

StockBoss Interactive

For

Research in Motion

BlackBerry

User's Guide

Version 2.100



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Online trouble shooting guide: www.stockboss.com/rimfaq.htm

Welcome to StockBoss

StockBoss Interactive is a comprehensive financial application that utilizes the graphic capabilities of the Research in Motion (RIM) Interactive devices to provide you with access to your stock portfolios and other market information. In addition, StockBoss allows you to visually graph historical stock and index data directly on your device in order to portray a complete market status.

Using your device you can:

- Manage 4 portfolios of 75 stocks each
- Request as many portfolio price quotes as you like
- Request quotes for other stocks of interest
- Request gainers, losers and volume leaders
- Customize your alert settings for each stock
- Customize your overall account preferences
- Search for ticker symbols based on company names
- View line, bar and volume charts

Welcome and enjoy your new freedom to track your financial position without being chained to your desk.

1. Installation

Execute the install script **sbia_rim2100.exe** and follow the instructions on each screen. If you are upgrading from version 1.12 the local portfolio and chart information will be erased, but you can quickly retrieve it again from the server.

After successful installation the main application ribbon will contain the StockBoss icon. To begin using StockBoss select this icon (the B key is also available as a shortcut).

2. Enter Account Information

The very first time the application is launched from the ribbon, the main StockBoss menu will contain only one item. In order to enable the rest of the features, you must select the item from the list and proceed to the following screen:

Enter Account Info

First: John
 Last: Public
 Company:
 Phone: 555 555-1212
 Desktop Email Addr: jqp@domain.com

Please enter a valid first and last name. StockBoss reserves the right to discontinue any account that does not contain a real name. Each name cannot begin with a space. The Company, Phone and Home Email fields are optional.

The Home Email should be the address of a desktop email account at either an office or home (**do not enter the email of the RIM handheld**). StockBoss will send a copy of messages as well as a Welcome message with the account ID and password to this email address if the user so desires. See the Preferences section for more information.

3. Main Screen

After account information has been entered, and each subsequent time the application is launched, the full menu will appear. Each option may be selected by rolling the wheel to highlight the function and hitting the 'Enter' key or clicking the wheel. The letters in {} are shortcuts. For example, hit the 'S' key to jump into the Get {S}tocks Quote function.

Welcome to StockBoss

{V}iew Messages
 Get {P}ortfolio Update
 Get {S}tocks Quote
 Get {M}arket Data
 Display {C}harts
 Set {A}lert Pref
 {E}dit Portfolio
 Contact Customer Service
 [Return to Ribbon]
 Set Communications Type
 Copyright
 Enter Account Info
 Subscribe to StockBoss

4. Quote Portfolio

If this is the first time the application is run, it is recommended that you request a Portfolio Update. If you already have a StockBoss account, then the Update request will return the current prices and add all existing stocks saved on the server to the portfolios stored on the RIM handheld. Portfolio Updates may be requested at will, 24/7. If you have applied names to your portfolios on the server, select the [Refresh List] menu item to have the names retrieved to the RIM handheld's pop-up menu.



Welcome to StockBoss

- (V)iew Messages
- Get (P)ortfolio Update
- Get (S)tocks Quote
- Get (M)arket Data
- Display (C)harts
- Set (A)lert Pref
- (E)dit Portfolio
- Contact Customer Service
- [Return to Ribbon]
- Set Communications Type
- Copyright
- Enter Account Info
- Subscribe to StockBoss

Hide Menu

- All
- Small Cap
- Large Cap
- Technology
- Watching
- [Refresh List]

Edit Shares

Ticker: rimm
 Shares: 100
 Pur Price: 85.10
 Pur Date YYMMDD: 060925
 New Low Alert: 80
 New High Alert: 90
 New Reset Type:
 New Reset Value: 5
 New Volume Alert: 7000000

Hide Menu

- Select
- Clear Field
- Show Symbols
- Save
- Cancel
- Help

You may also enter multiple tickers at one time by selecting the 'Add Many' menu option. In this screen you may only enter the symbols themselves using a space or comma to separate the tickers. After adding each ticker you may update the shares, purchase data or alert settings by selecting the 'Edit' function.

