



(MSE22 Forest)

Set Up Your Blackberry with Jaymunda Exchange via Blackberry Enterprise Manager

Overview

Blackberry Wireless Email for Jaymunda Exchange will allow Blackberry users to wireless send and receive email between their Jaymunda Exchange account and Wireless BlackBerry device.

Jaymunda Exchange Support Policy – Wireless Devices

- Unfortunately, we are unable to offer technical support on the following:
- Connecting your device to your computer
- Connecting your device to the Internet
- Any other application on the wireless device other than email delivery.
- Due to product issues, we cannot guarantee 100% synchronization of Calendar data on your BlackBerry device. Email delivery should work 100%.

Additionally wireless devices are covered during regular support hours – M-F 9AM – 5PM EST.

System Requirements

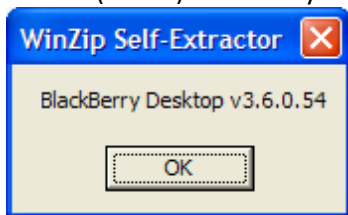
- Blackberry Wireless Email device and cradle/USB cable.
- Active Wireless Data Plan from your Wireless Carrier (T-Mobile, AT&T, etc.) – this is not included in your Jaymunda Exchange Blackberry plan.
- Jaymunda Exchange 2003 Account with Blackberry Service
- Outlook 2000, XP or 2003 Configured and connected to your Jaymunda Exchange account.
- Windows 2000/XP or later (Macintosh and Windows 98/Me/NT not supported)
- BlackBerry Desktop Software v3.6 or later.

For additional support, go to www.jaymunda.com/support.

1. Connect Outlook to the Jaymunda Exchange service. You must have Outlook open and connected to Jaymunda Exchange. You cannot use Outlook Web Access for this step. If you are unable to connect Outlook to the Jaymunda Exchange service you cannot continue. Please contact Jaymunda Exchange support.

****NOTE: IF YOU ARE RUNNING OUTLOOK 2003 *****

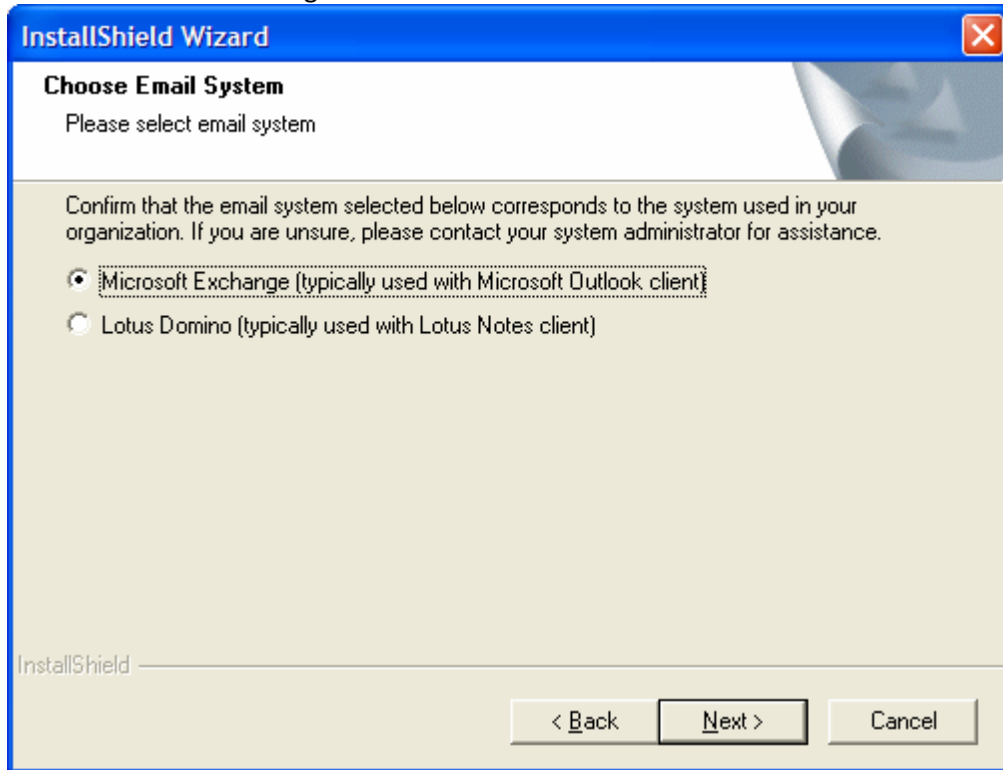
- a. Go to Tools / Email Accounts in Outlook
 - b. View or Change Existing Email Accounts (hit next)
 - c. Highlight Microsoft Exchange Server and Hit Change
 - d. Uncheck "Use Exchange Cached Mode"
(after you complete the install, you should go and re enable exchange cached mode for best performance with Outlook)
2. If you have previously installed Blackberry desktop software, go to you computer's control panel and choose Add/Remove programs and uninstall the BlackBerry Software you previously installed. Reboot your computer and complete step #1 again.
 3. Download and run the BlackBerry Desktop Software (v 3.6 or later). You will see the following screen: (hit Ok) BlackBerry Wireless Email for Jaymunda Exchange 2003 Setup Guide



