

Video Caller ID

User Manual



Table of Contents

1. Overview	3
2. Requirements.....	3
3. Installation	3
3.1. Install wirelessly using the Internet	3
3.2. Install using the Desktop Manager	3
4. Setup – Required	4
4.1. Step 1	Error! Bookmark not defined.
4.2. Step 2	4
4.3. Step 3	4
4.4. Step 4	Error! Bookmark not defined.
5. Shortfalls	4
6. Contacts.....	5
6.1. Edit Video	5
6.2. Edit Image.....	6
6.3. Options.....	6
7. Videos, Images and Ringtones Selection Screen.....	6
8. Profiles.....	7
9. Lock Options.....	7
10. Using a Bluetooth Headset.....	8
11. Backing up data.....	8
12. BlackBerry Software.....	9
13. Troubleshooting.....	11
14. Support.....	11

1. Overview

Add videos, full screen photos and custom ringtones to your incoming calls. Assign media to your Contacts from your media card or use pictures and videos taken with your BlackBerry.

2. Requirements

You must be running BlackBerry OS **v4.3 or higher**.

To upgrade your OS, please visit your Wireless Carrier's website. Here are some links:

Bell:	https://www.blackberry.com/SoftwareDownload/index.jsp?client=aMlbMFchE
Cingular:	https://www.blackberry.com/SoftwareDownload/index.jsp?client=Rc4cZBaBN
Nextel:	https://www.blackberry.com/SoftwareDownload/index.jsp?client=biTZdMddN
Rogers:	https://www.blackberry.com/SoftwareDownload/index.jsp?client=biERdLcdT
Sprint:	https://www.blackberry.com/SoftwareDownload/index.jsp?client=URNZcPHMm
T-Mobile:	http://software.se.t-mobile.com/
Telus:	https://www.blackberry.com/SoftwareDownload/index.jsp?client=dB5bZddMq
Verizon:	http://vzw.smithmicro.com/blackberry/
Vodaphone:	https://www.blackberry.com/SoftwareDownload/index.jsp?client=HZMHZfRPj

3. Installation

Please visit our website at www.javatekmedia.com to obtain the latest version of this software. If you are upgrading this software, please backup your data prior to the installation.

3.1. Install wirelessly using the Internet

Open the Internet Browser on your BlackBerry.

Go to <http://javatekmedia.com/downloads/videocallerid.jad>

Click download.

3.2. Install using the Desktop Manager

Unzip this file to a directory on your computer: You can download it here if you don't have it: <http://javatekmedia.com/downloads/videocallerid.zip>

Place your BlackBerry in the cradle or connect directly using your cable.

On your computer, open the Desktop Manager.

(This is usually located in the Start button under "Programs" → "BlackBerry" → "Desktop Manager")

Make sure that the Desktop Manager says "Connected" in the title bar.

Click on the "Application Loader" icon.

Select Add and follow the prompts.

4. Setup – Required

4.1. Step 1

This software will replace your current BlackBerry's phone profile settings.

Click on the BlackBerry's profile icon and go to each profile's phone settings.

Set the "Out of Holster" and "In Holster" fields to "None".

If you want to use the "LED Flashing" setting under "Repeat Notification", then leave it on.

Your phone profile settings must now be changed in our application's profile screen. The BlackBerry profiles cannot be used with our software since third party applications do not have access to it.

4.2. Step 2

If you lock your BlackBerry keyboard, enable our lock screen.

View the "Lock Options" section below for more details.

5. Shortfalls

- The Video Caller ID screen will not come up if you are already on a call. This applies to the Call Waiting feature.
- The option to auto answer a call when taking the BlackBerry out of the holster will no longer work.
- There is an issue when using a Bluetooth headset that is further discussed in the section: "Using a Bluetooth Headset".
- The default BlackBerry Ringtones cannot be accessed or used by our software because they are copyrighted by RIM

6. Contacts

Add custom Videos, Photos and Ringtones to your current contacts.

This screen will contain a list of all your contacts derived from your address book. Please note that it will only list those that have a phone number. You can add a video, photo and/or ringtone to any contact listed here. A contact may have different ones for each of their phones numbers. To use the same contact’s video, photo and/or ringtone for each phone number, add it to the contact’s name. Any media added to one of their specific phone numbers will override the ones added to the contact’s name.

For example, in Figure 1, we have a contact named John Smith. Under his name we have a video called “video.mp4” and a ringtone called “Rolling Stones”. John has 3 phone numbers in the address book. A call from John’s work number will show John’s video and play “Aerosmith”. A call from his home number will show a video called “pet.mp4” and play “Rolling Stones”. A call from his mobile phone will show a photo called “birthday.gif” and play “Rolling Stones”.