5. Edit Portfolios

StockBoss supports four portfolios per account. Each portfolio may hold up to 75 stocks or indices. To add or edit any of the four portfolios, select the Edit Portfolio option.

Port Technology Shares Status

* Empty *

If there are no stocks listed in the selected portfolio the software will indicate that the portfolio is empty. Hit the 'A' key or click the wheel and select the 'Add One' option to insert a new ticker into the portfolio.

Edit Shares

Ticker: rimm
 Shares: 100
 Pur Price: 85.10
 Pur Date YYMMDD: 060925
 New Low Alert: 80
 New High Alert: 90
 New Reset Type: Percent
 New Reset Value: 5
 New Volume Alert: 7000000

In the Add Ticker screen, only the ticker symbol itself is required. All other items are optional. Note: The format of the Purchase Date field is YYMMDD.

After entering the desired information, click the wheel and select the 'Save' option. This will add the information to the local portfolio list on the RIM handheld.

Add Tickers

Tickers: ibm yhoo goog

After adding one or more stocks the portfolio list will display the ticker, any shares entered and the Added status.

Port Technology Shares Status

Port Technology	Shares	Status
GOOG		Added
IBM		Added
RIMM	100	Added
YHOO		Added

In order to update the server, click the wheel and select the send option before returning to the main menu.

Port Technology	Shares	Status
GOOG		Added
IBM		Added
RIMM	100	Added
YHOO		Added

Hide Menu

- Send
- Add Many
- Add One
- Edit
- Delete
- Switch #
- Sync Shares
- Cancel
- Help

Each portfolio may hold up to 75 stocks or items at any given time. However, it is recommended that only 20 stocks at a time should be added between sends to ensure that the historical data returned is fully received. Simply return to the Edit Portfolio screen to add additional tickers to your portfolio(s) after a send.

To edit a ticker, use the wheel to highlight the desired ticker and either hit the Enter or 'E' key, or click the wheel and select 'Edit'.

The Edit screen is similar to the Add Ticker screen, with the exception that the ticker symbol cannot be modified. If any changes are made to the fields and those are saved, the status for that ticker will now state 'Changed'.



To delete a ticker, use the same procedure as above to select the ticker, then hit the 'D' key or click the wheel and select the 'Delete' option. The status will change to 'Deleted', but the ticker is still listed. To Un-delete the ticker, again select the ticker, and hit 'D' or select 'Delete' from the menu. The status will revert to the blank, added, or changed status. To update your account online after any changes select the 'Send' menu option.

To edit one of the other portfolios, select the 'Switch #' from the pop-up menu and click on the desired portfolio number or name. Remember to select 'Send' if you have made any changes before switching to a different portfolio.

If you have modified the number of shares you own for a particular stock using the website, you may download that information to the RIM handheld by selecting the 'Sync Shares' menu option.

6. Individual Stock Alert Settings

StockBoss offers an auto-reset feature which automatically resets your alert triggers to new values according to your overall preference setting. By default you will receive alerts on the stocks in your portfolio every time they move up or down by the percentage set in the Preference screen (see below).

Several other options are available and the Add or Edit ticker screens let you customize your alerts further.

Low or High Alert: Enter a decimal value for the New Low Alert or New High Alert level. Your online portfolio will be adjusted to match these new values.

Individual Percent Change: Allows you to change the percentage reset value for this particular stock. Set the New Reset Type to 'Percent' and enter the percent as a whole number in the New Reset Value field. For example, if you want to know when a particular stock goes up or down by 5% as opposed to the rest of your portfolio which is set for 10% alerts, select 'Percent' and enter 5.

Fixed Price: Allows you to change the price reset to a fixed increment. For example, a \$1 increment will reset the new alert levels \$1 above or below the price that caused the next alert. Select 'Fixed' for the New Reset Type and enter the decimal dollar change in the New Reset Value field. The lowest price increment you can enter is 0.25.

Manual On: Once an alert is triggered, that stock will not trigger any other alerts until the thresholds are adjusted by one of the above methods.

Manual Off: Will disable any alerts on this stock until the trigger levels have been adjusted by one of the above methods.

