

FREQUENTLY ASKED QUESTIONS TO SUPERCHARGE YOUR BLACKBERRY®

General Questions

- Q1. When I sign up with Ceryx, what will be the format of my email address?**
A. In most circumstances, you can keep your corporate email address on both your Outlook email and your BlackBerry®. If it is not possible to use your corporate email address, Ceryx will provide a customized email address in the form of <your name>@<custom name>.supercharge.biz
- Q2. Can I use a Macintosh with your service?**
A. Yes, using MAC OSX and Entourage.
- Q3. Is a service level agreement included in buying the service?**
A. There is a 99.9% SLA with this service. Please contact Ceryx for the SLA details.
- Q4. Why is full Exchange better than POP?**
A. The list of Exchange features is numerous. Some notable ones include full collaboration, mobile device integration, shared contacts and calendars and Global Address List.

Mobility

- Q5. Do I need to change my voice/data wireless plan or provider when I upgrade?**
A. Not usually, but if you do not currently have a provider/data plan that supports BlackBerry Enterprise Server activation, you will be required to purchase one.
- Q6. What is the benefit from Supercharging my BlackBerry®?**
A. A Supercharged BlackBerry® gives you the advantage of full wireless synchronization between your handheld device and Outlook account with your Calendar, Contacts and Emails. For more details, see the 'Features' tab on this website.

Support

- Q9. Does Ceryx provide customer support on the Full Exchange Services?**
A. Yes. 24x7 technical support and troubleshooting is provided. Contact Ceryx Customer Support at (1 800) 663 6245 ext. 500 or email helpdesk@ceryx.com
- Q10. How do I change my passwords?**
A. To change your own password, login to the Customer Center (CC) and select 'Change Password' from the left panel on the Home tab. If you have forgotten your Customer Center password, you may be assisted by another CC administrator within your organization.

As a CC Administrator, you can change a user's CC and Exchange password. Login to the CC and select the 'Account' tab. Find the user and 'Select Operation'. In the drop down menu, select 'Change Password'.

Note that Customer Center (CC) passwords are automatically synchronized with Exchange. Once the new password is selected, Outlook clients and OWA Access will be affected.

In all cases, if you need assistance, please contact Ceryx Customer Support.

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Q11. Where can I find useful tools that provide help information?

- A. Through the Customer Center Portal you can access Knowledge Base articles under the 'Reference' Tab. There you will be able to find articles or search by keyword to find answers to your questions.

Connectivity

Q12. How do I connect to Ceryx's Exchange servers?

- A. Using Microsoft Outlook (RPC/ HTTPS); Entourage (WebDAV) or through a web browser using Outlook Web Access (OWA) as well as supported mobility devices.

Q13. Other than a Web browser, what hardware/software, if any, do I require?

- A. For full Outlook client access, you are required to run Outlook 2003/2007 on a minimum of Windows XP SP2 PC or Entourage 11.2.1 on a MAC OSX system.

Q14. What happens if my Internet connection to your site goes down?

- A. Should your internet connection go down, you are able to work offline with Outlook clients configured in cache mode. You will be able to change or create emails, calendar items, contacts and tasks which will automatically synchronize once your internet connection is restored. Your mobile device will continue to function as long as it has wireless network access.

Q15. Can I add my own domain on the service?

- A. Yes. You can add additional domains through the Customer Center Portal and any related email aliases to your account. You can find self-help tools in our Knowledge Base or contact Ceryx by email at helpdesk@ceryx.com or by phone at (1 800) 663 6245 ext. 500.

Q16. What version of Exchange is being used? What operating system?

- A. Exchange 2007 on Windows 2003 Server.

Operations

Q19. How does Ceryx ensure data security and availability, and service reliability?

- A. Ceryx uses 128-bit SSL certificates such that information entered on this site is encrypted prior to being transmitted over the Internet. Also, when using the Outlook Web Access (web mail) feature provided by Ceryx, the Customer's email communications are encrypted before being transmitted over the Internet.

Data is in secure data facilities with biometric entry and onsite security, enterprise firewall clusters, attachment blocking, 24x7 NOC threat management, perimeter security and attack prevention.

Availability is guaranteed with multiple data centers, 24x7 monitoring, full redundancy at network, server hardware and software level. Service reliability with standardized server capacity limits optimized for end user performance combined with performance monitoring ensures reliable access.

Q20. What virus Software is included in the service?

- A. The system uses 7 factor Anti-virus engines which operate at both the perimeter and the mail server levels. Customers are responsible for any desktop Anti-virus applications on their workstations.

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Q21. Does Ceryx guarantee the uptime availability of their systems?

A. Yes. You will be supported with a corporate grade solution designed with reliability and uptime in mind. With component level and geographic redundancy for critical systems, the infrastructure is backed by a 99.9% SLA which pays you credits for downtime.

Q22. Is the email data backed up?

A. All information is backed up nightly with a 28 day retention period.

Q23. Are there any specific PC requirements to access the service? (Hardware or Software?)

A. For OWA (Outlook Web Access) it is recommended to run Internet Explorer 5.5 SP2 or higher. For full Outlook client access, you are required to run Outlook 2003/2007 on a Windows XP SP2 PC or Entourage 11.2.1 on a MAC OSX system.