



Instructions: Migrating Blackberry Users to FIUmail

These instructions are only for users who currently are using Lotus Notes with a Blackberry, and thus, currently have an account on our Blackberry Enterprise Server for Lotus Domino. Once you are migrated to FIUMail, you will need to be set up on the new Blackberry Enterprise Server for Microsoft Exchange.

Here are the steps you need to follow in order to transition to the new Blackberry Enterprise Server for Exchange:

Step1: Verify migration

1. Verify that your FIUMail account has been created and you can access it via the web (<http://fiuemail.fiu.edu>) or with a supported client (e.g., Outlook 2007)
2. Verify that the mail, calendar, and To-Dos you had in your Lotus Notes mailbox have been migrated to your FIUMail mailbox.
3. Verify that you have already migrated your Lotus Notes address book into your FIUMail mailbox using the Quest Self-Service Migrator tool.

Step 2: Make a backup of your device and your filters

You should make a backup of your device in case any of the information stored in the device may need to be restored:

1. Connect your device to the USB port on your computer
2. Launch your **Desktop Manager** application
3. From the *Main Menu*, select **Backup & Restore**
4. Choose to **Backup** your device
5. Choose a location for the backup and click **Save**
6. Once the backup is done, from the Main Menu, select **Email Settings**
7. Click on the **Filters** tab
8. If there are any customized filters (other than the To and Cc default filters), click on **Save** and save the filters to a file on your computer.
9. Make a note of the version of your Desktop Manager by clicking on **Help→About Desktop Manager**

Step 3: Uninstall & Reinstall Desktop Manager client

The Desktop Manager client you installed and configured for use with your Lotus Notes account will no longer work now that your e-mail account resides on a Microsoft Exchange server. Therefore, you will have to uninstall it and install it again configured for Microsoft Exchange. Here are the steps in this process:

1. Click on Start→Control Panel→Add/Remove Programs
2. Select the Blackberry Desktop Software from the list of programs installed and click on Change/Remove
3. At the Welcome to the InstallShield Wizard window, click Next
4. From the Program Maintenance options, select Remove and click Next
5. At the Uninstall Options window, choose to Remove all user settings for Blackberry Desktop Software and click Next
6. At the Remove the Program window, click Remove
7. When the program has been removed, click Finish
8. Close the Add/Removes Program window

Once the program is completely removed, you are ready to install the Desktop Manager client again.

1. Go to the following website to download the Desktop Manager client: <http://na.blackberry.com/eng/services/desktop/>
2. Scroll to the bottom of the page to the Blackberry Desktop Software Downloads section and click the Download Blackberry Desktop Software link.
3. Note: Blackberry users can install PocketMac for Blackberry. The download is available on this same page (click on the PocketMac for Blackberry link in the Blackberry for Mac section).
4. At the Software Download for Blackberry Support screen, click on the pull-down menu and select the version of Desktop Manager that you were using before, if you prefer, and click Next.
5. Choose the English version of the software, and click Download Software
6. Fill out the requested information and click Next.
7. Accept the License Agreement and click Next.
8. Click the Download button to begin downloading the software
9. When asked Do you want to Run or Save this file?, select Run
10. When asked Do you want to Run this software?", select Run
11. At the Welcome to the InstallShield Wizard window, click Next
12. At the Select Country or Region window, select USA (English), and click Next
13. At the License Agreement window, accept the agreement and click Next
14. At the Customer Information window, fill in the requested information and click Next
15. At the Destination Folder window, confirm that the installation path is OK, and click Next
16. At the Setup Type window, choose Typical and click Next
17. At the Integration Options window, select Blackberry Enterprise Server or Blackberry Desktop Redirector and click Next
18. At the Choose Blackberry Enterprise Server window, select Microsoft Exchange and click Next
19. At the Message Redirection screen, select Redirect messages using Blackberry Enterprise Server and click Next
20. At the Shortcut Installation Options screen, choose the shortcuts you wish to set up and click Next
21. Click Install to begin the installation
22. At the Installshield Wizard Completed window, uncheck the two boxes and click Finish
23. Restart your computer if you are prompted to do so.

Step 4: Wipe Handheld

Now it is time to wipe your handheld so you can be set up on the new Blackberry server. Do the following to wipe your handheld:

1. From your device's main menu, click on Settings→Options→Security Options→General Settings
2. Click the Menu and select Wipe Handheld
3. If prompted to include 3rd party applications in the wipe, do not check the box.
4. Follow the instructions on your screen and wait for the device to be wiped.
5. Once the device is wiped, you may see the Setup Wizard. Do not run this. Choose the option to not ask you about it again.
6. Turn the the radio on (on some devices, this is labeled Turn Wireless On or Manage Connections on other devices, and can be found on the Main Menu of the device)
7. Wait until you see EDGE in capital letters on the top right hand corner of your device
8. Go into Settings→Options→Date/Time and select the Eastern Time (GMT -05:00) US & Canada Timezone.

Step 5: Activate Blackberry

1. Send an e-mail to fiuemail@fiu.edu letting the Blackberry System Administrators know that your device has been wiped and you are ready to be removed from the Domino Blackberry Server and added onto the Exchange Blackberry server.
2. Once you have been added to the server, you will receive an e-mail from one of the Blackberry Admins. At that time, you will need to activate your device. You can activate your device in one of two ways:
 - a. **Wired activation**
 - Open your Desktop Manager client
 - If your device is not detected, click on Options→Connection Settings→Detect
 - Verify that your Desktop Manager shows you are Connected & Online in the status bar
 - Select Email Settings
 - Click on the Security tab and choose to Generate a new encryption key manually.
 - In a few minutes, you should see activation activity on your handheld.
 - Wait for the activation to complete successfully
 - b. **Wireless activation**
 - From your device, go into Settings→Options→Advanced Options→Enterprise Activation
 - Enter your e-mail address in the *Email* field. In the *Password* field, enter the password given to you by the Blackberry Admin
 - Select the menu and choose Activate
 - In a few minutes, you should see activation activity on your handheld.
 - Wait for the activation to complete successfully

Regardless of how you activated your device, once the activation is complete, the last 200 messages from your Exchange mailbox will be populated on your handheld, as well as all all your Calendar entries, all your contacts, and all your Tasks.

You should now test your device to make sure you have full functionality and that all your data is on the device.

If for some reason you are missing data or applications, do the following:

1. Launch **Desktop Manager**
2. Select **Backup & Restore** from the Main Menu
3. Click the **Advanced** button
4. Click on **File→Open** and open the backup file you saved in Step 1 above.
5. The list of databases available in the backup will appear on the left side
6. Choose the database that you want to restore and click the → to transfer it to the device.

Note: If restoring a database that is configured for wireless synchronization on the device, you must first turn off wireless synchronization on the device before you can restore the database. For example, if your “Address Book” database backup contained more information than what was loaded onto your Blackberry, you will need to open the Address Book on the device, click the Menu, choose Options, and turn off wireless synchronization. You will then be able to restore the Address Book database from the backup onto the device.

You can also restore any special filters you may have saved in Step 2 above. Here’s how you would do this:

1. Launch your **Desktop Manager** client
2. Select **Email Settings**
3. Select the **Filter** tab
4. Use the **Load** filters option to restore filters you saved in Step 2 above.