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BlackBerry Professional Software™ Express Self-Install Procedure

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This document is intended for anyone downloading and installing the BlackBerry Professional Software Express (BPS Express) into their IT environment. This is typically suited to the individual responsible for administering the e-mail server and IT network, or someone with the equivalent IT expertise.

Alternatively, we can help you scope out the work required and even do this for you. To see more details regarding our Managed Installation options visit the 'Professional Software (BPS)' section on our website at www.vodafone.co.nz/blackberry

If you would like Vodafone to help you then please contact your Vodafone Account Manager, or the Business Inbound team, on 0800 800 021.

A. Preparation:

1. Mobile handset

Handset PIN number:

You will need at least one BlackBerry mobile device, as you require its unique 'PIN' number to register for the BPS software download. If you do not already have a BlackBerry device, you need to contact your Vodafone Account Manager, visit a Vodafone store, or call our Business team on 0800 800 021.

Handset software version:

It's recommended you have the latest software on your mobile device. To determine the current version, go to 'Settings or Options>About' on your mobile device. You should see wording like the following: "Wireless Handheld...v4.1.x.x".

If the software on your device is older than 'v4.1.x', it will still function well with the BPS software but you won't be able to take advantage of all features.

To upgrade your handheld software:

There is a handset upgrade guide in the BlackBerry Daylight Savings section of our website: www.vodafone.co.nz/blackberry

If you have trouble with this handset upgrade you can call our BlackBerry support team on 0800 921 021 in business hours.

2. BlackBerry monthly access data plan

You must have an appropriate BlackBerry Enterprise Server (BES) monthly access plan on your mobile account. There are two plans depending on whether you are a 'Standard' or 'Power' user. Further information is on our website at:

<http://www.vodafone.co.nz/business/blackberry/blackberry-server-workings.jsp>

You can arrange this when you purchase your BlackBerry handset, or contact your Vodafone Account Manager, or call our Business team on 0800 800 021 during business hours.

Important: Without the correct BlackBerry BES monthly access plan provisioned on your Vodafone connection, your BlackBerry service will only work for 24 hours after you activate your BlackBerry handset on your BPS server but will then be blocked. Even the BlackBerry Internet Service (BIS) plan will not be sufficient.

3. IT server hardware

You will need to ensure that you have the appropriate IT server hardware and software to run the BPS software. It can be installed onto your Microsoft Exchange or Lotus Notes email server or you can use a stand-alone server.

If you are going to use a separate server then use these specifications as a guide:

- Intel Pentium P4
- 1GB RAM
- 60GB free disk space
- 10Mbps or faster LAN connection
- Permanent internet connection
- MSDE running on the same computer
- Microsoft Windows Server 2003

B. Download the BPS software:

To register for the free BPS software, including 1 user license, go to:

www.blackberry.com/go/ap_express_vodafone

1. Register your BlackBerry device 'PIN' number and follow the steps presented by the website.
2. Ensure that you select the version of BPS that matches your e-mail platform, i.e. Microsoft Exchange or Lotus Domino.
3. You will be e-mailed a link to a page that will contain the following important information:
 - Server license key (SRP)
 - 1 user license key (CAL)
 - Link to download the BPS software.

This download package is approximately 300MB in size, so ensure you have a reliable broadband connection.

C. Installation:

The technical installation documentation is contained in the BPS Express download package. Make sure you read and follow all documentation. This should be managed by a suitably qualified IT person.

Over the phone support for installation is provided on the Self Install support line – 0800 921021 during business hours. If we cannot solve your issue over the phone then on-site support is available at \$135.00 + GST per hour during business hours. It may take a couple of days to arrange this.

Remember, you can choose to have this whole process managed for you by Vodafone – see the beginning of this document for more details.

D. BPS maintenance

BPS Service Packs and Hot Fixes as well as latest handset code are posted on the software update site from time to time. Please check the BlackBerry software update site which is linked from our BlackBerry website at www.vodafone.co.nz/blackberry.

E. Additional user licenses, handsets and monthly access plans:

If more users in your company want to take advantage of this great BlackBerry offer, you will need to contact your Vodafone Account Manager in order to arrange additional user licenses, BlackBerry handsets and monthly access plans.

If you do not have a Vodafone Account Manager, please call the Business Inbound team on 0800 800 021.