

BlackBerry Internet Service 3.0

Partner Support Readiness

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Note: Refer to the Acronym list at the end of this document for acronym expansions.

Product Overview

The BlackBerry® Internet Service is designed to provide individuals access to email messaging, instant messaging, Internet browsing, and more. BlackBerry Internet Service subscribers can receive automatic delivery of email messages for up to ten email accounts on their BlackBerry smartphones.

BlackBerry Internet Service 3.0 is the latest version of the BlackBerry Internet Service offered by RIM.

Features

- Updates to the Enhanced Google Mail™ plug-in for BlackBerry smartphones
 - Google Mail account to BlackBerry smartphone synchronization of read/unread status and sent items
 - Create and delete labels using the BlackBerry smartphone

Note: The Google Mail plug-in requires BlackBerry® Device Software 4.5 or higher and a Google Mail integration, using GIMAP, within BlackBerry Internet Service.

- Additional language support for Basque, Catalan, Galician, Romanian
- Increased attachment compatibility
 - OpenDocument presentations (.odp)
 - OpenDocument spreadsheets (.ods)
 - OpenDocument text (.odt)
 - OpenDocument text templates (.ott)
 - Windows Media® Audio (.wma)
- Improved email setup flow for HTML access
 - Allows BlackBerry smartphone users to reclaim their email address if their BlackBerry Internet Service account is ever deleted.
- xHTML Support for non-Thick Clients
 - BlackBerry Internet Service 3.0 is designed to support xHTML for non Thick Client users and provide BlackBerry smartphone users with a richer user experience, allowing for the use of

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buttons, additional fonts and colour controls when users access and toggle their user settings.

- Device switch revalidation
 - BlackBerry smartphone users are required to revalidate all email accounts upon PIN changes. This includes username/password users who log in to their account through HTML, Thick Client, or xHTML (previously WAP). It also includes PIN changes that are completed through BlackBerry Internet Service Administration.
 - Hosted email address passwords
 - Hosted email address passwords, secret questions, and secret answers are now extended to 'username/password' BlackBerry smartphone users.
- Note:** After BlackBerry Internet Service 3.0, only newly created hosted email "Username/Password" accounts will be prompted to create a password, secret question, and secret answer.
- Carrier Friendly Names
 - BlackBerry smartphone users will be instructed to contact their specific carrier and will be provided with carrier contact information in HTML and WAP error messages.

BlackBerry Email Administration Tool

BlackBerry Internet Service 3.0 includes the upgrade of the BlackBerry Email Administration Tool. New features include:

- Enhanced user interface providing clearer, easier access to information and functions within the tool
- The introduction of 'Groups' for managing support staff who utilize the system
- Enhanced permissions capabilities for administrators to more easily define which features should be available to their support staff users
- Link to BlackBerry Technical Solutions Center
- Expanded browser support
- Additional subscriber search options

Support Advisory

Wireless service providers are required to provide standard levels of support for BlackBerry Internet Service 3.0. If advanced troubleshooting is required for BlackBerry Internet Service 3.0 then the service provider may escalate the issue to the BlackBerry Technical Support team as per standard pre-defined escalation procedures for advanced levels of support.

BlackBerry Training and Supporting Documentation

BlackBerry Training

Online BlackBerry® Training and supporting documentation for BlackBerry Internet Service 3.0 is available at www.blackberryuniverse.com.

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Training Format	Course Name	Course Code (English)	Languages	Duration
Job Aid	BlackBerry Internet Service 3.0	711-01924-123	French, Italian, German, Spanish, Brazilian Portuguese, Dutch, Simplified Chinese, Japanese	15 minutes
Web Based Training	Introducing the BlackBerry Email Administration Tool to Administrators	718-01847-123	French, Italian, German, Spanish, Brazilian Portuguese, Dutch, Simplified Chinese, Japanese, Russian, Korean	30 minutes
	Introducing the BlackBerry Email Administration Tool to Representatives	718-01916-123	French, Italian, German, Spanish, Brazilian Portuguese, Dutch, Simplified Chinese, Japanese, Russian, Korean	30 minutes

***Note:** Times are approximate only and are subject to change.

For more information about BlackBerry Training, contact blackberrytraining@rim.com. For assistance with BlackBerry Universe, contact support@blackberryuniverse.com.

Self Service Resources

The **BlackBerry Technical Solution Center** provides technical support documentation, including knowledge base articles, product guides, and manuals, to allow BlackBerry smartphone users to troubleshoot various issues on their own. Documentation for troubleshooting issues with BlackBerry Internet Service 3.0 can be found at: www.blackberry.com/btsc.

Search term: BlackBerry Internet Service 3.0

Advanced Search: By clicking on the Advanced Search link below the search bar, additional options are available that allow for greater control when searching the BTSC.

RSS feeds: [Sign up](#) to get custom notifications of updated support resources.

The **BlackBerry Support Community Forums** facilitates the exchange of information between customers on topics such as product information, troubleshooting issues, product reviews, and general discussions. The BlackBerry Support Community Forums can be found at the following link:

<http://supportforums.blackberry.com/rim/>

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BlackBerry® Answers is a semantic based search tool that is designed to provide specific answers to customer questions. Whether customers are using a BlackBerry smartphone or a computer, BlackBerry Answers is designed to deliver quick help and information for many BlackBerry smartphone related questions. Customers simply type a question such as, "How do I add my personal email address?" and BlackBerry Answers is designed to quickly provide the best answer available.

The mobile edition of BlackBerry Answers is designed to offer users a personalized experience by providing answers that are tailored to the customer's BlackBerry smartphone model and software version.*

BlackBerry Answers can be accessed by visiting <http://blackberry.com/blackberryanswers> or, if available, by clicking the BlackBerry HELP! icon on the Home screen of the BlackBerry smartphone.

The desktop edition of BlackBerry Answers is designed to provide support for a wide range of BlackBerry smartphone applications, and new answers are continuously added.

To start your interactive session, visit <http://blackberry.com/blackberryanswers>.

**The mobile edition of BlackBerry Answers is currently available on BlackBerry smartphones with English set as the default language. To access the mobile edition of BlackBerry Answers, BlackBerry smartphone users must have a wireless service plan that includes Internet browsing.*

The BlackBerry Internet Service 3.0 **support page** provides detailed information about BlackBerry Internet Service 3.0 and includes multiple self service options. The support page can be found at the following link:

<http://na.blackberry.com/eng/support/software/internet.jsp>

BlackBerry® on YouTube™ provides millions of YouTube viewers with guided step-by-step tutorials on some features of their BlackBerry smartphones. To access, please visit the following link:

<http://www.youtube.com/blackberry>.

The BlackBerry Support Community Forum is using Twitter® and is a great way to connect customers. The BlackBerry Support Community Forum's Twitter space makes it possible to provide support in *real-time*. To access, please visit the following link:

<http://www.twitter.com/blackberryhelp>.

Note: Self service resources are available in English only.

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Acronym list

BTSC — BlackBerry Technical Solution Center

GIMAP — Google's Internet Message Access Protocol

IMAP — Internet Message Access Protocol

KB — knowledge base

PIN — personal identification number

RSS — Really Simple Syndication

RIM — Research In Motion

WAP — Wireless Application Protocol

xHTML — Extensible Hypertext Markup Language

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