



User Guide

Contents

BlackBerry basics	10
About typing input methods	10
Type text using SureType technology	10
Type text using multi-tap	10
Switch typing input methods	11
Switch applications	11
Assign an application to a Convenience key	11
Set owner information	11
Turn on standby mode	11
About links	12
Create a link for a PIN	12
Expand a folder	12
Collapse a folder	12
BlackBerry Basics shortcuts	12
No application opens when I press a Convenience key	13
Shortcuts	14
BlackBerry Basics shortcuts	12
Phone shortcuts	15
Camera shortcuts	16
Message shortcuts	16
Typing shortcuts	17
Search shortcuts	18
Attachment shortcuts	18
Browser shortcuts	19
Media shortcuts	19
Map shortcuts	20
Calendar shortcuts	20
Phone	22
Phone basics	22
Emergency calls	23
Volume	24
Voice dialing	24
Voice mail	26
Speed dial	26
Conference calls	27
Caller ID	28
Call logs	29
Call waiting	30

Call forwarding	30
Call blocking	31
Fixed dialing	32
Smart dialing	34
TTY support	34
Phone settings	35
Phone shortcuts	15
Phone troubleshooting	37
Voice dialing	24
Make a phone call using a voice command	24
Check your phone number using a voice command	24
Check the wireless coverage level using a voice command	39
Check the battery power level using a voice command	39
Set the voice dialing language	25
Turn off choice lists for voice commands	25
Adjust the sensitivity level for voice commands	25
Turn off voice prompts	25
Set playback options for voice dialing	25
Help your device recognize certain numbers	26
Voice dialing troubleshooting	40
Camera	42
Zoom in to or out from a subject	42
Take a picture	42
Set the default flash mode	42
Change the flash mode for a picture	42
Set a location for storing pictures	42
Set picture size	42
Set picture quality	43
Set white balance	43
View the number of remaining pictures	43
Camera shortcuts	16
Camera troubleshooting	43
Email messages	45
Email message basics	45
Email message folders	47
Sent messages	48
Filters	49
Email message forwarding	51
Message settings	53

Message list settings	54
Message shortcuts	16
Message troubleshooting	56
PIN messages	60
PIN message basics	60
Sent messages	48
Message list settings	54
Message shortcuts	16
Message troubleshooting	56
SMS messages	69
SMS text message basics	69
Sent messages	48
Cell broadcasting	71
Message settings	53
Message list settings	54
Message shortcuts	16
Message troubleshooting	56
MMS messages	80
MMS message basics	80
MMS message attachments	83
Message settings	53
Message list settings	54
Message shortcuts	16
Message troubleshooting	56
Typing	91
Typing input methods	91
Typing basics	92
AutoText	94
Word list	95
Typing shortcuts	17
Typing troubleshooting	98
Search	99
About search	99
Search for messages	99
Search criteria	99
View a list of saved searches	100
Change a saved search	100

Delete a saved search	100
Search for messages by contact or subject	100
Search for text in a message, attachment, web page, or memo	47
Search for organizer data and messages that contain specific information	101
Search shortcuts	18
Attachments	102
Attachment basics	102
Document attachments	103
Spreadsheet attachments	104
Media attachments	105
Presentation attachments	106
vCard attachments	107
Attachment shortcuts	18
Attachment troubleshooting	109
Synchronization	110
About synchronization	110
Wireless email reconciliation prerequisites	110
Reconcile email messages over the wireless network	110
Delete email messages over the wireless network	110
Wireless data synchronization prerequisites	111
Synchronize organizer data over the wireless network	111
About synchronization conflicts	111
Manage synchronization conflicts	111
About backing up and restoring device data	112
Wireless data restoration prerequisites	112
Delete all device data	112
Empty the deleted items folder on your computer from your device	113
Synchronization troubleshooting	113
Browser	115
Browser basics	115
Links, pictures, and web page addresses	117
Web page requests	118
Bookmarks	119
Web feeds	121
Browser settings	122
Browser security	124
Browser push	126
Browser shortcuts	19
Browser troubleshooting	128

Applications	129
Download an application	129
View properties for an application	129
Delete an application	129
View the size of an application database	129
Application troubleshooting	129
Media	130
Media files and folders	130
Media file management	131
Videos and pictures	133
Music and ring tones	135
Media card settings	137
Media shortcuts	19
Media troubleshooting	139
Maps	141
Map basics	141
Location bookmarks	143
Map shortcuts	20
Map troubleshooting	144
Contacts	145
Contact basics	145
Mailing lists	147
Caller ID	28
Categories	148
Address lookup	150
SIM card phone book	150
Contact list settings	151
Contact troubleshooting	152
Calendar	154
Calendar basics	154
Meetings	155
Calendar settings	156
Calendar shortcuts	20
Calendar troubleshooting	159
Tasks	160
Task basics	160
Categories	148

Task list settings	162
Memos	164
Memo basics	164
Categories	148
Memo list settings	166
Alarm	167
About the alarm	167
Set the alarm	167
Silence the alarm	167
Turn off the alarm	167
Alarm troubleshooting	167
Calculator	168
Use the calculator	168
Convert a measurement	168
Bluetooth technology	169
Bluetooth technology basics	169
Bluetooth technology settings	170
Bluetooth technology troubleshooting	171
Date and time	173
Set the date and time	173
Get the date and time from the wireless network automatically	173
Date and time troubleshooting	173
Notification profiles	174
Notification basics	174
LED notification	176
Custom notification	177
Notification profile troubleshooting	179
BlackBerry Messenger	180
Contacts	180
Conversations	182
Availability	184
Display and keyboard	185
Backlighting	185
Display settings	185

Keyboard settings	186
Themes	187
Application list	188
Display troubleshooting	189
Language	190
Set the display language	190
Add or delete a display language	190
About typing input languages	92
Set the typing input language	92
Turn off the shortcut for switching typing input languages	190
Set the voice dialing language	25
Set display options for contacts	152
Language troubleshooting	191
Wireless network coverage	192
Find information about wireless coverage indicators	192
Turn off the connection to the wireless network	192
Turn on wireless coverage notification	177
Check the wireless coverage level using a voice command	39
About the preferred wireless network list	192
Add a wireless network to the preferred wireless network list	193
Change the order of preferred wireless networks	193
Delete a wireless network from the preferred wireless network list	193
Turn off email, PIN, browser, and MMS services	194
About roaming	194
Roam to another network manually	194
Wireless network coverage troubleshooting	195
Power and battery	196
Turn off your device	196
Set your device to turn on and turn off automatically	196
Check the battery power level	196
Check the battery power level using a voice command	39
Reset the device	196
Extend battery life	196
SIM card	198
About the SIM card phone book	150
Load the SIM card phone book	150
Add a contact to your SIM card	151
Copy contacts from your SIM card to your address book	151

Change a SIM card contact	151
Delete a SIM card contact	151
Store SMS text messages on your SIM card	73
About SIM card security	199
Protect your SIM card with a PIN code	199
Change the SIM card PIN code	200
Security	201
Security basics	201
Encryption	202
Password keeper	203
Advanced security	205
Smart cards	206
Security troubleshooting	207
Third-party application control	209
About permissions for third-party applications	209
Reset connection permissions for third-party applications	209
About direct Internet connections for third-party applications	209
Set up a direct Internet connection for third-party applications	209
Set permissions for third-party applications	210
Third-party application connection permissions	210
Third-party application interaction permissions	210
Third-party application data permission	211
BrickBreaker	212
About BrickBreaker	212
BrickBreaker capsules	212
BrickBreaker scoring	212
Play BrickBreaker	213
Adjust the volume for BrickBreaker	213
Set the paddle speed	213
Submit a score to the BrickBreaker high score web site	213
Check the high scores on the BrickBreaker web site	213
Service books	214
About service books	214
Accept a service book	214
Delete a service book	214
Troubleshooting	215
BlackBerry Basics troubleshooting	215

Phone troubleshooting	37
Voice dialing troubleshooting	40
Camera troubleshooting	43
Message troubleshooting	56
Typing troubleshooting	98
Attachment troubleshooting	109
Synchronization troubleshooting	113
Browser troubleshooting	128
Media troubleshooting	139
Map troubleshooting	144
Contact troubleshooting	152
Calendar troubleshooting	159
Alarm troubleshooting	167
Bluetooth technology troubleshooting	171
Notification profile troubleshooting	179
Display troubleshooting	189
Language troubleshooting	191
Wireless network coverage troubleshooting	195
Security troubleshooting	207
Diagnostic reports	225
Legal notice	227

BlackBerry basics

About typing input methods

You can type on your BlackBerry® device using the SureType™ input method or the multi-tap input method.

SureType technology combines a traditional phone number key layout with a familiar computer style letter layout to provide a comfortable typing and dialing experience.

When you use SureType technology, you press the letter key for each letter in a word once. For example, to type **run**, you would press the  key once, the  key once and the  key once. As you type, a list of possible letter combinations and words appear on the screen. SureType technology selects letter combinations or words from the list based on context. If you try to type a word or letter combination (for example, a web address or an abbreviation) that SureType technology does not recognize, you can use the list that appears on the screen to build the word letter by letter. SureType technology "learns" new words or letter combinations that you type and adds them to your custom word list.

When you use multi-tap, you press a letter key once to type the first letter on the key and twice to type the second letter. For example, to type **run**, you would press the  key twice, the  key once, and the  key twice.

SureType technology is the default typing input method for most fields. Multi-tap is the default for phone number and password fields.

Type text using SureType technology

1. Press the letter key for each letter in a word until you have typed the entire word.

If your BlackBerry® device does not recognize the word that you have typed, perform one of the following actions:

- To highlight an item in the list that appears when you type, roll the trackball.
- To select a highlighted item from the list that appears when you type and continue typing the same word, press the  key.
- To select a highlighted item from the list that appears when you type and start a new word, press the  key.

Type text using multi-tap

- To type the first letter on a key, press the letter key once.
- To type the second letter on a key, press the letter key twice.

Switch typing input methods

1. In the device options, click **Language**.
2. Perform one of the following actions:
 - To use the multi-tap typing input method, set the **Input Language** field to **<Language> Multitap**.
 - To use the SureType™ typing input method, set the **Input Language** field to **<Language>**.
3. Press the **Menu** key.
4. Click **Save**.

Switch applications

1. In any application, press the **Menu** key.
2. Click **Switch Application**.
3. Perform one of the following actions:
 - If the application that you want to switch to appears, highlight an application and press the **Enter** key.
 - If the application that you want to switch to does not appear, highlight **Home Screen** and press the **Enter** key.

Assign an application to a Convenience key

Your device includes two Convenience keys, located on either side of the device.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Convenience Key Opens** fields.
3. Press the **Menu** key.
4. Click **Save**.

Note: Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

Set owner information

1. In the device options, click **Owner**.
2. Type your contact information.
3. Press the **Menu** key.
4. Click **Save**.

Turn on standby mode

If you are not on a phone call, you can turn on standby mode to avoid pressing keys accidentally when you are not using your BlackBerry® device.

1. Hold the **Mute** key.

To turn off standby mode, press the **Mute** key again.

About links

Links appear on your BlackBerry® device as underlined text. You can have links to various items such as phone numbers, web sites, and email addresses and can use these links to make phone calls, visit web sites, or start composing messages quickly.

Create a link for a PIN

1. When typing text, type **pin:** before typing the PIN.

Expand a folder

1. Click a folder with a plus sign (+) beside it.

Collapse a folder

1. Click a folder with a minus sign (-) beside it.

BlackBerry Basics shortcuts

Move the cursor

- To move the cursor, roll the trackball.

Exit a screen or move back a page in the browser

- To exit a screen or move back a page in the browser, press the **Escape** key.

Move up or down a screen

- To move up a screen, press **3**.
- To move down a screen, press **9**.

Move to the top or bottom of a screen

- To move to the top of a screen, press **1**.
- To move to the bottom of a screen, press **7**.

Move to the next or previous item

- To move to the next item, press **6**.
- To move to the previous item, press **4**.

Move to a list item or menu item

- To move to a list item or menu item, type the first letter of the item.

Select or clear a check box

- To select or clear a check box, click the trackball.

Highlight adjacent items

- To highlight adjacent items, hold the **Shift** key and roll the trackball.

Delete highlighted items

- To delete highlighted items, press the **Backspace/Delete** key.

Switch applications

- To switch applications, hold the **Alt** key and press the **Escape** key. Continue to hold the **Alt** key and select an application. Release the **Alt** key.

Return to the Home screen

- To return to the Home screen, press the **End** key.

Lock the keyboard or device

- To lock the keyboard, on the Home screen, hold the * key.
- To unlock the keyboard, press the **Send** key and the * key.
- To lock the device, set a password. On the Home screen, hold the * key.
- To unlock the device, press the **Send** key and the * key. Type your password.

Switch notification profiles

- To switch between the Default and Vibrate notification profiles, on the Home screen, hold the # key.

Turn on a theme or notification profile

- To turn on a theme or notification profile, highlight a theme or notification profile. Press the **Space** key.

No application opens when I press a Convenience key

Verify that you have not deleted the application that you assigned to the key.

1. Assign a different application to the key.

Shortcuts

BlackBerry Basics shortcuts

Move the cursor

- To move the cursor, roll the trackball.

Exit a screen or move back a page in the browser

- To exit a screen or move back a page in the browser, press the **Escape** key.

Move up or down a screen

- To move up a screen, press **3**.
- To move down a screen, press **9**.

Move to the top or bottom of a screen

- To move to the top of a screen, press **1**.
- To move to the bottom of a screen, press **7**.

Move to the next or previous item

- To move to the next item, press **6**.
- To move to the previous item, press **4**.

Move to a list item or menu item

- To move to a list item or menu item, type the first letter of the item.

Select or clear a check box

- To select or clear a check box, click the trackball.

Highlight adjacent items

- To highlight adjacent items, hold the **Shift** key and roll the trackball.

Delete highlighted items

- To delete highlighted items, press the **Backspace/Delete** key.

Switch applications

- To switch applications, hold the **Alt** key and press the **Escape** key. Continue to hold the **Alt** key and select an application. Release the **Alt** key.

Return to the Home screen

- To return to the Home screen, press the **End** key.

Lock the keyboard or device

- To lock the keyboard, on the Home screen, hold the * key.
- To unlock the keyboard, press the **Send** key and the * key.
- To lock the device, set a password. On the Home screen, hold the * key.
- To unlock the device, press the **Send** key and the * key. Type your password.

Switch notification profiles

- To switch between the Default and Vibrate notification profiles, on the Home screen, hold the # key.

Turn on a theme or notification profile

- To turn on a theme or notification profile, highlight a theme or notification profile. Press the **Space** key.

Phone shortcuts

Answer a call

- To answer a call, press the **Send** key.
- If you are already connected to a call and you receive another call, press the **Send** key to place the current call on hold and answer the incoming call.

Open the contact list in the phone

- To open the contact list in the phone, hold the **Send** key.

Turn on or turn off the speakerphone

- To turn on or turn off speakerphone during a call, press the period (.) key.

Type a phone number

- To insert a plus sign (+) when typing a phone number, hold **0**.
- To add an extension to a phone number, press the **X** key. Type the extension number.

Assign a speed dial number to a key

Check your voice mail

- To check your voice mail, hold **1**.

Type a letter in a number field

- To type a letter in a number field, hold the **Alt** key. Use the multi-tap typing input method to type the letter.

Camera shortcuts

Take a picture

- To take a picture, press the **Right Convenience** key.

Zoom in to a subject

- To zoom in to a subject, press the **Volume Up** key.

Zoom out from a subject

- To zoom out from a subject, press the **Volume Down** key.

Message shortcuts

Compose a message from a message list

- To compose a message from a message list, press the comma (,) key.

Reply to or forward a message

- To reply to a message, press the exclamation point (!) key.
- To reply to all, press the question mark (?) key.
- To forward a message, press the period (.) key.

View one type of message in a message list

- To view received messages, press the **Alt** key and **3**.
- To view phone call logs, press the **Alt** key and the period (.) key.
- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the Question Mark (?) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a message, press **2**.

- To move down a message, press **8**.

Typing shortcuts

Type a symbol or a special character

- To type the alternate character on a key, hold the **Alt** key and press the character key.
- To type an accented or special character, hold the letter key and roll the trackball. Click a selected character.
- To type a symbol, press the **Symbol** key. To view more symbols, press the **Symbol** key again. Type the letter that appears below the symbol.

Insert a period

- To insert a period, press the **Space** key twice. The next letter is capitalized.

Capitalize a letter

- To capitalize a letter, hold the letter key until the capitalized letter appears.

Turn on or turn off NUM lock

- To turn on NUM lock, hold the **Shift** key and press the **Alt** key.
- To turn off NUM lock, press the **Alt** key.

Insert a period or at sign in an email address field

- To insert the at sign (@) and periods in an email address field, press the **Space** key.

Type in a number or password field

- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a password field, hold the **Alt** key and press the number key.
- To type a letter in a number field, hold the **Alt** key and use the multi-tap typing input method.

Switch typing input languages

On the Language screen, set the **Use Input Method Shortcut** field to **Yes**.

- To switch typing input languages, hold the **Alt** key and press the **Enter** key. Select a language and release the **Alt** key.

Highlight text

- To highlight a line of text, press the **Shift** key and roll the trackball.
- To highlight text character by character, hold the **Shift** key and roll the trackball left or right.
- To cancel a text selection, press the **Escape** key.

Cut, copy, or paste text

- To cut selected text, press the **Shift** key and the **Backspace/Delete** key.
- To copy the selected text, press the **Alt** key and click the trackball.
- To paste selected text, press the **Shift** key and click the trackball.

Search shortcuts

Search for a contact in a list of contacts

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.

View the criteria of your last search

- To view the criteria of your last search, in the list of searches, press the **Menu** key. Click **Last**.

Attachment shortcuts

Search for text in an attachment

- To search for text in an attachment, press the exclamation point (!) key.

Switch between the table of contents and full content of a document attachment

- To switch between the table of contents and full content of a document attachment, press the period (.) key.

Change the size of a column in a spreadsheet

- To change the column size, press the at sign (@) key.

Move to a specific cell in a spreadsheet

- To move to a specific cell in a spreadsheet, press the Question Mark (?) key.

View the content of a cell in a spreadsheet

- To view the content of a cell in a spreadsheet, press the **Space** key.

View a presentation as a slide show

- To view a presentation as a slide show, press the Question Mark (?) key.

Stop a slide show

- To stop a slide show, hold the **Escape** key.

Switch presentation views

- To switch presentation views, press the at sign (@) key.

Browser shortcuts

Insert a period or slash mark in a web page address field

- To insert a period (.) in the Go To dialog box, press the **Space** key.
- To insert a slash mark (/) in the Go To dialog box, press the **Shift** key and the **Space** key.

View or add a bookmark

- To open the bookmarks list, on a web page, press **5**.
- To add a bookmark, on a web page, press the question mark (?) key.

View a thumbnail version of a web page

- To view a thumbnail version of a web page, press **X**. To return to the normal view, press any key.

Stop loading a web page

- To stop loading a web page, in the browser, press the **Escape** key.

Move to a specific web page

- To move to a specific web page, press the period (.) key.

View or hide the banner on a web page

- To view or hide the banner on a web page, press the exclamation point (!) key.

Close the browser

- To close the browser, hold the **Escape** key.

Media shortcuts

Pause a video

- To pause a video, press the **Mute** key.
- To resume playing a video, press the **Mute** key again.

Move to the next or previous item

- To move to the next item, press **6**.
- To move to the previous item, press **4**.

Zoom in to or out from a picture

- To zoom in to a picture, press **3**.
- To zoom out from a picture, press **9**.
- To zoom to the original picture size, press **5**.

Rotate a picture

- To rotate a picture, press the comma (,) key.

Pause or resume a slide show

- To pause or resume a slide show, press the **Space** key.

Pause a song

- To pause a song, press the **Mute** key.
- To resume playing a song, press the **Mute** key again.

Move to the next or previous item

- To move to the next item, press **6**.
- To move to the previous item, press **4**.

Map shortcuts

Zoom in to a map

- To zoom in to a map, press the comma (,) key.

Zoom out from a map

- To zoom out from a map, press **O**.

View or hide status information at the top of a map

- To view or hide status information at the top of a map, press the exclamation point (!) key.

Calendar shortcuts

Schedule an appointment quickly in Day view

In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes**.

1. In Day view, beside the start time, type the subject of the appointment.

2. Type a location in parentheses.
3. Click the trackball.

Schedule an appointment

For shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

- To create an appointment, press the period (.) key.

Move around the calendar

For shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

- To move to the next day, week, or month, press **6**.
- To move to the previous day, week, or month, press **4**.
- To move up an hour in the calendar, press **2**.
- To move down an hour in the calendar, press **8**.

Change the start and end times when scheduling an appointment quickly

In Day view, type the subject and location for your appointment.

- To change the start and end times, hold the **Shift** key and roll the trackball.
- To change the end time only, roll the trackball.

Phone

Phone basics

Find your phone number

1. Open the phone.
In the My Number field, your phone numbers appears.

Make a call

1. On the Home screen or in the phone, perform one of the following actions:
 - Type a phone number.
 - Type part of a contact name. Highlight a contact or phone number.
2. Press the  key.
To end the call, press the  key.

Answer a call

- To answer a call, click **Answer**.
- To end a current call and answer the incoming call, click **Answer - Drop Current**.
- To place a current call on hold and answer the incoming call, click **Answer - Hold Current**.
- To leave a conference call and answer the incoming call, click **Answer - Drop All**.

To end the call, press the **End** key

Ignore a call

1. Click **Ignore**.

Mute a call

1. During a call, press the **Mute** key.
To turn mute off, press the **Mute** key again.

Place a call on hold

1. During a call, press the **Menu** key.
2. Click **Hold**.
To resume a call, press the **Menu** key. Click **Resume**.

Turn on speakerphone

1. During a call, click the trackball.
2. Click **Activate Speakerphone**.

To turn off speakerphone, click the trackball. Click **Activate Handset**.

Do not hold the BlackBerry® device near your ear while you use speakerphone. Hearing damage can occur. See the *BlackBerry Safety and Product Information Booklet* for more information about using speakerphone safely.

Dial using numbers and letters

When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad.

- To type a number, press a number key.
-
- To type the first letter on a key, hold the **Alt** key. Press the key once.
- To type the second letter on a key, hold the **Alt** key. Press the key twice.

Switch applications during a call

1. During a call, press the **Menu** key.
2. Click **Home Screen**.

Note: If you switch to a different application and you want to end the phone call, press the **End** key.

Switch calls

1. During a call, if you receive another call, click **Answer - Hold Current**.
2. Click **Swap**.

Make a phone call when the device is locked

Verify that you have turned on dialing from the Lock screen.

1. On the Lock screen, press the **Enter** key.
2. Click **Place Call**.
3. Perform one of the following actions:
 - Type a phone number.
 - Type part of a contact name. Click a contact or phone number.
4. Press the **Send** key.

To end the call, press the **End** key.

Emergency calls

About emergency calls

Your BlackBerry® device is designed to make emergency calls even when it is locked or the SIM card is not inserted. If your device radio is turned off when you initiate an emergency call, your device is designed to connect to the wireless network automatically. If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers.

You can only make emergency calls to official emergency access numbers (for example, 911 in North America or 112 in countries that are part of the European Union).

You can only make emergency calls to official emergency access numbers (for example, 911 in North America).

Make an emergency call

- If your keyboard or device is unlocked, in the phone, type the emergency number. Press the **Send** key.
- If your keyboard or device is locked, press the **Enter** key. Click **Emergency Call**. Click **Yes**.

Volume

Adjust the volume

- To increase the volume, press the **Volume Up** key.
- To decrease the volume, press the **Volume Down** key.

Set the default volume for calls

Your BlackBerry® device uses the default volume for all calls, even if you adjusted the volume during a previous call.

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Default Call Volume** field.
5. Press the **Menu** key.
6. Click **Save**.

Voice dialing

Make a phone call using a voice command

If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the device supports this feature and that you have paired the device with your BlackBerry® device.

1. In voice-activated dialing, wait for the sound.
2. Say "Call" and a contact name or phone number.

Note: To dial an extension in your corporation, set the smart dialing options in the phone. Then say "Call extension" and the extension number.

To end the call, press the **End** key.

Check your phone number using a voice command

1. In voice-activated dialing, wait for the sound.

2. Say "Check my phone number".

Set the voice dialing language

Verify that your BlackBerry® Device Software supports multiple languages. Contact your system administrator or wireless service provider for more information.

Change the voice dialing language if your spoken language is different than the display language on your device.

1. In the device options, click **Language**.
2. Set the **Voice Activated Dialing Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Turn off choice lists for voice commands

Turn off choice lists for voice commands if you want your device to automatically dial the most appropriate contact or phone number when it does not initially identify the contact or phone number that you want to call.

1. In the device options, click **Voice-Activated Dialing**.
2. Set the **Choice Lists** field to **Always Off**.
3. Press the **Menu** key.
4. Click **Save**.

Adjust the sensitivity level for voice commands

Sometimes your device might not recognize the contacts or phone numbers that you say.

1. In the device options, click **Voice-Activated Dialing**.
2. Perform one of the following actions:
 - If your device does not usually find a match for a contact or phone number, set the **Sensitivity** field closer to **Reject Less**.
 - If your device responds easily to background noise or often suggests a different contact or phone number, set the **Sensitivity** field closer to **Reject More**.
3. Press the **Menu** key.
4. Click **Save**.

Turn off voice prompts

1. In voice-activated dialing, wait for the sound.
2. Say "Turn prompts off".

Set playback options for voice dialing

1. In the device options, click **Voice-Activated Dialing**.
2. Perform any of the following actions:
 - To turn off playback for phone numbers, set the **Digit Playback** field to **Disabled**.
 - To turn off playback for contacts, set the **Name Playback** field to **Disabled**.
 - To change how quickly playback for contacts occurs, set the **Name Playback Speed** field.

- To change the playback volume for contacts, set the **Name Playback Volume** field.
3. Press the **Menu** key.
 4. Click **Save**.

Help your device recognize certain numbers

You can help your device recognize the way you say certain numbers.

1. In the device options, click **Voice-Activated Dialing**.
2. Press the **Menu** key.
3. Click **Adapt Digits**.
4. Complete the instructions on the screen.

Voice mail

Check your voice mail

Depending on your theme, you might be able to check your voice mail from the Home screen.

1. In the phone, press the **Menu** key.
2. Click **Call Voice Mail**.

Set a voice mail access number

If your SIM card is provisioned for voice mail, the voice mail access number might already appear on the screen. Contact your wireless service provider for more information about voice mail for your SIM card.

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Voice Mail**.
4. Type a voice mail access number and a password.
5. Press the **Menu** key.
6. Click **Save**.

Note: If your SIM card is not provisioned for voice mail, you can type the access number for a different voice mail system.

Speed dial

Make a call using speed dial

You can make a call using speed dial in the phone, on the Home screen, in a message list, or in an open message.

1. Hold the key that you have assigned to the contact or phone number.

Assign a speed dial number to a key

1. In the phone, press the **Menu** key.
2. Click **View Speed Dial List**.
3. Click an unassigned key.
4. Click **New Speed Dial**.
5. Click a contact.

Change a speed dial number

1. In the phone, press the **Menu** key.
2. Click **View Speed Dial List**.
3. Click a contact or phone number.
4. Perform one of the following actions:
 - To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact.
 - To assign the contact to a different speed dial key, click **Move**. Roll the trackball to move the contact. Click the trackball.
 - To delete the contact from the speed dial list, click **Delete**.

Conference calls

Make a conference call

1. During a call, press the **Send** key.
2. Type a phone number or highlight a contact.
3. Press the **Send** key.
4. During the second call, press the **Menu** key.
5. Click **Join**.

Note: When you add more than two numbers to a conference call, place the conference call on hold before you call the next phone number or contact.

Create a phone number link for a conference call

1. Type the main conference call bridge phone number.
2. Perform one of the following actions:
 - Type **X** and add the access code as an extension.
 - Insert a pause or wait before typing the access code.

Note: If you add a pause or wait when typing conference call information in a message, an appointment, or a meeting request, type **Tel:** directly before the main conference call bridge phone number. Do not type a space between Tel: and the phone number.

Speak privately with a contact during a conference call

1. During a conference call, press the **Menu** key.
2. Click **Split Call**.

Disconnect a contact from a conference call

1. During a conference call, press the **Menu** key.
2. Click **Drop Call**.
3. Click a contact.

Leave a conference call

1. During a conference call, press the **Menu** key.
2. Click **Transfer**.

Caller ID

Add a caller ID picture for a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Add Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Click the trackball.
9. Click **Save**.

Change the caller ID picture for a contact

1. When editing a contact, highlight the picture.
2. Press the **Menu** key.
3. Click **Replace Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Press the **Menu** key.
9. Click **Save**.

