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# Capturx Mobile for BlackBerry®

User Guide



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## Using Capturx Mobile for BlackBerry

The following section outlines the requirements and general process for using Capturx Mobile software with your BlackBerry.

### What You Need

The Capturx Mobile app can be installed on a [compatible BlackBerry device](#) with version 4.3 or greater (the most recent version available from your carrier is recommended) of the BlackBerry (RIM) OS and an active email account.

### Overview: Using Capturx Mobile for BlackBerry

Armed with only a digital pen, paper printouts, and a BlackBerry, mobile workers use Capturx Mobile software to:

- Instantly share data collected on paper using Capturx digital pens with Bluetooth-enabled BlackBerry devices
- Give immediate access to field data to central teams and remote colleagues
- Avoid complexities and limitations of mobile computers or custom PDA applications

Mobile workers simply write on paper forms, note books, maps, or designs. Capturx instantly sends and integrates the handwritten data into SharePoint®, Microsoft® Office, ESRI® ArcGIS, or PDF files.

Back in the office, managers have instant access to time cards, inspection reports, as-builts, maps, sales orders, delivery receipts...any data that is being collected by mobile workers.

The Capturx Mobile app is installed on the BlackBerry and remains running in the background -- waiting for data to route. If the app is not active, the pen will respond by "buzzing" when you attempt to upload the data to the BlackBerry. You will not lose any data – the data remains safely in the pen until the app can be reactivated and you re-try the upload.

The following steps show you how Capturx Mobile for BlackBerry fits into the overall process of using your pen to gather and upload data:

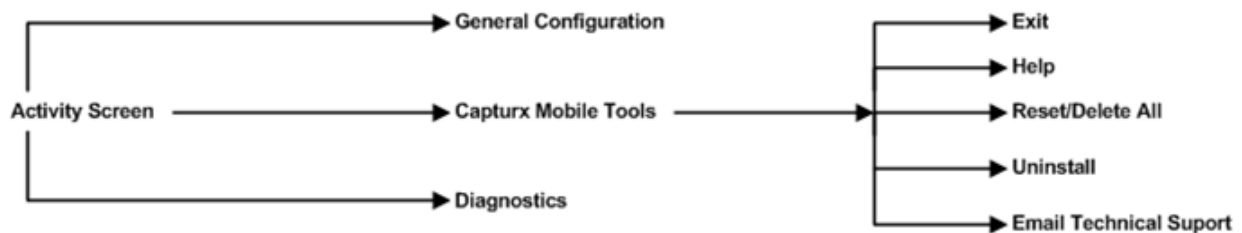
1. Pair the pen with your BlackBerry.
2. Use the [General Configuration](#) options to select the destination, upload method, and GPS setting.
3. With Capturx software, print your map, form, or PDF file.
4. Use your paired digital pen to write on the Capturx printout.
5. With the ink tip of the uncapped digital pen, select the **Send Pen Data to Phone** box on the Capturx Pen Utility Card to send digital ink to your BlackBerry.

In order to use a digital pen with a BlackBerry, the pen and the phone must be "paired". A BlackBerry can be paired with multiple digital pens, and a digital pen can be paired with multiple BlackBerry devices. The pairing process has to be done one at a time. See [Pairing a BlackBerry Device with a Digital Pen](#) for detailed instructions.

Capturx Mobile for BlackBerry has four main screens:

1. **Activity Screen** – To keep you informed about the progress of your ink uploads, this main screen shows a log of recent activity with a date and time stamp. The last 30 items are retained. From here, you can access the General Configuration, the Capturx Mobile Tools, and Diagnostics.
2. **General Configuration Screen** – During set-up, this screen is where you enter the user and connection information that the application requires to send ink to a server or via email. You can also select a GPS setting.
3. **Capturx Mobile Tools Dialog** - provides you with Education and Technical Support tools.
4. **Diagnostics Screen** - Only for use if requested by Adapx Technical Support, this screen has settings for increased error logging.

The following figure shows these screens and how they are related:



Note: Video tutorials are available online at <http://www.adapx.com/support/tutorials/691/1>.

