



Ascendo Photos for BlackBerry

Version 3

User Guide

User Guide Revisions	Date
Version 2	April 16, 2007
Version 1	April 5, 2007

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More recent information may be found at <http://www.ascendo-inc.com/PhotosFAQ.html>.

1.0 Overview

Ascendo Photos allows you to discover, edit then transfer images from your desktop to your BlackBerry using a data cable or via Bluetooth. Once transferred, you can set background images, display slide shows, create screen savers, set up galleries, view thumbnails, send images by email and much more.

Most people have images stored in several places on their PCs. Looking through multiple directories and displaying the images one by one is a slow way to find the photos you are interested in. The Photos desktop will automatically search through several directories and look for files in popular image formats. The images that Photos finds will be displayed as thumbnails making it simple and quick to find an image and transfer it to your BlackBerry.

The Photos desktop has an emulator that will adjust to the screen size of your BlackBerry. You can edit, zoom, rotate and position the image on your desktop. When you are satisfied with the way the it looks, transfer the image to your BlackBerry and it will look exactly the same as it does in the emulator.

Ascendo Photos for BlackBerry allows you to create and organize images in Galleries such as Family, Pets, Vacations and Events. Ascendo Photos can manage as many Galleries as disk space allows and you can move photos between Galleries.

Slideshows display images one after the other with a delay between each picture that you specify. Slideshows transform you BlackBerry into a dynamic picture frame when you are not using it for calling or email.

Screensavers are similar to Slideshows that start automatically after a after an inactivity delay that you set. As soon as you start using your keyboard again, the screensaver will disappear and your BlackBerry screen will return to the same place it was before the screensaver started. You can choose between several transition effects that will manage the way Ascendo Photos changes from one image to another.

There may be some images that you don't want to display in a Gallery, Slideshow or Screensaver. Ascendo Photos allows you to specify that certain images are private and require entering a password to display them.

Ascendo Photos has many other features like setting images as your BlackBerry screen and saving images to directories on your BlackBerry. As mentioned in the product description, some features require that you have the latest version of the BlackBerry operating system. When this is the case, the feature description will include the required version of the OS in parentheses. (BB OS 4.2) indicates that the featured requires BlackBerry Operating System Version 4.2 or above.



2.0 Getting Started

Ascendo Photos includes a BlackBerry component and a Windows PC desktop component. The desktop component is necessary to transfer image to your the BlackBerry which makes it an essential part of the product.

There are two ways to download and install Ascendo Photos for BlackBerry. The first way is to download the BlackBerry component directly to your handset. The second way is to download a file with a “zip” extension to your PC and use the BlackBerry Desktop Manager to install it from there. To download Ascendo Photos Desktop and the user guide you will need to use the second method.

When you download Ascendo Photos to your desktop, a file with a “zip” extension will be copied to a directory that you choose. You can open this file using a free program called WinZip available at <http://www.download.com>.

To begin the installation process, start WinZip and open the Ascendo Photos zip file. WinZip will display the following elements:

- /BlackBerry OS4.1 or below/Photos.alx
- /BlackBerry OS4.1 or below/Photos.cod
- /BlackBerry OS4.2 or above/Photos.alx
- /BlackBerry OS4.2 or above/Photos.cod
- /Desktop/Setup.exe
- AscendoPhotosV3BB_UserGuide.pdf

Click on the Extract button and enter a directory in which to copy the files.

2.1 Installing Ascendo Photos Desktop

To install Ascendo Photos Desktop, go to the directory in which you extracted the zip, open the Desktop directory and click on setup.exe. A welcome screen will appear, see Figure 1. Click on Next to continue. Choose a location to install Photos then click on Next. Now choose a Windows Start menu folder and click on Install.



Figure 1

When installation is complete, click on the Finish button and Ascendo Photos Desktop will start automatically. You can uninstall Photos and access the Ascendo Photos website page from the Windows start menu folder.

2.2 Installing Ascendo Photos for BlackBerry

Before installing an application on your BlackBerry, it is commonly recommended to do a backup of your data. To do this, start the BlackBerry Desktop Manager (Figure 2), click on Backup and Restore, then following the instructions.

To install Photos using the BlackBerry Desktop Manager, click on the Application Loader icon. A dialogue box will appear. Click on the Add application button, then browse to the directory in which you copied the Ascendo Photos files.

There are two directories containing files with alx and cod extensions; “/BlackBerry OS4.1 or below” and “/BlackBerry OS4.2 or above”. To determine which version of the BlackBerry OS is running on your handset, click the Settings icon on the home screen, then select Options > About.

Select the appropriate file with an alx extension and click on the Next button. The BlackBerry Desktop Manager will proceed with the installation of Photos on your handset. If you experience problems during the installation process please refer to the FAQ page on our website for possible solutions.



Figure 2

If you are upgrading from previous versions of Ascendo Photos, copy the files with alx and cod extension to the same directory you used to install the previous version. Windows will ask you if you want to overwrite the existing files. Click on Yes. Now start the BlackBerry Desktop Manager. A Window will appear asking if you want to Update Photos, see Figure 3. Click on the Update Now button and the new version will be copied over the previous version.

