

BlackBerry Web Desktop Manager

for BlackBerry Enterprise Server for
Microsoft Office 365
Version: 1.0



User Guide

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About the BlackBerry Web Desktop Manager

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The BlackBerry Web Desktop Manager is a web-based application that you can use to manage specific features of your BlackBerry devices. Your system administrator can provide you with the web address for the BlackBerry Web Desktop Manager and the required login information.

Some of the actions that you can perform using the BlackBerry Web Desktop Manager are:

- Activate one or more devices by connecting a device to your computer
- Create an activation password for a wireless activation
- Switch the services from your current device to a new device

In case your device is lost or stolen, you can:

- Change the device password remotely
- Delete data from a device remotely

Getting started

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Requirements: Browser

- Windows Internet Explorer 8.0
- Mozilla Firefox 10 and later
- Google Chrome 12 and later

To activate your device using a wired connection to your computer, you must use Windows Internet Explorer.

Log in to the BlackBerry Web Desktop Manager

Before you begin:

- Your administrator will provide you with the web address for the BlackBerry Web Desktop Manager, a username, a password, and if necessary, your organization's domain name (for example, the Windows domain).
 - In Windows Internet Explorer, add the BlackBerry Web Desktop Manager web address to the list of trusted web sites.
1. Navigate to the BlackBerry Web Desktop Manager web address that your system administrator provided you with.
 2. Type your username and password.
 3. If the domain name is not already present, type your organization's domain name.
 4. Click **Log in**. The first time you log in to BlackBerry Web Desktop Manager, the browser might prompt you to accept a client authentication certificate and install the files that you need to use the BlackBerry Web Desktop Manager. To install these files, you must have local administrator permissions for your computer.

Troubleshooting: Getting started

My computer cannot detect my device

Try performing the following actions:

- Verify that your device is connected to your computer.
- If you are trying to connect your device to your computer using a USB cable, verify that the USB cable is not damaged.
- Turn off synchronization programs or antivirus programs temporarily.
- Verify that you are not running software that scans the communications ports on your computer.

I cannot access the features of the BlackBerry Web Desktop Manager

If the features of the BlackBerry Web Desktop Manager are unavailable because the necessary controls are not installed, try performing the following actions:

- See the system requirements for the BlackBerry Web Desktop Manager in the *BlackBerry Enterprise Server Installation and Configuration Guide*. To download this guide, visit www.blackberry.com/go/serverdocs/.
- Contact your administrator.

Activating your device

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Activate a new device using a wired connection to your computer

1. Log in to the BlackBerry Web Desktop Manager.
2. Connect your BlackBerry device to your computer using a USB cable.
3. If the **Device Security Password** field appears on your computer, type the device password. Click **OK**. The activation process begins automatically.
4. When the activation process completes, click **OK** and disconnect your device.

Activate a new device over the wireless network

Before you begin: Verify that you have an activation password. Your administrator might provide one, or you can create one.

1. On your device, click **Options > Device > Advanced System Settings > Enterprise Activation**.
2. In the **Email** field, type your email address.
3. In the **Activation Password** field, type the password that your administrator provided, or the password that you created.
4. Click **Activate**.

Create an activation password

If you need to activate your BlackBerry device, and you did not receive an activation password from your administrator or the activation password expired, you can create an activation password and activate your device over the wireless network.

1. On the **Home** tab, click **Create an Enterprise Activation Password**.
2. In the **Enterprise activation password** field and the **Confirm password** field, type a password.
3. Click **Set the enterprise activation password**.

After you finish: Activate your device over the wireless network.

Help protect a lost device

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Change the device password

If you misplace your BlackBerry device but think you might be able to recover it, you can use the BlackBerry Web Desktop Manager to remotely change the password for the device and lock the device to keep your data secure. Depending on your organization's security policies, you might not be able to remotely change the password and lock the device.

1. On the **Home** tab, click **Secure a Lost Device**.
2. Click **Specify new device password and lock device**.
3. In the **Device password** field, type your new device password.
4. In the **Confirm password** field, type your new password again.
5. Click **Specify new device password and lock device**.

Delete all the data on your device

If you misplace or lose your BlackBerry device, you can use the BlackBerry Web Desktop Manager to remotely delete all the data on your device. When you delete the data on your device, your device is deactivated. Depending on your organization's security policies, you might not be able to complete this task.

1. On the **Home** tab, click **Secure a Lost Device**.
2. Click **Delete all device data and disable device**.
3. Click **Yes**.

Note: If you find your device, you can activate your services again by either connecting your device to your computer using a USB cable or by creating an activation password so that you can activate your device over the wireless network.

