Installation and Getting Started Guide

BlackBerry World Band

Model No: R6020GW

900/1900 MHz GSM/GPRS Networks

Installation and Getting Started Guide, version 3.1
Last revised 04/12/01

Part Numbers:MAT-xxxxx-001
              ASY-xxxxx-001

At the time of printing, documentation complies with Applications version 3.1.0.25.

Contents

Important safety information

Please read these safety and operation instructions provided in this manual before operating the BlackBerry Wireless Handheld, its docking/charging cradle, or any other BlackBerry Wireless Handheld charging units. Retain these instructions for future use.

Note	See "Important safety/compliance information for North American users" on page 11 for more information on safety regulations for your North American handheld.
	See "Important safety/compliance information for European users" on page 16 for more information on safety regulations for your European handheld.

ACCESSORIES

Use only those accessories approved by RIM. The use of any accessories not approved by RIM for use in conjunction with the handheld will invalidate any approval or warranty applicable to the handheld and may be dangerous.

DRIVING

Check the laws and regulations on the use of wireless devices in the areas where you drive. Always obey them. The use of any alert device to operate a vehicle's lights or horn on public roads is not permitted.

Avoid using the handheld in any environment requiring your full attention, such as when driving a vehicle. If you need to use your handheld while driving, have a passenger in the vehicle use the handheld for you, or find a safe location to halt your vehicle prior to using the handheld. Do not use any charging unit as a means of storing your handheld while in a vehicle.

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

For Vehicles Equipped With An Air Bag

An air bag inflates with great force. DO NOT place objects, including both installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

ELECTRONIC DEVICES

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless handheld.

Pacemakers

Consult a physician or the manufacturer of your pacemaker if you have any questions regarding the effect of RF signals on your pacemaker. If you have a pacemaker, ensure that you are using the handheld in accordance with the safety requirements associated with your particular pacemaker, which may include the following:

- Always keep the handheld more than 20 cm (six inches) from the pacemaker when the handheld is turned ON;

- Do not carry the handheld in a breast pocket;

- If the handheld has a voice option, use the ear opposite the pacemaker for making and receiving calls to minimize the potential for interference.

- If you have any reason to suspect that interference is taking place, turn your handheld OFF immediately.

Hearing Aids

Some digital wireless devices may interfere with some hearing aids. In the event of such interference, consult your service provider or contact the manufacturer of your hearing aid to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your handheld OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Posted Facilities

Turn your handheld OFF in any facility where posted notices so require.

BLASTING AREAS

To avoid interfering with blasting operations, turn the wireless feature of your handheld OFF when in a "blasting area" or in areas posted: "Turn off two-way radio". Obey all signs and instructions.

POTENTIALLY EXPLOSIVE ATMOSPHERES

Turn your handheld OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include fueling areas such as gasoline/petrol stations; below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

ADDITIONAL SAFETY GUIDELINES

Battery: Discard the handheld properly. As the unit contains a lithium battery, neither the handheld nor the lithium battery should be disposed of in fire. Dispose of the handheld containing the lithium battery in accordance with the laws and regulations in your area governing disposal of such cell types.

Power source: The docking/charging cradle and any other charging units should be operated only from the type of power source indicated on the marking label. Refer to the operating instructions in this manual for more information on the battery and power supply.

Do not overload wall outlets, extension cords, or integral convenience receptacles as this may result in a risk of fire or electric shock.

Liquids and foreign objects: Never push objects of any kind into the BlackBerry Wireless Handheld or its cradle through openings as they may short-out parts and this may result in a fire or electric shock. Do not use the handheld or cradle near water (for example near a bathtub, or a sink, in a wet basement, near a swimming pool, etc.). Never spill liquid of any kind on the handheld or its docking/charging cradle. Unplug the docking/charging cradle from the wall before cleaning.

Care: Do not use liquid or aerosol cleaners or solvents. Clean only with a dry cloth.

High heat: The handheld and any accessories should be situated away from any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Power Cord: Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus. Unplug this apparatus during lightning storms or when used for long periods of time.

Service: Unplug the docking/charging cradle from the wall and refer the handheld, docking/charging cradle and any accessories for service to qualified service personnel if:

• the power supply cord or plug is damaged

• liquid has been spilled or objects have fallen into the handheld or docking/ charging cradle

• the handheld, docking/charging cradle or accessory has been exposed to rain or water

• the handheld, docking/charging cradle or accessory has been dropped or damaged in any way

• the handheld, docking/charging cradle or accessory does not operate normally by following the instructions contained in this manual

• the handheld, docking/charging cradle or accessory exhibits a distinct change in performance.

All servicing should be undertaken by qualified service personnel.

WARNING	To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. Adjust only those controls that are covered in this manual. An improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the handheld or docking/charging cradle to its normal operation.

Failure to observe all safety instructions contained in this manual will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.

Important safety/compliance information for North American users

ELECTRICAL SAFETY

This handheld (model number R6020GW) is intended for use when supplied with power or charging from the Charging Cradle ASY-04056-001 (ordered as ACC-04056-001) with US Power Adapter unit PWR-03846-003, or Travel Charger accessory ASY-04172-001 (ACC-04172-001), Automotive Charger accessory ASY-03939-001 (ACC-04051-001), or any other charging units provided or specifically approved by RIM for use with this equipment. Other usage will invalidate any warranty provided with this apparatus and may be dangerous.

WARNING	Before use, please ensure that the mains voltage is in accordance with the input voltage printed on the power supply.
	To be operated on mains with a circuit breaker rated 16A max.
	Use only with BlackBerry Wireless Handhelds.
	Protect against beating rain. For indoor use only.

EXPOSURE TO RADIO FREQUENCY SIGNALS

Your wireless handheld portable device is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. Your wireless handheld complies with Federal Communications Commission (FCC) guidelines respecting safety levels of RF exposure for handheld wireless devices, which in turn are consistent with the following safety standards previously set by both U.S. and international standards bodies:

• Institute of Electrical and Electronics Engineers (IEEE) C95.1 (1999)

• National Council on Radiation Protection and Measurements (NCRP) Report 86 (1986)

• International Commission on Non-Ionizing Radiation Protection (ICNIRP) (1996)

To maintain compliance with FCC RF exposure guidelines, use only RIM supplied or approved accessories. When carrying the wireless handheld while on, use the specific RIM holster that has been tested for compliance. Use of non-RIM approved accessories may violate FCC RF exposure guidelines.

SPECIFIC ABSORPTION RATE DATA

THIS MODEL WIRELESS HANDHELD MEETS GOVERNMENT REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless handheld is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and Industry Canada of the Canadian Government (IC). These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile handhelds employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC/IC is 1.6W/kg.* Tests for SAR are conducted using standard operating positions specified by the FCC/IC with the handheld transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the handheld while operating can be well below the maximum value. This is because the handheld is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a wireless handheld model is available for sale to the public, it must be tested and certified to the FCC/IC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC/IC for each model. The highest SAR value for this model handheld when tested for use at the ear is 1.28 W/kg and when worn on the body, as described in this user guide, is 0.32 W/kg. (Body-worn measurements differ among wireless handheld and phone models, depending upon available accessories and FCC/IC requirements). While there may be differences between the SAR levels of various wireless devices and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model handheld with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handheld is on file with the FCC and

can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on FCC ID L6AR6020GW.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) web-site at http://www.wow-com.com.

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* In the United States and Canada, the SAR limit for mobile handhelds used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles and feet). The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

ANTENNA CARE

Use only the supplied integral antenna. Unauthorized antenna, modifications, or attachments could damage the handheld and may violate FCC regulations.

AIRCRAFT

Federal Aviation Administration (FAA)/FCC regulations prohibit using the radio of your handheld while in the air. Switch the radio of your handheld OFF before boarding an aircraft. The effect of the use of your handheld's radio in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, may otherwise be dangerous to the operation of the aircraft, and may be illegal. All other applications of your handheld may be used in accordance with airline regulations for electronic devices.

FCC compliance statement (USA)

FCC Class B Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

• This device may not cause harmful interference, and

• This device must accept any interference received, including interference that may cause undesired operation.

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instructions, may cause interference harmful to radio communications.

There is no guarantee, however, that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

Industry Canada Certification

This device complies with Industry Canada RSS 133, under certification number xxxxxx-R6020GW.

Class B compliance

This device complies with the Class B limits for radio noise emissions as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of Industry Canada.

Important safety/compliance information for European users

Please read these safety and operation instructions provided in this manual before operating the BlackBerry Wireless Handheld, its docking/charging cradle, or any other BlackBerry Wireless Handheld charging units. Retain these instructions for future use.

ELECTRICAL SAFETY

This handheld (model number R6020GW) is intended for use when supplied with power or charging from the Charging Cradle ASY-04056-001 (ordered as ACC-04056-001) with UK type D Power Adapter unit PWR-03846-001, European type B Power Adapter unit PWR-03846-002, or Travel Charger accessory ASY-04172-001 (ACC-04172-001), Automotive Charger accessory ASY-03939-001 (ACC-04051-001), or any other charging units provided or specifically approved by RIM for use with this equipment. Other usage will invalidate any warranty provided with this apparatus and may be dangerous.

WARNING	Before use, please ensure that the mains voltage is in accordance with the input voltage printed on the power supply.
	To be operated on mains with a circuit breaker rated 16A max.
	Use only with BlackBerry Wireless Handhelds.
	Protect against beating rain. For indoor use only.

EXPOSURE TO RADIO FREQUENCY SIGNALS

Your wireless handheld portable device is a low power radio transmitter and receiver. When it is ON, it receives and also transmits radio frequency (RF) signals.

Your wireless handheld is compliant with these RF exposure recommendations and guidelines for safety levels.

- EN 50360 Product standard to demonstrate the compliance of mobile phones with the basic restrictions related to human exposure to electromagnetic fields (300 MHz - 3 GHz)

- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, Guidelines for limiting exposure in time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz).

ANTENNA CARE

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the handheld and may violate applicable laws and regulations by causing radio frequency (RF) energy to be above the recommended limits. Any such unauthorized use, modification or attachment will invalidate the warranty provided with the handheld and may be dangerous.

AIRCRAFT SAFETY

Switch off your handheld's radio when in an aircraft. The effect of the use of your handheld's radio in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, may otherwise be dangerous to the operation of the aircraft, and may be illegal. All other applications of your handheld may be used in accordance with airline regulations for electronic devices.

EU REGULATORY CONFORMANCE

Research In Motion Limited hereby declares that this BlackBerry Wireless Handheld device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

CE 0168

The original Declaration of Conformity made under Directive 1999/5/EC is available for viewing at the following location in the EU community:

Research In Motion UK Limited
36 Station Road, Egham, Surrey
TW20 9LF
United Kingdom

Welcome to your wireless solution

BlackBerry™ is an end-to-end wireless email solution that integrates with your email account, providing a wireless extension of your email mailbox. It is a totally integrated package that includes advanced wireless handhelds, desktop tools, enterprise server software, and airtime on a wireless data network.

The BlackBerry handheld includes the most advanced wireless technology. It has an optimized keyboard, thumb-operated trackwheel, easy-to-use backlit screen, intuitive menu-driven interface, and integrated email/organizer software.

The following functions are available on your handheld:

- **Messages**: Manage email messages, phone calls, and short message service (SMS) messages.

- **Saved Messages**: Store messages for future viewing.

- **Search Messages**: Locate messages with the search tool.

- **Compose**: Create and send email and SMS messages.

- **Phone:** Place phone calls, put phone calls on hold or mute, and make notes while on calls. Set call forwarding, call barring, and initiate conference calls.

- **Address Book**: Store your personal directory of contact information.

- **Calendar**: Add, edit, and delete appointments using Day, Week, or Month view.

- **Tasks**: Add, edit, and delete tasks, and mark tasks as complete.

- **MemoPad**: Compose, edit, and delete memos.

- **Calculator:** Perform basic mathematical calculations and measurement conversions.

- **Alarm**: Set the alarm on your handheld to sound every day or only on weekdays.

- **Browser:** Browse and save web pages, configure a home page, and add bookmarks.

- **Profiles:** Customize the way your handheld notifies you of messages, appointments, alarms, and phone calls.

- **Options**: Customize the handheld's configurable options.

- **Lock**: Lock your handheld with a password. (This function is visible only after you have set a password.)

- **Turn Wireless Off/Turn Wireless On**: Turn on and turn off your handheld's radio.

- **Turn Power Off**: Turn off your handheld at night or on weekends.

Note	Depending on your service provider's plan, some functions may not be available on your handheld with your integration option, as detailed below. Contact your service provider or network operator for more information on available services.
	Refer to "Function icons" on page 56 for more information on these functions.

Understanding your BlackBerry solution

You can integrate your BlackBerry Wireless Handheld into different environments, based on the email account that you are using.

Integration with new handheld email account

With this option, a new email account, which is provided by your service provider, accompanies your handheld. This new email account is a personal and private Internet /web-based email account that can be viewed using the BlackBerry Web Client. All email messages are stored in this account.

You can continue to use the Application Loader, Backup and Restore, and Intellisync tools of the BlackBerry Desktop Software. Email redirection settings are configured on the BlackBerry Web Client web site. Consult your service provider's documentation for more information on this web site and your account.

Note	Depending on your service provider's plan, some functions may not be available on your handheld. Contact your service provider or network operator for more information on available services.

Integration with existing ISP email account

With this option, your handheld is integrated with your existing Internet service provider (ISP) email account from which you can send and receive email messages. As with the first integration option, you can continue to use the Application

Loader, Backup and Restore, and Intellisync tools of the desktop software. Your email redirection settings are also configured on the BlackBerry Web Client.

Note	Depending on your service provider's plan, some functions may not be available on your handheld with this integration option. Contact your service provider or network operator for more information on available services.
	Your ISP email account must support POP3. Refer to the BlackBerry Web Client for more information.

Integration with enterprise email account

With this option, you can integrate your handheld with your enterprise email account. All messages sent to your corporate email account are forwarded to your handheld, and the messages you send from your handheld are sent from your regular corporate email account.

With this integration option, you can install the desktop software with either a Microsoft Exchange or a Lotus Domino account. The BlackBerry Enterprise Server redirects email from your desktop to your handheld. Ask your system administrator whether your company has installed the BlackBerry Enterprise Server.

If you use a Microsoft Exchange email account and your company does not use the BlackBerry Enterprise Server, you can use the BlackBerry Desktop Redirector to forward messages to your handheld. With the BlackBerry Desktop Redirector, your computer must remain turned on at all times and the desktop redirector program must be running for email messages to be sent to your handheld. You do not need to run the desktop redirector to forward your email messages if your company uses the BlackBerry Enterprise Server Software.

You can use all the tools of the BlackBerry Desktop Software with this integration option. Email redirection settings are configured with the desktop software's Redirector Settings tool.

Using service books

You can use the same BlackBerry handheld to accommodate any of these integration options. Your handheld uses "service books" to enable or disable functionality between email accounts. If you integrate your desktop software with an enterprise email account, your handheld will receive the **Desktop** service book.

If you integrate your desktop software with a new or ISP email account, you will receive the **Web Client** service book.

Integration with enterprise email account	You can modify the name of the **Desktop** service book on the **Advanced** tab of the desktop software's Redirector Settings tool. Refer to the "Changing the message service display name" topic of the *Redirector Settings Online Help* for more information on changing the name of your service book.

You can have more than one email service book on your handheld at a time. When you compose email messages, you can select the account from which to send them. Messages are routed through the email account that you select. Refer to "Using your handheld with multiple service books" on page 28 for more information.

You can view the service books on your handheld on the Service Book screen. (On the Home screen, click the **Options** icon. Click **Service Book** to view the Service Book screen.) The **Desktop** and/or **Web Client** service books are listed on this screen. Other service books may also appear, depending on the other functions enabled on your handheld.

Is this the correct guide for me?

This *Installation and Getting Started Guide* is the correct guide for you if you have little or no experience with operating a BlackBerry Wireless Handheld or the BlackBerry Desktop Software. This guide provides installation instructions, getting started information, and basic procedures to help familiarize yourself with both the handheld and the desktop software.

Other documentation for your BlackBerry Wireless Handheld includes the following:

• *Handheld User Guide* — This online guide contains detailed information on the handheld's functions. To view the guide, in the desktop software, on the **Help** menu, select **Handheld User's Guide**. To view the *Handheld User Guide*, you must have Adobe Acrobat Reader version 4.0 installed. To download your free copy of Acrobat, visit www.adobe.com.

