

BlackBerry Web Desktop Manager

User Guide



Contents

1	About the BlackBerry Web Desktop Manager.....	3
	About the BlackBerry Business Cloud Services.....	3
2	Getting started.....	4
	System requirements: Browser.....	4
	Activating your smartphone to access work resources.....	4
	Open the BlackBerry Web Desktop Manager.....	4
	Connect your smartphone to your computer using a USB cable.....	5
3	About onboarding.....	6
	Prerequisites: Using the onboarding wizard.....	6
	Use the onboarding wizard to activate your smartphone.....	6
	Manually onboard your smartphone.....	7
4	Create an activation password.....	8
5	Email settings.....	9
	Stop forwarding email messages to your smartphone.....	9
	Add a signature.....	9
	Delete a signature.....	9
	Store email messages that you sent from your smartphone in the Sent Items folder of your email account.....	9
	Manage contacts.....	9
	Forward email messages from a specific email folder to your smartphone.....	10
	Delivery status for email messages and organizer data.....	10
6	Email filters.....	11
	About email filters.....	11
	Create an email filter.....	11
	Options for email filters.....	11
	Change an email filter.....	12
	Change the order of email filters.....	12
	Turn off an email filter.....	12
	Delete an email filter.....	12
	Save all email filters.....	13
	Open a saved email filter.....	13
7	Backing up and restoring data.....	14
	Back up smartphone data.....	14
	Schedule automatic backups of smartphone data.....	14

Restore smartphone data.....	14
8 Switching smartphones.....	15
About switching smartphones.....	15
Switch smartphones.....	15
9 Help protect a lost smartphone.....	16
Change your smartphone password.....	16
Delete all smartphone data and deactivate services.....	16
10 Troubleshooting.....	17
My computer cannot detect my smartphone.....	17
I cannot access the features of the BlackBerry Web Desktop Manager.....	17
I cannot send or receive email messages on my smartphone.....	17
I cannot restore specific smartphone data.....	17
I cannot find the link for the onboarding wizard.....	18
Some of my smartphone data is missing after the onboarding process completes.....	18
The activation process did not complete.....	19
Error messages: Backup and restore.....	19
11 Legal notice.....	21

About the BlackBerry Web Desktop Manager

1

The BlackBerry Web Desktop Manager is a web application that you can use to manage specific features on your BlackBerry smartphone. You can open the BlackBerry Web Desktop Manager from a link in Microsoft Office 365.

Some of the actions that you can perform in the BlackBerry Web Desktop Manager are:

- Onboard your smartphone with the BlackBerry Business Cloud Services
- Back up and restore smartphone data and schedule automatic data backups
- Change email settings including email filters, message forwarding, and the signature that you want to add to outgoing email messages
- View the number of email messages that you sent, forwarded and that are pending delivery
- Switch the data and services from your current smartphone to a new smartphone
- Create an activation password so that you can activate your smartphone over the wireless network
- In case your smartphone is lost or stolen, you can change your smartphone password and delete smartphone data remotely

About the BlackBerry Business Cloud Services

The BlackBerry Business Cloud Services are services that are hosted by Research In Motion that allows you to use your BlackBerry smartphone to access your Microsoft Office 365 email account, contacts, and other work resources. All data is sent between Microsoft Office 365 and your smartphone using a highly secure link.

The BlackBerry Business Cloud Services allows your organization's administrators to manage your work email account, assign your user account to specific groups, and apply IT policies and security settings as required by your organization.

Getting started

2

System requirements: Browser

Windows Internet Explorer 8 provides optimal support for BlackBerry Web Desktop Manager features. Depending on the browser that you use, the BlackBerry Web Desktop Manager might not recognize your smartphone. You must use Windows Internet Explorer to onboard your smartphone.

