

BlackBerry update instructions

For use day after Outlook e-mail upgrade

BlackBerry users*, see instructions below for updating your BlackBerry following your Outlook upgrade so you can access e-mail from your device. Three main steps are required – 1) preparing your BlackBerry, 2) wiping (clearing) your BlackBerry, and 3) reactivating your BlackBerry.

About this guide

***Who should use it**

- Users of state-issued BlackBerry devices who work at remote sites
- Users of state-issued BlackBerry devices who work at a main site but who cannot have the needed updates made by the onsite BlackBerry support personnel.

Staff at main sites should go to your location's BlackBerry support staff (details on their location will be provided on the date of the Outlook upgrade). You can drop off your BlackBerry with them for updates and arrange a time to pick it up.

When to use it

Follow these instructions *the day after your Outlook e-mail upgrade*. You will receive e-mail notices ahead of your scheduled e-mail system change.

How long will it take?

Completing these steps can take up to 30 minutes. During that time, only the phone features of your BlackBerry will work.

Getting help

Please call the GETS Consolidated Service Desk at 877-GTA-3233 for help, and state that your Outlook e-mail software has been updated. Ask for help from the IBM BlackBerry support team.

Before you begin

1) Call the GETS Consolidated Service Desk at 877-GTA-3233 and request a BlackBerry activation password. The agent will route a request to the IBM BlackBerry support team, who will call you to assist.

2) Confirm that your updated Outlook e-mail software is functioning properly on your computer. Refer to materials e-mailed to you just before your e-mail upgrade.

BlackBerry update instructions

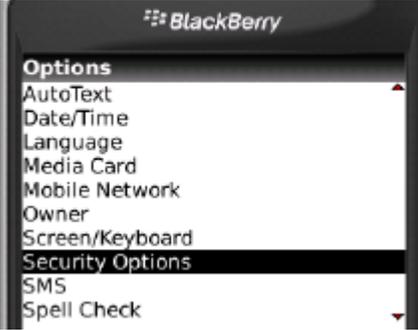
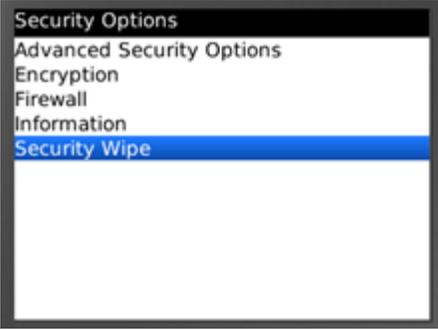
1 *Prepare your BlackBerry*

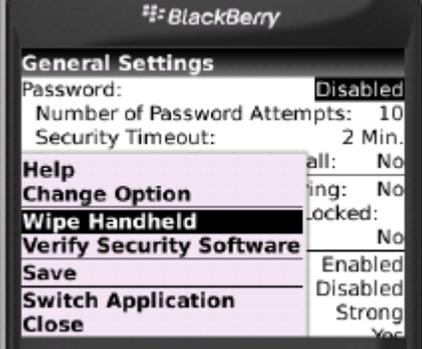
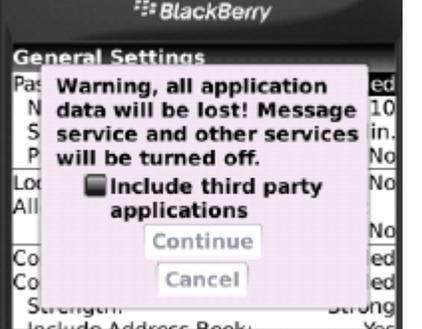
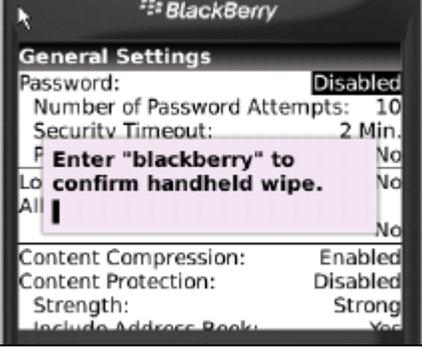
- a. Ensure your BlackBerry is charged.
- b. Ensure your BlackBerry's phone service via your wireless provider is turned on. (See user's manual, if needed.)
- c. Ensure your BlackBerry has the proper network connection. (You should see GPRS, 1X, 1XEV, 3G or EDGE network status indicators on the home screen.)
- d. Ensure your BlackBerry is not connected to your PC via a USB sync cable.