Delete the caller ID picture for a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Click the picture.
5. Click **Delete Picture**.
6. Click the trackball.

7. Click **Save**.

Call logs

About call logs

Call logs appear when you open the phone. You can also set your call logs to display in a message list. Depending on your theme, missed calls might also appear on the Home screen.

View call logs in a message list

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Logging**.
4. Highlight the type of calls to store in a message list.
5. Press the **Space** key.

Note: Your BlackBerry® device stores call logs for 30 days.

To stop viewing call logs in a message list, in the phone options, click **Call Logging**. Highlight **None**. Press the **Space** key

Add notes to a call log

1. In the phone, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Add Notes**.
6. Type your call notes.
7. Click the trackball.
8. Click **Save**.

Change call log notes

1. In the phone, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Edit Notes**.
6. After making your changes, click the trackball.
7. Click **Save**.

Forward a call log

1. In the phone, highlight a call log.
2. Press the **Menu** key.

3. Click **View History**.
4. Press the **Menu** key.
5. Click **Forward**.

Delete call log notes

1. In the phone, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Edit Notes**.
6. Press the **Menu** key.
7. Click **Clear Field**.
8. Click the trackball.
9. Click **Save**.

Call waiting

Call waiting prerequisites

- Verify that your wireless service provider plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.

Turn on call waiting

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Waiting**.
4. Set the **Call Waiting Enabled** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Call forwarding

About call forwarding

Depending on how your wireless service provider has provisioned your SIM card, call forwarding phone numbers might already be specified. You might not be able to change these numbers or add new ones. Contact your wireless service provider for more information.

Call forwarding prerequisites

- Verify that your wireless service provider plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.

Forward calls

Verify that you have call forwarding phone numbers.

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Click the type of calls to forward.
5. Click **Do Not Forward** or the current forwarding phone number.
6. Click a forwarding phone number.
7. Press the **Menu** key.
8. Click **Save**.

Add a call forwarding phone number

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Highlight a type of calls to forward.
5. Press the **Menu** key.
6. Click **New Number**.
7. Type a phone number.
8. Press the **Enter** key.
9. Press the **Menu** key.
10. Click **Close**.

Change a call forwarding phone number

1. Delete the current call forwarding phone number.
2. Add a different call forwarding phone number.

Delete a call forwarding phone number

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Highlight the current call forwarding number.
5. Press the **Menu** key.
6. Click **Edit Numbers**.
7. Click a phone number.
8. Click **Delete**.

Call blocking

About call blocking

You can block all incoming calls or block incoming calls only when your BlackBerry® device roams to another network.

You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when your device roams to another network.

Call blocking prerequisites

- Verify that your wireless service provider plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.
- Verify that your wireless service provider has provided you with a default call barring password.

Block calls

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Barring**.
4. Highlight a call blocking option.
5. Press the **Menu** key.
6. Click **Enable**.
7. Type your call blocking password.

To stop blocking calls, highlight a call blocking option. Press the **Menu** key. Click **Disable**.

Change the call blocking password

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Barring**.
4. Press the **Menu** key.
5. Click **Change Password**.

Fixed dialing

About fixed dialing

If you enable fixed dialing number (FDN) mode, your BlackBerry® device only makes calls to contacts on your FDN list.

Your device can dial emergency numbers in FDN mode, even if the numbers are not in the FDN list.

If your wireless service provider plan includes SMS, you can also send SMS text messages to contacts on your FDN list.

Fixed dialing prerequisites

- Verify that your wireless service provider has set up your SIM card for this service.
- Verify that your wireless service provider has provided you with a SIM card PIN 2 code.

Turn on fixed dialing

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Press the **Menu** key.
5. Click **Enable FDN Mode**.
6. Type the PIN2 code provided by your wireless service provider.
7. Click the trackball.

To turn off fixed dialing, press the **Menu** key. Click **Disable FDN Mode**.

Add a fixed dialing phone number

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Click the trackball.
5. Click **New**.
6. Type the PIN2 code.
7. Press the **Menu** key.
8. Type a name and a phone number.
9. Press the **Menu** key.
10. Click **Save**.

Change a fixed dialing phone number

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **FDN Phone List**.
4. On the FDN list, highlight a contact.
5. Press the **Menu** key.
6. Click **Edit**.

Delete a fixed dialing phone number

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **FDN Phone List**.

4. On the FDN list, highlight a contact.
5. Press the **Menu** key.
6. Click **Delete**.

Smart dialing

About smart dialing

You can specify default country and area codes so that any numbers that are specified as links, or any numbers in your address book that do not contain these codes, are dialed correctly.

If you call an organization frequently, you can also set your smart-dialing options so that you do not have to type the main number for the organization.

Set the default country code and area code

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Smart Dialing**.
4. Set the **Country Code** and **Area Code** fields.
5. In the **National Number Length** field, set the default length for phone numbers in your country.
6. Press the **Menu** key.
7. Click **Save**.

Note: When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix.

Set options for dialing extensions

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Smart Dialing**.
4. In the **Number** field, type the main phone number for an organization.
5. Set how long the BlackBerry® device waits before dialing an extension.
6. In the **Extension Length** field, set the default length for extensions.
7. Press the **Menu** key.
8. Click **Save**.

TTY support

About TTY support

You can use text telephone (TTY) to make calls to, and receive calls from, other TTY devices. When you turn on TTY mode and connect a TTY device to your BlackBerry® device, your device converts calls that you receive to text. Then your device sends the message to your TTY device for you to read.

TTY support prerequisites

- Verify that your wireless service provider supports this feature.
- Verify that your TTY device operates at 45.45 bits per second.
- Verify that you have inserted the TTY device connector into your BlackBerry® device headset jack. If you use an RJ-11 connector, you must use an adapter to connect the TTY device to your device.

Turn on TTY support

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **TTY**.
4. Set the **TTY Mode** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

When TTY support is turned on, an indicator appears in the device status section of the screen.

Phone settings

Hide your phone number from contacts when making calls

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Restrict My Identity** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Turn on dialing from the Lock screen

Verify that your system administrator has not restricted making phone calls from the Lock screen.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Allow Outgoing Calls While Locked** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Sort phone numbers or contacts on the Phone screen

1. In the phone, press the **Menu** key.
2. Click **Options**.

3. Click **General Options**.
4. Perform one of the following actions:
 - To sort phone numbers or contacts by frequency of use, set the **Phone List View** field to **Most Used**.
 - To sort contacts alphabetically by contact name, set the **Phone List View** field to **Name**.
 - To sort phone numbers or contacts by recency of use, set the **Phone List View** field to **Most Recent**.
5. Press the **Menu** key.
6. Click **Save**.

Note: To sort phone numbers or contacts by call logs again, set the **Phone List View** field to **Call Log**.

Stop ending calls when you insert your device in the holster

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Auto End Calls** field to **Never**.
5. Press the **Menu** key.
6. Click **Save**.

Stop answering calls when you remove your device from the holster

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Auto Answer Calls** field to **Never**.
5. Press the **Menu** key.
6. Click **Save**.

Reset a call timer

1. In the phone, press the **Menu** key.
2. Click **Status**.
3. Click **Last Call** or **Total Calls**.
4. Click **Clear Timer**.
5. Press the **Menu** key.
6. Click **Save**.

Phone shortcuts

Answer a call

- To answer a call, press the **Send** key.

- If you are already connected to a call and you receive another call, press the **Send** key to place the current call on hold and answer the incoming call.

Open the contact list in the phone

- To open the contact list in the phone, hold the **Send** key.

Turn on or turn off the speakerphone

- To turn on or turn off speakerphone during a call, press the period (.) key.

Type a phone number

- To insert a plus sign (+) when typing a phone number, hold **0**.
- To add an extension to a phone number, press the **X** key. Type the extension number.

Assign a speed dial number to a key

Check your voice mail

- To check your voice mail, hold **1**.

Type a letter in a number field

- To type a letter in a number field, hold the **Alt** key. Use the multi-tap typing input method to type the letter.

Delete highlighted items

- To delete highlighted items, press the **Backspace/Delete** key.

Phone troubleshooting

I cannot make or receive calls

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.

My phone number appears as Unknown in the phone

You can edit your SIM card phone number to change how your phone number appears in the phone.

1. In the device options, click **Advanced Options**.

2. Click **SIM Card**.
3. Press the **Menu** key.
4. Click **Edit SIM Phone Number**.
5. Type your phone number
6. Click the trackball.

Note: Editing your SIM card phone number only changes what appears in the phone. It does not change the actual number that is used to make and receive calls.

I cannot make a call using a voice command

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that your BlackBerry device has an adequate level of wireless coverage.
 - If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the device supports this feature and that you have paired the Bluetooth device with your BlackBerry device.
 - If your keyboard is locked and you have not set a device password, unlock your keyboard.
 - Change the voice dialing language. In the device options, click **Language**. Set the **Voice Activated Dialing Language** field. Press the **Menu** key. Click **Save**.

My device does not recognize names or numbers in a voice command

1. Try performing the following actions:
 - Say the first name and then the last name of your contact.
 - Use the standard pronunciation rules of the language on your device.
 - If your device does not usually find a match for a contact or phone number, in the device options, click **Voice-Activated Dialing**. Set the **Sensitivity** field closer to **Reject Less**. Press the **Menu** key. Click **Save**.
 - If your device responds easily to background noise or often suggests a different contact or phone number, in the device options, click **Voice-Activated Dialing**. Set the **Sensitivity** field closer to **Reject More**.
 - Help your device recognize the way you say certain numbers. In the device options, click **Voice-Activated Dialing**. Press the **Menu** key. Click **Adapt Digits**. Complete the instructions on the screen.

Voice dialing

Make a phone call using a voice command

If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the device supports this feature and that you have paired the device with your BlackBerry® device.

1. In voice-activated dialing, wait for the sound.
2. Say "Call" and a contact name or phone number.

Note: To dial an extension in your corporation, set the smart dialing options in the phone. Then say "Call extension" and the extension number.

To end the call, press the **End** key.

Check your phone number using a voice command

1. In voice-activated dialing, wait for the sound.
2. Say "Check my phone number".

Check the wireless coverage level using a voice command

1. In voice-activated dialing, wait for the sound.
2. Say "Check coverage".

Check the battery power level using a voice command

1. In voice-activated dialing, wait for the sound.
2. Say "Check battery".

Set the voice dialing language

Verify that your BlackBerry® Device Software supports multiple languages. Contact your system administrator or wireless service provider for more information.

Change the voice dialing language if your spoken language is different than the display language on your device.

1. In the device options, click **Language**.
2. Set the **Voice Activated Dialing Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Turn off choice lists for voice commands

Turn off choice lists for voice commands if you want your device to automatically dial the most appropriate contact or phone number when it does not initially identify the contact or phone number that you want to call.

1. In the device options, click **Voice-Activated Dialing**.
2. Set the **Choice Lists** field to **Always Off**.
3. Press the **Menu** key.
4. Click **Save**.

Adjust the sensitivity level for voice commands

Sometimes your device might not recognize the contacts or phone numbers that you say.

1. In the device options, click **Voice-Activated Dialing**.
2. Perform one of the following actions:
 - If your device does not usually find a match for a contact or phone number, set the **Sensitivity** field closer to **Reject Less**.
 - If your device responds easily to background noise or often suggests a different contact or phone number, set the **Sensitivity** field closer to **Reject More**.
3. Press the **Menu** key.
4. Click **Save**.

Turn off voice prompts

1. In voice-activated dialing, wait for the sound.
2. Say "Turn prompts off".

Set playback options for voice dialing

1. In the device options, click **Voice-Activated Dialing**.
2. Perform any of the following actions:
 - To turn off playback for phone numbers, set the **Digit Playback** field to **Disabled**.
 - To turn off playback for contacts, set the **Name Playback** field to **Disabled**.
 - To change how quickly playback for contacts occurs, set the **Name Playback Speed** field.
 - To change the playback volume for contacts, set the **Name Playback Volume** field.
3. Press the **Menu** key.
4. Click **Save**.

Help your device recognize certain numbers

You can help your device recognize the way you say certain numbers.

1. In the device options, click **Voice-Activated Dialing**.
2. Press the **Menu** key.
3. Click **Adapt Digits**.
4. Complete the instructions on the screen.

Voice dialing troubleshooting

I cannot make a call using a voice command

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that your BlackBerry device has an adequate level of wireless coverage.
 - If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the device supports this feature and that you have paired the Bluetooth device with your BlackBerry device.
 - If your keyboard is locked and you have not set a device password, unlock your keyboard.
 - Change the voice dialing language. In the device options, click **Language**. Set the **Voice Activated Dialing Language** field. Press the **Menu** key. Click **Save**.

My device does not recognize names or numbers in a voice command

1. Try performing the following actions:
 - Say the first name and then the last name of your contact.
 - Use the standard pronunciation rules of the language on your device.
 - If your device does not usually find a match for a contact or phone number, in the device options, click **Voice-Activated Dialing**. Set the **Sensitivity** field closer to **Reject Less**. Press the **Menu** key. Click **Save**.
 - If your device responds easily to background noise or often suggests a different contact or phone number, in the device options, click **Voice-Activated Dialing**. Set the **Sensitivity** field closer to **Reject More**.
 - Help your device recognize the way you say certain numbers. In the device options, click **Voice-Activated Dialing**. Press the **Menu** key. Click **Adapt Digits**. Complete the instructions on the screen.

Camera

Zoom in to or out from a subject

1. In the camera, perform one of the following actions:
 - To zoom in, roll the trackball up.
 - To zoom out, roll the trackball down.

Take a picture

1. In the camera, click the trackball.
2. Perform one of the following actions:
 - To delete the picture, click the trash can icon.
 - To take another picture, click the camera icon.
 - To rename the picture, click the envelope icon.
 - To forward the picture, click the message icon.
 - To set the picture as a caller ID picture or Home screen background, click the crop icon.

Set the default flash mode

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **Default Flash Setting** field.
4. Press the **Menu** key.
5. Click **Save**.

Change the flash mode for a picture

1. In the camera, press the **Space** key.
- The flash mode indicator in the lower-right corner of the screen displays the current flash mode.

Set a location for storing pictures

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **Store Pictures** and **Folder** fields.
4. Press the **Menu** key.
5. Click **Save**.

Set picture size

1. In the camera, press the **Menu** key.
2. Click **Options**.

3. Set the **Picture Size** field.
4. Press the **Menu** key.
5. Click **Save**.

Set picture quality

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **Picture Quality** field.
4. Press the **Menu** key.
5. Click **Save**.

Set white balance

Lighting conditions can affect the colors in pictures. Set the white balance to compensate for different lighting conditions.

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **White Balance** field.
4. Press the **Menu** key.
5. Click **Save**.

View the number of remaining pictures

1. Open the camera.

The approximate number of pictures that you can save appears in the lower-left corner of the screen.

Camera shortcuts

Take a picture

- To take a picture, press the **Right Convenience** key.

Zoom in to a subject

- To zoom in to a subject, press the **Volume Up** key.

Zoom out from a subject

- To zoom out from a subject, press the **Volume Down** key.

Camera troubleshooting

I cannot save pictures

Your BlackBerry® device memory or media card might not have enough available memory to save pictures.

1. Try performing the following actions:

- If you are trying to save a picture to your device memory, delete old data or messages from your device.
- If you are trying to save a picture on your media card, delete old media files.
- In the camera options, verify that the **Quality** field is not set to **High**. High-quality pictures use more memory than lower-quality pictures.
- Increase the maximum amount of memory available for pictures.

The flash turns off

If the battery power level drops below 25 percent, the flash turns off automatically to conserve battery power. In cold temperatures, the flash turns off when the battery power level drops below 80 percent.

Email messages

Email message basics

Open a message

1. In a message list, click a message.

Note: If your BlackBerry® device is integrated with more than one email account, you might be able to open messages from the message list for a specific email account.

Send an email message

1. In a message list, press the  key.
2. Click **Compose Email**.
3. In the **To** field, perform one of the following actions:
 - Type an email address.
 - Type a contact name.
 - Type part of a contact name. Click a contact.
4. Type a message.
5. Click the trackball.
6. Click **Send**.

Note: If you have associated your BlackBerry® device with more than one email address, in the Send Using field, you can set the email address that you use to send the email message.

Save a draft of a message

1. When composing a message, click the trackball.
2. Click **Save Draft**.

Blind carbon copy a contact

1. When composing a message, press the **Menu** key.
2. Click **Add Bcc:**.

Attach a contact to a message

1. When composing a message, press the **Menu** key.
2. Click **Attach Address**.
3. Click a contact.
4. Click **Continue**.

Set the importance level for a message

1. When composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field to **High** or **Low**.
4. Press the **Menu** key.
5. Click **Save**.

Save a message

1. In an open message, press the **Menu** key.
2. Click **Save**.

Reply to a message

1. In an open message, click the trackball.
2. Click **Reply** or **Reply to All**.

Delete the original text from a reply message

1. In a reply message, press the **Menu** key.
2. Click **Delete Original Text**.

Forward a message

1. In an open message, press the **Menu** key.
2. Click **Forward** or **Forward As**.

Delete a message

1. In an open message, click the trackball.
2. Click **Delete**.

Delete multiple messages

1. In a message list, highlight a date field.
2. Press the **Menu** key.
3. Click **Delete Prior**.

Note: When your email messages are reconciled between your BlackBerry® device and your email account, any email messages that you have deleted from your device using Delete Prior are not deleted from your email account.

Mark a message as opened or unopened

1. In a message list, perform one of the following actions:
 - Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
 - Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Create a link for a PIN

1. When typing text, type **pin:** before typing the PIN.

Search for text in a message, attachment, web page, or memo

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Email message folders

File an email message

Verify that you have turned on wireless email reconciliation.

1. Highlight an email message.
2. Press the **Menu** key.
3. Click **File**.
4. Click an email message folder.

Add, change, or delete an email message folder

1. Add, change, or delete the email message folder in the email account on your computer.

If you have turned on wireless email reconciliation, your BlackBerry® device receives changes that you make to email message folders on your computer over the wireless network.

If you have wireless email reconciliation turned off or wireless email reconciliation is not available for your device, reconcile the changes using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information about email reconciliation.

Hide filed messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Filed Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

View messages in a specific folder

1. In a message list, press the **Menu** key.
2. Click **View Folder**.
3. Click a folder.

Sent messages

Resend a message

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
 - To change the message, click **Edit**. Edit the message. Click the trackball. Click **Send**.
 - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Click the trackball. Click **Send**.
 - To resend the message without editing it, click **Resend**.

Stop a message from sending

Verify that you are not in a wireless coverage area and your BlackBerry® device is not connected to the wireless network. A clock icon should appear beside the message.

1. In a message, highlight the message.
2. Press the **Menu** key.
3. Click **Delete**.

Hide sent messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Note: If you set your device to hide sent messages, sent messages continue to appear in SMS message threads.

Stop storing messages sent from your device on your computer

By default, a copy of messages that you send from your BlackBerry® device appear in the sent items message folder in the email account on your computer.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Save Copy In Sent Folder** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Stop storing messages sent from your computer on your device

1. In a message list, press the **Menu** key.

2. Click **Options**.
3. Click **Email Settings**.
4. Press the **Menu** key.
5. Click **Folder Redirection**.
6. Clear the check box beside the **Sent Items** folder.
7. Press the **Menu** key.
8. Click **Save**.

Filters

About email message filters

You can create email message filters to specify which email messages are forwarded to your device and which remain in your email account.

Email message filters are applied to messages based on the order in which they appear. If you create multiple email message filters that could apply to the same message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information. If your device is associated with an email account that uses an earlier version of the BlackBerry Enterprise Server, see the *BlackBerry Desktop Software Online Help* for more information.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Click the trackball.
5. Click **New**.
6. Type a name for the email message filter.
7. Set the email message filter options.
8. Press the **Menu** key.
9. Click **Save**.

Create an email message filter based on a contact or subject

1. In a message list, highlight a message.
2. Press the **Menu** key.
3. Click **Filter Sender** or **Filter Subject**.
4. Type a name for the email message filter.
5. Set the email message filter options.
6. Press the **Menu** key.
7. Click **Save**.

Email message filter options

From:

Specify one or more contacts or email addresses that the email message filter should look for in the From field of messages. Separate multiple contacts or email addresses with semi-colons. Use an asterisk (*) to specify only a part of the contact name or email address.

Sent To:

Specify one or more contacts or email addresses that the email message filter should look for in the Sent To field of messages. Separate multiple contacts or email addresses with semi-colons. Use an asterisk (*) to specify only a part of the contact name or email address.

Subject:

Type text that the email message filter should search for in the subject of messages.

Message:

Type text that the email message filter should search for in the body of messages.

Sent directly to me:

Specify whether the email message filter applies to messages that include your email address in the To field.

CC to me:

Specify whether the email message filter applies to messages that include your email address in the CC field.

BCC to me:

Specify whether the email message filter applies to messages that include your email address in the BCC field.

Importance:

Set the importance level of messages that the email message filter applies to.

Sensitivity:

Set the sensitivity level of messages that the email message filter applies to.

Action:

Specify whether messages to which the email message filter applies should be forwarded to your device. If messages should be forwarded, specify whether messages should also be forwarded with higher priority or with the message header only.

Turn on an email message filter

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Press the **Space** key.

Change an email message filter

1. In a message list, press the **Menu** key.
2. Click **Options**.

3. Click **Email Filters**.
4. Click an email message filter.
5. Click **Edit**.
6. Change the email message filter details.
7. Press the **Menu** key.
8. Click **Save**.

Change the order of email message filters

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Press the **Menu** key.
6. Click **Move**.
7. Roll the trackball.
8. Click the trackball.

Forward email messages to your device when no filters apply

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information. If your device is associated with an email account that uses an earlier version of the BlackBerry Enterprise Server, see the *BlackBerry Desktop Software Online Help* for more information.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Set the **If no filters apply, send email to handheld** option to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Delete an email message filter

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Press the **Menu** key.
6. Click **Delete**.

Email message forwarding

Forward messages from a specific email message folder to your device

Verify that your BlackBerry® device is associated with BlackBerry Enterprise Server version 4.0 or later.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Press the **Menu** key.
5. Click **Folder Redirection**.
6. Click a folder.
7. Press the **Menu** key.
8. Click **Save**.

Note: If you select **Select All**, all messages, including email messages that appear in the sent items folder of your email account, appear on your device.

Stop forwarding email messages to your device

Verify that your BlackBerry® device is associated with BlackBerry Enterprise Server version 4.0 or later.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Send Email to Handheld** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Block incoming messages

If your organization has set a corporate encryption key for PIN messages, you can block only PIN messages that are sent to your device from outside your organization.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Press the **Menu** key.
5. Click **Save**.

Tip: Blocked messages are counted as part of the data that you use in your wireless service provider plan. To prevent BlackBerry® Internet Service messages from being forwarded to your BlackBerry device and being counted in your data use, turn off forwarding in your BlackBerry Internet Service account. See the *BlackBerry Internet Service Online Help* for more information.

Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Press the **Menu** key.
5. Click **Reset Count** or **Reset All Counts**.

Message settings

View an address instead of a display name

1. In an open message, highlight a contact.
2. Click the trackball.
3. Click **Show Address**.

To view the display name again, click the trackball. Click **Show Name**.

Add a signature

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information. If your device is associated with an email account that uses an earlier version of the BlackBerry Enterprise Server, see the *BlackBerry Desktop Software Online Help* for more information.

Your signature is added to your email messages after you send them.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Use Auto Signature** field to **Yes**.
5. Type a signature
6. Press the **Menu** key.
7. Click **Save**.

Set an out-of-office reply

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information. If your device is associated with an email account that uses an earlier version of the BlackBerry Enterprise Server, see the *BlackBerry Desktop Software Online Help* for more information.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Use Out Of Office Reply** field to **Yes**.
5. Type a reply.
6. If you use an IBM® Lotus Notes® email application, in the **Until** field, set the date on which the out-of-office reply should be turned off.
7. Press the **Menu** key.
8. Click **Save**.

Set the email address that you use to send messages

Verify that your BlackBerry® device is associated with more than one email address.

1. In the device options, click **Advanced Options**.
2. Click **Message Services**.
3. Set the **Messaging (CMIME)** field.
4. Press the **Menu** key.
5. Click **Save**.

Delete the disclaimer from a message

If your BlackBerry® device is associated with an email account that uses the BlackBerry Enterprise Server version 4.0 or later, your system administrator might apply a disclaimer to the top of your email messages. This disclaimer is added after your email message is sent. You cannot edit the disclaimer.

1. In the message, press the **Menu** key.
2. Click **Remove Disclaimer**.

To add the disclaimer again, press the **Menu** key. Click **Add Disclaimer**.

Use color to differentiate work messages from other messages

Verify that your BlackBerry® device is integrated with an account that uses the BlackBerry Enterprise Server.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Perform one or more of the following actions:
 - To set a background color for email messages that are sent to your device through your BlackBerry Enterprise Server, set the **Enterprise Messages** field.
 - To set a background color for messages that are sent to your device through a method other than your BlackBerry Enterprise Server, set the **Other Messages** field.
4. Press the **Menu** key.
5. Click **Save**.

Note: If your organization has set a corporate encryption key for PIN messages, PIN messages that are sent to your device appear with the color set in the Enterprise Messages field and not the color set in the Other Messages field.

Message list settings

Turn off the prompt that appears before you delete items

1. In the calendar, address book, task list, memo list, or a message list, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete Option** to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View more of the subject line for messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
 - Set the **Display Message Header On** field to **2 lines**.
 - Set the **Display Time** and **Display Name** fields to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Set how long your device stores messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

To restore the messages, set the **Keep Message** field to a longer period of time. Any messages sent to your device during that period of time appear in the message list.

About multiple message lists

You can associate your BlackBerry® device with multiple email accounts. For example, you can associate your device with your work email account and then associate your device with a personal email account using the BlackBerry Internet Service. When you do this, more than one message list might appear on your device. You might be able to open messages from the specific message list for an email account and send messages from your device using the address for that email account. You can also perform other actions in a specific message list, such as delete and save messages and search for messages.

You can also set up your device to have SMS and MMS messages in a separate message list.

See the *BlackBerry Internet Service Online Help* for more information on adding email accounts.

Use one message list or multiple message lists

By default, your BlackBerry® device them determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
 - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.

- To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Press the **Menu** key.
 6. Click **Save**.

Hide the new or unopened message indicator

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

To show the number of unopened messages again, set the **Display Message Count** field to **Unread**. To show the new indicator and the number of unopened messages, set the **Display Message Count** field to **Unread** and the **Display New Message Indicator** field to **Yes**.

Message shortcuts

Compose a message from a message list

- To compose a message from a message list, press the comma (,) key.

Reply to or forward a message

- To reply to a message, press the exclamation point (!) key.
- To reply to all, press the question mark (?) key.
- To forward a message, press the period (.) key.

View one type of message in a message list

- To view received messages, press the **Alt** key and **3**.
- To view phone call logs, press the **Alt** key and the period (.) key.
- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the Question Mark (?) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a message, press **2**.
- To move down a message, press **8**.

Message troubleshooting

I cannot send messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

I am not receiving messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data services is turned on.
- If you use email message filters, verify that your email message filter options are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.

I cannot file email messages

• Try performing one of the following actions:

- Verify that you have turned on wireless email reconciliation.
- If wireless email reconciliation is not supported for your BlackBerry® device, verify that your device is associated with an email account that uses the BlackBerry Enterprise Server or BlackBerry Desktop Redirector.

- Verify that you have performed an initial email reconciliation with the BlackBerry Desktop Software so that the email message folders in your email application appear on your device. See the *BlackBerry Desktop Software Online Help* for more information.

I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and your BlackBerry device receives a new message from a folder in your email account other than your inbox, the message is filed and does not appear in a message list.

Some messages no longer appear on my device

- If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Messages saved on the device are not deleted.
- If you have turned on wireless email reconciliation and have set the **Delete On** field to **Mailbox & Handheld**, email messages that you delete in the email account on your computer are also deleted on your device.

A message or attachment is truncated

Your BlackBerry® device receives messages and attachments in sections. As you read the message or attachment, the next section should be sent to your device.

1. If the message or attachment is truncated, try performing one of the following actions:
 - Verify that your device is connected to the wireless network.
 - Wait for several seconds. It might take a short period of time for your device to receive the next section of the message or attachment.
 - If you see "More available" at the end of a message or attachment, press the **Menu** key. Click **More** or **More All**.

Some email message folders appear dimmed

If you cannot forward email messages from a email message folder, the check box beside the folder appears dimmed.

1. Try performing the following actions:
 - If your device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later, the folders might become available after a short period of time.
 - In the message options, click **Email Settings**. Press the **Menu** key. Click **Folder Redirection**. Turn off wireless email reconciliation, and then turn it on again.