## Pairing a BlackBerry Device with a Digital Pen

As a first step to using Capturx Mobile, you need to “pair” your digital pen with the BlackBerry. Before you begin, check to make sure that your BlackBerry has Bluetooth turned on.

Note: To activate the digital pen and set its clock, the pen must be docked at least once at a Windows computer which has Capturx Pen Manager installed.

1. Uncap your pen. When the pen is first uncapped, it is “discoverable” in pairing mode.
2. On the BlackBerry device, from the home screen, access the **Setup Bluetooth** option. Select **Listen** or **Search** to search for the digital pen signal.
  - a. **Search:** The BlackBerry will search for all Bluetooth-enabled devices in range and available to be paired. This approach will take longer than Listen, so it is recommended only if you don’t have a Capturx Pen Utility Card.
  - b. **Listen:** On the Capturx Pen Utility Card, touch your uncapped pen’s ink tip to the **Bluetooth Pair with Phone** checkbox found on the back of the card.
    - Once the two devices sync, the Bluetooth device list appears.
3. Select digital pen device name, “DP-201”.
4. A dialog appears requesting **Enter Numeric Pass Key**. Enter the 4 digit pin number of the digital pen (as seen in Capturx Pen Manager or the printed sticker supplied with the pen), and select the Enter or Return key on your BlackBerry.

Your pen must be Bluetooth-enabled to pair with your BlackBerry. Although your pen was shipped to you with Bluetooth turned on, you can check by reviewing the Bluetooth status box in the Pen Docking section of Capturx Pen Manager installed on a PC.

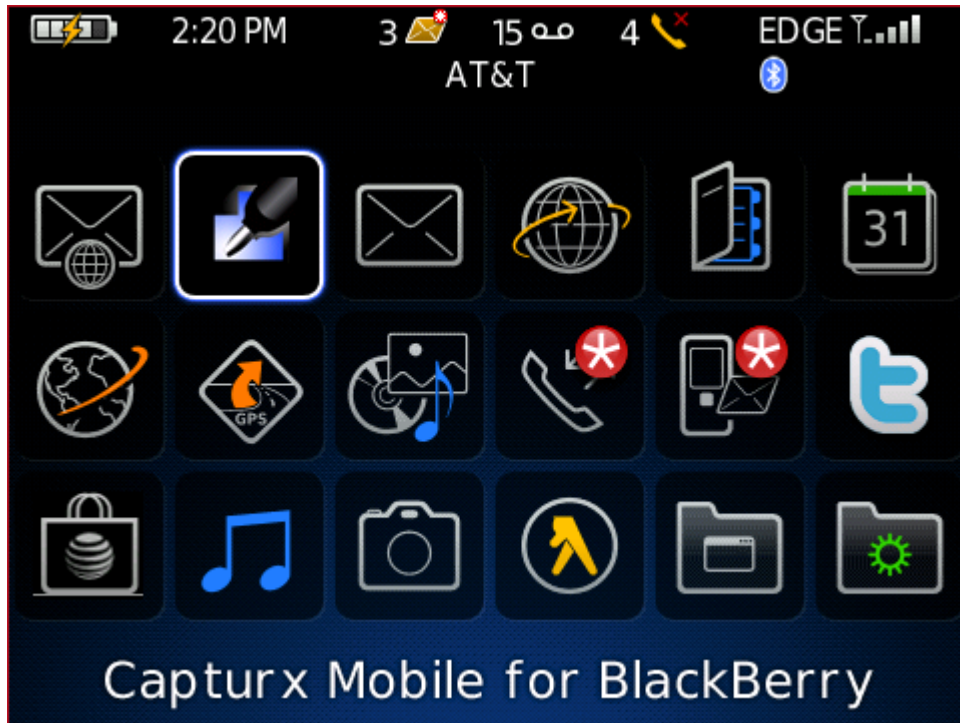


Note: if you don’t see the pen in the list of devices, cap and uncap the pen again so it will set itself to be discoverable and refresh the list of devices on the BlackBerry.

