



Mastering your BlackBerry (101)

Workshop Length: 2 hours

Module 1: BlackBerry Basics

What is a BlackBerry?
BlackBerry Etiquette
Other ways to find "Tips and Tricks"
Your Voice and Data plans
and how to save money (If workshop is tailored)
BlackBerry Terminology
BlackBerry Icons
BlackBerry Options (Wrench)
Using Auto On/Off
Owner information
Screen/Keyboard
Security (Password)
Theme
Moving Home Screen Icons
Hiding Home Screen Icons
Application Switcher / Launcher
Troubleshooting

Module 2: Messages

General Options Within a message
Hiding "Sent Items"
Seeing "Sent Items"
Signature (if on BES)
Out of Office Reply (If on BES)
Help function on Messages
Email Reconciliation
Message "Hot Keys"
Autotext
Attachment viewing
Deleting messages

Module 3: Phone

Speaker Phone
Dialing Letters
Dialing Voicemail and Password
Speed Dialing
Conference Calling
Smart Dialing
Taking Notes while on the phone

Module 4: Contacts (Address Book)

The importance of your setup of your E-mail Client (Outlook, GroupWise, etc)
Using the Company address list (if on a BES)
Distribution lists

Module 5: Calendar

Calendar Options
Calendar Hot Keys
Viewing the Calendar
Navigating in the Calendar

Module 6: Browser

What is Browsing?
Browsing shortcuts

Module 7: Memo's and Tasks

The purpose of Memo's and Task's
How to use

Module 8: Best Practices and FAQs

How to use Hyperlinks
Photos
Taxis
Flights
Traveling in Canada
411 costs
Password Keeper
BlackBerry Internet Service (BIS)
Firmware Upgrades
Saving your Battery
BlackBerry while driving
What those flashing lights mean
Troubleshooting
Q and A