



Module 1: BlackBerry Basics

- BlackBerry Etiquette
- BlackBerry Icons
- BlackBerry Options (Wrench)
 - Using Auto On/Off
 - Screen/Keyboard
 - Security (Password)
 - Theme
- Moving Home Screen Icons
- Hiding Home Screen Icons
- Application Switcher / Launcher
- Troubleshooting

Module 2: Messages

- Optimizing Message Options
 - Hide "Sent Items"
 - Hide folders
- Help function on Messages
- Email Reconciliation
- Message "Hot Keys"
 - Show "Sent Items"
- Autotext
- Attachment viewing
- Deleting multiple messages

Module 3: Phone

- Optimizing Phone Options
- Speaker Phone
- Dialing Letters
- Quick key to dialing your Voicemail
- Never input your Voicemail password again
- Speed Dialing
- Conference Calling
- Smart Dialing
- Taking Notes

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)

- Lookup feature
- Distribution lists

Module 5: Calendar

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

Module 6: Browser

- Which Browser to use
- Browser shortcuts

Module 7: Memo's and Tasks

- The purpose of Memos and Tasks
- How to use

Module 8: Best Practices and Frequently Asked Questions (FAQs)

- How to use Hyperlinks
- Photos
- Taxis
- Flights
- Cost savings
- Password Keeper
- BlackBerry Internet Service (BIS)
- Firmware Upgrades (patching your BlackBerry)
- Saving your Battery
- BlackBerry safety
- Troubleshooting

Questions and Answers

604.628.0284 www.swirlsolutions.com "You don't know what you don't know"

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