

BlackBerry Mobile Service Quick Start Guide

The information provided here is a quick summary of what you will need to do to get going with your BlackBerry Mobile Service from Workplace2go. For more detailed information, or if you are setting up this service as the account administrator, please see our full [BlackBerry Start Guide](#) located on the Service Management Console (SMC) home page.

- 1. What you will need to Start:**
 - A BlackBerry Service-compatible device
 - Access to Hosted Microsoft Exchange service
 - A valid Workplace2go user account
 - Your account to must be provisioned for the BlackBerry service. Check for BlackBerry Mobile Service to be listed under your My Services section of the Services Management Console (SMC). If it is not listed, contact your company's account administrator and request to be added to the service subscription. *NOTE: You will have 72 hours to complete successful activation and connection once a service account and password is assigned to you.*
- 2. Reset your BlackBerry to factory defaults**

Use the Options | Security | Wipe Handheld command, or consult your device manual for specific instructions. *(Ensure your device is no longer activated nor retrieving email from another email server!)*
- 3. Activate your BlackBerry for use with the service**

Navigate to the Options | Enterprise Activation option on the handheld and input your company mailbox email address and the initial BlackBerry password: "1234" without quotes. The BlackBerry service will begin the activation process automatically. *NOTE: This step must be performed within 72 hours of service activation.*
- 4. If you desire more detailed information, or have difficulties:**

Refer to the full information contained in the [BlackBerry Getting Started Guide](#), or contact the Workplace2go support team at support@workplace2go.com.

We are pleased to have you as a new customer!

Enjoy your new BlackBerry Mobile Service, and please let us know how we can continue to serve you better!

~The Workplace2go Team