



## Setting Up Email on Your BlackBerry® Device

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June 16, 2006

# Setting Up Email on Your BlackBerry Device

## Choosing Your Email Setup Option

To begin sending and receiving email messages on your BlackBerry device, you must integrate your device with a supported email account (up to 10 supported accounts) using one of the following options:

### BlackBerry Internet Service Option

Use this option if one or more of the following situations apply:

- You purchased your BlackBerry device in a store.
- You want to set up a new email account for use with your BlackBerry device.
- You want to send and receive email messages on your BlackBerry device from one or more existing, supported email accounts.

If this setup option applies to you, see “Setting Up for Email Using BlackBerry Internet Service” on page 2 for more information.

### BlackBerry Enterprise Server™ Option

Use this option if all the following situations apply:

- A system administrator is managing a BlackBerry Enterprise Server within your company.
- A system administrator has confirmed that you are permitted to use the BlackBerry Enterprise Server.
- You want to receive messages from a corporate Microsoft® Outlook®, IBM®, Lotus Notes®, or Novell® GroupWise® email account.
- Your supported email account resides on a Microsoft Exchange, IBM Lotus® Domino®, or Novell GroupWise email server.
- You subscribe to a wireless service that supports account setup using the BlackBerry Enterprise Server.

If this setup option applies to you, see “Setting Up for Email Using BlackBerry Enterprise Server” on page 9 for more information.

# Setting Up for Email Using BlackBerry Internet Service

You can set up for email using a Web browser on your BlackBerry device or on a computer.

To set up for email, you must create a login ID and password. The first time that you log in to the BlackBerry Internet Service Web site, you can add a supported email address, create a BlackBerry email address, or do both.

- Add an email address if you have an existing, supported email account that you want to access from your BlackBerry device.
- Create a BlackBerry email address if you do not have another existing, supported email account, or if you need an additional email address that you can use to send and receive email messages.

**Note:** If you are adding a work email address, you might need to use a computer to add the address. See “About Adding an Email Address” on page 4 for more information.

## Setting Up for Email Using Your BlackBerry Device

1. Verify that your BlackBerry device is connected to the Nationwide Sprint PCS Network and that you are in a wireless coverage area. (See your getting started guide for details.)
2. Click **Email Settings**. (The Sign In screen will be displayed.)
3. On the Sign In screen, click **Create New Account** and then click **Get Link**.

**Note:** To follow a link in the browser, click the link and then click **Get Link**.

4. Read the legal terms and conditions carefully. Perform one of the following actions:
  - To decline the legal terms and conditions and stop the setup process, click **No**.
  - To accept the legal terms and conditions and continue the setup process, click **Yes**.
5. Type the login information.
  - **User ID:** Type a login name of your choice for the BlackBerry Internet Service Web site.
  - **Password:** Type a login password of your choice for the BlackBerry Internet Service Web site.
  - **Confirm Password:** Retype your login password.

6. Write down your user ID and password and keep the information in a safe place. You must type this information every time that you log in to the BlackBerry Internet Service Web site.
7. Click **Next**.
8. Select a language for the BlackBerry Internet Service Web site.
9. Perform one of the following actions:
  - To add an email address for an existing supported email account (up to 10), type the full email address (for example, yourname@ispname.com). Type the password for your email account.
  - To create a BlackBerry email address, click **Create a BlackBerry email address**. In the **Username** field, type the name that you want to appear before the at sign (@) in your new BlackBerry email address.
10. Click **Next**.
11. Click **OK**.

## Setting Up for Email Using a Computer

To use this setup option, you require the following items:

- **Internet browser:** Microsoft® Internet Explorer version 6.0 (or later) or Netscape® Communicator version 7.2 (or later) with JavaScript™ enabled.
- **Operating System:** Microsoft Windows® 2000, Windows XP, or Mac OS® 10.3 (or later).

To set up your email using your computer:

1. Verify that the computer is connected to the Internet.
2. In a Web browser, in the Web address field, type [www.sprint.blackberry.com](http://www.sprint.blackberry.com).
3. Click **Create New Account**.
4. Read the legal terms and conditions carefully. Perform one of the following actions:
  - To decline the legal terms and conditions and stop the setup process, click **I Disagree**.
  - To accept the legal terms and conditions and continue the setup process, click **I Agree**.
5. Type the personal information number (PIN) and electronic serial number [ESN (dec)] for your BlackBerry device.

