

BlackBerry Smartphone Configuration Quick Start Guide

BlackBerry® Edition

The MDAemon® Messaging Server, BlackBerry® Edition, features built-in support for BlackBerry smartphones, including push email, and synchronization of your calendar, contacts, tasks, and notes. IT policies allow you to maintain control over device behavior and various security settings. This document will assist you in configuring your BlackBerry smartphone with MDAemon Messaging Server, BlackBerry Edition.

MDAemon Administrator - Instructions

Enable BlackBerry Smartphone Configuration

- Go to Setup | BlackBerry Device Management. Make sure “Status” is selected under the “BlackBerry Enterprise Server” section in the left-hand navigation menu, and then check the box “Enable BlackBerry Enterprise Server.” Then, click “Apply” and “Ok.” [Figure 1-1]
- Navigate to the account you wish to enable for the BlackBerry Enterprise data plan by going to Accounts – Edit Account. Double-click on the account that you wish to allow to activate a device. [Figure 1-2]
- Select “BlackBerry Enterprise Server” in the left-hand navigation menu. Then check the box “Enable BlackBerry device synchronization.” [Figure 1-3]
- Click “Apply” and “Ok” to finish the Setup.

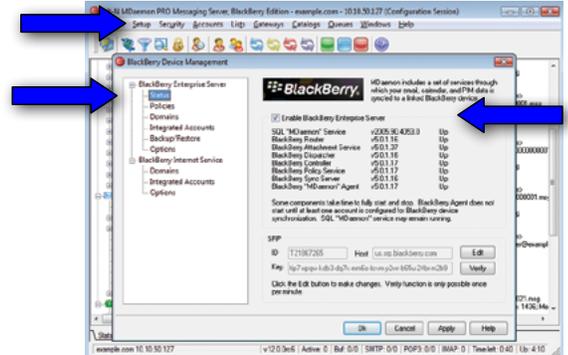


Figure 1-1

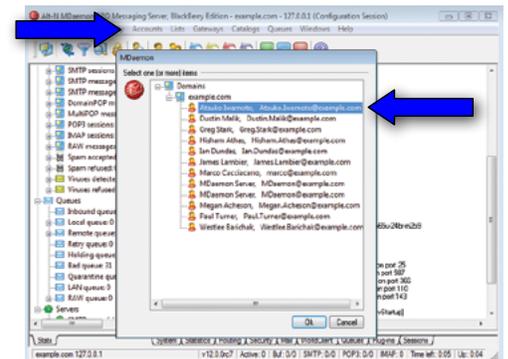


Figure 1-2

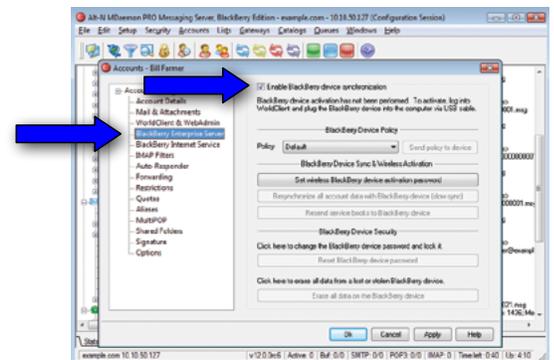


Figure 1-3



Note: Data Plan Required.



Note: For device configuration instructions, please see End-User instructions on the following page.

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End User - Instructions



Depending on the device and operating system installed, activation may delete all data on the device, restoring it to its default settings before synchronizing it with MDAemon/WorldClient. For this reason, before activating the device, the user should use BlackBerry Desktop Manager or some other means to backup or export any data that he or she does not wish to lose.

After a device is activated, it may have various functionality changes or operating differences when compared to its state prior to activation. The degree of difference depends on the device, OS, policy used, and whether or not it was previously activated on a different personal BlackBerry data plan or BlackBerry enterprise data plan.

Preparing your BlackBerry device

In order to avoid duplicate entries on the BlackBerry device, it is recommended that you perform the following steps after making a complete backup and before activating your device.

- A. Disable or remove any third-party sync clients (such as a SyncML client) currently in use to synchronize data with the MDAemon account. Third-party SyncML clients may include SyncJE®, Funambol®, or Synthesis®, among others.
- B. If the device is configured to send and receive email using your personal data plan via your carrier, then go to the device's email setup and remove that account.
- C. If there are any existing calendar entries on the device, you must either wipe the device or reset the calendar. Otherwise, existing calendar data on the MDAemon server may not be sent to the device. Always backup your device data before doing this. **Note:** *if you choose to reset the calendar rather than wipe the device, then the reset may be performed after activation. Instructions for resetting calendar data can be found here: <http://www.blackberry.com/btsc/KB15139>*



Failure to ensure that Steps A and B above are completed may result in duplicates of email, calendar entries, or other PIM data on the device.

Option 1 - Activating using a USB Cable

You can activate your BlackBerry device with MDAemon's BlackBerry integration features through MDAemon's WorldClient webmail using a USB cable.



Internet Explorer 6.0 or later is required for wired (USB) activation.

- A. Log into WorldClient. If you are not sure which URL to enter, see your MDAemon administrator.
- B. Click on “Options” (bottom left of screen when using the Lookout Theme).
- C. Click on “BlackBerry Management” in the left-hand navigation menu.



When accessed for the first time, the “BlackBerry Management” screen will need to download and use an ActiveX tool. You may see this or another similarly worded warning displayed by your browser: “This website wants to install the following add-on: ‘RIMWebComponents.cab’ from ‘Research In Motion.’ If you trust the website and the add-on and want to install it, click here...” Follow your browser’s instructions in order to enable download, installation, and use of this tool. You may also need to add your WorldClient URL to Internet Explorer’s Trusted Sites list.

- D. Plug your BlackBerry into the computer. You will see the “BlackBerry Activation” window showing the device type and PIN.
- E. Click on “Activate Device.”



Once activation has been completed, MDAemon will push down existing email, calendar events, contacts, tasks, and notes to the BlackBerry. From this point on, the BlackBerry and the MDAemon account data will be synchronized.

Option 2 – Wireless Activation

- A. Delete all device data using the security options on the BlackBerry device. For more information about using the security options on the device, see the user guide for the appropriate device model.
- B. Make sure that all wireless network connections on the device are turned off.
- C. Complete the activation process by performing the following actions:
 1. On the device, select Enterprise Activation. Depending on the BlackBerry Device Software version running on the device, you can find the Enterprise Activation option in the Options, Advanced Options or Advanced System Settings menu.
 2. When prompted, select Turn Radio On.
 3. In the Email field, type your email address.
 4. In the Activation password field, type your activation password.
 5. Press the Menu key.
 6. Select Activate.



After you finish: If the activation process does not complete, repeat steps 1 to 3. If you do not delete all device data, you will not see the Enterprise Activation option on the device.