2 *Wipe (clear) your BlackBerry*

Follow the instructions below based on your BlackBerry's version:

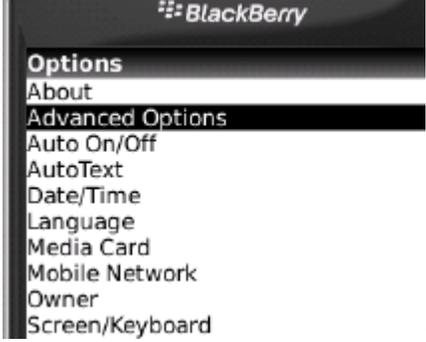
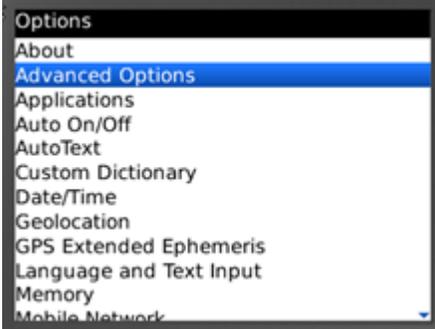
BlackBerry Version 4.5 (and older)	BlackBerry Version 5.0	BlackBerry Versions 6.x & 7.x
<p>Select Options</p> 	<p>Select Options</p> 	<p>Select Options</p> 
<p>Select Security Options</p>	<p>Select Security Options Highlight and Select Security Wipe</p>	<p>Select Security</p>

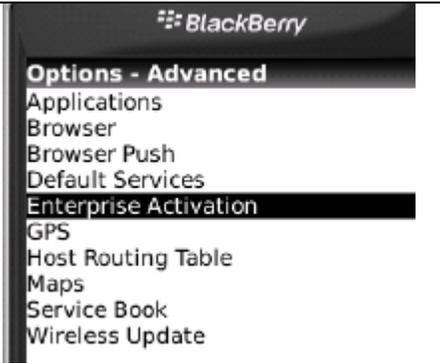
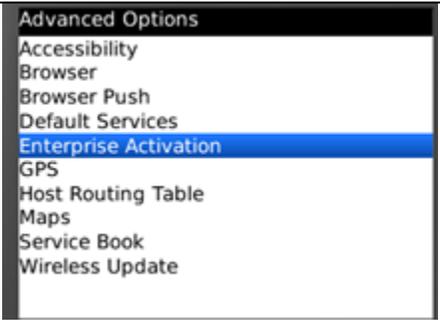
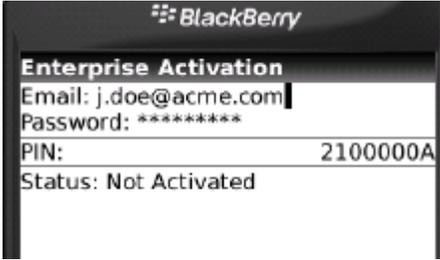
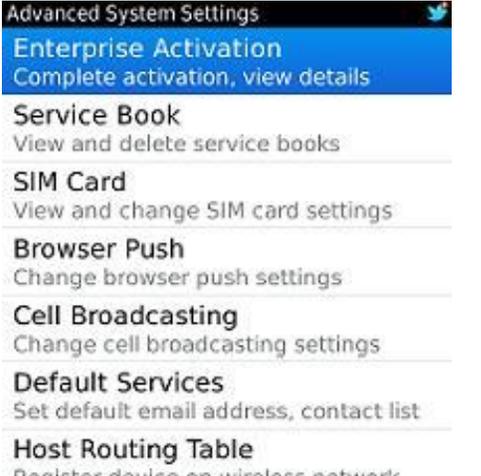
 <p>Options AutoText Date/Time Language Media Card Mobile Network Owner Screen/Keyboard Security Options SMS Spell Check</p>	 <p>Security Options Advanced Security Options Encryption Firewall Information Security Wipe</p>	 <p>Options Search Sounds and Ring Tones Networks and Connections Display Typing and Language Device Call Management Security Accessibility</p>
<p>Select General Settings</p>  <p>Options - Security General Settings Application Permissions Certificate Servers Certificates Firewall Key Stores Memory Cleaning Software Tokens TLS WTLS</p>	<p>Ensure Emails, Contacts etc. is selected Ensure Media Card is NOT selected Type blackberry into the input box</p>  <p>Security Wipe Select the data which you would like to wipe: <input checked="" type="checkbox"/> Emails, Contacts, etc. <input type="checkbox"/> Media Card Enter "blackberry" to confirm device wipe:</p>	<p>Select Security Wipe</p>  <p>Security Password Encryption Smart Card Firewall Security Wipe Security Status Information Advanced Security Settings</p>
<p>Press the MENU key and select Wipe Handheld</p>	<p>Click on the WIPE button</p>	<p>Enter blackberry and the select Wipe Data button</p>