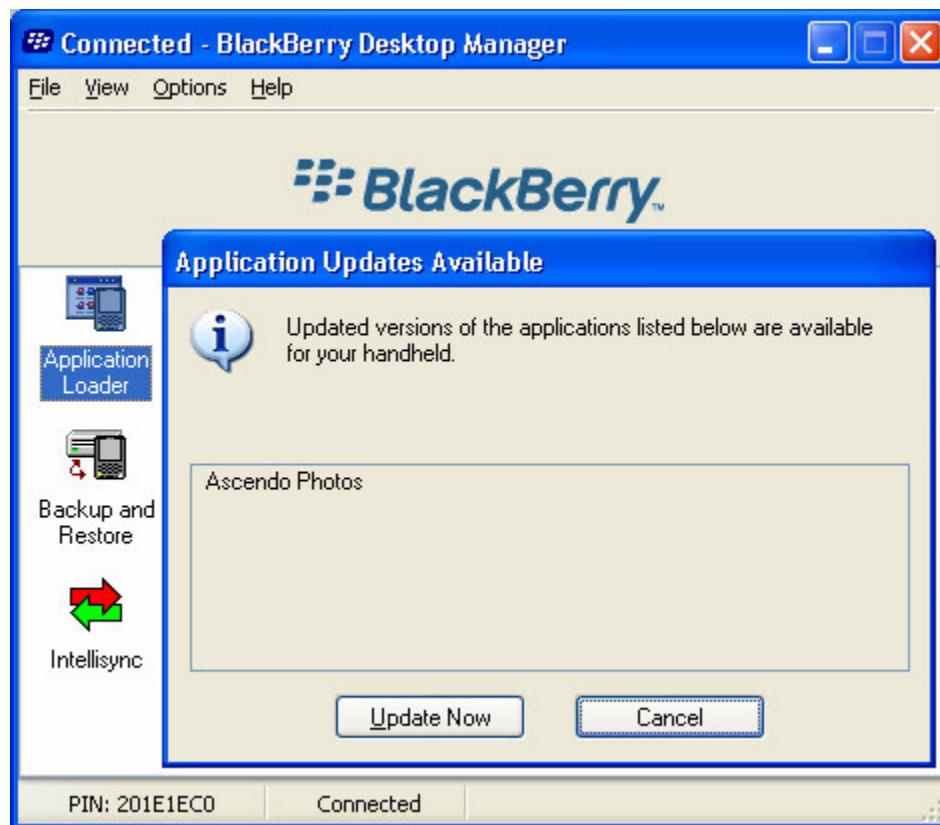


Figure 3

Several Ascendo sales partners provide ways to download and install Ascendo Photos for BlackBerry directly to your handset. You can find instructions on how to do this on the Ascendo Photos FAQ page as well.

In some cases you will receive an SMS message containing a download link. Move to the link, click on the track wheel or track ball and select "Go To" from the screen menu. Alternatively, you can open the BlackBerry browser, select "Go To" from the screen menu and enter the address found on the Photos FAQ page.

When you are prompted to initiate the download of Ascendo Photos, click on Yes. Once download is completed, installation will begin automatically and you will be asked if you want to run the application.

2.3 Registering Ascendo Photos

When you start Ascendo Photos, you will be asked to enter the registration key. You can run Photos for a trial period by selecting Register Later from the screen menu. When the trial period is over, you will need to purchase and register Photos to continue using the product.

You can purchase Photos from Ascendo sales partners listed on the product description page of our web site. Registration keys are typically sent by email along with your order confirmation. If you do not receive a confirmation email or lose your registration key, see the Photos FAQ page for instructions on retrieving your key.

2.4 First Steps

This section describes how to get off to a quick start with Ascendo Photos. Later sections go into more detail on getting the most out of the product.

To begin, go to the Blackberry home screen and use the track wheel or track ball (track device) to highlight the application icon, see Figure 4. With some versions of the BlackBerry OS you may need to open the Applications directory to find the icon. Now click on the icon to start Ascendo Photos for BlackBerry.



Figure 4

To start Ascendo Photos Desktop, click on the Windows Start button, move the cursor over All Programs then over the Ascendo Photos menu folder and click on Ascendo Photos.

Make sure your PC is connected to your BlackBerry then click on the connect button in Ascendo Photos Desktop. The emulator will adjust to your handset's screen size. Drag & Drop an image into the emulator. Now click on the Transfer Picture button and the image will appear in full screen mode on your BlackBerry. Click on the BlackBerry escape key to return to the Galleries screen.

3.0 Using Ascendo Photos for Blackberry

When you start Ascendo Photos for BlackBerry, a splash screen with a picture of a Palm tree will appear for 2 seconds then the Galleries screen will appear, see Figure 5. Click on the track device to display the screen menu.

