



## EMAIL MOBILE DEVICE CONFIGURATION GUIDE



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unified  
communications  
solution.

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# Blackberry Device Configuration and Troubleshooting Guide

## Activating your BlackBerry Handheld Device

You can integrate your handheld with your email account over the wireless network using Enterprise Activation.

- 1) Verify that your handheld wireless radio is on and that you are in an area of wireless coverage.
- 2) On the handheld, click **Enterprise Activation**.
- 3) Type your primary email address.
- 4) Type the activation Password provided by your Administrator. The password is specific to your account and times out after 48 hours or 5 unsuccessful password entry attempts on the handheld.
- 5) Click **Activate**.

### Wireless Enterprise Activation

Wireless enterprise activation enables you to activate your handheld on the BlackBerry Enterprise Server without having to connect your BlackBerry device to your personal computer with cable or cradle.

Note that the following are required for Enterprise Activation:

- The Enterprise Activation icon appears on your handheld.
- Your handheld is enabled with BlackBerry Enterprise Services.
- You have received an activation password.
- You have BlackBerry Handheld Software 4.0 or greater.

### Important Notice Prior to Performing Enterprise Activation

Prior to performing Enterprise Activation, please check if you have ANY data on the device (for example, some calendar items or contacts that had been added to the device before you decided to use BlackBerry Enterprise Service). If this is the case, we would strongly recommend you to backup existing data to prevent possible DATA LOSS during Enterprise Activation

1. Open the Enterprise Activation program (**Options > Enterprise Activation, Options > Advanced Options > Enterprise Activation, or Settings > Options > Advanced Options > Enterprise Activation**) on the handheld.
2. Type the appropriate email address and activation password that were provided in the activation email.

Note that this activation password is used only to activate your mailbox. The password is invalid after five unsuccessful activation attempts, and if you do not activate your handheld 48 hours after the password is created, the password expires and cannot be used. When the handheld is successfully activated, the password is removed from the BlackBerry Enterprise Server. You can always generate a new activation password using the UC Management Centre.





Wireless Enterprise Activation Application: Enter password

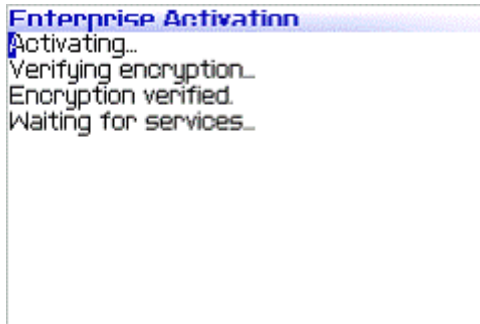
3. Click **Activate** on your Handheld. Your device sends an activation request your email account. This email contains information about the handheld such as routing information and the handheld's activation public keys.



Wireless Enterprise Activation application: Click Activate

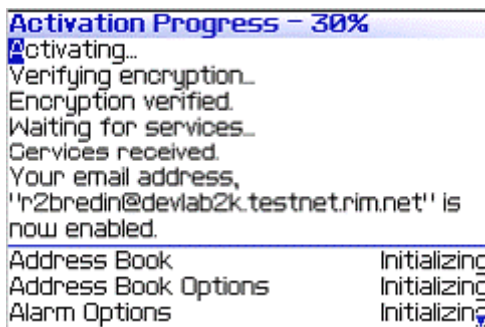
4. Server sends activation response: The BlackBerry Enterprise Server sends the handheld an activation email response that contains routing information about the BlackBerry Enterprise Server and the server's public keys.
5. Device and server establish and verify keys: The BlackBerry Enterprise Server and the handheld establish a master encryption key. Both the BlackBerry Enterprise Server and the handheld verify their knowledge of the master key to each other. If key confirmation succeeds, the activation proceeds and further communication is encrypted.





