

## Troubleshooting Techniques

1. Check Wireless signal strength
  - Verify Upper Right Icon
  - **EDGE, XEV, 3G, 2G** = wireless is **ON**
  - **SOS, OFF** = No wireless signal
2. Check Wireless network settings
  - Click on Manage Connections icon (antenna)
  - Manage Network Option Data must be enable
3. Pull your Battery or “Hard Reset”
  - Remove and replace your battery
4. Send a test email message to yourself
5. Send a test PIN message from your handheld
6. Verify that your email is being redirected to your handheld properly
  - Check redirection on AKO
  - **Forwarding Rules** redirection  
Emails to other folders like personal folders (.pst) in Outlook
7. Verify wireless Synchronization is on
  - Access the options for Message and select Email reconciliation. Make sure Wireless Reconcile is enable
  - Access the options for Contact or Calendar and Select Desktop and make sure wireless sync is enable
8. Launch Blackberry “Help” App

## U.S. Army Signal Network Enterprise Center Fort Gordon

**Address: Bldg 34500  
245 O 'Club Drive Fort Gordon, GA**

**Phone: 706.791.5493  
DSN: 780.5493**

**<http://www.gordon.army.mil/nec/>**

## U.S. Army Signal Network Enterprise Center Fort Gordon

*DISA Enterprise Blackberry*



*End-user Guide and “How to”*

# Enterprise Activation Guide

## Security Wipe



1. On the Home screen, click **Menu**.
2. Click **Options**.
3. Click **Security Option**
4. Click **Security Wipe**
5. Enter the word “**blackberry**” to confirm device wipe. (This process can take up to 45 minutes.)
6. The BlackBerry will restart and will ask you for a password. Use a simple 5 character password. After the activation you will be required to change this password.

## Connections and Mobile Networks



1. Verify the wireless is ON (Upper Right Icon will display EDGE, XEV, 3G).
2. If it is OFF, click on the **Manage Connections** icon (antenna)
3. Check “**Mobile Network**”. Once you see the green check mark click on the back button to get out of that popup. Now you will see the network type on the top right hand corner

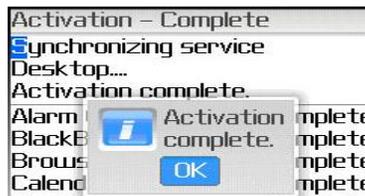


## Enterprise Activation

1. You will receive an email from RIM. Do not move or delete the email until the activation process has been completed.
2. On the Home screen, click **Menu**. \*
3. Click **Options** and select **Advance Option**.
4. Click **Enterprise Activation**
5. Type your enterprise email address  
Ex. [john.smith.civ@mail.mil](mailto:john.smith.civ@mail.mil)
6. Type the enterprise activation password: **goarmynec**
7. Click **Menu** and select **Activate**. \*\*

## Activation Complete

1. From this point the enterprise activation is designed to continue without any further input from you. \*\*\*
2. Once the enterprises activation process is complete you will receive an “**Activation complete**” message



\* **Blackberry’s OS V6 or newer. Type Enterprise Activation, select Options, and go to step 4.**

\*\* **Reactivation please submits a Remedy Request to reset activation password and provide the user email.**

\*\*\***If you receive an error during this step please submit a Remedy Request including the error and user’s email.**

# Smart Card Reader (SMCR) Guide

1. On the **BlackBerry Smartphone**, select **Options > Bluetooth**.
2. Press the **Menu** key and select **Enable Bluetooth**.



3. On the BlackBerry Smartphone, select **Options > Security Options > Smart Card**. \*\*\*
4. In the **Registered Reader Drivers** section, select **BlackBerry**.
5. Press the **Menu** key and select **Connect**.
6. On the **SMCR**, press the **Action** key.
7. On the Smartphone, type the SMCR ID and follow the instructions. \*\*\*\*
8. **Connection Password**, type and **Confirm Connection Password**.

\*\*\*\***For Blackberry’s OS V6 or newer. Type Smart Card, select Options, and go to step 2.**