

Using BlackBerry Device and Desktop Software version 4.2

Overview

This course is an introduction to using BlackBerry® devices and BlackBerry Desktop Software version 4.2. Participants will review the functions of the BlackBerry devices and BlackBerry Desktop Software.

Who should attend

- End users or Technical Support representatives who have little to no experience using or supporting BlackBerry devices.

Topics covered

- Introducing the BlackBerry Solution
- Installing BlackBerry Desktop Software
- Using BlackBerry Desktop Manager tools
- Setting up the BlackBerry device
- Using the Browser
- Using organizer data applications
- Exploring BlackBerry device messaging features
- Using the phone application
- Using BlackBerry Desktop Redirector
- Using Bluetooth® wireless technology
- Exploring the BlackBerry Pearl™ 8100™ smartphone
- Exploring the BlackBerry 8800 smartphone
- Exploring the BlackBerry 8830 smartphone

Course Details

Course Code: 10IPBDDS42

Test Code: 10IPBDDS42

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Course objectives

Module 1 – Introducing the BlackBerry Solution

- Discuss the BlackBerry Solution architecture.
- Define and describe the components that make up the BlackBerry Solution.
- Discuss and label the data flow for the BlackBerry Internet Solution™ and the BlackBerry Enterprise Solution™.

Module 2 – Installing BlackBerry Desktop Software

- Examine the components that make up BlackBerry Desktop Software.
- Install BlackBerry Desktop Software.

Module 3 – Using BlackBerry Desktop Manager tools

- Discuss the BlackBerry Desktop Manager.
- Describe the function of the following BlackBerry Desktop Manager tools:
 - BlackBerry Application Loader
 - BlackBerry Backup and Restore
 - Email Settings
 - BlackBerry Media Manager
 - Switch Device Wizard
 - Synchronize

Module 4 – Setting up the BlackBerry device

- Describe how to install the BlackBerry Device Software.
- Discuss BlackBerry device activation.
- Discuss service books.
- Discuss the BlackBerry device Setup Wizard.
- Describe how to customize the BlackBerry device.

Module 5 – Using the Browser

- List and discuss the features of the Browser.
- Discuss the BlackBerry MDS Runtime™.

Module 6 – Using organizer data applications

- Discuss the following organizer data applications:
 - Address book
 - Calendar
 - Tasks
 - MemoPad

Module 7 – Exploring BlackBerry device messaging features

- Discuss sending and receiving email messages.
- Explain PIN messages and describe what makes them different from email messages.
- List the available instant messaging solutions.
- Discuss the BlackBerry Attachment Service.
- Discuss email message filters.

Module 8 – Using the phone application

- Identify the information contained in the Phone screen.
- Identify the information available in the Active Call screen.
- Place and receive a phone call.
- Configure phone options.

Appendix A – Using BlackBerry Desktop Redirector

- Discuss the functions of BlackBerry Desktop Redirector.
- Identify the system architecture and features of the BlackBerry Desktop Redirector.
- Describe BlackBerry Desktop Redirector data flow.

Appendix B – Using Bluetooth wireless technology

- Discuss how Bluetooth wireless technology functions with a BlackBerry device.

Appendix C – Exploring the BlackBerry Pearl 8100 smartphone

- Discuss the trackball navigation.
- Discuss the media card.
- Discuss the switch media card wizard.
- Use voice dialing.
- Discuss and use the camera application.
- Discuss the universal serial bus (USB) mass storage device functionality.

Appendix D – Exploring the BlackBerry 8800 smartphone

- Discuss BlackBerry 8800 smartphone navigation
- Discuss the media application
- Discuss Voice Dialing
- Discuss built-in GPS
- Discuss Manage Connections

Appendix E - Exploring the Blackberry 8830 smartphone

- Discuss BlackBerry 8830 smartphone navigation
- Discuss the Media application
- Discuss the Voice Dialing application
- Discuss the built-in Global Positioning System (GPS)
- Discuss the Manage Connections application

Appendix F - Exploring the Blackberry 8300 smartphone

- Discuss BlackBerry 8300 smartphone navigation
- Discuss the Media application
- Discuss the Voice Dialing application
- Discuss the Send Voice Note application
- Discuss the Camera application
- Discuss the Manage Connections application