
User Guide for

Spok Mobile for BlackBerry 10

Spok, Inc.

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Spok Mobile 4.2
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Spok Mobile for BlackBerry 10

Spok Mobile for BlackBerry 10

Welcome to the Spok Mobile application! Spok Mobile allows you to send and receive secure, encrypted, HIPAA compliant messages on your mobile device, eliminating the need for multiple paging devices. The application simplifies the communication process by connecting you with your site's available contact directory. This allows you to communicate with all other Spok Mobile users at your site quickly and easily.

Please note that there are many different configurations of the Spok Mobile product. Based on the configuration and version of the application that you have, you may not have access to every available feature. Additionally, The Spok Mobile product is available on many different device types and operating systems. Because of this, you may experience differences in the functionality and appearance of the application and its features.

Intended Use

The Spok Mobile application was designed to improve the quality and speed at which people communicate. Spok Mobile should not be used in the diagnosis, cure, mitigation, treatment, or prevention of illness or disease by assisting with a professional's assessment or treatment of a patient.

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment. These external variables can interfere with cellular data and Wi-Fi internet coverage. Because of these unpredictable external factors, Spok cannot guarantee that all Spok Mobile messages will be successfully sent and received.

To help improve the reliability of the product, it is recommended that the device on which the Spok Mobile application is installed and used has cellular data coverage as well as wireless internet access as a backup. Having the suggested form of internet coverage (cellular data) as well as the backup form of internet coverage (Wi-Fi) helps improve the overall coverage if interference occurs with one of the internet connections.

Depending on how the Spok Mobile application is used, the application reserves the right to use your cellular data coverage and wireless internet.

Known Limitations

- When the Spok Mobile application is used on BlackBerry 10 devices, the Spok Mobile application does not have the ability to integrate or work with wearable (Example: watches) devices.
- BlackBerry 10 devices with Spok Mobile do not support updating status and sites in the application.

Prerequisites

- BlackBerry operating system version 10.0+
- Android operating system version 4.0.3

NOTE: The Spok Mobile application can be used on version 10.0+ of the BlackBerry operating system; however, additional product fixes and enhancements are available when version 10.3.1.634+ is used. If older firmware versions are used, issues may be experienced.

Document Overview

Setting Up the Application

“Setting Up the Application” on page 3 includes information on how to set up the Spok Mobile application on your BlackBerry 10 device.

Using the Application

“Using the Application” on page 7 includes information on where to find information on how to use the Spok Mobile application on BlackBerry 10 devices (with an Android operating system).

Setting Up the Application

Setting Up the Application

This section includes an overview of how to do the following things:

Setting Up the Application

“Setting Up the Application” on page 3 includes information on how to set up the Spok Mobile application.

Setting Up the Application with an Existing Registration

“Setting Up the Application with an Existing Registration” on page 3 includes information on how to set up the Spok Mobile application with an existing registration.

Setting Up the Application with an Invitation

“Setting Up the Application with an Invitation” on page 4 includes information on how to set up the Spok Mobile application with an invitation.

Setting Up the Application without an Existing Registration or Invitation

“Setting Up the Application without an Existing Registration or Invitation” on page 4 includes information on how to set up the Spok Mobile application without an existing registration or invitation.

How to Download and Install the Application

“How to Download and Install the Application” on page 5 includes information on how to download and install the Spok Mobile application.

Setting Up the Application with an Existing Registration

If you received an email from Spok Mobile, it means that a site registered your device in its system. This email includes your registration username and password that is entered after you download and install the application. If you received an email from Spok Mobile, perform the following steps to set up Spok Mobile on your device:

1. You receive an email from Spok Mobile. This information includes your registration username and password that are used to register your device.
2. Download and install the application on your device. This can be done by clicking the download link in the email that you receive from Spok Mobile. This can also be done by manually downloading the application from the BlackBerry World store. For detailed information on how to do this, please refer to “How to Download and Install the Application” on page 5.
3. Access the application on your device.
4. Register the application on your device. For detailed information on how to do this, please refer to <https://knowledge.spok.com/spokmobile>.