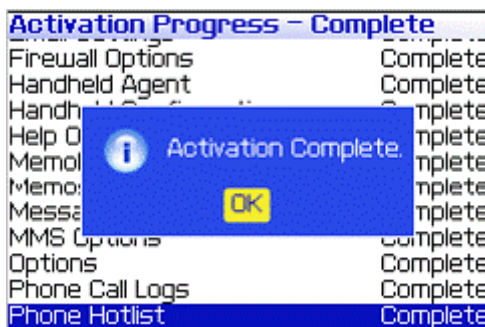
BlackBerry handheld displays verification status

6. Service books sent: The BlackBerry Enterprise Server sends appropriate service books (for example, messaging service book, wireless calendar service book, browser service book) to the handheld. You can now send and receive messages on the handheld.
7. Data loaded: BlackBerry Enterprise Server sends the following data to your handheld:
  - calendar entries address book entries
  - tasks
  - memos
  - email messages



BlackBerry handheld receives data

8. Activation is complete!



BlackBerry handheld displays activation status

## Troubleshooting

90% of the BlackBerry activation issues that support handles relate to one of the points below:



**Note:** Your BlackBerry Sync service will not work until your MX record change has taken effect. If your MX records are still pointing to your previous service provider, you will not be able to connect to the BES Server at TELUS. Do not activate your Handhelds until after your MX record change has propagated (approximately 24 hours after changing your MX record).

**Does your device have a data plan?**

Even though it is a separate service receiving e-mail via the BlackBerry Enterprise Server requires that you have an active data plan from your cell provider.

**Is the device provisioned for Enterprise Service?**

BlackBerry E-mail requires that your provider activate your device on RIM's network. You need to ensure the device has been activated for Blackberry Enterprise Service before proceeding with activation.

**Have you enabled BlackBerry service for this device in the UC Management Centre?**

Once your device is properly provisioned with your provider you will need to log into your UC Management Centre and enable the service for the mailbox in question.

**Is your activation password more than 48 hours old?**

For your security, Blackberry activation passwords expire after 48 hours. If you need a new password, please login to the UC Management Centre and enter a new activation password.

**Did you recently migrate your mail to the TELUS Business Email Service or make changes to your DNS records?**

If this is the case you may need to wait 24-48 hours for propagation of the records before activation will be successful.



## Configuring Your Windows Phone 7 Smartphone

1. Go to the **Settings** menu
2. Select **Emails & Accounts**
3. Select **Add an Account** and pick **Microsoft Exchange**
4. Enter your email address and password

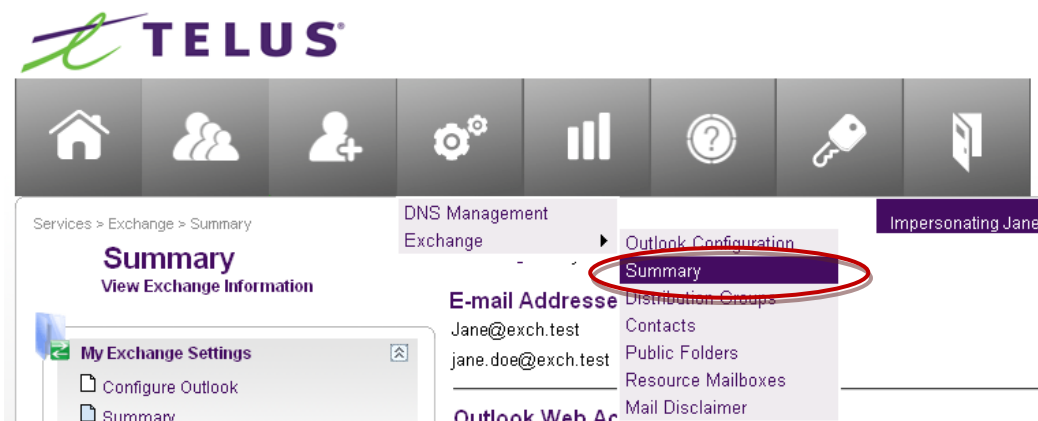
Your email account will now appear under the **Emails & Accounts** menu.



## Configuring Your Windows Mobile 6.5 (or Prior) Smartphone

You can configure your Windows Mobile Handheld (HTC Touch Pro, HTC Touch Diamond™, MOTO Q™ 9c, Palm® Treo™ 755P, etc.) to synchronize with the TELUS Business Email Service.

A Professional Business Email Service plan is required. Please check your configuration by logging into the UC Management Centre at <http://www.telus.com/manageUC> and click on the “Services” icon, click on Exchange >> summary, to find your ActiveSync settings:



1. On your mobile device, tap the clock icon to modify the time zone, time and date.
2. Tap **OK** and then **Yes** to save changes to clock settings.
3. On the Today screen, tap **Start**
4. Tap **Programs**
5. Tap **ActiveSync**
6. Tap **Menu**
7. Select **Add Server Source** (or **Configure Server**).