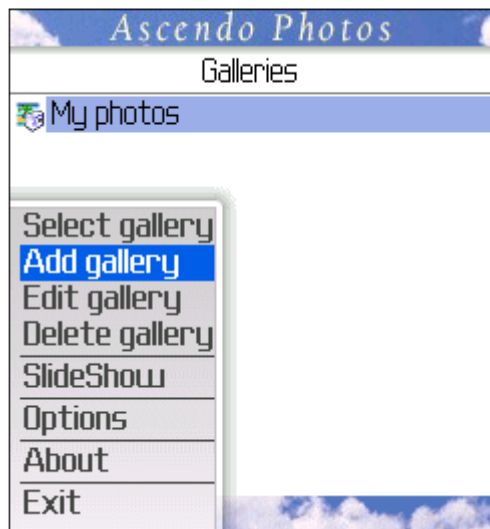


Figure 5

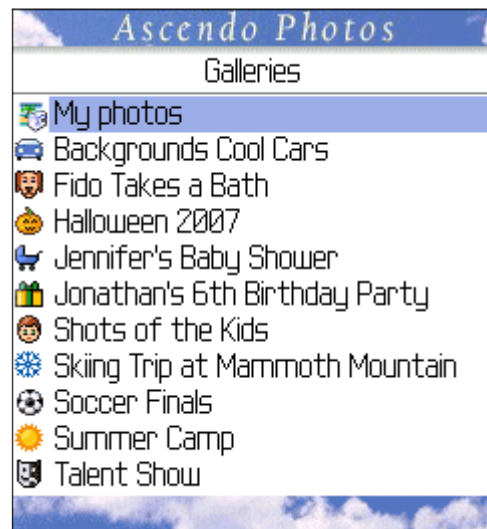


Figure 6

3.1 Galleries

Galleries are useful to organize your photos into groups such as Vacations, Family or Wallpapers. You can Add, Edit and Delete as many Galleries as disk space will allow using the menu selections seen above. After adding several Galleries, the list may look like Figure 6. Deleting a Gallery will delete all the photos in the Gallery. My photos is used by Ascendo Photos Desktop as the default Gallery in which to transfer images. It cannot be deleted.

To create a Gallery, click on Add Gallery from the screen menu. You can choose a Gallery name, icon, and specify whether a Gallery is private, see Figure 7. To select an icon, click on the track device and select Change Icon from the screen menu. The icon screen will appear containing 100 icons to choose from, see Figure 8. Use the track device to move to an icon and then click on the track device to select it. Icons will be displayed next to the Gallery names in the Galleries list.



Figure 7



Figure 8

If you choose to make a Gallery private, it will not appear in the Gallery list. In addition, picture in a private Gallery will not be used for slideshows and screensavers. More information on Private Galleries and images can be found in later sections.

3.2 Viewing and Editing Images

To view images in a Gallery, select the View Gallery menu option from the Galleries List screen. There are three way to view images, Thumbnail view (Figure 9), Detail view (Figure 10) and List view which displays one image name per line. You can select the default view from the main Options screen.

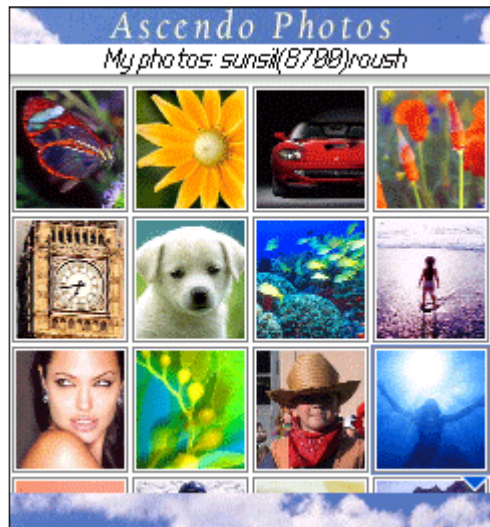


Figure 9



Figure 10

To display an image in full screen mode, use the track device to highlight an image and select View Image from the screen menu, see Figure 11.

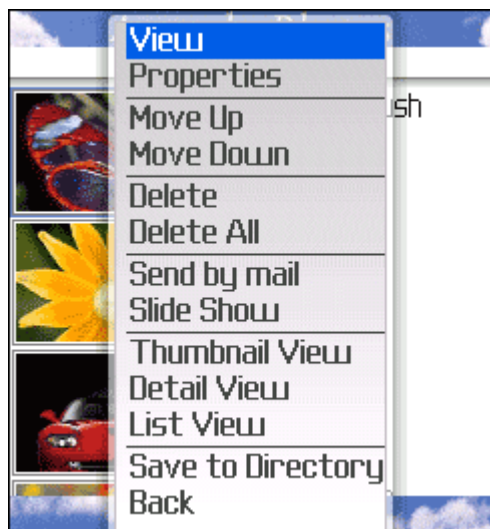


Figure 11



Figure 12

There are two ways to edit an image on your BlackBerry. Several other editing tools are available in the Ascendo Photos Desktop.