• *Desktop Software Online Help* — Each tool in the desktop software offers online Help to guide you and answer your questions. To view procedures and information relating to the desktop software's tools, click **Help** in any active window.

- *README.txt* — This text file contains information about the features of the version 3.1 software. You can read this file at the end of the desktop software installation. If you choose to read the file at a later time, you can open it from the directory in which you installed the desktop software.

- *BlackBerry Web Client Online Help* — If you have integrated your desktop software with a new email account or an existing ISP account, you configure your email settings on the BlackBerry Web Client. For information on configuring and using the Web Client, click **Help** in any Web Client window.

About this guide

This guide provides information for operating your handheld and installing and using the desktop software.

Integration with new or ISP email account	Information appearing in this format, prefaced by **Integration with new or ISP email account**, pertains to handhelds configured for these integration options. You can use the functionality described in sections marked with this note if you have integrated your BlackBerry Desktop Software with a new or ISP email account.
Integration with enterprise email account	Information appearing in this format, prefaced by **Integration with enterprise email account**, pertains to handhelds configured for this integration option. You can use the functionality described in sections marked with this note if you have integrated your BlackBerry Desktop Software with your enterprise email account.
Microsoft Exchange	Information appearing in this format, prefaced by **Microsoft Exchange**, pertains to handhelds set up with a Microsoft Exchange enterprise email account. You have a Microsoft Exchange email account if Microsoft Outlook is your email client and in Outlook, if on the **Tools** menu, you click **Services**, the dialog box contains a list of services that includes **Microsoft Exchange Server**.
Lotus Domino	Information appearing in this format, prefaced by **Lotus Domino**, pertains to handhelds set up with a Lotus Domino email account. You have a Lotus Notes Domino email account if you are running Lotus Notes as your email client.
Note	Notes appear in this format and contain additional information on the task being described.

| **Tip** | Tips appear in this format and provide different options for performing tasks. |

| **WARNING** | Warnings appear in this format and advise you of the potential for data loss or damage to your handheld. |

A summary, including a list of tips, is included at the end of each chapter.

In addition, the handheld has three font size options: 8, 10, and 12. The graphics in this guide show the 10-point font size option.

Different functionality is available depending on the integration option that you are using. As a result, some of the menu options may not appear on your handheld. The graphics in this guide depict the handheld's menu options as they would appear if you integrated the desktop software with an enterprise email account.

You can set the date and time format on your handheld to a 12-hour or 24-hour clock. Depending on which format you have set, the date and time on the Home, Messages, Saved Messages, Search, Calendar, and password security screens will change. The screen shots in this guide use the 12-hour clock.

Contents of your package

Your package should contain the following items:

- Handheld

- Docking/charging cradle

- Power adapter

- Headset (optional)

- Holster

- *BlackBerry Wireless Handheld Installation and Getting Started Guide*

- *Quick Reference Card*

- Installation CD containing desktop software and online *Handheld User Guide*

You must use a Subscriber Identity Module (SIM) card with your handheld. This card may be provided in your package when you receive it. If it is missing, contact your service provider or network operator.

If something in this package is missing or not working properly, contact your point of purchase.

System requirements

The following components are required to install the desktop software:

- Intel-compatible 486 or higher computer with an available serial port

- Windows 98 or 2000

Microsoft Exchange	Microsoft Exchange Client, Microsoft Outlook 98 or 2000 (Workgroup installation), with an email account on a Microsoft Exchange Server version 4.0, or later, that is capable of receiving email from the Internet
Lotus Domino	Lotus Notes Client 4.6, or later, with an email account on a Lotus Domino Server version 4.6, or later, that is capable of receiving email from the Internet
Integration with new or ISP email account	To set up your BlackBerry Web Client account, you must have access to the Internet. You must also have Netscape Navigator version 4.08, 4.58, or later patches, or Microsoft Internet Explorer version 5.01, 5.5, or later patches. (You cannot use Netscape Navigator version 5.0 or Microsoft Internet Explorer 6.0.) To use the Intellisync™ tool of the BlackBerry Desktop Software, you must be running personal information management (PIM) software, such as Microsoft Outlook, Exchange, or Schedule+; ACT!; Lotus Organizer or Notes; Groupwise; Goldmine; or Netscape.

1

Getting started

To start using your handheld, you will need to perform some basic setup tasks. To send and receive email messages, you should set up your computer by installing the desktop software and connecting your handheld to your computer. Then you can customize your installation for your specific integration option.

Before you begin

Before using your handheld, familiarize yourself with some of its basic components.

Your handheld's keyboard provides access to all of the standard alphabetic characters. The keyboard also features nine special keys: DEL (delete), BACKSPACE, ENTER, SPACE, two SHIFT keys, ALT, ESC (escape), and a silver key. Numbers, a symbols library, punctuation marks, and special characters can be generated using ALT in combination with the alphabetic keys. To type, hold your handheld with both hands and use your thumbs to press the keys. Refer to "Using the keyboard and trackwheel" on page 49 for more information on the handheld's keys.

For navigation and selection, roll and click (press down on) the handheld's trackwheel that is located in the top right corner of the handheld.

Setting up your handheld

Follow this checklist to set up your handheld.

❑ Charge your handheld

❑ Turn on the handheld

❑ Insert the SIM card

❑ Turn on the radio

❑   Register with the network

❑   Install the desktop software

❑   Confirm the handheld-to-desktop software connection

Your next step depends on the integration option with which you are installing the desktop software.

Integration with enterprise email account	If you are integrating your desktop software with an enterprise email account, you must generate an encryption key and check your email redirection settings. Refer to "Integrating with an enterprise email account" on page 37 for more information.
Integration with new or ISP email account	If you are integrating your desktop software with a new or ISP email account, you must activate your BlackBerry Web Client account. Refer to "Integrating with a new or ISP email account" on page 38 for more information.

Using your handheld with multiple service books

If you have both an enterprise email account and a new or ISP email account, you can configure your handheld to operate with both accounts at the same time using multiple service books. When you compose an email message, you can select the email account from which the message is sent. To use multiple service books, integrate the desktop software with your enterprise email account. After you have completed the setup for your enterprise email account, activate your handheld on the BlackBerry Web Client.

Note	To work with multiple service books on your handheld, you must have either a Microsoft Exchange or Lotus Domino enterprise email account. You must also have an account enabled on the BlackBerry Web Client.

Charging your handheld

Your handheld is powered by an external rechargeable lithium battery. This battery is stored on the back of your handheld; you can remove it, if you want. Before operating your handheld, familiarize yourself with proper battery use and care by reading the safety information in this guide. The cradle is used to charge the battery.

When you first receive your handheld you must charge the battery before using it.

To connect the cradle to your computer

Before charging your handheld, connect the cradle to your computer.

Note	When connecting your handheld to your computer, use only the cradle provided by Research In Motion Limited.

1. Connect the AC adapter to the cradle's serial port connector, as illustrated below.
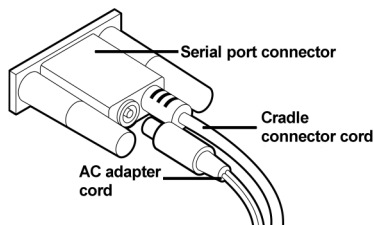
2. Plug the cradle cable into an available COM port on your computer.

3. Plug the AC adapter cord into a wall outlet.

Note	Use the appropriate power supply as specified on the label on the bottom of your handheld's cradle.
	If you only want to charge your handheld and do not want to use the desktop software, you do not need to connect the cradle cable to an available COM port on your computer.

To charge your handheld

Before using your handheld, and whenever your handheld's battery is low, follow this procedure to charge the battery.

1. Insert your handheld in the cradle by aligning the connector port on the bottom edge of your handheld with the connector prongs of the cradle. Press your handheld firmly in place, as shown in the following illustration.

Note	When you first receive your handheld and charge it, the handheld will turn on and the Home screen will appear, displaying the handheld's function icons.

2. Allow your handheld to charge to full battery power before using it. When your handheld is charging, the battery power indicator (on the top right corner of the Home screen) will change to a charging indicator. After your handheld is fully charged, the battery power indicator will replace the charging indicator.

Follow the procedure described above to recharge your handheld's battery when necessary. Your handheld can be kept at a full charge by "topping up" the battery every day for 10 to 15 minutes. From an empty battery, a full charge can be achieved in approximately three to four hours. It is not necessary to drain the battery completely before recharging it.

Note	If the handheld's battery becomes too low, the level displayed by the battery power indicator will also be low. The message **Low Battery** appears to the left of the wireless coverage indicator and the handheld will beep. Recharge your handheld as soon as possible.

To remove the handheld from the cradle

To remove your handheld from the cradle, brace the bottom of the cradle with one hand and gently pull the handheld up and out of the cradle with the other hand.

Turning off and turning on your handheld

To turn off your handheld, press and hold the silver key. You can also click the **Turn Power Off** icon on your handheld's Home screen.

> **WARNING**   If you turn off your handheld using the silver key or the **Power Off** icon on the Home screen, Calendar reminders and Alarm notifications do not turn on the handheld. Set the Auto On/Off function if you want Calendar reminders or Alarm notification to turn on the handheld. Refer to "Configuring handheld options" on page 66 for more information.

To turn on your handheld, press the silver key once. The Home screen appears. This screen is your starting point for using your handheld's functions. It displays the date and time, the current signal strength, the network type that your handheld is using (**GPRS** or **GSM**), the battery level of your handheld, and the function icons. The Home screen also displays notification of any new items, reminders, or alarms. Use the trackwheel to scroll through the function icons. The name of each function appears at the bottom of the screen. To open a function, scroll to the appropriate icon and click the trackwheel.

When you first turn on your handheld, two messages appear on the Messages screen to introduce you to your handheld and some of its basic features.

Inserting the SIM card

Your Subscriber Identity Module (SIM) card stores information about your service plan. It is configured by your service provider and its configuration determines which functions are available to you. You must insert the SIM card into your handheld before you can send and receive email and SMS messages, place and answer phone calls, or use the browser.

The SIM card fits into your handheld under the battery. Before inserting your SIM card, remove your handheld's battery. Refer to XXX for more information.

> **WARNING**   To prevent damage to your SIM card, ensure that your handheld is turned off before inserting or removing the card. Do not to scratch or bend the card or expose it to static electricity or wet conditions while you are inserting or removing it.

To insert the SIM card

1. If your SIM card is attached to a larger carrier, carefully break the card out of its carrier.

2. Remove the battery cover and the battery from your handheld.

3. Slide the SIM card cover to the left and lift up the right side of the cover. Place the SIM card in the handheld by aligning the notches as shown in the following illustration:

4. Replace the SIM card cover, then press and slide it to the right to lock it into place.

5. Replace the battery and the battery cover.

| **Note** | If your SIM card is PIN-locked, a dialog box appears, prompting you to enter a personal identification number (PIN). Contact your service provider or network operator for more information on disabling the lock. |

Turning on and turning off the radio

When you first receive your handheld, the wireless radio may be turned off. You must turn on the radio before you can send and receive email and SMS messages, place and answer phone calls, or browse web pages.

On the Home screen, click the **Turn Wireless On** icon.
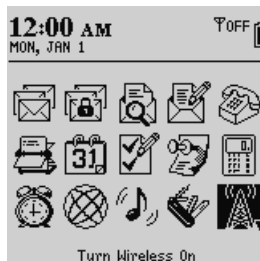
You will notice that the **Turn Wireless On** icon is an antenna, but when you click the icon, the function name changes to **Turn Wireless Off** and the icon changes to an airplane. The airplane icon is a reminder to turn off your handheld's radio when on an airplane, in a hospital, or in any place where your handheld may interfere with other radio transmissions and frequencies.

Note	You should turn off your handheld's radio if you are going to be out of a wireless coverage area for an extended period of time. Turning off the radio during this time will greatly improve battery life.

Registering with the network

If your handheld is activated on the network and you turn on the wireless radio, a registration message should arrive. In the rare case that the registration message does not arrive, check the wireless coverage indicator on the Home screen to ensure that you are in an area of sufficient wireless coverage for receiving email messages. You can receive email messages if **GPRS** appears below the wireless coverage indicator in the top right corner of the Home screen. One or more bars must also appear beside the wireless coverage indicator to send and receive email messages.

Note	You cannot send or receive email messages if **GSM** appears below the wireless coverage indicator in the top right corner of the Home screen.

If you are in a wireless coverage area and you have not received a Registration message, register your handheld manually, using the following procedure:

To register with the network manually

1. On the Home screen, click the **Options** icon. The Device Options screen appears.

2. Click **Network**. The Network screen appears

3. Ensure that the **Radio** field is set to **On** and that the **Active Network** field is set to an active network.

Note	If you are unsure which active network you are using, click the trackwheel to view the menu. Click **Select Active Network**. Your handheld will scan for all available networks. You can select the network you want to use.

4. Click the trackwheel to view the menu. Click **Register Now**. A message confirms that the registration message was sent.
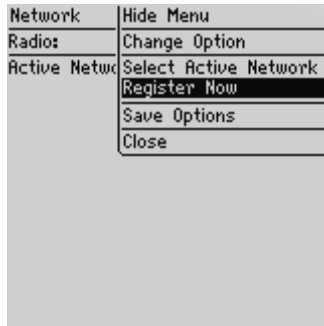
If you are in an area of wireless coverage sufficient for receiving email messages, the registration message should arrive within a few seconds.

Note	Your handheld must be activated on the network before you can register and before you can use any of the handheld's functions. If you are in an area of sufficient wireless coverage and the **Active Network** field of the Network screen is set to **Emergency Service Only**, scan for a network. If no networks are found, contact your service provider to ensure your handheld has been activated properly.
	You may need to register your handheld after loading new applications using the desktop software's Application Loader tool. Refer to "Loading handheld applications" on page 71 or the *Application Loader Online Help* for more information on loading applications.

Installing the desktop software

You must install the desktop software to send and receive email messages and to use the other desktop software tools.

Note	During the installation process, you will be prompted to remove any existing versions of the desktop software from your computer before installing version 3.1. If you choose to remove any existing versions of the software before you are prompted, some settings in your desktop software will not be saved.

To install the desktop software

1. Insert the *BlackBerry Desktop Software* installation CD in your CD-ROM drive.

2. On the Windows taskbar, click **Start** and click **Run**. In the **Open** field, type **d:\setup.exe** where **d** is the name of your CD-ROM drive. Press Enter. The Welcome screen appears.

Note	If a previous version of the desktop software is detected, you will be prompted to remove the desktop software before the Welcome screen appears.

3. Click **Next** to begin the installation. The Country Selection screen appears.

4. Select your country and click **Next**. The License Agreement window appears. Read the License Agreement carefully and click **Yes** to accept its terms. The Customer Information screen appears.

5. In the **User Name** and **Company Name** fields, type your name and your company's name. Click **Next**. The Email Integration Options screen appears.

6. Select the integration option that you want to apply to this installation of the desktop software.

Note	If you have both an enterprise email account and a new or ISP email account, you can configure your handheld to support both accounts (using multiple service books). To use multiple service books, integrate the desktop software with your enterprise email account. After you have completed the setup for your enterprise email account, activate your handheld on the BlackBerry Web Client.

7. After you select your integration option, click **Next**.

Integration with enterprise email account	If you choose to integrate your desktop software with your enterprise email account, the Select Email System screen appears. Continue the installation as described below.
Integration with new or ISP email account	If you choose to integrate your desktop software with a new or ISP email account, proceed to step 10 to continue the installation.

8. Select the email system that you are using (either **Microsoft Exchange** or **Lotus Domino**). Click **Next**.

Microsoft Exchange	If you select Microsoft Exchange, the Email Redirection screen appears. In this screen, select the method of email redirection that you are using: **Redirect email using the BlackBerry Enterprise Server** or **Redirect using the BlackBerry Desktop Redirector**. Ask your system administrator whether your company is using the BlackBerry Enterprise Server to redirect your email messages to your handheld. After you have selected the method of email redirection, click **Next** to continue the installation.

9. The Choose Destination Location screen appears. Click **Next** to accept the default location for the desktop software. (If you want to change this location, click **Browse** and select a new location.) The Program Folder screen appears.