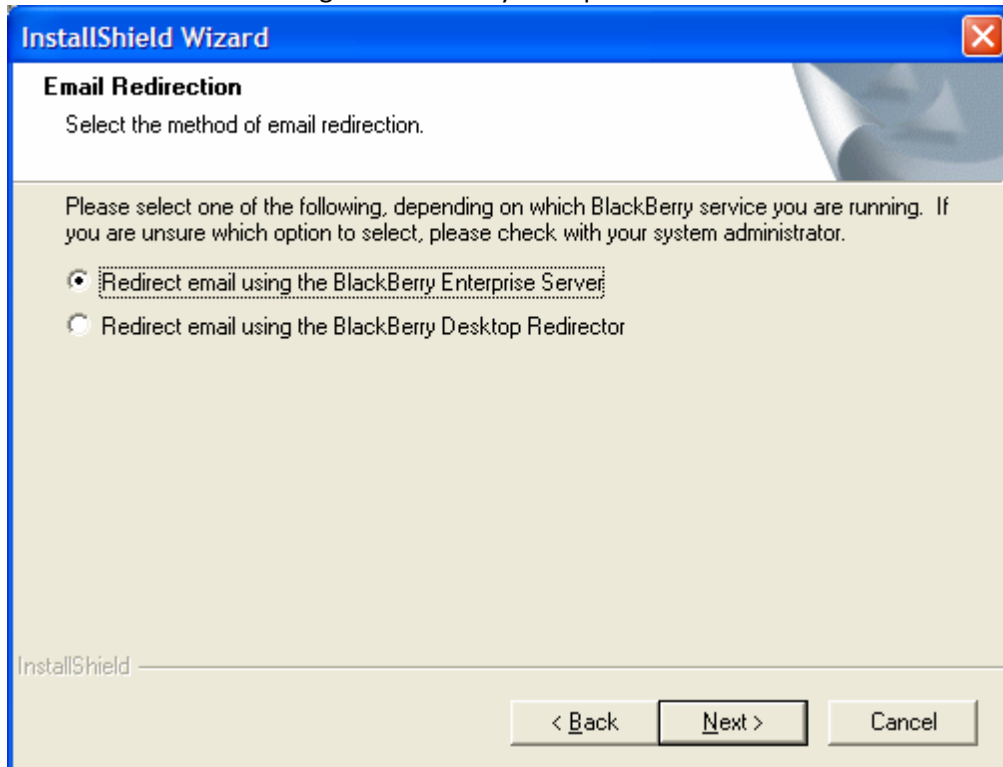
4. After the files extract the installer will begin. Choose Install and you will see the following option (Choose "Integrate with Enterprise email Account") Hit Next.



