



## Hosted BlackBerry Enterprise Server From GreenAppX

### FAQ

#### What is needed for BlackBerry to work?

There are four critical components needed for BlackBerry to work. If any of these parts are removed or altered BlackBerry service will not work. Here is the list:

- A BlackBerry device that you own
- A Hosted BlackBerry Enterprise Server (GreenAppX Provided)
- An Hosted Exchange Server (GreenAppX Provided)
- A domain name (i.e. yourdomain.com)

#### Can I have BlackBerry without hosting my email with GreenAppX?

BlackBerry needs to be synchronized with your Exchange Server Mailbox at GreenAppX. By itself, BlackBerry Enterprise Server will not work as it will not have anything to synchronize with.

#### What if we already have an Exchange server?

Unfortunately, the BlackBerry Enterprise Server needs to be on the same network as the Exchange server (due to latency and security issues). This requires that BlackBerry Service be sold as a bundled option and never as a stand-alone offering.

#### Is my phone compatible with BlackBerry?

Your mobile device must be a BlackBerry supported device in order use the GreenAppX BlackBerry service.

#### Is a wireless data plan needed?

Typically, if you are able to open a web browser on your mobile device and go to google.com, you should be able to use BlackBerry service. Unfortunately each wireless provider has different data plans that restrict certain types of data. Please consult your wireless carrier to validate that BlackBerry will work with your existing data plan.

#### Is BlackBerry able to check other email addresses that I have?

BlackBerry is only able to synchronize with one mailbox on the Exchange Server. If you have other email addresses that your email client (i.e. Outlook) is accessing via POP, the email will be pushed to your BlackBerry device. When you reply from your mobile device the 'reply from' address will be your primary alias that is hosted on the GreenAppX Hosted Microsoft Exchange Server.

**How do I set up BlackBerry on my mobile device?**

Setting up BlackBerry service is very simple. GreenAppX provides a fully automated provisioning system for BlackBerry service through your secure "Service Management Console". This allows you to instantly activate or de-activate BlackBerry service through the web-based management console. Once activated, simply enter the supplied PIN in the BlackBerry Device.

**Can I have more than one mobile device with BlackBerry?**

Unfortunately only one BlackBerry account is able to synchronize with one mailbox. The good news is that you are able to de-activate and re-activate BlackBerry instantly through your secure web-based management console