to select **Connect** to the connection you named above e.g. "Connect to Reuters Connect".

The application will now start and you will see the pages that you previously created via the Page Builder. Scroll to the page that you wish to view, and select by clicking the trackwheel or trackball.



Your selected page will be displayed.

For help or more information, [Contact Us](https://customers.reuters.com/kccontactus/support.aspx) at <https://customers.reuters.com/kccontactus/support.aspx>

7 Connecting without a BES

In many countries it is possible to use Reuters Connect without a BlackBerry Enterprise Server (BES). This is referred to as Direct Connection.

Direct Connection relies on a particular service being provided by your network carrier (which is why it may not work in all countries). The required service is **IPPP for BIBS** – to confirm if you have access to this service follow these steps:

1. On your BlackBerry select **Settings** from the main menu screen
2. Select **Advanced Options**
3. Select **Service Book**
4. Confirm **IPPP for BIBS** is listed

If it is not in the list then you should contact your network carrier and ask to be permissioned for **IPPP for BIBS**. If your network carrier helpdesk has not heard of this term ask to be permissioned for **Internet browsing**. This is because not all carriers know it as the same thing.

Once **IPPP for BIBS** is in the Service Book list it is straightforward to configure Reuters Connect to use Direct Connection - in the **Connection Settings** screen tick the checkbox next to **Use BlackBerry Internet Service**; as below:



8 Troubleshooting

Reuters Customer Zone contains an advanced troubleshooting questionnaire to help fault find connection problems between the Reuters Connect BlackBerry client application and the Reuters Connect server:

<https://customers.reuters.com/a/support/paz/pazDocs.aspx?dld=302579>

You may be asked by Reuters Support to complete one of these when diagnosing complex problems.

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