The Zoom menu selection will let you zoom in or out on an image. When you click on Zoom a slider bar will appear on the top left side of the image. Use the track device to move the slider bar up or down to zoom in or out.

The Rotate menu selection will rotate the image 90 degrees in a clock wise direction. If you rotate the image 4 times in a row it will return to the original position. Rotating an image will not save the image in that position in Ascendo Photos but you can save the image in that position to the BlackBerry hard drive.

3.3 Saving Images

The images Ascendo Photos for BlackBerry are stored in application memory space. You do not need to Save images to use them in Photos. You can save images to a BlackBerry directory (BB OS 4.2) which can be useful for integration with other products like the BlackBerry Photo Album or BlackBerry Address Book. In addition, you can save images to SD or CF cards.

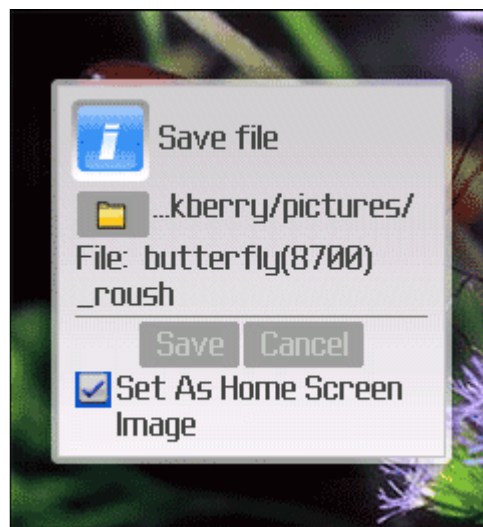


Figure 13

3.3.1 Set as Home Screen Image

Setting an image as your Home Screen will display the image as the background on the start up screen of your BlackBerry (BB OS 4.2). Application icons will appear behind the background image.

To set the Home Screen image you must select the Save Image menu option from the View image screen. You will be asked to choose a directory. If you want to change the directory, click on the folder icon, then click on the Save button to confirm your choice. The default directory is /blackberry/pictures, the same directory used by the BlackBerry Photo Album.

As you can see in Figure 13, there is a check box to Save an image as the Home Screen. To toggle between checked and unchecked, click on the space bar or select Change Option from the screen menu.

3.3.2 Photo Caller IDs

Photo Caller ID images are pictures you choose to display when a person calls you. Ascendo Photos can assist you in setting the photo caller ID image for a contact in your BlackBerry Address Book (BB OS 4.2).

To set an image as the photo caller ID, use the Save Image menu option from the view image screens. The default directory, /home/users/pictures is also the default directory for adding pictures to the BlackBerry Address Book.

When you have saved the image, go to the BlackBerry home screen and click on the Address Book icon. Select a contact and choose Edit from the screen menu. Click on the track device again and you will see an option for Add Picture. Selecting this option will display images in the /home/users/pictures directory. Move to an image click on the track device. The picture will be displayed in full screen mode and a selection box will allow you to choose the part of the image you want to save as the photo caller ID.

If the picture is not the way you want it, go back to Ascendo Photos for BlackBerry and edit the image, then repeat the process described above.

3.3.3 Using Memory Cards

Newer BlackBerry models like the 8100(Pearl) and 8800 have slots for memory cards which increase the disk space available to store images. To save a photo to a memory card, open a Gallery, move to an image and select Save to Directory from the screen menu. The screen in figure 14 will be displayed.

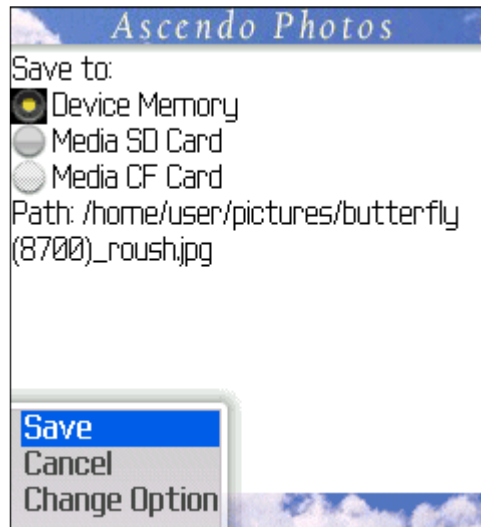


Figure 14

If there is no SD Card or CF Card present on the device then those selections will be grayed out. To change your selection click on the track device and select Change Option from the screen menu.

For all three options you will need to specify the path name of a directory in which you want to save the images. Ascendo Photos will default to the /home/user/pictures directory and add the file extension to the name you choose.

3.4 Slideshows

Slideshows display images from a Photos Gallery one after the other with a delay between images that you specify. To initiate a Slideshow go to any one of the image views, click on the track device and select Slideshow from the screen menu, see Figure 15.

