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 `Menu` 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 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

<table>
<thead>
<tr>
<th>Blackberry 8520</th>
<th>Blackberry 8700</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Blackberry 8520" /></td>
<td><img src="image2" alt="Blackberry 8700" /></td>
</tr>
<tr>
<td>Blackberry 8900</td>
<td>Blackberry 9360</td>
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<tr>
<td><img src="image3" alt="Blackberry 8900" /></td>
<td><img src="image4" alt="Blackberry 9360" /></td>
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