

BlackBerry® Account Set-up Guide

Create Account & Setup Mailbox

1. From an internet browser go to <http://optus.BlackBerry.com> and click **Create New Account**

Welcome to BlackBerry!

New Users
You need to create an account to begin sending and receiving email on your BlackBerry device. Please turn on your device and ensure that it is connected to the wireless network. Then click "Create New Account" below to begin.

Create New Account

Existing Users
To log in, please provide your user name and password below.

User name: [Require Assistance?](#)

Password: [Forgot Password?](#)

Log In

2. Read and Agree to the Legal Terms and Conditions.
3. Enter the Device Pin and Device IMEI from your BlackBerry® device and click Continue.

Account Setup

To begin creating your BlackBerry Service account, type your device details below.

Device PIN:

Device IMEI:

Cancel **Continue**

To find your PIN perform one of the following actions:

- In the BlackBerry device options or settings, click **Status**.
- Look for the PIN and IMEI information on the outside of the box that your BlackBerry device or BlackBerry-enabled device came in.
- Turn the BlackBerry device off and remove the battery. Look for the sticker on the BlackBerry device with the PIN information where the battery is usually located.

> The Device PIN and Device IMEI can be found printed on the device battery or on the side of the box or from the within the device: menu > options > status.

Troubleshooting

if you receive the following error message please contact M2 Telecom Customer Service on 1300 656 121 before proceeding. Your device will need to be manually registered with the BlackBerry® network, for an account to be created.

Account Setup

To begin creating your BlackBerry Service account, type your device details below.

Device

Device

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The page at https://bis.ap.blackberry.com says:

Cannot create account:

This BlackBerry(R) device is not registered with your wireless service provider. Please register this device and verify that the URL of the current web site matches the one provided by your wireless service provider.

To register:

1. In the Application list on your device, click Options, or click Settings Options.
2. Click Advanced Options > Host Routing Table.
3. Click the Menu key and click Register Now.

If the error persists, contact your wireless service provider.

OK

Create Account & Setup Mailbox

4. Create a username and password for your BlackBerry® account portal. You should write these down and store them somewhere safe as you will need these to make changes to your Email accounts in future.
5. If you are setting up an existing Email account on your device select the first option.

Set Up Email

Add an existing email account (e.g. Yahoo!®, Google®, Microsoft® Exchange)

Need an email account (name@optus.ap.blackberry.net)?

Add an existing email account (e.g. Yahoo!®, Google®, Microsoft® Exchange)

Email address: ?

Email password: ?

Show Password

Enter the **Email address** and **password** used to access this Email account and click **Next**.

Troubleshooting

if you receive the following error message click on the provide additional settings link and you will be prompted to enter further settings to assist the BlackBerry® server to establish a connection with your mail server. You may need to consult your IT administrator for these details.

Set Up Email

Add an existing email account (e.g. Yahoo!®, Google®, Microsoft® Exchange)

Need an email account (name@optus.ap.blackberry.net)?

Add an existing email account (e.g. Yahoo!®, Google®, Microsoft® Exchange)

The email address or password is incorrect, or we need more information or provide additional settings.

Email address: ?

Email password: ?

Show Password

Provide Additional Settings

POP/IMAP (Most Common) ?

Microsoft® Exchange (using Microsoft® Outlook® Web Access) ?

Automatically detect my POP/IMAP email settings from Microsoft® Outlook®/Outlook® Express on my computer (Requires Microsoft Internet Explorer) ?

Provide Account Settings for Microsoft® Outlook Web Access

Tip: Contact your Microsoft Exchange administrator if you need help with these settings.

Email address: ?

Email password: ?

