



DocHawk

Premium Attachment Viewing

DocHawk Premium Attachment Viewer User Manual

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What is DocHawk?

DocHawk is an attachment viewer for the BlackBerry. It allows your BlackBerry to view documents as they were meant to be seen. DocHawk utilizes native software to convert attachments to ensure that they are converted to a readable format.

In addition to being most economical solution available, DocHawk also offers the quickest response times and the easiest installation. The attachment viewing capabilities of DocHawk allow faxes and important documents to be viewed on the go for the mobile professional who needs to be able to respond quickly to important information. DocHawk was the first service to offer premium attachment viewing as a complement to the BlackBerry's own and has remained the most widely used solution both with individual and enterprise users.

But no matter the description, there is no substitute for seeing the product yourself. If you haven't already, please consider using the [three day free trial of DocHawk](#) to see what it can really do for you.

Features

Thumbnails

DocHawk lets you quickly preview the pages of your document to eliminate the guesswork of which page has the information you're looking for.

Zoom levels

DocHawk features several different zoom levels to accommodate the different kinds of documents that users may need to view. DocHawk remembers the preferred zoom level for documents that you have viewed in the past, and also allows you to change the default zoom level for all documents.

Turbo scrolling

This feature allows you to quickly navigate a document to avoid unnecessary wait times to get to the information you need. This is especially useful for documents that require you to be zoomed in to view.

Locally saved documents

DocHawk allows all submissions to be saved to the BlackBerry, so you can view them whenever you need, even if you do not have data service available. All submissions are stored by DocHawk for one month, but saving them locally ensures that you can access them whenever you might need them in the future.



Password protected documents

DocHawk supports password protected office files and PDF files.

Compatible file types

DocHawk is compatible with all office file types, including Office 2007 files from Windows Vista and rich text format documents from Macs. In addition to this, DocHawk is very useful in opening PDF files. E-Fax users will be able to view their faxes on the go with this product. DocHawk is also compatible with several image file types.

Common document file types supported:

doc	Microsoft Word document file (supports password protection)
rtf	Rich text format file
ppt	Microsoft PowerPoint presentation file
pps	Microsoft PowerPoint slide show file
xlw	Microsoft Excel workbook file (supports password protection)
xls	Microsoft Excel worksheet file (supports password protection)
pdf	Adobe Acrobat portable document format file (supports password protection) and eFax

Multi-page image file types supported:

tif	Tagged image file format
jfx	J2 JConnect fax file format

Popular single-page image file types supported:

bmp	Windows bitmap file	pcx	Paintbrush bitmap image file
gif	Graphical interchange format image file	png	Portable network graphic image file
jpg	Joint Photographic Experts Group image file	psd	Adobe Photoshop image document file (beta)

Other single-page image file types supported:

cut	Dr. Halo bitmap file	pbm	Portable bitmap image file
dds	Microsoft DirectDraw surface image file	pcd	Kodak Photo CD image file
hdr	Apollo HRDU image file	pgm	Portable graymap image file
ico	Icon image file	ppm	Portable pixmap image file
iff	Interchangeable file format image file	ras	Sun raster graphic image file
jng	Joint Photographic Experts Group image file	tga	Targa graphic image file
koa	Koala Paint bitmap file	wbmp	Wireless bitmap image file
lbn	Linear bitmap image file	xbmp	X11 bitmap graphic image file
mng	Multi-image network graphic animation file	xpm	X11 pixmap graphic image file

Security

For those users concerned with the privacy or security of their documents, DocHawk features great security mechanisms. All submissions made are sent through RIM's encrypted e-mail delivery channel (RIM being the creator of the BlackBerry). When the submission is received by the DocHawk server, the documents are stored in a secure location where only our company's server service technician has physical / electronic access and he may access a file only when authorized by a customer. Documents stored on our server are encrypted with a key which is unique to your user account.



Most importantly, only the submitting BlackBerry handset is able to access or present the submissions, so if that BlackBerry is screen-locked or if the RIM network tells the BlackBerry to terminate itself, our design falls perfectly in place with that along with all of the expected security benefits.

Any document which is processed by DocHawk can be deleted from our server at any time. All you have to do is go to the document list, highlight any particular document (having a green arrow), push the thumbwheel and select "Delete this document". If you ever elect to store a page locally on your device (by using "Save this page locally"), deleting the document from our server will not affect your local copy.

One last thing to be aware of is that we also offer DocHawk Server for local, on-site installation. This configuration would use storage space which resides solely behind your firewall. For companies that handle strictly confidential information, and for those companies who are purchasing of several keys at once, we recommend DocHawk Server. From the user's perspective, there is no difference between using DocHawk Platinum (hosted) versus DocHawk Server (running locally).