The email message filters that I created are not working correctly

1. Try performing the following actions:
 - Verify that you have turned on the email message filter.
 - Verify that the email message filters are listed in the order in which you want your BlackBerry® device to apply them to messages.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

1. To view the shortcuts for viewing one type of message in a message list, in a message list, press the **Menu** key. Click **Search**. Click the trackball. Click **Recall**.

I cannot send SMS text messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, the message should be sent when you return to a wireless coverage area.
 - Verify that your service plan supports sending and receiving SMS text messages.
 - Verify that fixed dialing number mode is turned off. In the phone, click **Options**, click the **FDN Phone List**. Click the trackball. Click **Disable FDN Mode**.

I am not receiving SMS text messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that your service plan supports sending and receiving SMS text messages.
 - Verify that there is sufficient space on your SIM card to receive SMS text messages. In the SMS options, set the **Leave Messages On SIM Card** field is set to **No**. Any SMS text messages on your SIM card are deleted after the device imports them to the SMS text message list.

I cannot attach a file to an MMS message

1. Try performing the following actions:
 - Verify that the file is a .vcf (vCard®) file, .vcs () file, or a media file (for example, a .jpg, .gif or .midi file).
 - Verify that the file size does not exceed 300 KB.
 - Verify that the file is not copyright protected.
 - If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

PIN messages

PIN message basics

About PIN messages

A personal identification number (PIN) uniquely identifies each BlackBerry® device on the network. If you know the PIN of another BlackBerry device user, you can send a PIN message to that person. PIN messages are not routed through an existing email account.

When your PIN message is delivered to the recipient, in a messages list, a **D** appears with a check mark beside the PIN message.

Find your PIN

1. In the device options, click **Status**.

Send a PIN message

1. In a message list, press the **Menu** key.
2. Click **Compose PIN**.
3. In the **To:** field, perform one of the following actions:
 - Type a PIN number. Click the trackball.
 - Type a contact name. Click the trackball.
 - Type part of a contact name. Click a contact.
4. Type a message.
5. Click the trackball.
6. Click **Send**.

Open a message

1. In a message list, click a message.

Note: If your BlackBerry® device is integrated with more than one email account, you might be able to open messages from the message list for a specific email account.

Save a draft of a message

1. When composing a message, click the trackball.
2. Click **Save Draft**.

Blind carbon copy a contact

1. When composing a message, press the **Menu** key.

2. Click **Add Bcc**.

Attach a contact to a message

1. When composing a message, press the **Menu** key.
2. Click **Attach Address**.
3. Click a contact.
4. Click **Continue**.

Set the importance level for a message

1. When composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field to **High** or **Low**.
4. Press the **Menu** key.
5. Click **Save**.

Set a high importance level for received PIN messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Make PIN Messages Level 1** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Save a message

1. In an open message, press the **Menu** key.
2. Click **Save**.

Reply to a message

1. In an open message, click the trackball.
2. Click **Reply** or **Reply to All**.

Forward a message

1. In an open message, press the **Menu** key.
2. Click **Forward** or **Forward As**.

Delete a message

1. In an open message, click the trackball.
2. Click **Delete**.

Delete multiple messages

1. In a message list, highlight a date field.

2. Press the **Menu** key.
3. Click **Delete Prior**.

Note: When your email messages are reconciled between your BlackBerry® device and your email account, any email messages that you have deleted from your device using Delete Prior are not deleted from your email account.

Create a link for a PIN

1. When typing text, type **pin:** before typing the PIN.

Mark a message as opened or unopened

1. In a message list, perform one of the following actions:
 - Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
 - Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

View an address instead of a display name

1. In an open message, highlight a contact.
2. Click the trackball.
3. Click **Show Address**.

To view the display name again, click the trackball. Click **Show Name**.

Search for text in a message, attachment, web page, or memo

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Sent messages

Resend a message

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
 - To change the message, click **Edit**. Edit the message. Click the trackball. Click **Send**.
 - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Click the trackball. Click **Send**.
 - To resend the message without editing it, click **Resend**.

Stop a message from sending

Verify that you are not in a wireless coverage area and your BlackBerry® device is not connected to the wireless network. A clock icon should appear beside the message.

1. In a message, highlight the message.
2. Press the **Menu** key.
3. Click **Delete**.

Hide sent messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Note: If you set your device to hide sent messages, sent messages continue to appear in SMS message threads.

Message list settings

View more of the subject line for messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
 - Set the **Display Message Header On** field to **2 lines**.
 - Set the **Display Time** and **Display Name** fields to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before you delete items

1. In the calendar, address book, task list, memo list, or a message list, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete Option** to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Set how long your device stores messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

To restore the messages, set the **Keep Message** field to a longer period of time. Any messages sent to your device during that period of time appear in the message list.

Hide the new or unopened message indicator

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

To show the number of unopened messages again, set the **Display Message Count** field to **Unread**. To show the new indicator and the number of unopened messages, set the **Display Message Count** field to **Unread** and the **Display New Message Indicator** field to **Yes**.

Block incoming messages

If your organization has set a corporate encryption key for PIN messages, you can block only PIN messages that are sent to your device from outside your organization.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Press the **Menu** key.
5. Click **Save**.

Tip: Blocked messages are counted as part of the data that you use in your wireless service provider plan. To prevent BlackBerry® Internet Service messages from being forwarded to your BlackBerry device and being counted in your data use, turn off forwarding in your BlackBerry Internet Service account. See the *BlackBerry Internet Service Online Help* for more information.

Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Press the **Menu** key.
5. Click **Reset Count** or **Reset All Counts**.

Message shortcuts

Compose a message from a message list

- To compose a message from a message list, press the comma (,) key.

Reply to or forward a message

- To reply to a message, press the exclamation point (!) key.
- To reply to all, press the question mark (?) key.
- To forward a message, press the period (.) key.

View one type of message in a message list

- To view received messages, press the **Alt** key and **3**.
- To view phone call logs, press the **Alt** key and the period (.) key.
- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the Question Mark (?) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a message, press **2**.
- To move down a message, press **8**.

Message troubleshooting

I cannot send messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
 - If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
 - If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
 - If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
 - Generate an encryption key.
 - Verify that data service is turned on.
 - Resend the message.

I am not receiving messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.

- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data services is turned on.
- If you use email message filters, verify that your email message filter options are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.

I cannot file email messages

- Try performing one of the following actions:
 - Verify that you have turned on wireless email reconciliation.
 - If wireless email reconciliation is not supported for your BlackBerry® device, verify that your device is associated with an email account that uses the BlackBerry Enterprise Server or BlackBerry Desktop Redirector.
 - Verify that you have performed an initial email reconciliation with the BlackBerry Desktop Software so that the email message folders in your email application appear on your device. See the *BlackBerry Desktop Software Online Help* for more information.

I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and your BlackBerry device receives a new message from a folder in your email account other than your inbox, the message is filed and does not appear in a message list.

Some messages no longer appear on my device

- If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Messages saved on the device are not deleted.
- If you have turned on wireless email reconciliation and have set the **Delete On** field to **Mailbox & Handheld**, email messages that you delete in the email account on your computer are also deleted on your device.

A message or attachment is truncated

Your BlackBerry® device receives messages and attachments in sections. As you read the message or attachment, the next section should be sent to your device.

1. If the message or attachment is truncated, try performing one of the following actions:
 - Verify that your device is connected to the wireless network.

- Wait for several seconds. It might take a short period of time for your device to receive the next section of the message or attachment.
- If you see "More available" at the end of a message or attachment, press the **Menu** key. Click **More** or **More All**.

Some email message folders appear dimmed

If you cannot forward email messages from a email message folder, the check box beside the folder appears dimmed.

1. Try performing the following actions:

- If your device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later, the folders might become available after a short period of time.
- In the message options, click **Email Settings**. Press the **Menu** key. Click **Folder Redirection**. Turn off wireless email reconciliation, and then turn it on again.

The email message filters that I created are not working correctly

1. Try performing the following actions:

- Verify that you have turned on the email message filter.
- Verify that the email message filters are listed in the order in which you want your BlackBerry® device to apply them to messages.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

1. To view the shortcuts for viewing one type of message in a message list, in a message list, press the **Menu** key. Click **Search**. Click the trackball. Click **Recall**.

I cannot send SMS text messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, the message should be sent when you return to a wireless coverage area.
- Verify that your service plan supports sending and receiving SMS text messages.
- Verify that fixed dialing number mode is turned off. In the phone, click **Options**, click the **FDN Phone List**. Click the trackball. Click **Disable FDN Mode**.

I am not receiving SMS text messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your service plan supports sending and receiving SMS text messages.
- Verify that there is sufficient space on your SIM card to receive SMS text messages. In the SMS options, set the **Leave Messages On SIM Card** field is set to **No**. Any SMS text

messages on your SIM card are deleted after the device imports them to the SMS text message list.

I cannot attach a file to an MMS message

1. Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, .vcs () file, or a media file (for example, a .jpg, .gif or .midi file).
- Verify that the file size does not exceed 300 KB.
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

SMS messages

SMS text message basics

About SMS text messages

With an SMS-compatible phone number, you can send and receive SMS text messages. An SMS-compatible number is a phone number that your wireless service provider enables for SMS.

You can send SMS text messages to contacts who have SMS-compatible phone numbers. You can also forward SMS text messages as PIN or email messages.

Find your SMS number

1. Open the phone.

The **My Number** field displays your phone number. If your BlackBerry® device is enabled for SMS text messaging, this number is also your SMS number.

Open a message

1. In a message list, click a message.

Note: If your BlackBerry® device is integrated with more than one email account, you might be able to open messages from the message list for a specific email account.

Send an SMS text message

1. In a message list, press the  key.
2. Click **Compose SMS**.
3. Perform one of the following actions:
 - If the contact is not in your address book, click **[Use Once]**. Type an SMS-compatible phone number (include the country code and area code) or an email address. Click the trackball.
 - If the contact is in your address book, click a contact.
4. Type a message.
5. Click the trackball.
6. Click **Send**.

Add a contact to an SMS text message

1. When composing an SMS text message, press the **Menu** key.
2. Click **Add Recipient**.

Note: You can send an SMS text message to up to ten recipients.

Save a draft of a message

1. When composing a message, click the trackball.
2. Click **Save Draft**.

Save a message

1. In an open message, press the **Menu** key.
2. Click **Save**.

Reply to a message

1. In an open message, click the trackball.
2. Click **Reply** or **Reply to All**.

Forward a message

1. In an open message, press the **Menu** key.
2. Click **Forward** or **Forward As**.

Delete a message

1. In an open message, click the trackball.
2. Click **Delete**.

Delete multiple messages

1. In a message list, highlight a date field.
2. Press the **Menu** key.
3. Click **Delete Prior**.

Note: When your email messages are reconciled between your BlackBerry® device and your email account, any email messages that you have deleted from your device using Delete Prior are not deleted from your email account.

Delete the history from an SMS text message

1. When replying to an SMS text message, press the **Menu** key.
2. Click **Remove History**.

Mark a message as opened or unopened

1. In a message list, perform one of the following actions:
 - Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
 - Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Search for text in a message, attachment, web page, or memo

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View messages in a specific folder

1. In a message list, press the **Menu** key.
2. Click **View Folder**.
3. Click a folder.

Sent messages

Resend a message

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
 - To change the message, click **Edit**. Edit the message. Click the trackball. Click **Send**.
 - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Click the trackball. Click **Send**.
 - To resend the message without editing it, click **Resend**.

Hide sent messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Note: If you set your device to hide sent messages, sent messages continue to appear in SMS message threads.

Cell broadcasting

About cell broadcasting

Cell broadcasting enables wireless service providers to use SMS to send information to all BlackBerry® devices in a specified geographical area simultaneously. You can receive cell broadcast messages that contain a specific type of information by subscribing to a cell broadcast channel that provides that type of information. Different cell broadcast channels deliver different cell broadcast messages. For example, one cell broadcast channel might deliver regular weather forecasts while another might deliver traffic reports.

Cell broadcasting prerequisites

- Verify that your wireless service provider supports this feature.
- Verify that your wireless service provider has provided you with access to a cell broadcast channel.

Turn on cell broadcasting

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Set the **Cell Broadcasting Service** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

Note: To turn off cell broadcasting, set the **Cell Broadcasting Service** field to **Off**. Some wireless service providers might use cell broadcast messages to manage certain services, such as preferred rates based on your location. Before you turn off cell broadcasting, determine whether your wireless service provider uses cell broadcast messages to manage your services.

Subscribe to a cell broadcast channel

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Highlight a channel.
4. Press the **Menu** key.
5. Click **Add Channel**.

Stop receiving cell broadcast messages from a channel

Some wireless service providers might use cell broadcast messages to manage certain services, such as preferred rates based on your location. Before you stop receiving cell broadcast messages from a channel, verify that your wireless service provider does not manage your services using that channel.

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Highlight a channel.
4. Press the **Menu** key.
5. Perform one of the following actions:
 - To stop receiving messages from the channel, click **Disable**.
 - To delete the channel, click **Delete Channel**.

Rename a cell broadcast channel

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Highlight a channel.
4. Press the **Menu** key.

5. Click **Set Nickname**.

Set the display language for cell broadcast messages

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Click a language.

Message settings

View an address instead of a display name

1. In an open message, highlight a contact.
2. Click the trackball.
3. Click **Show Address**.

To view the display name again, click the trackball. Click **Show Name**.

Turn off AutoText for SMS text messages

1. In the device options, click **SMS**.
2. Set the **Disable AutoText** field to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

View more of the SMS text message history

1. In the device options, click **SMS**.
2. Set the **Number of Previous Items** field.
3. Press the **Menu** key.
4. Click **Save**.

Store SMS text messages on your SIM card

If you set your SIM card to store SMS text messages, the SIM card does not delete SMS text messages after the BlackBerry® device imports them to the message list.

1. In the device options, click **SMS**.
2. Set the **Leave Messages On SIM Card** field to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. Any SMS text messages on your SIM card are deleted after the BlackBerry device imports them to the message list.

Request delivery notification for all SMS text messages

1. In the device options, click **SMS**.
2. Set the **Delivery Reports** field to **On**.

3. Press the **Menu** key.
4. Click **Save**.

Set the wireless network type you use to send SMS text messages

Depending on your wireless service provider, this option might not appear.

1. In the device options, click **SMS**.
2. Set the **Network to Send Over** field.
3. Press the **Menu** key.
4. Click **Save**.

Set how long your service center stores SMS text messages

Depending on your wireless service provider, this option might not appear.

1. In the device options, click **SMS**.
2. Set the **Validity Period** field.
3. Press the **Menu** key.
4. Click **Save**.

Message list settings

View more of the subject line for messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
 - Set the **Display Message Header On** field to **2 lines**.
 - Set the **Display Time** and **Display Name** fields to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before you delete items

1. In the calendar, address book, task list, memo list, or a message list, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete Option** to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Hide the new or unopened message indicator

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.

5. Press the **Menu** key.
6. Click **Save**.

To show the number of unopened messages again, set the **Display Message Count** field to **Unread**.

To show the new indicator and the number of unopened messages, set the **Display Message Count** field to **Unread** and the **Display New Message Indicator** field to **Yes**.

About multiple message lists

You can associate your BlackBerry® device with multiple email accounts. For example, you can associate your device with your work email account and then associate your device with a personal email account using the BlackBerry Internet Service. When you do this, more than one message list might appear on your device. You might be able to open messages from the specific message list for an email account and send messages from your device using the address for that email account. You can also perform other actions in a specific message list, such as delete and save messages and search for messages.

You can also set up your device to have SMS and MMS messages in a separate message list.

See the *BlackBerry Internet Service Online Help* for more information on adding email accounts.

Use one message list or multiple message lists

By default, your BlackBerry® device them determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
 - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
 - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Press the **Menu** key.
6. Click **Save**.

Set how long your device stores messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

To restore the messages, set the **Keep Message** field to a longer period of time. Any messages sent to your device during that period of time appear in the message list.

Block incoming messages

If your organization has set a corporate encryption key for PIN messages, you can block only PIN messages that are sent to your device from outside your organization.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Press the **Menu** key.
5. Click **Save**.

Tip: Blocked messages are counted as part of the data that you use in your wireless service provider plan. To prevent BlackBerry® Internet Service messages from being forwarded to your BlackBerry device and being counted in your data use, turn off forwarding in your BlackBerry Internet Service account. See the *BlackBerry Internet Service Online Help* for more information.

Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Press the **Menu** key.
5. Click **Reset Count** or **Reset All Counts**.

Message shortcuts

Compose a message from a message list

- To compose a message from a message list, press the comma (,) key.

Reply to or forward a message

- To reply to a message, press the exclamation point (!) key.
- To reply to all, press the question mark (?) key.
- To forward a message, press the period (.) key.

View one type of message in a message list

- To view received messages, press the **Alt** key and **3**.
- To view phone call logs, press the **Alt** key and the period (.) key.
- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the Question Mark (?) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a message, press **2**.
- To move down a message, press **8**.

Message troubleshooting

I cannot send messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
 - If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
 - If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
 - If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
 - Generate an encryption key.
 - Verify that data service is turned on.
 - Resend the message.

I am not receiving messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
 - If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
 - If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
 - Verify that data services is turned on.
 - If you use email message filters, verify that your email message filter options are set correctly.
 - Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.

I cannot file email messages

- Try performing one of the following actions:

- Verify that you have turned on wireless email reconciliation.
- If wireless email reconciliation is not supported for your BlackBerry® device, verify that your device is associated with an email account that uses the BlackBerry Enterprise Server or BlackBerry Desktop Redirector.
- Verify that you have performed an initial email reconciliation with the BlackBerry Desktop Software so that the email message folders in your email application appear on your device. See the *BlackBerry Desktop Software Online Help* for more information.

I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and your BlackBerry device receives a new message from a folder in your email account other than your inbox, the message is filed and does not appear in a message list.

Some messages no longer appear on my device

- If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Messages saved on the device are not deleted.
- If you have turned on wireless email reconciliation and have set the **Delete On** field to **Mailbox & Handheld**, email messages that you delete in the email account on your computer are also deleted on your device.

A message or attachment is truncated

Your BlackBerry® device receives messages and attachments in sections. As you read the message or attachment, the next section should be sent to your device.

1. If the message or attachment is truncated, try performing one of the following actions:
 - Verify that your device is connected to the wireless network.
 - Wait for several seconds. It might take a short period of time for your device to receive the next section of the message or attachment.
 - If you see "More available" at the end of a message or attachment, press the **Menu** key. Click **More** or **More All**.

Some email message folders appear dimmed

If you cannot forward email messages from a email message folder, the check box beside the folder appears dimmed.

1. Try performing the following actions:
 - If your device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later, the folders might become available after a short period of time.
 - In the message options, click **Email Settings**. Press the **Menu** key. Click **Folder Redirection**. Turn off wireless email reconciliation, and then turn it on again.

The email message filters that I created are not working correctly

1. Try performing the following actions:

- Verify that you have turned on the email message filter.
- Verify that the email message filters are listed in the order in which you want your BlackBerry® device to apply them to messages.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

1. To view the shortcuts for viewing one type of message in a message list, in a message list, press the **Menu** key. Click **Search**. Click the trackball. Click **Recall**.

I cannot send SMS text messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, the message should be sent when you return to a wireless coverage area.
 - Verify that your service plan supports sending and receiving SMS text messages.
 - Verify that fixed dialing number mode is turned off. In the phone, click **Options**, click the **FDN Phone List**. Click the trackball. Click **Disable FDN Mode**.

I am not receiving SMS text messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that your service plan supports sending and receiving SMS text messages.
 - Verify that there is sufficient space on your SIM card to receive SMS text messages. In the SMS options, set the **Leave Messages On SIM Card** field is set to **No**. Any SMS text messages on your SIM card are deleted after the device imports them to the SMS text message list.

I cannot attach a file to an MMS message

1. Try performing the following actions:
 - Verify that the file is a .vcf (vCard®) file, .vcs () file, or a media file (for example, a .jpg, .gif or .midi file).
 - Verify that the file size does not exceed 300 KB.
 - Verify that the file is not copyright protected.
 - If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

MMS messages

MMS message basics

About MMS messages

With an MMS-compatible number, you can send and receive MMS messages and attach multimedia file types, such as .jpg, .gif, .wbmp, .midi, .vcf (), or .vcs () content. You might also be able to send and receive other types of audio files. An MMS-compatible number is a phone number that your wireless service provider enables for MMS.

You can add one or more pictures that are not copyright protected to an MMS message, but the message cannot exceed 300 KB.

You can only send non-recurring appointments in MMS messages. If you attach a meeting, the attendees are removed.

MMS prerequisites

- Verify that your BlackBerry® device supports MMS.
- Verify that your wireless service provider plan includes MMS messaging.
- Contact your system administrator or wireless service provider for more information.

Find your MMS number

- Open the phone.

In the **My Number** field, your phone number appears. This number is also your MMS number.

Open an MMS message

1. In a message list, highlight an MMS message.
2. Press the **Menu** key.
3. Click **Open**.

If MMS content does not appear when you open the message, press the **Menu** key. Click **Retrieve**.

Save a draft of a message

1. When composing a message, click the trackball.
2. Click **Save Draft**.

Send an MMS message

1. In a message list, press the **Menu** key.

2. Click **Compose MMS**.
3. If MMS templates are available, click a template.
4. Perform one of the following actions:
 - If the contact is not in your address book, click [**Use Once**]. Click **Email** or **Phone**. Type an MMS-compatible phone number or an email address. Click the trackball.
 - If the contact is in your address book, click a contact. Click an email address or MMS-compatible phone number.
5. Type a message.
6. Press the **Menu** key.
7. Click **Send**.

Note: Depending on your wireless service provider, MMS templates might be available for your BlackBerry® device.

Create a slide show in an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Attach Picture** or **Attach Audio**.
3. Click a file.
4. Repeat steps 1 through 3.
5. To customize the slide show, perform one or more of the following actions:
 - To add text to a slide, highlight the empty field below the attachment. Type text .
 - To set how long a slide appears, set the **Slide Duration** field.
 - To move an item on a slide, click the item. Click **Move Field**. Roll the trackball.

Record and send a voice note

You can record and send voice notes that are up to a minute long.

1. In the Send Voice Note application, click **OK**.
2. Record a voice note.
3. To pause recording, click the trackball. To resume recording, click the **Escape** key.
4. When you finish recording, click the trackball.
5. Click **Send as MMS**.

Set the importance level for a message

1. When composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field to **High** or **Low**.
4. Press the **Menu** key.
5. Click **Save**.

Resend a message

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
 - To change the message, click **Edit**. Edit the message. Click the trackball. Click **Send**.

- To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Click the trackball. Click **Send**.
- To resend the message without editing it, click **Resend**.

Save a message

1. In an open message, press the **Menu** key.
2. Click **Save**.

Reply to a message

1. In an open message, click the trackball.
2. Click **Reply** or **Reply to All**.

Forward an MMS message

You cannot edit the content of an MMS message that you forward. You can only forward an MMS message that is not copyright protected.

1. In an open message, click the trackball.
2. Click **Forward**.

Delete a message

1. In an open message, click the trackball.
2. Click **Delete**.

Delete multiple messages

1. In a message list, highlight a date field.
2. Press the **Menu** key.
3. Click **Delete Prior**.

Note: When your email messages are reconciled between your BlackBerry® device and your email account, any email messages that you have deleted from your device using Delete Prior are not deleted from your email account.

Mark a message as opened or unopened

1. In a message list, perform one of the following actions:
 - Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
 - Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Search for text in a message, attachment, web page, or memo

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View messages in a specific folder

1. In a message list, press the **Menu** key.
2. Click **View Folder**.
3. Click a folder.

MMS message attachments

Attach a media file to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Attach Picture** or **Attach Audio**.
3. Click a picture or audio file.

Attach a contact or appointment to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Perform one of the following actions:
 - To attach a contact, click **Attach Contact**. Click a contact.
 - To attach an appointment, click **Attach Appointment**. Highlight an appointment. Press the **Menu** key. Click **Continue**.

Save a picture attached to an MMS message

1. In an open MMS message, click a picture.
2. Click **Save Picture**.

Add an appointment to your calendar from an MMS message

1. In an open MMS message, click a vCalendar® attachment.
2. Click **View Appointment**.
3. Press the **Menu** key.
4. Click **Add To Calendar**.

Add a contact to your address book from an MMS message

1. In an open MMS message, click a vCard® attachment.
2. Click **View Attachment**.
3. Press the **Menu** key.
4. Click **Add Contact**.

Message settings

Request delivery or read notification for an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Options**.
3. Perform one or more of the following actions:
 - To receive notification when the message is delivered to the recipient, set the **Confirm Delivery** field to **Yes**.
 - To receive notification when the recipient opens the message, set the **Confirm Read** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Request delivery or read notification for all MMS messages

1. In the device options, click **MMS**.
2. In the **Notifications** section, perform one of the the following actions:
 - To send delivery or read notification when a sender requests it, set the **Allow Delivery Confirmation** and **Allow Read Confirmation** fields to **Yes**.
 - To request delivery or read notification when you send MMS messages, set the **Confirm Delivery** and **Confirm Read** fields to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

View an address instead of a display name

1. In an open message, highlight a contact.
2. Click the trackball.
3. Click **Show Address**.

To view the display name again, click the trackball. Click **Show Name**.

View the size of an MMS message before sending it

1. In an open message, press the **Menu** key.
2. Click **Options**.

The **Estimated Size** field displays the size of the MMS message.

Set when you receive MMS messages

You can set your BlackBerry® device to stop receiving MMS messages when roaming.

1. In the device options, click **MMS**.
2. Set the **Multimedia Reception** and **Automatic Retrieval** fields to **Home Only**.
3. Press the **Menu** key.
4. Click **Save**.

Message list settings

View more of the subject line for messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
 - Set the **Display Message Header On** field to **2 lines**.
 - Set the **Display Time** and **Display Name** fields to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Hide the new or unopened message indicator

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

To show the number of unopened messages again, set the **Display Message Count** field to **Unread**.

To show the new indicator and the number of unopened messages, set the **Display Message Count** field to **Unread** and the **Display New Message Indicator** field to **Yes**.

Turn off the prompt that appears before you delete items

1. In the calendar, address book, task list, memo list, or a message list, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete Option** to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View messages in a specific folder

1. In a message list, press the **Menu** key.
2. Click **View Folder**.
3. Click a folder.

About multiple message lists

You can associate your BlackBerry® device with multiple email accounts. For example, you can associate your device with your work email account and then associate your device with a personal email account using the BlackBerry Internet Service. When you do this, more than one message list might appear on your device. You might be able to open messages from the specific message list for an email account and send messages from your device using the address for that email account. You can also perform other actions in a specific message list, such as delete and save messages and search for messages.

You can also set up your device to have SMS and MMS messages in a separate message list.

See the *BlackBerry Internet Service Online Help* for more information on adding email accounts.

Use one message list or multiple message lists

By default, your BlackBerry® device them determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
 - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
 - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Press the **Menu** key.
6. Click **Save**.

Set how long your device stores messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

To restore the messages, set the **Keep Message** field to a longer period of time. Any messages sent to your device during that period of time appear in the message list.

Hide sent messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Note: If you set your device to hide sent messages, sent messages continue to appear in SMS message threads.

Block MMS messages

1. In the device options, click **MMS**.
2. In the **Message Filtering** section, select the **Reject Anonymous Messages** check box or the **Reject Advertisements** check box.
3. Press the **Menu** key.
4. Click **Save**.

Block incoming messages

If your organization has set a corporate encryption key for PIN messages, you can block only PIN messages that are sent to your device from outside your organization.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Press the **Menu** key.
5. Click **Save**.

Tip: Blocked messages are counted as part of the data that you use in your wireless service provider plan. To prevent BlackBerry® Internet Service messages from being forwarded to your BlackBerry device and being counted in your data use, turn off forwarding in your BlackBerry Internet Service account. See the *BlackBerry Internet Service Online Help* for more information.

Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Press the **Menu** key.
5. Click **Reset Count** or **Reset All Counts**.

Message shortcuts

Compose a message from a message list

- To compose a message from a message list, press the comma (,) key.

Reply to or forward a message

- To reply to a message, press the exclamation point (!) key.
- To reply to all, press the question mark (?) key.
- To forward a message, press the period (.) key.

View one type of message in a message list

- To view received messages, press the **Alt** key and **3**.
- To view phone call logs, press the **Alt** key and the period (.) key.
- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the Question Mark (?) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a message, press **2**.

- To move down a message, press **8**.

Message troubleshooting

I cannot send messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
 - If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
 - If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
 - If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
 - Generate an encryption key.
 - Verify that data service is turned on.
 - Resend the message.

I am not receiving messages

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
 - If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
 - If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
 - Verify that data services is turned on.
 - If you use email message filters, verify that your email message filter options are set correctly.
 - Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.