Show Password

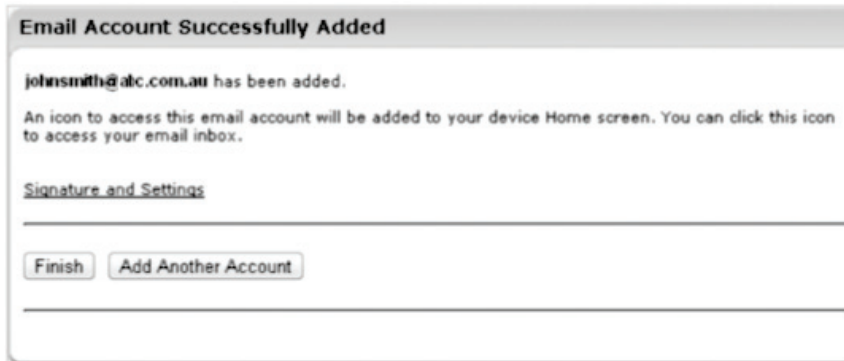
Web Access URL: ?
e.g. http://exchange.domainname.com/exchange
The web site you use to access your email from your browser.

User name: ?
e.g. lisa.perry or domain\lisa.perry

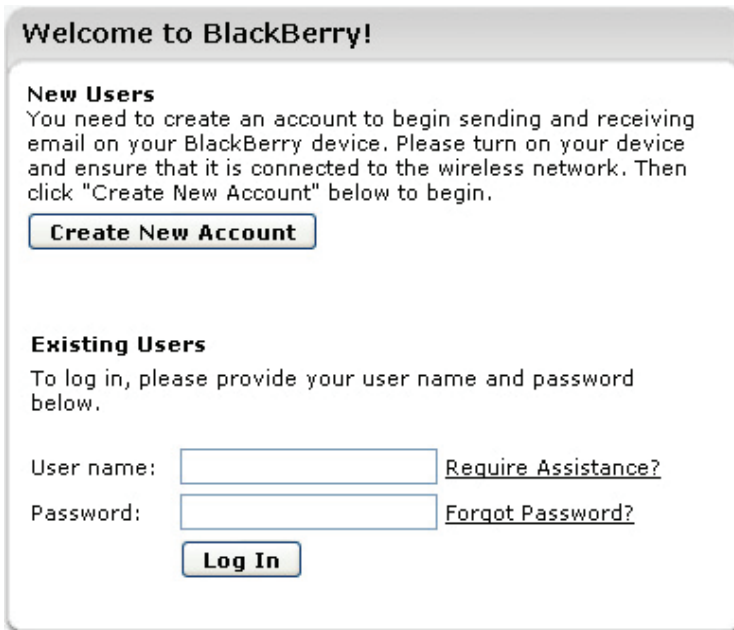
Mailbox name: ?
e.g. lisa.perry

Create Account & Setup Mailbox

Once a connection has been established with your mail server you will receive the message below. An Email will appear on your BlackBerry® device advising that the account has now been established and that all new mail will start coming through within 20 minutes.



6. To setup your outgoing mail signature click on the **Signature and Settings** link and change or remove the default outgoing message and click **Save**



Once completed, you will be forwarded to the main control screen of your BlackBerry® account. All future logins to the BlackBerry® online configuration service will start with this screen.



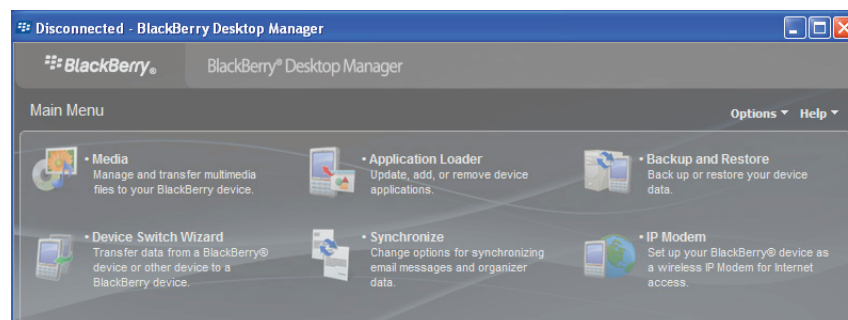
For any queries, please contact M2 Telecom on 1300 656 121

