

## NotifyLink FAQ's

*Last Edited: 1/19/09*

Q: If I delete mail from my mobile device using NotifyLink, will it be deleted on the server?

*A: No, mail will not be deleted from the server using the NotifyLink email client. However, any changes you make for Calendar entries, Tasks, or Contacts on the mobile device will synchronize directly with the mail server, so be careful when deleting calendar events, tasks, or contacts from the mobile device.*

Q: When I read mail on my mobile device using NotifyLink, will it appear as a read message in webmail?

*A: Yes, when you read a message on your mobile device using NotifyLink, it will synchronize which messages you have already read on the server as well.*

Q: Do I need to synchronize my mobile device with the desktop anymore now that I have NotifyLink?

*A: No, with NotifyLink, you will never have to connect your device to the computer in order to synchronize information. In fact, it will cause problems if you try to do this.*

Q: Will training be available for NotifyLink?

*A: Yes, training will be available on a one to one basis as necessary. Contact the Help Desk to arrange training.*

Q: Can I determine when my mobile device will get updates using NotifyLink?

*A: Yes, NotifyLink allows you to determine when your device will receive updates. In other words, if you want to stop receiving updates after 5pm every day and on weekends, you can configure NotifyLink to do so.*

Q: Why can't I open or receive attachments from NotifyLink?

*A: There are several reasons for this. Attachments tend to take up space and on your mobile device there is limited memory. Sending attachments to your device requires using more battery life and bandwidth. Attachments can*

*contain viruses. Lastly, if a mobile device is lost or stolen it is a security risk if there was any confidential material stored on the mobile device.*

**Q:** How long can I store email on the device?

*A: Cleanup options can be configured through the NotifyLink client. It is recommended that you cleanup weekly to ensure that you never run out of memory on your mobile device. If you run out of memory you will stop receiving information.*

**Q:** What do I do if my phone is lost or stolen?

*A: If your phone is lost or stolen you must report it to your department and University Police. Contact the Help Desk to have your device remotely “wiped” because it was lost or stolen. Information Technology Services has the ability to wipe a device remotely as long as it is on and connected to the cell phone provider wireless service.*

**Q:** Why does it take so long to get updates to the phone?

*A: The NotifyLink Server checks with the Messaging server every 5 minutes and the device checks with the NotifyLink Server every 5 minutes. Worst case scenario could be approximately 10 minutes until you see an update on your phone. Usually it should be under 5 minutes. Also, delays could be related to the cell phone wireless cell phone signal you are receiving at that time. Update your phone’s roaming service capabilities frequently if you encounter weak wireless signals.*

**Q:** What do I do with my old phone and how do I get rid of it?

*A: Once you have all the data you need off of your old state-owned phone you can contact the Help Desk asking ITS to surplus your mobile device. ITS will wipe your device and surplus the phone. All cell phone batteries must be properly disposed of.*