

Empower Interactive

Redefining BlackBerry Experience

<http://www.getEmpower.com>

AVAILABLE IN PRO & STANDARD EDITION

Normal View

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Empower HTML View

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Since its debut on July 07, Empower Mail Viewer has been a runaway success and has been covered extensively in Internet Media including Morning Paper, The 8th Sign and on Strategize. Apart from that, EMV has also featured at many popular BlackBerry specific sites like RIMarkable, BlackBerryCool, BerryReview etc. and has been talked about in a number of English and European language forums.

A lot of its success has to do with the overwhelming support of people like you.

Thank you for using Empower HTML Mail Viewer

Quick Snapshot

What is Empower HTML Mail Viewer?

Empower HTML Mail Viewer (or EMV in short) is a revolutionary add-on for your default Email Client on BlackBerry. When you read emails on your BlackBerry, you see lot of plain text cluttered with long unreadable hyperlinks, email addresses, image links etc. Such reading makes it difficult for you to process useful information that matters.

Empower HTML Mail Viewer add-ons to your default client and allows you to get an HTML view of such emails right inside your native email application in a far better way. Now you can read your mails - complete with images, web Links, email addresses, and even Smileys - in all their glory.

A very short Feature List

Fully on-device. Just install and you are ready to go!

Complete integration with the native email viewer.

View clutter-free meaningful hyperlinks.

View Images embedded in your email.

Express yourself better with real graphic emoticons.

Works on all OS 4.2.1 and above, including the latest OS 4.3

PIM Integration – Add Emails to Task, Add Appointments.

Image Cache for faster access, less data usage. Both in-Memory & disk based Cache!

Supports native System Fonts.

Auto-update Notification so that you always have the latest version!

Numerous customization options for fine-tuning the functionality - Just look under Options! Use Empower to view only Incoming Emails, or PIN Messages. Or make it the default viewer in all cases. Strip or show images. Show Full or Smart hyperlinks. And lots more... Just read the FAQ below.

Getting Started

I installed EMV. Where is the Icon on my HomeScreen?

That's the beauty of Empower Mail Viewer! It integrates seamlessly with your native email client that is already there on BlackBerry. After you have installed EMV, just open an email. EMV automatically swings into action and displays the mail in HTML View!

Since EMV integrates with the native email client, none of your native email functionality is affected. That means you can do Reply, Forward, Delete, File, View Attachments and all other things you do, right inside the HTML View.

Foreign language...?

Yes of course! EMV just adds-on to your default client, hence everything that works just continues to work seamlessly. Go ahead and change your locale to Spanish, French, German or any language you want to! EMV supports all the functionalities – you can Reply, Forward, Delete, File, View Attachments and do everything else that you can do otherwise.

Cool! What all Smileys are supported?

Twenty-seven smileys! Covering a wide range of emotions ranging from Happy, Smile, Zapped, Wink, Laugh, Love, Grin, Surprise, Sad, Cry and the universal Kiss!

So how can I express myself in all these emotions?

Just send an email to your friend using any of the popular text representations like :P :) ;-) etc and EMV will give your emotions a face! Make sure your friend has EMV installed on his BlackBerry for the graphic to be displayed as default email client cannot display any graphics.

I am ready to go!

Great! EMV has been carefully designed such that it simply works out of the box.

To get it running, you don't have to do any thing. No setup required. It auto-detects the best connection settings, auto-detects the best suitable Cache, presets the defaults such that for most of us just installing EMV is all there is to do.

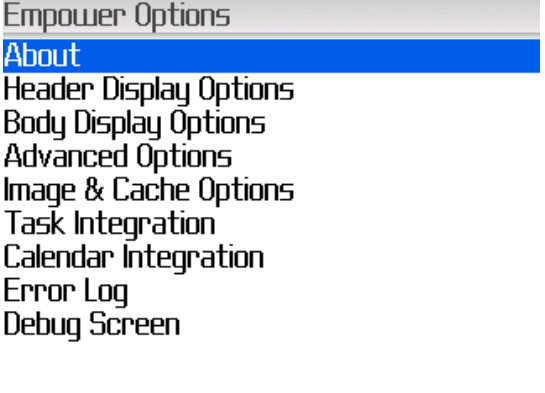
The fastest way to install EMV is through OTA. Launch the BlackBerry Browser on your Blackberry and go to www.getEmpower.com/ota

That's it!


While EMV works out of the box, it is highly customizable. Read on to discover how EMV empowers you to view emails exactly the way you want!