- In the Server address text box, type the name of the TELUS Exchange server as provided by your email administrator. Usually this is mail.exchange.telus.com



- By default, the SSL connection check box is selected. Keep this checked as our server uses a SSL connection.
- Tap Next and enter the following information:



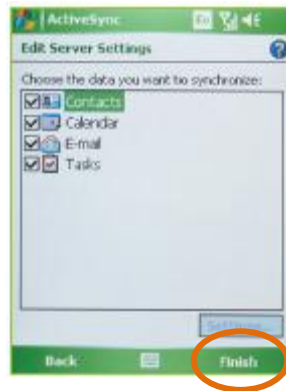
- User name:** Enter the user name for the account to be synchronized. This will be in the form **username@domain.com** truncated to twenty characters.  
**For Example:**  
If your ID is: myname and your domain is myorganization.com, the username should be: myname@myorganizatio
- Password:** Enter the password for the account to be synchronized.
- Domain:** Enter **hostedmsx**

By default, the **Save password** check box is not selected. Please select it so that you do not have to type your password each time you synchronize with the server and to enable notification activated (“always up-to-date”) synchronization with the server.

- Tap **Next**.



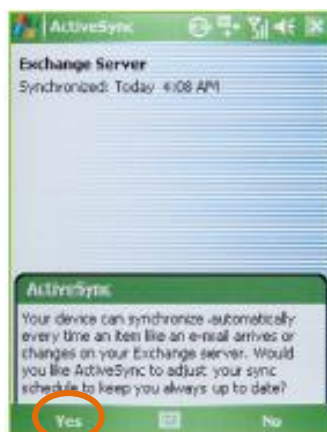
12. By default, Contacts, Calendar, E-mail & Tasks are selected for synchronization. De-select all types of data you do not wish to synchronize.



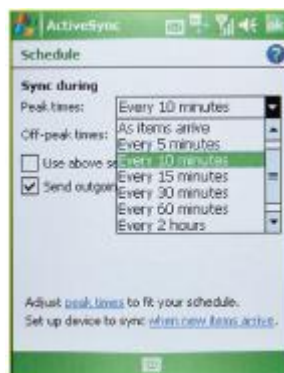
13. Tap **Finish**

14. Tap **Sync** to start synchronization.

15. After your first synchronization, an ActiveSync message will appear prompting you to use the “Always up to date feature” to receive your calendar updates/emails as and when they arrive. Select **Yes**.



16. You will then be taken to the Schedule screen, where you can set your synchronization preferences. This is the time between network synchronizations. The default is set to 10 minutes but you can adjust the schedule to suit your needs. If you select **As Items Arrive** (same as “Always up to date feature”) and tap **OK**, then you will be prompted to enter the device address. Tap **OK**.



17. Select **TELUS** from under the **Service Provider** field.



18. Ensure your 10-digit mobile phone number is in the **Phone number for this device** field.  
Generally your mobile phone will self-populate this field but you will need to validate.
19. Tap **OK** to return to the ActiveSync screen.
20. Congratulations! Your Windows Mobile 6.5 (or Prior) Smartphone configuration is complete!



# Configuring Your Android Smartphone

Version 1.0

1. Begin on the Home screen.

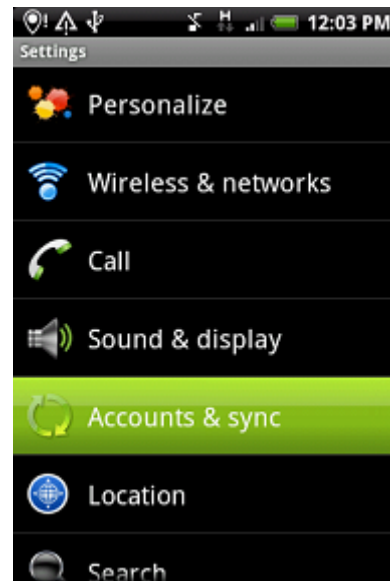
Hit the **Menu** button on the device and select **Settings...**



...or choose the **All Programs** button on bottom left and select **Settings**.