I cannot file email messages

- Try performing one of the following actions:
 - Verify that you have turned on wireless email reconciliation.
 - If wireless email reconciliation is not supported for your BlackBerry® device, verify that your device is associated with an email account that uses the BlackBerry Enterprise Server or BlackBerry Desktop Redirector.
 - Verify that you have performed an initial email reconciliation with the BlackBerry Desktop Software so that the email message folders in your email application appear on your device. See the *BlackBerry Desktop Software Online Help* for more information.

I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and your BlackBerry device receives a new message from a folder in your email account other than your inbox, the message is filed and does not appear in a message list.

Some messages no longer appear on my device

- If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Messages saved on the device are not deleted.
- If you have turned on wireless email reconciliation and have set the **Delete On** field to **Mailbox & Handheld**, email messages that you delete in the email account on your computer are also deleted on your device.

A message or attachment is truncated

Your BlackBerry® device receives messages and attachments in sections. As you read the message or attachment, the next section should be sent to your device.

1. If the message or attachment is truncated, try performing one of the following actions:
 - Verify that your device is connected to the wireless network.
 - Wait for several seconds. It might take a short period of time for your device to receive the next section of the message or attachment.
 - If you see "More available" at the end of a message or attachment, press the **Menu** key. Click **More** or **More All**.

Some email message folders appear dimmed

If you cannot forward email messages from a email message folder, the check box beside the folder appears dimmed.

1. Try performing the following actions:
 - If your device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later, the folders might become available after a short period of time.
 - In the message options, click **Email Settings**. Press the **Menu** key. Click **Folder Redirection**. Turn off wireless email reconciliation, and then turn it on again.

The email message filters that I created are not working correctly

1. Try performing the following actions:

- Verify that you have turned on the email message filter.
- Verify that the email message filters are listed in the order in which you want your BlackBerry® device to apply them to messages.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

1. To view the shortcuts for viewing one type of message in a message list, in a message list, press the **Menu** key. Click **Search**. Click the trackball. Click **Recall**.

I cannot send SMS text messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, the message should be sent when you return to a wireless coverage area.
- Verify that your service plan supports sending and receiving SMS text messages.
- Verify that fixed dialing number mode is turned off. In the phone, click **Options**, click the **FDN Phone List**. Click the trackball. Click **Disable FDN Mode**.

I am not receiving SMS text messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your service plan supports sending and receiving SMS text messages.
- Verify that there is sufficient space on your SIM card to receive SMS text messages. In the SMS options, set the **Leave Messages On SIM Card** field is set to **No**. Any SMS text messages on your SIM card are deleted after the device imports them to the SMS text message list.

I cannot attach a file to an MMS message

1. Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, .vcs () file, or a media file (for example, a .jpg, .gif or .midi file).
- Verify that the file size does not exceed 300 KB.
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

Typing

Typing input methods

About typing input methods

You can type on your BlackBerry® device using the SureType™ input method or the multi-tap input method.

SureType technology combines a traditional phone number key layout with a familiar computer style letter layout to provide a comfortable typing and dialing experience.

When you use SureType technology, you press the letter key for each letter in a word once. For example, to type **run**, you would press the  key once, the  key once and the  key once. As you type, a list of possible letter combinations and words appear on the screen. SureType technology selects letter combinations or words from the list based on context. If you try to type a word or letter combination (for example, a web address or an abbreviation) that SureType technology does not recognize, you can use the list that appears on the screen to build the word letter by letter. SureType technology "learns" new words or letter combinations that you type and adds them to your custom word list.

When you use multi-tap, you press a letter key once to type the first letter on the key and twice to type the second letter. For example, to type **run**, you would press the  key twice, the  key once, and the  key twice.

SureType technology is the default typing input method for most fields. Multi-tap is the default for phone number and password fields.

Type text using SureType technology

1. Press the letter key for each letter in a word until you have typed the entire word.

If your BlackBerry® device does not recognize the word that you have typed, perform one of the following actions:

- To highlight an item in the list that appears when you type, roll the trackball.
- To select a highlighted item from the list that appears when you type and continue typing the same word, press the  key.
- To select a highlighted item from the list that appears when you type and start a new word, press the  key.

Type text using multi-tap

- To type the first letter on a key, press the letter key once.
- To type the second letter on a key, press the letter key twice.

Switch typing input methods

1. In the device options, click **Language**.
2. Perform one of the following actions:
 - To use the multi-tap typing input method, set the **Input Language** field to <Language> **Multitap**.
 - To use the SureType™ typing input method, set the **Input Language** field to <Language>.
3. Press the **Menu** key.
4. Click **Save**.

Switch typing input methods when typing

- To switch between the SureType™ typing input method and the multi-tap typing input method when typing, press the **Menu** key. Click **Enable Multitap** or **Enable SureType**.

About typing input languages

You can set a typing input language to use when you type. This setting is different from the display language. When you set a typing input language, AutoText and other typing settings change to the selected language. For example, you might use your BlackBerry® device in French, but type messages in English.

The typing input language also controls whether your device uses the multi-tap or the SureType™ input method.

If the typing input language of your device is different from the display language of your device, a rectangle with the short form of the current typing input language appears in the list that appears when you type.

Set the typing input language

Verify that your BlackBerry® Device Software supports multiple languages. Contact your system administrator or wireless service provider for more information.

1. In the device options, click **Language**.
2. Set the **Input Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Typing basics

Type a symbol

1. Press the **Symbol** key. To view more symbols, press the **Symbol** key again.
2. Type the letter that appears below the symbol.

Type an accent or special character

1. To type an accented or special character, hold the letter key and roll the trackball to the left or right. Click a selected character.

Create a link for a PIN

1. When typing text, type **pin:** before typing the PIN.

Cut or copy text

1. With text selected, click the trackball.
2. Click **Cut** or **Copy**.

Paste text

1. Place the cursor where you want to insert the cut or copied text.
2. Click the trackball.
3. Click **Paste**.

Clear a field

1. When typing text, press the **Menu** key.
2. Click **Clear Field**.

Highlight a line of text

1. Place the cursor where you want to highlight the line of text.
2. Press the **Menu** key.
3. Click **Select**.
4. Roll the trackball.

Highlight text character by character

1. Place the cursor where you want to highlight the text.
2. Press the **Menu** key.
3. Click **Select**.
4. Roll the trackball.

Cancel a text selection

1. With text selected, click the trackball.
2. Click **Cancel Selection**.

Set the cursor speed

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Rate** field.

3. Press the **Menu** key.
4. Click **Save**.

Turn on key tones

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Tone** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

Set the trackball sensitivity

You can change how the trackball responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Horizontal Sensitivity** and **Vertical Sensitivity** fields.
3. Press the **Menu** key.
4. Click **Save**.

Turn off trackball sounds

1. In the device options, click **Screen/Keyboard**.
2. Set the **Audible Roll** field to **Mute**.
3. Press the **Menu** key.
4. Click **Save**.

AutoText

About AutoText

AutoText is designed to replace specific text that you type with predefined AutoText entries. If you type text that can be replaced with an AutoText entry, the text changes after you press the Space key.

Your BlackBerry® device has built-in AutoText entries that correct common mistakes. For example, AutoText changes hte to the. You can create AutoText entries for your common typing mistakes or for abbreviations. For example, you might create an AutoText entry that replaces ttyl with talk to you later.

Create an AutoText entry

1. In the device options, click **AutoText**.
2. Press the **Menu** key.
3. Click **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, perform one of the following actions:
 - Type replacement text.

- To insert a macro (for example, the current date or time), press the **Menu** key. Click **Insert Macro**.
6. In the **Using** field, perform one of the following actions:
 - To capitalize the entry exactly as you typed it, click **Specified Case**.
 - To capitalize the entry according to the context, click **SmartCase**.
 7. Set the language.
 8. Press the **Menu** key.
 9. Click **Save**.

Change an AutoText entry

1. In the device options, click **AutoText**.
2. Click an AutoText entry.
3. Change the AutoText entry.
4. Click the trackball.
5. Click **Save**.

Delete an AutoText entry

1. In the device options, click **AutoText**.
2. Highlight an AutoText entry.
3. Press the **Menu** key.
4. Click **Delete**.

Undo an AutoText change

1. Press the **Backspace/Delete** key twice.

Turn off AutoText for SMS text messages

1. In the device options, click **SMS**.
2. Set the **Disable AutoText** field to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

Word list

About the custom word list

If you type a word or letter combination that the BlackBerry® device does not recognize, the device adds the word or letter combination to the custom word list. You can also add words or letter combinations manually to the custom word list.

The device deletes words from the custom word list if you do not use them.

Add a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Press the **Menu** key.
3. Click **New**.
4. Type a word or letter combination.
5. Click the trackball.
6. Click **Save**.

Change a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Click an entry.
- 3.
4. Change the custom word list item.
5. Click the trackball.
6. Click **Save**.
7. Press the **Menu** key.
8. Click **Close**.

Delete a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Highlight an entry.
3. Press the **Menu** key.
4. Click **Delete**.

Delete all custom word list items

1. In the device options, click **Custom Wordlist**.
2. Highlight an entry.
3. Press the **Menu** key.
4. Click **Clear Custom Wordlist**.

Stop displaying contacts in the list that appears when you type

By default, your BlackBerry® device is designed to recognize contacts when you type them.

1. In the device options, click **Language**.
2. Click **Input Options**.
3. Set the **Use Address Book as Data Source** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Stop adding items to the custom word list automatically

1. In the device options, click **Language**.
2. Click **Input Options**.

3. Set the **Auto Word Learning** and **Automatic Word Learning from Messages** fields to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Typing shortcuts

Type a symbol or a special character

- To type the alternate character on a key, hold the **Alt** key and press the character key.
- To type an accented or special character, hold the letter key and roll the trackball. Click a selected character.
- To type a symbol, press the **Symbol** key. To view more symbols, press the **Symbol** key again. Type the letter that appears below the symbol.

Insert a period

- To insert a period, press the **Space** key twice. The next letter is capitalized.

Capitalize a letter

- To capitalize a letter, hold the letter key until the capitalized letter appears.

Turn on or turn off NUM lock

- To turn on NUM lock, hold the **Shift** key and press the **Alt** key.
- To turn off NUM lock, press the **Alt** key.

Insert a period or at sign in an email address field

- To insert the at sign (@) and periods in an email address field, press the **Space** key.

Type in a number or password field

- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a password field, hold the **Alt** key and press the number key.
- To type a letter in a number field, hold the **Alt** key and use the multi-tap typing input method.

Switch typing input languages

On the Language screen, set the **Use Input Method Shortcut** field to **Yes**.

- To switch typing input languages, hold the **Alt** key and press the **Enter** key. Select a language and release the **Alt** key.

Highlight text

- To highlight a line of text, press the **Shift** key and roll the trackball.
- To highlight text character by character, hold the **Shift** key and roll the trackball left or right.

- To cancel a text selection, press the **Escape** key.

Cut, copy, or paste text

- To cut selected text, press the **Shift** key and the **Backspace/Delete** key.
- To copy the selected text, press the **Alt** key and click the trackball.
- To paste selected text, press the **Shift** key and click the trackball.

Typing troubleshooting

SureType technology does not recognize a word

Use the list that appears when you type to help you build words that SureType™ technology does not recognize.

1. Press the first letter key once. Highlight a letter in the list. Press the subsequent letter key. Highlight the letter combination that you want to type. Click the trackball. Continue to type the word.

I cannot type a password

1. Verify that you are using the multi-tap typing method.

Search

About search

In a message list, you can search using criteria that you set and you can save the search criteria for future use. You can also search for contacts or search for all messages that contain the same subject.

You can use the search application to search messages, tasks, memos, contacts, and calendar entries on your BlackBerry® device. You can also manage tasks, memos, contacts, and calendar entries from the search results list.

Search for messages

You can save your search criteria so that you can repeat your search at another time.

1. In a message list, press the **Menu** key.
2. Click **Search**.
3. Set the search criteria.
4. Click the trackball.
5. Perform one of the following actions:
 - To save the search criteria, click **Save**. Add a title. Click the trackball. Click **Save**.
 - To search the message list without saving your search criteria, click **Search**.

To stop a search, press the **Escape** key.

Search criteria

Name:

Specify one or more contacts or email addresses that the search should find in messages. You can also specify part of the name to widen the search.

In:

Specify in which address field the search should find the name.

Subject:

Type text that the search should find in the subject of messages.

Message:

Type text that the search should find in the body of messages.

Service:

If your BlackBerry® device is associated with more than one email account, specify the type of email account from which the search should find messages.

Folder:

Specify the folders in which the search should find messages.

Show:

Specify the types of messages that the search should find.

Type:

Specify which messages the search should find.

View a list of saved searches

1. In a message list, press the **Menu** key.
2. Click **Search**.
3. Press the **Menu** key.
4. Click **Recall**.

Change a saved search

1. In a message list, press the **Menu** key.
2. Click **Search**.
3. Press the **Menu** key.
4. Click **Recall**.
5. Highlight a search.
6. Press the **Menu** key.
7. Click **Edit Search**.
8. Edit the search criteria.
9. Press the **Menu** key.
10. Click **Save**.

Delete a saved search

1. In a message list, press the **Menu** key.
2. Click **Search**.
3. Press the **Menu** key.
4. Click **Recall**.
5. Highlight a search.
6. Press the **Menu** key.
7. Click **Delete Search**.

Search for messages by contact or subject

1. In a message list, highlight a message.
2. Press the **Menu** key.
3. Click one of the following menu items:
 - **Search Sender**
 - **Search Recipient**
 - **Search Subject**

Search for text in a message, attachment, web page, or memo

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Search for organizer data and messages that contain specific information

1. In the search application, perform one or more of the following actions:
 - In the **Text** field, type text or a phone number to search for.
 - In the **Name** field, type a contact name to search for.
2. Select one or more applications.
3. Press the **Menu** key.
4. Click **Search**.

Note: If you type more than one word in the **Text** or **Name** fields, only items that contain all the words appear.

The BlackBerry® device does not search file attachments if you search messages.

To stop a search, press the **Escape** key.

Search shortcuts

Search for a contact in a list of contacts

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.

Search for text in an attachment

- To search for text in an attachment, press the exclamation point (!) key.

View the criteria of your last search

- To view the criteria of your last search, in the list of searches, press the **Menu** key. Click **Last**.

Attachments

Attachment basics

About attachments

You can view several types of file attachments on your BlackBerry® device, including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, .vcf, and .xls files. You can also view .bmp, .gif, .jpg, .png, .tif, and .wmf picture attachments.

You can play .wav file attachments on your device.

In a message list, a paper clip icon appears beside messages with attachments.

If you save a message which contains an attachment that you have viewed, the attachment remains in the device memory until the message is deleted.

Attachment viewing prerequisites

- To view document and spreadsheet attachments, verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 3.6 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®, or the BlackBerry Internet Service.
- To view .zip, .htm, or.html attachments, verify that your device is associated with an email account that uses BlackBerry Enterprise Server version 3.6 Service Pack 1 or later for Microsoft Exchange, BlackBerry Enterprise Server version 2.2 Service Pack 1 or later for IBM Lotus Domino, BlackBerry Enterprise Server version 4.0 for Novell GroupWise, or the BlackBerry Internet Service.
- To view presentation slides, verify that your device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 Service Pack 3 or later.
- Contact your system administrator or wireless service provider for more information.

Open an attachment

1. In a message, click the trackball.
2. Click **Open Attachment**.
3. Perform one of the following actions:
 - To open a table of contents for the file attachment, click **Table of Contents**.
 - To open the file attachment, click **Full Content**.

Follow a link in an attachment

Some attachments might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.

1. When viewing an attachment, click a content link.

To return to the attachment, press the **Escape** key.

View properties of an attachment

You can view the size, author, publication date, and other attachment properties.

1. In an attachment, highlight the file names.
2. Press the **Menu** key.
3. Perform one of the following actions:
 - If you have opened the complete file attachment, click **View Info**.
 - If you have not opened the complete file attachment, click **Retrieve Info**.

Set font options for an attachment

1. In an attachment, press the **Menu** key.
2. Click **Options**.
3. Set the **Font Family**, **Font Size**, and **Reflect Original Font** fields.
4. Press the **Menu** key.
5. Click **Save**.

Set the amount of memory available for attachments

1. In a message, click an attachment.
2. Click **Open Attachment**.
3. Press the **Menu** key.
4. Click **Options**.
5. Set the **Cache Size** field.
6. Press the **Menu** key.
7. Click **Save**.

Search for text in a message, attachment, web page, or memo

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Document attachments

Type a password for a password-protected .pdf file attachment

You can open password protected .pdf files created with Adobe® Acrobat® 4.0 or earlier.

1. Highlight the attachment.
2. Press the **Menu** key.
3. Click **Password**.
4. Type the password.
5. Click the trackball.

View a table in a document

1. In a document, click a table link.

View tracked changes in a document

1. In a document, press the **Menu** key.
2. Click **Show Changes**.

To hide tracked changes, press the **Menu** key. Click **Hide Changes**.

Spreadsheet attachments

Set display options for a spreadsheet attachment

1. In a spreadsheet cell, press the **Menu** key.
2. Click **Options**.
3. Perform one or more of the following options:
 - To show the gridlines in a spreadsheet, set the **Show Gridlines** field to **Yes**.
 - To label spreadsheet rows with numbers and columns with letters, set the **Display Labels** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Move to a specific cell

1. In a spreadsheet, click the trackball.
2. Click **Go to Cell**.
3. Type the cell coordinates.
4. Click the trackball.

View the content of a cell

1. In a spreadsheet, click a cell.

Switch worksheets

Verify that you have opened the full content of the attachment.

1. In a spreadsheet, press the **Menu** key.
2. Perform one of the following actions:
 - To view the next worksheet, click **Next Sheet**.

- To view the previous worksheet, click **Prev Sheet**.

Switch to a specific worksheet

Verify that you have opened the full content of the attachment.

1. In a spreadsheet, press the **Menu** key.
2. Click **Table of Contents**.
3. Highlight a worksheet.
4. Press the **Menu** key.
5. Perform one of the following actions:
 - If the worksheet has been retrieved (underlined with a solid line), click **View**.
 - If the worksheet has not been retrieved (underlined with a dashed line), click **Retrieve**.

View a list of worksheets

Verify that you have opened the full content of the attachment.

1. In a spreadsheet, press the **Menu** key.
2. Click **Table of Contents**.

Change the size of a column

1. In a spreadsheet, perform one of the following actions:
 - To change the size of one column, click the column label. Click a size.
 - To show all the text in the column, click the column label. Click **Fit**.
 - To change the size of all the columns in the spreadsheet, click the unmarked column label in the top left corner of the spreadsheet. Click a size.
 - To change the default column size for all spreadsheets, press the **Menu** key. Click **Options**. Set the **Column Width** field.

Media attachments

Move to a specific page of a multi-page picture

1. In a multi-page picture, press the **Menu** key.
2. Click **Table of Contents**.
3. Highlight a page.
4. Press the **Menu** key.
5. Perform one of the following actions:
 - If the page has been retrieved (underlined with a solid line), click **View**.
 - If the page has not been retrieved (underlined with a dashed line), click **Retrieve**.

Switch pages in a multi-page picture attachment

Verify that you have opened the full content of the attachment.

1. In a multi-page picture, press the **Menu** key.
2. Perform one of the following actions:

- To view the next slide, click **Next Page**.
- To view the previous slide, click **Prev Page**.

View a list of pictures in a multi-page picture attachment

1. Click **Table of Contents**.

Enhance a picture attachment

1. In a picture attachment, press the **Menu** key.
2. Perform one of the following actions:
 - To view the picture in more detail after zooming in, click **Enhance**.
 - To view the picture at a higher resolution, click **Full Image**.

Reopen a picture attachment

1. In a message, click the picture attachment.

Play a .wav attachment

Verify that your device is associated with an email account that uses BlackBerry Enterprise Server version 4.1 Service Pack 2 or later.

1. Open the .wav file.
2. Press the **Menu** key.
3. Click **Play**.

Presentation attachments

Presentation viewing prerequisites

- To view more than the text of a Microsoft® PowerPoint® presentation, verify that your email address is associated with an email account that uses BlackBerry Enterprise Server version 4.0 Service Pack 3 or later.

Switch presentation views

1. In a Microsoft® PowerPoint® presentation attachment, press the **Menu** key.
2. Perform one of the following actions:
 - To view the presentation in its original format, click **View Slides**.
 - To view text only, click **View Text**.
 - To view text and slides, click **View Both**.

View a presentation as a slide show

Verify that you have opened the full content of the attachment.

1. In a Microsoft® PowerPoint® presentation, press the **Menu** key.

2. Click **Slide Show**.

Switch slides

1. When viewing a presentation in slide show view, press the **Menu** key.
2. Perform one of the following actions:
 - To view the next slide, click **Next Slide**.
 - To view the previous slide, click **Prev Slide**.

Stop a slide show

1. In a slide show, press the **Menu** key.
2. Click **Close**.

Rotate a slide

1. In a presentation, in slide view or text and slide view, click a slide.
2. Click **Rotate**.

Zoom in to or out from a slide

1. In a presentation, in slide view or text and slide view, click a slide.
2. Click **View**.
3. Press the **Menu** key.
4. Click **Zoom** or **Zoom All**.

To zoom back to the original picture size, press the **Menu** key. Click **Zoom 1:1**.

Save a slide

1. In a presentation, in slide view or text and slide view, click a slide.
2. Press the **Menu** key.
3. Click **Save Image**.
4. Type a file name.
5. Click **Save**.

vCard attachments

About vCard contact attachments

vCard® (.vcf files) contact attachments contain information for a specific contact. When you add a vCard contact attachment to your email message, recipients of your message can view and add your contact information to their BlackBerry® device address books. When you open a message that contains a vCard contact attachment, a book icon appears at the bottom of the message with the name of the attached contact.

Open a vCard contact attachment

1. In a message, click a vCard® contact attachment.

Add a contact to your address book from a vCard contact attachment

1. In a vCard® contact attachment, press the **Menu** key.
2. Perform one of the following actions:
 - To add the contact to your address book, click **Add to Address Book**.
 - To update the contact in your address book, click **Update Address**.

Attachment shortcuts

Search for text in an attachment

- To search for text in an attachment, press the exclamation point (!) key.

Switch between the table of contents and full content of a document attachment

- To switch between the table of contents and full content of a document attachment, press the period (.) key.

Change the size of a column in a spreadsheet

- To change the column size, press the at sign (@) key.

Move to a specific cell in a spreadsheet

- To move to a specific cell in a spreadsheet, press the Question Mark (?) key.

View the content of a cell in a spreadsheet

- To view the content of a cell in a spreadsheet, press the **Space** key.

Rotate a picture

- To rotate a picture, press the comma (,) key.

Zoom in to or out from a picture

- To zoom in to a picture, press **3**.
- To zoom out from a picture, press **9**.
- To zoom to the original picture size, press **5**.

View a presentation as a slide show

- To view a presentation as a slide show, press the Question Mark (?) key.

Move to the next or previous item

- To move to the next item, press **6**.
- To move to the previous item, press **4**.

Stop a slide show

- To stop a slide show, hold the **Escape** key.

Switch presentation views

- To switch presentation views, press the at sign (@) key.

Attachment troubleshooting

A skipped content bar appears in a document

More attachment content is available for you to retrieve from the messaging server to your BlackBerry® device.

1. To retrieve the content, click the skipped content bar.

A message or attachment is truncated

Your BlackBerry® device receives messages and attachments in sections. As you read the message or attachment, the next section should be sent to your device.

1. If the message or attachment is truncated, try performing one of the following actions:
 - Verify that your device is connected to the wireless network.
 - Wait for several seconds. It might take a short period of time for your device to receive the next section of the message or attachment.
 - If you see "More available" at the end of a message or attachment, press the **Menu** key. Click **More** or **More All**.

Synchronization

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (tasks, calendar entries, contacts, and memos) between your BlackBerry® device and the email application on your computer over the wireless network.

The wireless email reconciliation feature is designed to reconcile email messages between your device and the email account on your computer over the wireless network. When you file or delete messages on your device, these messages should be filed or deleted in your email account. Likewise, any changes that you make to messages in the email account on your computer should be reflected on your device.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned them off, you can use the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Wireless email reconciliation prerequisites

- If your BlackBerry® device is associated with the BlackBerry Internet Service, verify that your wireless service provider supports this feature.
- If your device is associated with an email account that uses the BlackBerry Enterprise Server, verify that the email account uses BlackBerry Enterprise Server version 3.6 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise® .

Reconcile email messages over the wireless network

Set the **Wireless Reconcile** option for each email address that you have associated with your BlackBerry® device.

1. In the messages options, click **Email Reconciliation**.
2. Set the **Wireless Reconcile** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

To turn off email reconciliation, set the **Wireless Reconcile** field to **Off**.

Delete email messages over the wireless network

Set the **Delete On** option for each email address that you have associated with your BlackBerry® device.

1. In a message list, click **Options**.
2. Click **Email Reconciliation**.

3. Set the **Delete On** field.
4. Press the **Menu** key.
5. Click **Save**.

It takes a short period of time for messages to be delivered over the wireless network. To delete messages on your device only, set the **Delete On** field to **Handheld**.

Wireless data synchronization prerequisites

- Verify that you have synchronized personal data using the BlackBerry® Desktop Software before you turn on wireless data synchronization. See the *BlackBerry Desktop Software Online Help* for more information.
- If you want to turn on wireless synchronization for tasks, contacts, or memos, verify that your BlackBerry device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.
- If you want to turn on wireless synchronization for calendar entries, verify that your device is associated with an email account that uses BlackBerry Enterprise Server version 2.1 or later.

Synchronize organizer data over the wireless network

1. In the task list, memo list, address book, or calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Wireless Synchronization** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

To stop synchronizing organizer data over the wireless network, set the the **Wireless Synchronization** field to **No**.

About synchronization conflicts

A conflict in your organizer data might occur if you edit the same item on your BlackBerry® device and in your email application before synchronization occurs.

If you turn on wireless data synchronization, the information in your email application should automatically take precedence over the data on your device when a conflict occurs. If you turn off wireless data synchronization and make changes to organizer data in your email application and on the device, the conflicting information on the device is replaced by the information in your email application when you turn on wireless data synchronization again. If you want to select manually how conflicts are handled, synchronize your device using the BlackBerry Desktop Software before you turn on wireless data synchronization. See the *BlackBerry Desktop Software Online Help* for more information.

Manage synchronization conflicts

Set the **On Conflicts** option for each email address that you have associated with your BlackBerry® device.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Reconciliation**.
4. Set the **On Conflicts** field.
5. Press the **Menu** key.
6. Click **Save**.

About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software, you can backup and restore most BlackBerry device data, including messages, organizer data, fonts, saved searches, and browser bookmarks at any time using the Backup and Restore tool. See the *BlackBerry Desktop Software Online Help* for more information.

If your device is integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later and you switch to a different BlackBerry device, load new BlackBerry Device Software, or delete your device data, synchronized organizer data might be restored to your device using the Enterprise Activation feature. To use the Enterprise Activation feature, your system administrator must provide you with an enterprise activation password. Contact your system administrator for more information.

Wireless data restoration prerequisites

- Verify that your BlackBerry® device is associated with BlackBerry Enterprise Server version 4.0 or later.
- Verify that your system administrator has provided you with an enterprise activation password.
- Verify that your device is connected to the wireless network.

Delete all device data

Verify that you have a backup copy of your device data.

CAUTION: If you have turned on content protection and you delete all data from your BlackBerry® device, the process might take up to an hour. After you have started the delete process, you cannot stop it. If you reset your device, the process continues after the device restarts.

1. In the device options, click **Security Options** .
2. Click **General Settings**.
3. Press the **Menu** key.
4. Click **Wipe Handheld**.
5. Click **Continue**.
6. Type **blackberry**.

Empty the deleted items folder on your computer from your device

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 3.6 for Microsoft® Exchange, with wireless email reconciliation turned on.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Reconciliation**.
4. Press the **Menu** key.
5. Click **Purge Deleted Items**.
6. Click **Yes**.

Synchronization troubleshooting

Email messages are not reconciling over the wireless network

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that wireless email reconciliation is turned on.
 - Initiate email reconciliation. In a message list, press the **Menu** key. Click **Reconcile Now**.

I am not receiving email messages from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, your email messages in personal folders can only be reconciled using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Email messages are not being deleted over the wireless network

1. Try performing one of the following actions
 - If you have deleted multiple email messages using Delete Prior, the email messages are not deleted during wireless email reconciliation. Select a group of messages and press the **Backspace/Delete** key.
 - Verify that you have set the **Delete On** field to **Mailbox & Handheld**.

Organizer data is not synchronizing over the wireless network

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that wireless data synchronization is turned on in the calendar, address book, task list, and memo list.

