



for BlackBerry®

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TurningPoint 2008 Getting Started Quick Reference Guide, First Edition, July 2007

TurningPoint® is a registered trademark of Turning Technologies, LLC. Other trademarked product names mentioned in this manual are owned by their respective companies.

The following regulatory statements apply to radio frequency and XL infrared transmitters and receivers mentioned in this manual, including the ResponseCard RF, ResponseCard XL, and their respective receivers.

FCC Statement

This product has been tested and found to comply with Part 15 of the FCC Rules. Operation is subject to the following conditions: it may not cause harmful interference and must accept interference received, including interference that may cause undesired operations.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Canada Statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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1 Technical Requirements

- BlackBerry OS version 4.2.0 or higher
- Wi-Fi or cellular connection (for optimum performance, a wi-fi connection is recommended) capable of supporting one simultaneous connection for each ResponseWare device on the network

Warning If you do not have an unlimited data plan, you may be charged for connectivity by your cell phone provider.

Turning Technologies is not responsible for any cell phone usage charges.

Note Presenters must have TurningPoint 2008 installed and ResponseWare enabled. For instructions on enabling ResponseWare Web, please refer to the ResponseWare Web user guide located here.
(<http://www.turningtechnologies.com/responsesystemsupport/productguidesmanuals/responsedevicessupportdocs/>)

Note ResponseWare App for BlackBerry is not compatible with touch-screen phones.

***BlackBerry devices using the Opera mini browser are not currently supported.

2 Installation

Installing ResponseWare on a BlackBerry

- 1 Use the BlackBerry Web browser to download ResponseWare.

<http://www.rwpoll.com/download.aspx>



- 2 Select ResponseWare application.



3 Select your **service provider**.



Note Additional instructions will appear if you select T-Mobile. Those instructions can also be found on page 9.

4 Click **Download**.



5 Go to the **applications folder**.

- 6 Click the **ResponseWare** Logo.



About ResponseWare

When contacting Turning Technologies Customer Service, you may be asked for the ResponseWare version number. To locate this information, follow the instructions below.

- 1 Open ResponseWare.



- 2 Select **About ResponseWare**.

Information about ResponseWare is displayed.



Access Point Name Requirements

If you are experiencing connection issues, it is possible that your carrier may require an APN setting to use ResponseWare on your mobile device. Please consult with your carrier for the APN that will allow you to access port 80.

How to Change Your APN

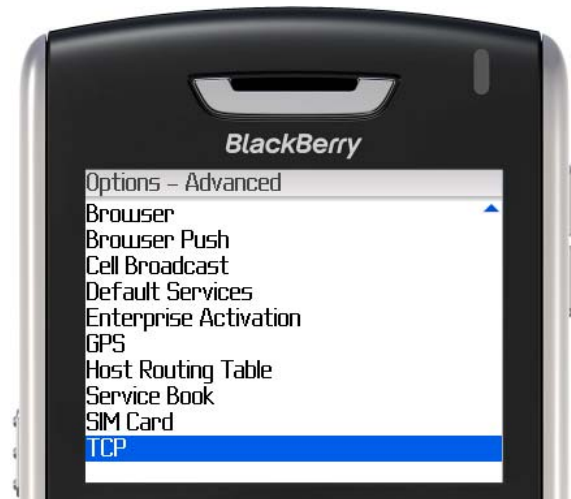
- 1 Select **Options** in the application folder.



- 2 Select **Advanced Options**.



- 3 Select **TCP**.



- 4 Enter the **APN**.



Note T-Mobile users can enter *wap.voicestream.com*.
Other users will need to consult your cell phone service provider.

- 5 Press the **Menu button** and select **Save**.

3 My Account

Creating an Account

- 1 Use the Web browser to go to <http://www.rwpoll.com>.



- 2 Select **Manage Account**.



- 3 Enter your information in the fields provided.
- 4 Select **Create Account**.

Resetting an Account Password

- 1 Use the Web browser to go to <http://www.rwpoll.com>.