- Windows Internet Explorer 8
- Mozilla Firefox 3.6
- Safari 4 for Mac
- Google Chrome 4

Activating your smartphone to access work resources

You can activate your BlackBerry smartphone to associate it with your organization's environment and access your work email account, work calendar, and other work applications on your smartphone. Use the following methods to activate your smartphone:

- If you are activating a new smartphone, you can connect your smartphone to your computer and open the BlackBerry Web Desktop Manager. The activation process begins automatically.
- If you are activating a new smartphone, you can activate your smartphone over the wireless network. Your system administrator can provide you with an activation password, or you can create one yourself.
- If your smartphone is already activated and you need to move it from your current BlackBerry services host, for example if you need to move your smartphone from Microsoft Online Services, to the BlackBerry Business Cloud Services, you need to use the onboarding wizard to switch hosts.
- If your smartphone is already activated with BlackBerry Business Cloud Services, and you want to switch the BlackBerry services and data from your current smartphone to a new smartphone, you can use the switch devices feature.

Open the BlackBerry Web Desktop Manager

1. On the Microsoft Office 365 home page, in the **Resources** section, click **Setting up email on mobile phones**.
2. In the **Hosted BlackBerry Services** section, click **BlackBerry Web Desktop Manager**. Microsoft Office 365 redirects you to the BlackBerry Web Desktop Manager home page.

After you finish: The first time that you open the BlackBerry Web Desktop Manager, you might have to accept the client authentication certificate and install the files that you need to use the BlackBerry Web Desktop Manager. To install these files, you must have local administrator permissions for your computer.

Connect your smartphone to your computer using a USB cable

1. Connect the larger end of the USB cable to a USB port on your computer.
2. Connect the smaller end of the USB cable to the USB port on the side of your BlackBerry smartphone.
3. On your computer, if the **Device Security Password** field appears, type your smartphone password. Click **OK**.
4. Click **OK**.

About onboarding

3

You can use the onboarding process to activate your BlackBerry smartphone when you move your smartphone from the Hosted BlackBerry for Microsoft Exchange Online to the BlackBerry Business Cloud Services. The onboarding process makes sure that your smartphone data and settings are transferred as well. When you complete the onboarding process, you can access your work email account, calendar, and applications.

You can use one of two methods to onboard your smartphone:

- If your smartphone is running BlackBerry Device Software 5.0 or later, you can use the onboarding wizard.
- If your smartphone is running a version of BlackBerry Device Software that is earlier than 5.0, you can manually onboard your smartphone.

Prerequisites: Using the onboarding wizard

- Verify that your BlackBerry smartphone is running BlackBerry Device Software 5.0 or later.
- Verify that you have administrator rights to your computer.
- On your smartphone, turn off encryption on the built-in media storage and the media card. If you do not turn off encryption on the media card, you can not access the data after the onboarding process completes. For information about turning off encryption, see the user guide for your smartphone.
- If you have a large amount of data stored in the built-in media storage, move data from the built-in media storage to the media card. The onboarding process does not restore the built-in media storage on your smartphone if the amount of data stored is more than 1 GB.

Use the onboarding wizard to activate your smartphone

The onboarding wizard automatically backs up the data on your BlackBerry smartphone, completes the steps necessary to activate your smartphone, and restores the data to your smartphone after the activation process completes. The onboarding process removes personal email accounts from your smartphone. After the onboarding process completes, you need to set up your personal email accounts on your smartphone.

Before you begin: Disconnect your smartphone from your computer. Do not connect your smartphone to your computer until you are instructed to do so in this procedure.

1. Open the BlackBerry Web Desktop Manager.
2. Click **Run the onboarding wizard**.
3. Read the conditions and notes and click **Continue onboarding**.
4. Connect your smartphone to your computer. The onboarding wizard begins automatically, do not disconnect your smartphone from the computer until the onboarding process completes.
5. When the onboarding process completes, disconnect your smartphone from your computer.
After you disconnect your smartphone, the BlackBerry Business Cloud Services synchronizes your work data over the wireless network. This process takes several minutes.