10. Click **Next** to accept the default folder name for the desktop software. (If you want to change this name, select a different folder from the list or type a new name in the **Program Folders** field.)

The desktop software is installed on your computer. When setup is complete, you may choose to open the *README.txt* file and run the desktop software immediately. Click **Finish** to close the window.

Connecting to the desktop software

After you have installed the desktop software, you must confirm the connection between your handheld and the desktop software.

To confirm the handheld-to-desktop software connection

1. Ensure that the cradle cable is properly plugged into an available COM port on your computer and that your handheld is inserted securely in the cradle.

2. Ensure that you have properly installed the desktop software. If it is not already open, start the desktop software: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.

Note	If a password is enabled on your handheld, you must type it on your handheld before you can connect to your desktop.

3. On the **Options** menu, click **Serial Settings**. The Settings window appears. Click **Detect** to confirm your handheld's connection to the desktop software. A message appears confirming the connection to your handheld. Click **OK**.

Note	A dialog box with the message **Handheld not found** will appear on your computer if the desktop software cannot detect your handheld on a serial port. If your handheld and cradle are connected securely, ensure that no other devices are sharing the serial port, such as a PCMCIA card or IrDA unit. Ensure that no other connectivity software is running on your computer, and that you are not using the same port that your mouse uses.

4. Click **OK** to exit the Settings window.

The desktop manager will display the handheld's personal identification number (PIN) and current status (now **Connected**) in the status bar at the bottom of the window.

Integrating with an enterprise email account

If you have integrated your desktop software with an enterprise email account, follow these steps to continue configuring your handheld.

❑ Generate a security key

❑ Check email redirection settings

Note	If you are integrating your desktop software with a new or ISP email account, refer to "Integrating with a new or ISP email account" on page 38 for instructions.

Generating an encryption key

The first time you successfully connect your handheld to your computer, a dialog box will prompt you to generate an encryption key by moving your mouse.

If you are reinstalling or updating the desktop software, you will not be prompted to generate a new key. We recommend that you generate a new encryption key

every month for security purposes. Refer to the *Redirector Settings Online Help* for more information on generating encryption keys.

Note	If you use your SIM card in another person's handheld, you must connect the handheld to your computer and generate an encryption key before you can receive your email messages. Your handheld's phone number will update automatically.

Redirecting email

After you have generated an encryption key, you can send and receive email messages. Your company's BlackBerry Enterprise Server software will redirect email messages from your enterprise email account to your handheld. Ensure that your system administrator has enabled your handheld on the BlackBerry Enterprise Server.

Microsoft Exchange	If you are using your handheld with a Microsoft Exchange corporate email account and your company is not using the BlackBerry Enterprise Server Software, you must use the BlackBerry Desktop Redirector to forward email messages to your handheld. Start the desktop redirector: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > BlackBerry Desktop Redirector**. You must keep your computer turned on with the desktop redirector program running to forward email messages to your handheld.
	Ask your system administrator whether your company is using the BlackBerry Enterprise Server software to redirect your email. You do not need to run the BlackBerry Desktop Redirector if you are enabled on the BlackBerry Enterprise Server.

Integrating with a new or ISP email account

If you have integrated your desktop software with a new or ISP email account, you must activate your account to send and receive email messages.

Note	If you are installing your desktop software with an enterprise email account, refer to "Integrating with an enterprise email account" on page 37 for instructions.

Activating your account

Consult your service provider's documentation for more information on service activation, including the address of the BlackBerry Web Client where you can

activate your account, set filters for email redirection, customize the auto signature, and turn off email redirection.

For details on how to perform any of the functions on the web site, click **Help** on any of the site's web pages.

Sending a test email message

After you have configured your handheld, you are ready to send and receive email messages.

Note	If the SIM card is not inserted, or not inserted properly, you cannot send or receive email messages. Refer to "Inserting the SIM card" on page 31 for more information on your SIM card.

To send a test email message

You can send email messages if **GPRS** appears below the wireless coverage indicator in the top right corner of the Home screen. One or more bars must also appear beside the wireless coverage indicator before you can send and receive email messages.

1. On the Home screen, click the **Compose** icon. The To: screen appears.

2. Click the trackwheel to view the menu. Click **New Address**. The New Address screen appears.

3. Type your name and email address. (For your test message, type the email address associated with your handheld.) Use the trackwheel to scroll from field to field.

4. Click the trackwheel to view the menu. Click **Save Address**. You return to the To: screen with your own address entry selected.

5. Click the trackwheel to view the menu. Click **Email**.

```
To:                 Hide Menu
[Use Once]          Email Amy Krul
Amy Krul            New Address
                    View Address
                    Edit Address
                    Delete Address
                    Options
                    Close
```
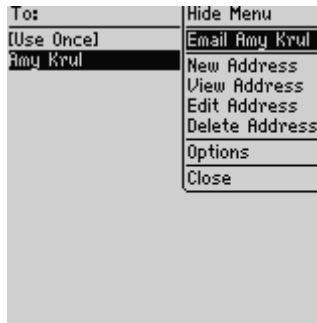
6. Type a subject, such as **Test**, and press ENTER. Type your message. After your message is complete, click the trackwheel to view the menu. Click **Send**.

You return to the Messages screen. If you are in an area of wireless coverage sufficient to send email messages, a check mark will appear beside the message within a short period of time. This icon indicates that your message was transmitted successfully.

Note	If you are not within an area of sufficient wireless coverage, you do not need to cancel your message. The handheld will automatically send the message after you return to an area of sufficient wireless coverage.
	Depending on your service plan, you may also be able to send SMS messages, place phone calls, and use the handheld's other functions in addition to sending email messages. Refer to chapter 5, "Using your handheld's functions" for information.

Reading your test email message

When you receive your test email message, follow these steps to read it.

To open an email message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

2. Scroll to the test message and click the trackwheel to view the menu. Click **Open**. The new message appears on your screen. If necessary, scroll down to read the entire message.

```
Folder: Inbox
Message Status: Opened
To: Amy Krul
Sent: Sep 4, 2001 4:57 PM
From: Amy Krul
Subject: Test
This is a test.
▮
```

After you have finished reading your message, press ESC to return to the Messages screen. Press ESC again to return to the Home screen.

Setting the date and time

After you have sent and received your first wireless email message, you should set your handheld's date and time so that messages, phone calls, and saved web pages appear with the correct time stamp.

Note	You can also set the date and time using the desktop software's Intellisync tool. Refer to the *Intellisync Online Help* for more information.

To set the date and time

1. On the Home screen, click the **Options** icon. The Device Options screen appears.

2. Click **Date/Time**. The Date/Time screen appears. Scroll to the field you would like to set, then press SPACE to scroll through your options.

```
Date/Time
Time Zone:        Eastern Time (-5)
   (GMT-05:00) Eastern Time (US &
                   Canada)
Time:                        11:20
Time Format:             24 hour
Date:            Tue, Sep 4, 2001
```
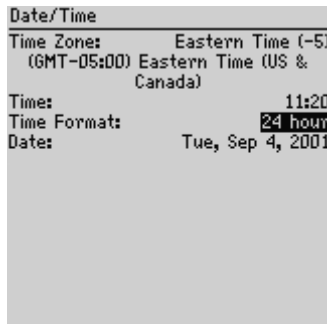
3.   Click the trackwheel to view the menu. Click **Save Options**.

You return to the Device Options screen. The information that you set in the **Time**, **Time Format**, and **Date** fields determines how the date and time appear on the Home, Calendar, Messages, Saved Messages, Search, and password security screens.

> **Note**   The date and time is only one of many options that you can configure on your handheld. Refer to "Configuring handheld options" on page 66 for more information on other basic configurable options.

Date/Time fields

The Date/Time screen contains the following fields:

Time Zone: Select your time zone. Your handheld will adjust the time automatically depending on the time zone.

Time: Set the current time.

Time Format: Select a 12-hour or 24-hour clock.

Date: Set the current date.

Using password protection

Set a password on your handheld to obtain greater security. If your handheld is left idle for a specified amount of time, you will need to type your password to use it again. You can also manually activate the password security screen by clicking the

Lock icon on the Home screen. (The **Lock** icon will only appear after you have set a password.) You should lock your handheld if you leave it unattended.

If you do not want the password security screen to appear, you must disable your password on the Security screen.

Password security screen

If you have typed information on the Owner screen of the **Options** function, it will appear on the password security screen. We recommend that you include your contact information in case your handheld is lost.

If you enabled password protection on your handheld and you remove your SIM card, the handheld will automatically lock. If you insert your SIM card again or insert a different SIM card, you must type your password before you can use the handheld again.

| **WARNING** | If an incorrect password is typed ten times, all information is erased from your handheld for security reasons. You should regularly back up any information from your handheld that might not have originated on your desktop. Refer to "Backing up files from your handheld to your desktop" on page 69 or the *Backup and Restore Online Help* for more information. |

To enable password protection

You should set a password so that no one can use your handheld without knowing the password.

1. On the Home screen, click the **Options** icon. The Device Options screen appears.

2.   Click **Security**. The Security screen appears. In the **Password** field, press SPACE to enable the password. A dialog box appears, prompting you to type a password with at least four characters. Click the trackwheel when you are finished. You will have to type your password again to verify it.

```
Security
Password:                    Disabled
Security Timeout:             2 Min.


 ┌─────────────────────────────┐
 │ Verify New Password:        │
 │ ********█                   │
 └─────────────────────────────┘



```

3.   In the **Security Timeout** field, set how much idle time should pass before the password security screen appears. Press SPACE to scroll through the timeout settings. Release SPACE after you have set the field to your preference.

4.   Click the trackwheel to view the menu. Click **Save Options**.

You return to the Device Options screen.

To lock your handheld

After you have enabled your password on the Security screen, you can lock your handheld whenever you want. A **Lock** icon will appear on the Home screen.

1.   On the Home screen, click the **Lock** icon. The password security screen appears.

2.   To use your handheld again, type your password and click the trackwheel.

To unlock your handheld

After the password security screen is visible, you must unlock your handheld before connecting to the desktop software and before you can open the Security screen. If you turn off your handheld with the password security screen enabled, you will need to type your password when you turn on your handheld again.

1. On the password security screen, roll the trackwheel. The Device is locked dialog box appears.

2. Click **Unlock**. The Enter password dialog box appears. Type your password and click the trackwheel.

Note	When the handheld is locked, you can make an emergency call. On the password security screen, roll the trackwheel. The Device is locked dialog box appears. Click **Emergency Call**. Type the number for the emergency call. You can only type recognized emergency numbers when the handheld is locked.
	The password security screen displays your contact information (if you have typed your contact information on the Owner screen) or it will prompt you to **Press any key**. To quickly unlock your handheld, type the first letter of your password to open the Enter Password dialog box. Type the remaining letters of your password and click the trackwheel to resume using your handheld.

To change your password

Occasionally changing your password will provide greater security.

1. On the Home screen, click the **Options** icon. The Device Options screen appears.

2. Click **Security**. A dialog box appears, prompting you to type your password. After you have typed your password, click the trackwheel to open the Security screen.

3. Click the trackwheel to view the menu. Click **Change Password**. A dialog box appears.

```
Security          Hide Menu
Password:         Change Option
Security Timeout: Change Password
                  Save Options
                  Close
```

4. Type a new password with at least four characters. Click the trackwheel when you are finished. You will have to type your new password again to verify it.

5. Click the trackwheel to view the menu. Click **Save Options**.

You return to the Device Options screen with your password changed.

To disable password protection

If you disable your password, the password security screen will no longer appear. You will not need to type your password to open the Security screen or to connect your handheld to your desktop.

1. On the Home screen, click the **Options** icon. The Device Options screen appears.

2. Click **Security**. A dialog box appears, asking you to type your password. After typing your password, click the trackwheel. The Security screen appears.

3. In the **Password** field, press SPACE to change the field to **Disabled**.
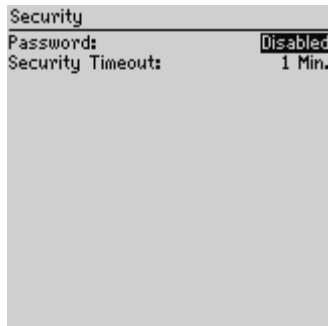
```
Security
Password:            Disabled
Security Timeout:    1 Min.
```

4.   Click the trackwheel to view the menu. Click **Save Options**.

You return to the Device Options screen with the password disabled.

Summary

In this chapter, you learned the steps that are required to configure your handheld. You can charge the battery, insert the SIM card, register with the network, and install the desktop software. Read the following chapters to learn more about using your handheld.

2

Getting to know your handheld

This chapter will help you get acquainted with your handheld.

Using the keyboard and trackwheel
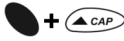
Your handheld's keyboard provides access to all of the standard alphabetic characters. The keyboard also features nine special keys: DEL (delete), BACKSPACE, ENTER, SPACE, two SHIFT keys, ALT, ESC (escape), and a silver key. Numbers, a symbols library, punctuation marks, and special characters can be generated using ALT in combination with the alphabetic keys. The trackwheel helps you navigate, view, and select items on each screen. To scroll through menu items or text, roll the trackwheel. To select functions and menu options, click (press down on) the trackwheel.

The following chart describes special keyboard and trackwheel combinations that will help you navigate functions, enter text, and configure options on your handheld.

Key	Function
 SILVER key	**Turning on/off the power, activating backlighting** • Press the silver key once to turn on the handheld. • When your handheld is on, press the silver key once to activate backlighting. Press it again to turn off backlighting. Backlighting will turn off automatically if you do not press any keys or roll the trackwheel for ten seconds. • Press and hold the silver key to turn off the handheld.

Key	Function
 TRACKWHEEL	**Scrolling and selecting** • Roll the trackwheel with your thumb to scroll up and down through screen lines, fields, and menu items. • Click the trackwheel with your thumb to open menus and select options.
PHONE KEY	**Answering and hanging up phone calls; switching to Phone function** • When an incoming phone call is received, press the Phone key to answer the call. • While connected to a phone call, press the Phone key to end the current phone call • When you are not connected to a phone call, press the Phone key to switch to the Phone function
 CHARACTER + ROLL	**Scrolling through special characters** • When composing a message or typing text, press and hold a letter while rolling the trackwheel to scroll through letters with accents, equation symbols, and other characters. When the desired character, symbol, or mark appears, release the letter.
 ALT key	**Typing ALT characters** • ALT activates the numbers and symbols that are printed on the keys in the alternate color that appear above the letters. • Press ALT once to affect the next character you type. • Press and hold ALT while you type to affect all characters. An "**A**" icon appears in the top right corner of your screen when ALT is activated.

Key	Function
● + ▦ ALT + ROLL	**Scrolling horizontally and changing options** • Hold ALT while rolling the trackwheel to move the cursor horizontally across lines. • Hold ALT while rolling the trackwheel to scroll through field options. • On the Home screen, hold ALT while rolling the trackwheel to move the cursor vertically.
● + ▦ ALT + CLICK	**Selecting text for cutting, copying, and pasting; hiding and moving icons on the Home screen** • On any screen where you can type text, hold ALT while you click the trackwheel to enter selection mode. Roll the trackwheel to select the text. • On the Home screen, hold ALT and click the trackwheel to view the menu. Click **Move Icon** or **Hide Icon**.
NUM ▲ LEFT SHIFT key ▲ *CAP* RIGHT SHIFT key	**Capitalizing alphabetic characters** • Press either SHIFT key once to capitalize the next character that you type. • Press and hold either SHIFT key while you type to capitalize all letters. • Press and hold a letter to capitalize it. This feature only works when **Key Rate** is set to **Slow** or **Fast** on the Screen/Keyboard screen. An "up arrow" icon appears in the top right corner of your screen when a SHIFT key is active.

