

BlackBerry™

BlackBerry Internet Service Set-up Guide

To set up your BlackBerry Internet Mail device you will need to visit www.o2email.co.uk

Select the option from the homepage, and then read and 'Agree' to the terms and conditions on the following page.

You will now be taken to the 'Account Set-up' screen. Here you will need to enter the device PIN and IMEI number.

Account Setup

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

PIN:

IMEI:

To find your PIN perform one of the following actions:

- In the BlackBerry device options or settings, click **Status**.
- Look for the PIN 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.

Once you have entered these details click 'Continue'.

You can now enter your user credentials to set up the BlackBerry mailbox. The fields you must fill out are as follows:

Account Setup

User ID:

Choose Password:

Confirm Password:

Language:

Once you have entered these details click 'Sign Up'.

Once you have signed up you will see the screen below.

Set Up An Existing Email Account

Set up the BlackBerry Internet Service to deliver email messages from your personal or work email account to your BlackBerry device. Type your email address and the password you use to access the account. [Open help](#) to determine which password to type.

Email address:

Password:

Confirm password:

Create A BlackBerry Device Email Address [?]

Would you like to create an email address exclusively for your BlackBerry device?

Choose a user name that will become the first part of your BlackBerry email address.

User name: @o2email.co.uk

You now have the choice to add email accounts to be used on the BlackBerry straight away or create one exclusively for your device. Now click **'Next'** to continue in to the BlackBerry Email Accounts Screen.

(There is a more detailed guide on adding email accounts later on).

The BlackBerry email accounts screen

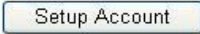
Now you have set the account up it is important to familiarise yourself with the BlackBerry email accounts screen as there are several features and options you should be aware of. The layout of the Screen is simple. It shows you the email accounts you currently have setup with your BlackBerry and Account Management options on the left of the screen (if you have not paired any other email addresses before, the list will only contain the o2email.co.uk address that you set up initially). An example of this screen is shown below.



Settings

The Settings section allows you to perform administrative tasks. Here you can find standard elements such as changing your password and language, but more importantly, it is in this section that you can change your handheld PIN should you have to replace your BlackBerry.

Adding an email address

The BlackBerry Internet Service allows you to add up to ten POP3 / IMAP email addresses to your BlackBerry. The result is that you can receive email that has been sent to your various email addresses (be it work or personal email addresses) all on a single device. To add an email address, from the Home Screen, click on .

Add e-mail account

To add an e-mail account, enter the e-mail address and the password that is used to access the e-mail account. If you need help determining what password to enter, [click here](#).

E-mail Address:

Password:

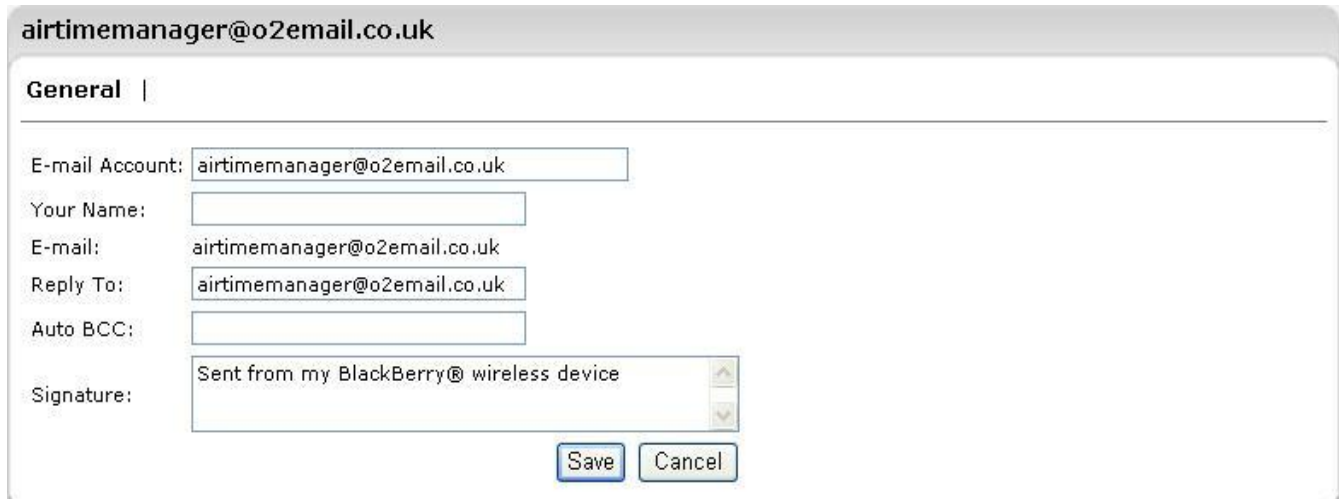
Confirm Password:

In this window enter the details of the email account you wish to pair with the BlackBerry. After entering your details, click on the **'Next'** button and you will be shown a confirmation that you have successfully configured access to the email address.

If you see the **An error occurred during email account validation** or **We were unable to configure this email account** message, it is the result of one of the following:

1. The integration failed because incorrect account information was entered. Repeat the process above with the correct information.
2. The integration is not complete because you must enter additional or other alternative information.

Once you have paired all of the email accounts you wish to integrate with the BlackBerry, you will need **Edit** your Email's General Settings. With the options here you can set your friendly name under **Your name**. You can also set up a useful feature whereby if anyone replies to an email you have sent them, it will be sent to another email address of your choosing by simply typing the email address in the **Reply To** field. Your **Signature** can also be edited from this screen, which appears in all outgoing emails sent from your BlackBerry. Once everything is filled out, click **'Save.'**

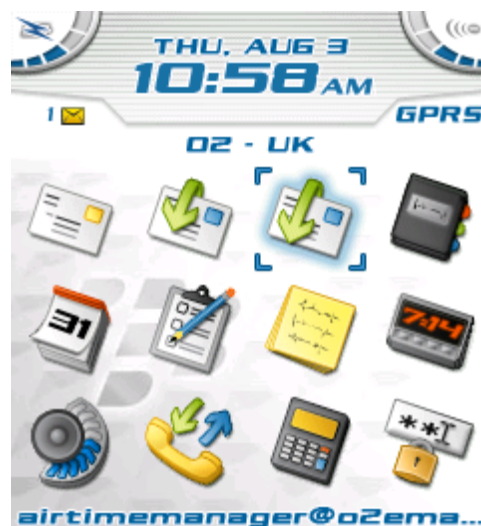


The screenshot shows the 'General' settings for an email account. The fields are as follows:

- E-mail Account: airtimemanager@o2email.co.uk
- Your Name: (empty)
- E-mail: airtimemanager@o2email.co.uk
- Reply To: airtimemanager@o2email.co.uk
- Auto BCC: (empty)
- Signature: Sent from my BlackBerry@ wireless device

Buttons for 'Save' and 'Cancel' are located at the bottom right of the form.

Once the accounts have been setup and you have logged out, within a few minutes you will see an envelope (mailbox icon) for every email account you have paired with the BlackBerry Account, like the one shown below.



Should you have any questions about setting up a BlackBerry Internet Service account, please call us on **freephone 0800 123000** or email technicalsupport@adamphones.com.