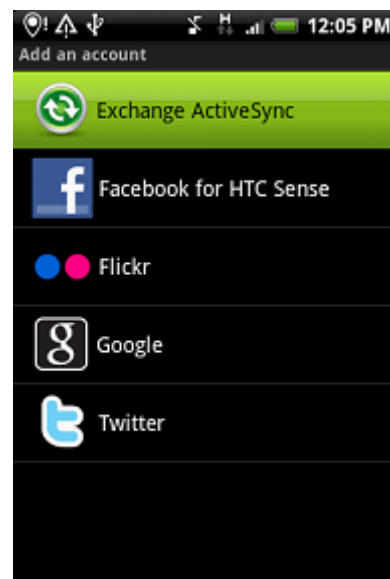
2. On the **Settings** screen, select **Accounts & sync**.



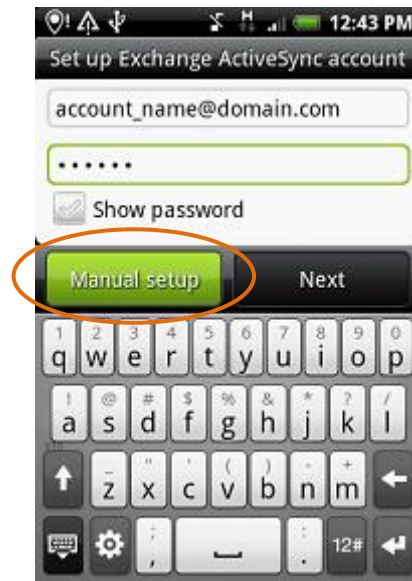
3. Select **Add account**.



4. Select **Exchange ActiveSync**.



5. Enter your Login information and select **Manual setup**.



6. Enter your setup information as follows:

**Email address:**

youraccountinfo@yourdomain.com

**Server address:**

mail.exchange.telus.com

**Domain:**

Leave blank

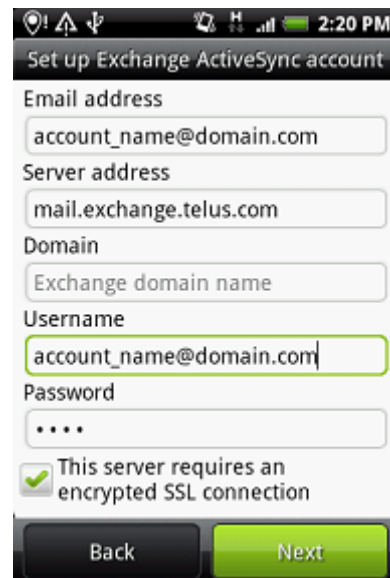
**Username:**

youraccountinfo@yourdomain.com

**Password:**

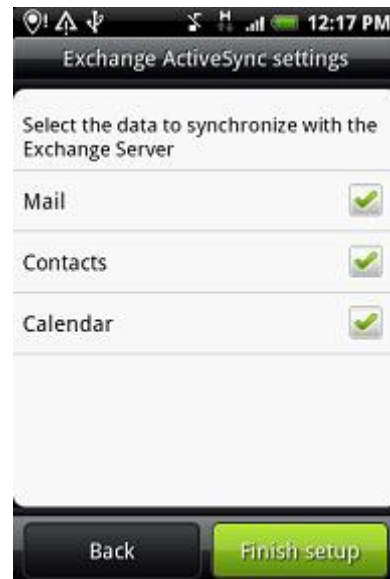
Your Password

7. Ensure that **This server requires an encrypted SSL connection** is checked.
8. Select **Next**.



The device should now try to connect. If your information is correct, you should receive a screen to select the data you want to synchronize with the Exchange server.

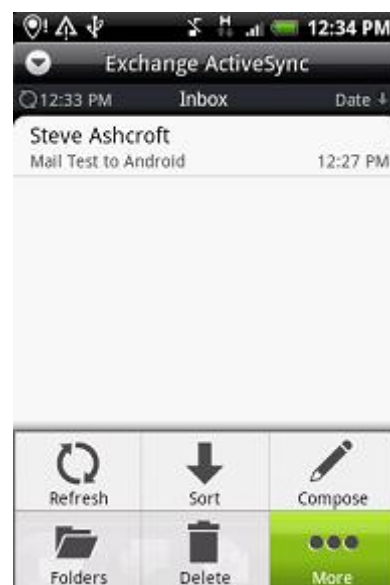
9. Select the data you want to synchronize with the Exchange Server:
  - Mail
  - Contacts
  - Calendar