Key	Function
● + (▲ CAP) ALT + CAP (RIGHT SHIFT)	**Activating CAP lock** • Press ALT + CAP to activate capital letter-lock mode. Any key that you press will be capitalized. • Press either SHIFT key again to return to regular mode. An "up arrow" icon appears in the top right corner of your screen when capital letter-lock mode is activated.
● + (NUM ▲) ALT + NUM (LEFT SHIFT)	**Activating NUM lock** • Press ALT + NUM to activate number-lock mode. When you press a key, the character printed on the key in the alternate color is inserted. • Press ALT or either SHIFT key again to return to regular mode. An "**N**" icon appears in the top right corner of your screen when number-lock mode is activated.
(▲ CAP) + ▤ SHIFT + ROLL	**Selecting multiple items in a list** • Hold either SHIFT key while rolling the trackwheel to select multiple items in a screen that contains a list.
(↵) ENTER key	**Inserting carriage returns; choosing selected items** • Press ENTER to insert a regular carriage return that moves your cursor to a new line. • Press ENTER to choose a selected item.
(←) BACKSPACE key	**Deleting previous characters** • Press BACKSPACE to move the cursor backwards and to delete characters to the left of the cursor.

Key	Function
DEL key	**Deleting characters to the right of the cursor; deleting messages** • Press DEL to erase characters to the right of the cursor. • With one or more characters selected, press DEL to delete only those characters. • Press DEL to delete a selected message on the Messages screen. If you scroll to a date on the Messages screen and press DEL, a dialog box appears asking if you wish to delete all messages prior to that date.
ESCAPE key (under trackwheel)	**Escaping from screens/menus** • Press ESC to hide (close) a menu. • Press ESC to return to the Home screen. • Press ESC to cancel an action.
SPACE key	**Inserting a space; scrolling through field options** • Press SPACE to insert a space between characters while you type. • Press SPACE to insert the "@" and "." characters in **Email** fields. • Press SPACE to scroll through field options.
ALT + SPACE	**Opening the symbols library for extra characters** • Press ALT + SPACE to open the Select Symbol screen, from which you can insert symbols. On this screen, you can either scroll to a symbol and click the trackwheel, or press the associated alphabetic key under the desired symbol.

Activating backlighting

In low-light conditions, you can increase readability of the LCD screen and keyboard by using the backlighting feature.

To activate backlighting, press the silver key once. If you do not press any keys or use the trackwheel for ten seconds, backlighting will shut off automatically.

To turn off the backlighting manually, press the silver key again.

Navigating functions

The LCD screen provides access to your handheld's functions. When you turn on your handheld, the Home screen appears. From this screen, you can open each of the function screens. On each function screen, you can view function menus. On some screens, you can change settings or options.

To open functions

The functions list appears on the Home screen. To open a function's screen, scroll to an icon and click the trackwheel (or press the underlined character in the function name).

The Home screen

To navigate menus

Menus provide a list of available options or actions for the current function. To open a function screen's menu, click the trackwheel. The menu appears on the right of the screen and covers approximately half of the LCD screen's width.
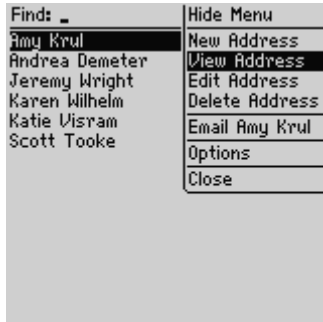
Address Book function menu

To select a menu item, use the trackwheel to scroll to the item, then click the trackwheel. If you decide not to use the menu, you can close it by pressing ESC.

To scroll through options

The handheld often has several means to perform the same action, such as using shortcut keys instead of the menu or the trackwheel. In particular, there are four ways to change the configurable options on your handheld. These alternatives apply to all screens on which you can change settings, such as the Date/Time, New Appointment, or Daily Alarm screens.

- **Use the menu.** While in an option field, click the trackwheel to view the menu. Click **Change Option**. A dialog box appears in which you can scroll through your options. After you reach the option you prefer, click the trackwheel. After setting all of the options on the screen, click the trackwheel to view the menu. Click **Save Options**.

- **Use** ALT **+ roll.** Hold ALT while rolling the trackwheel to scroll through the options. Release ALT when you reach the desired option.

- **Use the keyboard.** You can press the letter or number that represents your choice. For example, if you are in a time field, press the first number of the hour that you want to specify.

- **Use** SPACE**.** You can use SPACE to scroll through your options. Release SPACE after you have set the field to your preference. This guide uses this SPACE key method to describe how to set field options.

To use links

When you receive a message, your handheld will recognize text entered as phone numbers, web site addresses, and email addresses and convert them into links. When you select an underlined link and click the trackwheel to view the menu, you can choose to dial the phone number, browse the web site, or send an email or SMS message to your contact, based on the link you have selected.

Handheld icons

Icons on the handheld screen indicate wireless coverage, battery power, handheld status, and function status, denote function screens, and provide navigational aid.

Function icons

The following table shows each icon on the Home screen and describes its corresponding function.

Note	Depending on your service plan, some functions may not be available on your handheld. As a result, some of the following icons may not appear on your handheld's Home screen. Contact your service provider or network operator for more information on available services.

Icon	Description
	Messages Receive, read, reply to, compose, save, and delete short message service (SMS) and email messages. Open, view, and place phone calls.
	Saved Messages Store messages for future viewing.
	Search Messages Locate messages with the Search Messages function.
	Compose Type and send email and SMS messages.
	Phone Place, mute, and hold phone calls. Make notes while on calls and set up a shortcut to dial your voice mail. Set call forwarding, call barring, and initiate conference calls.

Icon	Description
	Address Book Store your personal directory of contact information, such as fax numbers, multiple phone numbers, and email addresses. Use the Search tool to locate a specific contact.
	Calendar Keep track of appointments using Day, Week, or Month view.
	Tasks Add, edit, and delete tasks, and mark tasks as complete.
	MemoPad Compose, edit, and delete notes and memos.
	Calculator Perform basic mathematical operations and measurement conversions.
	Alarm Set the alarm on your handheld to sound at a specific time every day or only on weekdays.
	Browser Browse and save web pages, configure your home page, add and manage bookmarks.
	Profiles Customize the way the handheld notifies you of messages, appointments, and alarms.
	Options Set the password, customize AutoText, set the date/time, and program the automatic on/off feature.
	Lock Lock the handheld with a password security screen so that only you can use it. This icon will appear only after you set a password.

Icon	Description
/	**Turn Wireless On/Turn Wireless Off** Turn off the handheld's radio when it may interfere with other radio communications, such as when on an airplane, or whenever you prefer not to receive messages. You will not be able to send or receive messages, place or answer phone calls, or browse web pages until you turn the radio on again.
	Turn Power Off Turn off the handheld when you wish to conserve battery power. All queued messages will be delivered to your handheld after you turn it on again.

Handheld status icons

These icons appear on the screen to indicate battery power, wireless coverage strength, and handheld modes.

Icon	Description
	Battery power indicator
	Charging indicator
	Wireless coverage indicator
	Data is being sent
	Data is being received
	ALT mode is active
	SHIFT mode is active; CAP-lock mode is active

Icon	Description
N	NUM-lock mode is active
✉	Unread message waiting
△	Roaming indicator (If the roaming indicator appears next to the network type, you are roaming into another network's coverage area that does not belong to your home network; contact your service provider for more information.)
⏰	Alarm is set

Network status icons

These icons appear on the screen to indicate whether or not you can send and receive messages, place and answer phone calls, or use the browser.

Icon	Description
📶 GPRS	You can send and receive email and SMS messages. You can also place phone calls and browse web pages.
📶 GSM	You can send and receive SMS messages. You can also place and answer phone calls, but you cannot send or receive email messages. You may be able to browse web pages.
📶	Your handheld is within an area of wireless coverage but is not within an area of **GSM** or **GPRS** wireless coverage. You cannot send or receive email or SMS messages, place or answer calls, or browse web pages. You can continue to use your handheld's other functions. Any pending messages will be sent after you return to an area of **GPRS** wireless coverage.

Icon	Description
ᴛ x	Your handheld is not in an area of wireless coverage. You cannot send or receive email or SMS messages, place or answer phone calls, or browse web pages. You can continue to use your handheld's other functions. Any pending messages will be sent after you return to an area of wireless coverage.

Message status icons

These icons appear on the screen to indicate the status of pending, sent, and received messages.
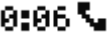
Icon	Description
•ꜱ]	Message is being sent
⊖	Message pending (will be sent later)
✓	Message has been sent to the network
ᵖ✓	SMS message has been delivered successfully; this icon only appears when you have enabled **Delivery Reports** in the SMS screen of the Options function
✎	Composed email message has been saved (not sent)
▧	Unread message transmission error
✕	Message returned, message transmission error
✉	New, unread message has been received
✉	Message has been opened

Icon	Description
▭	Email message has been filed (You can only file messages if you have integrated your handheld with an enterprise email account.)
!	Importance level of email message is high

Phone icons

These icons appear on the screen to provide additional information about the Phone function.

Note	Depending on your service provider and the services enabled for your Phone function, the following text and icons may not appear or they may differ. Contact your service provider or network operator for more information.

Icon	Description
↗	Phone call is connected
0:06 ☎	Phone call in progress; this icon appears at the top of the Home, Messages, and Phone screens and records the length of the call
↩	Before or after you have connected to a phone call, press ENTER on your handheld's keyboard to end the phone call
☎	Indicates a placed or received phone call; this icon appears on the Messages screen
✉ Missed Call	With the text **Missed Call**, this icon indicates an unopened missed call; this icon appears on the Messages screen
✉ Missed Call	With the text **Missed Call**, this icon indicates an opened missed call; this icon appears on the Messages screen

Icon	Description
▀▀	Indicates a voice mail message waiting in your voice mailbox; if you have voice mail enabled on your account, this icon appears on the Home screen
⊠ Voicemail	If you have voice mail enabled on your account, this icon, with the text **Voicemail,** appears beside the unopened message you receive when a new voice mail message is waiting; this icon appears on the Messages screen
✉ Voicemail	If you have voice mail enabled on your account, this icon, with the text **Voicemail,** appears beside the opened message you receive when a new voice mail message is waiting; this icon appears on the Messages screen

Address Book icons

These icons appear on the screen to provide additional information about Address Book entries.

Icon	Description
P	Phone number in Address Book entry has a pause inserted
W	Phone number in Address Book entry has a wait inserted
📖	Address Book entry is attached; this icon appears in email messages that contain Address Book attachments

Calendar icons

These icons appear on the screen to indicate information for your appointments.

Icon	Description
👥	Appointment was initiated with a meeting request
🔔	Appointment has a reminder set

Icon	Description
🗋	Appointment has text entered in the **Notes** field
🔁	Appointment recurs
◆	Appointment is an all-day event

Task icons

These icons appear on the Tasks screen to provide additional information on a task's status.

Icon	Description
☐	Task has not been started or is in progress
🕑	Task has been deferred or is waiting
☑	Task has been completed

Browser icons

These icons appear on your screen to indicate the status of a particular web page.

Icon	Description
ʟʊ	Saved web page waiting; this icon appears on the Home screen
🔖	Unread saved web page; this icon appears on the Messages screen
⑃	Opened saved web page; this icon appears on the Messages screen

Navigational icons

These icons appear on the screen to indicate positions within fields, lists, menus, and screens.

Icon	Description
▌	Cursor position
♣	More items are available above; scroll up with the trackwheel to view them
♣	More items are available below; scroll down with the trackwheel to view them

Additional components

Aside from your handheld, your package should include the following components.

Desktop software CD

The desktop software included with your handheld enables you to synchronize your personal information management (PIM) applications, and back up and restore your handheld's data. The desktop software also supports standard USB-to-serial port converters. Refer to chapter 3, "Using the desktop software" on page 69 for more information on the desktop software.

Holster

A holster, equipped with a clip, accompanies your handheld. While in the holster, your handheld is protected and wearable. You can choose different forms of notification based on whether your handheld is in or out of the holster. Refer to the *Handheld User Guide* for more information on editing notification profiles.

When you receive a new message and remove your handheld from the holster within five seconds, notification (based on how you have set it) stops, and the most recently received message will open. If you pull your handheld out of the holster and quickly replace it, notification stops but the message will remain marked as unopened.

You can use the handheld's Phone function while it is in the holster. Refer to the *Handheld User Guide* for more information on using the Phone function while the handheld is in the holster.

Cradle/Charger

The cradle provides a link between your handheld and your computer, so that you can use the desktop software provided with your package. The serial port on the bottom of the handheld fits into the prongs of the cradle. You must connect the cradle to your computer to use the desktop software.

Your handheld contains an external rechargeable lithium battery. Exact battery life depends on factors such as usage and quality of wireless coverage. The cradle is used to recharge the handheld's battery.

Note	If you only want to charge your handheld and do not want to use the desktop software, you do not need to connect the cradle to your computer.

Headset

The handheld is equipped with an integrated speaker and microphone. To place a phone call, you can use the handheld as you would use a regular telephone.

The optional headset can also be used with the handheld's Phone function. Insert the headset plug in the handheld's headset jack to place and answer phone calls.

Note	Depending on your service provider's plan, the Phone function may not be available on your handheld. As a result, the headset will not be included in your package. Contact your service provider or network operator for more information on available services.

Subscriber Identity Module (SIM) card

Your SIM card stores information about your service plan. You must insert your SIM card into your handheld before you can send and receive email and SMS messages, place and answer calls, or use the browser. Refer to "Inserting the SIM card" on page 31 for more information on inserting the SIM card.

Note	If your SIM card is PIN-locked, a dialog box appears, prompting you to type a personal identification number (PIN). Contact your service provider or network operator for more information on disabling the lock.

Configuring handheld options

After you are familiar with your handheld, you should configure some of its basic options.

To select a notification profile

You can select the way in which your handheld notifies you of messages, phone calls, appointments, and alarms.

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.

2. Scroll to the profile that you would like to select. Click the trackwheel to view the menu. Click **Enable Profile**. The word **(On)** appears beside your selection.

Note	You can quickly enable a profile by scrolling to it and pressing SPACE.
	You can also add, edit, and delete notification profiles. Refer to the online *Handheld User Guide* for more information.

To set the Auto On/Off feature

You can set whether you would like the handheld to turn on and off automatically at specified times. Setting the Auto On/Off feature will also help to conserve your handheld's battery.

WARNING	If you turn off your handheld using the Auto On/Off feature, Calendar reminders and Alarm notifications will turn on the handheld. If you do not want the handheld to turn on for Calendar reminders or Alarm notifications, turn off the handheld using the silver key or by clicking the **Power Off** icon on the Home screen. Refer to "Turning off and turning on your handheld" on page 31 for more information.

1. On the Home screen, click the **Options** icon. The Device Options screen appears.

2. Click **Auto On/Off**. The Auto On/Off screen appears. Scroll to the field you would like to set, then press SPACE to scroll through your options.

3. Click the trackwheel to view the menu. Click **Save Options**.

You return to the Device Options screen.

Auto On/Off fields

The Auto On/Off screen contains the following fields:

Weekday On: Configure the handheld to turn on automatically at a specific time on weekdays.

Weekday Off: Configure the handheld to turn off automatically at a specific time on weekdays.

Weekend On: Configure the handheld to turn on automatically at a specific time on the weekend.

Weekend Off: Configure the handheld to turn off automatically at a specific time on the weekend.

Note	Both **Weekday** and **Weekend** options have an **Enabled/Disabled** field. These fields must be set to **Enabled** for the handheld to turn on and off automatically.

Using cut, copy, and paste

You can cut, copy, and paste text in email and SMS messages, Address Book entries, memos, appointments, notification profiles, and tasks. You can also copy text from one function and paste it into another. For example, you can copy the text from a memo and paste it into a message.

To cut and copy text in a message

1. On the Home screen, click the **Compose** icon. The To: screen appears.

2. While composing a message, place your cursor next to the text that you want to cut or copy.

3. Hold down the ALT key and click the trackwheel to enter selection mode. Roll the trackwheel to select the lines of text that you want to cut or copy.

Tip	To select one character at a time, hold ALT or SHIFT while you roll the trackwheel.

4. Click the trackwheel to view the menu. Click **Cut** or **Copy**.

To paste text in a message

1. On the Home screen, click the **Compose** icon. The To: screen appears.

2. While composing a message, place your cursor where you would like to paste the text.

3. Click the trackwheel to view the menu. Click **Paste**.

Tip	If you want to replace or delete existing text, enter selection mode by holding ALT and clicking the trackwheel. Roll the trackwheel to select the text then start typing. The text that you type will replace the characters that you have selected.

Summary and tips

In this chapter, you learned about the various icons and components of your handheld. You also learned how to set some basic options, including notification profiles and Auto On/Off, and how to use cut, copy, and paste.