After you finish: If required, set up your personal email accounts on your smartphone. For information about setting up email accounts, see the user guide for your smartphone.

Manually onboard your smartphone

You can manually onboard your BlackBerry smartphone to activate it with the BlackBerry Business Cloud Services if your smartphone is running BlackBerry Device Software that is earlier than 5.0, or if you are unable to use the onboarding wizard. After you manually onboard your smartphone, you can set up your personal email accounts.

Before you begin: Back up the data on your smartphone using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

1. Delete all data using the security wipe feature on the smartphone. Do not select the check box for the media card. This process takes several minutes to complete.
2. When the smartphone restarts, open the BlackBerry Web Desktop Manager and complete one of the following actions:
 - Connect your smartphone to the computer. The activation process starts automatically.
 - Create an activation password and activate your smartphone over the wireless network.

Do not disconnect your smartphone from the computer until the activation process completes.

After you finish:

- Set up personal email accounts on your smartphone. For information about setting up email accounts, see the user guide for your smartphone.
- Optionally, restore your smartphone data using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

Create an activation password

4

If you need to activate your BlackBerry smartphone, and you did not receive an activation password from an administrator or the activation password has expired, you can create an activation password and activate your smartphone over the wireless network.

1. On the **Advanced Settings** tab, click **Device Setup**.
2. In the **Enterprise activation password** field and **Confirm password** field, type a password.
3. Click **Set the enterprise activation password**.

After you finish: To complete the activation process, type the password on the enterprise activation screen on your smartphone.

Email settings

5

Stop forwarding email messages to your smartphone

1. On the **Email Settings** tab, in the **General** section, clear the **Redirect incoming email messages to the device** check box.
2. Click **Save**.

Add a signature

You can create a signature that automatically displays in the email messages that you send from your BlackBerry smartphone.

1. On the **Email Settings** tab, in the **Signature** field, type a signature.
2. Click **Save**.

Delete a signature

1. On the **Email Settings** tab, in the **Signature** field, delete the signature.
2. Click **Save**.

Store email messages that you sent from your smartphone in the Sent Items folder of your email account

You can save the emails that you send from your BlackBerry smartphone, in the Sent Items folder of your email account so that you can access them from your computer.

1. On the **Email Settings** tab, select the **Save copy in Sent folder when sending an email message from the BlackBerry device** check box.
2. Click **Save**.

Manage contacts

You can manage how contacts from your private contact folders are saved on your BlackBerry smartphone, and how contacts that you add on your smartphone are saved to your private contact folders.

1. On the **Email Settings** tab, click **Contact Folders**.
2. Perform any of the following actions:
 - In the **Private contact folders** section, select the check box beside one or more private contact folders that you want to add to the contact list on your smartphone. When you add a new contact to this folder, the contact is added to contact list on your smartphone.

- In the **Default private contact folder** section, in the **Default contact folder** drop-down list, click a private contact folder to synchronize with your smartphone. When you add a new contact on your smartphone, the contact is added to this folder.
3. Click **Save**.

Forward email messages from a specific email folder to your smartphone

You can forward emails that are saved to specific email folders on your computer to your BlackBerry smartphone.

1. On the **Email Settings** tab, click **Redirection settings**.
2. Select the check box beside one or more email folders. Email messages that are saved to the selected folders are forwarded to your smartphone.
3. Click **Save**.

Delivery status for email messages and organizer data

If your BlackBerry smartphone is connected to your computer, you can view information about email messages and organizer data on the Advanced Settings tab.

