

BlackBerry Configuration for Personal BlackBerry Data Plans - Quick Start Guide

For MDAemon Pro users, BlackBerry features such as push email and contact sync are available with a personal BlackBerry Internet Service data plan from your cellular provider. It allows you to check your MDAemon email account for new messages and deliver them directly to your phone. This guide will help you synchronize your BlackBerry device with your MDAemon email and contacts using the BlackBerry Internet Service. For calendar synchronization, the Funambol SyncML client is recommended. Instructions for configuring Funambol to retrieve your MDAemon calendar data can be found here: <http://www.altn.com/Support/KnowledgeBase/KnowledgeBaseResults/?Number=KBA-02219>

MDaemon Administrator - Instructions

Configuring MDAemon for integration with the Internet-enabled BlackBerry data plan

- A. Go to Setup | BlackBerry Device Management. Click on “BlackBerry Internet Service” and then check the box “Enable BlackBerry Internet Service integration.”
- B. In the drop-down menu, select the domain for which you wish to enable integration with the internet enabled BlackBerry data plan. Your primary domain will be listed by default.



BlackBerry Internet Service servers currently do not support making SMTP connections to mail servers using self-signed certificates, or certificates generated by the same application that later provides it as verification of their security.

If your MDAemon server is setup to allow incoming SSL/TLS connections, or has the dedicated SSL SMTP ports enabled, with a self-signed SSL certificate, this may cause the connection from the BlackBerry Internet Service server to either error out, or get ‘stuck,’ trying to send MDAemon messages your BlackBerry users are sending out from their BlackBerry devices. To resolve this, contact a third-party certificate authority like GoDaddy, VeriSign, Comodo, or another to purchase an SSL certificate and install it into the Windows certificate store, and then select it in MDAemon.

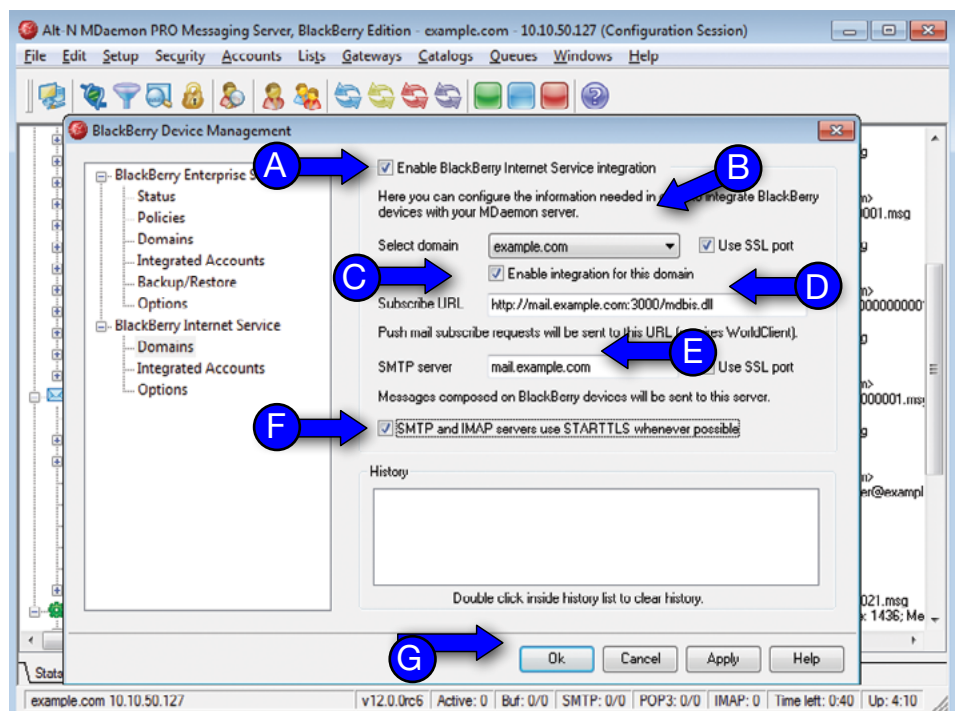
- C. Check the box “Enable integration for this domain.”
- D. Verify the Subscribe URL. It should reflect your WorldClient host name, followed by /mdbis.dll. For example: `http://mail.example.com:3000/mdbis.dll`.
- E. Enter your MDAemon server’s host name or IP address in the “SMTP server” field.
- F. Check the box “SMTP and IMAP servers use STARTTLS whenever possible” to allow an encrypted connection via STARTTLS when available (not supported when using self-signed certificate).



If this box is grayed out, then go to Security | Security Settings. Click on “MDaemon” under “SSL & TLS.” Then, check the box, “Enable the dedicated SSL ports for SMTP, IMAP, POP3 servers.”

Note: BlackBerry Internet Service data plan is required. Contact your cellular provider for details.

- G. Click “Apply” and “Ok.” BlackBerry Internet Service is now enabled and configured on your MDAemon server.



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End User - Instructions

If you have a BlackBerry Internet Service profile with your mobile provider, you can link your MDAemon email account to your BlackBerry Internet Service profile, and then synchronize your MDAemon email messages and contacts with your BlackBerry device. The following steps can be performed either on your BlackBerry device or via the wireless service provider's BlackBerry Internet Service website.