Getting to know your handheld - Tips

-   Press the first letter of an item in an options list or menu to move directly to that item.
-   Press SPACE twice to insert a period when typing text (the letter following the period will be capitalized automatically).
-   Type the first letters of the name, or the initials separated by a space, to find a specific contact on the To: or Find screens.
-   Press and hold a letter to capitalize it (you must have **Key Rate** enabled).
-   Press ESC to exit any menu, dialog box, or screen and return to the active function.

3

Using the desktop software

This chapter explains how to use the desktop software to maximize your handheld's functionality.

The desktop software can synchronize contacts, appointments, memos, and tasks between your handheld and desktop. You can also back up any important information from your handheld to your desktop, edit the Address Book and AutoText files, restore data to your handheld, and load new applications.

This chapter provides basic instructions for using the desktop software and its tools. You can find more detailed information in the online Help associated with each tool. In any window, select **Help** to view procedures.

Integration with enterprise email account
If you have integrated your desktop software with an enterprise email account, the Redirector Settings tool is available. With this tool, you can generate an encryption key and configure email redirection settings.

If the desktop software is integrated with an enterprise email account, you can also reconcile the status and location of email messages using the desktop software.

Refer to "Additional features for integrating with an enterprise email account" on page 75 for more information on both of these features.

Backing up files from your handheld to your desktop

Use the Backup and Restore tool to save handheld files to your computer or to restore previously saved files to your handheld. Additionally, you can use the tool to customize the Address Book and AutoText files on your desktop. You can create

new entries, edit existing entries, and delete entries, then transfer the changes to your handheld.

Note	Before updating your handheld with new software using the Application Loader tool, use the Backup and Restore tool to save any important information from your handheld to your computer.
	Refer to the "Advanced backup and restore" topic of the *Backup and Restore Online Help* for more information on customizing AutoText and Address Book entries.

To back up files from your handheld to your desktop

1. Insert your handheld in the cradle. If a password is enabled on your handheld, you must type it before you can connect to your desktop. In the BlackBerry Desktop Manager, double-click the **Backup and Restore** icon. The Backup and Restore window appears.

2. To back up everything on your handheld, click **Backup**. The Select file for Full Backup window appears. The default file name will be **Backup-today's date.ipd**. Select the desired file name and location and click **Save**. A dialog box displays the progress of the data transfer from your handheld to your desktop.

After the information has been saved to your desktop, you return to the Backup and Restore window.

Note	You can back up specific databases to your desktop by performing an advanced backup. Refer to the "Performing an advanced backup" topic of the *Backup and Restore Online Help* for more information.

To import files from your desktop to your handheld

Integration with enterprise email account	You can import Address Book entries from your desktop's Address Book to your handheld. Refer to the "Importing Address Book entries" topic of the *Backup and Restore Online Help* for more information.

To restore files to your handheld

1. Insert your handheld in the cradle. If a password is enabled on your handheld, you must type it before you can connect to your desktop. In the BlackBerry Desktop Manager, double-click the **Backup and Restore** icon. The Backup and Restore window appears.

2. To restore a previously saved backup file to your handheld, click **Restore**. The Select file for Full Restore window appears. Select the file name that contains the information that you want to restore and click **Open**. A dialog box displays the progress of the data transfer from your desktop to your handheld.

3. After the information is retrieved and organized, another dialog box appears, warning you that you are replacing the information currently stored in the listed databases of your handheld. Click **Yes** to continue.

After the information has been restored to your handheld, you return to the Backup and Restore window.

Note	You can restore specific databases to your handheld by performing an advanced restore. Refer to the "Performing an advanced restore" topic of the *Backup and Restore Online Help* for more information.

Loading handheld applications

Use the Application Loader tool to update the software on your handheld and to add any new applications that might be available.

WARNING	Before updating your handheld with new software using the Application Loader tool, use the Backup and Restore tool to save any important information (messages, Address Book entries, and so on) to your computer.

To add new software

1. Insert your handheld in the cradle. If a password is enabled on your handheld, you must type it before you can connect to your desktop. The handheld must be connected to your computer before you can load new software.

2. In the BlackBerry Desktop Manager, double-click the **Application Loader** icon. The Welcome to Application Loader window appears. Click **Next** to start loading new software onto your handheld.

Note	If you have not specified the COM port that your handheld uses in the Serial Settings window of the desktop software, you will be prompted to select it as part of the loading process.
	If a password is enabled on your handheld, you must type it on your desktop in the dialog box that appears.

3. After the desktop software reads the handheld's configuration, your handheld's LCD screen displays **Loader activity**. At the same time, the Handheld Application Selection window appears on your desktop. Each application is listed (along with its file size) preceded by a check box and followed by an action.

    - If you select the check box beside an application that is not present on your handheld, the action changes to **Install**. The application will be loaded onto your handheld.

    - If you select the check box beside an application where the version on your handheld is earlier than the version available with the Application Loader tool, the action changes to **Update**. The more recent version of the application will be loaded onto your handheld.

    - If you select the check box beside an application where the version on your handheld is the same as the version available with the Application Loader tool, the action changes to **None**. The application will not be changed on your handheld.

    - If you select the check box beside an application where the version on your handheld is more recent than the version available with the Application Loader tool, the action changes to **Downgrade**. The older version of the application will be loaded onto your handheld.

    - If you clear the check box beside an application and that application was already present on your handheld, the action changes to **Remove**. The application will be removed from your handheld.

Note	For more information on a particular application, select it and click **Details**.
	The handheld's standard system software is also listed in the Handheld Application Selection window. This software must be loaded onto your handheld. You cannot clear its check box.

4. After you have made your selections, click **Next** to continue the loading process.

Note	If new system software is being loaded onto your handheld, the Application Loader tool must clear your handheld. The Confirm Handheld Backup window appears, prompting you to confirm that your handheld is backed up before proceeding. If you have a backup of your data, select **Yes, all of the application data on my handheld has been backed up**. Then click **Next** to continue.

5. A summary screen appears, listing the actions that will take place during the loading process. If you want to erase the applications and/or the application data from your handheld, click **Advanced**. The Handheld Data Preservation window appears. After you have made your selections, click **Next**.

6. Click **Finish**. The Application Loader tool will load the applications onto your handheld according to how you have configured the loading process.

7. When loading is complete, the Application Loader will indicate whether the process was successful. Click **Close** to return to the desktop manager.

Note	If the system software available with the Application Loader tool is older than the software already loaded on your handheld, the Handheld Application Version Check window will appear during the loading process. You can choose to leave the system software on your handheld unchanged or you can load the older software.
	If the loading process was not successful, ensure that your handheld is connected to the cradle properly and that the cradle is connected to your computer. Then, repeat this procedure.
	After the loading process is complete, restore the backup file you created to restore the application data to your handheld. Refer to the *Backup and Restore Online Help* for more information. You may also need to turn on your handheld's radio to send and receive email and SMS messages, place and answer phone calls, or browse web pages. On the Home screen, click the **Turn Wireless On** icon.

Using the Intellisync™ tool

Use the Intellisync tool to automatically update your handheld's date and time and to synchronize your handheld and desktop personal information management (PIM) applications.

In the Intellisync tool, various options (called translators) are available with which you can synchronize your PIM applications. Basic instructions for configuring PIM synchronization are outlined below. Each translator has specific rules and settings that may apply during synchronization. Refer to the *Intellisync Online Help* for

complete instructions on configuring your PIM applications and for specific information on the PIM application that you use on your desktop.

Integration with enterprise email account	If you have integrated the desktop software with an enterprise email account, you can also reconcile the status and location of email messages with the Intellisync tool. Refer to "Additional features for integrating with an enterprise email account" on page 75 for more information.

To configure PIM synchronization

1. Insert your handheld in the cradle. If a password is enabled on your handheld, you must type it before you can connect to your desktop. In the BlackBerry Desktop Manager, double-click the **Intellisync** icon. The Intellisync window appears.

2. In the Intellisync window, click **Configure PIM**. The Handheld Configuration window appears. Select a PIM application (**Address Book**, **Calendar**, **MemoPad**, or **Tasks**) and click **Choose**. The Choose Translator window appears. Select the program that you use on your desktop that corresponds to the handheld PIM application you selected.

Note	You can configure other options relating to PIM synchronization, such as field mapping, synchronization filters, and conflict resolution settings. Refer to the *Intellisync Online Help* for more information.

3. Click **OK** to return to the Handheld Configuration window. After you have configured all of the PIM applications, click **OK** to return to the Intellisync window.

4. In the Intellisync window, select the **Synchronize PIM** check box. Click **Synchronize now** to perform the operation.

Your handheld and desktop will be synchronized through your handheld's serial port. The next time you want to synchronize your PIM applications, insert your

handheld in the cradle and start the Intellisync tool. Ensure that the **Synchronize PIM** check box is selected and click **Synchronize now**.

Integration with enterprise email account	If you have integrated the desktop software with an enterprise email account, you can use the handheld's wireless calendar synchronization function by configuring the Calendar to synchronize with a particular translator. Refer to "Enabling wireless calendar synchronization" on page 101 for more information.

Additional features for integrating with an enterprise email account

If you have integrated your desktop software with an enterprise email account, you can use the email reconciliation feature of the Intellisync tool. In addition, you can configure your email redirection settings using the Redirector Settings tool.

Integration with new or ISP email account	If you have integrated your desktop software with a new or ISP email account, email redirection settings are configured on the BlackBerry Web Client. Refer to the *BlackBerry Web Client Online Help* for more information on configuring these settings.

Configuring email reconciliation

The default settings in the Email Configuration window should be suitable for email reconciliation, unless you want to specify personal folders from which email messages should be reconciled.

To configure email reconciliation

1. Insert your handheld in the cradle. If a password is enabled on your handheld, you must type it before you can connect to your desktop. In the BlackBerry Desktop Manager, double-click the **Intellisync** icon. The Intellisync window appears.

2. Click **Configure email**. The Email Configuration window appears.

3. The **Folder content synchronization** section specifies which actions should occur during email reconciliation to email messages that have been filed or deleted on either your handheld or your desktop. By selecting **Import moves and deletes to handheld only**, email messages filed or deleted on your desktop are filed or deleted on your handheld. By selecting **Synchronize**

moves and deletes, email messages filed or deleted on your desktop or your handheld are filed or deleted on the other system as well. The handheld and the desktop are synchronized.

Note	If you select **Synchronize moves and deletes**, you must select whether your handheld or your desktop should dominate if a message has been filed or deleted on both your handheld and your desktop.

4.   If you have set up personal folders in your desktop email program, you can reconcile email messages located in those folders. In the **Personal Folder** section, select any personal folders that you want to synchronize. You can include these personal folders if you want email messages in those folders to be synchronized with your handheld.

5.   Click **OK**. You return to the Intellisync window.

6.   After you have configured email reconciliation, select the **Reconcile email** check box in the Intellisync window. Click **Synchronize now** to perform the operation.

Note	Email reconciliation transfers the structure of your desktop's folders to your handheld. Therefore, you must perform an email reconciliation before you can file email messages on your handheld. Each time you create a new folder on your desktop, you must perform an email reconciliation to transfer the folder to your handheld.
	If you update the handheld's applications using the Application Loader tool and choose to delete the application data from the handheld, you will need to reconcile your email messages or restore a backup file to transfer the folders to your handheld again.

To ensure email reconciles as intended

To verify that email reconciles as intended, ensure that you have set the **Delete On** field of your handheld's Message List Options screen to delete email messages from your desktop and your handheld. (To view the Message List Options screen, on the Messages screen, click the trackwheel to view the menu. Then click

Options.) Refer to the *Handheld User Guide* for more information on setting message list options.

Microsoft Exchange	If you configure Microsoft Outlook to empty the Deleted Items folder on exit, configure the desktop software to synchronize moves and deletes within folders (as set in the Configure email window) and set your handheld to delete messages from the handheld and desktop during email reconciliation, any messages that were deleted in Outlook will not be deleted on your handheld during the next email reconciliation. Since the **Deleted Items** folder was emptied when you last exited the program, your handheld will not be able to find the messages and will not recognize that they were deleted.

Configuring email redirection settings

You can configure email redirection settings with the Redirector Settings tool.

Lotus Domino	The BlackBerry Enterprise Server integrates with the Lotus Domino Server to redirect email from your desktop to your handheld, based on how you configure the settings in the Redirector Settings tool.
Microsoft Exchange	If you are running the BlackBerry Desktop Redirector, it will deliver email messages from your desktop to your handheld, based on how you configure the settings in the Redirector Settings tool. Your computer must remain turned on at all times and the desktop redirector program must be running for email messages to be sent to your handheld. Closing the Redirector Status window or turning off your computer will stop email redirection.
	If you use the BlackBerry Enterprise Server to redirect email messages, the desktop redirector does not have to be running for your email messages to be redirected. Email messages are forwarded to your handheld based on how you have configured the settings in the Redirector Settings tool.

To configure email redirection settings

1. Insert your handheld in the cradle. If a password is enabled on your handheld, you must type it before you can connect to your desktop. In the BlackBerry Desktop Manager, double-click the **Redirector Settings** icon. The Redirector Settings window appears with **General**, **Filters**, **Security**, and **Advanced** tabs.

2. On the **General** tab, you can set your auto signature, turn off email redirection and select options for how your handheld behaves in the cradle.

3. On the **Filters** tab, you can view the default filters that have been set for redirecting email to your handheld. These defaults can be disabled, enabled, or deleted. You can also add your own email filters.

    • The **CC Default** filter sends only the message header to your handheld when your address appears in the **CC** field of a message.

    • The **To and BCC Default** filter forwards all messages to your handheld when your address appears in the **To** or **BCC** field of a message.

Note	If the body of a message is not being redirected from your desktop to your handheld, look at how the message is addressed to you. If you are addressed in the **CC** field of the message, the default filter will not redirect the body of the message to you. Refer to the "Filters tab" topic of the *Redirector Settings Online Help* for more information.

4. On the **Security** tab, you can generate security keys for encryption and decryption of your messages. Whenever a new key needs to be generated, you are prompted when you insert your handheld in the cradle with the desktop software running.

5. On the **Advanced** tab, you can set the email profile being used, the folder redirection settings, and whether you want a copy of messages that are sent from your handheld to be saved on your desktop.

6. After you have specified all of your email redirection settings, click **OK**.

Your email messages will be redirected based on how you have configured these settings.

Note	If you are not receiving some email messages on your handheld and are using the BlackBerry Enterprise Server to redirect your email, check with your system administrator to see if any filters have been applied at the server level. Any filters created on the server override those you create on your desktop.

To add a redirection filter

Filters help you manage your email by automatically performing actions on received messages using filter settings (rules). Rules are the sets of conditions and actions that make up a filter.

1. Insert your handheld in the cradle. If a password is enabled on your handheld, you must type it before you can connect to your desktop. In the BlackBerry Desktop Manager, double-click the **Redirector Settings** icon. The Redirector Settings window appears.

2. Click the **Filters** tab, then click **New.** The Add Filter window appears.

3. In the **Filter Name** field, type a name that describes the new filter.

4. The list of conditions below the filter name can be activated by selecting the check box beside each field. Any email message arriving at your desktop that meets the condition(s) will be subject to this filter.

Note	Refer to the *Redirector Settings Online Help* for more information on the conditions and rules that you can set for your new filter.

5. When you have selected the filter conditions, decide whether the message will be forwarded to the handheld, forwarded with Level 1 notification, forwarded with only the header, or held at your desktop.

6. When you have set the conditions and actions, click **OK**. The new filter will appear on the list on the **Filters** tab.

To rearrange the order of your filters, select the filter you would like to move and click the up or down arrow buttons. As each email message arrives at your desktop, the filter at the top of the list is applied first. Therefore, when adding a filter that is more restrictive in nature than the defaults, ensure that it is placed at the TOP of the filter list, so that it will be applied to the incoming messages first.

Note	If you have set rules on your desktop to move specific messages to a different folder as soon as they arrive in your Inbox, these messages will only be forwarded to your handheld if you specify email redirection from that folder. You can change the folders from which email is redirected with the Redirector Settings tool, on the **Advanced** tab. Refer to the *Redirector Settings Online Help* for more information on folder redirection and the **Advanced** tab.

Summary

In this chapter, you learned how to use the desktop software, update your handheld's applications, back up and restore information, and synchronize PIM applications.

