

## Setting up BIS (Blackberry Internet Service)

Before we start, please ensure that you already

- a) registered Blackberry Pusmail with AIS
- b) insert the SIM Card into the Blackberry Device
- c) the Blackberry shows either GPRS or EDGE in the upper right corner in CAPITAL letters.  
The Service is not ready if it appears in small letters.

If the above steps have been completed, please visit the following Web-Site:  
<http://www.ais.blackberry.com>

**CLICK on "Create New Account"**



**Login**

To login, please provide your User ID and Password below.

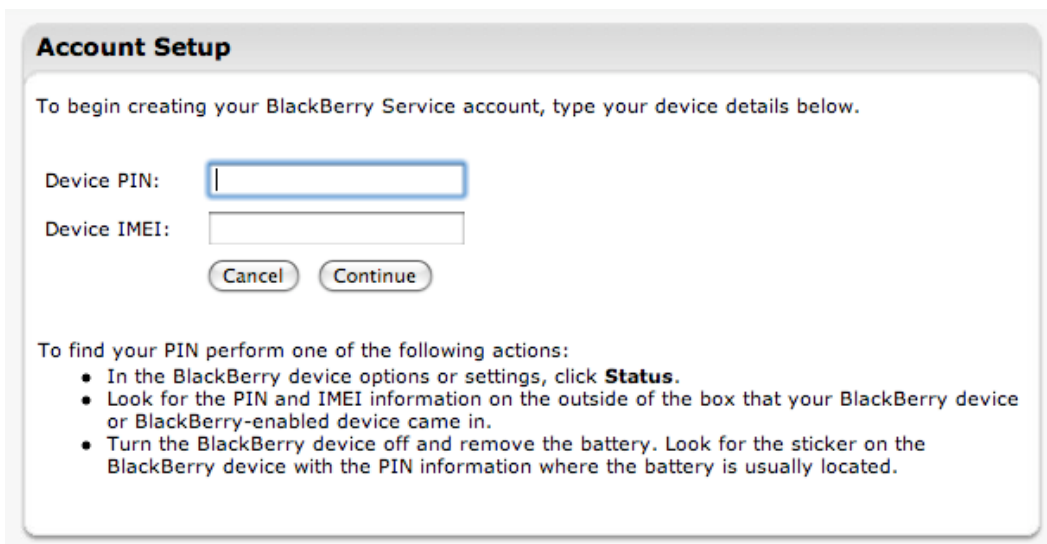
User ID:  [Need assistance?](#)

Password:  [Forgot your password?](#)

**New user? Click "Create New Account" below to activate your BlackBerry account.**

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**Accept the legal Terms and on the next screen, enter PIN and IMEI number of your Blackberry Device as on the picture below.**



**Account Setup**

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

Device PIN:

Device IMEI:

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.

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Now enter a Username and a password.

Ensure you keep it in a safe place as you might need to access this account from time to time.

After these steps have been done, your account is created.

Now click on "Setup account".

### Add An Existing Email Account

Set up an existing work or personal email account for use with your BlackBerry device.  
ex. Yahoo!®, Gmail™, Microsoft Outlook®

Set Up Account

Now enter your email address BUT do NOT enter your password. NO PASSWORD please. This is very important.

### 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:

NO PASSWORD IN HERE !!

Cancel

Next

Click next to continue.

### Additional Information Required

We were unable to configure john.smarty@company.com. Choose one of the following options and select Next.

Re-enter email address and password.

Email address:

Password:

I will provide the settings to add this email account.

Cancel

Next

### Select Account Type

We were unable to configure john.smarty@company.com. Please select one of the following options:

This is my personal email account.

This is my work email account.

Cancel

Next

## Setting up BIS (Blackberry Internet Service)

### Set Up An Existing Work Email Account

We require additional information to configure your john.smarty@company.com account. Please tell us how you access your email by selecting an option below, then click "Next".

#### Internet Service Provider Email (POP/IMAP)

- Automatically detect my Microsoft® Outlook™ or Outlook Express™ settings. ?  
(Requires Microsoft Internet Explorer)
- I will provide the settings to add this email account ?

#### Outlook® Web Access

- I can access my email account using a Web browser (Outlook® Web Access) ?

### Set Up An Existing Email Account

To configure your email account, the BlackBerry Internet Service requires some additional information. Complete the fields below, or if you are adding a Microsoft® Outlook® or Outlook Express® account, the BlackBerry Internet Service can automatically detect the information for you.

User name:  ?  
(e.g. jdoe or jdoe@yourisp.com)

Password:  ?

Email server:  ?  
(e.g. email.yourisp.com)

Email address:  ?  
(e.g. jdoe@yourisp.com)

As always, click next.

Now it will verify your account and if everything is ok, IMAP or IMAPS ports are open, then it will create your account and it will automatically be setup on your Blackberry Device.

After the accounts has been created, please click on the main page to "edit" your account.

There enter your name as you wish your customers to see it and adjust your signature to your needs.

#### IMPORTANT:

Ensure that the "Synchronize deleted items between this mailbox and my device" is checked.

Note: Items you delete on your BB can be deleted on your Server as well. It depends on your settings on the device for this. Click on your mailbox (on the device), then click the menu button and choose options and email reconciliation. Settings can be done there to make the device ask you every time when you delete an email whether or not it should be deleted on the Server as well or simply do it every time or never.

Mails you read on your device will be marked "read" on your Server.

However, if you delete mails on your Server, they won't be deleted on the Blackberry. This is a one way sync only for mails. And you only receive the emails which went into your inbox on the Server.

## Setting up BIS (Blackberry Internet Service)

You can setup the BB Device to delete messages older than xx days/months automatically from the device (not from the Server).

If you would like to OTA (over the air) sync (2-ways) Tasks, Contacts and Addressbook you can do that using a third party software to be installed on your Blackberry. The software is Notifysync.

Please contact us for further assistance using this software.

For your information:

With the Blackberry you can open most attachments like

- Word
- Excel
- PowerPoint
- PDF
- most common picture types

If you reply to mails on your BB, then you will find the sent message in the "Sent Items" folder on your server as well.