

## **Blackberry Information provided by Sprint/Nextel**

### **Resources:**

User Guide on Handheld: Help Icon



[www.sprint.com](http://www.sprint.com) >Support>phones&devices>select your device (choose Blackberry from the drop down) >Go  
>Complete drop down or click on picture of your device>User Guides.

<http://www.discoverblackberry.com/suretypedemo>

[www.resourcenetwork.com](http://www.resourcenetwork.com) or 1-888-280-0424

**NOTE:** Free training for Blackberry and Treo products held weekly each Tuesday & Thursday. For more information, including time of trainings, open the following link and click on Create to set up a profile: [www.sprintdss.com](http://www.sprintdss.com)

### **Notes on some specific features:**

#### **Set Type mode:**

The easiest way to set the multi-tap or Sure type is to go into the memo pad and press and hold the \* key.

#### **Spell Check:**

Spell check is a free download. Go to Internet Browser>Blackberry Bookmarks>Home Page>Download Applications>Free/Demo Applications>Spellcheck for Blackberry.

#### **To navigate in the internet browser:**

Click in the trackwheel and select Get Link from the menu or highlight your choice and press the enter/return key.

*Please be aware there are also several free Instant Messaging clients available on this path. SMS charges are usually additional when used with IM and depends on what is included in your price plans.*

*I believe there is some control over what users can download via the BES. You will need to discuss with your IT BES Administrator [Ellie's group] to find out if IM access can be restricted if that is needed.*

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## **More notes on some specific features:**

### **PIN messaging:**

This functionality may be of use to your emergency response group. PIN messaging utilizes the RIM Blackberry server to deliver SMS type messages instead of exchange servers. This functionality might be useful in the event the DOIT exchange servers are down during a crisis situation. If your group opts to utilize PIN messaging it will be critical to keep track of new PINs when users switch out devices.

Each BlackBerry device is assigned a unique eight-digit number called a personal identification number (PIN). You can find your BlackBerry's PIN by selecting the Options icon, then clicking Status. Your PIN will appear in the Status screen.

### **Sending a PIN message:**

There are two ways to send messages directly to a BlackBerry user's PIN rather than to the user's email address, depending on whether you have the PIN stored in a contact in your address book or not. If you have a contact in your address book with the PIN entered, you can select the PIN using the Compose application. To do so, follow these steps:

1. Select the Compose icon (the open envelope and pencil);
2. In the "To:" list, scroll to the correct contact. Click the trackwheel to display a drop-down menu for the contact;
3. If you have stored a PIN for this contact, PIN will appear in the menu. Select it;
4. Compose your message and send it as usual.

When the message is sent, it will be routed using the PIN rather than the email address.

Note: The next time you select that contact with the Enter key, the PIN will be used rather than the email address. To reset the contact to use an email address, simply follow the directions listed above and select Email rather than PIN from the menu.

If you want to enter a PIN not associated with a contact, you can type the PIN directly into the "To:" field. To do so, follow these steps:

1. Select the Compose icon (the open envelope and pencil);
2. Scroll up to [Use Once] at the top of the "To:" list. Click the trackwheel to display a drop-down menu;
3. From the menu, select PIN. Enter the PIN and press Enter;
4. Compose your message and send it as usual.

Note: PIN to PIN messages are not encrypted and transmit in plaintext, allowing anyone who intercepts them to read them. While this is a remote possibility, you should keep it in mind and not send sensitive information in a PIN to PIN message.

If your emergency group has PINs stored in their Address Book for every contact, you will be able use PIN messaging in the event it is needed.

Email should be the preferred method of communicating, and PIN only utilized in the event of an Exchange Server issue preventing the use of email.

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## **Blackberry Shortcuts provided by Sprint/Nextel**

### **Messaging:**

- To open the oldest unread message, press NXT.
- To delete old messages, select a date in the message list and click Delete Prior.
- To move down a page or an open message, press Space or M
- To move up a page or an open message, press the Shift key followed by the Space key or press UI on its own.
- To move down a page, press M.
- To move up a page, press UI.
- To reply with text to the sender in an open message or in the Messages function, press AS or QW.
- To reply to all, press AS.
- To move to the next message in the message list, press BN.

### **Hot Keys:**

Action	BlackBerry 7100i
MESSAGE ICON: Move to the Top of the Message List	1
Move to the Bottom of the Message List	7
CALENDAR ICON: Move to the Next Day	6
Move to the Previous Day	4
MESSAGE ICON: Open Currently Selected Message	ENTER or 5
Reply to a Message	QW
Reply All to a Message	AS
Forward a Message	OP
Compose a New Message	L

<END>