MOBILE PHONE FAULT FINDING FLOW CHART

BLACKBERRY START

NEW BLACKBERRY ACTIVATION - ERROR MESSAGE ON SCREEN "ENTERPRISE ACTIVATION FAILED CONTACT SYSTEM ADMINISTRATOR"

CHECK BLACKBERRY HAS CORRECT DATE, TIME AND TIME ZONE SET. (SHOULD BE "+10 SYDNEY")

CHECK "GPRS" (IN CAPITALS) OR "3G" DISPLAYED ON TOP RIGHT OF SCREEN

CHECK EMAIL ADDRESS AND ENTERPRISE ACTIVATION PASSWORD CORRECTLY ENTERED.

EMAIL/CALENDAR NOT UPDATING

CHECK BLACKBERRY WIRELESS IS ON. (WIRELESS SYMBOL ON TOP RIGHT OF SCREEN)

NO

TURN OFF BLACKBERRY, REMOVE BATTERY AND REPLACE AFTER 10 SECONDS. (REBOOTS BLACKBERRY)

STILL NOT WORKING

LOG JOB WITH HELP DESK EXT 5111 QUOTE – BLACKBERRY ENTERPRISE ACTIVATION FAIL

DISPLAYS "SOS" ON SCREEN

CHECK YOU HAVE VODAFONE COVERAGE

MOVE TO COVERAGE AREA

TURN OFF BLACKBERRY, REMOVE BATTERY AND REPLACE AFTER 10 SECONDS. (REBOOTS BLACKBERRY)

STILL NOT WORKING

LOG JOB WITH HELP DESK EXT 5111 QUOTE – BLACKBERRY NOT UPDATING

CHECK SIM CARD IS IN CORRECTLY.