



Mastering your BlackBerry 101

Save Money, Time and Get Productive



Length: 1, 2, or 3 hours (We recommend the full ½ day)
Instructor: Certified BlackBerry Support Specialist

Overview

This interactive and hands on workshop is designed for the new and experienced BlackBerry users. Attendees use their own BlackBerry devices to 'see and do'. Reference material is sent to the BlackBerry users after the workshop so there will be no need to take notes.

Participants will:

- understand the features of their BlackBerry
- learn the shortcuts and helpful tips that will increase their efficiency and productivity
- gain valuable insiders knowledge of cost saving tips
- customize their own BlackBerry rendering it their most useful tool

Hour 1

Module 1: Basics

Tour the device and options to learn unique shortcuts and familiarize yourself with the menu's.

- Definitions: BES, BIS, PIN, BBM, WIFI, ROAMING
- What exactly is Data?
- The Power of BlackBerry Options (Wrench)
- Moving/Hiding Home Screen Icons
- Troubleshooting

Questions and Answers

Hour 2

Module 2: Email

- Optimizing settings
- Why see those checked items?
- Email Reconciliation
- Typing Tips and Shortcuts

Module 3: Phone

- Optimizing settings
- Speaker Phone
- Dialing Letters and Words
- Voicemail-one key to call and input password
- Speed Dialing
- Taking Notes

Questions and Answers

Hour 3

Module 4: Contacts

- Optimizing settings
- Your Email setup
- Using the GAL
- Lookup feature
- Distribution lists
- Adding Birthdays and Anniversaries

Module 5: Calendar &Tasks

- Optimizing Settings
- Calendar Hot Keys
- Calendar Views
- Tasks in your Calendar

Module 6: Best Practices

- Cost Saving Tips
- Applications
- Safety
- Updating Devices and why

Questions and Answers

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"You don't know what you don't know"

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