

BlackBerry® Connect™ Software Installation

For additional information, please visit <http://www.motorola.com/us/q9h/BlackBerryConnect>

Prerequisites

1. A BlackBerry Connect data plan must be provisioned on your AT&T wireless service.
2. Once BlackBerry Connect software is installed on the device, the service is active if a status of "Connected" is shown
3. ActiveSync 4.5 or later must be installed on PC. ActiveSync is included on the Getting Started Disc included with your device.
4. Download BlackBerry Connect software from <http://www.motorola.com/us/q9h/BlackBerryConnect>
5. Download BlackBerry® Desktop Software from <http://www.motorola.com/us/q9h/BlackBerryConnect>

Application Installation

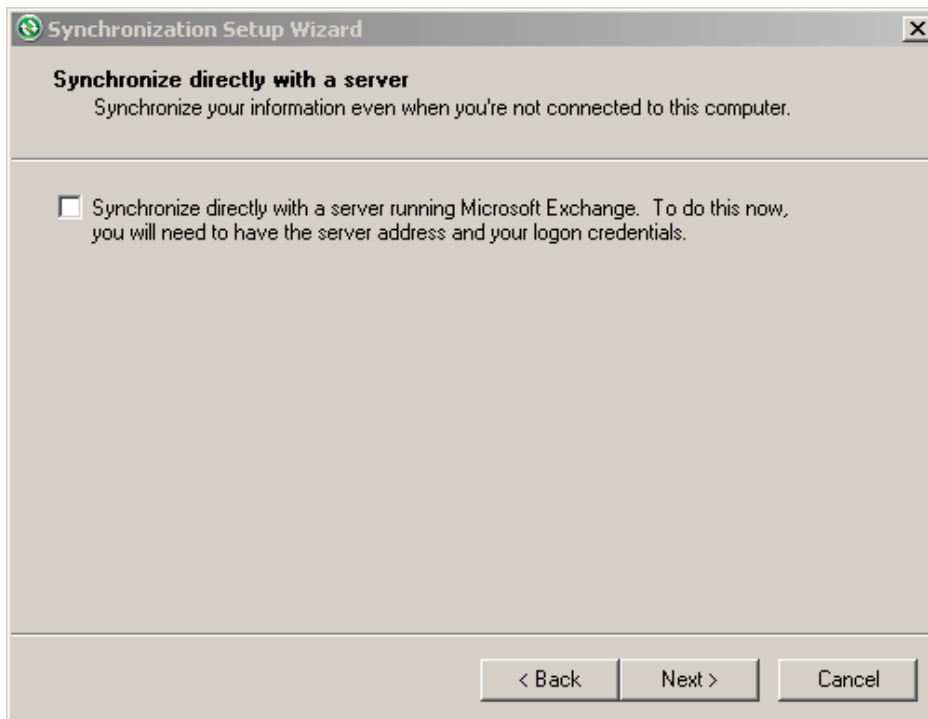
- A "BlackBerry Desktop Manager for Windows" installation file must be installed on the PC if activation must be done by tether (USB cable).

Tethered Installation: Installing cab file from PC

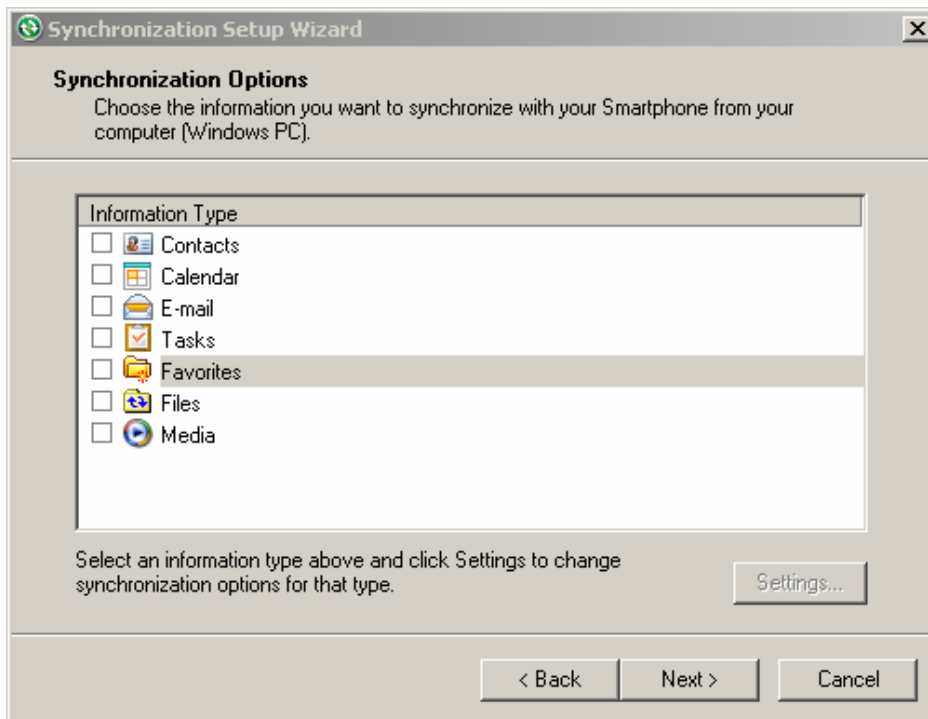
1. Connect device to PC using active sync. Select Next in screen below.



