Blackberry (BES) Setup Guide

Hosted Exchange Setup via Enterprise Activation
Setup Instruction for Mobile Device Connection to Exchange – BlackBerry Enterprise Server (BES)

BlackBerry is a proprietary wireless service that allows BlackBerry users to obtain their mailbox data wirelessly to a BlackBerry device via the BlackBerry network. There are two forms of BlackBerry data services:

- BlackBerry Internet Service (BIS): Provides ONLY email service through your wireless carrier’s network. The BIS email only service does NOT synch fully with your Outlook Profile and is typically not “push” delivery of email.
- BlackBerry Enterprise Service (BES): Synchronizes ALL of your primary Exchange mailbox folders (Email, Contacts, Calendar, Notes, Tasks) through a BlackBerry Enterprise Server in "real time." This is the primary BlackBerry service provided through Exchange services and requires that your wireless carrier turn on the BES data plan be turned on for your cellular account.

**NOTE:** Because there are several different versions of the BlackBerry handheld devices, we cannot document the setup configuration screens for each device. The instructions that follow are the “standard” setup options though the screen and menu configuration may differ slightly from device to device.

For example, on some devices the Options icon/menu may be called Settings, etc.

**IMPORTANT:** RIM introduced a new class of BlackBerry devices in September 2010 that utilize touch-screen navigation via their new BlackBerry 6.0 Operating System. These devices include the Torch, several of the updates to the 9300 Series, plus many additional future models. The instructions that follow provide guidance for both the “Classic” BlackBerry 5.0 devices that are click-wheel/trackball navigation devices, and are followed by instruction for the BlackBerry 6.0 and newer touch-screen navigation devices.

The menu structures/options are quite different on the newer touch-screen 6.0 devices from the Classic BlackBerry models. You will need to determine which type of BlackBerry device you own (Classic or Touch-Screen/6.0) in order to determine which set of instructions to follow for the Enterprise Activation.
BlackBerry Enterprise (BES) Activation

After the BES service has been ordered for your mailbox, you will receive a “Welcome to BlackBerry” email with instructions for connecting their mailbox to the BES server via the BlackBerry Enterprise Activation, which is to be performed on the BlackBerry handheld device itself. Make sure you have the BES data plan activated on your wireless account before performing the BlackBerry Enterprise Activation. BES service transmits more data—email plus Contact, Calendar, Notes and Tasks (CCNT)—and is therefore a distinct data plan separate from the carrier’s default BIS data plan. Contact your wireless provider to insure that you are enabled with the BES data plan if you are having issues with BlackBerry Enterprise Activation.

NOTE: If you are coming from Exchange and currently connect to BES (BlackBerry Enterprise Server) with a current Exchange Solution, prior to the activation to the new BES you will be required to wipe your BlackBerry device. We recommend before performing this action that you utilize your Desktop Manager software and backup your information. Additionally, you will need to ensure you have the Enterprise Data plan through your Wireless Carrier prior to attempting to activate to the BlackBerry Enterprise Server.

“Classic” BlackBerry Handhelds – BlackBerry 5.0 and Earlier

1. From your Home screen select the Options icon/menu (Icons may be different depending on theme—in this example Options is a wrench icon)

2. Select Advanced Options, then on the next menu select Enterprise Activation

3. Enter your email address and the password provided by your administrator, then select and press Activate to begin the Enterprise Activation.
After entering in the email and password, push in your track wheel and select “Activate.” The device will display:

- “Activating…” for one to five minutes before displaying
- “Verifying encryption. Encryption verified. Waiting for services…”

Activation typically takes from 30 minutes to one hour depending on what services and information the device needs to sync. You will note that the screen fills with the services being downloaded. The activation IS NOT complete when it displays that the email address has been activated (typically within the first few minutes). The device will display **100% Activated** when the BES Enterprise Activation is complete.

4. Access your Messages, Contacts, Calendar, etc. to review that your mailbox data has been synched to the BlackBerry device.

**IMPORTANT NOTE:** Email MUST be flowing to your Exchange mailbox in order to complete the Enterprise Activation, since the process uses email to kick off the activation.

- The device PIN is sent via email to the email address entered in Step 3 above.
- This email is sent to the Exchange mailbox and replicated on the BES server. The password entered in step 3 above must match the password entered on the BES.
- If your mailbox is full, if MX Records are not pointing correctly, or if there is any other reason that email is not reaching your mailbox, the BES Enterprise Activation will fail.
BlackBerry 6.0 Enterprise Activation – Option 1: Search

The new BB6.0 OS utilizes the SEARCH feature extensively. Simply enter the term "enterprise activation" in the Search field to locate the Enterprise Activation feature to begin the connection to your Exchange mailbox.

1. Click on the Search icon in the upper right corner of the Home screen | Enter the term enterprise activation in the Search box and click [Enter]. The icon associated with your search term is highlighted. Select this icon to start the Enterprise Activation.

2. Select the Enterprise Activation instruction | The Enterprise Activation screen is displayed. In the boxes provided enter your email address and the EA activation password provided via email or by your IT Admin or Support Tech and select the [Activate] button.
After entering in the email and password, push in your track wheel and select “Activate.” The device will display:

- “Activating…” for one to five minutes before displaying
- “Verifying encryption. Encryption verified. Waiting for services…”

Activation typically takes from 30 minutes to one hour depending on what services and information the device needs to sync. You will note that the screen fills with the services being downloaded. The activation IS NOT complete when it displays that the email address has been activated (typically within the first few minutes). The device will display 100% Activated when the BES Enterprise Activation is complete.