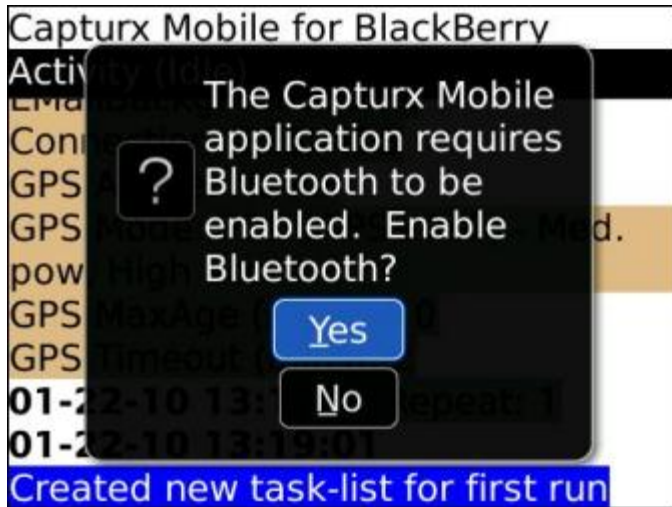
## First Use of Capturx Mobile for BlackBerry

After installing the Capturx Mobile app, and pairing your digital pen and BlackBerry, you are ready to start.

1. To open the app, select the Capturx Mobile icon from the BlackBerry's home screen. If you don't see the icon (see screenshot), it may be in your Download Folder.



2. Since Capturx is accessing Bluetooth, the first time you start your phone after the Capturx Mobile for BlackBerry is installed, you will be asked if you want to grant the application full trust. Select **Yes**.
3. When the app is first opened, you may be asked to enable Bluetooth. Select **Yes**.



4. You will be presented with the End User License Agreement. You must accept this agreement to run the application. Review the terms and select **I Accept** to continue.

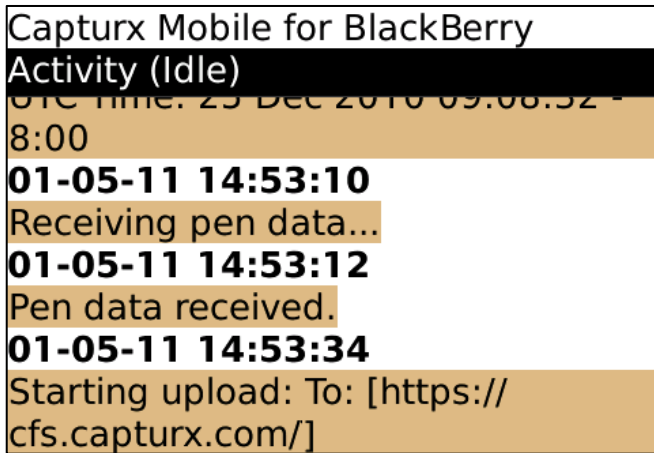


You can now access the Capturx Mobile for BlackBerry screens and options.

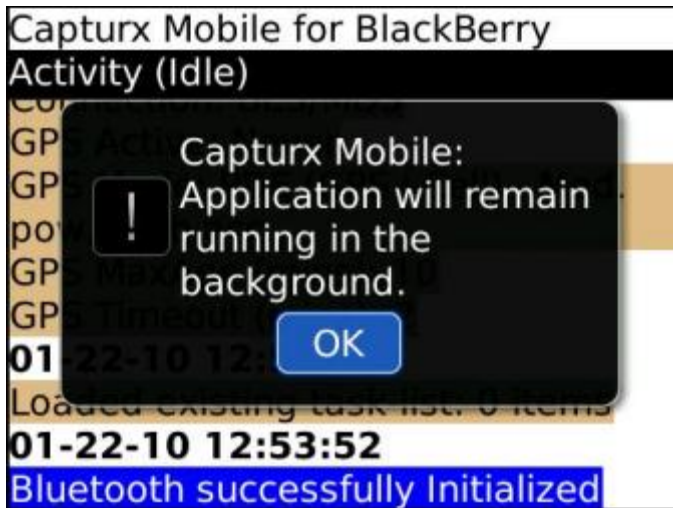
## Using the Activity Screen

When you open the Capturx Mobile app, you will see the Activity Screen. It is the main screen for Capturx Mobile for BlackBerry, and the first screen shown when the application is brought to the foreground. The General Configuration, Capturx Mobile Tools, and Diagnostics options are accessible from this screen.