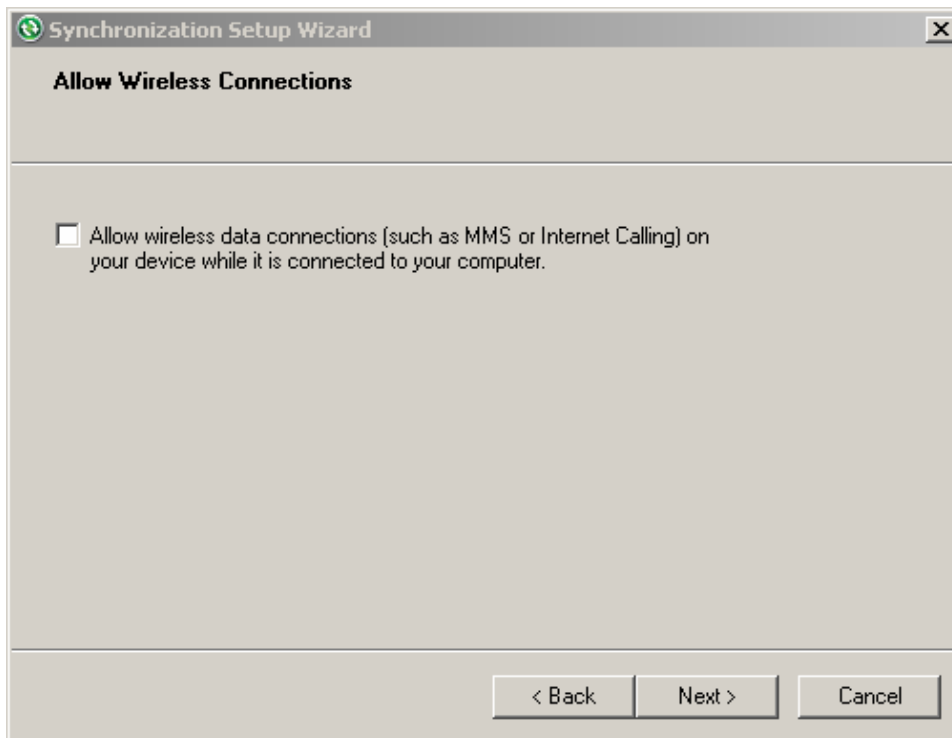
2. Uncheck the Synchronize directly with a server option. Select Next.



3. Uncheck all the options below and select next.



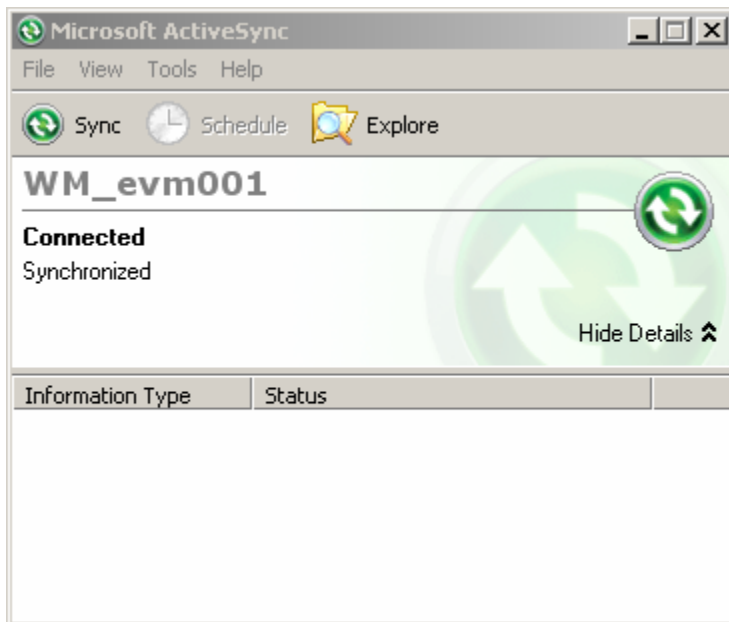
4. Select Next in the screen below.



5. Select Finish.



6. From the ActiveSync window below, choose "Explore".



7. Drag and drop the BBConnect_WM6_Standard_BB_al_4.0.0.101.cab into this window. This will copy the file onto the device.
8. From the device, go to Start -> Applications -> File Manager and choose the BBConnect_WM6_Standard_BB_al_4.0.0.101.cab file. This will initiate the installation of the client.
9. Follow the instructions to install the client.
10. BlackBerry setup will be invoked. Select the PIM applications that you want to be synchronized with the BlackBerry server.
11. Select Next.
12. Select OK in the next screen.
13. Select Next in the BlackBerry setup screen.
14. The device will prompt the user to power cycle the device. Select Ok.