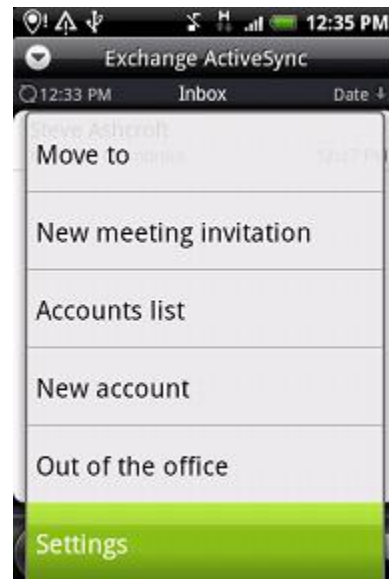
10. Select **Finish setup**.

By Default, Android will only load the mail delivered for the last three days. To change this setting to what you would like, follow these directions.

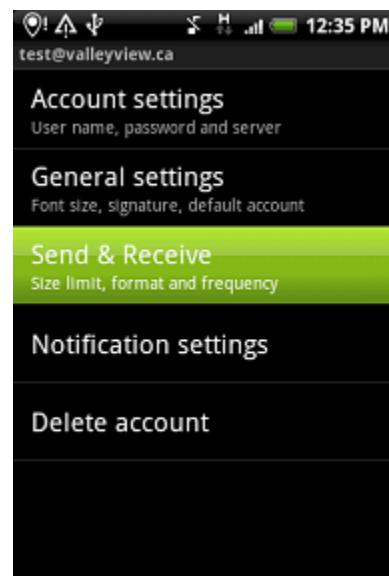
1. Select the **Menu** button on the device.
2. Select the **More** option.



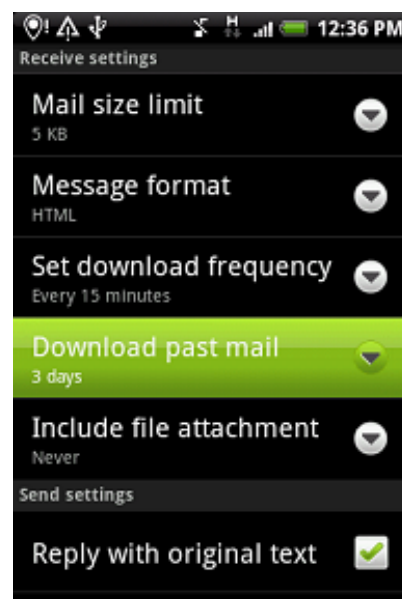
3. Select **Settings**



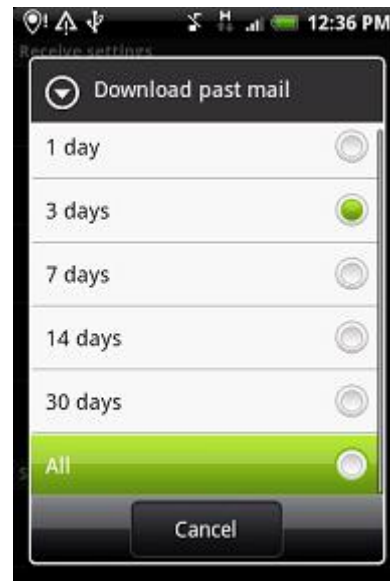
4. Select **Send & Receive**.



5. Select **Download past mail**



6. Select whichever option best suits your needs.



7. Congratulations! You have completed your Android smartphone configuration.

## Configuring Your iPhone

1. Tap the **Settings** button on the Home screen.
2. Tap the **Mail, Contacts, Calendars** button.
3. Tap the **Add Account** button.
4. Tap the **Microsoft Exchange** button.
5. Enter the **Email Address, Username, and Password**. The **Domain** field is left blank.
6. Tap the **Next** button located at the top right of the screen. At this point, the iPhone will try to connect but will fail.
7. Enter “mail.exchange.telus.com” in the **Server** field.
8. Press the **Next** button located at the top right. The iPhone will try to connect again.
9. Ensure the Mail, Contacts, and Calendars are turned on for synchronization.
10. Click on the **Done** button located at the top right of the screen.

At this point, the device will go back to the **Settings** menu. Skip back to the Home screen again and tap the **Mail** icon. The Email messages will be waiting. Similarly with Calendar.