Volume Alert: Enter a value for the New Volume Alert level. Your online portfolio will be adjusted to match this new value. You will receive an alert when the daily volume exceeds this value.

7. Request Stock Quotes

To request stock quotes on specific stocks rather than on the entire portfolio, use the Get {S}tocks Quote menu selection. Enter a list of tickers separated by spaces into the entry box, hit the enter key or click the wheel and select 'Send'. The list of tickers is retained so that the next time the form is displayed the prior list of tickers will be shown. To modify the list use the wheel and backspace keys to delete any undesired tickers or add others.

Enter Stocks to Quote

Tickers: aapl msft ge cscoc indu nasd
sp500

8. Request Other Market Data

Request Other

[Return to Prior Menu]

Market {S}napshot

{T}icker Lookup

Top {G}ainer/Loser %

Top Gainer/{L}oser D

Top {V}olume

In addition to specific ticker quotes and Portfolio Updates, the user may request other market data such as current top Gainers/Losers by percentage or by dollar, Volume leaders, or the ticker symbol of a company.

Request Ticker Lookup

Symb or Cmpny Name: research in
motion

To find the ticker symbol of a company or the company name of a ticker symbol use the 'Ticker Lookup' option. Enter **one** name or symbol per request. If entering a name it is preferable to use only a portion of the full name. Entering a partial company name will retrieve a broader list of results and companies. The StockBoss server will attempt to find the partial name within all company names and will return the first 10 matches found.

Request Other

[Return to Prior Menu]

Market {S}napshot

{T}icker Lookup

Top {G}ainer/Loser %

Top Gainer/{L}oser D

Top {V}olume

Hide Menu

All

NYSE

AMEX

NASDAQ

Cancel

Help

If requesting gainer/loser or volume leader information, you can optionally select a specific market such as the top leaders in the NASDAQ, the NYSE or the AMEX specifically.



9. Setting Preferences

Set Preferences

Alert Destination	Wireless Only
Alert Reset %	10
Threshold Move	One
Threshold Type	Absolute
Volume %	250
Update Time	11:00
Update Detail	+ Range
Destination	Wireless Only
End of Day Rpt	Wireless+Desktop
Use Attachments	No

User preferences are set on the Set (A)lert Pref screen. Use the wheel to scroll through the list. Hit the Space key to rotate through the settings, or hit the half moon key to display all the options. The following options are available:

Alert Destination: The price and volume alerts generated by StockBoss can be delivered to the RIM handheld only, the Desktop Email only, both or neither (Off).

Alert Reset %: Following a price alert the thresholds are reset based on the percentage listed. In the screen shot above for example, an alert will be generated every time one of the stocks in your portfolio has a change in value of 10% or more.

Threshold Move: Following a price alert the triggered threshold is always adjusted, and the other threshold may also be changed if the 'Both' option is selected.

Threshold Type: If set to Absolute, the thresholds are only changed by a price alert, or by manual changes in the Portfolio Edit screens. If set to Intraday, the thresholds are reset each morning based upon the prior day's closing value.

Volume %: Controls how high over the N day trailing average the current volume must be before triggering an alert. The value of N is controlled from the Preferences screen on the web. The default is 20 days. For example, if 250% is selected, you are specifying that you wish to receive a notification message from StockBoss whenever one of the stocks in your portfolio has traded at a volume of 250% or more of it's average trading volume. If it is set to Off no volume alerts will be generated.

Update Time: A portfolio update message is automatically generated by the server at the time (Eastern US Time) listed. This field is used to specify the time that you would like to receive the Mid-Day portfolio. Note: Portfolio Updates may be requested manually at any time from the main menu.

Update Detail: The portfolio updates and requested stock quotes will always contain the last price, change for the day and the volume. In addition, the high and low (+ Range) and/or the bid and ask prices (+ Bid/Ask) may be included or all (Both). In order to display bar charts, the +Range or Both option should be selected.

Destination: Indicates if the timed update should be delivered to the RIM handheld only, Desktop Email only, both or neither (Off).

End of Day Rpt: At the end of the market trading day an 'End of Day' closing summary message is sent to the destinations selected. Note, to ensure the charts are updated the end of day report should be left on.