Some characters in calendar entries do not appear correctly after synchronization

If you create calendar entries on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

1. On your computer, verify that you have the correct default code page set and that you have proper font support installed on your computer. See the documentation for the operating system on your computer for more information.

Custom address book field data is not appearing on my computer

You can only synchronize the information in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer. The birthday field is a date field in the email application on your computer.

Browser

Browser basics

About browser configurations

The browser on your BlackBerry® device supports multiple browser configurations for optimizing your browsing experience.

The BlackBerry Browser configuration optimizes the appearance of HTML web pages in the browser. If your BlackBerry device is associated with an email account that uses a BlackBerry Enterprise Server, you can use the BlackBerry Browser configuration to browse the Internet and your organization's intranet. If your BlackBerry device is associated with an email account that uses BlackBerry Enterprise Server version 4.1 or later, you can use the BlackBerry Browser configuration to view .doc, .pdf, .txt, .wpd, and .xls files in the browser. If you use the BlackBerry Browser configuration, you might not be able to change some browser options.

The Internet Browser configuration also optimizes the appearance of HTML web pages in the browser. You can use the Internet Browser configuration to access web pages that allow you to subscribe to BlackBerry web push services, or access ring tones. Depending on your wireless service provider, the Internet Browser configuration might not be available on your device or might use a different name. Contact your wireless service provider for more information about the Internet Browser configuration.

The WAP Browser configuration optimizes the appearance of WML web pages in the browser. You can use the WAP Browser configuration to access web pages from your wireless service provider that allow you to configure your account information and subscribe to services such as voice mail.

BlackBerry Browser prerequisites

- Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 3.5 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 for Novell® GroupWise® .

Visit a web page

1. In the browser, press the  key.
2. Click **Go To**.
3. Perform one of the following actions:
 - Type a web address. Press the  key.
 - Highlight a web address. Press the  key.

- Highlight a web address. Press the  key. Click **Edit**. Change the web address. Press the  key.
4. Click **OK**.

Follow a link

1. Click a link.

Move back or forward a web page

1. On a web page, press the **Menu** key.
2. Click **Back** or **Forward**.

View a thumbnail version of a web page

1. On a web page, press the **Menu** key.
2. Click **Preview Mode**.

Move to a section of a long web page quickly

1. In a thumbnail version of the web page, position your cursor on the location of the web page you want to view.
2. Press any key to close the thumbnail.

Move through a web page line by line

1. On a web page, press the **Menu** key.
2. Click **Select Mode**.

To select only links and fields as you move through a web page, press the **Menu** key. Click **View Mode**.

Search for text in a message, attachment, web page, or memo

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Refresh a web page

1. On a web page, press the **Menu** key.
2. Click **Refresh**.

View a list of web pages you visited recently

1. On a web page, press the **Menu** key.
2. Click **History**.

Stop loading a web page

1. When a web page is loading, press the **Menu** key.
2. Click **Stop**.

Return to the home page

1. On a web page, press the **Menu** key.
2. Click **Home**.

Hide the browser

1. In the browser, press the **Menu** key.
2. Click **Hide**.

Close the browser

1. In the browser, press the **Menu** key.
2. Click **Close**.

Links, pictures, and web page addresses

View the address for a link or picture

1. On a web page, highlight a link or picture.
2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.

View the address for a web page

1. On a web page, press the **Menu** key.
2. Click **Page Address**.

Copy an address for a web page, link, or picture

1. On a web page, perform one of the following actions:
 - Highlight a link. Press the **Menu** key. Click **Link Address**.
 - Highlight a picture. Press the **Menu** key. Click **Image Address**.
 - Press the **Menu** key. Click **Page Address**.
2. Click **Copy Address**.

To paste the address, press the **Menu** key. Click **Paste**.

Forward a link or picture from a web page

1. On a web page, highlight a link or picture.
2. Press the **Menu** key.

3. Click **Link Address** or **Image Address**.
4. Click **Send Address**.
5. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Forward a web page address

1. On a web page, press the **Menu** key.
2. Click **Send Address**.
3. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

View a full picture on a web page

1. On a web page, highlight a picture.
2. Press the **Menu** key.
3. Click **Full Image**.

Set how pictures load in the browser

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Perform one of the following actions:
 - To load pictures while a web page is loading, set the **Show Images** field to **Yes**.
 - To view placeholders when pictures do not load, set the **Show Image Placeholders** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save Options**.

Load pictures on a web page

1. On a web page, press the **Menu** key.
2. Perform one of the following actions:
 - To load some pictures, click **More Images**.
 - To load all pictures, click **All Images**.

Web page requests

About saving web pages and web page requests

While a web page is loading, you can save the web page request in a message list. When you save a web page request, you can use other pages while you are waiting for the web page to load.

You can also save web pages to a message list. When you save a web page, you can view the text on the page at any time. A saved web page displays content that was current at the time that the web page was saved.

Save a web page request to a message list

1. When a web page is loading, press the **Menu** key.
2. Click **Save Request**.

Save a web page to a message list

1. On a web page, press the **Menu** key.
2. Click **Save Page**.
3. Type a title.
4. Click **OK**.

Bookmarks

About bookmarks

You can add bookmarks for web pages that you visit frequently. When you add a bookmark, you can set whether you want to make the web page available offline and whether you want the browser to check the web page for updates periodically. Bookmarks for web pages that have been updated since the last time you visited them appear in italic.

Add a bookmark

1. On a web page, press the **Menu** key.
2. Click **Add Bookmark**.
3. In the **Auto Synchronize** field, set how often the browser should check for updates to the web page.
4. In the **Start time** field, set the time of day when the browser should start checking for updates.
5. Press the **Menu** key.
6. Click **Add**.

Make a web page available offline

1. When adding a bookmark, select the **Available Offline** check box.

If you visit the web page offline, the browser displays the information that was current the last time that you viewed the web page online.

Change a bookmark

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Press the **Menu** key.
5. Click **Edit Bookmark**.
6. Change the bookmark.

7. Press the **Menu** key.
8. Click **Accept**.

File a bookmark

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Press the **Menu** key.
5. Click **Move Bookmark**.
6. Roll the trackball to the new location.
7. Click the trackball.

Forward a bookmark

1. In the bookmark list, highlight a bookmark.
2. Press the **Menu** key.
3. Click **Send Bookmark**.
4. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Delete a bookmark

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Press the **Menu** key.
5. Click **Delete Bookmark**.

Add a bookmark folder

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Press the **Menu** key.
4. Click **Add Subfolder**.

Expand a folder

1. Click a folder with a plus sign (+) beside it.

Collapse a folder

1. Click a folder with a minus sign (-) beside it.

Rename a bookmark folder

You can rename folders that you create in the bookmark list.

1. Highlight a folder.

2. Press the **Menu** key.
3. Click **Rename Folder**.

Delete a bookmark folder

You can delete folders that you create in the bookmark list.

1. Highlight a folder.
2. Press the **Menu** key.
3. Click **Delete Folder**.

Web feeds

About web feeds

Web feeds provide you with information about updates to web site content. You can open a web feed to view a list of titles and descriptions for updated web site content. If a title interests you, you can click it to view the content. For example, if you open a sports web feed for a news web site, you can scan a list of sports stories that the web site has published since the last time that you checked the web feed.

You can open web feeds on web pages, or you can subscribe to web feeds and open them from your bookmarks list. In your bookmarks list, web feeds that have been updated since the last time you checked them appear in italic. In a web feed, unopened web feed titles appear in bold.

If one or more web feeds are available on a web page, the Add Web Feed option appears in the menu.

Subscribe to a web feed

1. On a web page, press the **Menu** key.
2. Click **Add Web Feed**.
3. Select the check box beside a web feed.
4. In the **Auto Synchronize** field, set how often the browser should check for updates to the web feed.
5. In the **Start time** field, set the time of day when the browser should start checking for updates.
6. Press the **Menu** key.
7. Click **Add**.

View the description for a web feed title

1. In a web feed, highlight a title.
2. Press the **Menu** key.
3. Click **Show Description**.

To hide a description, highlight a title. Press the **Menu** key. Click **Hide Description**.

View the full content for a web feed title

1. In a web feed, highlight a title.
2. Press the **Menu** key.

3. Click **Read Story**.

Mark a web feed title as opened or unopened

1. In a web feed, perform one of the following actions:
 - Highlight a title. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
 - Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Change a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Edit Bookmark**.
6. Change the web feed.
7. Press the **Menu** key.
8. Click **Save**.

File a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Move Bookmark**.
6. Roll the trackball to the new location.
7. Click the trackball.

Delete a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Delete Bookmark**.

Browser settings

Clear a browser cache

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Cache Operations**.
4. Beside a type of cache, click **Clear**.

Clear browser history

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Cache Operations**.
4. Click **Clear History**.

Turn on JavaScript support

Verify that your BlackBerry device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Select the **Support JavaScript** check box.
5. Press the **Menu** key.
6. Click **Save Options**.

Set the number of times animated graphics repeat

Verify that your BlackBerry device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **General Properties**.
4. Set the **Repeat Animations** field.
5. Press the **Menu** key.
6. Click **Save Options**.

Set the web content type that the browser permits

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Set the **Content Mode** field.
5. Press the **Menu** key.
6. Click **Save Options**.

Set the home page for the browser

Depending on your wireless service provider, you might not be able to change the home page.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. In the **Home Page Address** field, type a web address.
5. Press the **Menu** key.

6. Click **Save Options**.

Set the default browser configuration

1. In the device options, click **Advanced Options**.
2. Click **Browser**.
3. Set the **Default browser configuration** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the character encoding for web pages

By default, your BlackBerry® device is designed to use the optimal character encoding for a web page.

1. On a web page, press the **Menu** key.
2. Click **Set Encoding**.
3. Clear the **Auto mode** check box.
4. Set the **Default charset** field.
5. Click **OK**.

The browser uses this character encoding for all web pages.

Receive a prompt before running a script

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **General Properties**.
4. Select the **Prompt Before Running WML Scripts** check box.
5. Press the **Menu** key.
6. Click **Save Options**.

Receive a prompt before closing the browser

By default, your BlackBerry® device closes the browser without prompting you when you hold the **Escape** key.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **General Properties**.
4. Select the **Prompt Before Closing Browser On Escape** check box.
5. Press the **Menu** key.
6. Click **Save Options**.

Browser security

About TLS

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, TLS is designed to protect data that your device sends and receives over the Internet through

the BlackBerry Enterprise Server. Data transmissions between your browser and BlackBerry Enterprise Server use Triple DES encryption. Data transmissions between the BlackBerry Enterprise Server and web hosts use TLS and SSL. To enhance security, you can set up TLS for HTTP connections between the browser and the BlackBerry Enterprise Server and use Triple DES encryption for all other data transmissions between your browser and the BlackBerry Enterprise Server.

About WTLS

WTLS is designed to protect data that your BlackBerry® device sends and receives over the Internet through a WAP gateway. Data transmissions between your browser and the WAP gateway uses WTLS. Data transmissions between the WAP gateway and web hosts use TLS and SSL.

Manage browser security

1. In the device options, click **Security Options**.
2. Click **TLS** or **WTLS**.
3. Set the security options.
4. Press the **Menu** key.
5. Click **Save**.

TLS options

TLS Default:

Set the type of TLS/SSL connection that your browser uses for HTTP connections. To use direct TLS/SSL, set this field to **Handheld**. To use Triple DES and TLS/SSL, set this field to **Proxy**.

Allow HTTP Redirections:

Set whether a prompt appears before a secure web page redirects your browser to another web page.

Protocol:

Set the protocol that your BlackBerry® device uses for TLS connections between the browser and web hosts.

Encryption Strength:

Set the encryption strength that your browser supports for data transmissions. To support only 128-bit encryption, set this field to **Strong Only**. To support both 128-bit and 56-bit encryption, set this field to **Allow Weak**.

Allow FIPS Algorithms Only:

Set whether your browser supports only FIPS-approved algorithms.

Prompt for Server Trust:

Set whether a prompt appears when your browser attempts to connect to an untrusted host for which it does not have an authentication certificate.

Prompt for Domain Name:

Set whether a prompt appears when your browser attempts to connect to a host and the domain name on the host certificate does not match the web address to which the browser is attempting to connect.

Prompt for Certificate:

Set whether a prompt appears when your browser attempts to connect to a web host. You might want to set this field to Yes if you have more than one certificate you use to authenticate with web hosts.

Prompt if Client Cert Not Found:

Set whether a prompt appears when your browser attempts to connect to a web host and no suitable certificate exists on your device.

Default Client Certificate:

Set the certificate that your browser uses to authenticate with web hosts.

WTLS options

Encryption Strength:

Set the encryption strength that your browser supports for data transmissions. To support only 128-bit encryption, set this field to **Strong Only**. To support both 128-bit and 56-bit encryption, set this field to **Allow Weak**.

Prompt for Server Trust:

Set whether a prompt appears when the browser attempts to connect to an untrusted host for which it does not have an authentication certificate.

Add a trusted content server

Add content servers to your trusted list to accelerate the authentication process.

1. In the device options, click **Security Options**.
2. Click **TLS**.
3. Press the **Menu** key.
4. Click **Add Host**.
5. In the **Host Name** field, type the web address for the content server.
6. If you have set the **TLS Default** field to **Handheld**, set the **Certificate** field to the client certificate that you want to use to authenticate against the content server.
7. Click **OK**.
8. Press the **Menu** key.
9. Click **Save**.

Browser push

About browser push

Browser push is designed to push information from a web application to your BlackBerry® device as the information becomes available. For example, you can use browser push to receive updates for weather reports, stock quotes, or breaking news. When your device receives an update, a new message might appear in your messages list or, if you have an icon or list item on the Home screen for the web application, the web application might change to indicate that new information is available. The web

application might also push updated information to your browser cache without sending a notification. This information is available to you even when you are offline.

Your device supports different types of browser push messages. Service loading messages include the updated information. Service indication messages include a link to the updated information. Other messages include messages that appear in your browser cache.

Turn on browser push

1. In the device options, click **Advanced Options**.
2. Click **Browser Push**.
3. Select the **Enable Push** check box.
4. If you do not want your BlackBerry® device to accept push messages from the BlackBerry Enterprise Server or the BlackBerry Internet Service, clear the **Enable MDS Push** check box.
5. If you do not want your device to accept push messages from WAP gateways, clear the **Enable WAP Push** check box.
6. Press the **Menu** key.
7. Click **Save**.

Browser push options

Process MDS:

Set whether your BlackBerry® device accepts push messages from the BlackBerry Enterprise Server or BlackBerry Internet Service.

MDS Hosts:

Set whether your device accepts push messages from all BlackBerry Enterprise Servers or BlackBerry Internet Services, or no BlackBerry Enterprise Servers or BlackBerry Internet Services.

Process SMSC:

Set whether your device accepts push messages through SMS messages.

SMSC Hosts:

Set from which SMSC hosts your device accepts push messages.

Process IP:

Set whether your device accepts push messages from a WAP gateway.

IP Hosts:

Set from which WAP gateways your device accepts push messages.

Browser shortcuts

Insert a period or slash mark in a web page address field

- To insert a period (.) in the Go To dialog box, press the **Space** key.
- To insert a slash mark (/) in the Go To dialog box, press the **Shift** key and the **Space** key.

View or add a bookmark

- To open the bookmarks list, on a web page, press **5**.
- To add a bookmark, on a web page, press the question mark (?) key.

View a thumbnail version of a web page

- To view a thumbnail version of a web page, press **X**. To return to the normal view, press any key.

Stop loading a web page

- To stop loading a web page, in the browser, press the **Escape** key.

Move to a specific web page

- To move to a specific web page, press the period (.) key.

View or hide the banner on a web page

- To view or hide the banner on a web page, press the exclamation point (!) key.

Close the browser

- To close the browser, hold the **Escape** key.

Browser troubleshooting

No browser is available on my device

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - The location and name of the browser on your BlackBerry device might change depending on your theme. See the printed documentation that came with your device for more information.

Applications

Download an application

1. On a web page, highlight a link for an application.
2. Press the **Menu** key.
3. Click **Download**.
4. Click **OK**.

View properties for an application

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click an application.

Delete an application

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Highlight a third-party application.
4. Press the **Menu** key.
5. Click **Delete**.

View the size of an application database

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Database Sizes**.

The number of items in and the size of each database appears on the screen.

Application troubleshooting

I cannot download applications

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that your device has enough memory to load the application.
 - If your device is associated with an email account that uses the BlackBerry Enterprise Server, verify that the feature is available to you. Contact your system administrator for more information.

Media

Media files and folders

About media files and folders

In the media application, you can open media files, such as videos, ring tones, pictures, or songs, that are stored in media folders in your BlackBerry® device memory or in a media card that you have inserted in to your device. You might have some preloaded media files, including background pictures and ring tones, in a Preloaded Media folder on your device. Preloaded media files cannot be deleted, renamed, or moved.

Open a media folder

1. In the media application, click a media folder.

Add a media folder

1. In the media application, press the **Menu** key.
2. Click **New Folder**.
3. Type a folder name.
4. Click **Save**.

Adjust the volume

- To increase the volume, press the **Volume Up** key.
- To decrease the volume, press the **Volume Down** key.

Rename a media folder

1. In the media application, highlight a media folder.
2. Press the **Menu** key.
3. Click **Rename**.
4. Type a folder name.
5. Click **Save**.

Delete a media folder

1. In the media application, highlight a media folder.
2. Press the **Menu** key.
3. Click **Delete**.

Move a media file

1. In the media application, highlight a media file.
2. Press the **Menu** key.
3. Click **Move**.
4. Highlight a media folder.
5. Click the trackball.
6. Click **Move Here**.

About Explore

The Explore option in the Media application is designed to give you an alternate view of files on your BlackBerry® device. This view is similar to the view you see in the BlackBerry Media Manager tool in the BlackBerry Desktop Software.

Set the amount of memory available for media files

1. In the media application, press the **Menu** key.
2. Click **Options**.
3. Perform one or more of the following actions:
 - To set the maximum amount of device memory available for all media files, set the **Device Memory Limit** field.
 - To set the minimum amount of device memory available for pictures, set the **Reserved Pictures Memory** field.
4. Press the **Menu** key.
5. Click **Save**.

View properties for a media file or folder

1. In the media application, highlight a media file or folder.
2. Press the **Menu** key.
3. Click **Properties**.

Sort media files or folders

1. In the media application, press the **Menu** key.
2. Click **Options**.
3. Set the **Sort By** and **Sort Direction** fields.
4. Press the **Menu** key.
5. Click **Save**.

Set the view in the media application

1. In the media application, press the **Menu** key.
2. Click **View List** or **View Thumbnails**.

Media file management

About transferring media files

You can use Bluetooth® technology to send media files to or receive media files from a Bluetooth enabled device, or you connect your BlackBerry® device to your computer to transfer files between your device and your computer .

If you connect your device to your computer, you can transfer files between your media card and your computer using mass storage mode, or you can transfer media files between your device and your computer using the BlackBerry Media Manager tool in the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information about using the BlackBerry Media Manager tool.

If you have turned on media card encryption and you transfer media files to your media card using mass storage mode or Bluetooth technology, your device does not encrypt the transferred files. If you transfer encrypted media files from your media card using mass storage mode or Bluetooth technology, you cannot decrypt the files on your computer or Bluetooth enabled device.

Send a media file using Bluetooth technology

Verify that you have turned on Bluetooth® technology and your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the media application, highlight a media file.
2. Press the **Menu** key.
3. Click **Send Using Bluetooth**.
4. Click a Bluetooth enabled device.
5. Click **Send**.

Receive a media file using Bluetooth technology

Verify that you have turned on Bluetooth® technology and your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the media application, press the **Menu** key.
2. Click **Receive Using Bluetooth**.
3. Click **Yes**.
4. Click **Save**.

Transfer a file between your media card and your computer

Verify that you have turned on mass storage mode.

1. Connect your BlackBerry® device to your computer.
2. On your computer, double-click **My Computer**.
3. In the **Devices with Removable Storage** section, click **Removable Disk**.
4. Drag and drop the file between your media card and your computer.

To exit mass storage mode, disconnect your device from your computer.

Videos and pictures

Play a video

Video files must be encoded as MPEG-4 Part 2 Simple Profile or H.263.

Play video files, such as .avi, .mov, .mp4, or .3gp from your device memory or a media card.

1. In the media application, open the folder that contains the video that you want to play.
2. Perform one of the following actions:

- To play one video in the folder, click the video.
- To play all of the videos in the folder, press the **Menu** key. Click **Play Folder**.
- To play all of the videos in the folder and the subfolders, press the **Menu** key. Click **Play All**.

Fast forward or rewind a video

1. Highlight the progress bar.
2. Click the trackball.
3. Roll the trackball to the right or left.
4. Click the trackball.

Pause a video

1. Click **Pause**.

To resume playing the video, click **Play**.

Play the next or previous video in a media folder

1. While a video is playing, press the **Menu** key.
2. Perform one of the following actions:
 - To play the next video in the media folder, click **Next**.
 - To play the previous video in the media folder, click **Previous**.

View a picture

1. In a picture list, click a picture.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom In** or **Zoom Out**.

To zoom back to the original picture size, press the **Menu** key. Click **Zoom 1:1**.

Rotate a picture

1. In a picture, press the **Menu** key.
2. Click **Rotate**.

The picture turns 90 degrees in a clockwise direction.

Pan a picture

Verify that you have zoomed in to the picture.

1. Roll the trackball.

View pictures as a slide show

1. In the media application, open a media folder that contains pictures.
2. Press the **Menu** key.
3. Click **View Slide Show**.

To exit the slide show, press the **Escape** key.

Set the interval between slides in a slide show

1. In the media application, press the **Menu** key.
2. Click **Options**.
3. Set the **Slide Show Interval** field.
4. Press the **Menu** key.
5. Click **Save**.

Save a picture

You can save .jpeg, .png, .gif, and .bmp pictures to the device memory or a media card.

1. Open a picture attachment or highlight a picture on a web page.
2. Press the **Menu** key.
3. Click **Save Image**.
4. Click **Save**.

Use a picture as the Home screen background

1. In a picture list, highlight a picture.
2. Press the  key.
3. Click **Set As Home Screen Image**.

To clear the picture from the Home screen, in the picture list, press the  key. Click **Reset Home Screen Image**.

Download a Home screen background

Verify that your wireless service provider supports this feature.

1. In a picture list, press the **Menu** key.
2. Click **Download Images**.

Rename a video or picture

1. In the media application, highlight a video or picture.
2. Press the **Menu** key.

3. Click **Rename**.
4. Type a file name.
5. Click **Save**.

Delete a video or picture

1. In the media application, highlight a video or picture.
2. Press the **Menu** key.
3. Click **Delete**.

Music and ring tones

Play music

Play audio files, such as .aac, .amr, .m4a, .midi, .mp3, or .wav, from your device memory or a media card. You can use other applications on your BlackBerry® device while the music plays.

1. In the media application, open the media folder that contains the music that you want to play.
2. Perform one of the following actions:
 - To play one song in the media folder, click the song.
 - To play all of the songs in the media folder, press the **Menu** key. Click **Play Folder**.
 - To play all of the songs in the media folder and the subfolders, press the **Menu** key. Click **Play All**.

Play the next or previous song in a media folder

1. While a song is playing, press the **Menu** key.
2. Perform one of the following actions:
 - To play the next song in the media folder, click **Next**.
 - To play the previous song in the media folder, click **Previous**.

Pause a song

1. Click **Pause**.

To resume playing the song, click **Play**.

Shuffle songs in a media folder

1. In the media application, open the folder that contains the music that you want to play.
2. Perform one of the following actions:
 - To play all of the songs in the media folder in random order, press the **Menu** key. Click **Play Folder**.
 - To play all of the songs in the media folder and subfolders in random order, press the **Menu** key. Click **Play All**.
3. Press the **Menu** key.
4. Click **Shuffle**.

To stop playing songs in random order, press the **Menu** key. Click **Shuffle**.

Repeat songs in a media folder

1. In the media application, open the media folder that contains the music that you want to play.
2. Perform one of the following actions:
 - To repeat all of the songs in the media folder, press the **Menu** key. Click **Play Folder**.
 - To repeat all of the songs in the media folder and subfolders, press the **Menu** key. Click **Play All**.
3. Press the **Menu** key.
4. Click **Repeat**.

To stop repeating the songs, press the **Menu** key. Click **Repeat**.

Play a ring tone

1. In the media application, open the folder that contains the ring tone that you want to play.
2. Click the ring tone.

Download a ring tone

Verify that your wireless service provider supports this feature.

1. In a ringtone list, press the **Menu** key.
2. Click **Download Tunes**.

Save a song or ring tone

You can save a song or ring tone, such as a .mid, .mp3, or .wav file, to the device memory or a media card.

1. Open a song or ring tone attachment or highlight a ring tone on a web page.
2. Press the **Menu** key.
3. Click **Save**.

Rename a song or ring tone

1. In the media application, highlight a song or ring tone.
2. Press the **Menu** key.
3. Click **Rename**.
4. Type a file name.
5. Click **Save**.

Note: If you rename a ring tone that you use in a notification profile, change the notification profile to use the renamed ring tone.

Delete a song or ring tone

1. In the media application, highlight a song or ring tone.
2. Press the **Menu** key.
3. Click **Delete**.

Note: If you delete a ring tone that you use in a notification profile, the notification profile uses the default ring tone.

Media card settings

About media cards

Insert a microSD media card in to your BlackBerry® device to extend the memory that is available on your device for storing media files such as videos, ring tones, pictures, or songs. See the printed documentation that came with your device for more information about inserting a media card in to your device.

About media card encryption

Media card encryption is designed to protect data stored on the media card. To keep the media card encryption key secure, your BlackBerry® device encrypts the key using the device password, a second encryption key generated by your device, or both.

You can set media card encryption to include or exclude media files.

Encrypt the files on your media card

To encrypt files using the BlackBerry® device password, verify that you have set a device password.

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Perform one of the following actions:
 - To encrypt files using an encryption key generated by your device, set the **Encryption Mode** field to **Device**.
 - To encrypt files using the device password, set the **Encryption Mode** field to **Security Password**.
 - To encrypt files using the device key and device password, set the **Encryption Mode** field to **Security Password & Device**.
4. To encrypt media files on the media card, set the **Encrypt Media Files** field.
5. Press the **Menu** key.
6. Click **Save**.

To turn off encryption of files on the media card, set the **Encryption Mode** field to **None**.

View the amount of available memory on a media card

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.

Turn on mass storage mode manually

1. In the device options, click **Advanced Options**.

2. Click **Media Card**.
3. Verify that the **Auto Enable Mass Storage Mode When Connected** field is set to **No**.
4. Press the **Menu** key.
5. Click **Enable USB Mass Storage Mode**.

Turn off the mass storage mode prompt

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Perform one of the following actions:
 - To turn on mass storage mode automatically when you connect your BlackBerry® device to your computer, set the **Auto Enable Mass Storage Mode When Connected** field to **Yes**.
 - To turn on mass storage mode manually when you connect your device to your computer, set the **Auto Enable Mass Storage Mode When Connected** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off mass storage mode support

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Set the **Mass Storage Mode Support** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Format a media card

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Press the **Menu** key.
4. Click **Format Card**.

Turn off media card support

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Set the **Media Card Support** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Media shortcuts

Pause a video

- To pause a video, press the **Mute** key.
- To resume playing a video, press the **Mute** key again.

Move to the next or previous item

- To move to the next item, press **6**.
- To move to the previous item, press **4**.

Zoom in to or out from a picture

- To zoom in to a picture, press **3**.
- To zoom out from a picture, press **9**.
- To zoom to the original picture size, press **5**.

Rotate a picture

- To rotate a picture, press the comma (,) key.

Pause or resume a slide show

- To pause or resume a slide show, press the **Space** key.

Pause a song

- To pause a song, press the **Mute** key.
- To resume playing a song, press the **Mute** key again.

Move to the next or previous item

- To move to the next item, press **6**.
- To move to the previous item, press **4**.

Media troubleshooting

I cannot fast forward or rewind a song

The ability to fast forward or rewind a song is not supported.

I cannot open a media file on my media card

Try performing the following actions:

- If you are attempting to access the media card through the Media application and your BlackBerry® device is connected to your computer, turn off mass storage mode or disconnect your device from the computer.
- If you are attempting to access the media card through mass storage mode, verify that you have closed the Media Manager component of the BlackBerry Desktop Software. You cannot access the media card through the Media Manager and mass storage mode simultaneously.
- If you encrypted the media files on your media card using the device key and you are trying to open the media files using a device other than the one that you used to encrypt the files, insert

the media card in to the device that you used to encrypt the files. In the media card options, set the **Encryption Mode** field to **None** or **Security Password**.

My BlackBerry device does not use the correct ring tone or Home Screen picture

Try performing the following action:

- If you encrypted the ring tone or picture on your media card using the device password and you reset your BlackBerry® device, unlock your device.

Maps

Map basics

Pan a map

- Roll the trackball.