Backup and restore

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Back up device data

1. Connect your device to your computer.
2. On the **Backup and Restore** tab, perform one of the following actions:
 - To back up all your device data, click **Back up**.
 - To back up specific device data, click **Advanced**. In the **Device Databases** section, click a database. Click the **Left Arrow** icon. On the **File** menu, click **Save As**.
 - If your device contains on-board device memory, to back up files that you saved to your device, verify that mass storage mode is turned on. Click **Configure Backup Options**. Select the **Back up on-board device memory** check box. Click **Save**. Click **Back Up and Restore Now** to continue backing up device data.

Schedule automatic backups of device data

1. Connect your device to your computer.
2. On the **Backup and Restore** tab, click **Configure Backup Options**.
3. Select the **Automatically back up my device** check box.
4. Set how often automatic backup should occur.
5. Perform one of the following actions:
 - If your device contains on-board device memory, to back up files that you saved to your device, verify that mass storage mode is turned on. Select the **Back up on-board device memory** check box.
 - To back up all device data, select the **Backup all device application data** option.
 - To exclude email messages or organizer data, select the **Backup all device application data, except for** option. Specify the type of data to exclude.
6. Click **Save**.

Restore device data

1. Connect your BlackBerry device to your computer.
2. On the **Backup and Restore** tab, perform one of the following actions:
 - To restore all the device data in a backup file, click **Restore**. Double-click a backup (.bbb) file.
 - To restore specific device data from a backup file, click **Advanced**. On the **File** menu, click **Open**. Double-click a backup (.bbb) file. In the **Desktop File Databases** section, click a database. Click the **Right Arrow** icon.

Troubleshooting: Backup and restore

I cannot restore some device data

Try the following actions:

- Verify that the database that you are trying to restore does not appear dimmed in the Device Databases section. If the database appears dimmed and the Right Arrow icon is not available, your device might be configured for wireless synchronization, wireless backup might be turned on, or the database might be read-only. For more information, contact your administrator.
- Verify that your device has enough available memory to store the database. The amount of memory that appears beside the database in the Desktop File Databases section might differ from the amount of memory that is required to store the database on your device. If the application memory on your device is low, consider deleting unused applications, old data, or old messages from your device.

Error messages: Backup and restore

The Backup functionality is not available at your current location.

This message appears if you log in to the BlackBerry Web Desktop Manager from a computer that your administrator has restricted from performing backup and restore functions. For more information, contact your administrator.

This function is no longer available to

This message appears if your administrator has changed your permissions since you logged in to the BlackBerry Web Desktop Manager. For more information, contact your administrator.

**you. No changes
have been made.**

Email settings

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Email messages settings

Stop forwarding email messages to your device

1. On the **Email Settings** tab, clear the **Redirect incoming email messages to the device** check box.
2. Click **Save**.

Add a signature

1. On the **Email Settings** tab, in the **Signature** box, type a signature.
2. Click **Save**.

Delete your signature

1. On the **Email Settings** tab, in the **Signature** box, delete the signature.
2. Click **Save**.

Store messages sent from your device on your messaging server

1. On the **Email Settings** tab, select the **Save copy in Sent folder when sending an email message from the BlackBerry device** check box.
2. Click **Save**.

Add contacts to your device from your email message folders

You can add private or corporate contact folders that appear in the email application on your computer to the contact list on your device. The corporate contact folders are published by your administrator.

1. On the **Email Settings** tab, click **Contact Folders**.
2. Perform any of the following actions:
 - In the **Private contact folders** section, select the check box beside one or more personal contact folders that you want to add to the contact list on your device.
 - In the **Default private contact folder** section, in the **Default contact folder** drop-down list, click a personal folder to synchronize with your device. When you add a new contact on your device, it is added to this folder.
3. Click **Save**.

Forward messages from a specific email message folder to your device

1. On the **Email Settings** tab, click **Redirection Folders**.
2. Perform one of the following actions:
 - To receive email messages from your inbox on your device, select the check box beside **Inbox**.
 - To receive email messages from your sent items folder on your device, select the check box beside **Sent Items**.
 - To specify additional email message folders, select the check box beside one or more folders.
3. Click **Save**.

Delivery status for email messages and organizer data

If your device is connected to your computer, from the Advanced Settings tab, you can view the service statistics for your email messages and organizer data items.

Messages forwarded

This field displays the number of email messages and organizer data items that the BlackBerry Enterprise Server has forwarded to your device.