Use Attachments: Indicates if StockBoss should send data as an attachment or not. If you experience trouble receiving Portfolio Updates or Quote requests, set this value to No. See Troubleshooting below for more details.

10. View Messages

Messages sent from StockBoss can be viewed in the (V)iew Messages menu. Messages are also stored in the RIM handheld's Inbox.

Messages are displayed with the most recently received items listed first. Unread messages will show an envelope in the first column.

Messages		
9/25 8:32a	Portf Technology [05...	
9/25 8:32a	Hi Volume	
9/25 8:31a	Gain/Loss % NYSE	
9/25 8:31a	Quote Results	
9/25 8:31a	Portf Small Cap [06/...	

Click the wheel and select Open, or hit the Enter key to open the message in the Report Viewer.

Messages		
9/25 8:32a	Portf Te	Hide Menu
9/25 8:32a	Hi Volume	Open
9/25 8:31a	Gain/Los	Delete
9/25 8:31a	Quote Re	Delete Prior
9/25 8:31a	Portf Sn	Rescan Msg
		Settings
		Cancel

To delete an individual message select Delete from the pop-up menu. To delete a message and all those with earlier dates, select 'Delete Prior'. To delete multiple messages, hold down the Shift key and roll the wheel. When more than one message is selected, click the wheel and select 'Delete' from the pop-up menu.

Messages		
9/25 8:32a	Portf T	Hide Menu
9/25 8:32a	Hi Volun	Delete Msgs
9/25 8:31a	Gain/Lo	Rescan Msgs
9/25 8:31a	Quote R	Settings
9/25 8:31a	Portf S	Cancel

Select the Settings menu item to adjust any of the seven available parameters. The first four settings are active by default.



Confirm Delete: If 'Yes', the program will display a dialog box asking for confirmation before deleting any messages. Set to 'No' to avoid being asked.

Remove [delete ...] Msgs: If 'Yes', the program will automatically delete certain housekeeping messages sent from the StockBoss server.

Auto Open Msgs: If 'Yes', the program will automatically open the incoming message if the main StockBoss menu is currently being displayed.

Pop-up View Dialog: If 'Yes', the program will open a dialog box to alert you when a new StockBoss message is received. Click on the View button to open the message. To disable the pop-ups set to 'No'. Set *Auto Open Msgs* to 'No' to view the pop-up notice when inside the StockBoss application.

Multiple Retries: Toggles the logic used to request all parts of StockBoss messages from the email server.

Auto Rescan: If 'Yes', the program will automatically check that each StockBoss message is fully received on the unit. If 'No', use the Rescan Msg menu option if a message is not fully received and set Multiple Retries to 'Yes'.

Disable Hide Menu: If 'Yes', the program will turn off the 'Hide Menu' selection as the first choice in each pop-up menu.

Message Settings	
Confirm Delete	Yes
Remove [delete ...] Msgs	Yes
Auto Open Msgs	Yes
Pop-up View Dialog	Yes
Multiple Retries	No
Auto Rescan	No
Disable Hide Menu	No

Most messages will contain quote information which may be displayed in three different views. Hit the 'Z' key or select 'Rotate View Mode' from the pop-up menu to cycle through the various views. The default view shows only the Symbol, Last, Change and Volume.

Portf Technology [06/09/25 08:32 PDT]

Sent: Sep 25, 2006 8:32 AM

Sym	Last	Chng	Vol
GOOG	405.36	1.58	2.2M
IBM	81.47	0.26	1.5M
INTC	19.31	0.24	18.6M
MSFT	26.85	0.19	19.4M
RIMM	86.09	-0.76	2.2M
YHOO	25.50	-0.02	6.9M

:Realtime

The next view shows all the columns selected using the on-line account Wireless Level of Detail settings.

Portf Technology [06/09/25 08:32 PDT]

Sent: Sep 25, 2006 8:32 AM

Sym	Last	Chng	Vol	Ch %	Vol %
GOOG	405.36	1.58	2.2M	+0.3%	+106.5%
	High	Low			
	409.45	402.50			
IBM	81.47	0.26	1.5M	+0.3%	+91.8%
	81.76	81.28			
INTC	19.31	0.24	18.6M	+1.2%	+90.9%
	19.35	19.02			
MSFT	26.85	0.19	19.4M	+0.7%	+95.5%
	26.97	26.79			
RIMM	86.09	-0.76	2.2M	-0.8%	+157.3%
	87.80	85.10			
YHOO	25.50	-0.02	6.9M	0.0%	+101.8%
	25.87	25.46			

:Realtime

The third view removes the column headers and shows the detail in a vertical layout.