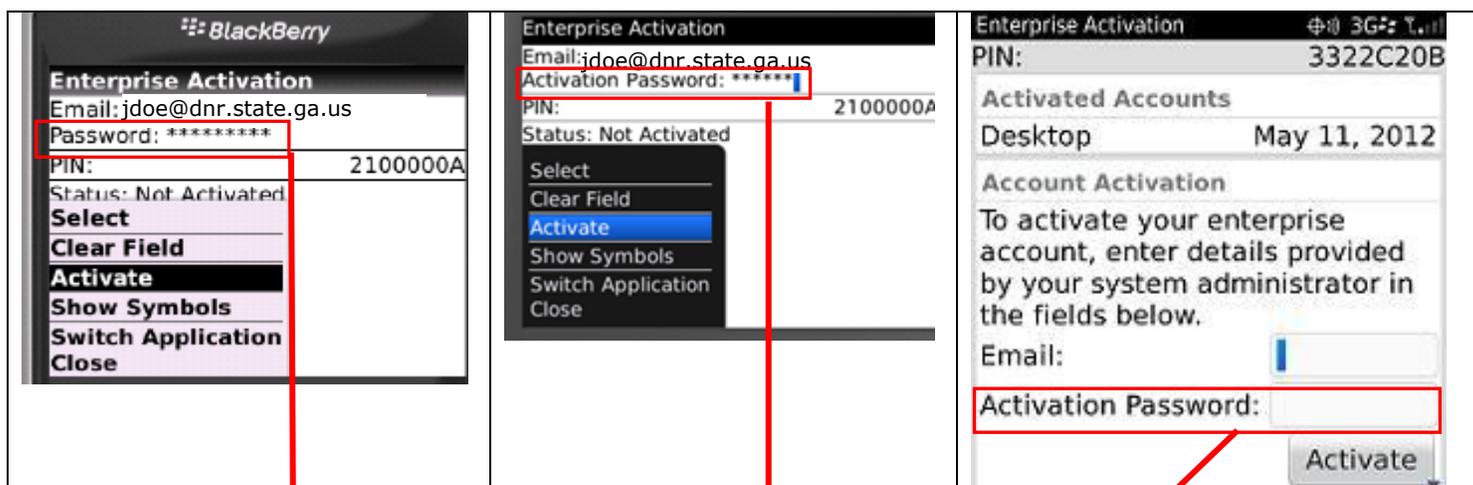
 <p>BlackBerry General Settings Password: Disabled Number of Password Attempts: 10 Security Timeout: 2 Min. Help Change Option Wipe Handheld Verify Security Software Save Switch Application Close</p>		 <p>Security Wipe Select Data for Wiping <input checked="" type="checkbox"/> Emails, Contacts, etc. All application data will be lost! You will not be able to send or receive email on this device after you wipe it. <input type="checkbox"/> User Installed Applications All applications that you have loaded will be removed from your device. <input type="checkbox"/> Media Card Confirmation Enter "blackberry" to confirm wipe: <input type="text"/> <input type="button" value="Wipe Data"/></p>
 <p>BlackBerry Warning, all application data will be lost! Message service and other services will be turned off. <input type="checkbox"/> Include third party applications <input type="button" value="Continue"/> <input type="button" value="Cancel"/></p>		
 <p>BlackBerry General Settings Password: Disabled Number of Password Attempts: 10 Security Timeout: 2 Min. Enter "blackberry" to confirm handheld wipe. <input type="text"/> Content Compression: Enabled Content Protection: Disabled Strength: Strong Include Address Book: Yes</p>		

