

BlackBerry Internet Service 2.5

Overview

This course introduces the basic features, system architecture, data flow and basic troubleshooting for BlackBerry® Internet Service 2.5. At the end of the course, students should be able to describe the primary features, the data flow, and use of the BlackBerry Internet Service, as well as the ways to effectively troubleshoot issues that may arise with the BlackBerry Internet Service.

Who should attend

- Wireless service provider technical support representatives
- Learners with little or no understanding of BlackBerry Internet Service

Topics covered

- Introducing the BlackBerry Internet Service
- Using the BlackBerry Internet Service
- Troubleshooting the BlackBerry Internet Service

Course Details

Course Code: 718-00778-123

Test Code: BLANK

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Course objectives

Module 1 – Introducing the BlackBerry Internet Service

- Features and benefits, architecture and data flow of the BlackBerry Internet Service are examined

Module 2 – Using the BlackBerry Internet Service

- The BlackBerry Internet Service administration web site and the setting up of accounts are reviewed

Module 3 – Troubleshooting the BlackBerry Internet Solution

- Discussed are methods of troubleshooting integrated third party email accounts, the BlackBerry Infrastructure, the BlackBerry Internet Service, the BlackBerry Internet Service polling agent, the wireless network, and the BlackBerry smartphone