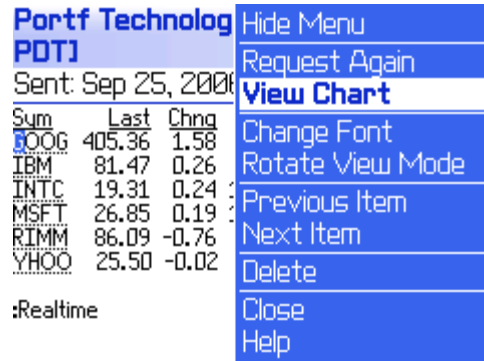
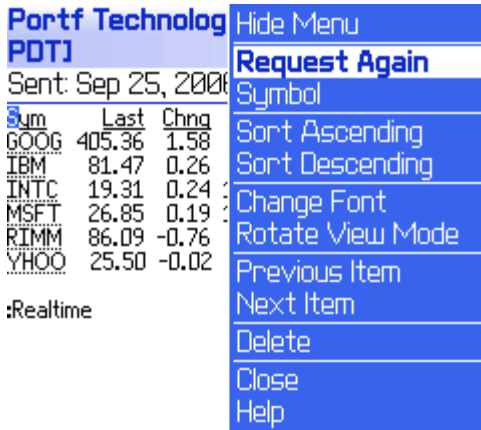
Portf Technology [06/09/25 08:32 PDT]

Sent: Sep 25, 2006 8:32 AM

GOOG	405.36	1.58	2.2M
	C +0.3%		
	UP +106.5%		
	H 409.45		
	L 402.50		
IBM	81.47	0.26	1.5M
	C +0.3%		
	UP +91.8%		
	H 81.76		
	L 81.28		
INTC	19.31	0.24	18.6M
	C +1.2%		
	UP +90.9%		
	H 19.35		
	L 19.02		
MSFT	26.85	0.19	19.4M

When the column headers are visible (shown with a solid underline) and the cursor is over a header, then clicking the wheel will show the full name of that column in the pop-up menu. The data may be sorted based on that column by hitting the 'A' key or 'D' key or by selecting the sort direction from the menu.

Updated data for Price and Volume alerts, Market Data requests, Stock Quote results and Portfolio Update messages that appear in the View Messages screen may be requested using the 'Request Quote' or 'Request Again' menu item.



Messages may be viewed in any of the font families and sizes included with the BlackBerry. Hit the 'S' key or select 'Change Font' from the pop-up menu, roll the wheel to the Font Name or Font Size, then hit the space key or hold the Alt key and roll the wheel to change the selection. Click on the OK button to save the changes. The bottom line will show an example of the new font.

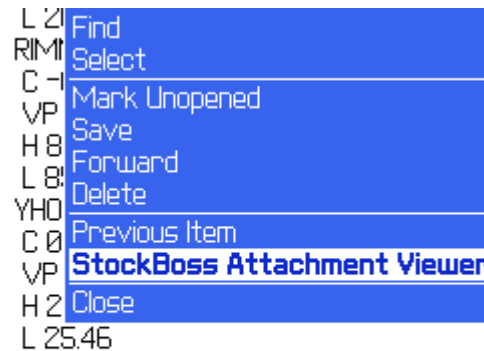


Changes made to the view mode and font size are retained until changed. So the next message viewed will appear in the same format as the current message.

Hit 'N' key or select 'Next Item' to view the next message. Hit the 'P' key or select 'Previous Item' to view the prior message.

If the cursor is over a ticker symbol, clicking the wheel will show the option to jump to a chart of that symbol.

Some messages received in the BlackBerry's Inbox will be encoded with attachments. Hit the 'B' key or scroll the wheel to the bottom of the message, click the wheel and select 'StockBoss Attachment Viewer' from the pop-up menu. The message will be displayed inside the StockBoss message viewer module.