Synchronise & Manage Your Device

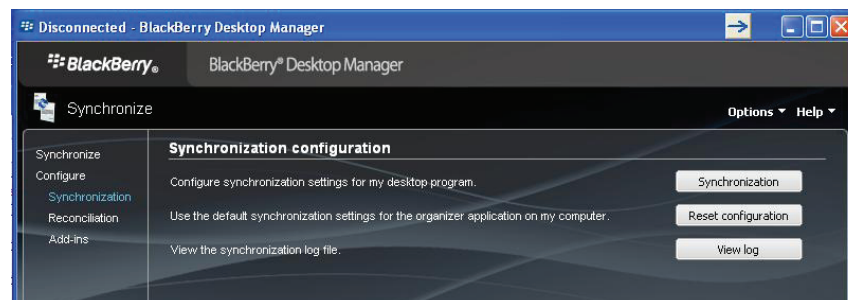
Install the BlackBerry® Desktop Software application; available from either the CD-ROM included with your handset or from <http://na.BlackBerry.com/eng/services/desktop>. You may need your IT administrator to install the software for you if your user privileges do not allow you to do this yourself.

Using the BlackBerry® Desktop Software application you can synchronise data (contacts, calendar entries, tasks, memos) between your device and the email application on your computer.

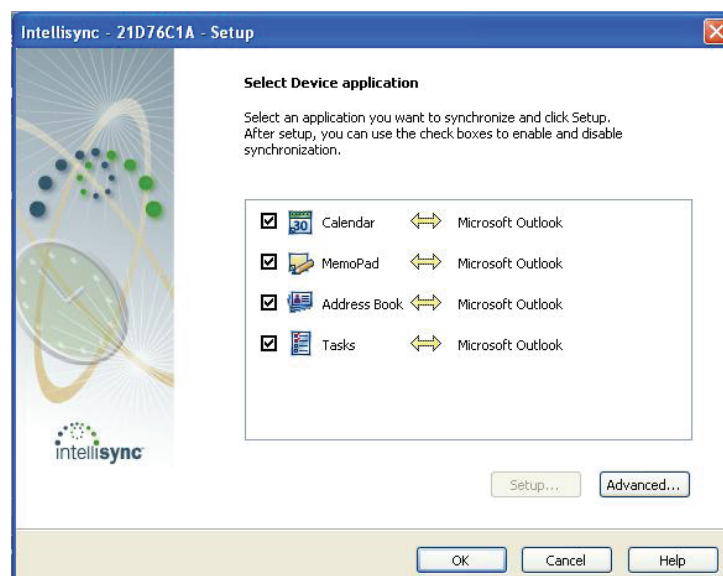
1. Connect your BlackBerry® device to your computer using the supplied data cable
2. Open the BlackBerry® Desktop Manager and click the **Synchronize** button



3. On the left panel, click **Configure > Synchronization** and click the **Synchronization** button.



4. Select the **check box** beside the organiser services required, click **setup** to set the location of the organiser data

