**Bloomsburg University Faculty/Staff Blackberry Information**

So you want to connect your Blackberry to our Exchange/Outlook email system.  You have a few options:

1.  **BlackBerry Web Client (BIS).**
You set up your blackberry to automatically receive email on your Blackberry by using the BIS option. This option does not currently support syncing your calendar, tasks, or contacts.  Each time you change your campus password, you will have to update the password in BIS.  You can access set through your handheld by going to Add Email Account in Email Options or by logging into your service provider's (Verizon, AT&T, T-mobile, etc…) website.  You can still sync your calendar by using Blackberry Desktop software (Not the redirector) and plugging the phone into your computer with a cable each time you want to sync your calendar.   **This option is highly recommended if you are looking to receive just your email and you don't want to spend extra money on an enterprise data plan.  NOTE:  No matter what the cell carrier tells you, you don't need the enterprise data plan to get your Exchange work email. They try to get you to purchase enterprise no matter what.  If we didn't have our Exchange Client Access (Outlook Web Access) server open through our enterprise firewall to the Internet, then you'd have to purchase it which would set up blackberry server space that works with an outlook client redirector to get your email to your device.  This is not needed at Bloomsburg University no matter what the cell sales people tell you!**  See Page 2 for some detailed instructions for setting up your account through BIS.

2. **BlackBerry Desktop Redirector.** (Not a good option, but listed to inform people already using option) You run blackberry desktop redirector software on your office computer which redirects your email to your blackberry.  Note:  Your office computer must be turned on and logged in for this option to work. There is some confusion whether this option will also sync your calendar and contacts in addition to just your email.  If it did, then it would be an acceptable option, but I've looked into this and it only syncs email.  **This option is <u>never recommended</u> since it gets you the same end result as BIS but requirements you run and maintain separate software on your office PC and that you keep it turned on.  I only left the option in the list in case people are already using the redirector.  It is recommended by us that you uninstall the redirector and set up the blackberry using a different option for the best possible experience.**

3. **BlackBerry Enterprise Server (BES).**
We have a limited number of licenses for our blackberry enterprise server and they were historically reserved for university-owned blackberries.  This has changed since the university cell phone policy has changed.  This option offers automatic push of email and calendar items and does not require any setting changes when you change your password.  You can check with Gary Melnick in Telecommunications if you want to inquire if one of the BES licenses can be used for your blackberry. The option requires that you purchase the Enterprise Data plan through your cell carrier which adds an extra monthly charge (Verizon = $15).  **This option is recommended if there is room for you on the Blackberry Enterprise Server, you don't mind paying for the Enterprise Data plan, and syncing your calendar over-the-air is important to you.**  See Page 3 for some detailed instructions for setting up your account through BES.

4.  *KNOW YOUR OPTIONS*:  **Switch to an Exchange-ActiveSync-enabled device**.  When it's time for a new smartphone, please be aware that ActiveSync is now an open standard that supports automatic push of Exchange email, calendar, and contacts.  Almost every smartphone other than Blackberries support this

method.  It is easier to set up, works under standard (non-enterprise) data plans, is more reliable than using a blackberry to connect to exchange since it connects directly to Exchange (not to mention cheaper to maintain server-side since it doesn't require purchase of an extra server and software), and has many more features available, though the extra features are dependent on what the particular phone has implemented.

Most modern smartphones support Exchange ActiveSync.  For instance:

-Any **Windows Mobile** smartphone (i.e. Samsung Omnia II, HTC Touch Pro 2)

-Any **iOS** smartphone (i.e. Any Apple iPhone)

-Any **WebOS** smartphone (i.e. Palm Pre, Palm Pixi, Palm Pre Plus, Pre 2)

-Any **Android** smartphone (i.e. Motorola Droid (original, 2, or X), HTC Droid Incredible, Samsung Captivate, Motorola Backflip)

To connect via ActiveSync, generally you just need to know your domain (**buad.bloomu.edu**), your **username**, your **password**, and the Exchange Client Access Server (Outlook Web Access) server name (**webmail.bloomu.edu**).   Once you input that data, your Exchange account is set up and ready to use.

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**Verizon Wireless BIS Instructions (other carriers should be very similar):**

NOTE:  This process varies slightly for each different blackberry model.

