Reactivating your Blackberry

Follow these instructions if your Blackberry does not work properly after the migration.

Try this first – before wiping (you may not need to wipe)

On the BlackBerry smartphone

- Choose Options > Device > Advanced System Settings > Enterprise Activation.
- Enter your email address in the Email field.
- Enter the Activation Password which you will need to request from the London Systems Helpdesk team.
- Press the Menu key and select Activate.

OR

Via the setup on the blackberry desktop

Select the Setup icon located under the All tray

Select Email Accounts

If the End User Agreement screen appears, select I Accept and continue with the setup instructions below

Select Enterprise Account

You will be brought to the Account Activation screen.

Enter your Exchange e-mail address.
Enter your Activation Password that was given to you by the London Systems Helpdesk team.

Your Activation Password is generated by the London Systems Helpdesk team and is not the same as your Exchange e-mail password.

If you have any problems at all just give us a call

020 7871 0202