The Activity Screen shows a log of the last 30 activity items, and each item is preceded by the local date and time. You can scroll through these items to view the activities performed with the Capturx Mobile for BlackBerry and when these activities were performed.



Note: If you exit the Activity Screen by using the Back button, the following screen displays to show you the application is still running in the background:



## Set Up General Configuration

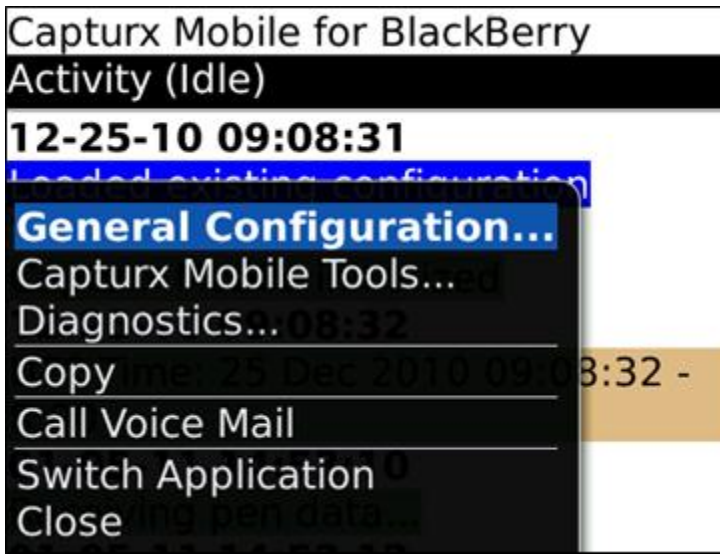
The General Configuration screen allows you to change the following settings:

- The server URL for the destination of your pen data
- Login Name and Password for the server
- The email account for the destination of your pen data -- if you are not sending to a server.

- The upload method for sending your data
- Checkbox if you want to view and edit your email before sending.
- If GPS location should be sent with ink data

To access the General Configuration screen:

1. Press the **Menu** key.
2. Select **General Configuration**.



This will open the General Configuration screen

Capturx Mobile	
Configuration	
<b>Server URL:</b>	<a href="https://cfs.capturx.com/">https://cfs.capturx.com/</a>
<b>Login Name:</b>	user123
<b>Password:</b>	*****
<b>Email:</b>	first.last@company.com
Upload method:	Server & Email
GPS:	Off
<input type="checkbox"/> Edit email before sending	

To enter data into the General Configuration screens, scroll to a field and enter the information. When you are done entering your settings, select the back button and choose **Save** when prompted.

### **Sending Pen Data to a Server**

If you want to send pen data to a server, the required fields are:

- Server URL
- Login Name
- Password
- Email (recipient email address if the pen data can't be sent to the server)
- Upload method: Capturx Mobile Server & Email
- GPS (Off, Preferred, or Required)

### **Sending Pen Data to an Email Recipient**

If you want to send pen data to an email recipient, the required fields are:

- Email (recipient email address)
- Upload method: Email
- GPS (Off, Preferred, or Required)

An optional setting is to check the box next to **Edit email before sending**. If you check this option, you will need to manually send each pen data email. **Recommended best practice** is to leave this box unchecked, so that pen data is sent automatically to the recipient.

Sending data via email is the correct approach for Capturx desktop applications.

### **GPS Setting**

The Global Positioning System (GPS) is a group of Earth-orbiting satellites that allows you to determine the longitude and latitude coordinates for where you were when you sent pen data from your BlackBerry. Capturx Mobile supports GPS by placing GPS location coordinates in your uploaded data.

There are 3 options for the GPS setting:

- 1. Off:** Capturx Mobile won't try to acquire your GPS location and won't send a GPS location along with your pen data. **Recommended** for quickest data upload.
- 2. Preferred:** Capturx Mobile will try to acquire your GPS location. If GPS location can't be acquired, Capturx Mobile will send pen data without it.
- 3. Required:** Capturx Mobile **will not** send your pen data unless it is able to acquire your GPS location. This option can cause a delay in data upload, so it should not be assigned unless your organization requires GPS location with pen data.

Note: The ability to acquire GPS location varies based on several factors, including carrier, device model, network strength, and environment.

