

Using personal (BIS) and NotifySync Email accounts simultaneously

Using a personal email account along with your NotifySync account is feasible, but requires an extra step to avoid issues with calendar synchronization.

Examples of personal email accounts are gmail, aol, yahoo, earthlink, etc. These accounts are referred to as BIS accounts since they utilize the BlackBerry Internet Service.

Scenario #1: You have not installed NotifySync yet

Solution: Set up personal (BIS) Email accounts before you install NotifySync and delete CICAL Service Books.

If you plan to use a personal (BIS) Email account (gmail, aol, yahoo, etc.) on your BlackBerry device in addition to your NotifySync Email account, follow these instructions before you install and register NotifySync. Failing to set up the personal (BIS) Email account first will result in calendar synchronization problems.

- 1 Set up the personal (BIS) Email account if you have not done so already.
- 2 Wait about 1 hour to allow the device to receive the service books.
- 3 Delete the CICAL Service Book before installing NotifySync.
 - 3a (BlackBerry OS < 6.0) From the device Home screen, select *Options > Advanced Options > Service Book*.
 - or
 - (BlackBerry OS >= 6.0) From the device Home screen, select *Options > Device > Advanced System Settings > Service Book*.
 - 3b Scroll through to locate any item that ends with [CICAL] (there may be more than one) and delete them by selecting Delete from the popup menu.
 - 3c Perform a soft reset (remove the battery, wait 10 seconds, replace the battery).

Scenario #2: You already have NotifySync on your device, but wish to setup a personal (BIS) account on the device, as well.

Solution: Turn off NotifySync synchronization, set up the personal account, delete CICAL Service Books, reset, then resume synchronization.

- 1 Set up the personal (BIS) Email account(s).
- 2 Allow about 1 hour to ensure the service books were received, then delete the CICAL service book (see step 3 at the top of this page).
- 3 Perform a soft reset (remove the battery, wait 10 seconds, replace the battery).
- 4 Verify that calendar syncing is on.
 - 4a Select the NotifySync icon from the Home screen.
 - 4b From the message list menu, select *Preferences > Sync Settings*.
 - 4c Under *Calendar*, verify that *Sync the past:* has a value other than *None*.

NOTE: The CICAL service book has been observed to occasionally reappear on the device. It has not been determined what triggers this, but should a user begin to experience calendar issues again, it is advisable to check the service book list.

Scenario #3: You are experiencing calendar issues because you have both a personal (BIS) Email account and a NotifySync account and CICAL Service Books are still present.

Solution: Delete CICAL Service Books and restore your calendar. You may also need to clear the calendar database.

Having both a personal (BIS) Email account and a NotifySync account on your device without deleting the CICAL service books may result in meeting updates being sent out for all meeting invitations that previously existed on the device when you register.

If you are experiencing any of these issues with your calendar, perform the following to begin synchronizing the calendar properly:

- 1 Delete the CICAL service book from the device. (See step 3 in Scenario #1.)
- 2 You can then either restore your calendar on the server side from a previous backup or make a change to each calendar item on the device and this will send the change back up to the server.

NOTE: If you see calendar duplications on the server as a result of changes made on the device, you will need to perform an additional step. See KB article 2 calendars appear on device after adding BIS account and follow the instructions for clearing the calendar database.

Legal Notices: Copyright © 2012 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher. For Novell trademarks, see [the Novell Trademark and Service Mark list \(http://www.novell.com/company/legal/trademarks/tmlist.html\)](http://www.novell.com/company/legal/trademarks/tmlist.html). All third-party trademarks are the property of their respective owners.