



AstraSync - Blackberry Set-Up for our Zimbra users.

We recommend a third party software solution provided by AstraSync: <http://www.astrasync.com>

It is assumed you have registered on the site and have downloaded the software.

Before you start it is advised that you perform the following tasks:

1. **Backup your existing data** using the BlackBerry® Desktop Manager.
2. **Turn off desktop synchronisation** of your calendar, contacts, or emails, with BlackBerry Desktop Manager if you have enabled it.
3. **Disable Content Protection** if you have enabled it. (Check this setting in Options | Security Options | General Settings).
4. During setup you will need to have the following information, as supplied with your Welcome Pack:
 - **Your Email Address** - Your full email address: e.g. **my.name@work.com**
 - **Your Email User Name** - Again, for our Zimbra users, this will be your full email address: **my.name@work.com**
 - **Your Domain** - This should be left blank
 - **Your Account Password** - The password you use to access your email account
 - **Your Server Address** - e.g. **zimbra002.verygoodemail.com**

AstraSync Support

Please note that AstraSync is a 3rd party application for which we are unable to provide direct support. If you require further help please visit the AstraSync website - and specifically the following links:

Support Videos: <http://www.astrasync.com/resources/videos.aspx>

Support Wiki: <http://wiki.astrasync.com>

If you require any additional assistance please contact the support team at AstraSync: <http://www.astrasync.com/contacts/>