You must already have a BlackBerry Internet Service profile setup with your mobile provider before you can perform any of the following steps.

Option 1 - Configuring your BlackBerry Internet Service account on your BlackBerry smartphone



The following steps can be taken to create a BlackBerry Internet Service profile on your BlackBerry device, and synchronize your email and contacts. Instructions may vary depending on the model of BlackBerry you are using. You can find instructions for your particular device by clicking on "Set up Email" on the following website.

<http://na.blackberry.com/eng/support/blackberry101/setup.jsp>

- A. Select the Setup folder on your BlackBerry device and Launch the Setup Wizard.

[Figure 1-2]

- B. Select "Email Setup," and press the trackball or submit button, depending on the specific BlackBerry device you are using.
- C. Make sure "I want to create or add an email address" is selected, then select "Next" to continue.
- D. Select "Next" to open the BlackBerry Internet Service setup application.
- E. Enter your BlackBerry Internet Service username and password, and then select "Log In" to continue.
- F. Select "Other" in the Email Setup menu.
- G. Enter your email address and password, and then select "Next" to continue.
- H. You will then see a screen indicating that you have successfully added your email address to your device.

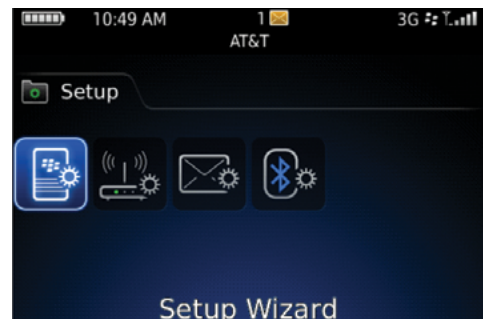


Figure 1-2

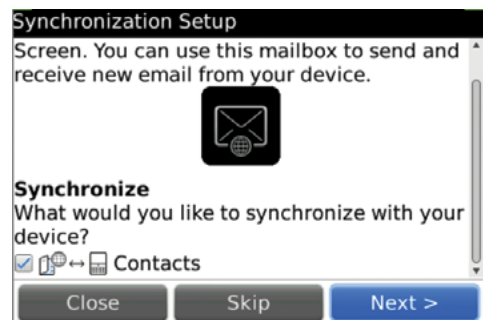


Figure 2-2

- I. Scroll down slightly on the above screen and place a check in the box to indicate that you would like to synchronize your contacts. Then, select "Next" to continue. [Figure 2-2]
- J. Select "Ok" on the screen indicating that activation is in progress.
- K. After activation finishes, your email address will appear in the Email Accounts list. You will then receive a confirmation message indicating that you have successfully added your email account to your BlackBerry device.

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Option 2 - Configuring your BlackBerry Internet Service account on your carrier's website



Important: Once the subscriber logs in to the BlackBerry Internet Service website using a browser on a computer, the Automatic login feature will no longer work on the BlackBerry smartphone and subscribers must specify the BlackBerry Internet Service user name and password each time to manage their accounts. This is by design.

The following steps can be taken to create a BlackBerry Internet Service profile on your carrier's website, and synchronize your email and contacts:

- A. Navigate to the BlackBerry Internet Service site for your specific mobile provider, and then click on "Create New Account."
- B. Check the box to indicate that you have read the Legal Terms and Conditions, and then click on "I Agree." Select "Enterprise Activation," then press the trackball.
- C. Enter your device PIN and IMEI information. There are three ways to find your device PIN and IMEI:
 1. On your device, in the device options, click Status.
 2. Search for the PIN and IMEI information on the outside of the box that your device came in.
 3. Turn off the device and remove the battery. Search for the sticker with the PIN and IMEI information.
- D. Select "Add an existing email account," and enter your email address and password in the blanks provided. Then, click on "Next" to continue.



A new icon will appear on your BlackBerry device, indicating that you have successfully added your email address.

- E. Check the box to indicate that you would like to synchronize your contacts, and then click "Next" to continue.
- F. You will see a screen indicating that security activation is required on the BlackBerry device to begin contacts synchronization. Click "Ok".
- G. On your BlackBerry device, Select the Setup folder on your BlackBerry device and launch Personal Email Setup. [Figure 1-3]
- H. Enter your BlackBerry Internet Service username and password, and then select "Log In."
- I. Enter the password for the selected email account, and then select "Synchronize."
- J. On the following screen, select "Synchronize" again to begin synchronizing your contacts.
- K. Once synchronization has completed, you will be able to receive your MDAemon email and view your MDAemon contacts on your mobile device.

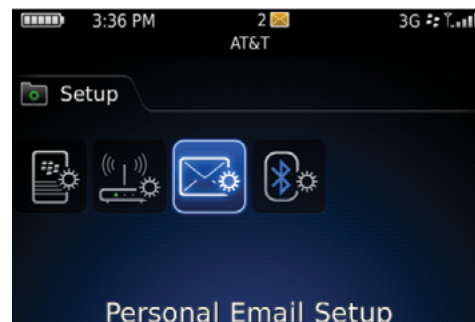


Figure 1-3



The amount of time it takes to synchronize your contacts may vary. In most cases, it should only take a few minutes.