

# **EXHIBIT**

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## Help Center

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## Blackberry

**What's New** To configure IMAP for your Blackberry, just follow these steps:

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[For Organizations](#)
[Create an Account](#)
[Getting Started Guide](#)

1. [Enable IMAP in your Gmail settings.](#)
2. From your BlackBerry home screen, select the **Blackberry Set-up** icon, then choose **Personal Email Set-up**. (On older devices, just look for the **Personal Email Set-up** icon.)
3. Select **Personal Email Set-up**.
4. Accept Terms and Conditions.
5. On the Email Account Set-up page, enter your Gmail username (including '@gmail.com') but leave the password field blank. Select **Next**.
6. You'll see a screen that says 'We are unable to set up your email account.' Select 'I will provide the settings to add this email account,' then **Next**.
7. Select 'Internet Service Provider Email (POP/IMAP),' then **Next**.
8. Select 'I will provide the settings to add this email account,' then **Next**.
9. You'll see 'The BlackBerry Internet Service could not configure [your email] account.' Select 'Provide The Settings' to add email account.
10. Enter your Gmail username (including '@gmail.com') and your password, then **Next**.
11. Enter 'imap.gmail.com' as the email server, then **Next**.
12. Select **OK**.
13. Below your newly added email address, select **Edit**.
14. Select **Advanced Settings** at the bottom.
15. Make sure the port is set to '993' and 'Use SSL' is set to 'Yes.'
16. Select **Save**.

If your email set-up was successful, there should be a new-messages icon on your home screen labeled with the name of the account. Once you see this icon, follow these steps to ensure proper configuration:

1. Open the mailbox icon.
2. Open the menu by pressing the jog wheel or BlackBerry menu button, then select **Options**.
3. Select **Email Reconciliations**.
4. Confirm the following settings:
  - o Delete On: Mailbox & Handheld
  - o Wireless Reconcile: On
  - o On Conflicts: Mailbox Wins
5. Select **Save**.

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### Troubleshooting

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### Known issues with POP and IMAP

- [IMAP clients timeout or crash when downloading very large folders](#)
- [Non-Latin labels don't appear as folders in Outlook 2003 and Outlook Express](#)
- [Incoming message delays when IMAP is enabled](#)

[See other known issues](#)

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updated 3/10/2008

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