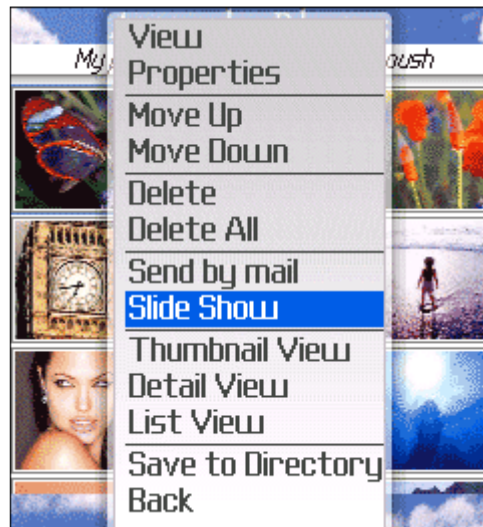


Figure 15

If your phone rings while a slide show is displaying, you will be prompted to take the call. When you are done with the call the slide show will resume. To quit a slide show, click on the BlackBerry Escape key.

You can set the time delay between each image from Options, available from Galleries List screen menu. The Slide show delay time (sec) is the number of seconds between each image.

3.5 Screensavers

The Screensaver option displays a series of images, one after another, similar to a Slideshow. The main difference is that a Screensaver will start automatically after an inactivity delay that you choose. You can set several Screensaver parameters from the main Options screen, available from the Galleries list screen.

- Slide show delay time is the number of seconds between each image.
- Wait before activating Screensaver is the number of minutes of inactivity before the Screensaver initiates. If you select Disable, then the screensaver will not start again.
- Screensaver Gallery allows you to select which images will be displayed.

You can choose Transition effects to be used by a Screensaver. Ascendo Photos provides three transition effects; Horizontal, Vertical and Squares. In the example below, the user has selected the Squares transition. The original image is on the first row to the left. The final image is on the first row to the right. The three images on the second row show the way the transition would occur.



Figure 16

The Backlight Timeout setting is particularly important for Screensavers. It allows you to change the default time period after which the BlackBerry OS turns off the screen. BlackBerries use this feature to save battery life. However, several models only allow you to set delays ranging from 10 seconds to 2 minutes. By setting the Backlight Timeout setting to off, your Screensaver or Slideshow will display until you decide to stop them.

If the Ascendo Photos Screensaver does not seem to be working, disable the native BlackBerry standby screen by selecting the following menu choices from the BlackBerry home screen. Settings > Screen/Keyboard > Options.

3.6 Sending Images by Email

To send an image by email, highlight an image from either of the Image View screens, click on the track device, then select “Send by Email”. The screen in Figure 16 will appear. Enter the email address of the person to which you want to send the image. Alternatively, you can choose the address from the BlackBerry Address Book.

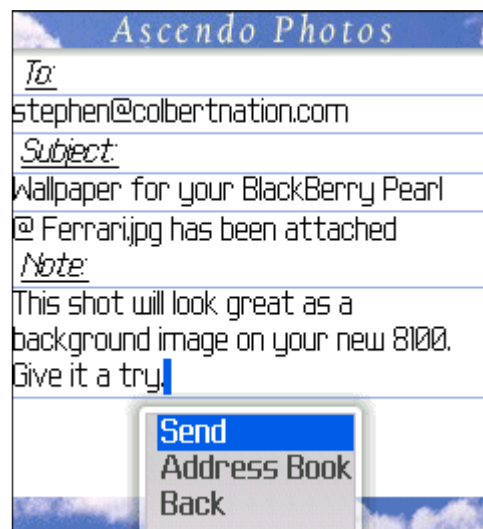


Figure 17

The Subject field will appear as the Subject line of your email. The Note field will appear in the message body. Click on the track device and Send from the screen menu to Send the email.

Some BlackBerry models such as the 8800 allow you to send an image as an MMS directly from Ascendo Photos. On these models, display an image in full screen mode. Click on the track device and choose Send as MMS from the screen menu (BB OS 4.2).

3.7 Image Properties

You can edit several pieces of information with each image stored in Ascendo Photos. To display the properties screen (Figure 18), go to any of the image view screens and select Properties from the screen menu.



Figure 18

To change the Gallery in which the image is stored, move to the Gallery field and click on the track device. A list of Galleries will appear. Use the track device to move through the Galleries and click on the track device again to choose a different Gallery.

The Size of the image cannot be modified.

You can change the name of the image but not the image extension.

The Private checkbox determines if an image is displayed in a Gallery, Slideshow or Screensaver. If you choose “Don’t Show” from the main Options screen then all private images and Galleries will disappear from view. To make them reappear, you must select Show in the Private field of the main Options screen. You will be prompted to enter a password.

The description field allows you to enter notes about the image.

When you are done modifying the image properties, click on the track device, and click on Save. The image, file name, privacy setting and notes will be copied to the your BlackBerry and stored in the Gallery that you specified.

3.8 Setting Options

To display the Options screen (Figure 18), go to the Galleries list screen and click on the track device and select Options from the screen menu.

As you can see from the image below, the appearance of the screen has changed from other screen shots. This is because the Style or Skin has been changed to Fractal. Skins consist of the images at the top and bottom of the screen and the background colors displayed when you select from a list.