Setting Up the Application with an Invitation

If you received an email indicating that you were invited to sign up for Spok Mobile, perform the following steps to set up Spok Mobile on your device:

1. You receive an email from Spok Mobile, indicating that someone has invited you to use Spok Mobile.
2. In the email that you receive from Spok Mobile, click the link. The **Sign Up for Spok Mobile** screen displays.
3. In the **Sign Up for Spok Mobile** screen, enter your email address.
4. After your email is entered, click the **Sign Up** button. You receive an email from Spok Mobile that includes your registration username and password that are used to register your device.
5. Download and install the application on your device. For detailed information on how to do this, please refer to “How to Download and Install the Application” on page 5.
6. Register the application on your device. For detailed information on how to do this, please refer to <https://knowledge.spok.com/spokmobile>.

Setting Up the Application without an Existing Registration or Invitation

If you did not receive an email from Spok Mobile and you were not notified that someone invited you to use Spok Mobile, perform the following steps to set up Spok Mobile on your device:

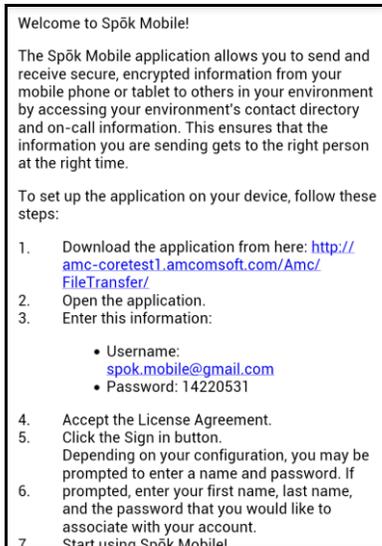
1. Download and install the application on your device. For detailed information on how to do this, please refer to “How to Download and Install the Application” on page 5.
2. Sign up for the application. For detailed information on how to do this, please refer to <https://knowledge.spok.com/spokmobile>.
3. Register the application on your device. For detailed information on how to do this, please refer to <https://knowledge.spok.com/spokmobile>.

How to Download and Install the Application

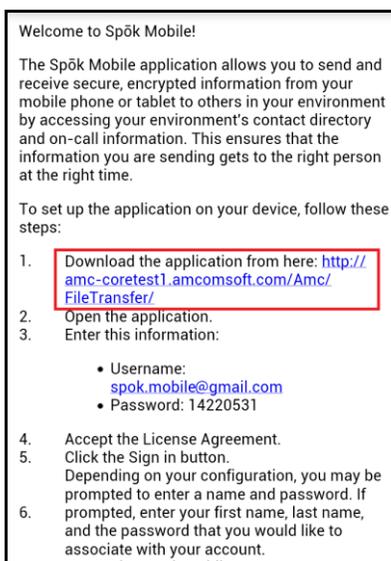
Downloading the Application from the Registration Email

To download the application on your device, you can simply click on the download URL in the email that you receive from Spok Mobile. When you click on the download URL in the email that you receive from Spok Mobile, your device type should be automatically detected and the correct build automatically downloads on your device.

1. Access the registration email that you receive from Spok Mobile on your device. The email displays.



2. Click on the download URL that is included in step #1. If the system can detect the type of device that is being used, the application automatically downloads onto your device.



3. If the system cannot detect the type of device that you are using, you are directed to a site where you can choose the type of build that you would like to download. The following screen displays:



4. Choose the **BlackBerry 10** icon. The desired build automatically downloads on your device.

Using the Application

Using the Application

After initial installation and setup, the BlackBerry 10 Spok Mobile application can be used in the same way that the application is used on Android devices. For detailed information on how to use the Spok Mobile application on Android devices, please refer to <https://knowledge.spok.com/spokmobile>.

Accessing menu options on BlackBerry 10 devices is different than how the menu options are accessed on Android devices within the Spok Mobile application. Information on how to access the menu options in the application on BlackBerry 10 devices is included below.

Accessing the Menu Options on BlackBerry 10

The Spok Mobile application displays and functions the same as the application that is used on Android devices, with the exception of the menu options. To access the Spok Mobile menu options on BlackBerry 10, drag your finger from the top of the screen to the middle of the screen and click on the **Three Dot** button. The Spok Mobile menu options display.