

Preparing and Activating a Blackberry

This document provides a step-by-step guide for preparing and activating a Blackberry device for migration to the DISA Enterprise Email and post migration steps necessary to successfully migrate a Blackberry. Multiple models of Blackberry exist and each service provider (Verizon, AT&T, etc.) may use slightly different icons. The following instructions with screen shots do not represent every possible Blackberry model.

STEP 1. – Ensure Blackberry device is fully charged or plugged in to a constant power source.

- a. Within 24 hours of migration date, ensure the Blackberry device is fully charged or connected to a power source. This becomes important during migration to have good power.

STEP 2. – Preparing the Blackberry. **DO NOT proceed until all post migration steps from the Enterprise Email Migration User Responsibility Checklist are complete. Failure to complete post migration steps before Blackberry activation could render the Blackberry device inoperable.**

- a. Turn Blackberry device ON.
- b. Ensure a good signal and power.



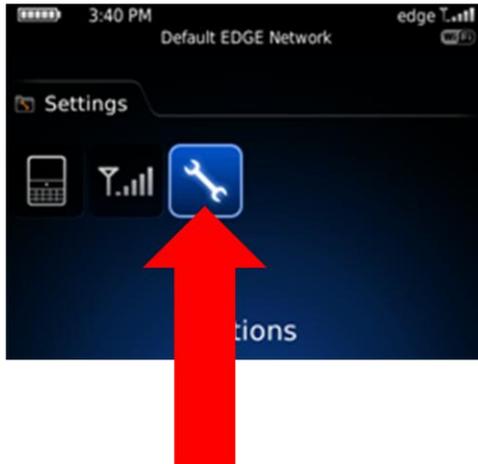
c. Press the Menu button to display more icons.



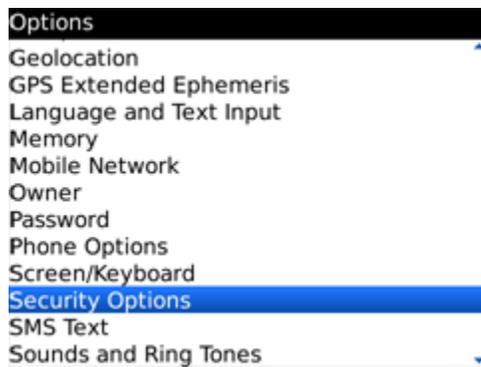
d. Navigate to Settings



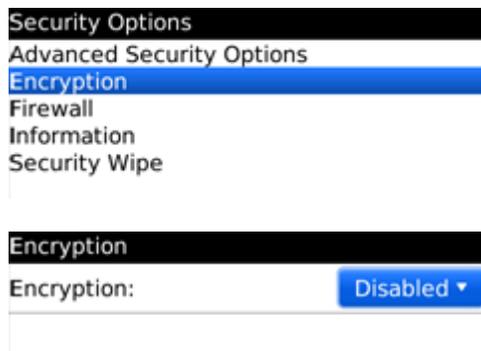
e. Navigate to Options



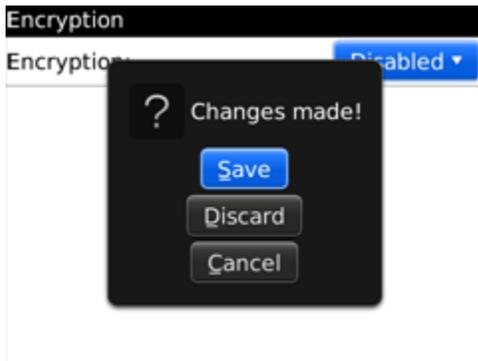
f. Scroll to Security Options



g. Ensure Encryption is Disabled



a. You may have to save any changes



b. If prompt to Save – Press the Trackball key to save changes.



h. Scroll to Security Wipe



i. Ensure a “checkmark” is displayed next to Emails, Contacts, etc. - enter “blackberry” to confirm wipe – press the Enter key



j. While the BlackBerry device is wiping the data, a blank screen with the hour glass will appear – this may take several minutes, depending on how much data is on the device

STEP 3 – Activating a Blackberry Device – You may be prompted to enter a new device password.

- a. Once the wipe process is complete, the Blackberry device will restart. By default, the Mobile Network will be OFF.



- b. Turn on the Mobile Network and scroll to Manage Connections.



- c. Press Enter to display the connections screen.



- d. Scroll to Mobile Network and press the Space bar to turn on the Mobile Network.



- e. Press the Escape button TWICE to return to the main screen.



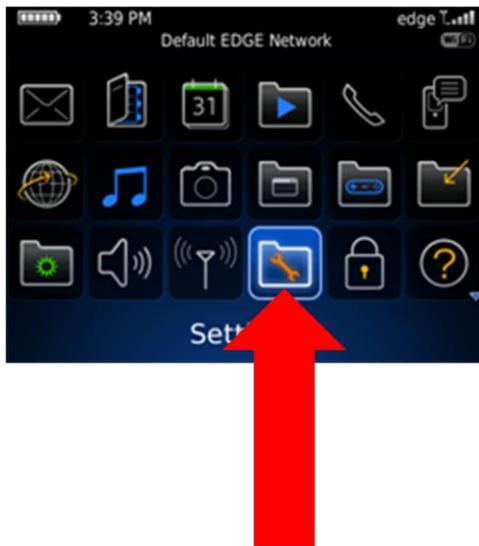
- f. Ensure you have good power and a good signal before beginning the activation process.



g. Press the Menu button to display more icons.



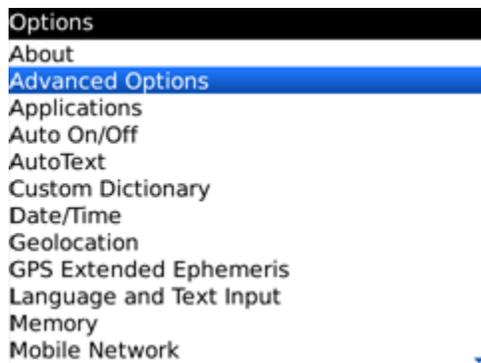
h. Navigate to Settings



i. Navigate to Options



j. Scroll to Advanced Options



k. Scroll to Enterprise Activation



l. Enter your DISA email address



m. Enter the Activation Password – this is your EDIPI number from your CAC



n. Press Enter



- o. Press Enter Again



- p. The Enterprise activation start. This may take several minutes.

Enterprise Activation

Acquiring service connection...

- q. When complete, an Activation message will appear. It may take several minutes for all existing mail to transfer to the BlackBerry device.