Statistic	Description
Messages forwarded	This field displays the number of email messages and organizer data items that the BlackBerry Business Cloud Services forwarded to your smartphone.
Messages sent	This field displays the number of email messages and organizer data items that you sent from your smartphone.
Messages pending	This field displays the number of email messages and organizer data items that the BlackBerry Business Cloud Services did not yet forward to your smartphone. If your smartphone is not connected to the wireless network, the BlackBerry Business Cloud Services queues email messages and organizer data items for up to seven days and forwards them when your smartphone is connected to the wireless network again.
Messages expired	This field displays the number of email messages and organizer data items that the BlackBerry Business Cloud Services could not forward to your smartphone within seven days. The email messages and organizer data items that are not forwarded to your smartphone remain in the email application on your computer.
Messages filtered	This field displays the number of email messages that the BlackBerry Business Cloud Services did not forward to your smartphone because the email filters that you set on your smartphone prevented message forwarding or because your smartphone was connected to your computer.

Email filters

About email filters

You can create email filters to specify which email messages are forwarded to your BlackBerry smartphone and which remain in the email application on your computer.

Email filters are applied to email messages based on the order that they appear in your list of email filters. If you create multiple email filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email filter

- 1. On the **Email Settings** tab, click **Email Filter Settings**.
- 2. Click **Add new email message filter**.
- 3. Set the email filter options.
- 4. Click **Add new email message filter**.
- 5. Click **Save**.

Options for email filters

When you create an email filter, you can set the following options.

Option	Description
Filter name	A unique name for the email filter.
From	One or more contacts or email addresses that the email filter should search for in the From field of email messages. You can separate multiple contacts or email addresses with a semicolon (;). To specify that the email filter should search for all email addresses that contain specific text, you can type the text and use an asterisk (*) as a wildcard character to represent the rest of the email address.
Sent to	One or more contacts or email addresses that the email filter should search for in the Sent To field of email messages. You can separate multiple contacts or email addresses with a semicolon (;). To specify that the email filter should search for all email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the email address.
Subject	The text that the email filter searches for in the Subject field of email messages.
Body	The text that the email filter searches for in the body of email messages.
Sent directly to me	Email filter applies to email messages that include your email address in the To field.
CC: to me	Email filter applies to email messages that include your email address in the CC field.
BCC: to me	Email filter applies to email messages that include your email address in the BCC field.

Option	Description
Importance	The importance level of email messages that the email filter applies to.
Sensitivity	The sensitivity level of email messages that the email filter applies to.
Do not forward email messages to the device	Email messages that the email filter applies to are not forwarded to your smartphone.
Forward email messages to the device	Option to forward email messages to your smartphone that the email filter applies to. You can specify whether email messages are forwarded with high importance (Level 1 notification) or with the email message header only and no body text.

Change an email filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click an email filter.
3. Change the email filter options.
4. To select contacts or distribution lists in your organization's contact list, click the **Import list** icon beside the **From** field or **Sent to** field.
5. Click **Update Filter**.
6. Click **Save**.

Change the order of email filters

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **Up Arrow** icon or the **Down Arrow** icon.
3. Click **Save**.

Turn off an email filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **checkmark** icon beside an email filter.
3. Click **Save**.

Delete an email filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **minus sign** icon beside an email filter.
3. Click **Save**.

Save all email filters

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click **Save Filters**.

Open a saved email filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click **Load Filters**.
3. Click an email filter (.rfi) file.
4. Click **Open**.

Backing up and restoring data

7

Back up smartphone data

You should back up the data on your smartphone periodically. You should make sure to back up the data before you update the BlackBerry Device Software on your smartphone.

1. Connect your BlackBerry smartphone to your computer.
2. To include files that are saved to the built-in media storage in a back up file, on the **Backup and Restore** tab, click **Configure Backup Options** and select the **Back up on-board device memory** check box. Click **Save**.
3. On the **Backup and Restore** tab, perform one of the following actions:
 - To back up all your smartphone data, click **Back up**.
 - To back up specific smartphone data, click **Advanced**. In the **Device Databases** section, select one or more databases. Click the **Left Arrow** icon. On the **File** menu, click **Save As**.
4. Type a file name. Click **Save**.