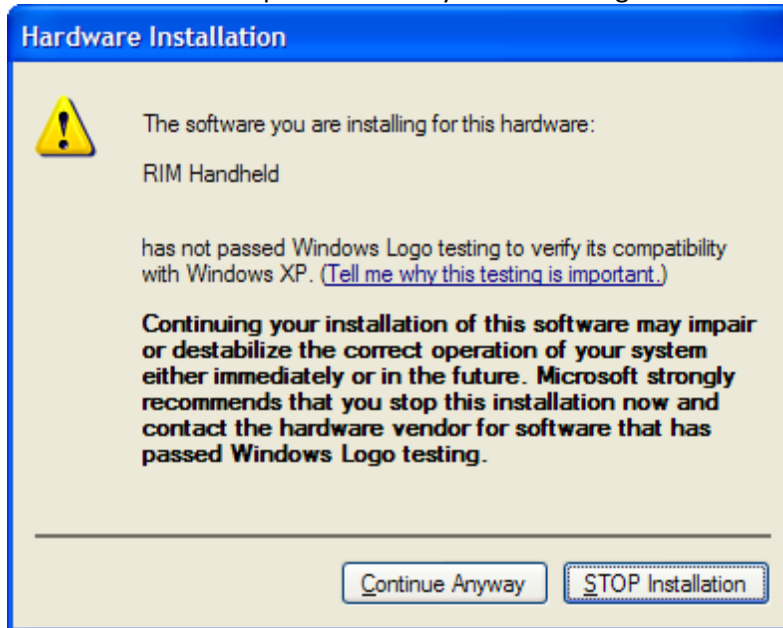
5. Choose Microsoft Exchange Server – Hit Next



6. Choose redirect email using the Blackberry Enterprise Server and hit Next:

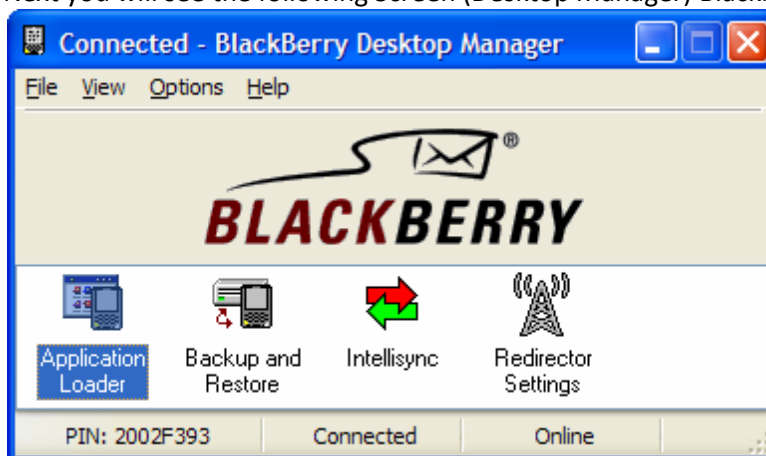


- The Installer will set up more files. If you are running Windows XP you may see a driver warning:

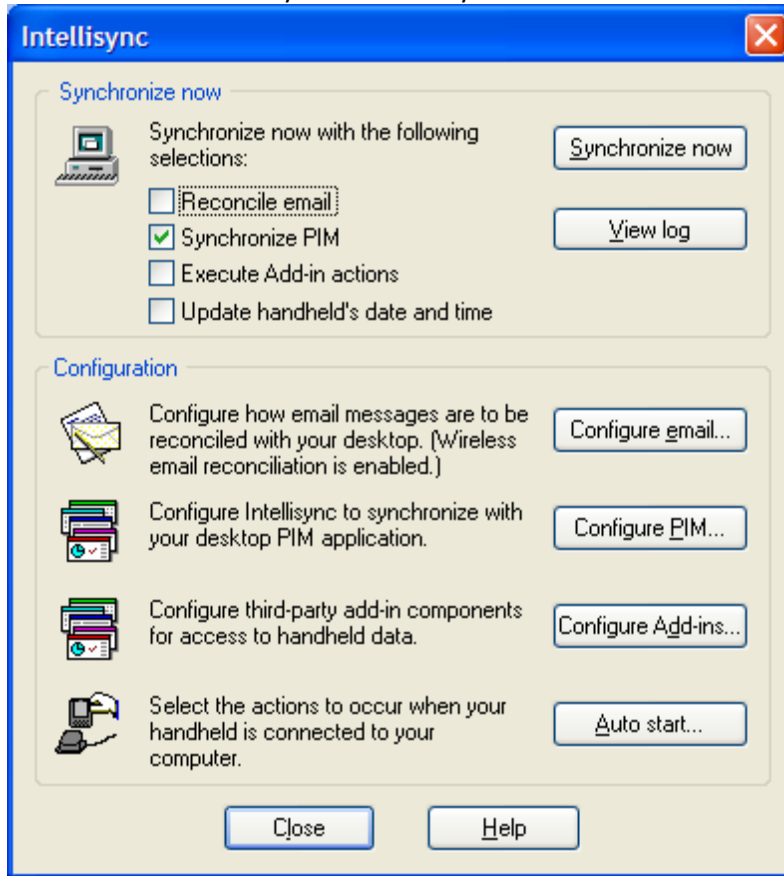


- If you see this – choose “Continue Anyway”
- The Installer will finish – hit Finish and choose to launch the Blackberry desktop Software: (If it doesn't load, go to Start, Programs, Blackberry, Desktop Manager)
- Connect your Blackberry to your computer via the USB or Cradle. If you are unable to connect your Blackberry to your computer you must contact the vendor you purchased the device from or your wireless carrier for support.
- When the Blackberry Desktop Manager loads you may be prompted to login to your Jaymunda Exchange Account. Enter your Jaymunda Exchange username and password to continue.
- You may be prompted to set a pin number. You will need to move your mouse around until the dialog box completes. Follow the on-screen instructions.
- Complete a sync of the device if prompted.

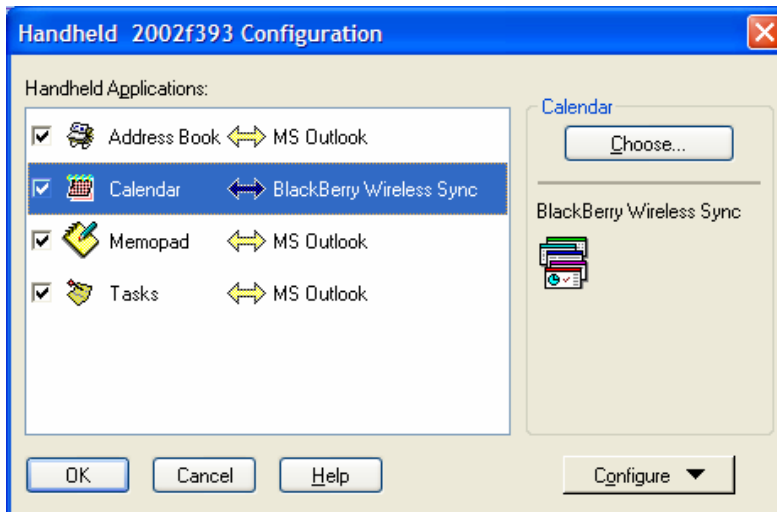
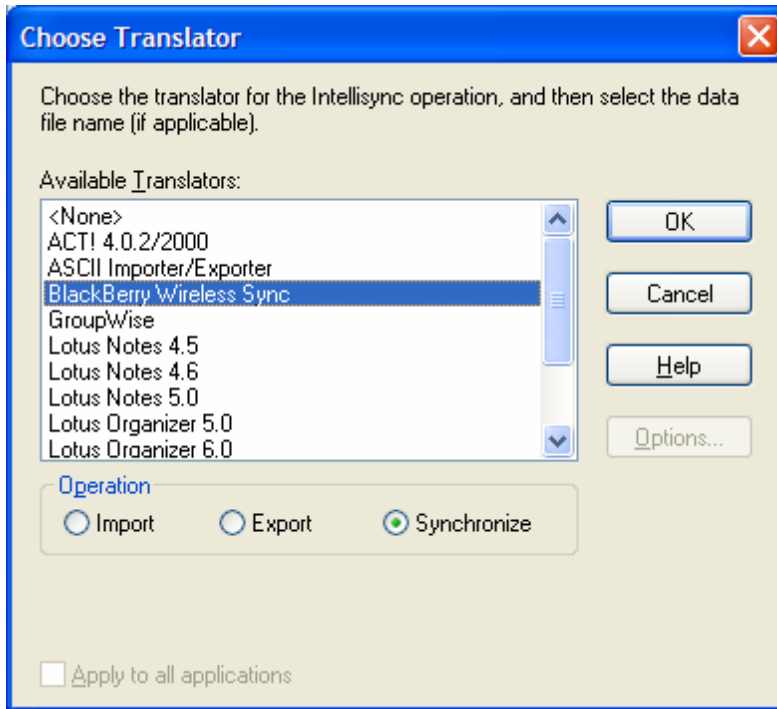
- Next you will see the following Screen (Desktop Manager) Blackberry Wireless Email for