**Note:** To find your PIN and ESN (dec) on your device, click **Options > Status**.

6. Click **Continue**.

7. Type the login information.
  - **User ID:** Type a login name of your choice for the BlackBerry Internet Service Web site.
  - **Choose Password:** Type a login password of your choice for the BlackBerry Internet Service Web site.
  - **Confirm Password:** Retype your login password.
  - **Language:** In the drop-down list, click the language for the BlackBerry Internet Service Web site (if applicable).
8. Write down your user ID and password and keep the information in a safe place. You must type this information every time that you log in to the BlackBerry Internet Service Web site.
9. Click **Sign Up**.
10. Perform one of the following actions:
  - To add an email address for an existing supported email account (up to 10), type the full email address (for example, youname@ispname.com). Type the password for your email account.
  - To create a BlackBerry email address, click **Create a BlackBerry email address**. In the **Username** field, type the name that you want to appear before the at sign (@) in your new BlackBerry email address.
11. Click **Next**.
12. Click **OK**.

## About Adding an Email Address

You can add up to 10 supported email addresses that are associated with the following email account types to the BlackBerry Internet Service:

- ISP (using POP or IMAP).
- Microsoft Exchange (using Microsoft Outlook Web Access or the BlackBerry Mail Connector).
- IBM Lotus Domino (using the BlackBerry Mail Connector).

You can add most email addresses for most supported email accounts using your BlackBerry device. You must add email addresses for some types of supported email accounts using a computer.

Email Account Type	BlackBerry Device Web Browser	Computer Web Browser
Most Email Accounts	✓	✓
Personal - Microsoft Outlook	✓	✓
Personal - POP or IMAP	✓	✓
Work - Microsoft Outlook Web Access	✓	✓
Work - Microsoft Outlook		✓
Work - IBM Lotus Notes		✓

Depending on your email provider, you might not be able to add email addresses for certain email account types. Contact your email provider for more information.

**Note:** You might be prompted to install the BlackBerry Mail Connector on your computer when you add a supported work email address. The BlackBerry Mail Connector is designed to enable the BlackBerry Internet Service to retrieve email messages from a Microsoft Outlook or IBM Lotus Notes work email account from behind a company's firewall.

## Logging In to the BlackBerry Internet Service Web Site

### Logging In Using Your BlackBerry Device

You must log in to the BlackBerry Internet Service Web site to add or remove supported email accounts and to manage settings and message delivery options.

To log in to your account:

1. Verify that your BlackBerry device is connected to the Nationwide Sprint PCS Network and that you are in a wireless coverage area.
2. Click **Email Settings**. (If **Email Settings** is not an available option, due to your device software version, click **Internet Browser > Internet Email Setup**.)

3. On the Sign In screen, type your login information.
  - **User ID:** Type your login name for the BlackBerry Internet Service Web site.
  - **Password:** Type your login password for the BlackBerry Internet Service Web site.
4. Click **Submit** and then click **Get Link**.

### Logging In Using a Computer

You must log in to the BlackBerry Internet Service Web site to add or remove email accounts and to manage settings and message delivery options.

To log in to your account:

1. Verify that the computer is connected to the Internet.
2. In a Web browser, in the Web address field, type [www.sprint.blackberry.com](http://www.sprint.blackberry.com).
3. Type your login information.
  - **User ID:** Type your login name for the BlackBerry Internet Service Web site.
  - **Password:** Type your login password for the BlackBerry Internet Service Web site.
4. Click **Login**.

### Requesting Your Login Password

If you forget your BlackBerry Internet Service Web site password, you can request that the password be sent to your BlackBerry device.

To request your login password using your BlackBerry device:

1. On the BlackBerry Internet Service Web site login screen, click **Forgot your password**.
2. In the **User ID** field, type your login name for the BlackBerry Internet Service Web site.
3. Click **Submit**.

