

GETTING STARTED: BlackBerry Enterprise (BES)

Welcome to MailStreet®! This PDF contains instruction for connecting your BlackBerry handheld device to your MailStreet Exchange mailbox using the BlackBerry Enterprise Server (BES) which synchronizes all of your Outlook folders between Exchange and your BES device.

MailStreet Client Support Services

Contact Technical Support

Toll-free technical support is available to all hosted Exchange 2007 administrators:

866.461.0851 (US/Canada)

International callers, please dial:

281.733.2644

Send email to:

ClientSupport@MailStreet.com

Billing Contact

Call **866.461.0851** between 9 AM and 5 PM (Eastern Time)

Send email to:

msbilling@MailStreet.com

How to Setup BlackBerry (BES)

Follow this guide to quickly setup your Windows Mobile Six (WM6), Apple iPhone 3.0, or other ActiveSync enabled device to your MailStreet Exchange mailbox.

IMPORTANT: You **MUST** have the BES data plan (not BIS) activated on your account with your wireless provider in order to connect your BlackBerry device to Exchange with full synchronization. Additionally, email must be flowing to your mailbox in order to activate the device using the Enterprise Activation procedures outlined in this guide.

Admin Console Guides

Company administrators (typically the technical and/or billing contact for your account) may access the Admin Console to manage your mailbox size, email aliases, forwarding, add and remove mailboxes, change display names, change passwords & user logins, etc.

- [MailStreet Admin Guide Exchange.pdf \(115 Pages\)](#): This guide provides the detailed instruction needed to perform administrative functions for managing your MailStreet Exchange account.
- [MailStreet Quick Reference Guide Exchange.pdf \(3 Pages\)](#): This guide provides quick reference to menu navigation and a summary overview of the features found in the Exchange Admin Console.
- [Hosted CP End User Guide.pdf \(11 Pages\)](#): This guide provides the detailed instruction of end-user (non-Admins) access to the Hosting Control Panel so that end-users may manage their email aliases, passwords, etc.

Outlook 2007 – Features – How-To Guide

Click on the link to open a 52-page PDF Document:

[MailStreet Outlook2007 Features HowToGuide.PDF](#) for instruction on Outlook 2007's most used and useful features.

Other Support Resources

Both account Administrators and End Users should be able to access the **Help & Support** menu option/link from the Hosting Control Panel. The Help & Support page provides a number of links to other support resources such as PDFs and video tutorials as customer self-help options.

GETTING STARTED: BlackBerry

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:

- 1) **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.
- 2) **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 by MailStreet to Exchange users and it requires that the BES data plan be turned on for your cellular account by your wireless carrier.

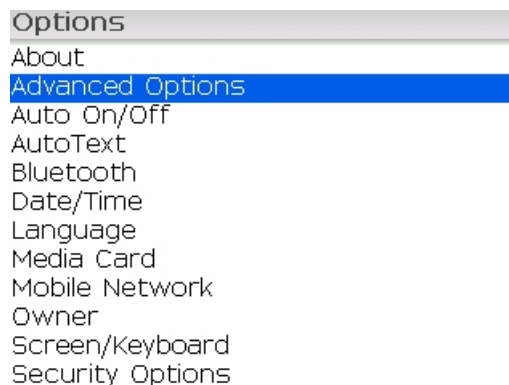
BLACKBERRY ENTERPRISE ACTIVATION

After the BES service has been ordered for a User's mailbox, the User 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 CCNT—and is therefore a distinct data plan separate from the carrier's default BIS data plan. Contact your wireless provider to insure you are enabled with the BES data plan if you are having issues with BlackBerry Enterprise Activation.

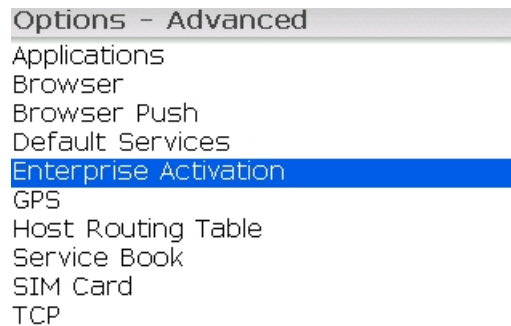
1. From your Home screen select "Options" (Icons may be different depending on theme)



2. Select "Advanced Options"



3. Select "Enterprise Activation"



4. Enter your email address and the password provided by your administrator



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.

