

Blackberry Phone Issue

To clarify: It is likely that the trouble customers are having is due to the fact that you have to punch in the numbers representing the letters RSM before entering the rest of the permit number. On Blackberries, this might be confusing if they have a keyboard. Attached is a guide that will let customers know what numbers to enter in place of the letters in their permit number. The attached image might help, or alternatively just distribute the following key:

Telephone Dialpad



2- a b c
3- d e f
4- g h i
5- j k l
6- m n o
7- p q r s
8- t u v
9- w x y z

Example: RSM11-1000 will be entered as:

**Press and hold the alt key and type "776"
and then release the alt key and press
"111000"**