If you would like a quote for DocHawk Server, please write us to: sales@terratial.com .

Free 3 day trial

We at Terratial are very proud of the features that are offered with DocHawk, and we appreciate any chance to show off our featured product to prospective customers. To this effect, we offer a free 3 day trial of the program. The trial has all the features of the paid version of DocHawk and even features complimentary tech support if needed.

The installation of the trial is the same as the paid version. Instructions for this installation process can be found in the [Getting Started](#) section.

Getting Started

Installation

If you use a trackball phone (88xx, Pearl 8100, 83xx)

The easiest way to install DocHawk onto any BlackBerry device is to navigate your phone's internet browser to the following URL address:

<http://www.terratial.com/qdhc>

This website is not compatible with computer internet browsers.

1. Select 'Install the trackball version' (It is the first link available on this screen)



2. Check the box 'Set application permissions' then select Download. At this point you should be prompted to change the permissions. Please select 'View.' There should be three items labeled 'Connections,' 'Interactions,' and 'User Data.' Press in the trackball and set all three to 'Allow.' Once all three have been changed, press in the menu button once more and select 'Save.'
3. This will begin the download onto your phone. Once the status bar has completely filled, you will receive a notification that the download has finished.

DocHawk is now installed, and needs to be setup. Please refer to the [Setup](#) portion of the guide.

If you use a trackwheel phone (71xx, 72xx, 75xx, 77xx, or 87xx)

The easiest way to install DocHawk onto any BlackBerry device is to navigate your phone's internet browser to the following URL address:

<http://www.terratial.com/qdhc>

This website is not compatible with computer internet browsers.

1. Select 'Install the thumbwheel/trackwheel version' (it is the second link available on this screen)
2. Select 'Download'
3. At this point, the product will download onto your phone. Once finished, you will receive a notification. Please select 'Run' from the menu.

DocHawk is now installed, and needs to be setup. Please refer to the [Setup](#) portion of the guide.

Setup

Once DocHawk has been installed, the settings must be customized as per your BlackBerry's configuration. To do this, please open DocHawk from the application menu of your phone. Press in the menu button or thumbwheel once inside DocHawk and select 'Getting started with DocHawk.'

There are three required settings to be input at this point.

Required Setting 1

In most cases, this setting will be retrieved from the BlackBerry automatically, if this is the case, please continue to Required Setting 2. Setting 1 requires an e-mail address to be input. The email address is used to allow DocHawk to send technical support messages to the user, should it ever be required. Regardless of the address entered in



this portion of DocHawk, all e-mails that come into the phone's email inbox will have access to the service.

Required Setting 2

This setting inquires about whether or not your phone is behind a BlackBerry Enterprise Server. If you are not behind a BES, please leave the box unchecked. If you are, please check it.

If you are unsure if you are behind a BES or not, please go first to the main icon menu of your BlackBerry. Please go to (Settings->) Options-> Advanced Options-> Service Book and look for the following two items:

- IPPP for BIBS [IPPP]
- IPPP for Desktop [IPPP]

At this point, please make a note of which of those items you have or whether you have them both. Then you can go back to your main icon menu.

Open DocHawk, press the thumbwheel and from the menu select "settings". Once the DocHawk settings screen shows, scroll down to Required Setting 2.

- If you don't have "IPPP for BIBS [IPPP]" but do have "IPPP for Desktop [IPPP]", please make sure the box is checked.
- If you have "IPPP for BIBS [IPPP]" or both, then leave the box unchecked, regardless of whether or not you run under a BlackBerry Enterprise Server.

Required Setting 3

If Required Setting 2 is checked, please select the option which most closely matches your setup. If you don't know what to select, select "All other service providers with BES".

If Required Setting 2 is unchecked, please select the option which most closely matches your setup, if there are two options available for your service provider, select #1. If you can't find your service provider, please change the option to "RIM BIS (global alternative)" which is second from the bottom of the list.

How to use DocHawk

Making a submission

To use DocHawk, first enter into your e-mail inbox on your BlackBerry. Find a message that contains an attachment and press in the menu or thumbwheel. From the menu,



select 'Open with DocHawk.' For trackwheel model phones, select 'Submit' when prompted.

After this, the document will begin loading. The arrows on the left side of the screen indicate the process the document has made. All documents must go through a yellow arrow stage indicating submission to the server, then a blue arrow stage indicating processing, and end on a green arrow stage indicating that the image has been received by your phone. Once the arrow has turned green, highlight the document and press in the menu button or thumbwheel. The screen will indicate a highlighted item by making it clear among other unselected "grayed-out" items.

