

End-User Training, 1 Day

Course Description

Whether you are new to the BlackBerry solution or a veteran user you will benefit from this information packed class. During this course you will learn how to maximize your efficiency as a BlackBerry end-user. Topics include: time-saving short-cuts for phone, email messages, calendar, and general tips, customizing settings, backing up data, synchronizing with Microsoft Outlook, saving keystrokes with AutoText, using BlackBerry Messenger to chat with other users, using the MemoPad, customizing Profiles, and using the Search feature.



Prerequisites

Participants must bring their own BlackBerry, battery charger and cable to connect to USB port of computer.

Topics Covered

Phone

- Dialling alpha characters
- Assigning speed dial numbers
- Voice Dialling for hands-free usage

Email

- Viewing only incoming, outgoing, or all messages
- Tips to speed up typing
- Accessing frequently used text
- Creating more than one AutoSignature
- Adding incoming email addresses to your contacts

Other Communication Methods

- Sending SMS (text), MMS (multimedia), chatting with BlackBerry Messenger and BlackBerry PIN messages

Calendar Shortcuts

- Seeing only your Agenda items
- Quick appointment entry
- Changing start and end of day, and default reminder
- Keeping appointments beyond 60 days

Customizing Settings

- Customizing Profiles
- Modifying the display screen and contents
- Customizing the display font and size
- Setting ring tone exceptions to individuals or groups

Contacts

- Creating and assigning categories
- Filtering contacts

Synchronizing with Outlook

- Using BlackBerry Desktop Manager to sync with Microsoft Outlook for Contacts, Calendar and Tasks

Backup Procedures

- Creating a backup to restore data to current BlackBerry or transfer to a new BlackBerry device

Other Topics

- Overview of maps, Password Keeper, Memo Pad, and more.