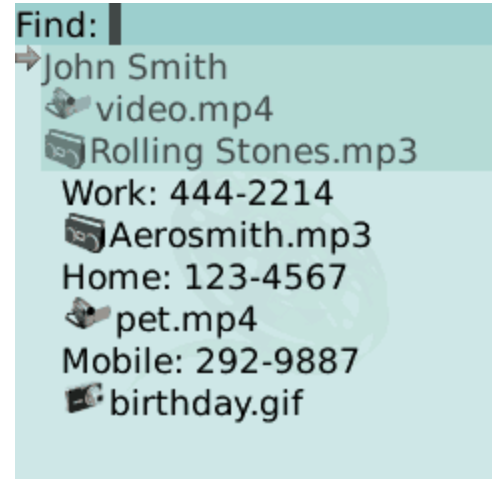


Figure 1

6.1. Edit Video

Once a video has been added to your contact, you can select “Edit Video” from the menu. You will see a screen similar to Figure 2. The black area represents where the video will be displayed. Options in this screen include making the text area larger or smaller, changing font sizes, styles and colors and changing the text area background color. You can select “Hide Text” to remove the caller information and view a full screen video instead. The “Change Sound” option will let you choose to play the ringtone sound only, the video sound only or both. If you select “Update Default Settings”, the changes you have made will be used on all the newly added videos.

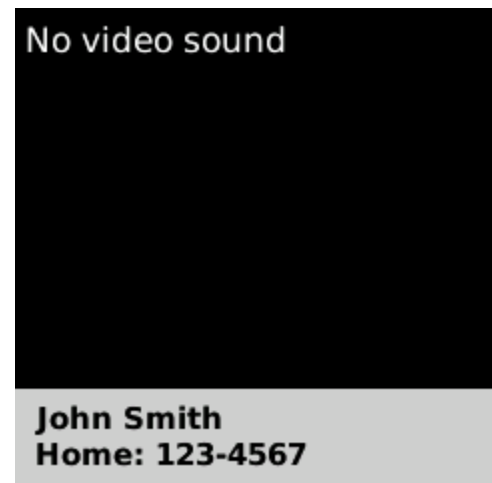


Figure 2

Tip: When moving the text, you can hold the SHIFT key to move faster.

6.2. Edit Image

The options are very similar to editing a video. The image is displayed in full screen and the text is placed over the image as shown in Figure 3. You can move the text anywhere on the screen and make any font changes mentioned in the edit video section.

6.3. Options

The options found here will affect all of your contacts. “Display Name” and “Display Number” will allow you to choose whether you want this information displayed on the videos/photos when receiving a call.



Figure 3

You can also set a default video or image to appear whenever an unknown number or contact does not have a video/photo. Change the “Display Defaults” option to “Image” or “Video” and click “Select Media” to choose your Video/Image.

If you are using a Bluetooth Headset, you will see more options on this screen. For more information, please go the section: “Using a Bluetooth Headset”.

7. Videos, Images and Ringtones Selection Screen

Select a contact’s video, image and ringtone.

Choose a contact and select Add/Change Video (or Image/Ringtone) to preview and select your media. The loading time will be longer the first time since it will scan your BlackBerry and media card for these files.

There is also an option screen that will allow you to view images as thumbnail. Please note that loading times may increase greatly if you have an older device or a large amount of images. If this is the case, it is recommended to leave this option unchecked. You can still preview each image individually if needed.

8. Profiles

Customize and choose an active profile to be used when receiving phone calls.

This will be your new phone profiles to replace the current ones installed on your BlackBerry. This screen is accessible either from the main Video Caller ID screen or directly from a new profile icon added to your BlackBerry. This icon will show the first letter of the currently active profile. If you go to this icon, it will show “Profile:” and the name of the active profile. This section works just like the BlackBerry’s original profiles tool.

9. Lock Options

Users that lock their keyboards must enable these options.

Video Caller ID will not work properly with the original BlackBerry lock screen. To resolve this problem, check the “Enable the Lock Screen” option. This will activate our own lock screen which is compatible with the software.

When you enable the lock screen, an icon that looks like a lock will be added to your Home Screen. Clicking on this icon will lock your keys. You can also assign your convenience key to “Lock Screen” in order to quickly lock your keys. To assign a convenience key, select “Options” from the BlackBerry’s main screen, then choose “Screen/Keyboard”.

