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UPDATE

08/05/2011 10:30 AM

Security controls originally put in place on 7/25/11 are being reinstated.

Personal Blackberries®
will be disconnected from the State network*.
9:30 AM on Monday 8/8/11.

* - state.de.us and cj.state.de.us networks

(Individuals that are not using AstraSync or NotifySync will be unable to send/receive State email from their personal Berry.)*

For the most timely customer service, always contact the
[DTI Service Desk](#) 302-739-9560
with questions or concerns; not individual DTI team members.

NOTE: DTI is NOT able to provide troubleshooting or support for personally-owned mobile devices. For assistance configuring, ActiveSync on personally-owned devices, please contact the third-party vendor's application customer/technical support.

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AstraSync Configuration Instructions

NOTE: Your state.de.us OR cj.state.de.us email address must be ActiveSync-enabled by DTI, PRIOR to you completing these steps...

1. Read and accept the [AstraSync Software License Agreement](#)

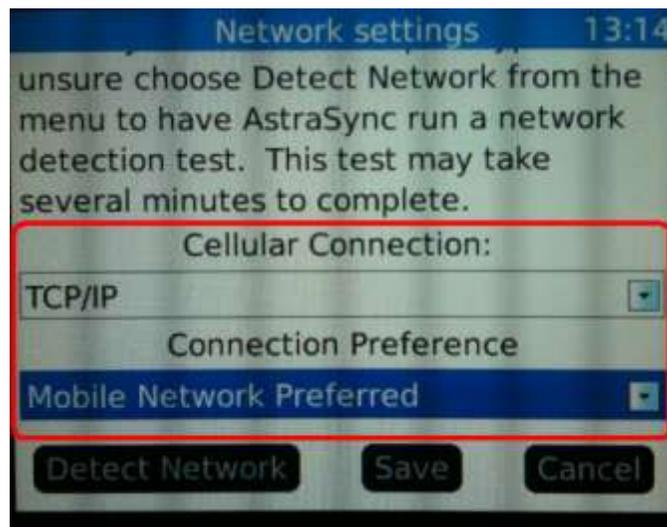
- During registration, you will need the following information:
 - Email Server: Exchange
 - BlackBerry Phone Number: Enter your PERSONAL Blackberry mobile number
 - Email Address: Your state.de.us OR cj.state.de.us email address
 - AstraSync Account Password: NOT linked to your work password(s).

2. Complete the [AstraSync Setup Wizard](#)

- During setup you will need the following information:
 - Mail server type: MS Exchange 2007
 - Your Email Address: example: first.lastname@state.de.us or first.lastname@cj.state.de.us
 - Your Email User Name example: first.lastname
 - Email Domain: state.de.us or cj.state.de.us (depending upon your email address)
 - Your Account Password (the same password you use to access your work email)
 - ActiveSync Server Address: owa.state.de.us
 - Enable "SSL" (if prompted)

3. Upon accepting the License Agreement, deviate from the setup wizard for the "Network Detection" config step.

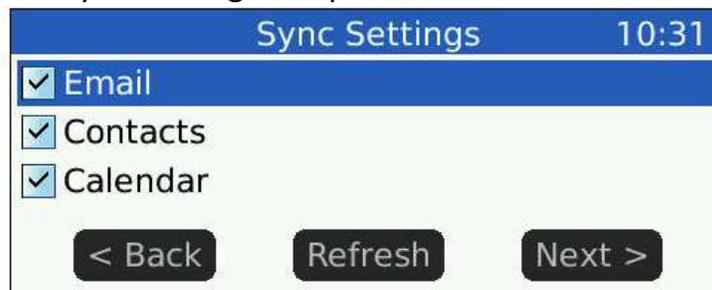
- Cancel "Network Test"
- Cellular Connection = TCP/IP
- Connection Preference = Mobile Network Preferred



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- Resume the [AstraSync Setup Wizard](#), at the "Configure AstraSync" step.
- The contacts on your personal device will be synced with your Outlook (work) contacts, if you check **Contacts** on the "Sync Settings" step.



Key Points To Know:

- Instead of going to "Messages" on your device, to access your work email, you will need to open the AstraSync application, within the "downloads" folder, each time you want to access your work email/calendar.
 - The AstraSync application can be moved to your home screen.
- Calendar invites *received PRIOR* to the BIS cut-off, will continue to "pop up" on your device – even after BIS is disabled.
- For the most timely customer service, always contact the [DTI Service Desk](#) 302-739-9560 with questions or concerns; not individual DTI team members.

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