4

Using your handheld's functions

This chapter provides basic information on and procedures for using the handheld's functions. You will learn how to send and receive email and SMS messages, how to place and answer phone calls, how to add Address Book entries, appointments, memos, and tasks, and how to use the Calculator and the Browser.

Note	This chapter outlines only the basic features for each function. For more information, including information on setting options and complete instructions on using the function, refer to the *Handheld User Guide*. To view the guide, in the desktop software, on the **Help** menu, click *Handheld User's Guide*.
	Depending on your service provider's plan, some functions may not be available on your handheld. Contact your service provider or network operator for more information on available services.

Adding addresses

To create a database of your contacts, you can add new addresses to your handheld manually or you can import them from your desktop email program.

Integration with enterprise email account	If you have integrated your desktop software with an enterprise email account, you can import your Address Book entries from your desktop. Refer to the *Backup and Restore Online Help* for more information.

To add addresses manually

1. On the Home screen, click the **Address Book** icon. The Find screen appears.

2. Click the trackwheel to view the menu. Click **New Address**.

3. Type your contact's information and press ENTER at the end of each field.

```
New Address
First: Andrea
Last: Demeter
Email: andrea.dem█
Company:
Title:
Work:
Home:
Mobile:
Pager:
Fax:
Address1:
Address2:
City:
State/Prov:
Zip/Postal Code:                  ▼
```

Note	You can save up to three email addresses for the same Address Book entry. To add another email address, click the trackwheel to view the menu and click **Add Email Address**. An additional **Email** field appears on the New Address screen. When you compose an email message to a contact with multiple email addresses, you are prompted to select which address to use.
	You can clear a field by clicking the trackwheel to view the menu and clicking **Clear Field**.

4. To save your contact information, click the trackwheel to view the menu and click **Save Address**.

Your new contact will appear in alphabetical order on the Find screen.

Note	If you have entered a company name in the **Company** field, it will appear beside the contact's name on the Find screen.

Address book fields

The New Address screen contains the following fields:

First: Type your contact's first name. This field accepts letters, numbers, and symbols.

Last: Type your contact's last name. This field accepts letters, numbers, and symbols.

Tip	Type your contact's full name in the **First** or **Last** field and press ENTER. The first name will appear in the **First** field and the last name will appear in the **Last** field.

Email: Type your contact's email address. This field accepts letters, numbers, and symbols. You can press the SPACE key once to insert the "@" sign; press it again to insert a "." (period). If you continue to press SPACE, you can continue to insert periods.

Company: Type the name of the company for which your contact works. This field accepts letters, numbers, and symbols.

Title: Type your contact's job title. This field accepts letters, numbers, and symbols.

Work: Type your contact's business phone number. This field accepts numbers and the **x**, **–**, **+**, *****, **#**, and **.** characters, which can be typed without pressing ALT.

Home: Type your contact's home phone number. This field accepts numbers and the **x**, **–**, **+**, *****, **#**, and **.** characters, which can be typed without pressing ALT.

Mobile: Type your contact's mobile phone number. This field accepts numbers and the **x**, **–**, **+**, *****, **#**, and **.** characters, which can be typed without pressing ALT.

Pager: Type your contact's pager number. This field accepts numbers and the **x**, **–**, **+**, *****, **#**, and **.** characters, which can be typed without pressing ALT.

Note	You can type SMS-compatible numbers in the **Work**, **Home**, **Mobile**, and **Pager** fields. When entering an SMS-compatible number in an Address Book field, include the country code and the area code.
	You can add pauses and waits in the **Work**, **Home**, **Mobile**, and **Pager** fields to enter additional numbers (such as extensions or passwords) for your contact's phone number. When you place a phone call, you do not need to enter the additional numbers. You will be prompted to enter the remaining numbers (for a wait) or the handheld will enter the remaining numbers after two seconds (for a pause). Refer to the *Handheld User Guide* for more information on the Address Book and inserting pauses and waits.

Fax: Type your contact's fax number. This field accepts numbers and the **x**, **–**, **+**, *****, **#**, and **.** characters, which can be typed without pressing ALT.

Address 1: Type your contact's street address. This field accepts letters, numbers, and symbols.

Address 2: Type any further information for the address. (A second address field is provided for long addresses.) This field accepts letters, numbers, and symbols.

City: Type your contact's city. This field accepts letters, numbers, and symbols.

State/Prov: Type your contact's state or province. This field accepts letters, numbers, and symbols.

ZIP/Postal Code: Type your contact's ZIP code or postal code. This field accepts letters, numbers, and symbols. You must use ALT to type numbers in this field.

Country: Type your contact's country. This field accepts letters, numbers, and symbols.

User 1, **User 2**, **User 3**, **User 4:** Customize these fields to type special information for each contact. Refer to the *Handheld User Guide* for more information on customizing these fields.

Notes: Type any notes that you would like to keep about your contact. This field accepts letters, numbers, and symbols. Press ENTER to move to a new line.

Note	You can also view, edit, search, and delete Address Book entries and customize the user-defined fields. Refer to the online *Handheld User Guide* for more information.

Composing messages

After adding addresses to your address book, you can send email and SMS messages.

To send an email message

1.   On the Home screen, click the **Compose** icon. The To: screen appears.

2.   Select a contact and click the trackwheel to view the menu. Click **Email**.

```
To:                    Hide Menu
[Use Once]             Email Scott Tooke
Amy Krul               New Address
Andrea Demeter         View Address
Jeremy Wright          Edit Address
Karen Wilhelm          Delete Address
Katie Visram           Options
Scott Tooke            Close
```

3. Type a subject in the subject line and press ENTER. Type your message. After
    your message is complete, click the trackwheel to view the menu. Click **Send**.
    You return to the Messages screen.

If you are in an area of wireless coverage sufficient for sending email messages, a
check mark will appear beside the message within a short period of time. This icon
indicates that your message was transmitted successfully. (You can send email
messages if **GPRS** appears below the wireless coverage indicator and one or more
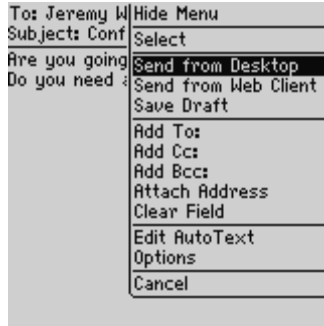bars appear beside the wireless coverage indicator.)

Note	If you are not in an area of sufficient wireless coverage, you do not need to cancel sending your email message. The handheld will automatically send the message when you return to an area with sufficient wireless coverage.

To send an email message from a specific service book

If you are using your handheld with multiple service books, you can select the
account from which you want messages sent.

1. On the Home screen, click the **Compose** icon. The To: screen appears.

2. Select a contact and click the trackwheel to view the menu. Click **Email**.

3. Type a subject in the subject line and press ENTER. Type your message. After
    your message is complete, click the trackwheel to view the menu.

4. To send your message from your enterprise email account, click **Send from
    Desktop**.

To send your message from your new or ISP email account, click **Send from Web Client**.

```
To: Jeremy W Hide Menu
Subject: Conf Select
Are you going  Send from Desktop
Do you need    Send from Web Client
               Save Draft
               Add To:
               Add Cc:
               Add Bcc:
               Attach Address
               Clear Field
               Edit AutoText
               Options
               Cancel
```

You return to the Messages screen. The message is sent from the account that you selected. Your default service will appear first on the menu.

Note	If you are replying to or forwarding a message, you cannot select the service from which you want to send the message. The reply or forward must be routed through the same service as the original message.

You can set your default service on the Message Services screen. On the Home screen, click the **Options** icon. Click **Message Services**. For more information on the Message Services screen, refer to the *Handheld User Guide.*

You can use the handheld's advanced email messaging features, such as adding attachments, sending email messages to one-time recipients, and sending email messages to many contacts. Refer to the *Handheld User Guide* for more information.

To send an SMS message

1. On the Home screen, click the **Compose** icon. The To: screen appears.

2. Select a contact for whom you have an SMS-compatible number included in the Address Book entry. Click the trackwheel to view the menu. Click **SMS**.

Note	If the Address Book entry for your recipient contains multiple phone numbers, you will be prompted to select the one to which the SMS message should be sent. Click the number that you want to use.

3. Type your message. As you type, the number of characters you have entered will appear in the top right corner of the screen. SMS messages are limited to 160 characters.

Note	If you type more characters than the message can accommodate, a **Field Full** message appears. Press BACKSPACE to delete some of the characters.

4. After you have composed your message, click the trackwheel to view the menu. Click **Send**. You return to the Messages screen.

If you are in an area of wireless coverage sufficient for sending SMS messages, a check mark will appear beside the message within a short period of time. This icon indicates that your message was transmitted successfully. (You can send SMS messages if **GPRS** or **GSM** appears below the wireless coverage indicator and one or more bars appear beside the wireless coverage indicator.)

Note	You can use the handheld's advanced SMS messaging features, such as AutoText entries and sending SMS messages to one-time recipients. Refer to the *Handheld User Guide* for more information.

Using AutoText

You can increase how quickly you compose email and SMS messages by using the handheld's AutoText function. By configuring the default AutoText entries and adding new entries that meet your specific needs, you can automatically compose

frequently used phrases or messages with a few keystrokes, correct commonly misspelled words, replace abbreviations and acronyms with complete words, and insert punctuation marks and symbols in your message without using ALT or the symbols library.
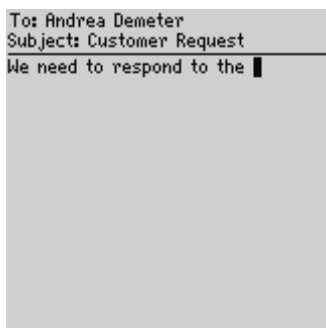
How AutoText works

The following procedure illustrates how AutoText works.

1. On the Home screen, click the **Compose** icon. The To: screen appears.

2. While composing your message, type the text **hte**. The text **hte** is a default AutoText entry that tells the handheld to automatically replace the text with the correctly spelled word **the**.

```
To: Andrea Demeter
Subject: Customer Request
We need to respond to hte█
```
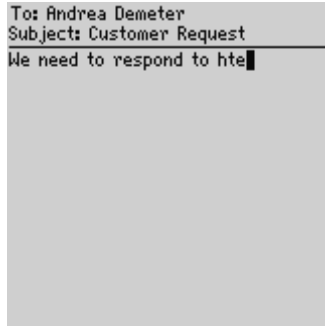
3. When you press SPACE, the correct spelling replaces the error.

```
To: Andrea Demeter
Subject: Customer Request
We need to respond to the ▮
```

Note	You can also add, edit, and delete AutoText entries. Refer to the *Handheld User Guide* for more information.
	You can also use AutoText entries in your SMS messages to insert a phrase from one keyword.

Reading messages

When you receive a new message, you will receive visual notification on the Home screen, and any other notification, depending on how you have configured the handheld's notification profiles.

To read an email message

1. On the Home screen, click the **Messages** icon. The Messages screen appears. Email messages and SMS messages are listed in chronological order, grouped by date.

2. Select a received email message and click the trackwheel to view the menu. Click **Open**.

Received email message actions

After you have read the message, you can click one of the following actions:

Mark Unopened: This action marks the current email message as unopened. If you synchronize your handheld with your desktop, unopened email messages on your handheld remain marked as unopened on your desktop. Refer to the online *Handheld User Guide* for more information on marking messages as unopened.

File Message: This action files the current email message in a folder that you specify. If you synchronize your handheld with your desktop, email messages filed on your handheld are moved to the corresponding desktop folder. Refer to the online *Handheld User Guide* for more information on filing messages.

Integration with enterprise email account	You can only file messages if you have integrated your desktop software with an enterprise email account.

Save Message: This action saves the open email message. Messages saved on the handheld are copied to the Saved Messages screen. Refer to the online *Handheld User Guide* for more information on saving messages.

Reply: This action sends a reply to the sender of the open email message and includes the text of the original message as part of the reply. All of the original message is sent, even if it was truncated on your handheld. **Reply** is the default menu option.

Forward: This action forwards the open email message to a contact that you specify. If an attachment is included with the message, it will be forwarded with the message. The original text of the message is forwarded along with any additional text that you type.

Reply to All: This action sends a reply to all recipients and includes the text of the original email message as part of the reply.

Note	If you click **Reply** or **Reply to All** from the menu, but you do not want to include the original text in your message, you can delete it. While composing your reply, click the trackwheel to view the menu. Click **Delete Original Text**.

Delete: This action deletes the open email message. Refer to the online *Handheld User Guide* for more information on deleting messages.

Show Qualified Address: This action shows the full SMTP email address of the recipient or sender. This option is only available when your cursor is in the **From** or **To** field of the open email message with the friendly name (a person's name as it appears in an email list or address) showing.

Show Friendly Name: This action shows the first and last name of the sender or the recipient. This option is only available if your cursor is in the **From** or **To** field of

the open email message with the qualified address (the full SMTP email address for the contact) showing and if the contact is included in your Address Book.

Add to Address Book: This action adds the sender of the email message to your Address Book.

Previous Item: This action closes the current item and opens the previous item (if a previous item exists).

**Next Item:** This action closes the current item and opens the next item (if a next item exists).

Next Unopened Item: This action closes the current item and opens the next unopened item (if an unopened item exists)**.**

Integration with enterprise email account	If you reply to an email message using your handheld, the corresponding message in your desktop email will be marked as opened and replied to. If you forward a message, the corresponding message will be marked as opened and forwarded.

Note	Refer to the online *Handheld User Guide* for more information on working with received email messages.

To read an SMS message

1. On the Home screen, click the **Messages** icon. The Messages screen appears. SMS and email messages are listed in order from most to least recent, grouped by date.
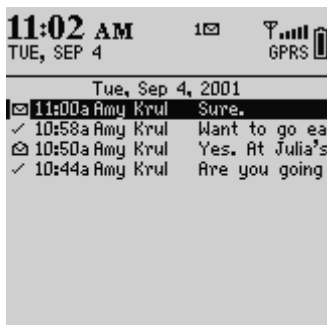
2.   Select a received SMS message and click the trackwheel to view the menu. Click **Open**.

3.   The new message appears on your screen at the top of a session view. A session view shows the previous messages sent to or received from the contact, allowing you to read your SMS message in context. If necessary, use the trackwheel to scroll to view the oldest messages.

```
Amy Krul
☑ Sep 4, 2001 11:00:09 AM
Sure.

✓ Sep 4, 2001 10:58:15 AM
Want to go early and meet for
coffee?

☑ Sep 4, 2001 10:50:38 AM
Yes. At Julia's.

✓ Sep 4, 2001 10:44:16 AM
Are you going to the off-site
meeting? Where is it?
```
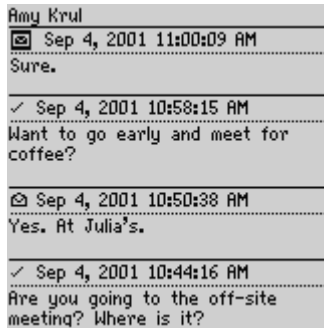
Received SMS messages options

After you have read a new SMS message, you can click one of the following actions:

Mark Unopened: This action marks the current SMS message as unopened. When you return to the Messages screen, the unopened icon is displayed. Refer to the online *Handheld User Guide* for more information about marking messages as unopened.

Save Message: This option saves the open SMS message. As with email messages, SMS messages saved on the handheld are copied to the Saved Messages screen. Refer to the online *Handheld User Guide* for more information on saving messages.

Reply: This option sends a reply to the sender of the open SMS message.

Forward: This action forwards the open SMS message to a contact that you specify.

Delete: This option deletes the open SMS message. Refer to the online *Handheld User Guide* for more information on deleting messages.

Show Qualified Address: This action shows the full SMS-compatible phone number of the recipient or sender. This option is only available when your cursor is

at the top of the open SMS message with the friendly name (a person's name as it appears in an email list or address) showing.

Show Friendly Name: This action shows the first and last name of the sender or the recipient. This option is only available if your cursor is at the top of the open SMS message with the qualified address (the full SMS-compatible phone number for the contact) showing and if the contact is included in your Address Book.

Add to Address Book: This action adds the sender of the SMS message to your Address Book.

Previous Item: This option closes the current item and opens the previous item (if a previous item exists).

Next Item: This option closes the current item and opens the next item (if a next item exists).

