**Configuring your BlackBerry® Device for Tri-C Exchange Mail**

**System Requirements:**
- BlackBerry Device Software version must be 4.1.0 or higher.
- The device must have Enterprise Activation installed.

Please consult your service provider for version verification or update instructions.

ITS will need the following information to successfully connect your BlackBerry® device to the college’s BlackBerry® Enterprise Server (BES):

- Username
- Department
- Cell Phone #
- Cell Phone Provider
- Device Model
- Software version

To find the Handheld Software version:

1. From the Home screen, enter the 'Option' menu
2. Scroll down and select the 'About' menu. The third line down will tell you the software version.
3. The Device Software version should look like: v4.x.x.xxx

Once you have this information, submit to the Helpdesk. ITS Desktop Support will send you a "Welcome BlackBerry® Email Message" containing a new Access Password and further instructions required to activate your BlackBerry®.

If you do not feel comfortable with the instructions above please contact the Helpdesk and make an appointment to bring your device to Desktop Support: Metro Campus MSS 5th floor. A technician will configure the Outlook connection for you.

**IMPORTANT:**

* After successful connection, the college’s mobile computing and security policies are downloaded and applied to your device. Your 4 Digit PIN must be entered after 5 minutes of inactivity and after initially powering up the device. After 8 consecutive failed password input attempts your device will be wiped of any Exchange/Outlook data.

**ITS can only provide technical assistance with connecting your device to Cuyahoga Community College’s Microsoft Exchange services. If your device fails to connect and your cell phone provider cannot help to resolve the issue, you may need to return the device to default settings. This document is provided without guarantee. ITS is NOT responsible for any data loss during the configuration process.