At this stage: user can complete Tethered or over-the-air activation.

Note: Corporate email users may need to confirm with their IT administrator whether over-the-air activation or tethered activation is the required method.

Note: After installing v101 of the BBC 4.0 client **on a MOTO Q9h running Windows Mobile® 6.1**, you will notice that the "System" inbox exists on the messaging panel of home screen. After you activate the BlackBerry account you will see the "BlackBerry" inbox as well as the "System" inbox on the messaging panel of the home screen.

Over-the-air Activation:

1. Go to:
Start > BlackBerry > Settings > Activation
2. Enter your email address.
3. In the password field enter the wireless activation PIN and select Activate.

Tethered Activation:

1. Create a full Outlook profile.

2. Install "BlackBerry Desktop Manager for Windows" on PC.
3. Open "BlackBerry Desktop Manager for Windows", connect device to PC using ActiveSync partnership created in the steps above.
4. Once device is connected via active sync, in Desktop Tool, click on "Configure Wireless Handset".
 - a. Click yes to switch email to this device
 - b. When asked move your mouse to generate a new encryption key.
 - c. Tool will provision the device.
5. Disconnect the device.
6. BlackBerry Connect software will start syncing the rest of selected PIM types.

Note: When installing v101 of the BBC 4.0 client **on a MOTO Q9h running Windows Mobile® 6.1**, you will not see the client status information on the home screen as it appeared in prior versions.

Instead, the BBC 4.0 client application status can be obtained in the following menu location:
Start > BlackBerry > Settings > Status

Important note for BlackBerry Internet Service users upgrading to Windows Mobile® 6.1

Service books determine which services are available on your BlackBerry enabled device and will need to be resent after your successful upgrade to Windows Mobile® 6.1. After reinstallation of BlackBerry® Connect™ software, service books can be sent to the MOTO Q9h using one of the following methods:

Resend service books using the MOTO Q9h

You must login to the BlackBerry® Internet Service web site to add or delete email addresses and to manage options and message delivery options.

1. Verify that your Moto Q9h is connected to the wireless network.
2. Press Start
3. Select BlackBerry
4. Press Menu
5. Select Email Setup
6. Type your login information
 - _ User ID: Type your login name for the BlackBerry Internet Service web site
 - _ Password: Type your login password for the BlackBerry Internet Service web site
7. Select Submit
8. Select Service Books
9. Select Send Service Books

Resend service books using a computer

You must login to the BlackBerry® Internet Service web site to add or delete email addresses and to manage options and message delivery options.

1. Verify that the computer is connected to the Internet
2. In a browser, copy or type the URL:
<https://bis.na.blackberry.com/html?brand=mycingular&locale=en>
3. Type your login information
 - _ User ID: Type your login name for the BlackBerry Internet Service web site
 - _ Password: Type your login password for the BlackBerry Internet Service web site
4. Click Login
5. Click Service Books

6. Select Send Service Books.

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NOTE: Certain mobile phone features are dependent on the capabilities and settings of your service provider's network. Additionally, certain features may not be activated by your service provider, and/or their network settings may limit the feature's functionality. Always contact your service provider about feature availability and functionality. All features, functionality and other product specifications are based upon the latest available information and are believed to be accurate; however such product specifications are subject to change without notice or obligation.

¹ Network dependent feature, not available in all areas. Wireless email functionality requires an email account with wireless server capabilities. Airtime, data charges, and/or additional charges may apply.

² All talk and standby times are quoted in Digital Mode, and are approximate. Battery performance depends on network configuration, signal strength, operating temperature, features selected, and voice, data and other application usage patterns.

³ The use of wireless phones and/or headphones while engaged in activities requiring concentration may cause distraction or otherwise impair your ability to safely participate in such activities. Always use technology safely.

⁴ Operates in many major cities and countries where GSM network coverage and roaming agreements are present.

⁶ Data transmission speed is approximate and depends on the traffic on the network. Actual speeds will vary, and are often less than the maximum possible.

⁷ Available user memory varies due to the configuration of the phone, which varies by service provider.

⁸ This device supports Bluetooth profiles. In order for Bluetooth devices to communicate with one another, they must utilize the same Bluetooth profile. To determine the profiles supported by other Motorola devices, visit www.hellomoto.com/bluetooth. For other devices, contact their respective manufacturer.

Certain Bluetooth features including those listed may not be supported by all compatible Bluetooth-enabled devices, and/or the functionality of such features may be limited in certain devices, or by certain wireless carriers. Contact your wireless carrier about feature availability and functionality.

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