## Sending Pen Data to a Server

When you are done writing on printouts, it's time to send the pen data to a server. To start, touch the ink tip of your uncapped pen to the "Send Pen Data to Phone" box on the laminated Pen Utility Card. This action will push your data, via Bluetooth, from the digital pen to the BlackBerry. Once the data is on the BlackBerry, it is no longer on the pen. The digital pen is empty and ready to be used again.

You can track the progress of your ink submission:

- 1) Digital pen will buzz twice to let you know that it's pushing the data to the BlackBerry.
- 2) On the Activity Screen, you will see a timestamp and **Receiving pen data...**
- 3) Digital pen will buzz three times to let you know that it's done pushing the data to the BlackBerry.
- 4) On the Activity Screen, you will see a timestamp and **Pen data received.**
- 5) On the Activity screen, you will see a timestamp and **Starting upload: To** followed by the configured server URL and user.
- 6) On the Activity screen, you will see a timestamp and **Upload complete**

## Sending Pen Data to an Email Recipient

When you are done writing on printouts, it's time to send the pen data to an email recipient. To start, touch the ink tip of your uncapped pen to the "Send Pen Data to Phone" box on the laminated Pen Utility Card. This action will push your data, via Bluetooth, from the digital pen to the BlackBerry. Once the data is on the BlackBerry, it is no longer on the pen. The digital pen is empty and ready to be used again.

You can track the progress of your ink submission:

- 1) Digital pen will buzz twice to let you know that it's pushing the data to the BlackBerry.
- 2) On the Activity Screen, you will see a timestamp and **Receiving pen data...**
- 3) Digital pen will buzz three times to let you know that it's done pushing the data to the BlackBerry.
- 4) On the Activity Screen, you will see a timestamp and **Pen data received.**

- 5) On the Activity screen, you will see a timestamp and **Email to** [configured recipient email address] **is ready for BlackBerry to send**

Note: Capturx Mobile drafts the email, attaches an XID file with your pen data, and sends it to the BlackBerry email client. The email is sent by the BlackBerry and your carrier's network. If the network connectivity is weak or you choose not to send the email right away, Capturx Mobile tells the BlackBerry email client to save the message as a draft.

## Receiving Pen Data on a Server

To review data that has been sent from a BlackBerry to a server, the first step is to log into the Capturx site on the server. The data sent by the BlackBerry will already be there and ready for review. It will look the same as data uploaded from docking a digital pen to a PC.

If GPS location information was sent with the pen data, it will be visible if you've selected GPS Longitude and GPS Latitude as part of your list view.

## Receiving Pen Data via Email

To review data that has been sent from a BlackBerry to an email recipient, the first step is to check your email inbox for an email message with the subject: **Capturx Mobile: Your data is ready to be imported.**

When you open the Capturx Mobile message, you will see one attachment. There will be only one attachment, whether the person wrote on:

- one page or multiple pages
- one form or multiple forms
- page(s) from one Capturx application or pages from multiple Capturx applications

Click on the attachment and select **Open** when prompted. The Capturx software installed on the computer will integrate the digital ink into the correct file. At this point, the Capturx software behavior is the same as if the pen had been physically docked to the computer.

## Using the Capturx Mobile Tools Options

The Capturx Mobile Tools menu allows you to:

- Exit the application
- Access online help
- Reset/Delete All
- Uninstall Capturx Mobile for BlackBerry
- Send an Email to Adapx Technical Support with a detailed usage log to help diagnose issues



Capturx Tools Option	How It Is Used
Exit	Used to exit the Capturx Mobile app. It will not stay running in the background. You won't be able to receive pen data until the app is opened again.
Help	Choosing Help invokes the BlackBerry's default browser, loading the following URL so you can view online help:  <a href="http://www.adapx.com/WebHelp/CapturxMobileForBlackBerry/Help/1.6/Using%20the%20Capturx%20Mobile%20for%20BlackBerry.htm">http://www.adapx.com/WebHelp/CapturxMobileForBlackBerry/Help/1.6/Using the Capturx Mobile for BlackBerry.htm</a>
Reset/ Delete All	In certain technical support calls or cases, it may be necessary to reset the application to the factory defaults. Selecting Reset/Delete All erases the task list and configuration files so that new versions are created on the next start-up. <b>Note that this action results in the loss of all user data currently stored on the BlackBerry.</b> If you select Reset/Delete All, you will be presented with a confirmation dialog:



**Note: Choosing Reset will erase the configuration information in persistent storage and the queue file, and exits the application.** All of your data will be lost and the next time the application is restarted, you will need to re-accept the EULA and re-configure the application.