- 2 Select **Manage Account**.
- 3 Log in with your **e-mail** address and **password**.
- 4 Select **Change Password**.
- 5 Enter the Old Password.
- 6 Enter the New Password.
- 7 Enter the new password again in the Confirm Password box.
- 8 Select **Change**.

Entering Account Information

- 1 Select **My Account** on the ResponseWare Home Page.



- 2 Enter your **e-mail** address and **password**.



- 3 Select **Login**.
 - Optionally, check the Remember e-mail box.



- 4 The Welcome screen displays your Device ID and the Days Left until your license code expires.



Buying/Upgrading a License

- 1 Use your Web browser to go to <http://ww.rwpoll.com>.

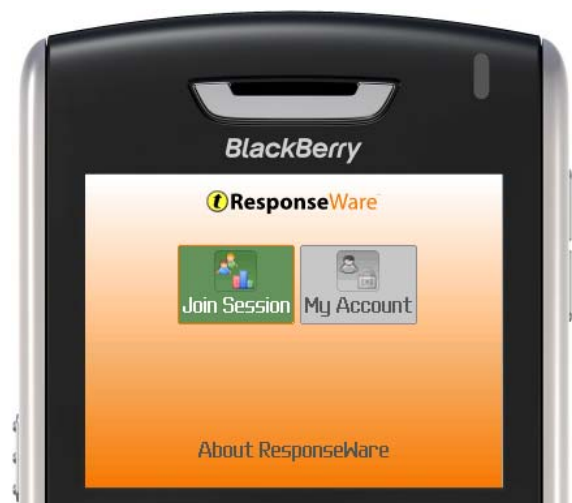
For instructions on how to access the Welcome Screen, see *Entering Account Information* on page 13.

- 2 Select **Manage Account**.
- 3 Log in with your **e-mail** address and **password**.
- 4 Select **Add License**.
- 5 Enter the License Code.
- 6 Select **Verify**.

4 Sessions

Logging In to a Session

- 1 Select **Join Session** from the ResponseWare Home Page.



- 2 Enter the **Session ID** provided by the presenter.
You are now logged in to the session.



Responding to a Multiple Choice or Multiple Response Question

- 1 ResponseWare displays the questions on the BlackBerry as they appear on the presenter's screen.



- 2 Select your answer choice.

You receive confirmation that your response was received.



- You may change your answer while polling is open by making another selection.
- For multiple response questions, you may choose more than one answer.

- Once polling is closed, the results are displayed.



Note For Moment to Moment questions, the options range from 1-5. Make a selection as often as you want until polling closes. The results for this type of question are only displayed on the presenter's screen.

Responding to a Fill in the Blank or Essay Question

- ResponseWare displays the questions on the BlackBerry as they appear on the presenter's screen.



- Select the response area.

- 3 Type your response.



- 4 Press the **trackball** and select **OK**.
- 5 You are returned to the question screen.

You receive confirmation that your response was received.



- 6 Once polling is closed the results are displayed.



Sending Messages to the Presenter

While polling is open, you can use ResponseWare to send a message to the presenter.

- 1 While polling is open, press the **Menu** button on the BlackBerry.



- 2 Select **Messages**.



- 3 Select **Send Message**.



- 4 Enter your message text and press the trackball.



- 5 You receive confirmation that your message was sent.



Note Messages received from the presenter appear under “Received Messages.”

Logging Out of a Session

- 1 Press the **Menu** button on the BlackBerry.



- 2 Select **Disconnect**.

Note If the presenter closes TurningPoint, you will automatically be disconnected from the session.

About the Session

- 1 Press the **Menu** button on the BlackBerry.



- 2 Select **About Session**.

Session ID and Device ID are displayed.



5 Contact Us

Turning Technologies Customer Service Department offers first class technical support second to none.

Technical Support is available Monday - Friday, 7am - 9pm EST.

From within the continental United States, you can reach Customer Service toll-free by calling 1 877 726 4602. If calling from outside the United States, please call +1 330 746 3015.

Customer Service may also be reached via e-mail at support@turningtechnologies.com. Please note, it may take up to two business days for a reply if contacted via e-mail.