



BlackBerry Enterprise
Server Express
Hosted Exchange

The following is an update of the features available when connecting via our BESx Server

Advanced business email features

- Highly secure push-based HTML corporate email – connected to your work email account
- Synced inboxes (i.e., email deleted from work Outlook account are also deleted from your BlackBerry smartphone – no need to manage 2 inboxes)
- Ability to flag emails for follow-up from your BlackBerry smartphone
- Search your desktop inbox for messages from your BlackBerry smartphone
- Set up out of office replies from your BlackBerry smartphone
- Access and update important notes and tasks
- Edit Microsoft® Word, Microsoft® Excel® and Microsoft® PowerPoint® files on your BlackBerry smartphone using Documents To Go®
- A calendar that's always up-to-date
- Access to an up-to-date calendar that is synched wirelessly (No need to tether to your desktop!)
- See coworkers' free/busy status (this should make setting up meetings easy)
- View, download and forward calendar attachments
- Advanced contact features
- Wireless address lookup (changes to your corporate address book are reflected almost immediately on your BlackBerry smartphone)
- Synchronization between your desktop address book and your BlackBerry smartphone address book (that means when you add a contact to one, it is automatically updated in the other)

Checklist for using BESx on the handset

- Verify that the BlackBerry device is running BlackBerry Device Software 5.0 or later
- Verify that the BlackBerry device user has a personal Internet-enabled BlackBerry plan

Supported BlackBerry models:

Any model running BB OS 5.0 or higher.

Please confirm this with your carrier and/or phone supplier.

The following [app](#) may also be required from BlackBerry's AppWorld to allow Wireless Activation.

This maybe posted by the carrier during synchronisation within the activation process.

Handset Activation

- Make sure the device is clean out of the box or has been wiped
- Check you have received the activation password
- Reset the handset by turning the handset off and taking out the battery. Wait 5 minutes and then replace battery and turn handset back on
- Follow the step by step process on the following page

Activation Process

- 1.** Please ensure you have GPRS in upper case in the top right hand corner...(This will indicate you have a full data connection)



- 2.** Or 3G (with the BlackBerry Logo ie four dots)...(This will indicate you have a full data connection)



3. Navigate to the setup icon and then press the track pad to select...



4. You will then be presented with the following screen, press the track pad to select email accounts



- 5.** Select Enterprise Account and press the track pad to select...



- 6.** You will then need to type in your email address followed by a password (in this case the letter 'a') and then select activate...



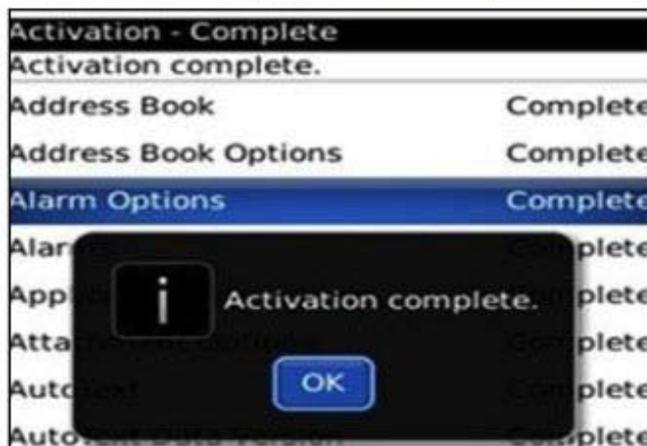
Followed by:

Verifying encryption...
Encryption verified.
Waiting for services...
Services received.
Your email address "test@test.com has now been enabled...
Address Book..... Initialising
Address Book Options Initialising
Alarm Options Initialising

- 7.** This will now run through the activation process and you will see the following...



- 8.** Once complete you will be notified and you can return back to the main screen. This will indicate that your email account has been successfully setup and your contacts and emails have been synchronised with your desktop



Contact Us:

If you have a question or enquiry, please contact our team on one of the numbers below for quick, friendly and efficient help.

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