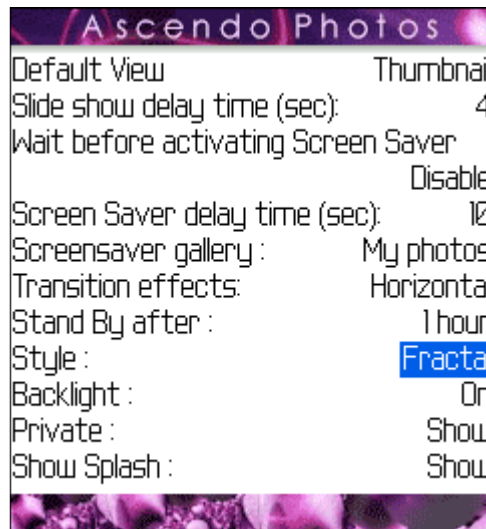


Figure 19

Several of the options have been discussed in other sections but we will review them again here.

- Default view allows you to choose between Thumbnail, Detail and List views.
- Slideshow delay time is the number of seconds between each image.
- Wait before activating Screen Saver is the inactivity delay before starting a Screensaver.
- Screensaver delay time is the number of seconds between each image transition.
- There are three Transition Effects for a Screensaver; Horizontal, Vertical and Squares.
- Stand by After is the amount of time after which a Screensaver will stop.
- There are 10 Styles or Skins to choose from.
- If Backlight Timeout is set to Off, the BlackBerry OS will not be able to turn off the screen.
- The Private setting determines whether these elements are visible without a password.
- Show Splash Screen determines if a screen with a Palm tree appears when you start the application.
- You can choose USB or Bluetooth Connection Type to transfer images to your BlackBerry.

4.0 Using Ascendo Photos Desktop

When you start Ascendo Photos Desktop you will see the screen displayed in Figure 20. Some of the menu icons in the top left hand corner appear in black & white because they are not yet available. When you roll the cursor over a menu icon, you will see a pop-up indicating the icon's function.



Figure 20

When you click on the Connect to device button in the upper left part of the screen, the BlackBerry emulator in the lower left hand corner will adjust to the screen size of your BlackBerry.

4.1 Image Discovery

When you first start Ascendo Photos Desktop, you may see several images appearing in the right hand panel. Photos will automatically search several directories to find images. The default directories include the My Photos directory. You can add other directories to those searched using the File, Preferences menu option.

4.2 Viewing Images in the Emulator

You can open a picture in the Photos desktop emulator in several ways. One way is to drag & drop the image from the right hand panel of the Photos desktop into the emulator. Another way is to click on the Open Picture icon in the upper left and browse through directories on your hard drive. If you use the Open Picture button, you can select multiple images and they will be loaded onto your handset at once.

Opening pictures directly from the Windows file explorer is possible as well. Simply right click on the file name or thumbnail and choose “Open with Ascendo Photos” from the context menu.

You can also open images using Internet Explorer. To do this, right click on an image displayed on a web page and select Send to Ascendo Photos from the context menu. The Ascendo Photos Desktop will start and the image will be placed in the center of the emulator.

When you open an image, a Window may appear asking you whether to open the image in Best Fit, Actual size or Fit to Screen. Best Fit will adjust the dimensions of the image so that it completely covers the screen and is centered. Actual size will maintain the original dimensions of the image so in most cases the image will be much bigger than the emulator screen. Fit to Screen will display the entire image in the emulator but there will be white space along the sides if the image proportions are not the same as your handset screen proportions.

4.3 Editing Images

There are several controls you can use to change the appearance of an image. They appear in the control panel directly above the emulator.

The Rotate buttons turn the image clock-wise or counter clock-wise. The default value is 90 degrees so if you rotate a person they will appear on their side. You can choose a different rotate degree amount in the File > Preference menu.

There are two buttons for Zoom in or Zoom out. If you zoom in on an image too much it may appear fuzzy because there are not enough pixels in the original file. Zooming out may sharpen the image.

Brightness and Contrast can be changed using the control buttons. Simply click on the button and it will change to a slider bar. Click on the triangle in the middle of the slider bar and hold it down while you move it left or right. Alternatively, you can click on the plus or minus sign to adjust the image appearance by a step amount that you choose in Preferences.

Repositioning an image in the emulator can be done in two ways. One way is to move the cursor over the image, then hold down the left mouse key to “grab” the image and let go to “drop” the image. The cursor icon will appear as a hand when using this method. The other way to reposition an image is to use the slider bars to the right and bottom of the image.

To crop and resize an image, position the cursor inside the emulator, then hold the right mouse button down and drag the cursor across the image. A box will appear inside the image. Let go of the right mouse button when you have resized the image the way you want it. Now right click again inside the square and the part of the image inside the box will be displayed in full screen mode.

4.4 Image Properties

You can store several pieces of information with each image in Ascendo Photos Desktop much in the same way you can Ascendo Photos for BlackBerry. To display the Image Properties screen (Figure 21), click on the Image properties button in the upper left hand side of the application screen.

