

Connecting to LU Exchange with a BlackBerry Phone

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Pre-connection Steps

1. **Know What Will Happen to Your Existing Information**
 - a. Before you begin this process, be sure that you understand your existing email, calendar, and address book/contact information on your BlackBerry *will be replaced* with email, calendar, and contact information from your LU centralized Exchange account.
2. **Verify Your Provider Enabled BlackBerry Enterprise Service (BES) for Your Account**
 - a. Verify that the mobile account on which BlackBerry receives service is provisioned for Enterprise service, not just Internet service. Your provider may charge a fee for this service.
 - b. If you are uncertain whether or not your BlackBerry is provisioned for Enterprise service, call the service provider (e.g., Alltel, T-Mobile, Sprint, etc.) to verify you have Enterprise service enabled. If you do not, you must request your account be provisioned for Enterprise service in order to synchronize with the LU Exchange Mail Server. It may take your provider a day or two to enable BES for your account.

Connection Steps

1. **Request BES access to the LU Exchange Mail Server**
 - a. To request BES access:
 - i. Send requests to helpdesk@lincolnu.edu, or call the helpdesk at 573-681-5898.
 - ii. Wait to receive an email message in response from the BES Administrator, indicating that your BES account has been established and providing you with your BES password.
2. **Configure Your BlackBerry to Connect to the LU Exchange Service**
 - a. Before you continue: The remaining steps may take a few minutes, so allocate sufficient time for the process to complete. Also, ensure your BlackBerry has two or more "bars" of coverage, indicating a good signal in your current location. Then:
 - i. On the BlackBerry, find the **Enterprise Activation** option:
 - Click the **Menu** key, and then **Options**, then **Advanced Options**, then click **Enterprise Activation**.
 - If the above does not work for your BlackBerry, please use an Internet search to find the location of the Enterprise Activation option on your phone. Be sure to include your BlackBerry's model information in the search terms, as in: blackberry curve enterprise activation location.
 - ii. Enter your Exchange email account address (example: *smithj@lincolnu.edu*) and the BES password provided in the email message you received.
 - iii. Wait about five minutes, during which time activation will begin. After activation has begun, it may take several minutes for activation to complete.

3. Make the Recommended Configuration Changes.

- a. OIT suggests you make the following recommended configuration changes on the BlackBerry:
 - i. Select **Messages** on the BlackBerry.
 - ii. Open the menu and select **Options**.
 - iii. Select **Email Reconciliation**.
 - iv. Then, make any recommended settings you feel are appropriate:
 - *Recommended setting:* Verify that **Delete on:** is set to **Prompt**.
 - a. This setting forces the BlackBerry to confirm with you before it makes a deletion.
 - *Recommended setting:* Verify that **Wireless reconcile** is set to **On**.
 - a. This setting allows reconciliation/synchronization via a wireless connection.
 - *Recommended setting:* Verify that **On Conflicts** is set to **Mailbox wins**.
 - a. This setting gives information on the Server priority over information stored locally on the BlackBerry.

Notes

As linking your BlackBerry to the LU centralized BlackBerry Exchange Service (BES) requires an additional license, **there is a fee—both a one-time licensing fee and a recurring monthly usage fee—for BES access**. This fee is currently charged to OIT.

Troubleshooting

1. **If Enterprise Activation doesn't show in Options -> Advanced Options**
 - a. You may have to fully shutdown the phone. The best way to do this is to pull the battery, leave it out for one minute, and put it back in.
 - b. You may have to call your mobile phone provider to "re-provision" your phone. Afterward, you may have to do a full shutdown.
2. **If Enterprise Activation hangs**
 - a. You haven't called your service provider and added Enterprise service, this is required.
3. **Switch from BlackBerry Internet Service (BIS) to BlackBerry Enterprise Service (BES), If Needed**
 - a. If you have issues during the connection and you have previously used your BlackBerry in BIS mode, it may be necessary to wipe your BlackBerry when you switch to BES mode, destroying all data on it. This process may vary a bit among BlackBerry models, but the general process to wipe a BlackBerry:
 - i. Press the **Menu** key, and then select **Options**.
 - ii. Select **Security Options**.
 - iii. Select **General Settings**.
 - iv. Press the **Menu** key.
 - v. Select **Wipe Handheld**.
 - vi. Follow the prompts to confirm this action.