



O2 survey period April-Sept 2003

# BlackBerry™

Your emails find you automatically\* – no dial up and no waiting.

BlackBerry is a pocket-sized wireless solution giving you easy access to your email, company data, Intranet & the Internet. It's always connected\*. Your emails find you automatically\* – no dial up and no waiting.

- Send and receive your emails on the move\*
- Works with your company email address
- Read your email attachments
- Access your company's data, Intranet & the Internet – without being tied to a PC\*
- GPRS technology means that your emails automatically find you\* – no dial up required
- Use it as a mobile phone to make and receive calls
- Send text messages
- Choice of devices.





\* Subject to network coverage.

# BlackBerry handhelds

If business keeps you and your team on the move and you're looking for tools to stay ahead of the competition, consider BlackBerry. It offers the best combined phone and email experience for people on the move and gives you:

- Always-on, push-based wireless access to your email\*

- Advanced wireless handhelds with integrated email, web browser, organiser, phone and text messaging
- Compatibility with BlackBerry Enterprise Server to deliver end-to-end security of wireless corporate data and email.

	NEW	
		
	BlackBerry 7730	BlackBerry 7230
<b>Services</b>		
Wireless email	✓	✓
Mobile Data Service <sup>1</sup>	✓	✓
Wireless calendar <sup>2</sup>	✓	✓
Voice	✓	✓
Text messages	✓	✓
Wireless internet	✓	✓
<b>Handheld specifications</b>		
Keyboard backlighting/backlit screen	✓	✓
Integrated speaker/microphone	✓	✓
Screen	65k colour	65k colour
Removable/rechargeable battery	✓	✓
Flash memory	16MB <sup>3</sup>	16MB <sup>3</sup>
SRAM	2MB <sup>3</sup>	2MB <sup>3</sup>



1 Requires BlackBerry Enterprise Server v3.5 or higher

2 Requires BlackBerry Enterprise Server v2.1 or higher

3 BlackBerry handheld software v3.6 or higher is required to take advantage of the 16MB flash memory plus 2MB SRAM

Specifications subject to change

\* Subject to network coverage.

	NEW	
	 BlackBerry 7730	 BlackBerry 7230
<b>Email integration</b>		
BlackBerry Enterprise Server	✓	✓
ISP email account	✓	✓
Includes desktop software	✓	✓
<b>Accessories included</b>		
Holster	✓	✓
Travel charger	✓	✓
Headset jack	✓	✓
Hands free headset	✓	✓
Docking cradle	✓	✓
USB cable for PC synchronisation	✓	✓
<b>Works in the following locations</b>		
Dual band (GSM/GPRS 900/1800)	✓	✓
Tri-band (GSM/GPRS 900/1800/1900)	✓	✓

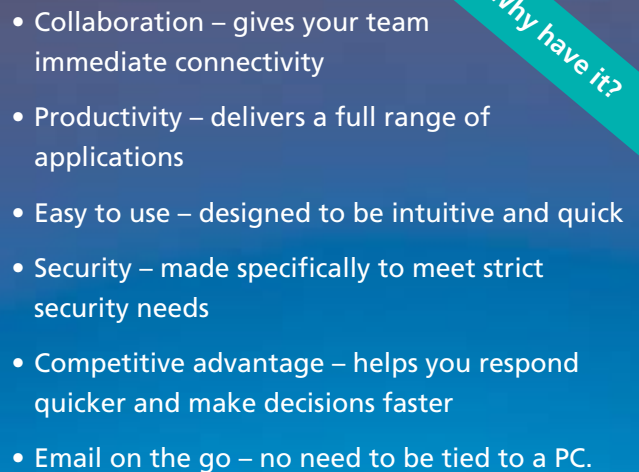
# Email

Access your company email on the move.

## Business email accounts

BlackBerry integrates with your business email, providing you with a wireless extension of your Microsoft® Outlook® or Lotus® Notes®. You can do this in one of two ways either with a:

- BlackBerry Enterprise Server (BES) – server software that integrates with Microsoft Exchange and Lotus Domino and provides enterprise users and IT departments with additional features including: corporate data access, wireless calendar synchronisation, Triple DES security, simplified management and centralised control.
- BlackBerry Desktop Redirector – set up your business email account to work with your BlackBerry handheld. BlackBerry Desktop Redirector works with Microsoft Exchange email and only needs your PC to be connected to your email system for you to get your business email. No server software is needed.

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- Collaboration – gives your team immediate connectivity
  - Productivity – delivers a full range of applications
  - Easy to use – designed to be intuitive and quick
  - Security – made specifically to meet strict security needs
  - Competitive advantage – helps you respond quicker and make decisions faster
  - Email on the go – no need to be tied to a PC.



# View attachments

Access your company email on the move\*.

BlackBerry lets you open and view email attachments on your BlackBerry handheld. Files such as:

- Microsoft Word®
- Microsoft Excel®
- Microsoft PowerPoint®
- Corel® WordPerfect®
- Adobe® Acrobat® PDF
- ASCII documents.