:Realtime

application: Port_SBRC (355)

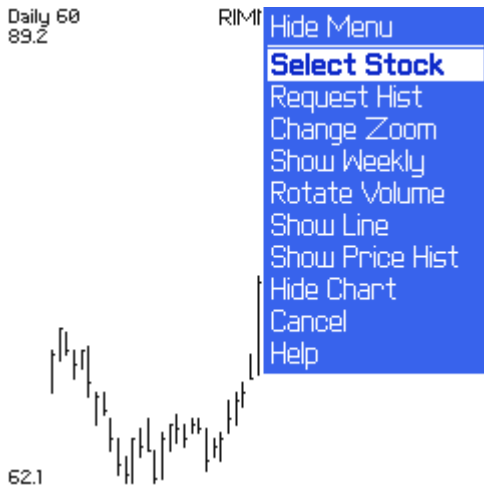
11. Charts

To view historical charts of the price and volume, select the Display {C}harts option from the menu. Initially, a bar chart will be shown. The ticker symbol is displayed in the middle of the top line. Each chart displays the daily or weekly indicator and zoom level in the upper left corner and the last date in the upper right corner.



To flip between tickers, roll the wheel to move up or down through the list. The keyboard may alternatively be used to select a new ticker by hitting the first letter of any ticker in any of the portfolios. Also click the wheel and select 'Select Stock' from the menu to view a list of all stocks.

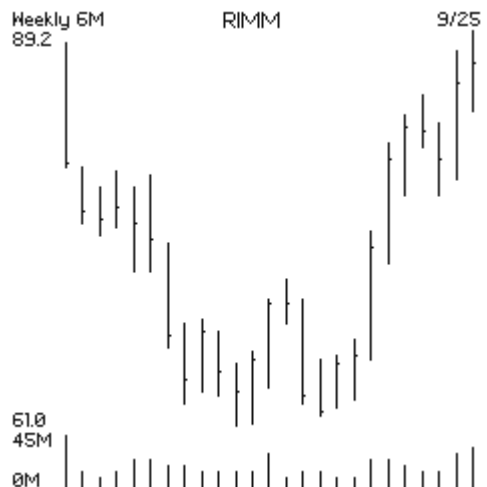
When stocks are added using the Edit Portfolio option, 10 days of chart history will be sent back. Charts will accumulate more data each day if the 'End of Day' report is enabled on the Preference screen. To immediately retrieve all chart history, select the 'Request Hist' menu item.



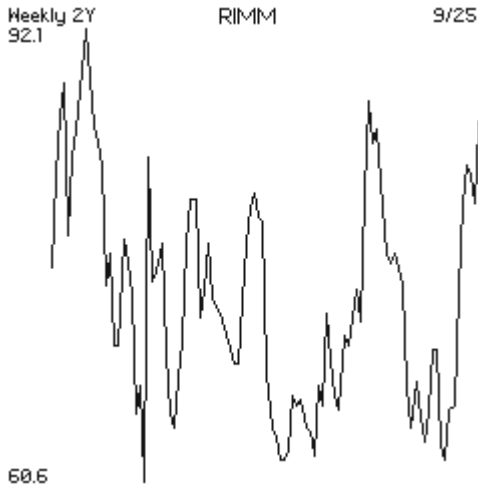
In addition to a bar chart, volume information may be viewed by hitting the Space key or selecting 'Rotate Volume' from the pop-up menu.



Six different combinations of views are available. Daily 120, 60 and 30, and Weekly 2Y, 1Y and 6M. Hold the Shift key and roll the wheel to cycle through the various views. Or select 'Change Zoom' and 'Show Daily/Show Weekly' from the pop-up menu.



To view a line chart, select 'Show Line' from the pop-up menu. Select 'Show Bar' to return to bar charts.



For any chart press the 'Enter' key to display the data behind the chart. See View Messages for display options of this data.

Note: the +Range or Both option should be selected in the Update Detail preferences in order to receive the high and low prices necessary to create the bar view.