To request your login password using a computer:

1. On the BlackBerry Internet Service Web site login screen, click **Forgot your password**.
2. Type the required information:
  - In the **User ID** field, type your login name for the BlackBerry Internet Service Web site.
  - In the **PIN** field, type the PIN for your BlackBerry device.

**Note:** To find your PIN on your device, click **Options > Status**.

3. Click **Request Password**.

## Finding More Information

See the *BlackBerry Internet Service Online Help* for more information about adding supported email accounts, creating a BlackBerry email address, or managing email settings and message delivery options.

To view the *BlackBerry Internet Service Online Help*, log into the BlackBerry Internet Service Web site and click the **Help** link.

**Note:** If you log into the BlackBerry Internet Service Web site using a browser on your BlackBerry device, click the **Help** link on the Web page and then click **Help (Get Link)** in the menu.

## Installing the BlackBerry Desktop Software

Install the BlackBerry Desktop Software on a computer to perform any of the following actions:

- Synchronize personal information management (PIM) data, such as contacts, tasks, and appointments.
- Backup and restore data on your BlackBerry device.
- Load new programs for your BlackBerry device, such as updated system software, games, and third-party personal information management programs.
- Charge your BlackBerry device using your computer.

To install the desktop software, the following system requirements apply:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later.
- Windows® 98, Windows ME, Windows 2000, or Windows XP.
- CD-ROM drive.
- Available USB port.
- If you use Windows 98 (not Windows 98 Second Edition), you must download the DCOM 98 version 1.3 update from [www.microsoft.com/default.msp](http://www.microsoft.com/default.msp) for the USB driver to operate as expected.

To install the BlackBerry Desktop Software:

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
2. Complete the onscreen instructions.
  - Select **BlackBerry Internet Service** as your account integration option.
3. When the installation is complete, connect the smaller end of the USB cable to your BlackBerry device.
4. Connect the larger end of the USB cable to an available USB port on your computer.
5. On the Windows taskbar, click **Start**.
6. Click **Programs > BlackBerry > Desktop Manager**.

**Note:** To find more information about the features of the BlackBerry Desktop Software, click **Help > Desktop Help Contents**.

# Setting Up for Email Using BlackBerry Enterprise Server

Your system administrator might set up your BlackBerry device for email on your behalf, or you might need to integrate your BlackBerry device with a supported email account yourself using one of the methods described here.

## Using Enterprise Activation

If your system administrator has provided you with an Enterprise Activation password, you can integrate your supported email account (up to 10) directly from your BlackBerry device.

To use Enterprise Activation:

1. Verify that your BlackBerry device is connected to the Nationwide Sprint PCS Network and that you are in a wireless coverage area.
2. On your BlackBerry device, click **Enterprise Activation**.
3. Type your supported corporate email account address.
4. Type the Enterprise Activation password provided by your system administrator.
5. Click **Activate**.

**Note:** Your system administrator might request that you install the BlackBerry Device Manager program on your computer to reduce the amount of data that is sent over the wireless network when your BlackBerry device is connected to your computer.

## Using the BlackBerry Desktop Software

If your system administrator does not provide you with an Enterprise Activation password, you can install the BlackBerry Desktop Software on your computer to integrate your BlackBerry device with your supported email account.

To install the BlackBerry Desktop Software, the following system requirements apply:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later.
- Windows® 98, Windows ME, Windows 2000, or Windows XP.
- CD-ROM drive.
- Available USB port.
- If you use Windows 98 (not Windows 98 Second Edition), you must download the DCOM 98 version 1.3 update from [www.microsoft.com/default.mspx](http://www.microsoft.com/default.mspx) for the USB driver to operate as expected.

**To use the BlackBerry Desktop Software:**

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
2. Complete the onscreen instructions:
  - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your account integration option.
  - Select **BlackBerry Enterprise Server** as your email redirection option.
3. When the installation is complete, connect the smaller end of the USB cable to your BlackBerry device.
4. Connect the larger end of the USB cable to an available USB port on your computer.
5. On the Windows taskbar, click **Start**.
6. Click **Programs > BlackBerry > Desktop Manager**.
  - When you are prompted to generate an encryption key, complete the onscreen instructions.

**Note:** To find more information about the features of the BlackBerry Desktop Software, click **Help > Desktop Help Contents**.