15. Double click on “Intellisync” and hit “Synchronize Now”



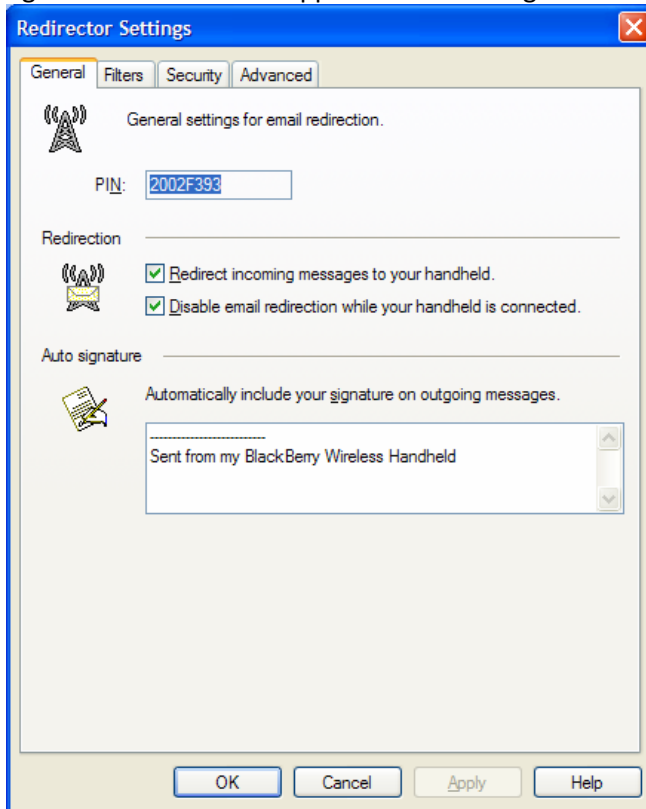
16. When Complete choose “Configure PIM” from this window.
17. Click on “Calendar” and hit “Choose” and choose “Blackberry Wireless Sync” to synchronize your Outlook calendar with the Blackberry Device. (Note: we cannot guarantee 100% use of this feature) Hit ok when complete.



18. Next you should be back at the desktop redirector. Double click on the Redirector settings:



19. Next you will be at the redirector settings dialog: You should see your PIN Number and make sure to check "redirect Incoming Messages to your Handheld". You can also set your Auto Signature. This text will appear on all messages sent from your wireless device.



20. Click ok and try sending a test message to and from the device. It may take up to 15 minutes for the account to activate. If you are unable to send or receive email from your device after 15 minutes contact Jaymunda Exchange support during regular support hours.

www.jaymunda.com/support