

# Enterprise Activation for a BlackBerry Handheld Device with the SOM BlackBerry Enterprise Server

Office of Origin: Information Services Unit: 415-502-1919.

## Purpose

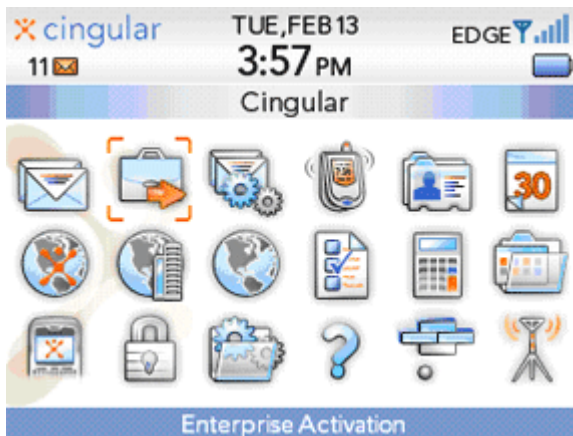
The purpose of this document is to define the procedures and standards associated with the activation of a BlackBerry on the School of Medicine BlackBerry Enterprise Server.

## Procedures

Departments, units, and workforce members affected by this policy must follow these steps to successfully connect a BlackBerry with the School of Medicine BlackBerry Enterprise Server.

## *Performing the Enterprise Activation*

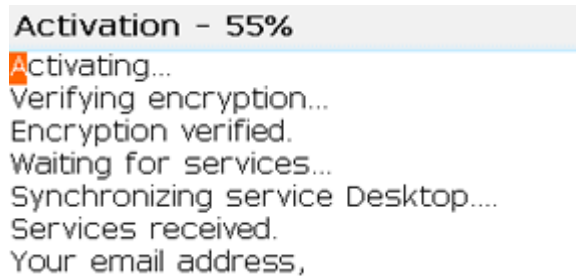
1. Make sure before you start that you have **FULL BARS** for reception and a **FULLY CHARGED BATTERY**.
2. Scroll to the 'Enterprise Activation' function and "click" the wheel to select.



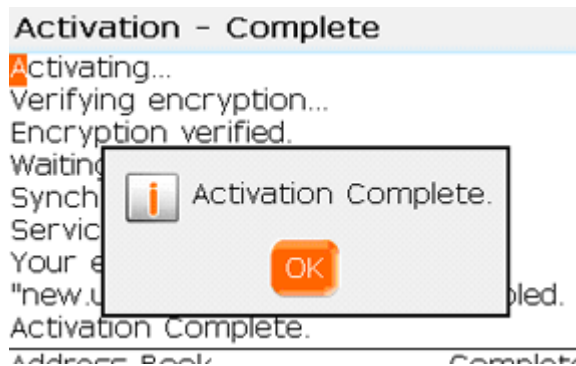
3. In the respective fields, enter the end-user's email address and the "activation password" that was provided by the BlackBerry administrator.
4. Click the wheel and scroll down to highlight 'Activate.' Click the wheel again to begin activation process.



5. After a few minutes you will see a list of items that are being synchronized between the end-user's server account and the handheld.



6. You will receive this notification upon the successful completion of the enterprise activation process. Click the "OK" button.



### ***If Wireless Activation Fails***

1. Perform a security wipe and try wireless activation again.
2. Contact your BlackBerry Vendor (at&t, Verizon, Sprint, etc.) and confirm that your BlackBerry Handheld has the latest BlackBerry Handheld Operating System.
3. Try a wired activation through the latest BlackBerry Desktop Manager. This helps with large mailboxes and mailboxes with large numbers of contacts.