You can also set a timeout value. This will lock the keys automatically if you haven’t used your BlackBerry for a set amount of time.

You may also select an image of your choice to be displayed as a background whenever the lock screen is displayed.

10. Using a Bluetooth Headset

When using a Bluetooth headset, you must enable it within our software. To do this, open the menu from the Contacts screen (first screen) and select “Options”. Enable the option “Using Bluetooth Headset”. After enabling this, two options will appear. Make sure that the “Headset” selection is your headset.

The second option, “Using Headset Answer Button” is available because of a limitation when using our software with the headset. When you receive an incoming call and a Video or Image appears, you cannot answer the call using the headset’s answer button.

The first solution to this problem is to answer the call using the BlackBerry instead of the headset.

The other solution is to enable the “Using Headset Answer Button” option. If your headset is on before the incoming call, your BlackBerry will display the regular incoming caller screen whether a video/photo is assigned to the caller or not (ie: you will not see a video/photo). This will allow you to use the headset’s answer button. If you turn on the headset during an incoming call and the video or image screen is displayed, the headset will function as it should, regardless of the option mentioned above.

If you use a Bluetooth Headset but the option is not available, your headset is unfortunately not compatible with the software (only a few models should have this problem). You can still use the software, but you will not be able to answer a call using the headset and will have to answer it instead from the BlackBerry.

11. Backing up data

To backup the data, load the BlackBerry Desktop Manager.

Select “Backup and Restore”.

Select “Advanced”.

On the right hand side are the Handheld Databases.

Select “Video Caller ID” and click the arrow pointing to the left side.

Go to “File” in the menu bar and select “Save As”.

Choose a directory and Save.

12. BlackBerry Software



Auto Redial Pro

Getting frustrated and wasting lots of time getting through to that busy number? Let Auto Redial Pro do the dialing for you.



trackIT: TimeZone Edition

A great tool for any traveler or individual calling friends, family, or business offices in other cities. Includes time conversion calculator, meeting planner, screen saver and more.



trackIT: TimeZone Edition Lite

A great tool for any traveler or individual calling friends, family, or business offices in other cities.



trackIT: Expense Edition

Export to Quicken and QuickBooks, create subcategories, split an expense into multiple categories, use multiple currencies, schedule expenses, use password protection and more.



trackIT: Vehicle Edition

Most extensive Vehicle tracking system for Business and Personal use. Tracks maintenance, mileage, fuel, expenses and more. Loaded with features and very simple to use.



trackIT: Custom Edition

Replace most data storing software with this powerful tool. Create and customize your own solutions that meets your needs. Includes free Shopping List, DVD tracking and Recipes.



trackIT: Currency Edition

Receive over 50 currencies updated hourly. Includes a built in currency calculator and also integrates directly into our product, trackIT: Expense Edition, for hassle free updates.



Card Pack Gold

Popular card games featuring Blackjack, Poker, Solitaire, Red Dog and HiLo. Features include save games, high scores and changeable colors.



PhonePix: Photo Caller ID

Add full screen photos and custom ringtones to your incoming calls. Manipulate images and shrink MP3 files to use as ringtones. Data transferred using a USB cable.

13. Troubleshooting

The following steps will resolve most of the common issues:

Go to "Options", "Security Options", "Application Permissions".

Select "Video Caller ID" and change all the options to Allow.

Save your changes.

Perform a hard reboot by removing and re-inserting your BlackBerry's battery.

1. The software is not displaying any images or videos during incoming calls.

Perform a hard reboot by removing and re-inserting your BlackBerry's battery.

2. There is a long delay before the image or video is displayed during an incoming call.

The image or video you are using is too large. The delay happens because the BlackBerry is loading it into memory in order to display it. Try reducing the size of your image/video.

3. You receive the following error message when installing the program: "The following modules could not be loaded because their digital signatures were invalid."

This is caused when attempting to install a third party application on a BlackBerry handheld that contains an IT Policy restricting the installation of third party applications. To resolve this you must contact your BlackBerry Enterprise Server administrator to modify the IT Policy, removing the restriction from installing third party applications.

4. When you try loading any software using the BlackBerry Desktop Manager, you receive the following error: "No additional applications designed for your handheld were found."

This occurs if you have the Desktop Manager software installed but are missing the Handheld Software (ie: your BlackBerry's operating system). Both need to be installed before any software can be added to your BlackBerry. You can find the Handheld software on your carrier's website.

14. Support

Please visit our support section at:

<http://www.javatekmedia.com/support-faq.jsp>

For further questions, please contact us at:

<http://www.javatekmedia.com/contact/contact.jsp>