Blackberry Issues

August 31, 2008

A recent "upgrade" to the Blackberry Internet Service software on some models of Blackberry email devices has caused an incompatibility issue with mail servers across the country.

We do have a "work-around" to correct the problem.

Their are 2 ways to achieve this.

The best way Option 1 requires that your phone be setup to check the default email address that your phone came with on your blackberry. This is usually on your phone onvoice or can be gotten from your cell phone provider.

Set the default email up and let us know and we can forward a copy of all your messages to your phones email address.. this will let you have all the messages on the phone and them in your email client at the same time.

You CAN setup the "Reply To" address to be your normal email account so that your recipients can reply back to your normal email address and not a xxx.xxx@blackberry.com.

Option 2 requires you setup the phone to POP our mail server.

First, delete your existing domain name email address from your Blackberry.

To configure POP3 access for your BlackBerry, just follow these steps:

 - From your BlackBerry home screen, select the BlackBerry Set-up icon, then choose Personal Email Set-up. (On older devices, just look for the Personal Email Set-up icon.)

 - Select Personal Email Set-up.

 - Accept Terms and Conditions.

 - On the 'Email Account Set-up' page, enter your full email address (including '@usai.net' or '@your_domain.com') but leave the 'Password:' field blank. Select Next.

 - You'll see a screen that says 'We were unable to configure [username@usai.net].' Select I will provide the settings to add this email account, then Next.

- Select Internet Service Provider Email (POP/IMAP), then Next.

- Select I will provide the settings to add this email account, then Next.

- You'll see 'The BlackBerry Internet Service could not configure [username@usai.net] email account.' Select Provide The Settings to continue.

- In the 'User name:' field, enter your full email address (including '@usai.net). Then enter your password in the 'Password:' field.

- In the 'Email server:' field, enter 'pop3.usai.net,' then select Next. If POP3 access was successfully configured, select OK.

- Below your newly added address, select Edit.

- Select Advanced Settings at the bottom.

- Make sure the port is set to '110' and 'Use SSL' is set to 'No.'

- Select Save.

There should now be a new mailbox icon on your BlackBerry home screen labeled with your email address. Once you see this icon, follow these steps to ensure proper configuration:

- Open the mailbox icon.

- Open the menu by pressing the jog wheel or BlackBerry menu button, then select Options.

- Select Email Reconciliation.

- Confirm the following settings:

- Delete On: Mailbox & Handheld

- Wireless Reconcile: On

- On Conflicts: Mailbox Wins

- Select Save.

```
if(document.getElementById('kb_ie7') != null)
showLayer('kb_ie7');
if(document.getElementById('kb_ie7_win') != null)
showLayer('kb_ie7_win');
if(document.getElementById('z_ie7') != null)
toggleZippy('z_ie7');
if(document.getElementById('z_ie7_win') != null)
toggleZippy('z_ie7_win');
if(document.getElementById('kb_ie') != null)
showLayer('kb_ie');
if(document.getElementById('kb_ie_win') != null)
showLayer('kb_ie_win');
if(document.getElementById('z_ie') != null)
toggleZippy('z_ie');
if(document.getElementById('z_ie_win') != null)
```

toggleZippy('z_ie_win');
For assistance, please call 877-873-8724, ext 204