Go to the "E-mail Settings" icon on your main menu of blackberry icons.  Depending on your phone, some of them automatically log you into a screen where you can begin adding accounts (If so, skip ahead past this paragraph and start with the 3$^{rd}$ step below), while others take you to the web page http://www.blackberry.com/go/vzw and make you log into the blackberry site (you will have to create new account if you don't already have one).  If it took you to the page requiring that you log in, you have the ability to do all of this on your desktop computer which in my opinion is much easier since you have a full monitor and keyboard to use.  Simply go to the URL http://www.blackberry.com/go/vzw  (or if that doesn't work, go to whatever page was loaded on your blackberry) on your desktop PC and proceed.

-Once you are logged into BIS, click on "Email Accounts".

-Choose "Set up account".

-For email address, type in your email address.  (i.e. username@bloomu.edu)

-Leave the "password" field blank.  If it makes you enter a password, use a bogus password.  This is the only way you manually get to choose the best way to set it up (Outlook Web Access).  If you enter the correct password, it will only give you POP or IMAP setup, which doesn't work as well on the blackberries.

-Choose "I will provide the settings to add this email account."

-select "Outlook Web Access"

Note it may give you the following fields in a different order:

-Enter your email address for the "email address" field.

-Enter your username for the "username" field.

-Enter your password for the "password" field.

-Enter Outlook Web Access URL as:  https://webmail.bloomu.edu/owa

-Enter your username for the "mailbox name" field.

-Then your account is set up and you will have a bloomu mail icon on your main blackberry screen.

When you are in your bloomu mail, click on the menu button and choose Options

Within Email Reconciliation it is recommended you choose:

-Delete On: "Mailbox & Handheld"
-On Conflicts:  "Mailbox wins"

Within General Options, it is recommended you choose:
- Hide Filed Messages:    "Yes"

This way you have a synced Outlook mail list and Blackberry mail list.  Keep this in mind – emails you delete from your Blackberry will be deleted from Outlook as well.

If you only delete on handheld, each night you will receive any emails you deleted on your blackberry but left on the server when it follows a "On conflict: mailbox wins" rule.  If you choose "On conflict: handheld wins", it will make your outlook email list look like your blackberry which you have deleted things from, so the recommendation is to keep them synced exactly by doing the options recommended above.

Be sure not to set up your account in both BIS and BES or you will have unwanted results such as duplicate messages and messages you've already read come back as unread or even worse, unread messages show up as read.  Choose just one:  BIS or BES.

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**Blackberry Enterprise Server (BES) Instructions:**

First, check with Gary Melnick (x4113) in Telecommunications to see if there is an available license on the blackberry enterprise server for your blackberry device.  If there is, we will add your user account to the enterprise server and set a temporary password for your enterprise activation.  Traditionally a technician has helped get blackberries activated because the process often runs into issues and takes a few tries to get the device to activate properly.  However, if the process works correctly the first time, it is a very easy process that you can try yourself the first time.  Obtain the temporary password for activation from Jeff Taylor or Vince Kozlek after you are cleared through Gary Melnick for activation and follow these instructions:

-Go to Options
-Go to Advanced Options
-Go to Enterprise Activation (if this option is not listed, you are not paying for the enterprise data plan so enterprise activation is not possible.  If you are paying for Enterprise Data, call your carrier and let them know the Enterprise Activation option is missing.)
-For Email type in your full email address (i.e. [username@bloomu.edu](username@bloomu.edu))
-For Password, type in your temporary enterprise activation password obtained from Jeff Taylor or Vince Kozlek (NOTE:  This is not your regular campus account password; it is a temporary password needed only for enterprise activation)
-Choose Activate from the menu
-Be patient.  Activation can take 15-45 minutes.  If you get a timeout error while it's still trying to connect to activate, do not cancel the activation – instead tell it to ignore and keep trying.  The blackberries usually do begin activating after 1 or 2 timeout cycles.
-If you get a permanent error and activation is no longer trying, notify the person that gave you the temporary password.  They may have to borrow your device while troubleshooting the activation process and getting it to finally activate.

Once activated, when you are in your bloomu mail, click on the menu button and choose Options
Within Email Reconciliation it is recommended you choose:
-Delete On: "Mailbox & Handheld"
-On Conflicts:  "Mailbox wins"

Within General Options, it is recommended you choose:
- Hide Filed Messages:     "Yes"

This way you have a synced Outlook mail list and Blackberry mail list.  Keep this in mind – emails you delete from your Blackberry will be deleted from Outlook as well.

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