Individual charts may be hidden. Use the 'Hide Chart' menu item to hide the currently visible chart. Use the 'Select Stock' menu item to display a full list of all tickers - those hidden will be indicated. Use the options on the pop-up menu to further hide or unhide one or all of the listed tickers. Hidden tickers will be skipped when rolling the wheel in the main chart view.

Select Ticker	Hide Menu
BEAS	Select
CSCO	Hide
GOOG	Show All
IBM	Hide All
INDU	Cancel
INTC	Help
MSFT	Hidden
NASD	
RIMM	Hidden
YHOO	

12. Communications Protocol

By default all communications with the StockBoss server are sent using the BlackBerry's email capability. Users with a BlackBerry Enterprise Server that has Mobile Data Service installed, users with Nextel, and users on some other wireless carriers may use a direct connection method instead.

To change the communications method to one of the alternatives select 'Set Communication' from the menu. Hit the Space key to change the selected method.

Important: Once you make an attempt to communicate with the StockBoss system using one of these alternative methods, do not attempt to use the other! Please read the following carefully:

Email: this is the default option and will always work.

Mobile Data Service: Exit the StockBoss application and select the Options program. Select the Service Book menu item. If you have an enter labeled IPPP then you do have Mobile Data Service. **If you do not have this service book entry then do not select this option.**

Nextel TCP/IP Gateway: If you are using Nextel as your carrier then this option is available. However, you may also have Mobile Data Service. Check the above step first to determine if Mobile Data Service access is an option. If not, then you may select Nextel.

Carrier WAP Gateway: Some carriers provide a WAP gateway. Please see www.stockboss.com/rimfaq.htm for the current list of available carriers and settings.

If you have one of the alternative methods available and selected, then the next request to the StockBoss server will prompt you to allow a connection to sbgate.softwinc.com. Roll the wheel until you see the 'Don't Ask Again' item and hit the Space key to enable this box. Then roll up to the 'Allow' button and click the wheel. This will prevent the system from asking you for permission each time you make a request.

If you make the mistake of trying two alternative methods you will receive a security alert and you will not be able to communicate using either method. Change the selection back to Email to continue using the StockBoss software. Then review the details at www.stockboss.com/rimfaq.htm.

13. Sending Feedback

Compose Feedback

Message: ask any question or send comments here

If you have any comments or questions about the StockBoss service application, the Contact Customer Service screen can be used to direct a message to the StockBoss staff.

14. StockBoss Subscription

Each user is granted a complimentary two-week trial. To upgrade to a full subscription during your trial or after it has expired, select the 'Subscribe to StockBoss' menu item. The subscription process is broken into 5 screens that allow for selection of data type and payment periods, and input of address and credit card information.

Request Subscription

To upgrade your trial to a full account select a data type and continue.

Market Data Real Time

The first screen allows you to select between receiving 15 minute delayed or Real Time market data.



Select a Payment Plan

Pricing for Real Time

Monthly \$36.95

3 Month \$107.85 (\$35.95/mo)

6 Month \$209.70 (\$34.95/mo)

Individual investors only. Others visit

stockboss.com

Periods

3 Months

The second screen prompts you to select a payment plan with the prepayment discounts. The subscription will automatically renew and you will be charged the amount shown at the beginning of the next period. The prices displayed indicate the selection of delayed or Real-Time data. Note: the prices listed for real time data are for individual non-professional users. If you are uncertain of your status, then view the definition of professional versus non-professional as listed at www.stockboss.com/prononpro.htm.

Agree to Terms

I agree to the service terms and conditions at stockboss.com/term.htm.

Online signature required to activated real time data.

Type 'I Agree': I Agree

The third screen requires you to enter the text 'I Agree' (or 'i agree') to indicate your acceptance of the service terms and conditions listed at the web address shown.

The fourth screen prompts you to enter your address information.

Enter Credit Card

CC: |

Name on CC:

Expire Month

Jan

Expire Year

2006

The final screen prompts you to enter your credit card information. StockBoss accepts Visa, MasterCard and American Express. You may only use numbers, spaces or dashes in the card number. **Your credit card information will be encrypted before it is sent to our servers.**

Once your subscription information is received and processed you will receive a confirmation message. If you selected Real Time data the message will direct you to login at www.stockboss.com in order to complete the Online Real Time Agreement forms required by the exchanges. Data delivered to the RIM handheld will continue to use delayed information until the agreements are completed.