Next Unopened Item: This option closes the current item and opens the next unopened item (if an unopened item exists).

Using the Phone function

You can use your handheld's Phone function if **GSM** or **GPRS** appears below the wireless coverage indicator and one or more bars appear beside the wireless coverage indicator.

Note	Depending on your service provider's plan, some functions may not be available on your handheld. Contact your service provider or network operator for more information on available services.

To place calls

You can use your handheld as you would use a regular telephone. You can also use the optional headset with your handheld. If you are using the headset, connect the headset to your handheld before placing phone calls.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.

2. Click the trackwheel to view the menu. Click **New Call**. The Select Address screen appears.

3. Select an existing contact (or add a new one if necessary) and click the trackwheel to view the menu. Click **Call**.

```
Select Addres:|Hide Menu
[Use Once]    |Call 555 1234 (Work)
Amy Krul      |
Andrea Demete |New Address
Jeremy Wright |View Address
Karen Wilhelm |Edit Address
Katie Visram  |Delete Address
Scott Tooke   |Options
              |Cancel
```
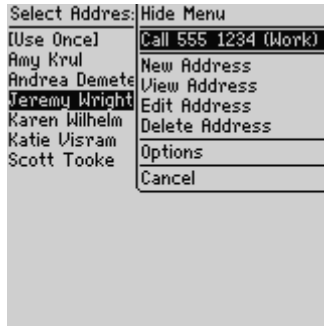
Note	If you have specified more than one phone number for a contact, your contact's phone number and the type of phone number will not appear on the menu. After you select **Call** from the menu, you are prompted to select the phone number that you want to call.

The Phone screen appears, and displays **Calling**, as well as the Address Book information that you have saved for your contact. Your handheld dials the number that you have selected.

After the recipient answers your call, the Phone screen displays **Connected to**. A 2-way arrow appears in the top right corner of your screen to indicate that a call is in progress and a call timer appears to the left of the wireless coverage indicator, displaying the length of your call.

You can end the call by pressing ENTER before or after it is connected. A volume indicator appears below the number you have called. Roll the trackwheel to increase or decrease the volume.

To answer calls

When you receive a call, you will receive visual notification and any other notification, according to how you have configured the **Phone** item in your current notification profile.

Note	If you are composing an email or an SMS message or are in one of the handheld's other functions when you receive a phone call, the action will be interrupted until you answer or ignore the phone call. If you answer the phone call, the Phone screen appears. Press ESC to return to the last function in which you were working.
	When you receive an incoming call, the contact's name and phone number will appear if the contact has been added to your Address Book. The contact's name and phone number will also appear if you have subscribed to a caller identification service.

When you receive a new phone call, a dialog box appears on your handheld's screen, prompting you to answer or ignore the call.

- If you are not connected to any other calls and want to answer the call, click **Answer**. You are connected to the caller.

- If you are not connected to any other calls and want to answer the call and put the caller on hold, click **Answer and Hold**. You are connected to the caller but the call is immediately put on hold. To resume your call, press ENTER.

- If you are already connected to a phone call but have finished your conversation and want to answer the incoming call, click **Answer - Drop Current**. The first phone call is disconnected and you are connected to the incoming call.

- If you are already connected to a call but have not finished your conversation and want to answer the incoming call, click **Answer - Hold Current**. The current phone call is put on hold and you are connected to the incoming call. While connected to the two calls, you can alternate between them, by pressing ENTER. Refer to the *Handheld User Guide* for more information on using the Phone function.

- If you do not want to answer the incoming call, click **Ignore**. The caller will hear a busy signal or will be directed to your voice mail, depending on your service plan.

Note	You must subscribe to a call waiting service for the **Answer and Hold**, **Answer - Drop Current**, and **Answer - Hold Current** options to appear when you receive an incoming call.
	If your handheld is in the holster when you are notified of a new phone call, you can ignore the call by removing your handheld from its holster and quickly replacing it. The caller will hear a busy signal or will be directed to voice mail, depending on your service plan.
	You can also press the button on your headset to answer a call.

To end calls

When you have finished with your phone call, click the trackwheel to view the menu. Click **End Call**.
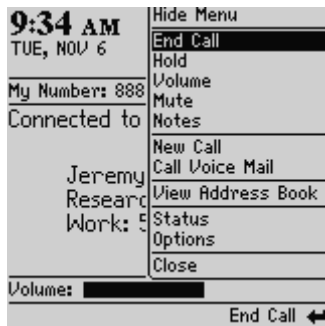
Note	If you are connected to a single call, press ENTER to end a call.
	You can end a call by clicking ESC twice while your handheld is in the holster.
	You can also press the button on the headset to end a call.
	You can use other features in the Phone function, such as holding and muting calls, configuring call forwarding and call barring, and initiating conference calls. Refer to the *Handheld User Guide* for more information.

Adding tasks

Add new tasks to your handheld to keep a record of things you need to do.

To add tasks

1.   On the Home screen, click the **Tasks** icon. The Find screen appears.

2. Click the trackwheel to view the menu. Click **New Task**. The New Task screen appears.

3. Type the information for the task. Press ENTER after each field.

4. In the **Status**, **Priority**, and **Due** fields, use SPACE to scroll through your options. Release SPACE to set the field to your preference.

```
New Task
Task: Call France office
Status:                    Not Started
Priority:                       Normal
Due:                          By Date:
                     Wed, Sep 5, 2001
Notes:
```

5. Click the trackwheel to view the menu. Click **Save Task**.

Tip	You can clear a field by clicking the trackwheel to view the menu and clicking **Clear Field**.

Your new task will be listed on the Find screen.

Task fields

The New Task screen contains the following fields:

Task: Type the subject of the task.

Status: Select the status of the task. Your options are **Not Started**, **In Progress**, **Completed**, **Waiting**, and **Deferred**. By default, this option is set to **Not Started**.

Priority: Select the priority of the task. Your options are **Normal**, **Low**, and **High**. By default, this option is set to **Normal**.

Note	If you set the **Priority** field to **High**, an exclamation mark appears beside the task on the Find screen.
	If you set the **Priority** field to **Low**, a "down arrow" icon appears beside the task on the Find screen.

Due: Select the date by which the task should be completed. Your options are **None** or **By Date**. If you select **None**, no due date will be recorded for this task. If you select **By Date**, you can set the date by which this task is due. By default, this option is set to **None**.

Notes: Type any reference notes you would like to record about the task.

Note	You can also view, edit, and delete tasks and change task status. Refer to the *Handheld User Guide* for more information.

Adding memos

You can add new memos to your handheld to record new lists.

To add memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.

2. Click the trackwheel to view the menu. Click **New Memo**.
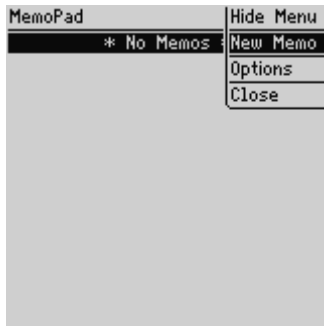
3. Type a title for your memo and press ENTER, then type the body of the memo.

4. After you have composed the memo, click the trackwheel to view the menu. Click **Save Memo**.

You return to the Find screen where your new memo appears in alphabetical order.

Note	To save your memo, you must include a title.
	You can also view, edit, and delete memos. Refer to the *Handheld User Guide* for more information.

Using the Calculator function

You can perform simple mathematical operations using the Calculator function. Similar to a regular calculator, your handheld's Calculator provides basic math functions and memory recall. Unlike a regular calculator, your handheld can also perform measurement conversions. Refer to the *Handheld User Guide* for more information on using the Calculator.

Adding appointments

You can add new appointments to your handheld's Calendar.

WARNING	If you turn off your handheld using the silver key or the **Power Off** icon on the Home screen, Calendar reminders do not turn on the handheld and you will not be notified. Set the Auto On/Off function if you want Calendar reminders to turn on the handheld. Refer to "Configuring handheld options" on page 66 for more information.

To add appointments

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.

2. Click the trackwheel to view the menu. Click **New Appt**. The New Appointment screen appears.

3. In the appropriate fields, type the information for the appointment.

```
New Appointment
───────────────────────────────
Subject: Status review
Location: Room A
───────────────────────────────
☐ All Day Event
Start:    Wed, Sep 5, 2001 11:00 AM
End:      Wed, Sep 5, 2001 12:00 PM
Duration:            1 Hour 0 Mins
Reminder:                 15 Min.
───────────────────────────────
Recurrence:                 None
No Recurrence.
───────────────────────────────
Notes:
```

4.   In the **Duration** field, set the length of time for which the appointment will occur. When you modify this field, the **End** field will automatically reflect the changes.

5.   In the **Reminder** field, set how much time in advance you want to be notified of the appointment. If you do not wish to be reminded of the appointment, set this field to **None**.

| **Note** | If you want your appointment to recur regularly, follow steps 6 through 8. If you do not want your appointment to recur regularly, proceed to step 9. |

---

6.   In the **Recurrence** field, press SPACE until the desired recurrence option appears on your screen. Choose from **Daily**, **Weekly**, **Monthly**, **Yearly**, or **None**. (For this example, select **Daily** to set an appointment that recurs on a daily basis.) Below the **Recurrence** field, additional fields and a message describing the recurrence pattern appear.

7.   In the **Every** field, press SPACE until the desired amount of time between appointments appears. (For this example, select **2** to set an appointment that recurs every second day.)

```
New Appointment
Subject: Status review
Location: Room A

□ All Day Event
Start:    Wed, Sep 5, 2001 11:00 AM
End:      Wed, Sep 5, 2001 12:00 PM
Duration:            1 Hour 0 Mins
Reminder:                  15 Min.

Recurrence:                  Daily
Occurs every other day.
Every:                           2
End:                         Never

Notes:
```

Note	If you set your appointment to recur weekly, you can specify the day of the week on which it should recur. If you set your appointment to recur monthly or yearly, you can set whether you want the appointment to recur on the exact date or on the relative date. For example, you can specify that your recurring appointment occurs on the 28th of each month (exact date) or on the last Monday of each month (relative date).

8. In the **End** field, set the specific date on which the recurring appointment should end. (By setting this field to **Never**, you will have a constant recurring appointment.)

9. In the **Notes** field, type any additional notes for the appointment. After you have created the appointment, click the trackwheel to view the menu. Click **Save**.

You return to the Calendar screen.

Enabling wireless calendar synchronization

If you enable wireless calendar synchronization, your desktop Calendar is synchronized with your handheld's Calendar. Any changes made to your desktop Calendar are reflected on your handheld, and vice versa. You do not need to

connect your handheld to your desktop for calendar synchronization to occur, because synchronization occurs over the wireless network.

Integration with enterprise email account   You can only enable wireless calendar synchronization if you have integrated your desktop software with your Microsoft Exchange enterprise email account. You must be using Microsoft Outlook as your desktop email program and your handheld must also be enabled on version 2.1 of the BlackBerry Enterprise Server for Microsoft Exchange. Ask your system administrator whether you can enable wireless calendar synchronization.

To enable wireless calendar synchronization

Before enabling wireless calendar synchronization, connect your handheld to your desktop and synchronize your handheld and desktop Calendars using the **MS Outlook 97/98/2000** translator. Refer to the *Intellisync Online Help* for more information on synchronizing. You should also back up your handheld Calendar. Refer to the *Backup and Restore Online Help* for more information.

To enable wireless calendar synchronization, you must configure the BlackBerry Desktop Software's Intellisync tool to synchronize with a particular translator. The desktop software will perform an initial serial synchronization, then will enable wireless calendar synchronization.

1. In the BlackBerry Desktop Manager, double-click the **Intellisync** icon. The Intellisync window appears.

2. Click **Configure PIM**. The Handheld Configuration window appears. Select the **Calendar** application and click **Choose**. The Choose Translator window appears.

3. From the list of available translators, select **MS Outlook Wireless Sync** and click **OK**. You return to the Handheld Configuration window.

Note   In the Choose Translator window, **Synchronize** is selected as the default operation. This operation will keep your handheld and desktop Calendars synchronized over the wireless network. If you change the operation to **Import**, any change you make on your desktop Calendar is imported to your handheld Calendar over the wireless network. If you change the operation to **Export**, any change you make on your handheld Calendar is exported to your desktop Calendar over the wireless network.

4. Ensure that the check box beside the **Calendar** application is selected and click **OK**. You return to the Intellisync window.

5. In the **Synchronize now** section at the top of the window, select **Synchronize PIM** check box.

Tip	If you have many appointments to transfer to your handheld, you may want to clear the other check boxes before completing the next step. You may also want to select only the Calendar application for synchronization.

6. Click **Synchronize now** to transfer your Microsoft Outlook Calendar entries to your handheld. A dialog box appears. If you continue with the operation, your existing handheld Calendar entries will be erased and will be replaced with your desktop Calendar entries. Click **OK** to continue. Another dialog box appears.

7. The first time you enable wireless calendar synchronization, your Outlook local Calendar must be disabled. Click **OK** in the dialog box to have your local Calendar disabled automatically.

The desktop software performs a serial synchronization and the entries from your desktop Calendar are transferred to your handheld. Any subsequent calendar updates are sent over the wireless network. As long as the check box is selected beside the **Calendar** application in the Handheld Configuration window, wireless calendar synchronization is enabled. If you clear the check box or select a new translator, wireless calendar synchronization is automatically disabled.

If a change is made to an existing appointment or a new appointment is added in your desktop calendar, and you have wireless calendar synchronization enabled, you will not receive notification of the change on your handheld. Check your handheld's Calendar regularly to see any updates.

Note	In the Calendar function, you can also switch Calendar views, edit and delete appointments, and create meeting requests. Refer to the *Handheld User Guide* for more information.

Using the Browser function

To use your Browser, you must be in an area with sufficient wireless coverage for browsing web pages. You can browse web pages if **GPRS** appears below the

wireless coverage indicator. You might be able to browse web pages if **GSM** appears.

Note	Depending on your service provider's plan, some functions may not be available on your handheld. Contact your service provider or network operator for more information on available services.

To open web pages using links

1. On the Home screen, click the **Browser** icon. The Browser Bookmarks screen appears.

Note	By default, the Browser Bookmarks screen appears when you start the Browser function. However, you can set a different default subfolder that will appear every time you start the Browser function. Refer to the *Handheld User Guide* for more information.

2. Select **Home Page** and click the trackwheel to view the menu.

```
Browser Hide Menu
Home Pa Get Link
         Go To...
         Edit Bookmark
         View Bookmark Subfolders
         Options
         Close
```
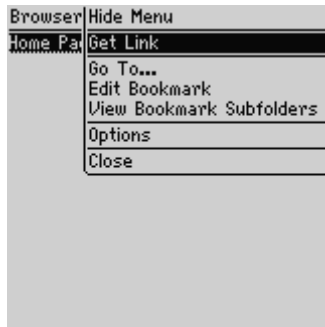
3. Click **Get Link**. The Browser function's home page appears.

4. Select a link in the home page. Click the trackwheel to view the menu. Click **Get Link**.

The requested web page appears.

Note	If **Get Link** does not appear on the menu, you have not correctly selected a link. Scroll to the link again and click the trackwheel to view the menu. Click **Get Link**.
	The arrow in the top right corner of your handheld's screen indicates that the requested web page is loading. To stop loading the web page, click the trackwheel to view the menu and click **Stop**.

To open web pages using web page addresses

1. On the Home screen, click the **Browser** icon. The Browser Bookmarks screen appears.

2. Click the trackwheel to view the menu. Click **Go To**. The Go To dialog box appears.

```
Browser Bookmarks
Home Page

  Go To:
  http://█
         [OK] [Cancel]
  [Clear] [Paste Address]
```

3. Type the address of the web page that you want to view. Press SPACE to insert a period.

4. Click **OK**.

The requested web page appears.

To open web pages using bookmarks

1. On the Home screen, click the **Browser** icon. The Browser Bookmarks screen appears. By default, your saved bookmarks appear on the Browser Bookmarks screen.

2. Select the bookmark for the web page that you want to view. Click the trackwheel to view the menu. Click **Get Link**. The requested web page appears.

Note	In the Browser function, you can also create bookmark subfolders, add, edit, and delete bookmarks, save web pages and requests to your Messages screen, and set your Browser options. Refer to the *Handheld User Guide* for more information.