Zoom in to or out from a map

1. On a map, click the trackball.
2. Click **Zoom**.
3. Perform one of the following actions:
 - To zoom in, roll the trackball up.
 - To zoom out, roll the trackball down.
4. Click the trackball.

Zoom in to a location marker

1. On a map, highlight a location marker.
2. Click the trackball.
3. Click **Zoom To Point**.

View a location on a map

1. On a map, press the **Menu** key.
2. Click **Go To**.
3. Perform one of the following actions:
 - Type the location information. Click the trackball. Click **Search**.
 - Click a location. Click **Select**.
 - Click a location. Click **Edit**. Change the location information. Click the trackball. Click **Search**.

View a location for a contact on a map

1. On a map, press the **Menu** key.
2. Click **Map From Address Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **View Home Map** or **View Work Map**.

Get directions

1. On a map, press the **Menu** key.
2. Click **Directions**.

3. Perform one of the following actions to specify a starting location:
 - Type the location information. Click the trackball. Click **Search**.
 - Click a location. Click **Select**.
 - Click a location. Click **Edit**. Change the location information. Click the trackball. Click **Search**.
4. Repeat step 3 to specify an ending location.

Forward a map

1. On a map, press the **Menu** key.
2. Click **Email Location**.

Track your movement on a map

If your BlackBerry® device does not have an internal GPS receiver, verify that you have paired your BlackBerry device with a Bluetooth® enabled GPS receiver.

1. On a map, click the trackball.
2. Click **Start GPS**.

A chevron marks your current position. As you move, the map shifts to keep your position centered on the screen.

To stop tracking your movement, click the trackball. Click **Stop GPS**.

Keep backlighting on when tracking your movement on a map

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Set the **Backlight off when battery power below** field.
4. Press the **Menu** key.
5. Click **Save**.

View north at the top of a map

When you are tracking your movement on a map, the direction in which you are moving appears at the top of the map by default.

1. Press the **Menu** key.
2. Click **Options**.
3. Clear the **Enable Track Up when GPS is on** check box.
4. Press the **Menu** key.
5. Click **Save**.

View status information at the top of a map

You can view the battery power level, wireless coverage level indicators, the time, map view information, and satellite and Bluetooth® connection information at the top of maps.

1. Press the **Menu** key.
2. Click **Options**.
3. Clear the **Hide title bar on startup** check box.

4. Press the **Menu** key.
5. Click **Save**.

Switch map views

You can view maps in Map view, view directions in Route Review view, or track your movement in GPS view.

1. When viewing directions or tracking your movement on a map, press the **Space** key.

Clear the map cache

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Press the **Menu** key.
4. Click **Clear Cache**.

Location bookmarks

Add a bookmark for a location

1. On a map, click the trackball.
2. Click **Add To Favorites**.

View a list of location bookmarks

1. On a map, click the trackball.
2. Click **Favorites**.

Delete all location markers and directions from a map

1. On a map, highlight a location marker or direction.
2. Press the **Menu** key.
3. Click **Clear All**.

Clear location history

1. On a map, press the **Menu** key.
2. Click **Go To**.
3. Click a location.
4. Click **Clear History**.

Map shortcuts

Zoom in to a map

- To zoom in to a map, press the comma (,) key.

Zoom out from a map

- To zoom out from a map, press **O**.

View or hide status information at the top of a map

- To view or hide status information at the top of a map, press the exclamation point (!) key.

Map troubleshooting

I cannot view a location

1. Verify that no punctuation marks appear in the location information.

Diagonal lines appear on a map

Diagonal lines appear on a map when your BlackBerry® device loads new location information.

Contacts

Contact basics

Add a contact

1. In the address book, press the  key.
2. Click **New Address**.
3. Type the contact information.
4. Click the trackball.
5. Click **Save**.

Add a contact from a message, call log, or web page

1. In a message or call log or on a web page, highlight a contact.
2. Press the **Menu** key.
3. Click **Add to Address Book**.
4. Type the contact information.
5. Press the **Menu** key.
6. Click **Save**.

Name a custom address book field

If you change the name for a custom address book field, it is changed for all contacts.

1. When adding or editing a contact, click the **User1**, **User2**, **User3**, or **User4** field.
2. Click **Change Field Name**.
3. Type a field name.
4. Press the **Enter** key.

You can synchronize custom fields on your BlackBerry® device with the email account on your computer.

See the *BlackBerry Desktop Software Online Help* for more information about synchronizing custom fields.

View a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **View**.

Change a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Change the contact details.

5. Click the trackball.
6. Click **Save**.

Delete a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Delete**.

About pauses and waits

Use a wait or a pause to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry® device either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

Add a pause or a wait to a phone number

1. After typing the first part of the phone number in a phone number field, click the trackball.
2. Click **Add Wait** or **Add Pause**.
3. Type the additional numbers.
4. Click the trackball.
5. Click **Save**.

About custom ring tones

You can add a custom ring tone for a contact without changing other notifications.

Custom ring tone settings appear in both the address book and the profiles list. When you add a custom ring tone to a contact, a new profile exception appears in the profiles list as 'Calls From <contact>'. Profile exceptions are shared between the address book and the profiles list and changes made in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

Assign a ring tone to a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Click the trackball.
5. Click **Add Custom Phone Tune**.
6. Set a ring tone.
7. Press the **Menu** key.
8. Click **Save**.

Mailing lists

Create a mailing list

1. In the address book, press the **Menu** key.
2. Click **New Group**.
3. Type a name for the mailing list.
4. Click the trackball.
5. Click **Add Member**.
6. Click a contact.
7. To add another contact, repeat steps 4 through 6.
8. Click the trackball.
9. Click **Save Group**.

Note: If you create a mailing list, it is not copied to or from your email application.

Change a mailing list

1. In the address book, highlight a mailing list.
2. Press the **Menu** key.
3. Click **Edit Group**.
4. Click a contact.
5. Click one of the following menu items:
 - **Add Member**
 - **Change Member**
 - **Delete Member**
6. Click the trackball.
7. Click **Save Group**.

Note: When you delete members from a mailing list, the contacts remain in the address book.

View a mailing list

1. In the address book, click a mailing list.

To view the details for a contact in the mailing list, click a contact. Click **View Member**.

Delete a mailing list

1. In the address book, highlight a mailing list.
2. Press the **Menu** key.
3. Click **Delete Group**.

Caller ID

Add a caller ID picture for a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Add Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Click the trackball.
9. Click **Save**.

Change the caller ID picture for a contact

1. When editing a contact, highlight the picture.
2. Press the **Menu** key.
3. Click **Replace Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Press the **Menu** key.
9. Click **Save**.

Delete the caller ID picture for a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Click the picture.
5. Click **Delete Picture**.
6. Click the trackball.
7. Click **Save**.

Categories

About categories

You can create categories in which to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes® as your email application, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in your email application.

Categories are shared between the address book, the task list, and the memos list and changes that are made in one application are made in all applications.

Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Press the **Menu** key.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key.
7. Press the **Menu** key.
8. Click **Close**.

Categorize a contact, task, or memo

1. When creating or editing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Highlight a category.
4. Press the **Space** key.
5. Press the **Menu** key.
6. Click **Save**.

Sort contacts, tasks, or memos items by category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Space** key.

Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Clear Selection**.
6. Press the **Menu** key.
7. Click **Save**.

Delete a category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Delete**.

Note: When you delete a category, any contacts, tasks, or memos in the category are not deleted.

Address lookup

Search for contacts in your organization's address book

Verify that your BlackBerry® device is integrated with BlackBerry Enterprise Server version 3.5 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise® .

1. In the address book, press the **Menu** key.
2. Click **Lookup**.
3. Type part or all of a contact name.
4. Click the trackball.

Manage address lookup results

1. In the address lookup results, click a contact.
2. Perform one of the following actions:
 - To add a contact to your address book, click **Add**.
 - To add all the contacts found during the search, click **Add All**.
 - To view information for a contact, click **View**.
 - To delete a contact from the search results, click **Delete**.
 - To delete the search results, click **Delete Lookup**.
 - To start a new search, click **Lookup**.

SIM card phone book

About the SIM card phone book

Use the SIM card phone book to access contacts that you have added to your SIM card. The SIM card phone book is different from the address book on your BlackBerry® device. If you switch SIM cards, the contacts in the SIM card phone book change.

You can add ADN entries to your SIM card phone book. You can also look up ADN or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

Load the SIM card phone book

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Wait for the SIM card phone book to load.
4. Press the **Escape** key.

Add a contact to your SIM card

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Click the trackball.
4. Click **New**.
5. Type the contact information.
6. Press the **Menu** key.
7. Click **Save**.

Copy contacts from your SIM card to your address book

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **Copy All To Address Book**.

Note: If you attempt to copy a SIM card contact with a phone number that matches that of a contact that is already listed in the address book, the SIM card contact is not copied.

Change a SIM card contact

Verify that your wireless service provider has provisioned your SIM card for a SIM card phone book.

1. In the SIM card phone book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Edit the contact.
5. Press the **Menu** key.
6. Click **Save**.

Delete a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the SIM card phone book, highlight a contact.
2. Press the **Menu** key.
3. Click **Delete**.

Contact list settings

Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Options**.

3. Set the **Sort By** field.
4. Press the **Menu** key.
5. Click **Save**.

Set display options for contacts

You can sort how your contacts appear in all applications, including the message list, the address book, calendar, or phone. Contacts can be sorted by last name or first name.

1. In the device options, click **Language**.
2. Set the **Name Display** field to **Last name, First name**.
3. Press the **Menu** key.
4. Click **Save**.

To sort your contacts by first name, set the **Name Display** field to **First name, Last name**.

Prevent duplicate names in your contact list

1. In the address book, press the **Menu** key.
2. Click **Options**.
3. Set the **Allow Duplicate Names** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt that appears before you delete items

1. In the calendar, address book, task list, memo list, or a message list, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete Option** to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, press the **Menu** key.
2. Click **Options**.

The number of contacts, calendar entries, tasks, or memos that are stored on your device appears in the Number of Entries field.

Contact troubleshooting

I cannot find the Add Custom Phone Tune menu item

If you have already added or assigned a custom ring tone to a contact, the Add Custom Phone Tune menu item does not appear.

Custom address book field data is not appearing on my computer

You can only synchronize the information in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer. The birthday field is a date field in the email application on your computer.

Calendar

Calendar basics

About the calendar

In the BlackBerry® device calendar, you can view your appointments and meetings in one of four views. Day, Week, and Month views show all your appointments for the selected time period. Agenda view shows all your scheduled appointments in a list. Agenda view also shows how much free time you have between appointments.

Switch calendar views

1. In the calendar, press the **Menu** key.
2. Click a view.

Move around the calendar

1. In the calendar, press the **Menu** key.
2. Perform one of the following actions:
 - To move to a specific date, click **Go To Date**.
 - To move to the current date, click **Today**.
 - To move forward or back by a time period, click **Prev** or **Next**.

Schedule an appointment

1. In the calendar, press the **Menu** key.
2. Click **New**.
3. Type the appointment details.
4. If the appointment recurs, set the **Recurrence** field.
5. Click the trackball.
6. Click **Save**.

Schedule a meeting

Verify that your BlackBerry® device is associated with BlackBerry Enterprise Server version 2.1 or later.

1. In the calendar, press the **Menu** key.
2. Click **New**.
3. Type the meeting details.
4. If the meeting recurs, set the **Recurrence** field.
5. Click the trackball.
6. Click **Invite Attendee**.
7. Click a contact.
8. Repeat steps 5 to 7 to add other contacts to your meeting.

9. Click the trackball.
10. Click **Save**.

Recurrence fields

Every:

Specify the frequency of the daily, weekly, or monthly recurring appointment.

Relative Date:

Specify whether the monthly or yearly recurring appointment recurs on a relative date (for example, on the last Friday of each month).

End:

Specify when the recurring appointment ends.

Days:

Specify the day or days on which a weekly appointment should recur.

Set a snooze time for reminders

1. In the calendar or task list, press the **Menu** key.
2. Click **Options**.
3. Set the **Snooze** field.
4. Press the **Menu** key.
5. Click **Save**.

Open an appointment or meeting

1. In the calendar, click an appointment or meeting.

Delete an appointment or meeting

1. In the calendar, highlight an appointment or meeting.
2. Press the **Menu** key.
3. Click **Delete**.

View appointments in Week or Month view

1. In Week view or Month view, press the **Menu** key.
2. Click **View Appts**.

The calendar displays the appointments scheduled for the current day.

To return to Week view or Month view, press the **Escape** key.

Switch days in Day view

- To move from one day to another using the navigation bar at the top of the screen, highlight a day. Click the trackball.

Meetings

Respond to a meeting invitation

1. In an open meeting invitation, press the **Menu** key.
2. Click one of the following menu items:
 - **Accept** or **Accept with Comments**
 - **Tentative** or **Tentative with Comments**
 - **Decline** or **Decline with Comments**

Note: If you delete a meeting invitation from the message list before you accept or decline it, the meeting is deleted from your desktop calendar.

Change the list of participants for a meeting

1. In a meeting, in the **Accepted** or **Declined** field, click a contact.
2. Click one of the following menu items:
 - **Invite Attendee**
 - **Change Attendee**
 - **Remove Attendee**

Send an email to all meeting participants

Verify that you are the meeting organizer.

1. In an open meeting, meeting invitation, or meeting response, click the trackball.
2. Click **Email All Attendees**.

Contact a meeting participant

Verify that you are the meeting organizer.

1. In an open meeting, meeting invitation, or meeting response, highlight a contact.
2. Press the **Menu** key.
3. Click one of the following menu items:
 - **Email <contact name>**
 - **PIN <contact name>**
 - **Call <contact name>**
 - **SMS <contact name>**

View your calendar when replying to a meeting

1. In a meeting invitation, press the **Menu** key.
2. Click **View Calendar**.

To return to the meeting invitation, press the **Escape** key.

Calendar settings

Set the default calendar view

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Initial View** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the default reminder time for calendar entries

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Default Reminder** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the start and end time for a day

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Start of Day** and **End of Day** fields.
4. Press the **Menu** key.
5. Click **Save**.

View tasks in the calendar

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Tasks** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Set the first day of the week

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **First Day of the Week** field.
4. Press the **Menu** key.
5. Click **Save**.

Hide free time in Agenda view

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Free Time in Agenda View** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Set how long your device stores calendar entries

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Keep Appointments** field.
4. Press the **Menu** key.
5. Click **Save**.

Your BlackBerry® device deletes calendar entries that are older than the number of days you set.

To restore the appointments, set the **Keep Appointments** field to a longer period of time. Any appointments in your calendar during that period of time appear in your device calendar.

Turn off the prompt that appears before you delete items

1. In the calendar, address book, task list, memo list, or a message list, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete Option** to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, press the **Menu** key.
2. Click **Options**.

The number of contacts, calendar entries, tasks, or memos that are stored on your device appears in the Number of Entries field.

Calendar shortcuts

Schedule an appointment quickly in Day view

In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes**.

1. In Day view, beside the start time, type the subject of the appointment.
2. Type a location in parentheses.
3. Click the trackball.

Schedule an appointment

For shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

- To create an appointment, press the period (.) key.

Move around the calendar

For shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

- To move to the next day, week, or month, press **6**.
- To move to the previous day, week, or month, press **4**.
- To move up an hour in the calendar, press **2**.
- To move down an hour in the calendar, press **8**.

Change the start and end times when scheduling an appointment quickly

In Day view, type the subject and location for your appointment.

- To change the start and end times, hold the **Shift** key and roll the trackball.
- To change the end time only, roll the trackball.

Delete highlighted items

- To delete highlighted items, press the **Backspace/Delete** key.

Calendar troubleshooting

I cannot schedule appointments that span multiple days

If you use IBM® Lotus Notes, you cannot schedule appointments that span multiple days.

I cannot set some fields when scheduling appointments

If you use IBM® Lotus Notes®, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when you change a recurring meeting or appointment.

Some characters in calendar entries do not appear correctly after synchronization

If you create calendar entries on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

1. On your computer, verify that you have the correct default code page set and that you have proper font support installed on your computer. See the documentation for the operating system on your computer for more information.

Tasks

Task basics

Create a task

1. In the task list, press the **Menu** key.
2. Click **New**.
3. Type the task details.
4. Set a due date for the task.
5. If the task recurs, set the **Recurrence** field.
6. Press the **Menu** key.
7. Click **Save**.

Recurrence fields

Every:

Specify the frequency of the daily, weekly, or monthly recurring appointment.

Relative Date:

Specify whether the monthly or yearly recurring appointment recurs on a relative date (for example, on the last Friday of each month).

End:

Specify when the recurring appointment ends.

Days:

Specify the day or days on which a weekly appointment should recur.

Change a task

1. In the task list, highlight a task.
2. Press the **Menu** key.
3. Click **Open**.
4. Change the task.
5. Click the trackball.
6. Click **Save**.

Change the status of a task

1. In the task list, highlight a task.
2. Press the **Menu** key.
3. Perform one of the following actions:
 - To mark the task as complete, click **Mark Completed**.
 - To mark the task as deferred, in progress, or waiting, click **Open**. Set the **Status** field. Press the **Menu** key. Click **Save**.

Hide completed tasks

1. In the task list, press the **Menu** key.
2. Click **Hide Completed**.

Forward a task or memo

1. In the task list or memo list, highlight a task or memo.
2. Press the **Menu** key.
3. Click **Forward As**.
4. Click a message type.

Delete a task

1. In the task list, highlight a task.
2. Press the **Menu** key.
3. Click **Delete**.

Categories

About categories

You can create categories in which to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes® as your email application, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in your email application.

Categories are shared between the address book, the task list, and the memos list and changes that are made in one application are made in all applications.

Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Press the **Menu** key.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key.
7. Press the **Menu** key.
8. Click **Close**.

Categorize a contact, task, or memo

1. When creating or editing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Highlight a category.
4. Press the **Space** key.
5. Press the **Menu** key.
6. Click **Save**.

Sort contacts, tasks, or memos items by category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Space** key.

Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Clear Selection**.
6. Press the **Menu** key.
7. Click **Save**.

Delete a category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Delete**.

Note: When you delete a category, any contacts, tasks, or memos in the category are not deleted.

Task list settings

Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Options**.
3. Set the **Sort By** field.
4. Press the **Menu** key.
5. Click **Save**.

Set a snooze time for reminders

1. In the calendar or task list, press the **Menu** key.
2. Click **Options**.
3. Set the **Snooze** field.
4. Press the **Menu** key.
5. Click **Save**.

View tasks in the calendar

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Tasks** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt that appears before you delete items

1. In the calendar, address book, task list, memo list, or a message list, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete Option** to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, press the **Menu** key.
2. Click **Options**.

The number of contacts, calendar entries, tasks, or memos that are stored on your device appears in the Number of Entries field.

Memos

Memo basics

Create a memo

1. In the memo list, press the **Menu** key.
2. Click **New**.
3. Type a title.
4. Type the body of the memo.
5. Press the **Menu** key.
6. Click **Save**.

Change a memo

1. In the memo list, highlight a memo.
2. Press the **Menu** key.
3. Click **Edit**.
4. Change the memo.
5. Click the trackball.
6. Click **Save**.

Forward a task or memo

1. In the task list or memo list, highlight a task or memo.
2. Press the **Menu** key.
3. Click **Forward As**.
4. Click a message type.

Delete a memo

1. In the memo list, highlight a memo.
2. Press the **Menu** key.
3. Click **Delete**.

Search for text in a message, attachment, web page, or memo

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Categories

About categories

You can create categories in which to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes® as your email application, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in your email application.

Categories are shared between the address book, the task list, and the memos list and changes that are made in one application are made in all applications.

Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Press the **Menu** key.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key.
7. Press the **Menu** key.
8. Click **Close**.

Categorize a contact, task, or memo

1. When creating or editing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Highlight a category.
4. Press the **Space** key.
5. Press the **Menu** key.
6. Click **Save**.

Sort contacts, tasks, or memos items by category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Space** key.

Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.

3. Highlight a category.
4. Press the **Menu** key.
5. Click **Clear Selection**.
6. Press the **Menu** key.
7. Click **Save**.

Delete a category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Delete**.

Note: When you delete a category, any contacts, tasks, or memos in the category are not deleted.

Memo list settings

Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Options**.
3. Set the **Sort By** field.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt that appears before you delete items

1. In the calendar, address book, task list, memo list, or a message list, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete Option** to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, press the **Menu** key.
2. Click **Options**.

The number of contacts, calendar entries, tasks, or memos that are stored on your device appears in the Number of Entries field.

Alarm

About the alarm

In the BlackBerry® device alarm, you can set a time for a daily alarm to sound. You can also set the alarm to sound on weekends, set a snooze time for the alarm, and adjust the alarm volume.

If you turn off your device by pressing the Power button, or by clicking Turn Power Off and selecting Turn Off, the alarm should sound at the correct time even if the device is off.

Set the alarm

1. In the alarm, set the **Daily Alarm** field to **On**.
2. Set the time when the alarm should sound.
3. Set whether to snooze the alarm and the length of the snooze.
4. Set a type of notification for the alarm.
5. Press the **Menu** key.
6. Click **Save**.

A bell indicator appears beside the date in the device status section of the screen.

Silence the alarm

- If snooze is not turned on, press any key.
- If snooze is turned on, click **Snooze**.

Turn off the alarm

1. In the alarm, set the **Daily Alarm** field to **Off**.

Alarm troubleshooting

My alarm does not notify me on the weekend

1. In the alarm, verify that the **Active on Weekends** field is set to **Yes**.

Calculator

Use the calculator

- To press a button on the calculator, press the corresponding key on the keyboard.
- To use the alternate function on a key, press the **Alt** key and the corresponding key on the keyboard.

Convert a measurement

1. In the calculator, type a number.
2. Click the trackball.
3. Perform one of the following actions:
 - To convert the number from imperial to metric, click **To Metric**.
 - To convert the number from metric to imperial, click **From Metric**.
4. Click a conversion type.

Bluetooth technology

Bluetooth technology basics

About Bluetooth technology

Bluetooth® technology is designed to enable you to establish a wireless connection between your BlackBerry® device and another Bluetooth enabled devices, such as a handsfree car kit or wireless headset.

When you turn on Bluetooth technology or when you connect your device to another Bluetooth enabled device, Bluetooth icons appear on the Home screen. See the printed documentation that came with your device for more information.

Turn on Bluetooth technology

1. In the device options, click **Bluetooth**.
2. Press the  key.
3. Click **Enable Bluetooth**.

To turn off Bluetooth® technology, press the  key. Click **Disable Bluetooth**.

About Bluetooth pairing

When you pair your BlackBerry® device with another Bluetooth® enabled device, you should be able to connect to the other Bluetooth enabled device over the wireless network when it is within range of your BlackBerry device (a typical range is approximately 10 meters)

Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have preset passkeys that you must type before you can pair with them.

1. In the Bluetooth setup application, click **OK**.
2. Click a Bluetooth enabled device.
3. If required, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
4. If required, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

Connect to a Bluetooth enabled device

Verify that the Bluetooth® radio is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth enabled device.
3. Click **Connect**.

Switch to a paired Bluetooth enabled device during a call

Verify that the Bluetooth® radio is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. During a call, press the **Menu** key.
2. Click **Activate <Bluetooth device>**.

Rename a paired Bluetooth enabled device

1. In the device options, click **Bluetooth**.
2. Click a paired Bluetooth® enabled device.
3. Click **Device Properties**.
4. In the **Device Name** field, change the Bluetooth enabled device name.
5. Press the **Menu** key.
6. Click **Save**.

Delete a paired Bluetooth enabled device

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth® enabled device.
3. Click **Delete Device**.

Share contacts with a paired Bluetooth enabled device

Verify that your BlackBerry® device is paired with a Bluetooth® enabled device.

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth enabled device.
3. Click **Connect**.
4. Press the **Menu** key.
5. Click **Transfer Address Book**.

Bluetooth technology settings

Prevent your device from sharing contacts with Bluetooth enabled devices

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Address Book Transfer** field to **Disabled**.
5. Press the **Menu** key.
6. Click **Save**.

Restrict outgoing calls

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
5. Press the **Menu** key.
6. Click **Save**.

Make your BlackBerry device discoverable

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Discoverable** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Change the pairing name for your BlackBerry device

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. In the **Device Name** field, type a name for your BlackBerry® device.
5. Press the **Menu** key.
6. Click **Save**.

Turn off Bluetooth connection notification

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **LED Connection Indicator** field to **Off**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears when connecting or pairing

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth® enabled device.
3. Click **Device Properties**.
4. Set the **Trusted** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Bluetooth technology troubleshooting

I cannot type a passkey on a Bluetooth enabled device

If the Bluetooth® enabled device with which you are pairing has no screen where you can type a passkey, the passkey might already be defined.

1. On your BlackBerry® device, in the **Enter passkey for <device name>** field, try typing **0000**.

My list of paired Bluetooth enabled devices does not appear

1. Try performing the following actions:
 - Verify that you have turned on Bluetooth® technology.
 - Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

I cannot pair with a Bluetooth enabled device

1. Try performing the following actions:
 - Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device.
 - Turn off encryption between your BlackBerry device and the Bluetooth enabled device. In the device options, click **Bluetooth**. Click a Bluetooth enabled device. Click **Device Properties**. Set the **Encryption** field to **Disabled**. Press the **Menu** key. Click **Save**.

I cannot share contacts with a paired Bluetooth enabled device

1. Try performing the following actions:
 - Verify that you have turned on Bluetooth® technology.
 - Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
 - Verify that your device can share contacts with Bluetooth enabled devices. In the device options, click **Bluetooth**. Verify that the **Address Book Transfer** field is set to **On**.
 - Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. See the documentation that came with the Bluetooth enabled device for more information about supported Bluetooth profiles.

Date and time

Set the date and time

1. In the device options, click **Date/Time**.
2. Set the date and time.
3. Press the **Menu** key.
4. Click **Save**.

Get the date and time from the wireless network automatically

1. In the device options, click **Date/Time**.
2. Set the **Time Zone** field.
3. In the **Date/Time Source** field, perform one of the following actions:
 - To use the wireless network as the date and time source, select **Network**.
 - To use the BlackBerry® network as the date and time source, select **BlackBerry**.
 - To set the time yourself, select **Off**.
4. Press the **Menu** key.
5. Click **Update Time**.
6. Press the **Menu** key.
7. Click **Save**.

Date and time troubleshooting

The time on my device is incorrect

1. Try performing the following actions:
 - If you have traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
 - If you have set the **Date/Time Source** field to **Network**, try setting the **Date/Time Source** field to **BlackBerry**.
 - If you have set the **Date/Time Source** field to **Network** or **BlackBerry**, on the **Date/Time** screen, press the **Menu** key. Click **Update Time**.

Notification profiles

Notification basics

About notification profiles

Notification profiles define how your BlackBerry® device notifies you of calendar and task reminders, and incoming messages, calls, and browser content. Your device has six preset profiles: Loud, Vibrate, Quiet, Normal, Phone Only, and Off.

You can edit preset notification profiles or create new ones. You can set different notification options for different items, set ring tones, or set the volume for notification. If you set notification volume to Escalating, the notification volume gradually increases.

Open the profiles list when using a theme with an applications list

1. In the applications list, click **Profiles**.
2. Click **Advanced**.

Switch notification profiles

1. In the profile list, click a profile.

Create a notification profile

1. In the profile list, click **Advanced**.
2. Press the **Menu** key.
3. Click **New Profile**.
4. Type a name for the profile.
5. Highlight an item.
6. Press the **Menu** key.
7. Set how you want to receive notification for that item.
8. Press the **Menu** key.
9. Click **Save**.
10. Press the **Menu** key.
11. Click **Save**.

Change a notification profile

1. In the profile list, click **Advanced**.
2. Highlight a profile.
3. Press the **Menu** key.
4. Click **Edit**.
5. Change the notification profile.

6. Press the **Menu** key.
7. Click **Save**.

Delete a notification profile

You cannot delete the preset profiles.

1. In the profile list, click **Advanced**.
2. Highlight a profile.
3. Press the **Menu** key.
4. Click **Delete**.

Set the same ring tone for all notification profiles

1. In the profile list, click **Advanced**.
2. Highlight a profile.
3. Press the **Menu** key.
4. Click **Show Tunes**.
5. Click a ring tone.
6. Click **Set As Phone Tune**.

Prevent notification during calls

1. In the profile list, click **Advanced**.
2. Highlight a profile.
3. Press the **Menu** key.
4. Click **Edit**.
5. Highlight an item.
6. Press the **Menu** key.
7. Click **Edit**.
8. Set the **Notify Me During Calls** field to **No**.
9. Press the **Menu** key.
10. Repeat steps 4 to 8 for other items in the notification profile.
11. Press the **Menu** key.
12. Click **Save**.

