



Department of Public Health E-MAIL UPGRADE PROJECT

How to Activate Your Blackberry on Outlook 2010

Once the e-mail upgrade begins, employees that use Blackberry devices will need to re-activate their device so that it works with the new Outlook 2010 system.

In order to activate your Blackberry device, you will need to take the following steps detailed below:

1. Perform a Security Wipe (See Part 1 below)
2. Activating Your Device (See Part 2 below)
3. Setting the Correct Time Zone (May be required for older devices; See Part 3 below)

Please make sure to complete both steps in the procedure for your device. In order to identify your device, please refer to Table 1 at the end of this document.


Note: There are instructional videos posted under the How To section on the Email Upgrade Project website located at <http://intranet/ph/Resources/EmailUpgradeProj.htm> to assist you in walking through these procedures.

CAUTION: Please note that the security wipe procedures below will delete all the content on your device. Only data such as e-mails, contacts and appointments that have been synchronized with Groupwise will appear after the re-activation. If you want to save any data (i.e., photos, documents) on your Blackberry device, you will need to back up your device before wiping your device. If you need assistance with backing-up of your device, please contact the IT Service Desk at 323.890.8600.

Part 1: Security Wipe

For Model Numbers 8520, 8700 & 8900

Erasing All Data From Your Blackberry Device

1. To begin deleting all the data on your Blackberry smartphone, click the **Options** icon on your Blackberry home screen.
2. Next, select **Security Options** and then **General Settings**.
3. When the **General Settings** screen appears, hit the **Blackberry Menu** key  which can be found directly to the left of the trackball on 81xx, 83xx, 88xx and 9xxx series devices. Then, choose the **Wipe Handheld** option, as shown below.


For Model Numbers 9360, 9780, 9900 & 9930

Erasing All Data From Your Blackberry Device

1. To begin deleting all the data on your Blackberry smartphone, click the **Options** icon on your Blackberry home screen.
2. Next, select **Security** and then **Security Wipe**.

Part 2: Activation

For Model Numbers 8520, 8700 & 8900

1. On your Blackberry smartphone, click **Options** , then click **Advanced Options**, then click on **Enterprise Activation**.
2. Enter your email address in the **Email** field.
3. Enter the **Activation Password** which is “**dph**”.
4. Press the **Menu** key  and select **Activate**.

For Model Numbers 9360 & 9780

1. On the Blackberry smartphone, click **All**, then click **Setup**, then click **Email Accounts**, then click **Enterprise Account**.
2. Enter your email address in the **Email** field.
3. Enter the **Activation Password** which is “**dph**”.
4. Select **Activate**.

For Model Numbers 9900 & 9930

1. On your Blackberry smartphone, click **All**, then click **Setup**, then click **Email Accounts**, then click **Enterprise Account**.

NOTE: Video 2 for the 9900 and 9300 models does not show the last step requiring you to select Enterprise Account. After clicking on Email Accounts, you may see two options: “Internet Mail Account” and “Enterprise Account”. Please remember to click on “Enterprise Account”

2. Enter your email address in the **Email** field.
3. Enter the **Activation Password** which is “**dph**”.
4. Select **Activate**.

Step 3: Setting the Correct Time Zone (Only Required for Some Devices)

Once the Blackberry has been activated, some older devices may requires that you change the time zone (default is Casablanca).



1. To set the time zone, press the Blackberry Menu key  and select **Options** as shown below.
2. In the Options screen, navigate to **Display**
3. In the Display screen, select **Date and Time**
4. In the Date and Time, navigate to **Time Zone**
5. Using the Time Zone drop down, change the time zone by selecting **Pacific Time (-8)**
6. Press the  key > Save

Table 1: Blackberry Devices by Model Number

Blackberry 8520	Blackberry 8700
 A black BlackBerry 8520 smartphone is shown. The screen displays the BlackBerry OS interface with a grid of application icons. At the top, it shows the time as 01:02 and the network as 'edge T...ll'. The word 'Messages' is visible at the bottom of the screen. The device features a full QWERTY keyboard and a trackball.	 A blue BlackBerry 8700 smartphone is shown. The screen displays the BlackBerry OS interface with a grid of application icons. At the top, it shows the time as 01:00, the date as 'WED, MAR 13', and the network as 'edge T...ll'. The text 'Setup Wizard' is visible at the bottom of the screen. The device features a full QWERTY keyboard and a trackball.
Blackberry 8900	Blackberry 9360



BlackBerry 9780



BlackBerry 9900



BlackBerry 9930