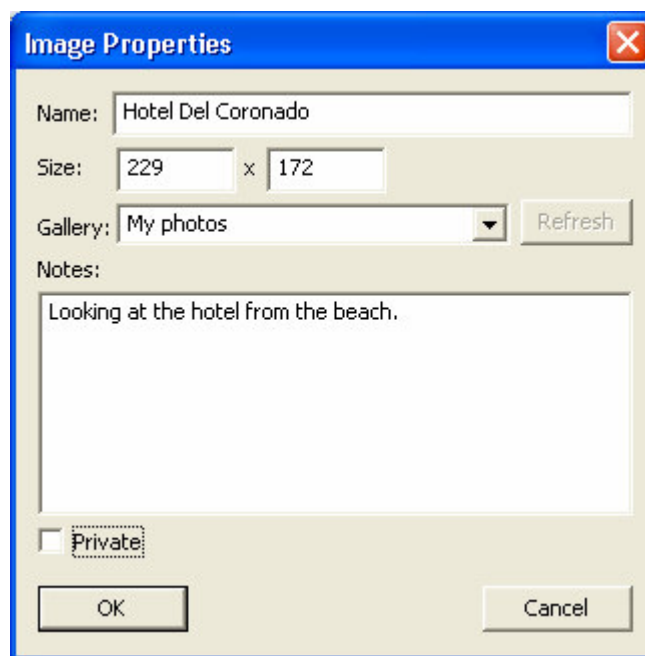


Figure 21

Modifying the file name in Ascendo Photos Desktop will not change the name or extension on your desktop hard drive. The modified name will be copied to Ascendo Photos for BlackBerry along with the file extension of the original file. You can enter notes and check or uncheck the Private box and these field values will be copied to your BlackBerry.

Changing the image dimensions provides an alternative way to zoom in or out on a photo. When you change either dimension, the image proportions will be maintained so the other dimension will change accordingly.

To change the Gallery in which the image will be stored on your BlackBerry, move to the Gallery field and click on the downward arrow to display a list of Galleries. To see the Galleries available on your BlackBerry, you must start Ascendo Photos on your BlackBerry and establish a connection between your PC and your BlackBerry.

4.5 Transferring Images

You can transfer images from Ascendo Photos Desktop to your BlackBerry over a USB cable or via Bluetooth. The default option is over a USB cable.

To transfer images using a USB cable, connect the cable you got with your BlackBerry to the USB slot on your PC and the charger slot on your BlackBerry. Started Photos on your BlackBerry and verify that USB has been selected as the connection method in Preferences option of the File menu. Now open an image in the emulator and click on the Transfer Picture button. The image will appear in full screen mode on your BlackBerry. Click on the BlackBerry escape key to return to the Galleries list screen.

To transfer images using Bluetooth you must first configure your PC and BlackBerry using the following steps.

1. Verify that your BlackBerry supports Bluetooth then go to Settings > Options > Bluetooth and select Enable Bluetooth from the menu. Set Discoverable to Yes. If Bluetooth is active you will see a Bluetooth icon at the top of the BlackBerry home screen.
2. Connect the USB cable to your PC desktop and your BlackBerry.
3. On your PC, complete the follow steps to “pair” your PC and BlackBerry:
 - Open Bluetooth Devices (blue icon) in the Windows Control Panel.
 - Click Add New Device.
 - In Wizard click Next and select the device from the list.
 - Chose a passkey on desktop and then enter the passkey on BlackBerry. Your PC name should appear in the paired devices list in the BlackBerry Bluetooth options
4. Start Ascendo Photos on your BlackBerry, click on track device to display the screen menu then select Connection Type Bluetooth. When prompted, click OK but don’t close Ascendo Photos on your BlackBerry.
5. In the Bluetooth Devices screen on you PC, open the BlackBerry Device Properties and select the Services tab. Check Serial port (SPP) for Ascendo Photos and click Ok. A message box will display saying “Found new device...”.
6. On your PC, select the COM ports tab in “Bluetooth devices” screen and look at COM port number for the Ascendo Photos service.
7. In the Photos Desktop select Preferences from the File menu, then select the “Use Bluetooth with serial port” option and the COM port number. Click Ok.
8. Click connect button in the Ascendo Photos Desktop.
9. A dialogue box will appear on your BlackBerry, “Accept connection request from pc?”. Click yes and select “Don’t ask again”.
10. The emulator in the Ascendo Photos Desktop will adjust to your BlackBerry’s screen size and you can click on the Transfer images button to send images to your BlackBerry wirelessly.

4.6 Setting Preferences

There are several preferences that you can set in Ascendo Photos Desktop. To access the Preferences Window (Figure 22) click on File in the upper left hand corner and select Preferences from the drop down menu.