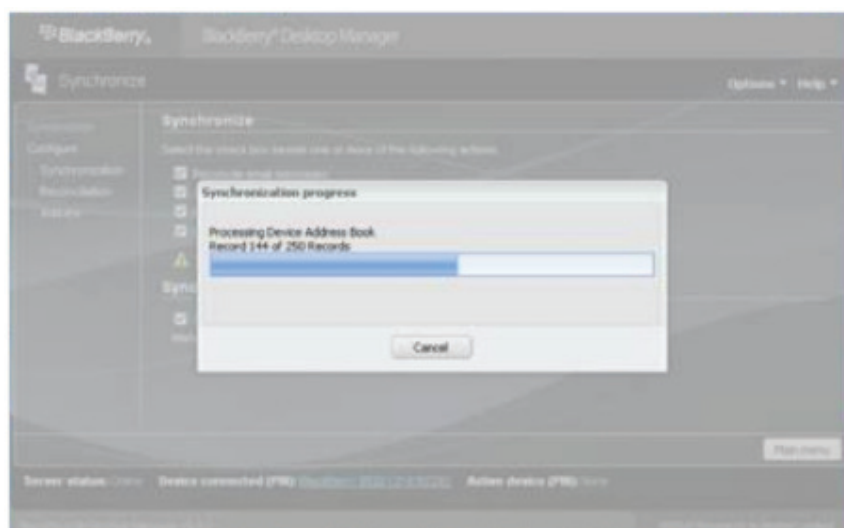
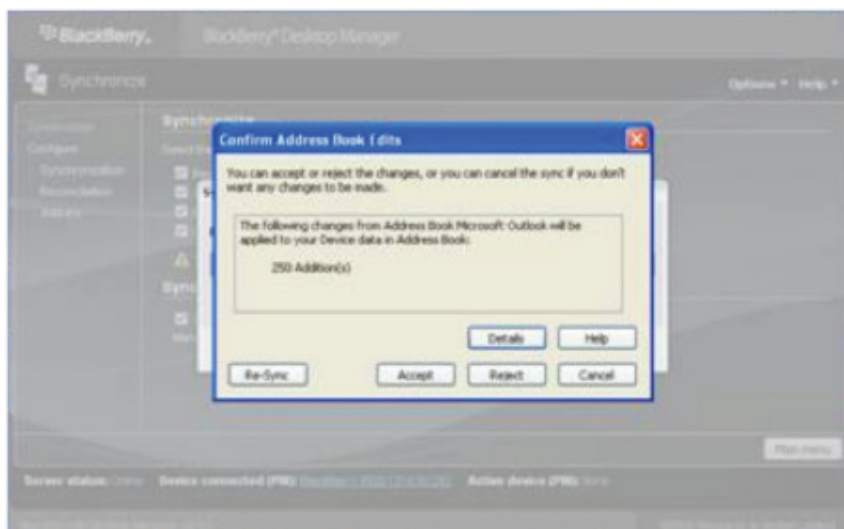


Synchronise & Manage Your Device

5. On the left panel, click **Synchronization** and click on the **Synchronize** button



6. Each of the organiser services that have been setup will now transfer data to and from the handset to ensure both your desktop data and handset data are synchronised. Before each data set is transmitted you will be prompted to approve the transfer, click **Accept** to start the transfer or **Reject** to skip to the next data type.



BlackBerry® International Access

If you're travelling overseas, don't forget to take your BlackBerry® device with you. You can use **BlackBerry® from M2 Telecom in an ever-growing number of countries around the world.**

Roaming is not automatically connected with a M2 Telecom Digital Mobile service so please arrange connection before you go overseas by calling M2 Telecom Customer Service on 1300 656 121.

Due to the encryption technology that your BlackBerry® uses, taking your BlackBerry® device to some foreign countries is contrary to the laws of those countries. These laws vary from country to country. You may not roam with your BlackBerry® to any country with such laws.

M2 Telecom has confirmed that BlackBerry® devices are used in the following countries:

Anguilla	Greece	Philippines
Antigua & Barbuda	Guernsey	Poland
Argentina	Haiti	Portugal
Aruba	Hong Kong	Russia
Austria	Hungary	Saudi Arabia
Bahrain	Iceland	Singapore
Barbados	India	Slovak Rep
Belgium	Indonesia	Slovenia
Bermuda	Ireland	South Africa
Brazil	Isle of Man	Spain
Bulgaria	Israel	Sri Lanka
Cambodia	Italy	St Kitts & Nevis
Canada	Jamaica	St Lucia
Cayman Islands	Japan	St Vincent & The Grenadines
Chile	Jersey	Sweden
China	Luxembourg	Switzerland
Croatia	Lithuania	Taiwan
Curacao	Macau	Thailand
Czech Rep	Malaysia	Trinidad & Tobago
Denmark	Malta	Turkey
Dominica	Mexico	Turks & Caicos
Egypt	Morocco	Ukraine
Finland	Netherlands	UAE
France	New Zealand	UK
Germany	Pakistan	USA
Grenada	Peru	Vietnam