Detailed Options & Feature List

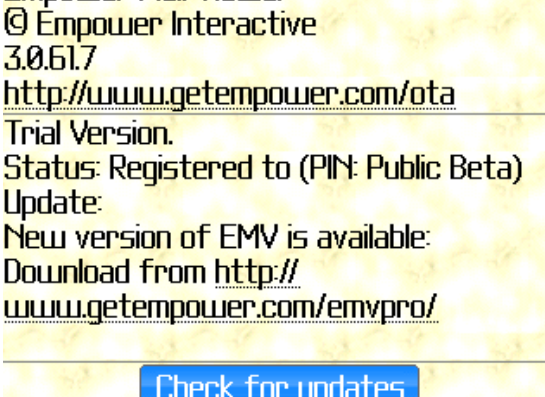
Where is Empower Options?

<p>"Empower Options" is a MenuItem when you are at the main messages screen. From your Homescreen click on RIM default Messages icon. You will see the list of messages you have. Now click the Trackwheel/Menubutton to bring up the system menu.</p> <p>This is how they look. As you see, you have numerous customization options.</p>	
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Empower Options > About

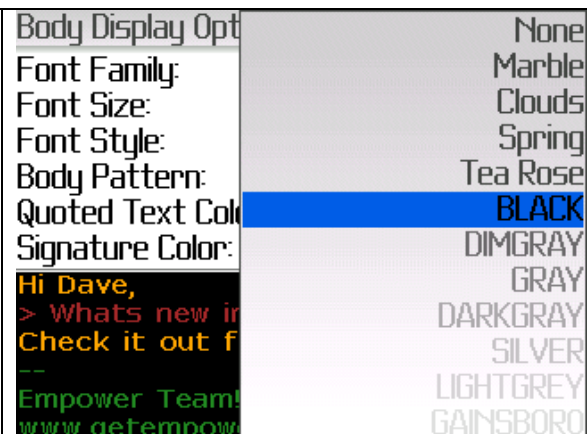
<p>About tells you the version of EMV you have installed and whether it's a Trial version or Registered.</p> <p>Since EMV now has AutoUpdate notification, so if there are any Updates available you will see it on this screen.</p> <p>You can also Check for Updates anytime by clicking on the 'Check for updates' button.</p>	
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Empower Options > Header Display Options

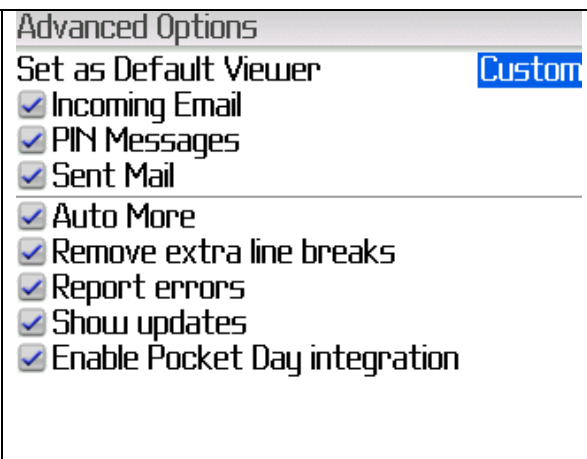
<p>EMV allows you to set different header background for different email accounts! Thus enabling you to quickly distinguish between emails from different accounts just by looking at the header.</p> <p>You can also choose to show Full Header by default.</p>	
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Empower Options > Body Display Options