From the menu, you can select to view a specific page or view the thumbnails. The thumbnail feature will give a quick preview of all pages at a very low zoom. Viewing a page will allow you to change the zoom levels and scroll the document freely.

Saving pages locally

While viewing an individual page, press in the menu button or thumbwheel and select 'Save this page locally'. Pages saved locally are stored in your phone's memory and may even be recalled at times when no data service is available.

To access locally saved pages, first enter DocHawk from the application menu of your phone. Then simply press in the menu button or thumbwheel and select 'Go to saved pages'.

Zoom levels

DocHawk offers several zoom levels and allows the user to set any of them as the default zoom level for all newly opened documents. By default, DocHawk views all documents at 150% zoom. In order to change the zoom level on a page that is being viewed, simply press in the menu button or thumbwheel and select the new zoom level from the list presented. DocHawk will automatically remember the last zoom level a document was viewed at, so once you find the level that a document is most readable at, you never have to worry about changing the zoom for the document again.

If 150% is too large in general, the default zoom level can be changed to a lower level. To do this, first enter into DocHawk from the application menu of your phone. Press in the menu button or thumbwheel and select 'Settings'. In the settings screen, scroll down until seeing an option that says 'Default zoom level'. Highlight the current selection with the cursor and press in the menu button or thumbwheel. This should bring up a list of options to choose from, so simply choose your desired setting.

Then press the back button and allow the settings to save. In order for the new settings to take place, you will first need to restart your BlackBerry so that the OS is reloaded.



The easiest way to do this is to take out the battery for a second. All new submissions to DocHawk will now appear with this new zoom level (it is important to note that old submission will still have their last zoom level remembered, so viewing an already submitted document will not necessarily reflect this change).

Turbo scrolling

Turbo scrolling allows you to position the cursor before loading the image. By default, DocHawk will load each section of a document as it passes, allowing you to see all parts as you scroll through. In some documents it is more advantageous to scroll quickly to a certain part however.

To facilitate use in this manner, DocHawk has a turbo scrolling feature. When activated, rapidly scrolling the trackball or thumbwheel will move the cursor quickly and not pause to load each portion of the document. This allows the user to quickly navigate their documents.

To activate turbo scrolling, first enter into DocHawk from the application menu of your phone. Press in the menu button or thumbwheel and select 'Settings'. Scroll down the page until finding a series of checkboxes. The second box should read 'Enable turbo scrolling...' Use the space bar to check this box, then hit the back button and allow the settings to save. Turbo scrolling will be active on the next document you view.

Job completion notices

DocHawk can be setup to send you an e-mail every time it makes a successful submission. While this is normally not needed, it is useful in certain situations and can also allow a user to be notified when their submission is ready for viewing.

To activate this feature, first enter into DocHawk from the application menu of your phone. Press in the menu button or thumbwheel and select 'Settings'. Scroll down the page until finding a series of checkboxes. One of the boxes should read 'Send job completion reports via e-mail too'. Check this box by pressing the space bar. Then hit the back button and allow the settings to save.

The next time you make a submission to DocHawk, you will receive an e-mail upon completion alerting you that the document successfully processed.

Purchasing and registering

All downloads of DocHawk are by default trial versions. To activate your paid version of the software, you simply need to apply an activation key. To purchase one of these keys, go to the following URL address:

<http://terratial.com/products/dochawk/index.htm>



On this page you will have the option of purchasing a 12 months subscription for \$59.95 or a 3 month subscription for \$19.95. Once selecting your subscription you will be rerouted to a vendor with the item already placed in your shopping cart.

After purchasing, an e-mail entitled 'Important information about your Terratial DocHawk order' will be sent to your e-mail inbox. In this e-mail is the activation key, which begins and ends with 'YTKEY'. This key needs to be applied to DocHawk for the software.

To do this, please first go into DocHawk from the application menu of your phone. Then press in the menu button or thumbwheel and select 'Settings'. Scroll down until you find an area which states 'New service activation key'. Place the cursor directly below this message and type in the activation key. The key IS case sensitive and must be input with the hyphens included. Once the full key is input, press the back key and allow the settings to save.

Troubleshooting

If in your time with DocHawk you find that you need any assistance with the product, we offer top notch technical support for the service.

The first step to finding a resolution to your problem is to visit our website, which addresses some of the frequently asked questions of the problem at the following URL address:

<http://terratial.com/products/dochawk/support/index.htm>

If you can't find an answer there, please e-mail our customer support department at support@terratial.com for a swift solution to the problem.

