



FAQ



Within our website we hope to answer all your queries however if there is anything missing that you need clarification on, then this FAQ is here to help fill in the missing pieces.

If there is anything that you are still unclear on then do not hesitate to contact the ShP Connect customer services department on 0845 054 0452 or alternatively e-mail us at info@shpconnect.co.uk

GENERAL

Q: Do you offer all tariffs on all major networks?

A: The answer is yes, we can. ShP Connect offer the right tariff for your business on any network that suits you.

Q: Can I keep my existing number(s)?

A: Of course, ShP will arrange with the networks to transfer all numbers that you currently use to your new contract.

Q: What mobile phone can I choose on my tariff?

A: ShP Connect has access to all major mobile phone manufacturer models, giving you the freedom to choose any handset that suits your business needs.

BLACKBERRY TECHNICAL FAQ

Q: What E-mail accounts can I integrate?

A: You can access the following e-mail types:

Company E-mail on the following e-mail servers with BlackBerry® Enterprise Solution:

- Microsoft Exchange (Outlook)
- Lotus Domino

You can also access existing Internet-based e-mail e.g. Yahoo and Hotmail with BlackBerry® Internet E-mail Solution and BlackBerry® Enterprise Solution, as long as your IT policy supports this.

Q: What level of security does BlackBerry® offer?

A: The BlackBerry® Enterprise Server (BES) utilises AES (Advanced encryption Standard), offering 128 bit encryption and ensures your corporate data remains secure from end-to-end.

Q: Can attachments be viewed as originally sent or only as text files?

A: The BlackBerry® solution supports MS Word, Excel, PowerPoint, Corel, WordPerfect, Adobe PDF and HTML files, which are converted on the BlackBerry® Enterprise Solution for easy viewing with more features than available in text only.



Q: Can I use my BlackBerry® whilst in the Car?

A: Yes. You can either use a Bluetooth™ fully installed car kit, which we can arrange for you. The easiest and most compatible Bluetooth™ car kit on the market is either the Parrot CK3100 or the Parrot 3200 LS Colour. Shp connect also offer a fully installed car kit which will also charge your BlackBerry®.

Q: What software will I need to implement BlackBerry® Enterprise Server?

A: To deploy a BlackBerry® Enterprise Server (BES) you will need to install the BlackBerry® Server software package on a Windows 2000/2003 Server and a database engine such as MSDE 2000 or Microsoft SQL. You will also need to be running Microsoft Exchange or Lotus Domino.

Q: Will users need to synchronise data locally at workstations?

A: No. BlackBerry® offers a full wireless extension of your e-mail client. All data including contacts, tasks and even e-mail's sent from a user's desktop computer will be synchronised over the air to their BlackBerry® wireless handheld in a live and secure environment. So there is no need to plug in cables to synchronise data locally.



Q: What handhelds can I use?

A: You can use a wide range of devices such as:

BlackBerry®: 8700, 7130, 8100 (Pearl)

Nokia*: 6822, 9300, 9500, E60, E61, E70

Palm*: Treo 650

Sony Ericsson*: P990, M600

Siemens*: SX65

At ShP Connect we would highly recommend the BlackBerry® 8700 and 7130 series.

*BlackBerry® Connect Devices

Q: What is BlackBerry® Connect?

A: BlackBerry® Connect technology enables a variety of leading manufacturers to take advantage of proven BlackBerry® “push” technology to automatically deliver e-mail and other data to a broader choice of wireless devices, operating systems and e-mail applications.

Q: What if I have a problem with my BlackBerry® Enterprise Solution?

A: ShP Connect are there to help with any technical issues that you may have. Using our own expertise, working with RIM and our Platinum BlackBerry® Alliance partner we can ensure you are back up and running in no time, providing technical help ranging from full support contracts and onsite engineers to helpdesk facilities and simple call queries.

www.shpconnect.co.uk

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Q: Will my BlackBerry® work abroad?

A: Yes. Please contact your network operator (Orange / Vodafone / O2 / T-Mobile, 3) and they will confirm that the international bar has been lifted.

Once abroad the BlackBerry® will work in the same way, as it does in the UK.

Q: Can I use Third Party Software on the BlackBerry®?

A: Yes, there are currently 1000's of applications available for the BlackBerry® devices, these include software for printing wirelessly from your BlackBerry®.

Contact shp connect today to discuss your requirements.