Messages sent	This field displays the number of email messages and organizer data items that you have sent from your device.
Messages pending	This field displays the number of email messages and organizer data items that the BlackBerry Enterprise Server has not yet forwarded to your device. If your device is not connected to the wireless network, the BlackBerry Enterprise Server queues email messages and organizer data items for up to 7 days and forwards them when your device is connected to the wireless network again.
Messages expired	This field displays the number of email messages and organizer data items that the BlackBerry Enterprise Server could not forward to your device within 7 days. These email messages and organizer data items remain in the email application on your computer.
Messages filtered	This field displays the number of email messages that the BlackBerry Enterprise Server did not forward to your device because your email message filters prevented redirection or because your device was connected to your computer.

Add contacts from your organization's contact list to your device

You can add private or corporate contact folders that appear in the email application on your computer to the contact list on your device. The corporate contact folders are published by your administrator.

1. On the **Email Settings** tab, click **Contact Folders**.
2. Perform any of the following actions:
 - In the **Private contact folders** section, select the check box beside one or more personal contact folders that you want to add to the contact list on your device.
 - In the **Default private contact folder** section, in the **Default contact folder** drop-down list, click a personal folder to synchronize with your device. When you add a new contact on your device, it is added to this folder.
3. Click **Save**.

Email message filters

About email message filters

You can create email message filters to specify which email messages are forwarded to your device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click **Add new email message filter**.
3. Set the email message filter options.
4. To select contacts or distribution lists from your organization's contact list, click the **Import list** icon beside the **From** or **Sent to** fields.
5. Click **Add New Filter**.
6. Click **Save**.

Options for email message filters

- Filter name:** Type a unique name for the new filter.
- From:** Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the email address.
- Sent to:** Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all email addresses that

contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the email address.

Subject:	Type the text that the email message filter should search for in the Subject field of email messages.
Body:	Type the text that the email message filter should search for in the body of email messages.
Sent directly to me:	Set whether the email message filter applies to email messages that include your email address in the To field.
CC: to me:	Set whether the email message filter applies to email messages that include your email address in the CC field.
BCC: to me:	Set whether the email message filter applies to email messages that include your email address in the BCC field.
Importance:	Set the importance level of email messages that the email message filter applies to.
Sensitivity:	Set the sensitivity level of email messages that the email message filter applies to.
Forward messages to the device:	Select this option to forward email messages that the email message filter applies to your device. Specify whether email messages are forwarded with high importance or with the email message header only.
Do not forward messages to the device:	Select this option to prevent email messages that the email message filter applies to from being forwarded to your device.

Add a contact from your organization's contact list to an email message filter

You can import contacts from your organization's contact list into an email message filter.

1. When creating or changing an email message filter, click the **Import list** icon beside the **From** or **Sent to** fields.
2. In the **Search Users** section, perform one of the following actions:
 - In the **Messaging server display name** field, type the user display name for the contact on your organization's messaging server.
 - In the **Email address** field, type part or all of the email address for the contact.
3. Click **Search**.
4. In the search results, select the check box beside the contact.
5. Click **Next** to continue creating or changing your email message filter.

Change an email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click an email message filter.
3. Change the email message filter options.
4. To select contacts or distribution lists from your organization's contact list, click the **Import list** icon beside the **From** or **Sent to** fields.
5. Click **Update Filter**.
6. Click **Save**.

Change the order of email message filters

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **Up Arrow** icon or the **Down Arrow** icon.
3. Click **Save**.

Turn off an email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **checkmark** icon beside an email message filter.
3. Click **Save**.

Delete an email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **minus sign** icon beside an email message filter.
3. Click **Save**.

Save all email message filters

1. On the **Email Settings** tab, click **Email Filter Settings**.

2. Click **Save Filters**.

Open a saved email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click **Load Filters**.
3. Click an email message filter (.rfi) file.
4. Click **Open**.

Troubleshooting: Email settings

I cannot send or receive email messages on my device

Try performing the following actions:

- Verify that your device is connected to the wireless network.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- If you have generated a new encryption key, connect your device to your computer to share the encryption key.
- Verify that your email profile options are correct. For more information, contact your administrator.

Switch devices

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About switching devices

You can use the switch device wizard to transfer data and services from your current BlackBerry device to a new BlackBerry device.

The switch device wizard is designed to transfer supported organizer data, messages, third-party applications, and BlackBerry Enterprise Server connection options from your current device to your new device. The switch device wizard also starts the activation process for your new device. During the activation process, BlackBerry services, such as email reconciliation, are transferred to your new device.

Switch devices

1. Connect your new device to your computer, or connect both your current device and new device to your computer.
2. Click **Yes - Switch my BlackBerry services to this device.**
3. Click **Yes - Transfer the data.**
4. Complete the instructions on the screen.

After you finish: Do not disconnect your device from your computer until your device data and services have been switched and the activation process on your new device is complete. The process is complete when the Change devices screen appears on your computer.

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