



BlackBerry 7100i Frequently Asked Questions and Answers

Q: How can I access additional BlackBerry 7100i FAQs?

A: There are additional BlackBerry 7100i FAQs available via the SouthernLINC Wireless Knowledgebase.

Q: Does the BlackBerry 7100i support two phone lines?

A: The BlackBerry 7100i only supports one phone line to the subscribers' local exchange.

Q: Does the BlackBerry 7100i support toll-free service?

A: BlackBerry subscribers only receive toll-free service to line one if local exchange is not available.

Q: Does the BlackBerry 7100i support two-way text messaging?

A: No, the BlackBerry 7100i only supports incoming text messaging, but not outgoing text messaging.

Q: Does the BlackBerry 7100i device support international calling?

A: No, international calling is not available with the BlackBerry 7100i.

Q: Are early termination fees applicable to BlackBerry?

A: Yes, the standard \$200 deactivation fee is applicable for early termination.

Q: Is there and one-year and/or two-year BlackBerry Customer Agreement?

A: Currently, customers must sign a one-year Customer Agreement. However, in the future a two-year contract option will be available in the future by way of rebate.

Q: How does SouthernLINC Wireless Retail Sale Associates (RSAs), Direct Sales, and Dealers order BES (BlackBerry Enterprise Server)?

A: SouthernLINC Wireless retail, direct and dealer sale teams must not sell BES directly to subscribers. Direct and dealer sale teams must submit the BES Opportunity Form, located at both the Marketing Intranet site and Dealer website, to the ISSE department for all potential BES sales.

Q: Do companies that originally purchased BES (BlackBerry Enterprise Server) from another carrier but purchase new BlackBerry 7100i handholds from SouthernLINC Wireless have to purchase brand new BES from SouthernLINC?

A: Companies with existing BES provided from a non SouthernLINC Wireless carrier(s), but have new BlackBerry 7100i handholds from SouthernLINC Wireless, do not have to purchase new BES as BES is non-carrier specific. However, if companies need new BES or additional CALs (Client Access Licenses), it must be purchased via SouthernLINC.

Q: How subscribers check BlackBerry Voicemail?

A: From the Home Screen, use the trackwheel to go to the "Call Log". Click the trackwheel once. Scroll to "Call Voice Mail". Highlight and click the trackwheel again.

Q: How is the at symbol "@" created on BlackBerry?

A: Press the space key when you are typing in an email address.

Q: Is the BlackBerry Bluetooth capable?

A: Yes, the BlackBerry 7100i is Bluetooth capable with virtually all Bluetooth headsets.

Q: Will the owners of BlackBerry handhelds purchased from another carrier be able to activate it through SouthernLINC?

A: At this point in time, SouthernLINC only supports SouthernLINC purchased BlackBerry handheld devices.

Q: What is the PIN on the BlackBerry?

A: The PIN (Personal Identification Number) is not a security password, or anything resembling a password. It is actually a unique number that identifies your BlackBerry, sort of like a serial number. PIN numbers are used to send text messages to a BlackBerry from a BlackBerry.

Q: How can the BlackBerry typing tutorial be retrieved again?

A: From your "Home" screen, use trackwheel to scroll down to the "Help" icon. The typing tutorial is the second option under "Help".

Q: Which attachments does the BlackBerry 7100i support?

A: The following attachments can be retrieved via the BlackBerry 7100i JPEG, TIFF, BMP, Microsoft WORD, Excel, PowerPoint, Corel, WordPerfect, and Adobe PDF.

Q: How do subscribers access the web page on the BlackBerry 7100i?

A: In the Browser, click the trackwheel. Click on "GO TO" and type a web address. Click the trackwheel. Click "OK".

Q: How many models of BlackBerry does SouthernLINC Wireless offer?

A: Currently, SouthernLINC offers one model, the BlackBerry 7100i.

Q: How often is e-mail automatically reconciled between the BlackBerry handheld and the BES?

A: E-mail reconciliation with the customers' desktop should occur automatically every 3-5 minutes for e-mail that is read or deleted from the handheld. For e-mail that is read or deleted from the desktop, it will take about 15 minutes for it to reconcile with the BlackBerry.

Q: How are e-mails filed via the Outlook folders?

A: In messages.....Highlight the message that you would like to move and click the trackwheel and select 'File'. You can now select the mailbox folder that you would like to copy the message to. Note: It is not possible to view or file to "Personal" folders.

Q: How to Master Reset?

- A:**
1. Click on Options
 2. Click on Security Options
 3. Click on General Settings
 4. Click Wheel once and select "Master Reset Radio Option"

Q: How are font sizes and/or font type revised?

A: Click on Options. Select and Click on Screen/Options. Adjust Font Family, Size, and Style as desired

Q: How to join a group call?

A: 1. Type the pound key "#" and the talkgroup number. 2. Press the PTT button or click on Join.

Q: How to make the BlackBerry 7100i screen brighter when outside?

A: Press the "On/Off" button located at the top of your handheld. The screen will brighten in approximately 30 seconds.

A: Does the time automatically change when crossing time zones?

Q: No it does not. To change your time zone manually, select options, and then Date/Time.

Q: Are the BlackBerry handheld devices carrier specific?

A: Yes, the handheld devices are carrier specific.

Q: What about the time stamp?

A: The time zone on the BlackBerry device will not change. To change the time and date on the device is a manual process. The time stamp will reflect the time zone that the subscriber is currently located in. Call detail records are based upon the time zone the subscriber is currently located in.

Q: Does SouthernLINC Wireless activate BlackBerry handhelds provided by other wireless carriers?

A: SouthernLINC Wireless does not support BlackBerry handhelds provided by other carriers.

Q: Do all Java applications work on the BlackBerry 7100i?

A: Unfortunately, not all Java applications run on the BlackBerry 7100i. Customers must check with the vendor(s) of the actual application to determine if it's compatible with the BlackBerry device.

Q: Can customers get additional downloads – ringtones, wallpapers, and games for their BlackBerry?

A: As of 10/06 the only additional resource for customers to obtain downloads is via hangango.com.

Q: Is the BlackBerry handheld susceptible to computer viruses?

A: Viruses are downloadable through executable files. At this time, RIM (Research in Motion) does not support executable files.

Q: What is needed to start the BlackBerry Manager software?

A: A BlackBerry handheld device, USB cable, and Desktop Manager software is needed to start the BlackBerry Manager software. All three of the before mentioned items are included in the BlackBerry package at point of sale.

Q: What does the NTWK (Network Indicator) acronym stand for?

A: NTWK stands for:

N = Interconnect registered (MSC/HLR)

T = Dispatch registered (DAP/iHLR)

W = Packet data registered (DAP/iHLR)

K = Mobile IP registered (Mobile IP, IP link up between RIM and LINC, RIM APN registered)

NTWK — You have coverage for emergency calls, SMS messages, phone, InstantLINC, email and PIN messages, and browser.

NtWK — You have coverage for emergency calls, SMS messages, phone, email and PIN messages, and browser (all but InstantLINC).

NTWk — You have coverage for emergency calls, phone and InstantLINC.

Ntwk — You have coverage for emergency calls and phone.

ntwk — You do not have coverage.

Other Notes:

- If the K is not capitalized the customer will not be able to communicate with BES or BIS services.
- Lower case of any of these letters indicates that the device did not register successfully for these services.