3. Access your Messages, Contacts, Calendar, etc. to review that your mailbox data has been synched to the BlackBerry device.

**BlackBerry 6.0 Enterprise Activation – Option 2: EA Menus**

The details associated with the Enterprise Activation using the manual selection of menus/icons are the same as above. Perform the steps shown in the following screen shots.

EA Menus: 1) **All**, 2) **Setup**, 3) **Email Accounts**, 4) **Enterprise Account**, 5) Enter your email address & EA password, 6) [Activate]
1) Open BlackBerry device.
2) Navigate to the "Setup" option.
3) Select the feature you want to set up.
4) Choose the "Enterprise Account" option.
5) & 6) Enter the details for your enterprise account and activation password.
Troubleshooting BES Activations

If you are having difficulty getting your BlackBerry device to connect and communicate with your Exchange mailbox using the Enterprise Activation, do the following as standard steps for troubleshooting:

1. Contact your IT Admin to make sure that your mailbox has been enabled to communicate using BlackBerry Enterprise Service (BES). If your mailbox has not been enabled for BlackBerry Services from the ARS Control Panel, the activation of the mobile device will fail.
   - Determine if the User has been setup for BES activation: Hosting | Exchange | BlackBerry Accounts
   - Make sure the User has BlackBerry activated and note the EA password
   - Optionally, if no BlackBerry resources are available, contact Support for help.

2. Make sure your wireless carrier has enabled your account with a BlackBerry Enterprise (BES) data plan. The phone carriers provide BIS data by default to their BlackBerry customers and therefore often do not properly setup the BES plan for Enterprise customers. Phone carrier customer support is notorious for not understanding the difference between BIS and BES; you may have to be very persistent/insistent that they fully check for the BES plan on your account.
   - Check on your device to make sure that you have entries in the Host Routing Table (Options | Advanced Options | Host Routing Table).
   - You should have several entries in the table with the name of your wireless provider. If no entries are present then your account is not activated with a BES data plan.

3. Make sure that your mobile device is online and has a strong data signal. The device can have either a wireless or a data connection from your wireless carrier (3G, etc.), but at least one of the online services must be active in order to setup the device.

4. Double-check the data entry of your email and enterprise activation PIN/password when setting up your device. It is easy to mis-type one of these inputs, which will cause the configuration to fail.
Wiping a BlackBerry Device

It is not uncommon for companies to “swap” their BlackBerry devices between employees. Additionally, it is not uncommon for an employee’s BlackBerry to stop communicating with the BES server. In either case, a “security wipe” may be required prior to re-connecting the BlackBerry device to an Exchange mailbox using the BlackBerry Enterprise Activation procedure.

**NOTE:** Do NOT “wipe” your device if you are not sure what you are doing, since this will erase all of the data on your BlackBerry device. If you have questions related to wiping your BlackBerry device, please call our support team.

“Classic” BlackBerry Handhelds – BlackBerry 5.0 and Earlier

To perform a security wipe on your BlackBerry device, do the following:

1. From your Home screen locate **Options.** Select **Security Options.**

2. Select **General Settings.** From the General Settings screen, press in the track-wheel and select **Wipe Handheld** from the drop-down menu.

3. Newer devices will provide a prompt to also clear any Third Party applications. It is up to you to decide if you would like those wiped as well. Type the word “blackberry” to confirm the wipe and then press in the track wheel to begin the process.
4. The wiping process can take up to 5 minutes; the device will reboot during the process. Once it has completed and the device has fully booted, you will be presented with the Set-Up Wizard. Obtain an Enterprise Activation password from your Admin, and then follow the BlackBerry Enterprise Activation procedures to re-connect the device to the BES server.
BlackBerry 6.0 Security Wipe – Option 1: Search

The new BB6.0 OS utilizes the SEARCH feature extensively. Simply enter the term "security wipe" in the Search field to locate the Enterprise Activation feature to begin the connection to your Exchange mailbox.

1. Click on the Search icon in the upper right corner of the Home screen | Enter the term Security wipe in the Search box and click [Enter]. The icon associated with your search term is highlighted. Select this icon to start the Enterprise Activation.

2. Select the Security Wipe instruction | The Security Wipe screen is displayed. The warnings associated with the Security Wipe are displayed. In the bottom of the screen type the word blackberry to verify that you want to implement the Security Wipe. Select the [Wipe] button.
3. The wiping process can take up to 5 minutes and the device will reboot during the process. Once it has completed and the device has fully booted you will be presented with the Set-Up Wizard. Obtain an Enterprise Activation password from your Admin, and then follow the BlackBerry Enterprise Activation procedures to reconnect the device to the BES server.

**BlackBerry 6.0 Security Wipe – Option 2: Menus**
The details associated with the Security Wipe using the manual selection of menus/icons are the same as above. Do the following (Screen shots follow)

Security Wipe Menus: 1) **All**  2) **Options**  3) **Security**  4) **Security Wipe**  5) Review the warning messages. To proceed with the security wipe type the word **blackberry**  6) **[Wipe]**