In order for us to ensure a smooth activation process for your Blackberry device, please make sure you go through the following steps:

1. **BLACKBERRY EMAIL SERVICES** - There are two options to access your ODU below. Please make sure you know which type of email services you have configured for your current Blackberry device:

   **A. BLACKBERRY ENTERPRISE SERVICE (BES)** - The BES service is an enterprise mail service which uses a dedicated Blackberry server to automatically synchronize (push) your corporate email, calendar, personal address book, and task list. This requires you have Blackberry Enterprise Services with your cellular provider, and requires a blackberry activation password (provided by your Email/Blackberry Administrator). This document is dedicated for this type of configuration.

   **B. BLACKBERRY INTERNET SERVICE (BIS)** - A BIS account is an internet email account you configure on your service provider’s web site. You should refer to your service provider for information on configuring an Internet email account to access your corporate email. This configuration is not supported by ODU, although we will provide you the email server information you need to create this account (see server info below). This setup does not require Blackberry Enterprise services with your service provider and does not synchronize your calendar or personal address book. Your will not have to perform the "wipe handheld" function for this type of setup so information you have stored on your device will not need to be backed up and erased. You do not need to read the rest of this document for this type of setup. Please refer to your blackberry manual or service provider for setup information.

   **EMail Server:** webmail.odu.edu

   **SMTP Gateway:** smtp-auth.odu.edu

   **Note:** You should use SSL for your connection settings.
2. CHECK WITH YOUR SERVICE PROVIDER FOR "BLACKBERRY ENTERPRISE SERVICES" - Confirm your Blackberry device is provisioned for Blackberry Enterprise Services (BES) through your cell phone provider. Otherwise, you will receive a "server not responding error" when trying to "activate" your device.

To confirm, make sure that the Blackberry displays this service code in the top corner: 1XEV

3. REQUEST ACTIVATION PASSWORD – Please contact the Help Desk and have them create a new ticket requesting a new Blackberry Enterprise Service (BES) account. Once the ticket has been created, we will create an account for your device on ODU’s Enterprise server, and send you the activation password.

Technical Support Center
1056 Webb University Center
Old Dominion University
Norfolk, VA 23429
Tel: 757.683.3192 | Toll Free: 877.348.6503

Incident Reporting: https://fp.odu.edu
Email: occshelp@odu.edu
4. **ACTIVATE BES** – Once your account has been created, and you have been sent the activation password, you can proceed with these steps:

1. Click the Options icon from the main menu.
2. Choose Advanced Options.
3. Click on Enterprise Activation.
4. From this menu, enter your e-mail address and your Blackberry Enterprise password.
5. Click-on the trackball/scroll wheel and choose Activate to begin the activation process.

Allow 5-15 minutes while your Blackberry activates and synchronize your e-mail, calendar and contacts.