

BlackBerry 8350i

Frequently Asked Questions and Answers

Q: Does the BlackBerry 8350i support two phone lines?

A: The BlackBerry 8350i only supports one phone line to the subscribers' local exchange.

Q: Does the BlackBerry 8350i 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 8350i support two-way text messaging?

A: Yes, the BlackBerry 8350i supports both incoming and outgoing text messaging.

Q: Does the BlackBerry 8350i device support international calling?

A: No, international calling is not available with the BlackBerry 8350i.

Q: Are early termination fees applicable to BlackBerry?

A: Yes, the standard early termination fees apply. See southernlinc.com/promodetails for more information.

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

A: Currently, customers must sign a one or two-year Customer Agreement.

Q: Do companies that originally purchased a BES (BlackBerry Enterprise Server) from another carrier, but purchase new BlackBerry 8350i handholds from SouthernLINC Wireless, have to purchase a new BES from SouthernLINC?

A: Companies with an existing BES do not have to purchase new BES as the server is non-carrier specific. However, if companies need a new BES or additional Client Access Licenses (CALs), these must be purchased from SouthernLINC.

Q: How do subscribers check BlackBerry Voicemail?

A: From the Home Screen, press the green phone button to go to the call log. Press the **Menu** key to the left of the trackball and scroll to **Call Voice Mail**. Highlight and click the trackball or the Enter key.

Q: How is the @ symbol created on the BlackBerry 8350i?

A: Press the space key when you are typing in an email address. While composing an email, press the **Alt** key followed by the **P** key; or, access the **SYM** key, scroll to the second page, and press **P**.

Q: Is the BlackBerry Bluetooth capable?

A: Yes, the BlackBerry 8350i is Bluetooth capable with virtually all Bluetooth headsets.

Q: Will the owners of BlackBerry handholds purchased from another carrier be able to activate them through SouthernLINC Wireless?

A: At this point in time, SouthernLINC Wireless only supports units purchased through our company.

Q: What is the PIN on the BlackBerry?

A: The PIN (Personal Identification Number) is a unique number that identifies your BlackBerry, similar to a serial number. PIN numbers are used to send text messages to a BlackBerry from a BlackBerry. PIN messages are not carrier specific so can be sent to any valid PIN number.

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

A: From the 'Home' screen, use trackball to scroll down to the **Help** icon. The User Guide provides an option for Typing. Selecting this option will lead to a full menu of Typing tools, including online help.

Q: Which attachments does the BlackBerry 8350i support?

A: The following attachments can be retrieved via the BlackBerry 8350i JPEG, TIFF, BMP, Microsoft Word, Excel, PowerPoint, Corel, WordPerfect, and Adobe PDF.

Q: How do subscribers access the web on the BlackBerry 8350i?

A: Once the Browser icon is opened, users are presented with an option to enter a web address. After entering the address, press the trackball or the Enter key. There are also other search options provided, such as Google and Wikipedia.

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

A: Currently, SouthernLINC offers one model, the BlackBerry 8350i.

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

A: E-mail reconciliation with the customer's 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: From the Messages icon, highlight the message that you would like to move, click the trackball and select **File**. You can now select the mailbox folder to which you would like to copy the message. Note: It is not possible to view or file to "Personal" folders.

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

A: Click the **Options** icon. Select and click **Screen/Keyboard**. Adjust Font Family, Size, and Style as desired.

Q: How does a user join a group call?

A: From the call log (green telephone key), type the pound key (#) and the talkgroup number. Press the PTT button or click **Join**.

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

A: No, it does not. To change your time zone manually, select Options, and then **Date/Time**. The time stamp will reflect the time zone from which the call was placed.

Q: Are the BlackBerry handheld devices carrier specific?

A: Yes, the handheld devices are carrier specific.

Q: Do all Java applications work on the BlackBerry 8350i?

A: Unfortunately, not all Java applications run on the BlackBerry 8350i. 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: Additional downloads are available via handango.com and mobile.blackberry.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 are 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.