Troubleshooting. A step-by-step do-it-yourself guide

Troubleshooting BlackBerry, a Step-by-step:

- If Message Reconciliation/Synchronization between Outlook and your Blackberry don't seem to be working properly, please follow these steps to correct the issue.

1. Open "Messages" from the home screen -- > Click the track wheel -- > select "Reconcile Now." If your changes synchronize, reconciliation is working correctly, if not, continue to the next step.

2. Perform a Hard Reset.
   - With the device on, Remove the battery.
   - Leave the battery out for at least 30 seconds.
   - Replace the battery and let the device boot.
   - Send a test message to yourself.
   - If your test message is unsuccessful, continue to the next step.

3. Register the device with the network
   - Go to options
   - Select Advanced options.
   - Select Host Routing Table.
   - Select Menu then Register now.
   - If your test message is unsuccessful, continue to the next step.

4. Resend service books to your device
   - On your desktop, log into your Cell providers BIS site.
   - Click on the link to resend service books.
   - If you have not yet registered with your providers BIS, you can do so before you log in.
     - AT&T BIS Log In
     - Tmobile BIS Log In
     - Sprint BIS Log In
     - Nextel BIS Log In
     - Verizon BIS Log In

5. If the above steps have not resolved your issue, please contact a member of your department's computer support staff to assist you further.