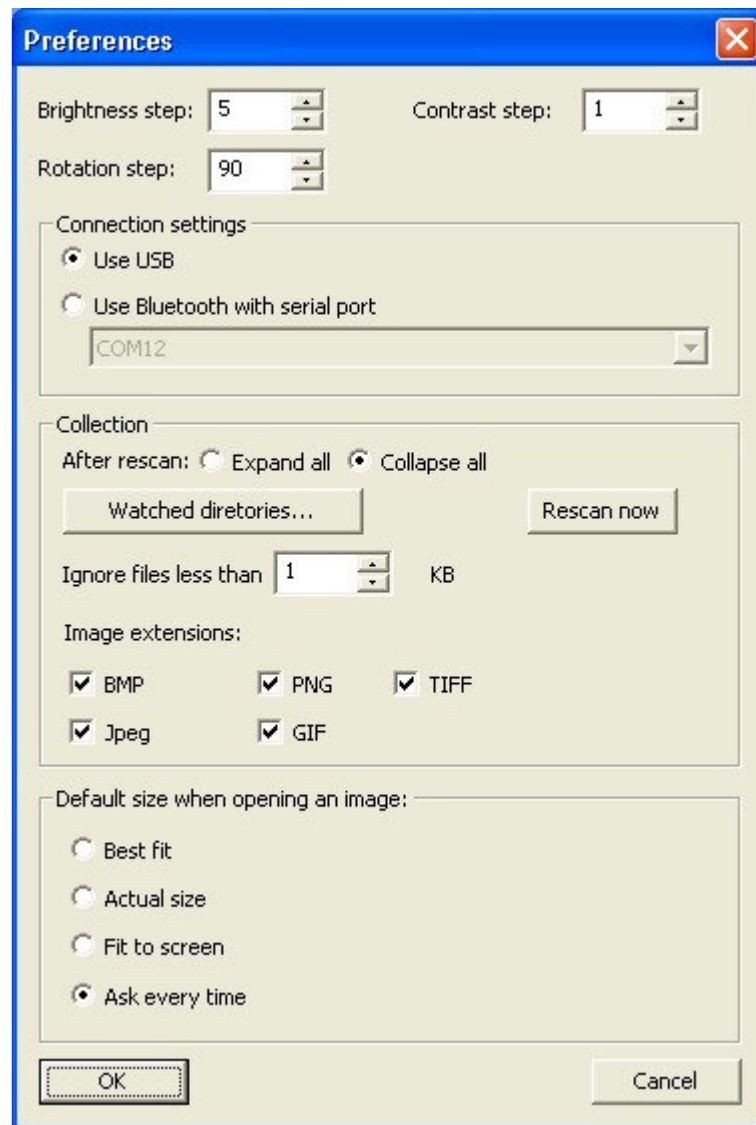


Figure 22

Brightness and Contrast steps adjust the amount of change you will see in an image each time you click on the plus or minus sign on the slider bar.

Rotation step is the number of degrees that an image will be rotated when you click on the Rotate clock-wise or Rotate counter clock-wise buttons. The default is 90 degrees which will turn an image on its side.

Connection settings allow you to choose between USB or Bluetooth as the transfer method from Ascendo Photos Desktop to your BlackBerry. If you choose Bluetooth you must select a COM port. See the section on Transferring Images for more information.

Collection options control how Photos discovers the images on your hard disk to display in the right hand panel. Each time you start Ascendo Photos Desktop the directories you have selected are rescanned to see if new images have been added. You can choose to display directories in expanded or collapsed mode. Expanded will show the thumbnails of all the images in a directory. Collapse will only show the first row of images.

Watched directories will allow you to add directories that you want to include each time your disk drive is scanned. All Watched directories will appear in the right hand panel along with thumbnail images of the image files in the directory.

You can choose to ignore files less than a certain size. This can be useful to for not displaying program icons that may be stored in some directories. In addition, you can configure Photos to only display image files with certain extensions.

The “Default Size when Opening and Image” option determines how the Photos Desktop will first display an image in the emulator. See more information in the View Images section. If you selecting Fit to Screen, Actual Size or Best Fit, Photos will open the image automatically. You can choose to be prompted to choose the desired mode every time you open an image.

5.0 Tips and Shortcuts

To capitalize a letter, hold down the key for more than one second.

To switch between applications, hold down the ALT key, press Escape and use the track device to switch to a different application.

To move the Ascendo Photos for BlackBerry application icon to a different location, highlight the icon, click on the BlackBerry key and choose Move Icon.

When viewing a list of Galleries, click on the first letter in the Gallery name to move to the first item beginning with that letter. Click again to move to the next item beginning with that letter.

To toggle between options in a drop down list or check box, click on the space bar.

6.0 Technical Support

The Ascendo Photos description page can be found at the following link.

<http://www.ascendo-inc.com/Photos.html>

For the latest trouble-shooting and usage tips, see the Ascendo Photos FAQ page.

<http://www.ascendo-inc.com/PhotosFAQ.html>

If you have read the user guide and FAQ page and are still experiencing difficulty using Ascendo Photos send an email to wallet_support@ascendo-inc.com including:

- Product Name & Version
- Your handset and Model number
- Precise description of the issue including the exact error message.

Email support is free. We will make our best effort to respond in a reasonable time frame. Phone support is not provided at the current time.