Silence your device

1. In the profile list, perform one of the following actions:
 - To receive LED notification only, click **Quiet**.
 - To receive vibrate notification only, click **Vibrate**.
 - To turn off all notification, including profile exceptions and LED notification, click **Off**.

View a list of saved ring tones

1. In the profile list, click **Advanced**.
2. Highlight a profile.
3. Press the **Menu** key.
4. Click **Show Tunes**.

5. Open a folder.

Play a ring tone

1. In the media application, open the folder that contains the ring tone that you want to play.
2. Click the ring tone.

Download a ring tone

Verify that your wireless service provider supports this feature.

1. In a ringtone list, press the **Menu** key.
2. Click **Download Tunes**.

Turn on trackball lights

1. In the device options, click **Screen/Keyboard**.
2. Set the **Trackball Lights** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

When you receive a phone call, and your active notification profile uses a ring tone, the trackball lights flash.

LED notification

LED notification

The LED light on the top of your BlackBerry® device flashes in different colours to indicate different states.

Green:

You are in a wireless coverage area.

Blue:

Your device is connected to a Bluetooth® enabled device.

Red:

A new message has arrived and your selected notification profile is set to notify you using the LED.

Amber:

Your device battery is low.

Turn off Bluetooth connection notification

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **LED Connection Indicator** field to **Off**.
5. Press the **Menu** key.

6. Click **Save**.

Turn on wireless coverage notification

1. In the device options, click **Screen/Keyboard**.
2. Set the **LED Coverage Indicator** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.

Custom notification

About custom notification

You can create notification profile exceptions to receive different notification for incoming messages and phone calls from specific contacts. For example, you can create a notification profile exception that uses the Loud profile for incoming messages and phone calls from a specific contact, regardless of your active profile.

Your BlackBerry® device applies notification profile exceptions in the order in which they appear in the profile exception list. If you create multiple notification profile exceptions that include the same contact, place the profile exception that you want your device to apply first higher in the list.

Your device comes with one preset notification profile exception for important calls. You can add contacts to this notification profile exception, or you can delete it.

Set custom notification for calls or messages from a specific contact

1. In the profile list, click **Advanced**.
2. Press the **Menu** key.
3. Click **New Exception**.
4. In the **Exception** field, type a name for the profile exception.
5. In the **From** field, press the **Menu** key.
6. Click **Add Name**.
7. Click a contact.
8. To add another contact, repeat steps 5 through 6.
9. Set the **Use Profile** field to the profile on which the exception should be based.
10. To set a ring tone, select the **Custom Phone Tune** check box. Set a ring tune.
11. Press the **Menu** key.
12. Click **Save**.

Change the order of notification profile exceptions

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.

4. Click **Move**.
5. Roll the trackball.
6. Click the trackball.

Change a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a profile exception.
3. Press the **Menu** key.
4. Click **Edit**.
5. Change the notification profile exception details.
6. Press the **Menu** key.
7. Click **Save**.

Change the list of contacts for a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a profile exception.
3. Press the **Menu** key.
4. Click **Edit**.
5. In the **From** field, press the **Menu** key.
6. Click one of the following menu items:
 - **Add Name**
 - **Change Name**
 - **Delete Name**

Delete a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Delete**.

About custom ring tones

You can add a custom ring tone for a contact without changing other notifications.

Custom ring tone settings appear in both the address book and the profiles list. When you add a custom ring tone to a contact, a new profile exception appears in the profiles list as 'Calls From <contact>'. Profile exceptions are shared between the address book and the profiles list and changes made in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

Assign a ring tone to a contact

1. In the address book, highlight a contact.

2. Press the **Menu** key.
3. Click **Edit**.
4. Click the trackball.
5. Click **Add Custom Phone Tune**.
6. Set a ring tone.
7. Press the **Menu** key.
8. Click **Save**.

Notification profile troubleshooting

My device is vibrating more times than expected

For phone calls, the number of times that the BlackBerry® device vibrates is not determined by the number of vibrations that you set in your notification profile. The device vibrates until the caller or the wireless network ends the connection.

I am not receiving notification for incoming calls or messages

1. Try performing the following actions:
 - In the profile list, verify that the **Off** profile is not turned on.
 - In a profile exception, verify that the **Custom Phone Tune** field is not set to **Mute**.

I cannot set some fields when creating a Calls From notification profile exception

If you assign a custom ring tone to a contact in the address book, a Calls From profile exception appears in the the profile list. Because these exceptions are for calls only, you can only set the Custom Phone Tune field.

BlackBerry Messenger

Contacts

Add a contact

You must invite contacts to use BlackBerry Messenger before they are added to your contact list.

1. In BlackBerry Messenger, on the contact list screen, press the **Menu** key.
2. Click **Add a Contact**.
3. Perform one of the following actions:
 - If the contact is not in your address book, highlight **[Use Once]**. Press the **Menu** key. Click **Request by Email** or **Request by PIN**. Type an email address or PIN. Press the **Enter** key.
 - If the contact is in your address book, highlight a contact. Press the **Menu** key. Click **Request (Email)** or **Request (PIN)**.
4. Perform one of the following actions:
 - To add a custom message to your invitation, type a message. Click **OK**. Click **OK**.
 - To use the default invitation message, click **OK**. Click **OK**.

Note: If you request a contact by PIN and the contact is listed in your address book, the contact's name appears as the contact's friendly name, not as the PIN number.

Turn on invitation passwords

If you turn on invitation passwords, a question and password screen appear each time you invite a contact.

1. In BlackBerry Messenger, on the contact list screen, press the **Menu** key.
2. Click **Options**.
3. Set the **Ask Password Question When Adding Contacts** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Respond to an invitation

1. In BlackBerry Messenger, in the **Requests** group, highlight an invitation.
2. Click the trackball.
3. Perform one of the following options:
 - To accept an invitation from a contact, click **Accept**.
 - To decline an invitation from a contact, click **Decline**.
 - To remove an invitation from a contact, click **Remove**.

Note: If you select Remove, the sender of the invitation does not receive confirmation that your address is a correct address.

Turn off invitation forwarding options

If you turn off invitation forwarding, contacts you invite can only accept invitations from the original email address or PIN that you sent the invitation to. If those contacts try to accept the invitation from a different email address or PIN, their acceptance is rejected.

1. In BlackBerry Messenger, on the contact list screen, press the **Menu** key.
2. Click **Options**.
3. Set the **Allow Forwarding of Requests** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Note: If you use the ™ for IBM® Lotus® Domino® or Novell® GroupWise® or BlackBerry® Internet Service™, and you set the Allow Forwarding of Requests field to No, when you send an invitation and the recipient accepts, you might not receive notification indicating that the recipient has accepted.

Delete a contact

- 1.
2. Press the **Menu** key.
3. Click **Delete Contact**.
4. Click **Delete**.

View a contact's information

1. In BlackBerry Messenger, on the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Contact Info**.

Rename a contact

1. In BlackBerry Messenger, on the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Rename Contact**.
4. Type a name.
5. Click **OK**.

Add a group

1. In BlackBerry Messenger, on the contact list screen, press the **Menu** key.
2. Click **Add Group**.
3. Type a name for the group.
4. Click **OK**.

Move a contact to a group

1. In BlackBerry Messenger, on the contact list screen, highlight a contact.
2. Press the **Menu** key.

3. Click **Move Contact**.
4. Click a group.

Note: A contact can only be in one group at a time. If you move a contact to a group, the contact is moved out of the group it was in originally.

Rename a group

1. In BlackBerry Messenger, on the contact list screen, highlight a group.
2. Press the **Menu** key.
3. Click **Rename**.
4. Type a name for the group.
5. Click **OK**.

Delete a group

1. In BlackBerry Messenger, highlight a group.
2. Press the **Menu** key.
3. Click **Delete Group**.
4. Click **Delete**.

Note: You must move your contacts out of a group before you can delete that group.

Note: There must be at least one group in your BlackBerry Messenger contact list; you cannot delete the last remaining group in your contact list.

Conversations

Start a conversation

1. In BlackBerry Messenger, on the contact list screen, highlight a contact
2. Click the trackball.
3. Click **Start Conversation**.
4. Type a message.
5. Press the **Enter** key.

Open a conversation

Conversations appear in the conversation list and the main message list.

1. In BlackBerry Messenger, in the conversation list, highlight a contact.
2. Click the trackball.

Add an emoticon

1. When composing a message, press the **Symbol** key three times.
2. Click an emoticon.

Send a file to a contact

1. During a BlackBerry Messenger conversation, click the trackball.
2. Click **Send a File**.
3. Perform one of the following actions:
 - To send a picture to a contact, click **Image**.
 - To send an audio file to a contact, click **Audio**.
4. Click a file.

Ping a contact

When you ping a contact, the contact's BlackBerry® device vibrates.

1. During a BlackBerry Messenger conversation, click the trackball.
2. Click **Ping Contact**.

Turn off ping vibration

1. In BlackBerry Messenger, on the contact list screen, press the **Menu** key.
2. Click **Options**.
3. Set the **Vibrate When Receiving a Ping** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Prevent conversations from appearing in the main message list

1. In BlackBerry Messenger, on the contact list screen, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Conversations in Message List** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Start a conference

1. In BlackBerry Messenger, during a conversation, press the **Menu** key.
2. Click **Invite**.
3. In the drop-down list, click a contact.
4. Click **OK**.

Copy a conversation history

1. In BlackBerry Messenger, during a conversation, press the **Menu** key.
2. Click **Copy History**.

Clear a conversation history

1. In BlackBerry Messenger, during a conversation, press the **Menu** key.
2. Click **Clear History**.

End a conversation

1. During a conversation, press the **Menu** key.
2. Click **End Conversation**.

Change your display name

1. In BlackBerry Messenger, on the contact list screen, press the **Menu** key.
2. Click **Edit My Info**.
3. Type a display name.
4. Click **OK**.

Availability

Set your availability status

1. In BlackBerry Messenger, on the contact list screen, click the trackwheel.
2. Click **My Status**.
3. Perform one of the following actions:
 - To set your availability status to available, click **Available**.
 - To set your availability status to unavailable, click **Unavailable**.
4. Type a message that contacts can see when they view your contact information.
5. Click **OK**.

When you change your availability status to unavailable, you receive BlackBerry Messenger messages, but you do not receive message notification.

Receive notification when a contact becomes available

1. In BlackBerry Messenger, on the contact list screen, highlight an unavailable contact.
2. Press the **Menu** key.
3. Click **Set Alert**.

Display and keyboard

Backlighting

About backlighting

The screen and keyboard on your BlackBerry® device are designed to be lit so that you can use your device in various lighting levels.

The device is also designed to adjust the backlighting level automatically as the lighting level in your environment changes.

Turn off automatic backlighting

1. In the device options, click **Screen/Keyboard**.
2. Set the **Automatic Backlight** field to **Off**.
3. Press the **Menu** key.
4. Click **Save**.

Adjust the brightness of the backlighting

1. In the device options, click **Screen/Keyboard**.
2. Set the **Backlight Brightness** field.
3. Press the **Menu** key.
4. Click **Save**.

Set how long backlighting remains on

1. In the device options, click **Screen/Keyboard**.
2. Set the **Backlight Timeout** field.
3. Press the **Menu** key.
4. Click **Save**.

Display settings

Use a picture as the Home screen background

1. In a picture list, highlight a picture.
2. Press the  key.
3. Click **Set As Home Screen Image**.

To clear the picture from the Home screen, in the picture list, press the  key. Click **Reset Home Screen Image**.

Download a Home screen background

Verify that your wireless service provider supports this feature.

1. In a picture list, press the **Menu** key.
2. Click **Download Images**.

Set the display font

1. In the device options, click **Screen/Keyboard**.
2. Set the font information.
3. Press the **Menu** key.
4. Click **Save**.

Keyboard settings

Turn on trackball lights

1. In the device options, click **Screen/Keyboard**.
2. Set the **Trackball Lights** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

When you receive a phone call, and your active notification profile uses a ring tone, the trackball lights flash.

Turn on key tones

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Tone** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

Turn off trackball sounds

1. In the device options, click **Screen/Keyboard**.
2. Set the **Audible Roll** field to **Mute**.
3. Press the **Menu** key.
4. Click **Save**.

Set the cursor speed

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Rate** field.
3. Press the **Menu** key.
4. Click **Save**.

Assign an application to a Convenience key

Your device includes two Convenience keys, located on either side of the device.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Convenience Key Opens** fields.
3. Press the **Menu** key.
4. Click **Save**.

Note: Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

Set the trackball sensitivity

You can change how the trackball responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Horizontal Sensitivity** and **Vertical Sensitivity** fields.
3. Press the **Menu** key.
4. Click **Save**.

Turn on standby mode

If you are not on a phone call, you can turn on standby mode to avoid pressing keys accidentally when you are not using your BlackBerry® device.

1. Hold the **Mute** key.
To turn off standby mode, press the **Mute** key again.

Themes

About themes

Depending on your wireless service provider, you might be able to set a theme on your BlackBerry® device that changes how items such as applications, indicators, words, and icons appear. Themes might be preloaded on your device, or you might be able to download themes that are in .cod file format.

Switch themes

1. In the device options, click **Theme**.
2. Click a theme.

Delete a theme

You cannot delete themes that are preloaded on your BlackBerry® device.

1. In the device options, click **Theme**.
2. Highlight a theme.

3. Press the **Menu** key.
4. Click **Delete**.

Download a theme

Verify that your wireless service provider supports this feature.

1. In the device options, click **Theme**.
2. Press the **Menu** key.
3. Click **Download Themes**.

Application list

Move an application icon on the Home screen

Verify that your theme displays all applications as icons on the Home screen.

1. On the Home screen, highlight the application that you want to move.
2. Press the **Menu** key.
3. Click **Move Application**.
4. Roll the trackball to move the icon.
5. Click the trackball.

Organize applications

You might not be able to hide some applications on the Home screen or in application list.

1. On the Home screen, press the **Menu** key.
2. Highlight an application.
3. Perform one of the following actions:
 - To move an application, press the **Menu** key. Click **Move Application**. Roll the trackball to move the icon. Click the trackball.
 - To hide an application, press the **Menu** key. Click **Hide Application**.
 - To show a hidden application, press the **Menu** key. Click **Show All**. Highlight the application. Press the **Menu** key. Click **Hide Application**.

Note: Depending on your theme, the first few icons in the application list might appear on the Home screen as your favorites. Your theme might also display all icons on the Home screen instead of displaying them an application list.

Organize the applications list

Your current theme must use an applications list.

1. On the Home screen, press the **Menu** key.
2. Click **Organize Applications**.
3. Click the application.
4. Roll the trackball to move the application.
5. Click the trackball.
6. Press the **Menu** key.

7. Click **Close**.

Hide an application in the applications list

You cannot hide the **Options** and **Turn Wireless On/Turn Wireless Off** applications.

1. In the applications list, click **Organize Applications**.
2. Highlight the application that you want to hide.
3. Press the **Menu** key.
4. Click **Hide Application**.

To show the application again in the applications list, highlight the hidden application. Press the **Menu** key. Click **Show Application**.

Hide an application on the Home screen

If your theme displays all applications as icons on the Home screen and does not use an applications list, you can hide icons on the Home screen. You cannot hide the **Options** and **Turn Wireless On/Turn Wireless Off** applications.

1. On the Home screen, highlight the application that you want to hide.
2. Press the **Menu** key.
3. Click **Hide Application**.

To show the application again on the Home screen, press the **Menu** key. Click **Show All**. Highlight the application. Press the **Menu** key. Click **Hide Application**.

Display troubleshooting

My device screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power.

- To turn on the screen, press a key.

My display settings changed

Depending on your theme, items that you have set, such as your font and Home screen background picture might change when you select a new theme.

1. After you change your theme, reset your font and Home screen background picture.

Language

Set the display language

Verify that your BlackBerry® Device Software supports multiple languages. Contact your system administrator or wireless service provider for more information.

1. In the device options, click **Language**.
2. Set the **Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Add or delete a display language

1. See the *BlackBerry Desktop Software Online Help* for more information about adding and removing languages using the BlackBerry® Application Loader tool.

About typing input languages

You can set a typing input language to use when you type. This setting is different from the display language. When you set a typing input language, AutoText and other typing settings change to the selected language. For example, you might use your BlackBerry® device in French, but type messages in English.

The typing input language also controls whether your device uses the multi-tap or the SureType™ input method.

If the typing input language of your device is different from the display language of your device, a rectangle with the short form of the current typing input language appears in the list that appears when you type.

Set the typing input language

Verify that your BlackBerry® Device Software supports multiple languages. Contact your system administrator or wireless service provider for more information.

1. In the device options, click **Language**.
2. Set the **Input Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Turn off the shortcut for switching typing input languages

Verify that your BlackBerry® Device Software supports multiple languages. Contact your system administrator or wireless service provider for more information.

Your device uses the **Alt** key and the **Enter** key as a way to switch typing input methods quickly.

1. In the device options, click **Language**.
2. Set the **Use Input Method Shortcut** field to **No**.
3. Press the **Menu** key.
4. Click **Save**.

To turn on the switching typing input language shortcut again, set the **Use Input Method Shortcut** field to **Yes**. In the **Notify me** field, set whether you want to be notified when you switch languages.

Set the voice dialing language

Verify that your BlackBerry® Device Software supports multiple languages. Contact your system administrator or wireless service provider for more information.

Change the voice dialing language if your spoken language is different than the display language on your device.

1. In the device options, click **Language**.
2. Set the **Voice Activated Dialing Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Set display options for contacts

You can sort how your contacts appear in all applications, including the message list, the address book, calendar, or phone. Contacts can be sorted by last name or first name.

1. In the device options, click **Language**.
2. Set the **Name Display** field to **Last name, First name**.
3. Press the **Menu** key.
4. Click **Save**.

To sort your contacts by first name, set the **Name Display** field to **First name, Last name**.

Language troubleshooting

Some characters do not appear correctly on my device

- The BlackBerry Enterprise Server or BlackBerry Internet Service that is associated with your BlackBerry® device might not support the characters. Contact your system administrator or wireless service provider for more information.

Wireless network coverage

Find information about wireless coverage indicators

Your BlackBerry® device uses various indicators to show the current wireless coverage level.

1. See the printed documentation that accompanied your device for more information about wireless coverage indicators and their meaning.

Turn off the connection to the wireless network

You should turn off the connection to the wireless network in certain places, such as on an airplane or in a hospital. See the *BlackBerry Safety and Product Information Booklet* for more information.

1. On the Home screen or in the application list, click **Turn Wireless Off**.

To connect to the wireless network again, on the Home screen or in the application list, click **Turn Wireless On**.

Turn on wireless coverage notification

1. In the device options, click **Screen/Keyboard**.
2. Set the **LED Coverage Indicator** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.

Check the wireless coverage level using a voice command

1. In voice-activated dialing, wait for the sound.
2. Say "Check coverage".

About the preferred wireless network list

Your wireless service provider might have agreements with other wireless networks that allow you to use their services when you are traveling. The preferred wireless network list allows you to control the order in which these other wireless networks are used. Your BlackBerry® device scans for the wireless networks on this list first when you travel.

Your device attempts to connect to a wireless network based on the order in which the wireless networks appear in your preferred wireless network list. If no wireless network on the list is available, your device is designed to roam to another available wireless network automatically.

Note: Extra fees usually apply when you are roaming. Contact your wireless service provider for more information on roaming fees.

Add a wireless network to the preferred wireless network list

Verify that your wireless service provider plan includes this service.

1. In the device options, click **Network**.
2. Press the **Menu** key.
3. Click **My Preferred Network List**.
4. Press the **Menu** key.
5. Click **Add Network**.
6. Perform one of the following actions:
 - To scan for a wireless network to add, click **Select From Available Networks**. Click a wireless network. Click **Select Network**.
 - To scan for a wireless network that is already known to the BlackBerry® device, click **Select From Known Networks**. Click a wireless network. Click **Select Network**.
 - To add a wireless network manually, click **Manual Entry**. Set the priority for the wireless network. Type the MMC and MNC.
7. Press the **Menu** key.
8. Click **Save**.

Change the order of preferred wireless networks

Verify that your wireless service provider plan includes this service.

1. In the device options, click **Network**.
2. Press the **Menu** key.
3. Click **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the **Menu** key.
6. Click **Move**.
7. Roll the trackball to the new location.
8. Click the trackball.
9. Press the **Menu** key.
10. Click **Save**.

Delete a wireless network from the preferred wireless network list

Verify that your wireless service provider plan includes this service.

1. In the device options, click **Network**.
2. Press the **Menu** key.
3. Click **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the **Menu** key.
6. Click **Delete**.

7. Press the **Menu** key.
8. Click **Save**.

Turn off email, PIN, browser, and MMS services

Depending on your wireless service provider plan, you might be able to turn off the email, PIN, browser and MMS services of your BlackBerry® device so that only phone calls and SMS messages are available. Contact your wireless service provider for more information.

1. In the device options, click **Network**.
2. Perform one of the following actions:
 - To turn off email, PIN, browser and MMS services, set the **Data Services** field to **Off**.
 - To turn off email, PIN, browser and MMS services only when you roam to another network, set the **Data Services** field to **Off When Roaming**.
3. Press the **Menu** key.
4. Click **Save**.

About roaming

In most cases, your BlackBerry® device automatically roams to an appropriate network when you travel outside of your wireless service provider's coverage area. Your wireless service provider must set up your SIM card for roaming services before you can select a different network and some features might be priced differently than on your wireless service provider's network.

An indicator appears on your device to let you know that you are roaming outside of your normal network area. You might also have to provide login information before you can access the network. Contact your wireless service provider for more information about roaming.

Roam to another network manually

Verify that your wireless service provider has set up your SIM card for this service.

By default, your BlackBerry® device is designed to roam to an appropriate network automatically when you travel.

1. In the device options, click **Network**.
2. Set the **Network Selection Mode** field to **Manual**.
3. Click **Scan for Available Networks**.
4. Click a network.
5. Click **Select Network**.
6. Press the **Menu** key.
7. Click **Save**.

Note: Your device connects to the selected network and remains connected to it until you select your home network again, or until you select another network.

To reconnect to your home network, set the **Selection Mode** field to **Automatic**.

Wireless network coverage troubleshooting

I cannot connect to a wireless network

1. Try performing one of the following actions:
 - Verify that your SIM card is inserted correctly.
 - Verify that you have turned on the connection to the wireless network. On the Home screen or in the application list, click **Turn Wireless On**.
 - If you were traveling and you selected a network manually, your BlackBerry® device remains connected to that network until you select your home network again. In the device options, click **Network**. Set the **Network Selection Mode** to **Automatic**.

Power and battery

Turn off your device

- If you have not set your BlackBerry® device to turn on and off automatically at specific times, press the **Power** button.
- If you have set your device to turn on and off automatically at specific times, press the **Power** button. If you want the device to stay turned off until you press the **Power** button again, click **Full Power Off**. If you want the device to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

Note: Depending on your device theme, the location or name for Turn Power Off might be different. See the printed documentation that came with your device for more information about application locations and names for your device.

Set your device to turn on and turn off automatically

1. In the device options, click **Auto On/Off**.
2. Set the **Weekday** field to **Enabled**.
3. Specify the times when the BlackBerry® device should turn on and off on weekdays.
4. Set the **Weekend** field to **Enabled**.
5. Specify the times when the device should turn on and off on weekends.
6. Press the **Menu** key.
7. Click **Save**.

Check the battery power level

1. In the device options, click **Status**.

Check the battery power level using a voice command

1. In voice-activated dialing, wait for the sound.
2. Say "Check battery".

Reset the device

1. Remove and reinsert the battery.

Extend battery life

- Set the BlackBerry® device to turn on and turn off automatically.
- Turn off the connection to the wireless network when you are not in a wireless coverage area.
- Delete the original message when you send a reply.

- Lower the brightness of the backlighting.
- Turn off the flash on the camera.
- Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.
- Charge your device regularly.

SIM card

About the SIM card phone book

Use the SIM card phone book to access contacts that you have added to your SIM card. The SIM card phone book is different from the address book on your BlackBerry® device. If you switch SIM cards, the contacts in the SIM card phone book change.

You can add ADN entries to your SIM card phone book. You can also look up ADN or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

Load the SIM card phone book

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Wait for the SIM card phone book to load.
4. Press the **Escape** key.

Add a contact to your SIM card

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Click the trackball.
4. Click **New**.
5. Type the contact information.
6. Press the **Menu** key.
7. Click **Save**.

Copy contacts from your SIM card to your address book

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **Copy All To Address Book**.

Note: If you attempt to copy a SIM card contact with a phone number that matches that of a contact that is already listed in the address book, the SIM card contact is not copied.

Change a SIM card contact

Verify that your wireless service provider has provisioned your SIM card for a SIM card phone book.

1. In the SIM card phone book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Edit the contact.
5. Press the **Menu** key.
6. Click **Save**.

Delete a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the SIM card phone book, highlight a contact.
2. Press the **Menu** key.
3. Click **Delete**.

Store SMS text messages on your SIM card

If you set your SIM card to store SMS text messages, the SIM card does not delete SMS text messages after the BlackBerry® device imports them to the message list.

1. In the device options, click **SMS**.
2. Set the **Leave Messages On SIM Card** field to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. Any SMS text messages on your SIM card are deleted after the BlackBerry device imports them to the message list.

About SIM card security

Use SIM card security to add another level of security to your device. This level of security is designed to prevent unauthorized use of your BlackBerry® device or SIM card by locking the SIM card with a PIN code. If you lock your SIM card, other people cannot remove your SIM card and insert their own and they cannot remove your SIM card and insert it into another device.

If you have protected your SIM card with a PIN code, you must type the PIN code before you can remove your SIM card and insert it into another device.

Protect your SIM card with a PIN code

Verify that your wireless service provider has provided you with a SIM card PIN code.

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Press the **Menu** key.
4. Click **Enable Security**.
5. Type your SIM card PIN code.
6. Click the trackball.

Note: If you type the SIM card PIN code incorrectly three times, your SIM card does not function. Contact your wireless service provider for more information.

Change the SIM card PIN code

Verify that you have turned on SIM card PIN code security.

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Press the **Menu** key.
4. Click **Change PIN2 Code**.

Security

Security basics

About the device password

If you type your BlackBerry® device password incorrectly, you might be prompted to type blackberry before you can continue. When you attempt to type your password again, the characters that you type appear on the screen.

If you exceed the number of allowed attempts, all the data on your device is deleted for security reasons.

Set a device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Password** field to **Enabled**.
4. Press the **Menu** key.
5. Click **Save**.

To turn off the device password, set the **Password** field to **Disabled**.

Change the device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Press the **Menu** key.
4. Click **Change Password**.

Lock the device

Verify that you have set a device password.

1. On the Home screen, click **Lock**.

To unlock your device, on the Lock screen, click the trackball. Click **Unlock**. Type your password. Press the **Enter** key.

Lock the keyboard

If you do not set a device password, you can lock your keyboard to prevent accidentally placing calls or typing characters.

1. On the Home screen or in the applications list, click **Keyboard Lock**.

To unlock the keyboard, press the **Send** key and the * key.

Set a limit for password attempts

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Number of Password Attempts** field.
4. Press the **Menu** key.
5. Click **Save**.

Encryption

About content protection

Content protection is designed to encrypt your BlackBerry® device data. When content protection is turned on, your device uses a private key to encrypt data as it is stored on the device, including data that your device receives when it is locked. Your device decrypts data as you access it.

You can set content protection to include or exclude your contacts. If you turn on content protection for contacts and you receive a phone call when the device is locked, the caller name does not appear on the screen.

When you lock your device, an open lock icon appears in the device status section of the screen to indicate that your device is deleting a copy of the private key from temporary device memory. A lock icon appears when the device has deleted the key.

Protect your device data

Verify that you have set a password on your BlackBerry® device.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Content Protection** field to **Enabled**.
4. If you do not want to encrypt your address book contents, set the **Include Address Book** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Use a stronger encryption algorithm when your device is locked

Verify that you have turned on content protection on your BlackBerry® device.

You can set the encryption strength used to encrypt content that is received while your device is locked. When your device is unlocked, a different encryption method is used to ensure quick access to device data.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Strength** field.
4. Press the **Menu** key.
5. Click **Save**.

About encryption keys

If your BlackBerry® device is integrated with an account that uses the BlackBerry Enterprise Server or BlackBerry Desktop Redirector, your device uses an encryption key. The encryption key is designed to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and the device to ensure that the data remains as secure as possible. You can generate the key from your device. You should generate a new encryption key every two weeks.

Generate an encryption key

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later. If your device is associated with an email account that uses an earlier version of the BlackBerry Enterprise Server, see the *BlackBerry Device Software Online Help* for more information.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Highlight a current service.
4. Click the trackball.
5. Click **Regenerate Encryption Key**.