Schedule automatic backups of smartphone data

1. Connect your BlackBerry smartphone to your computer.
2. On the **Backup and Restore** tab, click **Configure Backup Options**.
3. Select the **Automatically back up my device** check box.
4. Select the number of days between backups.
5. Perform one of the following actions:
 - To back up all smartphone data, select the **Backup all device application data** option.
 - To exclude email messages or organizer data, select the **Backup all device application data, except for** option and specify the type of data to exclude.
6. Click **Save**.

Restore smartphone data

1. Connect your BlackBerry smartphone to your computer.
2. On the **Backup and Restore** tab, perform one of the following actions:
 - To restore all smartphone data from a backup file, click **Restore**. Locate and double-click a backup file, that has a .bbb file extension or .ipd file extension. Click **Yes**.
 - To restore specific smartphone data from a backup file, click **Advanced**. On the **File** menu, click **Open**. Locate and double-click a backup file that has a .bbb file extension or .ipd file extension. In the **Desktop File Databases** section, select one or more databases and click the **Right Arrow** icon. Click **Yes**.

Switching smartphones

8

About switching smartphones

You can use the switch device wizard to switch BlackBerry services from your current BlackBerry smartphone to a new BlackBerry smartphone.

The switch device wizard transfers organizer data, calendar, email messages, and third-party applications that are supported by your new smartphone from your current smartphone to your new smartphone. The switch device wizard automatically starts the activation process to set up the connection to the BlackBerry Business Cloud Services.

Switch smartphones

1. Connect your new BlackBerry smartphone to your computer.
2. Click **Yes - Switch my BlackBerry services to this device.**
3. Click **Yes - Transfer the data.**
4. Complete the instructions on the screen.

After you finish: Do not disconnect your smartphone from your computer until the smartphone data and services are transferred to your new smartphone and the activation process on your new smartphone is complete. The process is complete when the Change devices screen appears on your computer.

Help protect a lost smartphone

9

Change your smartphone password

If your BlackBerry smartphone is misplaced and you might be able to recover it, you can use the BlackBerry Web Desktop Manager to change your smartphone password and lock your smartphone to help protect the data. Depending on your organization's security policies, you might not be able to change your password and lock your smartphone.

1. On the **Home** tab, click **Secure a Lost Device**.
2. Click **Specify new device password and lock device**.
3. In the **Device password** field, type a new password.
4. In the **Confirm password** field, type the password again.
5. Click **Specify new device password and lock device**.

Delete all smartphone data and deactivate services

If your BlackBerry smartphone is misplaced or stolen, you can delete the data on the smartphone and deactivate all services, such as email messaging and data synchronization. Depending on your organization's security policies, you might not be able to delete data and deactivate services.

1. On the **Home** tab, click **Secure a Lost Device**.
2. Click **Delete all device data and disable device**.
3. Click **Yes**.

After you finish: If you recover your smartphone, you can activate the services again by either connecting your smartphone to your computer using a USB cable or by creating an activation password so that you can activate your smartphone over the wireless network.

Troubleshooting

10

My computer cannot detect my smartphone

Perform one of the following actions:

- Verify that your BlackBerry smartphone is connected to your computer.
- Verify that the USB cable that you are using to connect your smartphone to your computer is not damaged.
- Turn off synchronization programs or antivirus programs temporarily.
- Verify that you are not running software that scans the communication ports on your computer.

I cannot access the features of the BlackBerry Web Desktop Manager

Perform one of the following actions:

- Review the browser requirements and settings for the BlackBerry Web Desktop Manager. For more information see the *BlackBerry Enterprise Server Installation and Configuration Guide*. To download this guide, visit www.blackberry.com/go/serverdocs/.
- Contact your administrator for assistance.

I cannot send or receive email messages on my smartphone

Perform one of the following actions:

- Verify that your BlackBerry smartphone is connected to the wireless network.
- Verify that message forwarding is turned on and that you selected all the email folders, including your message inbox, that you want to receive email messages from.
- If you generated a new encryption key, connect your smartphone to your computer to share the encryption key.
- Verify that your email profile options are correct. For more information, contact your administrator.