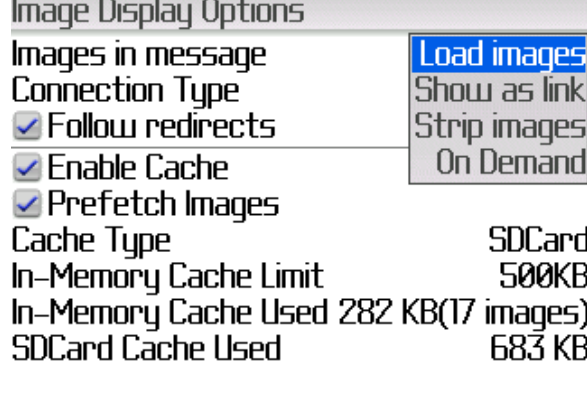
<p>Here you can set the UI options for Body of the email. You can set properties like Font Family, Font Size and Font Style.</p> <p>EMV supports all System Fonts.</p> <p>EMV detects Inline text and Signature Blocks in Replies and Forwarded mails and shows them with clarity. As shown in the example alongside.</p>	 <p>Body Display Options</p> <p>Font Family: BBCLarity Font Size: 7 Font Style: Bold Body Pattern: Tea Rose Quoted Text Color: BROWN Signature Color: FORESTGREEN</p> <p>Hi Dave, > Whats new in this version of EMV? Check it out for yourself. It rocks!!!! -- Empower Team! www.getempower.com</p>
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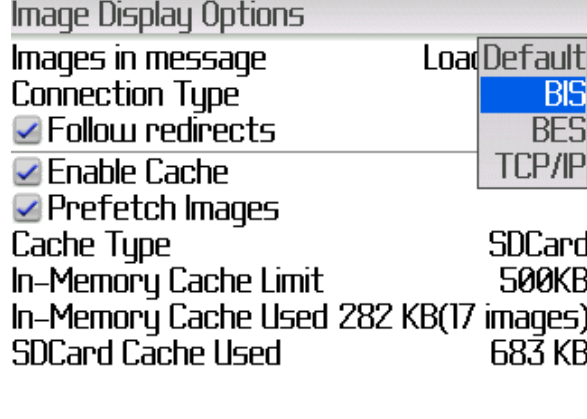
<p>Body background can be set to colors (like Black, LightBlue etc).</p> <p>Body background can also be set to Patterns like Marble, Clouds, Spring, Tea Rose etc. Alongside, you see an example where the background is Black.</p> <p>In the box above, you see an example where the background is set to a pattern - Tea Rose!</p>	 <p>Body Display Options</p> <p>Font Family: None Font Size: Marble Font Style: Clouds Body Pattern: Spring Quoted Text Color: Tea Rose Signature Color: BLACK</p> <p>Hi Dave, > Whats new in Check it out f -- Empower Team! www.getempow</p>
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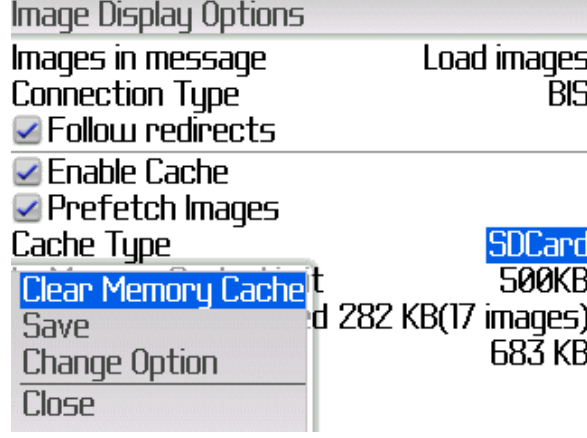
Empower Options > Advanced Options

<p>Here you can configure how to use EMV. You can set EMV as default viewer, individually for Incoming Emails, PIN Msgs or Sent Mails, or you can set it as the Default Viewer for ALL.</p> <p>Show Updates: If checked it will inform you when there is an Update available. If unchecked, you will need to look under Empower Options > About to see if there are any updates available.</p> <p>For users of PocketDay, EMV PRO even integrates with PocketDay.</p>	 <p>Advanced Options</p> <p>Set as Default Viewer: Custom</p> <p><input checked="" type="checkbox"/> Incoming Email <input checked="" type="checkbox"/> PIN Messages <input checked="" type="checkbox"/> Sent Mail</p> <hr/> <p><input checked="" type="checkbox"/> Auto More <input checked="" type="checkbox"/> Remove extra line breaks <input checked="" type="checkbox"/> Report errors <input checked="" type="checkbox"/> Show updates <input checked="" type="checkbox"/> Enable Pocket Day integration</p>
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Empower Options > Image & Cache Options

<p>EMV is highly configurable with regard to Images. You can choose to Load Images by default, Show Images as Link, Strip Images or Load Images on-Demand!</p> <p>You can choose any of the above, to suit your preference. For ex, if you receive a lot of 'image-heavy' emails (like say from your friends on Flickr) you may want to set it to Images-on-Demand. Or if you do not have unlimited data plan and want to limit your usage, you may want to just set Strip Images.</p>	 <p>Image Display Options</p> <p>Images in message Load images Connection Type Show as link <input checked="" type="checkbox"/> Follow redirects Strip images <input checked="" type="checkbox"/> Enable Cache On Demand <input checked="" type="checkbox"/> Prefetch Images</p> <p>Cache Type SDCard In-Memory Cache Limit 500KB In-Memory Cache Used 282 KB(17 images) SDCard Cache Used 683 KB</p>
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<p>EMV auto-detects the best connection settings for you so that you don't have to do anything! It is recommended that this setting not be touched. However, if you want you can tell EMV to use one of BES, BIS or TCP/IP connections.</p> <p>EMV can also Prefetch Images to improve your viewing experience.</p> <p>EMV supports Cache to improve your experience and to minimize your data traffic.</p>	 <p>Image Display Options</p> <p>Images in message Load Default Connection Type BIS <input checked="" type="checkbox"/> Follow redirects BES <input checked="" type="checkbox"/> Enable Cache TCP/IP <input checked="" type="checkbox"/> Prefetch Images</p> <p>Cache Type SDCard In-Memory Cache Limit 500KB In-Memory Cache Used 282 KB(17 images) SDCard Cache Used 683 KB</p>
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<p>EMV also implements a Cache to improve your experience and to minimize your data traffic. Images that are retrieved once are saved to the Cache, so that if you open that email any number of times again - you don't incur any data traffic. And your viewing experience is fast!</p> <p>EMV supports Cache both on SDCard and in-Memory. You can set the size limits according to your preference.</p> <p>You can even browse the SDCard cache using RIM Media Browser!</p>	 <p>Image Display Options</p> <p>Images in message Load images Connection Type BIS</p> <p><input checked="" type="checkbox"/> Follow redirects <input checked="" type="checkbox"/> Enable Cache <input checked="" type="checkbox"/> Prefetch Images</p> <p>Cache Type SDCard In-Memory Cache Limit 500KB In-Memory Cache Used 282 KB(17 images) SDCard Cache Used 683 KB</p> <p>Clear Memory Cache Save Change Option Close</p>
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Empower Options > Task Integration Options

