



Exchange ActiveSync for BlackBerry 10

Configuration Guide

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Using this Configuration Guide

This Guide is for administrators at companies using Global Relay services who are responsible for user management, as well as the day-to-day management of Global Relay Archive.

This Guide provides step-by-step instructions for configuring a Zimbra account on a BlackBerry 10 smartphone using an Exchange connection.

- An IMAP connection syncs email data between devices, because all data is kept on the Zimbra server. When you read or delete an email, information is synced across all devices where you access your email account.
- A POP connection downloads messages off the server, and multiple connections are not synced. When you read or delete an email, this action might not be reflected across your other devices.
NOTE: POP is not our recommended connection type; Global Relay recommends configuring your account via an IMAP connection.
- An Exchange connection is similar to an IMAP connection because it too syncs email data between devices. It also synchronizes the activity in your desktop mailboxes with your mailboxes on Global Relay's email server. Also, you can sync calendar data between devices using active sync with an Exchange connection.
NOTE: You must have the Emissary or Professional class of service in order to set up Zimbra with an Exchange connection.


Configuring a Zimbra Account with Exchange ActiveSync

1. On the BlackBerry 10 home screen, tap **Settings** .

2. Tap **Accounts**  **Accounts**
Set up email, contacts, calendar.

3. Tap **Add Account** .

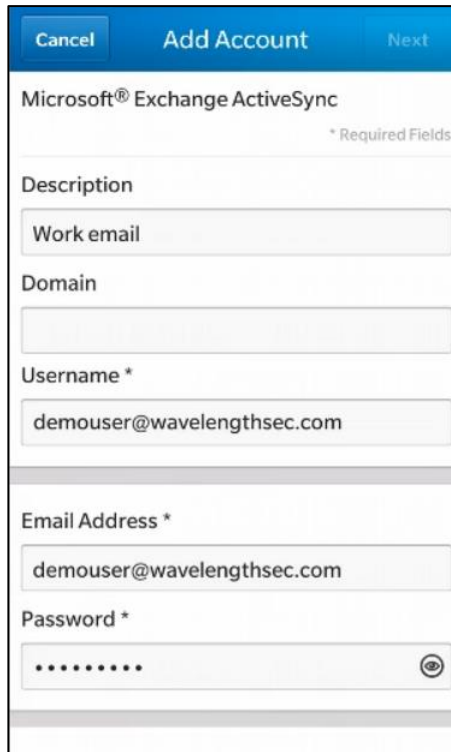
4. Tap **Email, Calendar and Contacts** .

5. Tap the Advanced button .

6. Tap **Microsoft Exchange ActiveSync** .

7. Set up the following information and tap **Next**:

- **Description:** Enter a description for the account that only you will be able to see.
- **Domain:** Leave blank.
- **Username:** Enter your email address.
- **Email Address:** Enter your email address.
- **Password:** Enter your mailbox password.



The screenshot shows the 'Add Account' screen for Microsoft Exchange ActiveSync. At the top, there are 'Cancel', 'Add Account', and 'Next' buttons. Below the title, there is a note '* Required Fields'. The form contains the following fields:

- Description:** A text field with 'Work email' entered.
- Domain:** An empty text field.
- Username *:** A text field with 'demouser@wavelengthsec.com' entered.
- Email Address *:** A text field with 'demouser@wavelengthsec.com' entered.
- Password *:** A password field with masked characters and a visibility toggle icon.

- **Server Address:** Enter **mail3.globalrelay.com**.
- **Port:** Enter **443**.
- **Use SSL:** Set to **On**.
- **Use VPN:** Set to **Off**.
- **Download Messages While Roaming:** The default is set to **On**.
- **Push:** The default is set to **On**.
- **Sync Interval:** This option is only available if Push is set to **Off**.
- **Sync Timeframe:** The default is set to **30 Days**.

The screenshot shows the 'Add Account' configuration screen. The 'Server Address' is set to 'mail3.globalrelay.com' and the 'Port' is set to '443'. The 'Use SSL' toggle is turned 'On', while 'Use VPN' is 'Off'. Both 'Download Messages While Roaming' and 'Push' are set to 'On'. The 'Sync Interval' is set to '15 Minutes' and the 'Sync Timeframe' is set to '30 Days'.

8. Ensure the service options are correct and tap **Done**.

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