I cannot restore specific smartphone data

Perform one of the following actions:

- Verify that the database that you are trying to restore is not grayed out in the Device Databases section. If the database is grayed out and the Right Arrow icon is not available, your BlackBerry smartphone might be configured for wireless synchronization, wireless backup might be turned on, or the database might be read-only. For more information, contact your administrator.

- Verify that your smartphone has enough available memory to store the database. The amount of memory that is displayed beside the database in the Desktop File Databases section might differ from the amount of memory that is required to store the database on your smartphone. If the application memory on your smartphone is low, consider deleting unused applications, data, or older email messages from your smartphone.

I cannot find the link for the onboarding wizard

To see the Run the onboarding wizard link in the BlackBerry Web Desktop Manager, you must open the BlackBerry Web Desktop Manager before you connect your BlackBerry smartphone to your computer. If you open the BlackBerry Web Desktop Manager after you connect your smartphone to your computer, the activation process might start automatically before you can access the link to the onboarding wizard. If the activation process starts automatically, it might not complete.

Some of my smartphone data is missing after the onboarding process completes

When you activate your BlackBerry smartphone using the onboarding wizard, all of your work data is restored on your smartphone. The following table includes the data that is not restored after you use the onboarding wizard. If you are missing data that is not included in the table below on your smartphone after the onboarding process completes, contact your organization's administrator.

Data	Description
Personal email accounts	<p>The onboarding process removes personal email accounts from your smartphone. You need to set up personal email accounts after the onboarding process completes.</p> <p>To set up your personal email accounts, click the Setup icon on your smartphone.</p>
Personal email messages	After you set up personal email accounts on your smartphone, the BlackBerry Business Cloud Services synchronizes the email messages from your messaging service with your smartphone. This process can take a few minutes.
BlackBerry Messenger contacts	BlackBerry Messenger contacts are restored during the onboarding process. If your contacts are missing, contact your administrator.
BlackBerry Messenger groups	BlackBerry Messenger groups are not restored during the onboarding process. You need to set up your BlackBerry Messenger groups after the onboarding process completes.
Data in the built-in media storage	The onboarding process restores the built-in media storage on your smartphone unless the amount of data stored is more than 1 GB. If the built-in media storage being used is larger than 1 GB, the data might not be restored.

Data	Description
Data on the media card	The onboarding wizard does not change data on the media card. If you enabled encryption on the media card before you started the onboarding process, the data might not be accessible.

The activation process did not complete

Perform one of the following actions:

- If you are onboarding your BlackBerry smartphone with the BlackBerry Business Cloud Services use the onboarding wizard. If you connect your smartphone to your computer before you open the BlackBerry Web Desktop Manager, the activation process will automatically start and will not complete. To access the onboarding wizard you must open the BlackBerry Web Desktop Manager before you connect your smartphone to your computer.
- Contact your administrator.

Error messages: Backup and restore

The Backup functionality is not available at your current location.

This message appears when you log in to the BlackBerry Web Desktop Manager from a computer that your administrator restricted from performing backup and restore functions. For more information, contact your administrator.

This function is no longer available to you. No changes have been made.

This message appears when your administrator changes your permissions since you last logged in to the BlackBerry Web Desktop Manager. For more information, contact your administrator.

Provide feedback

To provide feedback on this deliverable, visit www.blackberry.com/docsfeedback.

Legal notice

11

©2012 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

Mac and Safari are trademarks of Apple Inc. Google Chrome is a trademark of Google Inc. ActiveX, Microsoft, Outlook and Windows are trademarks of Microsoft Corporation. Mozilla and Firefox are trademarks of Mozilla Foundation. JavaScript is a trademark of Oracle America, Inc. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES

REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
Centrum House
36 Station Road
Egham, Surrey TW20 9LF
United Kingdom

Published in Canada