5. 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 the User's Exchange mailbox in order to complete the Enterprise Activation as the process uses email to kick off the activation:

- The device PIN is sent to the email address entered in step 4 above via email
- This email is sent to the Exchange mailbox and replicated on the BES server. The password entered in step 4 above must match the password entered on the BES.
- If your mailbox is full, MX Records not pointing correctly, any other reason that email is not reaching your mailbox, the BES Enterprise Activation will 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.

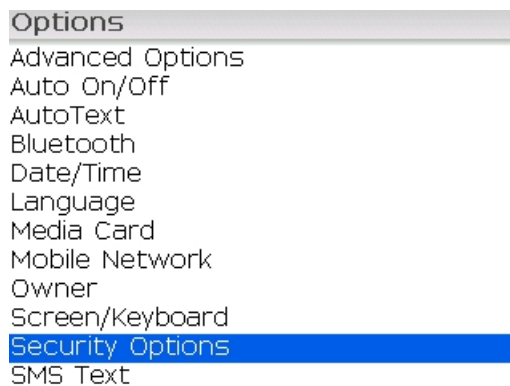
NOTE: Do NOT “wipe” your device if you are not sure what you are doing as this will erase all of the data on your BlackBerry device. If you have questions related to wiping your BlackBerry device please call our support team.

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

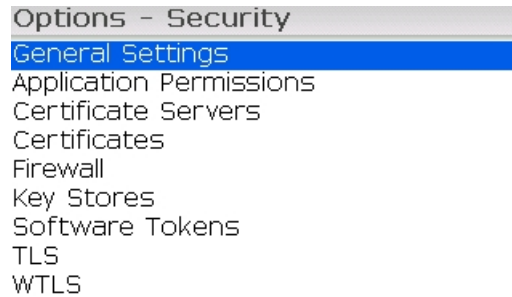
1. From your Home screen locate “Options”



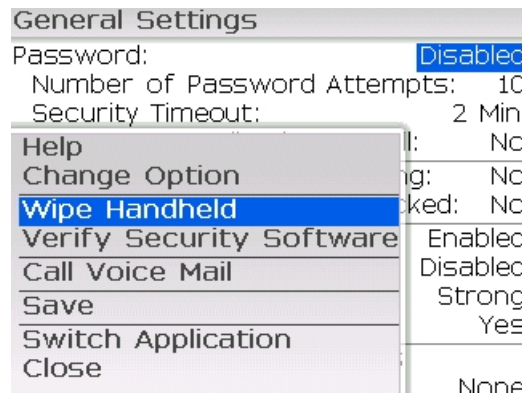
2. Select “Security Options”



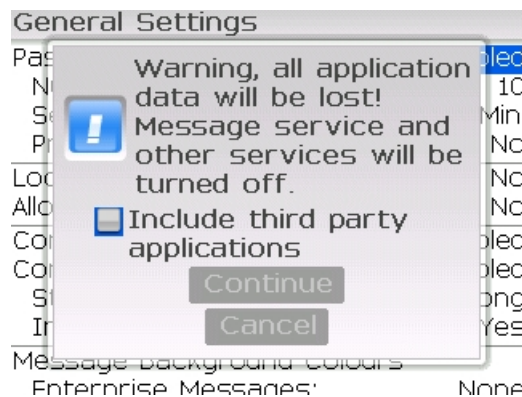
3. Select "General Settings"



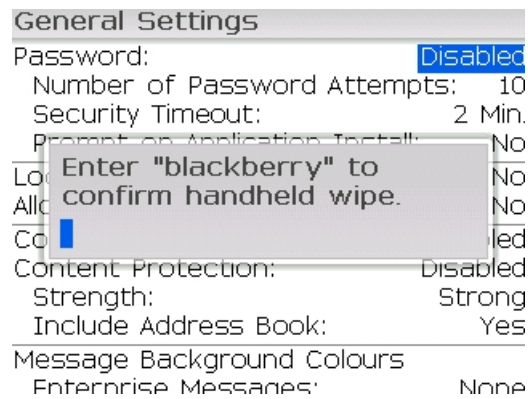
4. From the General Settings screen press in the trackwheel and select "Wipe Handheld"



5. It may prompt you to also clear any Third Party applications. It is up to you to decide if you would like those wiped as well.



6. Type in "blackberry" to confirm the wipe and then press in the track wheel to begin the process.



7. 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 re-connect the device to the BES server.