You can control how much information you receive; request the table of contents of a document and go directly to the section you're interested in or view the full content of the document. Formatting and font information is preserved wherever possible and documents are compressed for quicker delivery times. The attachment opening service integrates with the BlackBerry Enterprise Server – or Desktop Redirector – and uses the same encryption you receive with email, so you can feel confident sending and receiving documents.

## Wireless email synchronisation

All the emails that you've read, sent, deleted or filed will show on both your BlackBerry handheld and your PC. It uses over-the-air technology, so there's no need to manually synchronise email activity.

## Global Address List – email look up

You can look up any colleagues email address from your company's Global Address List (Microsoft Exchange) or Lotus Address Book (Lotus Notes). You can even create your own email distribution lists on your BlackBerry, which allows you to send emails to a pre-determined group of contacts.



\* Subject to network coverage.

# Do more

As well as sending and receiving email, there's more you can do.

## Voice

A built-in, high-quality phone is included with the 7730 and 7230 BlackBerry handhelds. There are all the usual features you expect from a mobile, such as call waiting, call forwarding and access to all our special services like Group Conferencing and Trafficline™.

Now you can use your BlackBerry handheld to place and receive phone calls.

Remember that you can choose from two voice tariffs with our BlackBerry handhelds. Either:

- Best for Business
- Mobile Extension.

Whichever voice tariff is suitable, you will get the calling rates relevant to that tariff – but pay no monthly subscription. It's included in your BlackBerry monthly subscription.

## Text messaging

Send and receive short text messages using your BlackBerry. You can quickly exchange messages with other BlackBerry's – or any mobile using your BlackBerry's PC-style keyboard. Manage all of your important messages and information from the palm of your hand.

## Wireless calendar

Many people rely heavily on a handheld organiser to plan their day and their work with others. But calendar entries can change rapidly, causing discrepancies between your desktop calendar and handheld device. With wireless calendar, your events are synchronised automatically – keeping your desktop and handheld calendar perfectly synchronised. You are also able to:

- Accept or decline meetings
- Initiate meeting requests
- Invite meeting attendees
- View your up-to-date calendar on your desktop and on your handheld
- Security with end-to-end data encryption.

You can now have a constantly updated handheld calendar. Your colleagues will benefit by seeing your accurate schedule.

Wireless calendar is not available with BlackBerry Desktop Redirector.



Trafficline™ is a trademark of O2 (UK) Limited.

# Mobile Data Service

Extending the BlackBerry solution.

The success of the BlackBerry solution for wireless email is that you have continuous access\* to information when and where you need it. The two essential features that have made BlackBerry such a success are:

- Security
- Messages are sent to you automatically\* – without you having to dial in.

The BlackBerry solution now extends these two success factors to other types of corporate information. You can now have the same quick and easy access to other information and services that you have with your email.

You can now get secure access to the applications that you use in the office, when you're on the move, though you may need to ask a third party to develop it for you – or we can introduce you to our business partners – if you don't have the skills in your own company.

The Mobile Data Service (MDS) enables always-on, 'push' access to business applications and information using the BlackBerry handheld, web browser and software development tools. You can use it to develop bespoke applications and to access your company Intranet, the Internet and company databases of information. Mobile Data Service supports multiple languages (XML, HTTP, WML) and allows users to access information through either the BlackBerry web browser or Java™ driven applications.

MDS requires a BlackBerry Enterprise Server v3.6.

\*Subject to network coverage.