<p>Empower Mail Viewer supports PIM Integration and allows you to quickly add an Email as a Task on your BlackBerry!</p> <p>By default, EMV will confirm what you want to import as Task. You can you're your defaults and uncheck the 'Confirm Options Everytime' to make it all one-click!</p> <p>You can choose to switch off this Task integration (for ex, if you are a user of PocketDay).</p>	<p>Task Integration Options</p> <p><input checked="" type="checkbox"/> Enable Integration</p> <p>Import as Notes:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Sender <input checked="" type="checkbox"/> Subject <input type="checkbox"/> Body <input type="checkbox"/> Limit Size <input type="checkbox"/> Use subject as Task name <input checked="" type="checkbox"/> Confirm options everytime
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Empower Options > Calendar Integration Options

<p>Empower Mail Viewer also allows you to quickly create an Appointment out of an email!</p> <p>By default, EMV will confirm what you want to import as Appointment. You can you're your defaults and uncheck the 'Confirm Options Everytime' to make it all one-click!</p> <p>You can choose to switch off Calendar integration (for ex, if you are a user of PocketDay).</p>	<p>Calendar Integration Options</p> <p><input checked="" type="checkbox"/> Enable Integration</p> <p>Import as appointment notes:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Sender <input checked="" type="checkbox"/> Subject <input type="checkbox"/> Body <input type="checkbox"/> Limit Size <input type="checkbox"/> Subject as Appointment name <input checked="" type="checkbox"/> Confirm options everytime
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Empower Options > Error Logs Options

<p>Empower Mail Viewer works seamlessly for most part. However, in rare case if you experience any device-specific issue, then Error Logs helps us pinpoint the problem and resolve it quickly.</p>	<p>E2732 : CGEO.ACP.GWC() CTP: java.io.IOException: Open tunnel - failure</p> <p>69836 : UTIL.HTC java.io.IOException: Open tunnel - failure</p> <p>71804 : CGEO.ACP.GWC() CTP: java.io.IOException: Open tunnel - failure</p> <div data-bbox="776 1717 1003 1890"> <p>Report Errors</p> <p>Clear</p> <p>Select</p> <p>Close</p> </div>
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Quick Troubleshooting Guide

What is the fastest way to install Empower HTML Mail?

- ✓ Point your BlackBerry Browser to www.getEmpower.com/ota

I installed Empower HTML Mail, but there is no Icon?

- ✓ That's good! EMV integrates with your native RIM Messages application and hence you do not need any icon. Just click on the native RIM Icon and EMV will swing into action.

When I try to install using Desktop Manager, I get a 'No Additional Application designed for your Handheld' error?

- ✓ This is a standard RIM error message that tells you that the Version of your Desktop Manager is older than the OS Version of the Handheld. This can happen for ex, if you upgraded your BlackBerry but forgot to upgrade the Desktop Manager.

You can install EMV over-the-air without the need of Desktop Manager. For this launch the BlackBerry Browser and go to www.getEmpower.com/ota

I get a message with some IT Policy restriction?

- ✓ Did you get 'This application has attempted to open a location inside and outside of the firewall which is not allowed by your IT policy'? If so, your Firewall is restricting Empower Mail Viewer to access Images from the internet and saving it to the Cache. The recommended solution is to Turn off firewall under HomeScreen > Options > Security > Firewall > Status (Change to Disable).

If your IT Policy restricts you from changing the Firewall, you may see a locked icon next to it. In that case, you can set EMV Cache to In-Memory under Empower Options > Image & Cache Options.

Where do I enter the Registration Code?

- ✓ EMV has web-based license management and hence you will not need to enter any registration code anywhere.

Thank you for installing Empower Mail Viewer. In case of any queries, please feel free to write to us at support@getEmpower.com