Administering and Supporting BlackBerry Internet Service version 2.4

Overview

This course discusses the administration and support of the BlackBerry® Internet Service version 2.4. Participants will explore the options available in the BlackBerry Internet Service and the Administration site through exercises, discussions, videos, and hands-on labs.

Who should attend

- Technical support representatives with little to no experience using or supporting BlackBerry devices

Topics covered

- Introducing the BlackBerry Internet Service
- Creating a BlackBerry Internet Service account
- Setting up email addresses using a BlackBerry device
- Setting up email addresses using the BlackBerry Internet Service web site
- Managing an account using the BlackBerry device
- Managing an account using the BlackBerry Internet Service web site
- Additional BlackBerry Internet Service functionality
- Using the BlackBerry Internet Service administration web site
- Troubleshooting the BlackBerry Internet Service
- Introducing BlackBerry Mail
- Migrating to BlackBerry Internet Service 2.4
- Additional BlackBerry Internet Service administration web site functions

Course Details

Course Code: 716-00229-123

Test Code: N/A

Course Objectives

Module 1 – Introducing the BlackBerry Internet Service

- Identify the two BlackBerry solution architectures
- Describe how data flows through the BlackBerry Internet Service
- Discuss the BlackBerry Internet Service web site
- Discuss the BlackBerry Administration Site

Module 2 – Creating a BlackBerry Internet Service account

- Discuss the advantages of self-registration
- Explain automatic login
- Explain how to create an account using BlackBerry device
- Explain how to create an account using the BlackBerry Internet Service web site from a browser on a computer

Module 3 – Setting up email addresses using the BlackBerry device

- Discuss how to create a BlackBerry email address using a BlackBerry device
- Discuss how to set up work and personal email accounts using a BlackBerry device

Module 4 – Setting up email addresses using the BlackBerry Internet Service web site

- Discuss how to create a BlackBerry email address using the BlackBerry Internet Service web site
- Discuss how to set up work and personal email accounts using the BlackBerry Internet Service web site

Module 5 – Managing an account using the BlackBerry device

- Configure BlackBerry Internet Service account settings using the BlackBerry device
- Describe email message filters and discuss email message filter management
- Edit BlackBerry email address settings and integrated email address settings using the BlackBerry device

Module 6 – Managing an account using the BlackBerry Internet Service web site

- Configure BlackBerry Internet Service account settings using the BlackBerry Internet Service web site
- Describe email message filters and discuss email message filter management
- Edit BlackBerry email address settings and integrated email address settings using the BlackBerry Internet Service web site

Module 7 – Additional BlackBerry Internet Service functionality

- Discuss wireless email reconciliation
- Discuss delivery and read receipts
- Discuss wireless meeting requests
- Explain attachment viewing and list the supported attachment types

Module 8 – Using the BlackBerry Internet Service administration web site

- Describe the function of the BlackBerry Internet Service administration web site
- Explain how to search for a subscriber's BlackBerry Internet Service account using the BlackBerry Internet service administration web site
- Create a new BlackBerry Internet Service subscriber account
- Explain the various options for managing a subscriber's account using the BlackBerry Internet Service administration web site
- Explain the various options for editing a subscriber's account information using the BlackBerry Provisioning System administration site

Module 9 – Troubleshooting for the BlackBerry Internet Service

- Discuss the troubleshooting process for each of the components in the BlackBerry Internet Service

Appendix A – Introducing BlackBerry Mail

- Discuss BlackBerry Mail
- Compare BlackBerry Mail and the BlackBerry Internet Service
- Describe the process for setting up a new BlackBerry Mail account

Appendix B – Migrating to BlackBerry Internet Service 2.4

- Describe the functional differences between BlackBerry Internet Service 1.8.x and BlackBerry Internet Service 2.4
- Describe when the migration to BlackBerry Internet Service 2.4 can be performed
- Describe what happens during the migration
- Describe the migration process
- Describe how to upgrade the BlackBerry Mail Connector

Appendix C – Additional BlackBerry Internet Service administration web site functions

- Discuss the BlackBerry Internet Service 2.4 web site settings.
- Discuss the BlackBerry Internet Service 1.8.x web site settings.