Summary

In this chapter, you learned the basic features of the handheld's functions. You can send and receive email and SMS messages, place and answer phone calls, enable wireless calendar synchronization, browse web pages, and add Address Book entries, tasks, memos, and appointments.

Using your handheld's applications - Tips

*   Press ALT and roll the trackwheel to scroll horizontally in any screen where you can type text.

*   Press SPACE to insert the "@" and "." characters in an **Email** field.

*   Press and hold "G" while rolling the trackwheel to scroll through available currency symbols.

*   When typing text, press and hold a letter while rolling the trackwheel to scroll through accents, symbols, or marks associated with that character. When the desired character appears, release the letter key.

*   Press ALT + RIGHT SHIFT to turn on CAP-lock mode. Press SHIFT or ALT to turn it off.

*   Press ALT + LEFT SHIFT to turn on NUM-lock mode. Press SHIFT or ALT to turn it off.

*   Type the first letters of a task or memo to locate it on the Find screen.

*   Press SPACE in the body of an open received message or on the Messages screen to move down a page. Press SHIFT + SPACE to move a page up.

5

Frequently asked questions

This chapter includes answers to questions frequently asked about the handheld. Refer to the online Help in the desktop software for more FAQs on the handheld and the desktop software.

Alarm

Why is my alarm not notifying me?

- Ensure that you have enabled the alarm by setting the **Alarm On/Off** field to **On**. When the alarm is set, a bell icon appears on the Home screen. Refer to the online *Handheld User Guide* for information on setting this function.

- Ensure that the **Alarm** item is set correctly in your selected notification profile. In the **Alarm** item of your selected notification profile, the **Volume** field should be set to **Low**, **Medium**, **Escalating**, or **High**, rather than **Mute**. Refer to the online *Handheld User Guide* for more information on customizing notification profiles.

Battery

Why is my battery depleting quickly?

There are several reasons why your battery may deplete quickly. Following these suggestions can help extend battery life:

- Limit sending long email messages or use of the Phone.

- Limit your use of the backlighting feature.

- Enable the handheld's Auto On/Off feature to conserve the handheld's battery at night or on weekends.

- If you are sending the same email message to more than one person, use multiple recipients in one message rather than transmitting the same message

more than once. Refer to the online *Handheld User Guide* for information on composing an email message to multiple recipients.

- Turn off your handheld's radio when you do not need to send or receive messages, place phone calls, or browse web pages, or when you will be in an area without wireless coverage for an extended period of time.

Integration with enterprise email account	Set filter rules in the desktop software's Redirector Settings tool to specify which email messages should be forwarded to your handheld. Refer to the *Redirector Settings Online Help* for more information.
Integration with new or ISP email account	Set filter rules on the BlackBerry Web Client to specify which email messages should be forwarded to your handheld. Refer to the *BlackBerry Web Client Online Help* for more information.

What should I do if my handheld does not turn on?

Recharge your handheld's battery. Refer to "Charging your handheld" on page 29 for more information on using and charging the battery.

If your handheld will not turn on after recharging the battery, reset the handheld. Refer to "Resetting the handheld" on page 115 for more information.

Browser

Can I use the handheld's other functions while I wait for a web page to load?

Yes. Use the Browser to request an address and, while it is loading, click the trackwheel to view the menu. Click **Save Page**. You can then use the handheld's other functions without losing your web page request. After the web page is loaded, a "**W**" icon appears on your Home screen. Refer to the online *Handheld User Guide* for more information on requesting web pages.

Service books

Why is there a book icon on my handheld's Home screen and what should I do?

After you have activated your handheld, your handheld receives a service book that enables its functionality. If you are using the Browser function or have integrated your handheld with a new or ISP email account, a second service book

may be sent to your handheld. If a second service book is received, a book icon appears on the Home screen. If the book icon appears, you should manually accept the second service book.

To accept the new service book, on the Home screen, click the **Options** icon. The Device Options screen appears. Click **Service Book**. The Service Book Entries screen appears. The new service book is selected. Click the trackwheel to view the menu. Click **View Entry**. The Verify New Service Record screen appears. Click the trackwheel to view the menu. Click **Accept**.

Note	You can accept or decline the new service book. If you have not been told by your service provider to decline the new service book, select **Accept**.
	Your handheld must be turned on to receive the new service book.
	You can view the service books available to your handheld by on the Home screen, clicking the **Options icon** and clicking **Message Services**.

Storage

What should I do if I will not be using my handheld for a short period of time?

If you expect that you will not be using your handheld for a short period of time (two weeks or less) turn the handheld off. On the Home screen, click the **Turn Power Off** icon.

To turn on the handheld again, press the silver key.

What should I do if I will not be using my handheld for an extended period of time?

Before storing your handheld for an extended period of time, you should save the information from your handheld to your desktop using the desktop software's Backup and Restore tool.

If you expect that you will not be using your handheld for many weeks or months, put the handheld into storage mode. On the Home screen, click the **Options** icon. On the Device Options screen, click **Storage Mode**. Click **Yes** in the four dialog boxes that follow.

Your handheld shuts down and, after approximately 24 hours, enters a special storage state. You should store your handheld in a cool, dry place. When you press any keys or click the trackwheel while your handheld is in this state, it will not respond.

To reactivate your handheld, insert your handheld in the cradle (as you did when you first received your handheld) and recharge the battery.

All of your stored addresses and messages will be preserved while your handheld is turned off. However, your handheld will no longer have the correct date and time. To reset the date and time, refer to "Setting the date and time" on page 41 of this guide or synchronize your handheld with the desktop software's Intellisync tool. If you do not reset the date and time, messages and phone calls will appear at the bottom of the Messages screen.

Integration with enterprise email account	If you put your handheld in storage mode, the current encryption key is lost. When you reactivate your handheld, you must generate a new encryption key before you can send and receive email messages. Generate an encryption key on the **Security** tab of the desktop software's Redirector Settings tool.

Home screen

How do I return to the Home screen?

The screen that displays the function icons, and the date and time, is called the Home screen. Press ESC repeatedly until you return to the Home screen.

You can also select **Close** or **Cancel** from an application's menu or, on the Device Options screen, click **[Return to Home Screen]**.

LCD screen

What can I do if my LCD screen seems faint?

If you are operating your handheld in low-light conditions, try using the backlighting feature. While the handheld is on, press the silver key once to activate backlighting. It will turn off after ten seconds if you have not pressed a key or used the trackwheel. You can turn off the backlighting manually by pressing the silver key again.

If your screen seems faint all the time, check the **Screen/Keyboard** option on the Device Options screen. On the Home screen, click the **Options** icon. Click **Screen/Keyboard**. In the **Screen Contrast** field, press SPACE to select a different contrast. After you have set the field to your preference, click the trackwheel to view the menu. Click **Save Options**.

Messages

Why did I have two email messages on my handheld before I turned on the radio?

These email messages are previously loaded on your handheld and contain information to help you learn about your handheld when you first receive it. As soon as you turn on the radio, a third email message should arrive, indicating that the handheld is registered on the wireless network.

Why are my email and SMS messages not being sent?

A clock icon beside the message header on the Messages screen indicates that the message has not been sent.

- Ensure that your handheld's radio has been turned on (on the Home screen, click the **Turn Wireless On** icon), and ensure that you are within an area of sufficient wireless coverage. You can send and receive email messages if **GPRS** appears below the wireless coverage indicator. You can send and receive SMS messages if **GPRS** or **GSM** appears below the wireless coverage indicator. Refer to "Network status icons" on page 59 for more information on the wireless coverage indicator.

- Check the Network screen to determine whether your handheld has been activated on the network.

- Try resending your message. As long as a clock icon appears beside the message when you resend it, another attempt is made to transmit the original message. Refer to the online *Handheld User Guide* for detailed information on resending messages.

What should I do if an email message is returned?

A returned message will have an "x" beside it on the Messages screen.

- Try resending the message. If you still receive an "x," open the email message and scroll to the top of it. The **Message Status** field indicates why the email message was returned. Follow the instructions provided.

Why am I not being notified when new items arrive, even though I have set the handheld to notify me?

- Ensure that the volume setting of your selected notification profile is set to either **Low**, **Medium**, **High**, or **Escalating**, rather than **Mute**. If the volume is set to **Mute**, the tone will not sound when new messages arrive.

- Ensure that the **Repeat Notification** field for your selected profile is set to **Low**, **Medium**, or **High** so that you are reminded of unopened messages on your handheld.

Refer to the online *Handheld User Guide* for more information on customizing notification profiles.

Phone

Can I use voice mail, call forwarding, call barring, and other supplementary services with my handheld?

You can customize voice mail, call forwarding, call barring and other supplementary services on your handheld. These services, however, must be activated on your account before you are able to use them. Contact your service provider for more information on having these supplementary services enabled. Refer to the *Handheld User Guide* for more information on customizing these services.

Can I send my call notes to someone else from my handheld?

Yes, you can send your call notes to other people using the **Forward** function. Open the call for which you have made notes and click the trackwheel to view the menu. Click **View Call Log** and click the trackwheel to view the menu. Click **Forward**. Select the person to whom you want to send the notes. Click the trackwheel to view the menu and click **Continue**. Send the email message which is created. Refer to the online *Handheld User Guide* for more information about call notes.

Punctuation

Where can I find the period (.) and other punctuation marks on my keyboard?

- The quickest way to type a period (.) is to press SPACE twice at the end of a sentence. The next letter is capitalized automatically.

- Press ALT and an associated character at the same time to insert common punctuation marks. You will see the punctuation mark printed in the alternate color above the primary key on the keyboard. Refer to "Using the keyboard and trackwheel" on page 49 for information on ALT and special key combinations.

- Other punctuation marks are included in the symbols library, which you can open by pressing ALT + SPACE in a text field. Refer to the online *Handheld User Guide* for information on how to insert a symbol.

- You can also insert international and accented characters in your messages. When composing a message or entering text, press and hold a letter while rolling the trackwheel to scroll through international characters, marks, and equation symbols. When the desired character appears, release the letter key.

Enterprise email account FAQs

Why am I not receiving all of my email messages?

If you are not receiving some messages on your handheld, check whether any of the following situations apply.

Microsoft Exchange   **Is your computer turned on?** If you are using the BlackBerry Desktop Redirector to forward your email, your computer must be on whenever you want to receive messages on your handheld. If your company is using the BlackBerry Enterprise Server to forward your email, you do not need to leave your computer turned on.

- **Is your handheld in the cradle and connected to your computer?** By default, if your handheld is in the cradle, you will not receive any email messages while the desktop software is running. Remove your handheld from the cradle to determine whether email messages are being forwarded properly.

- **Do you have message forwarding enabled?** Check the **General** tab settings and ensure that the **Forward messages to my handheld** check box is selected.

- **Are you within an area of sufficient wireless coverage?** You can send email messages if **GPRS** appears below the wireless coverage indicator in the top right corner of the screen. One or more bars must also appear beside the wireless coverage indicator to send email messages.

- **Have you set folder redirection?** Check the **Advanced** tab settings and ensure that you have selected the proper folders from which email messages should be redirected.

- **Have you set filter rules?** Check the filters in the Redirector Settings tool of the desktop software to ensure that the messages you want to receive are being forwarded. Refer to the *Redirector Settings Online Help* for information.

- **Have you set the filter order correctly?** The order in which the filters appear in your filter list reflects the order in which they are applied to new

messages. You should check to see whether one of your filters is preventing desired messages from being redirected to your handheld.

- **Have filters been added at your BlackBerry Enterprise Server?** If your system administrator has applied filters on the server, they will override any filters that you have set on your desktop and, as a result, some email messages may not be forwarded. Check with your system administrator to see if any filters have been added.

- **Have you opened the messages on your desktop?** There are certain instances where email messages may not be forwarded to your handheld if they have already been read on your desktop before being processed by the BlackBerry Enterprise Server. If you are in an area of low wireless coverage and you read a message on your desktop, the BlackBerry Enterprise Server may not recognize the message as unopened. Therefore, it will not be forwarded to your handheld.

New or ISP email account FAQs

Why am I not receiving all of my email messages?

If you are not receiving some messages on your handheld, check whether any of the following situations apply.

- **Are you within an area of sufficient wireless coverage?** You can send email messages if **GPRS** appears below the wireless coverage indicator in the top right corner of the screen. One or more bars must also appear beside the wireless coverage indicator to send email messages.

- **Do you have message forwarding enabled?** Check the BlackBerry Web Client web site and ensure that the **Forward messages to my BlackBerry handheld** check box is selected. (The address for this web site is available from your service provider.)

- **Have you set filter rules?** Check the filters on the BlackBerry Web Client's Filters page to ensure the email messages you want to receive are being forwarded.

- **Have you set the filter order correctly?** The order in which the filters appear in your filter list reflects the order in which they are applied to new messages. You should check to see whether one of your filters is preventing desired messages from being redirected to your handheld.

Removing the desktop software

If you choose to remove any existing versions of the desktop software before installing the latest software, some settings will be lost.

To remove the desktop software

1. Close the desktop software if it is running.

> **Microsoft Exchange**   If you are using the BlackBerry Desktop Redirector to forward your email messages to your handheld, you must close it before removing the desktop software.

2. On the Windows taskbar, click **Start** and select **Settings > Control Panel > Add/Remove Programs**. The Add/Remove Programs window appears.

3. From the **Currently installed programs** list, select the **BlackBerry Desktop Software**. Click **Change/Remove**. The InstallShield Wizard appears.

4. Select the **Remove** option and click **Next**. The Confirm Deletion window appears. Click **OK**. The InstallShield Wizard removes the desktop software.

5. Click **Finish**.

You can no longer use the desktop software's tools. Refer to "Installing the desktop software" on page 34 for more information on installing the desktop software.

Resetting the handheld

On rare occasions, your handheld may report an internal handheld error message, instructing you to press "R" to reset. Doing so will return your handheld to normal operation after a few minutes. Try sending yourself a message and verify on the Status screen that all the information has been properly restored to your handheld.

A reset hole is located on the back of your handheld. Usually, you would not need to reset your handheld using the reset hole. However, if your handheld "locks up" (no longer responds when you press keys or use the trackwheel), you can use this method to reset your handheld. You can insert one end of a paper clip in the reset hole to press the reset button, which will restart and restore your handheld to

normal operation. The reset hole is located in the information label on the back of your handheld.

Note	You can also reset your handheld by simultaneously pressing ALT + SHIFT + BACKSPACE.

If you reset your handheld, messages and other information stored on your handheld will not be lost. If you were in the process of composing a message, however, the message will be lost.

If you reset your handheld, you will not lose your connection to your desktop. After you reset your handheld, synchronize with the desktop software to restore information to your handheld.

6

Specifications

Mechanical properties

Weight: Approximately 145 g/5.3 oz

Size (LxWxH):   119 x 76 x 17 mm
                    4.6" x 3.0" x 0.70"

Memory: 8-MB Flash memory
                    1-MB SRAM

Display and control features

Display: Full graphic LCD with backlighting, 160x160 pixel
                    viewing area; backlit keyboard; option of 16, 18, or 20
                    lines per screen

Controls: Thumb-operated "roll-and-click" trackwheel; computer-
                    style keyboard; ESC key; on/off/backlight key; phone
                    key

Message   LED indicator, audible beeper, and mechanical vibrator;
notification: on-screen notification; notification options are user
                    configurable

Ports: Combined data/charging port; synchronization via high-
                    speed RS232-compatible data port

Power

Battery: Removable, rechargeable lithium cell

Power adapter: 6Vdc/ 500 mA AC power adapter

SIM interface: Supports 3V SIMs

Temperature

Operating: 0°C to 50°C / 32°F to 122°F

Storage: 10°C to 25°C / 50°F to 77°F

Radio specifications

Networks: GSM 900/PCS 1900

Power class: Class 4 (GSM 900), Class 1 (PCS 1800) as defined in
                        GSM 02.06

Frequency

Transmitting: GSM 880-915 MHz; PCS 1850-1910 MHz

Receiving: GSM 925-960 MHz; PCS 1930-1990 MHz

Regulatory conformance

Compliant with: PCS Type Certification Review Board (PTCRB)
                        Federal Communications Commission (FCC)
                        Industry Canada (IC)
                        Underwriters Laboratories (UL) for Canada and US
                        R&TTE Directive 1999/5/EC

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