Uninstall

Choosing Uninstall causes the application to be removed. All your data is removed and the phone will prompt you to reboot:



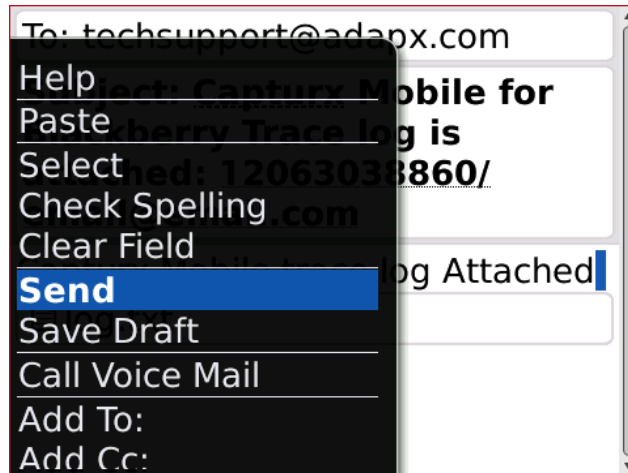
Email Technical Support

Selecting Email Technical Support causes a new email message to be generated that will be initialized with an attachment containing the service log. The service trace log contains the last 100 activity items.

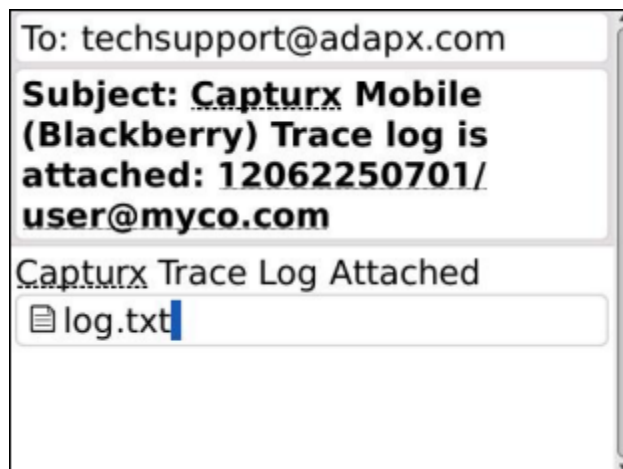
When you send the trace log, the message is initialized with the trace log as an attachment, with the default recipient as techsupport@adapx.com. You can add any additional recipients and text as requested by Adapx Technical Support.

To send the email to Technical Support:

1. Select the **Menu** button and choose **Send**. When the trace log is sent, it is also cleared.



As noted, you may alter the message by adding notes, recipients, etc.



## Diagnostics

Available from clicking the menu button from the Activity Screen, is the Diagnostics screen. Most Capturx users will never need the Diagnostics screen. This screen gives Adapx Technical Support the ability to adjust the log that you send them when you **Email Technical Support** from the **Capturx Mobile Tools** dialog.

## Appendix A: BlackBerry Enterprise Server (BES)

If your organization wants to download and install Capturx Mobile via BlackBerry Enterprise Server (BES) to multiple BlackBerry devices, please introduce your IT Administrator to your Adapx Sales Engineer (SE). The Adapx SE will supply the IT Administrator with the additional files needed for installation via BES:

- ALX file
- COD file

### Required Settings

To manage Capturx Mobile via BES, there are 2 BES settings required to support the action of uploading pen ink data.

- 1) Select **TRUE** for the External Network Connections application control policy rule.  
This rule specifies whether an application can make external network connections.
- 2) Select **NO** for the Disable Serial Port Profile IT policy rule.  
This rule specifies whether a BlackBerry device can use the Bluetooth SPP. The digital pen communicates with the BlackBerry via Bluetooth, so this profile needs to be enabled.