Support Resources for BlackBerry Solutions

Technical links for Technical Support Representatives and BlackBerry smartphone customers
These tools are fantastic technical resources for your customer, or to help you support your customer.

BlackBerry® Technical Solution Center
Where do I find knowledge base articles?

BlackBerry® Smartphone Simulators
How can the BlackBerry Smartphone Simulator help me support a BlackBerry customer?

BlackBerry Support Community Forums
I have a question related to BlackBerry products.

BlackBerry Product Documentation
Is there a web site with product documentation that I can provide to the BlackBerry customer?

Customer support and services
Is there one web site that links to all available resources to support the BlackBerry smartphone?

BlackBerry smartphone and software links
Provide these links to your customer for BlackBerry smartphone information and software.

BlackBerry smartphones
I am looking for information about BlackBerry smartphones.

BlackBerry smartphone (software)
Can my customers upgrade their BlackBerry smartphone software on their own?

BlackBerry (software)
Where can my customer go to update to the newest BlackBerry software?

How-to links for reps and customers
Share these informative tools with your customers. The more they know, the less they will call.

BlackBerry® Answers
Can customers ask questions directly from their BlackBerry smartphone?

The Official BlackBerry Channel on YouTube®
Where can I view short how-to videos about BlackBerry smartphones?

BlackBerry® 101 tutorial
I am looking for simple instructions to set up a new BlackBerry smartphone.

Getting Started
I didn’t find what I needed in BlackBerry 101, where do I find more information?

BlackBerry Solutions Catalog
What is available in the BlackBerry solutions catalog?

MyBlackBerry™
Is there a social networking web site for BlackBerry products?

Technical links for reps only

BlackBerry Universe
Where do I find self help training materials?

BlackBerry Partner Support Center
Is there one web site where I can access most of the technical support tools I need?

Returns Reduction Support portal
How can I access training for the top BlackBerry call drivers?
# Support Resources for BlackBerry Solutions

## URLs

<table>
<thead>
<tr>
<th>Resource</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>BlackBerry® Technical Solution Center</td>
<td><a href="http://www.blackberry.com/btsc">www.blackberry.com/btsc</a></td>
</tr>
<tr>
<td>BlackBerry® Smartphone Simulators</td>
<td><a href="http://www.blackberry.com/developers/themes">www.blackberry.com/developers/themes</a></td>
</tr>
<tr>
<td>BlackBerry Support Community Forums</td>
<td><a href="http://www.blackberry.com/supportforums">www.blackberry.com/supportforums</a></td>
</tr>
<tr>
<td>BlackBerry Product Documentation</td>
<td><a href="http://docs.blackberry.com">http://docs.blackberry.com</a></td>
</tr>
<tr>
<td>Customer support and services</td>
<td><a href="http://www.blackberry.com/support">www.blackberry.com/support</a></td>
</tr>
<tr>
<td>BlackBerry smartphones</td>
<td><a href="http://www.blackberry.com/smartphones">www.blackberry.com/smartphones</a></td>
</tr>
<tr>
<td>BlackBerry smartphone (software)</td>
<td><a href="http://www.blackberry.com/services/devices">www.blackberry.com/services/devices</a></td>
</tr>
<tr>
<td>BlackBerry (software)</td>
<td><a href="http://www.blackberry.com/services">www.blackberry.com/services</a></td>
</tr>
<tr>
<td>BlackBerry® Answers</td>
<td><a href="http://www.blackberry.com/blackberryanswers">www.blackberry.com/blackberryanswers</a></td>
</tr>
<tr>
<td>The Official BlackBerry Channel on YouTube®</td>
<td><a href="http://www.youtube.com/blackberry">www.youtube.com/blackberry</a></td>
</tr>
<tr>
<td>BlackBerry® 101 tutorial</td>
<td><a href="http://www.blackberry.com/blackberry101">www.blackberry.com/blackberry101</a></td>
</tr>
<tr>
<td>Getting Started</td>
<td><a href="http://www.blackberry.com/gettingstarted">www.blackberry.com/gettingstarted</a></td>
</tr>
<tr>
<td>BlackBerry Solutions Catalog</td>
<td><a href="http://www.blackberrysolutionscatalog.com">www.blackberrysolutionscatalog.com</a></td>
</tr>
<tr>
<td>MyBlackBerry™</td>
<td><a href="http://www.blackberry.com/myblackberry">www.blackberry.com/myblackberry</a></td>
</tr>
<tr>
<td>BlackBerry Universe</td>
<td><a href="http://www.blackberryuniverse.com">www.blackberryuniverse.com</a></td>
</tr>
<tr>
<td>BlackBerry Partner Support Center</td>
<td><a href="http://www.blackberry.com/bpsc">www.blackberry.com/bpsc</a></td>
</tr>
<tr>
<td>Returns Reduction Support portal</td>
<td><a href="http://www.blackberry.com/troubleshootingportal">http://www.blackberry.com/troubleshootingportal</a></td>
</tr>
</tbody>
</table>

©2010 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SurePress™, SureType® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Bluetooth is a trademark of Bluetooth SIG. YouTube is a trademark of Google Inc. This documentation is provided “AS IS” and without condition, endorsement, guarantee, representation or warranty, or liability of any kind by Research In Motion Limited and its affiliated companies (“RIM”), all of which are expressly disclaimed to the maximum extent permitted by applicable law in your jurisdiction. RIM assumes no obligations or liability and makes no representation, warranty, endorsement or guarantee in relation to any aspect of any third-party products or services.