



Blackberry BES Service for Hosted Exchange Account Configuration

Thank you for choosing Erado for your Exchange hosting needs. This document is designed to assist you in setting up BES service for Exchange Integration with your new Exchange account.

All New Blackberry Service configurations require a complete data wipe of your device.

Total estimated time to complete all steps, 15 minutes to two (2) hours.

"Wipe" your handheld.

NOTE: Any changes made on the handheld that have not been synched to your Outlook client will be lost. If you have unsynchronized data that you would like to keep (i.e., address book, pictures, applications, etc.) please backup your files with BlackBerry Desktop Manager **BEFORE** conducting the wipe.

To erase all the data on your BlackBerry device, complete the following steps.

1. Go to **Options**.
2. Select **Security Options**.
 3. Select **General Settings**.
4. Click the **Menu** key.
5. Select **Wipe Handheld**.
6. Click **Continue**.
7. Type "**BlackBerry**" to confirm the wipe.
8. All the data on the BlackBerry device is erased.
- 9.
2. Close any Microsoft Outlook clients that you currently have open.
3. Make sure that you have a strong signal on the handheld by going to **Settings > Options > Status > Signal**. For a successful activation, it should be between 0 and -90. If not, please find a location which is between 0 and -90.
4. From the device, click [**Settings**] > **Options > Advanced Options > Enterprise Activation**

NOTE: If you do not see the Enterprise Activation option on your device, contact your carrier and verify you are on the correct data plan. They may need to "resend your service books" to make this option available.

5. Enter the following information:
 1. E-mail Address: **username@domain.com**
 2. Password: **cat**
 3. Activation Server Address: **if prompted leave blank**
6. Click the Menu button.
7. Select **Activate**.
8. The device will respond with "**Verifying encryption keys...**" then it will begin the process of enterprise activation.

At this time your BlackBerry should be in the process of enterprise activation. This may take up to two (2) hours depending on the size of your mailbox and signal strength.

If your Blackberry BES service is from your wireless carrier please contact their tech support for further assistance.