About content compression

Content compression is designed to reduce the size of the data that is stored on your BlackBerry® device while maintaining the integrity of that data. If content compression is turned on, your device compresses all device data, including calendar entries, tasks, memos, contacts, and messages. You should keep content compression turned on.

If content compression and content protection are turned on, your device compresses your device data before encrypting it.

Password keeper

About the password keeper

Use the password keeper to store all your passwords in one place. The password keeper is designed to protect your passwords with a password keeper password. When you type this password, the password keeper decrypts your passwords.

You can also use the password keeper to generate random passwords that contain numbers, letters, and symbols.

Add a password to the password keeper

1. In the password keeper, press the **Menu** key.

2. Click **New**.
3. Type password information.
4. Click the trackball.
5. Click **Save**.

Generate a random password

1. In the password keeper, press the **Menu** key.
2. Click **New**.
3. Type a title for the password.
4. Click the trackball.
5. Click **Random Password**.
6. Type any additional password information.
7. Click the trackball.
8. Click **Save**.

Set criteria for randomly generated passwords

1. In the password keeper, press the **Menu** key.
2. Click **Options**.
3. Set the random password fields.
4. Press the **Menu** key.
5. Click **Save Options**.

View a password in the password keeper

1. In the password keeper, click a password.

Change a password in the password keeper

1. In the password keeper, highlight a password.
2. Press the **Menu** key.
3. Click **Edit**.

Hide passwords in the password keeper

1. In the password keeper, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Password** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Delete a password from the password keeper

1. In the password keeper, highlight a password.
2. Press the **Menu** key. Click the trackwheel.
3. Click **Delete**.

Change the password keeper password

1. In the password keeper, press the **Menu** key.
2. Click **Change password**.

Copy a password

1. In the password keeper, highlight a password.
2. Press the **Menu** key.
3. Click **Copy Username** or **Copy Password**.

To clear a user name or password from the clipboard, press the **Menu** key. Click **Clear Clipboard**.

CAUTION: If you copy a password in the password keeper, the password is not encrypted while it is on the clipboard.

Prevent password copying

1. In the password keeper, press the **Menu** key.
2. Click **Options**.
3. Set the **Allow Clipboard Copy** field to **No**.
4. Press the **Menu** key.
5. Click **Save Options**.

Advanced security

About security self tests

The security self tests application is designed to verify that security software is implemented properly on your BlackBerry® device. The tests should run automatically when your device restarts.

Verify security software

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Press the **Menu** key.
4. Click **Verify Security Software**.

About certificates

You can use this feature with the S/MIME Support Package or PGP® Support Package. See the *S/MIME Support Package User Guide Supplement* or *Support Package User Guide Supplement* for more information.

About the key store

You can use this feature with the S/MIME Support Package or PGP® Support Package. See the *S/MIME Support Package User Guide Supplement* or *PGP Support Package User Guide Supplement* for more information.

About PGP keys

You can use this feature with the PGP® Support Package. See the *PGP Support Package User Guide Supplement* for more information.

About memory cleaning

You can use this feature with the S/MIME Support Package or PGP® Support Package. See the *S/MIME Support Package User Guide Supplement* or *PGP Support Package User Guide Supplement* for more information.

Smart cards

About smart password entry

If you use two-factor authentication and your BlackBerry® device password or authenticator password is numeric, you might be able to use smart password entry in some password fields. When you turn on smart password entry, your device remembers whether the last password that you typed in a password field was numeric and if it was, the next time that you type the password your device applies a numeric filter. When the filter is applied you do not have to press the **Alt** key to type the numbers. An icon beside the password field indicates that a numeric filter is applied.

Turn off smart password entry

You might want to turn off smart password entry to reduce the chance of a stranger guessing your device password or authenticator password based on the filter applied.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Smart Password Entry** field to **Disabled**.
4. Press the **Menu** key.
5. Click **Save**.

To turn on smart password entry, set the **Smart Password Entry** field to **Enabled**.

Smart password entry prerequisites

- Verify that you have installed the appropriate smart card driver and smart card reader driver on your BlackBerry® device.
- Verify that the **User Authenticator** field is set to **Enabled**.

Switch between numeric and alphanumeric password filters

1. If you have turned on smart password entry, to switch between a numeric password filter and an alphanumeric password filter in an empty password field, press the **Enter** key.
The icon changes to indicate the new filter applied.

Authentication certificate prerequisites

- Verify that you have installed the appropriate smart card driver and smart card reader driver on your BlackBerry® device.
- Verify that you have imported a smart card certificate that can be used for signing and verification to your device.
- Verify that you have set a device password.
- Verify that you have set the User Authenticator field to Enabled.
- Verify that you know the smart card authentication password. You should have received this password when you received your smart card.

Set an authentication certificate

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card each time that you use your smart card to log in to your BlackBerry® device.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Authentication Certificate** field.
4. Press the **Menu** key.
5. Click **Save**.

To stop using a certificate to authenticate your smart card, set the **Authentication Certificate** field to **None**.

Use a certificate to authenticate your smart card

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card each time that you use your smart card to log in to your BlackBerry® device.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Authentication Certificate** field.
4. Press the **Menu** key.
5. Click **Save**.

To stop using a certificate to authenticate your smart card, set the **Authentication Certificate** field to **None**.

Security troubleshooting

I cannot type a password

1. Verify that you are using the multi-tap typing method.

I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.

Third-party application control

About permissions for third-party applications

You can set whether third-party applications on your BlackBerry® device can use data or connections from other applications. For example, a third-party application might use data from organizer applications or connections from applications such as the phone.

If applications or connections within a group have different permission values, the permission field for the group is Custom.

If you have third-party applications on your device, the device firewall is designed to prevent these applications from transmitting data without your knowledge. When a third-party application attempts to transmit data to or from your device, a dialog box prompts you to accept or deny the connection request. If you have turned off the prompt after accepting or denying an application, and want to be prompted again, you can reset the firewall to show the connection prompts.

Reset connection permissions for third-party applications

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Press the **Menu** key.
4. Click **Reset Settings**.

About direct Internet connections for third-party applications

Some third-party applications that you install on your BlackBerry® device might require a direct TCP or HTTP connection to the Internet. For example, a stock application might need to connect to the Internet to retrieve the latest prices. You might have to set the access point name (APN) used for this connection.

Set up a direct Internet connection for third-party applications

Verify that you know the access point name (APN), and the user name and password for the APN. Contact your wireless service provider for more information.

1. In the device options, click **Advanced Options**.
2. Click **TCP**.
3. In the **APN** field, type the access point name.
4. Type the user name and password to connect to the access point.
5. Press the **Menu** key.
6. Click **Save**.

Set permissions for third-party applications

CAUTION: Setting permissions for third-party applications can significantly affect the operation of applications on your BlackBerry® device. If you are unsure about how changing these settings might affect the operation of the applications on your device, contact your system administrator or wireless service provider for more information.

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Highlight an application.
4. Press the **Menu** key.
5. Perform one of the following actions:
 - To change permissions for all applications, click **Edit Default Permissions**.
 - To change permissions for a third-party application, click **Edit Permissions**.
6. Expand **Connections**, **Interactions**, or **User Data**.
7. Set the permission fields.
8. Press the **Menu** key.
9. Click **Save**.

Third-party application connection permissions

USB:

Set whether third-party applications can connect to your device using a physical connection such as a USB cable or RS-252 cable.

Bluetooth:

Set whether third-party applications can use wireless connections that your device has established with other Bluetooth® enabled devices.

Phone:

Set whether third-party applications can make phone calls or access phone logs.

Company Network:

Set whether third-party applications can access the Internet or your organization's intranet through your organization's network.

Carrier Internet:

Set whether third-party applications can access the Internet through your wireless service provider (for example, through a direct TCP connection or a WAP gateway).

Third-party application interaction permissions

Interprocess Communication:

Set whether third-party applications can communicate with other applications on your BlackBerry device, such as the device runtime store, persistant store, and global events.

Module Management:

Set whether third-party applications can add or remove application modules and access module information such as the application name and version.

Keystroke Injection:

Set whether third-party applications can simulate actions on your device, such as pressing a key or button.

Browser Filters:

Set whether third-party applications can register browser filters with your browser to add, change, or delete web site content before it appears in your browser.

Theme Data:

Set whether your device can use third-party applications as a source for customized themes.

Third-party application data permission

Email:

Set whether third-party applications can access email messages, SMS messages, or PIN messages on your BlackBerry® device.

PIM:

Set whether third-party applications can access organizer items such as tasks, memos, contacts, and calendar entries.

Files:

Set whether third-party applications can access files that you store on your device, such as files that you transfer to your device using the BlackBerry Desktop Software or Bluetooth® technology.

Key Store:

Set whether third-party applications can access certificates and keys in the key store on your device.

Key Store Medium Security

Set whether third-party applications can access certificates or keys in the key store if your device caches the key store password.

BrickBreaker

About BrickBreaker

The object of BrickBreaker is to destroy bricks using a paddle and a ball. During the game, capsules fall from the bricks that you destroy. The capsules provide you with different mechanisms for destroying bricks or controlling the ball or paddle.

When you hit the ball with your paddle 50 times on any level, the bricks descend one space every few seconds.

BrickBreaker capsules

Long:

This capsule makes the paddle longer.

Slow:

This capsule slows down the paddle.

Gun:

This capsule enables you to shoot three bullets at the bricks; a bullet can destroy unbreakable bricks.

Laser:

This capsule enables you to shoot unlimited laser beams at the bricks.

Multi:

This capsule puts four balls in play.

Catch:

This capsule enables you to catch and hold the ball.

Flip:

This capsule changes the direction of the paddle.

Wrap:

This capsule enables you to move the paddle beyond the edge of the screen.

Bomb:

This capsule destroys the next brick that you hit and damages nearby bricks.

Life:

This capsule gives you an additional life.

BrickBreaker scoring

Catching a capsule:

50 points

Shooting a brick with the gun:

50 points

Hitting a brick with the ball:

- 10 points
Shooting a brick with the laser:
5 points
Damaging a brick with a bomb:
5 points

Play BrickBreaker

- To move the paddle, roll the trackball.
- To release the ball in catch mode, press the **Space** key.
- To shoot the laser or gun, press the **Space** key.

Adjust the volume for BrickBreaker

1. In BrickBreaker, press the **Menu** key.
2. Click **Options**.
3. Set the **Volume** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the paddle speed

1. In BrickBreaker, press the **Menu** key.
2. Click **Options**.
3. Perform one or more of the following actions:
 - To set the paddle speed, set the **Paddle movement speed field**.
 - To accelerate the paddle as you roll the trackball, select the **Paddle acceleration** check box.
4. Press the **Menu** key.
5. Click **Save**.

Submit a score to the BrickBreaker high score web site

1. In BrickBreaker, press the **Menu** key.
2. Click **Send High Score**.

Check the high scores on the BrickBreaker web site

1. In BrickBreaker, press the **Menu** key.
2. Click **High Scores**.

Service books

About service books

Service books determine which services are available on your BlackBerry® device. If your device is integrated with an account that uses the BlackBerry Enterprise Server, your system administrator can send service books to your device that determine whether features such as remote address lookup and wireless calendar synchronization are available.

Service books arrive on your device either over the wireless network from your wireless service provider or system administrator or through the BlackBerry Desktop Software when you connect your device to your computer.

Accept a service book

1. In the device options, click **Advanced Options**.
2. Click **Service Book**.
3. Highlight the new service book.
4. Press the **Menu** key.
5. Click **Accept**.

Delete a service book

1. In the device options, click **Advanced Options**.
2. Click **Service Book**.
3. Highlight a service book.
4. Press the **Menu** key.
5. Click **Delete**.

To restore a service book, on the Service Book screen, press the **Menu** key. Click **Undelete**.

Troubleshooting

BlackBerry Basics troubleshooting

No application opens when I press a Convenience key

Verify that you have not deleted the application that you assigned to the key.

1. Assign a different application to the key.

Some features are not available on my device

Depending on your wireless service provider plan or the type of email account that you have associated with your BlackBerry® device, some features might not be available on your device. If your device is associated with an email account that uses a BlackBerry Enterprise Server, some features might not be provisioned or might be restricted by your system administrator.

If your system administrator has restricted a setting, a red lock icon appears beside the option field.

1. Contact your system administrator or wireless service provider for more information about the features that are available for your device.

Phone troubleshooting

I cannot make or receive calls

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.

My phone number appears as Unknown in the phone

You can edit your SIM card phone number to change how your phone number appears in the phone.

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Press the **Menu** key.
4. Click **Edit SIM Phone Number**.
5. Type your phone number
6. Click the trackball.

Note: Editing your SIM card phone number only changes what appears in the phone. It does not change the actual number that is used to make and receive calls.

Voice dialing troubleshooting

I cannot make a call using a voice command

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your BlackBerry device has an adequate level of wireless coverage.
- If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the device supports this feature and that you have paired the Bluetooth device with your BlackBerry device.
- If your keyboard is locked and you have not set a device password, unlock your keyboard.
- Change the voice dialing language. In the device options, click **Language**. Set the **Voice Activated Dialing Language** field. Press the **Menu** key. Click **Save**.

My device does not recognize names or numbers in a voice command

1. Try performing the following actions:

- Say the first name and then the last name of your contact.
- Use the standard pronunciation rules of the language on your device.
- If your device does not usually find a match for a contact or phone number, in the device options, click **Voice-Activated Dialing**. Set the **Sensitivity** field closer to **Reject Less**. Press the **Menu** key. Click **Save**.
- If your device responds easily to background noise or often suggests a different contact or phone number, in the device options, click **Voice-Activated Dialing**. Set the **Sensitivity** field closer to **Reject More**.
- Help your device recognize the way you say certain numbers. In the device options, click **Voice-Activated Dialing**. Press the **Menu** key. Click **Adapt Digits**. Complete the instructions on the screen.

Camera troubleshooting

I cannot save pictures

Your BlackBerry® device memory or media card might not have enough available memory to save pictures.

1. Try performing the following actions:

- If you are trying to save a picture to your device memory, delete old data or messages from your device.
- If you are trying to save a picture on your media card, delete old media files.
- In the camera options, verify that the **Quality** field is not set to **High**. High-quality pictures use more memory than lower-quality pictures.

- Increase the maximum amount of memory available for pictures.

The flash turns off

If the battery power level drops below 25 percent, the flash turns off automatically to conserve battery power. In cold temperatures, the flash turns off when the battery power level drops below 80 percent.

Message troubleshooting

I cannot send messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

I am not receiving messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data services is turned on.
- If you use email message filters, verify that your email message filter options are set correctly.

- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.

I cannot file email messages

- Try performing one of the following actions:
 - Verify that you have turned on wireless email reconciliation.
 - If wireless email reconciliation is not supported for your BlackBerry® device, verify that your device is associated with an email account that uses the BlackBerry Enterprise Server or BlackBerry Desktop Redirector.
 - Verify that you have performed an initial email reconciliation with the BlackBerry Desktop Software so that the email message folders in your email application appear on your device. See the *BlackBerry Desktop Software Online Help* for more information.

I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and your BlackBerry device receives a new message from a folder in your email account other than your inbox, the message is filed and does not appear in a message list.

Some messages no longer appear on my device

- If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Messages saved on the device are not deleted.
- If you have turned on wireless email reconciliation and have set the **Delete On** field to **Mailbox & Handheld**, email messages that you delete in the email account on your computer are also deleted on your device.

A message or attachment is truncated

Your BlackBerry® device receives messages and attachments in sections. As you read the message or attachment, the next section should be sent to your device.

1. If the message or attachment is truncated, try performing one of the following actions:
 - Verify that your device is connected to the wireless network.
 - Wait for several seconds. It might take a short period of time for your device to receive the next section of the message or attachment.
 - If you see "More available" at the end of a message or attachment, press the **Menu** key. Click **More** or **More All**.

Some email message folders appear dimmed

If you cannot forward email messages from a email message folder, the check box beside the folder appears dimmed.

1. Try performing the following actions:
 - If your device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later, the folders might become available after a short period of time.

- In the message options, click **Email Settings**. Press the **Menu** key. Click **Folder Redirection**. Turn off wireless email reconciliation, and then turn it on again.

The email message filters that I created are not working correctly

1. Try performing the following actions:

- Verify that you have turned on the email message filter.
- Verify that the email message filters are listed in the order in which you want your BlackBerry® device to apply them to messages.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

1. To view the shortcuts for viewing one type of message in a message list, in a message list, press the **Menu** key. Click **Search**. Click the trackball. Click **Recall**.

I cannot send SMS text messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, the message should be sent when you return to a wireless coverage area.
- Verify that your service plan supports sending and receiving SMS text messages.
- Verify that fixed dialing number mode is turned off. In the phone, click **Options**, click the **FDN Phone List**. Click the trackball. Click **Disable FDN Mode**.

I am not receiving SMS text messages

1. Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your service plan supports sending and receiving SMS text messages.
- Verify that there is sufficient space on your SIM card to receive SMS text messages. In the SMS options, set the **Leave Messages On SIM Card** field is set to **No**. Any SMS text messages on your SIM card are deleted after the device imports them to the SMS text message list.

I cannot attach a file to an MMS message

1. Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, .vcs () file, or a media file (for example, a .jpg, .gif or .midi file).
- Verify that the file size does not exceed 300 KB.
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

Typing troubleshooting

SureType technology does not recognize a word

Use the list that appears when you type to help you build words that SureType™ technology does not recognize.

1. Press the first letter key once. Highlight a letter in the list. Press the subsequent letter key. Highlight the letter combination that you want to type. Click the trackball. Continue to type the word.

I cannot type a password

1. Verify that you are using the multi-tap typing method.

Attachment troubleshooting

A skipped content bar appears in a document

More attachment content is available for you to retrieve from the messaging server to your BlackBerry® device.

1. To retrieve the content, click the skipped content bar.

Synchronization troubleshooting

Some characters in calendar entries do not appear correctly after synchronization

If you create calendar entries on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

1. On your computer, verify that you have the correct default code page set and that you have proper font support installed on your computer. See the documentation for the operating system on your computer for more information.

Email messages are not reconciling over the wireless network

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that wireless email reconciliation is turned on.
 - Initiate email reconciliation. In a message list, press the **Menu** key. Click **Reconcile Now**.

I am not receiving email messages from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, your email messages in personal folders can only be reconciled using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Email messages are not being deleted over the wireless network

1. Try performing one of the following actions
 - If you have deleted multiple email messages using Delete Prior, the email messages are not deleted during wireless email reconciliation. Select a group of messages and press the **Backspace/Delete** key.
 - Verify that you have set the **Delete On** field to **Mailbox & Handheld**.

Organizer data is not synchronizing over the wireless network

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - Verify that wireless data synchronization is turned on in the calendar, address book, task list, and memo list.

Browser troubleshooting

No browser is available on my device

1. Try performing the following actions:
 - Verify that your BlackBerry® device is connected to the wireless network.
 - The location and name of the browser on your BlackBerry device might change depending on your theme. See the printed documentation that came with your device for more information.

Media troubleshooting

I cannot fast forward or rewind a song

The ability to fast forward or rewind a song is not supported.

I cannot open a media file on my media card

Try performing the following actions:

- If you are attempting to access the media card through the Media application and your BlackBerry® device is connected to your computer, turn off mass storage mode or disconnect your device from the computer.
- If you are attempting to access the media card through mass storage mode, verify that you have closed the Media Manager component of the BlackBerry Desktop Software. You cannot access the media card through the Media Manager and mass storage mode simultaneously.
- If you encrypted the media files on your media card using the device key and you are trying to open the media files using a device other than the one that you used to encrypt the files, insert

the media card in to the device that you used to encrypt the files. In the media card options, set the **Encryption Mode** field to **None** or **Security Password**.

My BlackBerry device does not use the correct ring tone or Home Screen picture

Try performing the following action:

- If you encrypted the ring tone or picture on your media card using the device password and you reset your BlackBerry® device, unlock your device.

Map troubleshooting

I cannot view a location

1. Verify that no punctuation marks appear in the location information.

Diagonal lines appear on a map

Diagonal lines appear on a map when your BlackBerry® device loads new location information.

Contact troubleshooting

I cannot find the Add Custom Phone Tune menu item

If you have already added or assigned a custom ring tone to a contact, the Add Custom Phone Tune menu item does not appear.

Custom address book field data is not appearing on my computer

You can only synchronize the information in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer. The birthday field is a date field in the email application on your computer.

Calendar troubleshooting

I cannot schedule appointments that span multiple days

If you use IBM® Lotus Notes, you cannot schedule appointments that span multiple days.

I cannot set some fields when scheduling appointments

If you use IBM® Lotus Notes®, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when you change a recurring meeting or appointment.

Alarm troubleshooting

My alarm does not notify me on the weekend

1. In the alarm, verify that the **Active on Weekends** field is set to **Yes**.

Bluetooth technology troubleshooting

I cannot type a passkey on a Bluetooth enabled device

If the Bluetooth® enabled device with which you are pairing has no screen where you can type a passkey, the passkey might already be defined.

1. On your BlackBerry® device, in the **Enter passkey for <device name>** field, try typing **0000**.

My list of paired Bluetooth enabled devices does not appear

1. Try performing the following actions:
 - Verify that you have turned on Bluetooth® technology.
 - Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

I cannot pair with a Bluetooth enabled device

- Try performing the following actions:
 - Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device.
 - Turn off encryption between your BlackBerry device and the Bluetooth enabled device. In the device options, click **Bluetooth**. Click a Bluetooth enabled device. Click **Device Properties**. Set the **Encryption** field to **Disabled**. Press the **Menu** key. Click **Save**.

I cannot share contacts with a paired Bluetooth enabled device

1. Try performing the following actions:
 - Verify that you have turned on Bluetooth® technology.
 - Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
 - Verify that your device can share contacts with Bluetooth enabled devices. In the device options, click **Bluetooth**. Verify that the **Address Book Transfer** field is set to **On**.
 - Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. See the documentation that came with the Bluetooth enabled device for more information about supported Bluetooth profiles.

Notification profile troubleshooting

My device is vibrating more times than expected

For phone calls, the number of times that the BlackBerry® device vibrates is not determined by the number of vibrations that you set in your notification profile. The device vibrates until the caller or the wireless network ends the connection.

I am not receiving notification for incoming calls or messages

1. Try performing the following actions:
 - In the profile list, verify that the **Off** profile is not turned on.
 - In a profile exception, verify that the **Custom Phone Tune** field is not set to **Mute**.

I cannot set some fields when creating a Calls From notification profile exception

If you assign a custom ring tone to a contact in the address book, a Calls From profile exception appears in the the profile list. Because these exceptions are for calls only, you can only set the Custom Phone Tune field.

Display troubleshooting

My device screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power.

- To turn on the screen, press a key.

My display settings changed

Depending on your theme, items that you have set, such as your font and Home screen background picture might change when you select a new theme.

1. After you change your theme, reset your font and Home screen background picture.

Language troubleshooting

Some characters do not appear correctly on my device

- The BlackBerry Enterprise Server or BlackBerry Internet Service that is associated with your BlackBerry® device might not support the characters. Contact your system administrator or wireless service provider for more information.

Wireless network coverage troubleshooting

I cannot connect to a wireless network

1. Try performing one of the following actions:
 - Verify that your SIM card is inserted correctly.
 - Verify that you have turned on the connection to the wireless network. On the Home screen or in the application list, click **Turn Wireless On**.
 - If you were traveling and you selected a network manually, your BlackBerry® device remains connected to that network until you select your home network again. In the device options, click **Network**. Set the **Network Selection Mode** to **Automatic**.

Security troubleshooting

I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.

Diagnostic reports

About diagnostic reports

Diagnostic reports provide information about your BlackBerry® device wireless configuration and connections. If you cannot connect to the wireless network or access services such as email, your wireless service provider or system administrator might ask you to run and submit a diagnostic report. Your wireless service provider or system administrator can use the report to help you troubleshoot the problem.

Run a diagnostic report

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Press the **Menu** key.
5. Click **Run**.

View a diagnostic report

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Highlight a report.
5. Press the **Menu** key.

6. Click **View Report**.

Submit a diagnostic report

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Highlight a report.
5. Press the **Menu** key.
6. Click **Email Report** or **PIN Report**.

Delete a diagnostic report

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Highlight a report.
5. Press the **Menu** key.
6. Click **Delete Report** or **Delete All**.

Set the default recipient for diagnostic reports

If you set the default recipient, your BlackBerry® device sends all reports that you submit to that recipient. If you want to specify a recipient each time that you submit a report, do not set the default recipient.

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Press the **Menu** key.
5. Click **Options**.
6. Type default recipient contact information.
7. Press the **Menu** key.
8. Click **Save**.

View the version number of the BlackBerry Device Software on your device

1. In the device options, click **About**.

To return to the device options, press the **Escape** key twice.

I cannot submit a diagnostic report

Try performing the following actions:

- If you had a problem running the report, try to run the report again. In a report, press the **Menu** key. Click **Repeat All Steps**.
- If you had a problem sending a report through email, try to send the report to a PIN. Likewise, if you tried to send the report to a PIN, try sending the report to an email address.

Legal notice

©2006 Research In Motion Limited. All Rights Reserved. The BlackBerry and RIM families of related marks, images, and symbols are the exclusive properties of Research In Motion Limited. RIM, Research In Motion, BlackBerry, 'Always On, Always Connected' and the 'envelope in motion' symbol are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries.

Adobe and Acrobat are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Research In Motion is under license. IBM, Lotus, Domino, and Lotus Notes are either registered trademarks or trademarks of International Business Machines Corporation in the United States, other countries, or both. JavaScript is either a registered trademark or trademark of Sun Microsystems, Inc. in the United States or other countries. Microsoft, Outlook, PowerPoint, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Novell and GroupWise are either registered trademarks or trademarks of Novell, Inc., in the United States and other countries. PGP is either a registered trademark or trademark of PGP Corporation in the United States and other countries. vCard and vCalendar are either registered trademarks or trademarks of the Internet Mail Consortium. All other brands, product names, company names, trademarks, and service marks are the properties of their respective owners.

The BlackBerry device and/or associated software are protected by copyright, international treaties, and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D445,428; D433,460; D416,256. Other patents are registered or pending in various countries around the world. Visit www.rim.com/patents for a list of RIM [as hereinafter defined] patents.

This document is provided 'as is' and Research In Motion Limited and its affiliated companies ('RIM') assume no responsibility for any typographical, technical, or other inaccuracies in this document. In order to protect RIM proprietary and confidential information and/or trade secrets, this document may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this document; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this document to you in a timely manner or at all. RIM MAKES NO REPRESENTATIONS, WARRANTIES, CONDITIONS, OR COVENANTS, EITHER EXPRESS OR IMPLIED (INCLUDING WITHOUT LIMITATION, ANY EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, MERCHANTABILITY, DURABILITY, TITLE, OR RELATED TO THE PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE REFERENCED HEREIN OR PERFORMANCE OF ANY SERVICES REFERENCED HEREIN). IN CONNECTION WITH YOUR USE OF THIS DOCUMENTATION, NEITHER RIM NOR ITS RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, OR CONSULTANTS SHALL BE LIABLE TO YOU FOR ANY DAMAGES WHATSOEVER BE THEY DIRECT, ECONOMIC, COMMERCIAL, SPECIAL, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR INDIRECT DAMAGES, EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS REVENUE OR EARNINGS, LOST DATA, DAMAGES CAUSED BY DELAYS, LOST PROFITS, OR A FAILURE TO REALIZE EXPECTED SAVINGS.

This document might contain references to third-party sources of information, hardware or software, products or services and/or third-party web sites (collectively the 'Third-Party Information'). RIM does not control, and is not responsible for, any Third-Party Information, including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third-Party Information. The inclusion of Third-Party Information in this document does not imply endorsement by RIM of the Third-Party Information or the third-party in any way. Installation and use of Third-Party Information with RIM's products and services may require one or more patent, trademark, or copyright licenses in order to avoid infringement of the intellectual property rights of others. Any dealings with Third-Party Information, including, without limitation, compliance with applicable licenses and terms and conditions, are solely between you and the third-party. You are solely responsible for determining whether such third-party licenses are required and are responsible for acquiring any such licenses relating to Third-Party Information. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use Third-Party Information until all such applicable licenses have been acquired by you or on your behalf. Your use of Third-Party Information shall be governed by and subject to you agreeing to the terms of the Third-Party Information licenses. Any Third-Party Information that is provided with RIM's products and services is provided 'as is'. RIM makes no representation, warranty or guarantee whatsoever in relation to the Third-Party Information and RIM assumes no liability whatsoever in relation to the Third-Party Information even if RIM has been advised of the possibility of such damages or can anticipate such damages.

BlackBerry 8100 Model Number: RBE4xGW

Research In Motion Limited

295 Phillip Street

Waterloo, ON N2L 3W8

Canada

Research In Motion UK Limited

Centrum House, 36 Station Road

Egham, Surrey TW20 9Lf

United Kingdom

Published in Canada

Part number: 9244878