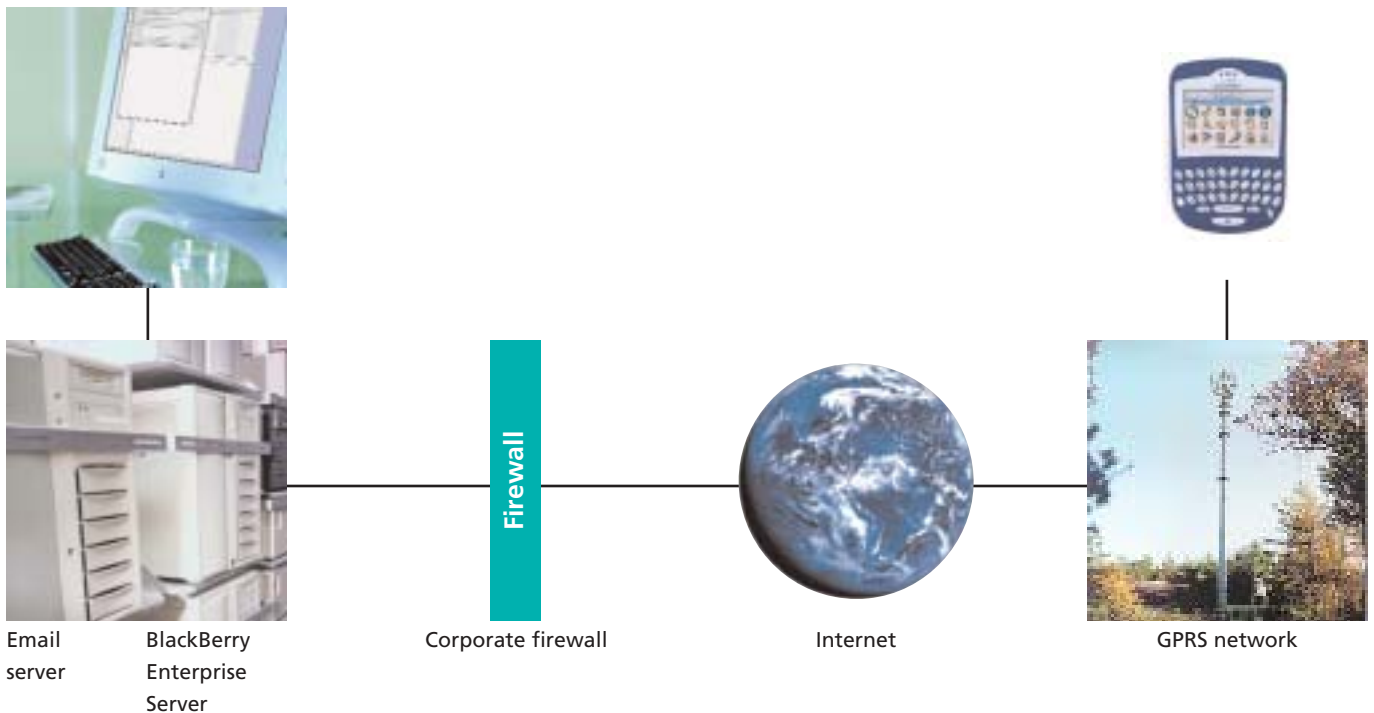




# How BlackBerry works

BlackBerry Enterprise Server (BES) solution.

BlackBerry integrates seamlessly with your existing company email system – either Microsoft Exchange (Outlook) or Lotus Domino (Notes). Since BlackBerry software is at both the server and handheld, implementing secure end-to-end encryption is possible.



## Receiving email

- 1 A new email arrives for you at the Microsoft Exchange/Lotus Domino Server.
- 2 The BlackBerry Enterprise Server is notified immediately and retrieves a copy of your message.
- 3 The email is automatically compressed and encrypted by the BlackBerry Enterprise Server software.
- 4 The BlackBerry Enterprise Server software sends a copy of the encrypted message over the O<sub>2</sub> GPRS network to your BlackBerry handheld.

Email is decompressed, decrypted and stored on your BlackBerry handheld and you are notified of its arrival.

## Sending email

- 1 Compose an email on your BlackBerry handheld. Use the track wheel to click 'Send'.
- 2 Your email is automatically compressed and encrypted on your handheld before it is sent.
- 3 It's sent over our GPRS network to the BlackBerry Enterprise Server software running back at the office.
- 4 Email is decompressed, decrypted and sent to the recipient(s) specified in your message.

The result is that messages sent from your handheld are identical to messages sent from your PC – they both originate from your company email address and copies are placed in your "Sent Items" folder.

# Using BlackBerry abroad

Your emails will find you automatically\* – even when you're abroad.

## Selecting a GPRS network when roaming

- 1 Switch on the device and wait for it to find a network. It has found a network when you see "GPRS or GSM" in the top right hand corner of the front screen.
- 2 Scroll to "Options" on the home screen of the BlackBerry and Select.
- 3 Scroll to 'Network' and select.
- 4 Scroll to 'Scan Mode' and change to Manual if on Automatic (select 'Automatic', select 'Change Option' move the trackwheel to highlight 'Manual' and select).
- 5 Scroll to 'Please do a scan' and select – click 'Scan for Networks' from the menu.
- 6 Wait for the scanning to complete and then highlight the appropriate network.
- 7 Click 'Select Network' from the menu.
- 8 Click the trackwheel again, scroll to 'Register Now' and select – a registration message will be sent.
- 9 Click the trackwheel and select 'Close'.
- 10 Select 'Save Changes' when prompted.
- 11 Click Escape (below the trackwheel) to return to the 'Home Screen'.

You may need to repeat these procedures as you move in and out of network coverage.

If these fail try resetting the device by pressing and holding down the 'Alt', 'Num Shift', and 'BackSpace' keys. If you still cannot send or receive email, please contact your corporate IT Helpdesk.

## Where can you use BlackBerry?

You can use your BlackBerry device anywhere we have a GPRS roaming agreement. Here are the countries you can visit and use your BlackBerry:

Country	
Australia	Netherlands
Antigua	Norway
Austria	Philippines
Belgium	Poland
Canada†	Portugal
Czech Rep.	Puerto
Denmark	Romania
Finland	Russia
France	San Marino
Germany	Singapore
Greece	Slovak Republic
Grenada	Slovenia
Hong Kong	South Africa
Hungary	Spain
Iceland	Sri Lanka
Ireland	St Lucia
Isle of Man	St Vincent
Israel	Sweden
Italy	Switzerland
Jersey	Taiwan
Latvia	Thailand
Liechtenstein	Turkey
Luxembourg	UAE
Malaysia	USA†
Malta	US Virgin Islands
Monaco	Vatican City

†In the USA and Canada, a tri-band BlackBerry handheld will be required. \*Subject to network coverage.



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