3 Reactivate your BlackBerry

- a. From the BlackBerry home screen select the "Enterprise Activation" icon. If you do not see this icon, go to "Options" and then select "Advanced Options" and finally "Enterprise Activation."
- b. Follow the instructions below based on your BlackBerry's version:

BlackBerry Version 4.5 (and older)	BlackBerry Version 5.0	BlackBerry Versions 6.x & 7.x
<p>Select Options</p> 	<p>Select Options</p> 	<p>Select Options</p> 
<p>Select Advanced Options</p> 	<p>Select Advanced Options</p> 	<p>Select Device</p> 
<p>Select Enterprise Activation</p>	<p>Select Enterprise Activation</p>	<p>Select Advanced System Settings</p>

 <p>Options - Advanced Applications Browser Browser Push Default Services Enterprise Activation GPS Host Routing Table Maps Service Book Wireless Update</p>	 <p>Advanced Options Accessibility Browser Browser Push Default Services Enterprise Activation GPS Host Routing Table Maps Service Book Wireless Update</p>	 <p>Device BlackBerry ID Payment and Billing Search Location Settings Maps Smart Accessories Software Updates Storage Application Management About Device Versions Advanced System Settings Enterprise activation, service book</p>
<p>Enter the activation information</p>  <p>Enterprise Activation Email: j.doe@acme.com Password: ***** PIN: 2100000A Status: Not Activated</p>	<p>Enter the activation information</p>  <p>Enterprise Activation Email: j.doe@Acme.com Activation Password: ***** PIN: 2100000A Status: Not Activated</p>	<p>Select Enterprise Activation</p>  <p>Advanced System Settings Enterprise Activation Complete activation, view details Service Book SIM Card Browser Push Cell Broadcasting Default Services Host Routing Table</p>
<p>Select Activate from the menu</p>	<p>Select Activate from the menu</p>	<p>Enter the activation information and select Activate</p>



In the red box area, enter your BlackBerry activation password provided to you by the IBM BlackBerry support team. (See Page 1, "Before you begin" section.)

- c. Press the trackball to begin the activation. Depending on the amount of data to be transferred, this could take up to 30 minutes.

Note: Do not turn off your BlackBerry or use it (other than phone functions) until you see a message confirming a successful activation.

- d. An "**Activation Complete**" message will appear on your device when the process is finished.
- e. Browse the e-mail, calendar and contacts information on your device to verify the data is correct.

If the data is not correct, please call the GETS Consolidated Service Desk at 877-GTA-3233 for help. Mention that your Outlook e-mail software has been upgraded. Request help from the IBM BlackBerry support team.