15. Message Profiles

You can set your BlackBerry to provide StockBoss specific notification when a new StockBoss message arrives. From the main list of applications, select the 'Profile' application. Click on

your current profile and select Edit. Scroll to the 'StockBoss' item, click the wheel and select Edit.

Default

Browser

Calendar

Level 1 Messages

Messages

Phone

SMS

StockBoss

Tasks

You can modify the 'In and Out of Holster' options. To hear a tone alert, change the first item to Tone or Vibrate+Tone. Then change the Tune and finally set the Volume. Click the wheel and select Save. **StockBoss notifications are disabled by default. You must manually configure these settings to enable this feature.**

You can also update the StockBoss configuration in the other profiles listed in the Profile application using the same steps.

StockBoss in Default

Out of Holster: None

Tune: BlackBerry 1

Volume: Mute

Number of Beeps: 1

Repeat Notification: LED Flashing

In Holster: Vibrate

Tune: BlackBerry 1

Volume: Mute

Number of Beeps: 1

Repeat Notification: None

16. Trouble Shooting

I'm receiving the same message multiple times

The available RAM memory on the unit is low. At the main StockBoss menu hit the '9' key. You will be prompted to Close and Restart the application, select 'Yes'. If this does not resolve the problem, then reboot the device by holding down the half-moon key (between A & Z), Cap and Del keys together, or by removing the battery on units without the half-moon key.

I'm receiving message in the Inbox but not in the View Messages list.

At the main StockBoss menu hit the '9' key. You will be prompted to Close and Restart the application, select 'Yes'.

I'm seeing excessive up/down arrow activity and my battery has run low.

Change the View Message settings for Auto Rescan and Multiple Retries to 'Off'.

My desktop manager says "Not enough memory to load this application".

Each BlackBerry unit ships with a specific allocation of memory for application versus data. In this case you need to increase



the allocation for application. Before proceeding make a full backup of your application data. Exit the Application Loader, select Backup/Restore from the Desktop Manager and backup all databases. Return to the Application Loader, proceed with the install and accept the option to increase the space allocated to applications. After the applications have been loaded, use the Backup/Restore utility to restore all your data to the RIM handheld.

I'm getting the messages to my desktop, but not to my RIM handheld.

Try sending a message from your RIM handheld to your desktop machine. Verify that the outgoing message is sent (has a check mark next to it). If not, you may be out of coverage (inside a building). If you are running the desktop redirector version of BlackBerry, check that your redirector is running on your PC. If your messages are handled by an enterprise level Exchange server contact the manager of the server to verify it is running.

I'm not getting any alerts or quote requests back.

You may be out of coverage. From the main application list select Messages. Look for outgoing messages addressed to StockBoss. There should be a check mark or an 'X' next to these messages. If there is an 'X' the message was not sent. Open the message and scroll all the way to the top to see the reason why the message was not sent. Try clicking the wheel and selecting 'Resend Message'. If there is a check mark and you are using desktop redirector make sure the redirector is running on your PC.

I'm only getting part of the information I want in my alerts.

The portfolio updates and requested stock quotes will always contain the last price, change for the day and the volume. In addition, the high and low (+ Range) and/or the bid and ask prices (+ Bid/Ask) may be included or all (Both). Go to Update detail to select the level of detail to include in your StockBoss messages.

I'm getting my alerts or quote request messages in the RIM inbox, but not in the View Messages screen.

Your mail server is stripping the attachments sent with the messages. Go to the Set {A}lert Prefs screen, set 'Use Attachments' to 'No' and select 'Send' from the pop-up menu.

I want to turn off my alerts temporarily.

From the StockBoss menu select Set {A}lert Prefs. Change the Alert Destination setting to Off and select Send from the pop-up menu. You may turn the alerts back on or change the destination to Desktop only, RIM handheld only or both using the same procedure.

I got an error "The application ... has attempted to open a connection to a location inside the firewall and outside the firewall which is not allowed by your IT policy."

You have attempted to use more than one alternative communications method. Change the Set Communications option back to Email and then review the information at www.stockboss.com/rimfaq.htm

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