

Setting up BlackBerry Enterprise



Use these instructions **ONLY** if you have purchased the BlackBerry Enterprise Service add-on for your Exchange 2010 mailbox

The setup process for Enterprise Activation is fully automated and requires a small number of steps as follows:

On your device press the BlackBerry Button.

Select the Settings option

Select Advanced Settings

Select Enterprise Activation (if this is not visible refer to your mobile provider)

Enter your e-mail address and the activation password given to you.

Select **ACTIVATE**

Your BlackBerry will then connect to our server and after a short wait will become operational.

**** IMPORTANT ****

Please note that a BlackBerry tariff must be active with your mobile network provider for this to work, without that the device is denied access; by the mobile provider, to the RIM network making a connection to our service impossible.

Please refer to your mobile network provider if you do not have a suitable BlackBerry tariff.

During activation an e-mail will be sent from the device to the address entered during activation via the mobile provider's standard mail service. If the MX records for this address do not point to our servers as detailed below and/ or there is no forwarding in place to get the mail from the servers listed in the MX records to our servers and then into the Exchange mailbox being accessed then the activation will fail.

The activation password will remain valid for 48 hours from the time of account setup.