



# ***BlackBerry Service***

## ***Getting Started Guide***



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## **Welcome...**

This guide takes you through the steps that must be performed before using the BlackBerry service.

## **Overview**

BlackBerry is a wireless email solution for mobile professionals. It provides easy access to your business email wherever you go.

## **Prerequisites**

In order to use the BlackBerry service, you must have already created users in the Service Management Console and provisioned the Hosted Microsoft Exchange service.

Also, each user must have a device that is compatible with the BlackBerry service. For assistance, please contact your phone service provider for a compatible device.

## **Provisioning Users for BlackBerry**

1. Log in to the store using your administrator credentials.
2. Provision the service to the users by doing one of the following:
  - Click Add Users link from the SMC Quick Links section on the home page.
  - Browse to the My Company > Manage Subscriptions page.
3. Select BlackBerry Service from the list and click Provision Users.
4. Select the users you want to provision this service to.
5. Click Save & Next.

## **Activating the Service for your BlackBerry Device**

Activating the service for you BlackBerry device is easy!

We strongly recommend that you reset your BlackBerry device back to factory defaults. This is usually done from the Options > Security > Wipe Handheld page. Please consult your owner's manual for specific instructions.

To activate the service for each user:

1. Provision the service to the users as described in the previous section.
2. Activate your BlackBerry device by navigating to Options > Enterprise Activation option on the handheld and input the mailbox's email address and password: "1234" (no quotes).

This will begin activating the BlackBerry service with the server. Please note that after activating the service, your password will be available for use up to



72 hours. However, if you do not use the BlackBerry service within 72 hours, you will need to de-activate and re-activate the service.

## ***Having Trouble Activating your BlackBerry Device?***

If you have followed the BlackBerry set up instructions correctly and still face trouble activating your BlackBerry, the following might be the possible reasons:

1. Ensure that your wireless plan is data capable. Users must sign up for a Blackberry Enterprise Service account (data plan), which is different from a Blackberry Individual Service account (data plan).
2. The BlackBerry may still be activated on another BES (BlackBerry Enterprise) server. This issue is often noticed on refurbished BlackBerry devices.
3. The cellular tower in your area may be having difficulty. Try with another location.
4. The BlackBerry account password expires after 72 hours of enabling it.

You can enable your account password by reactivating the service for the user from our Service Management Console.

- De-provision the BlackBerry service for the user by clicking the Manage Services link from the My Company > Users tab.
  - Navigate to the My Company > Manage Subscriptions > Provision Users link and provision the service to the same user to reactivate the Blackberry service.
5. If you are using BlackBerry Desktop Manager, be sure to install the BlackBerry Desktop Manager for BlackBerry Internet Service and NOT BlackBerry Enterprise Service.

## ***Do you want to change to another BlackBerry Device?***

To change to a new BlackBerry device, reset the "old" device to factory defaults by doing a hard reset. This will guarantee that the "old" device is not trying to authenticate on the existing system (which will cause conflicts).

After the reset operation is complete, disable and re-enable the BlackBerry service by:

- De-provisioning the BlackBerry service for the user by clicking the Manage Services link from the My Company > Users tab.
- Then go to My Company > Manage Subscriptions > Provision Users link and provision the service to the same user to reactivate the Blackberry service.



## ***How do I do a Hard Reset for my BlackBerry Device?***

A HARD reset will clear every setting in your phone and set it back to factory defaults. A SOFT reset will simply reboot the device.

To do a hard reset, you must reset the device from the software menu. Unfortunately each device is different, but the typical reset option is the following:

1. Navigate to Options > Security page.
2. Click Wheel > Select Wipe Handheld > Continue.

You will now be prompted to input the word you see on the screen (usually 'blackberry') to begin wiping your handheld.

NOTE: Before doing a hard reset, you must take a back up of your data, as a hard reset will erase all data stored on your BlackBerry device.

Removing the battery usually does not do enough to completely reset the device.

## ***De-Provisioning a User***

De-provisioning a user will remove the service that is provisioned to the user.

Using your administrator account, you can remove the service for a user by doing the following:

1. Log in to the store using your administrator credentials.
2. Browse to the My Company Account > Users page.
3. Click Manage Services against the user you want to de provision a service for.

The Manage Services page is displayed with a list of services available for the user.

4. Click the Deprovision icon in the Action column against the service that is to be de-provisioned for the user.

The service is now de-provisioned for the user.

## ***Should you Have Any Questions?***

If you have any questions about using the service or encounter any difficulty establishing your settings, contact the Support Team by following the instructions on the **Need Help** section located on the home page.