BlackBerry

R020 PDF

Help

Contents

Quick Help

Top 10

BlackBerry® device users have spoken! Here are the top 10 things they want to know how to do on their devices.

Change your ring tone, notifiers, or reminders

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds** > **Sounds for Selected Profile** > **Ring Tone**.
   - Click a tone.
   - To use a tone that is on your BlackBerry® device or on a media card, click **Select Music**. Find and click an audio file.
3. Press the ⊞ key > **Save**.

Set up an email address

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click the **Email Accounts** icon.
3. On the **Email Setup** screen, if the following options appear, select an option.
   - **Internet Mail Account**: This option is most common for individual users. Use this option to associate your BlackBerry® device with one or more existing email addresses (for example, a Windows Live™ Hotmail® email account), or to create a new email address.
   - **Enterprise Account**: This option is most common for corporate users. If your administrator gave you an enterprise activation password, use this option to associate your device with your work email account using the BlackBerry® Enterprise Server.
4. Complete the instructions on the screen to set up your email address.

Note: When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the **Messages** icon.

About adding applications

Depending on your wireless service provider and region, you might have the option to add or update applications using the BlackBerry App World™ storefront, the BlackBerry® Desktop Software, or the Application Center. You might also be able to download applications from a web page (try visiting mobile.blackberry.com from your BlackBerry device), or from an application offered by your wireless service provider.

Additional terms and conditions might apply to software and services made available through the BlackBerry App World™ storefront, the BlackBerry Desktop Software, or the Application Center. Data charges might apply when you add or use an application over the wireless network. For more information, contact your wireless service provider.

BlackBerry App World

If you have BlackBerry App World on your device, you can search for and download games, social networking applications, personal productivity applications, and much more. Using an existing PayPal® account, you can buy and download items over the wireless network to your device.

To download BlackBerry App World, visit www.blackberryappworld.com.

For more information about managing applications using BlackBerry App World, click the **BlackBerry App World** icon. Press the ⌗ key > **Help**.

BlackBerry Desktop Software

If you have the BlackBerry Desktop Software installed on your computer, you can connect your device to your computer to add, update, remove, or restore applications. You can also add applications to your device that you have downloaded to your computer, without having to use the wireless network.

To download the BlackBerry Desktop Software, visit www.blackberry.com/desktop.

For more information about managing applications using the BlackBerry Desktop Software, see the Help in the BlackBerry Desktop Software.

Application Center

If you have the Application Center on your device, you can add, update, or return to the previous version of a select number of applications that are hosted by your wireless service provider. Depending on your wireless service provider, this feature might not be available.

For more information about managing applications using the Application Center, click the **Application Center** icon. Press the ⌗ key > **Help**.

Download a theme

Depending on your wireless service provider, this feature might not be supported.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Press the ⌗ key > **Download Themes**.

Use a picture as your device wallpaper

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Browse to a picture.
3. Press the ⌗ key > **Set As Wallpaper**.

Supported audio and video file formats

Type	File format
Audio	• .mp3 • .m4a • .wma • .wav
Video	• .mp4

Type	File format
	• .mov
	• .3gp
	• .3gp2
	• .avi
	• .asf
	• .wmv

Transfer a file from your computer to your device using your device as a USB memory drive

You must use the BlackBerry® Desktop Software to manage and preserve the information or the encryption that is associated with your media files when you transfer files between your BlackBerry device and your computer.

1. Connect your device to your computer using a USB cable.
2. Do one of the following:
   • If you want to transfer most types of files, in the dialog box that appears on your device, select the USB option.
   • If you want to transfer media files that are protected with DRM, in the dialog box that appears on your device, select the media transfer option.
3. If necessary, type a password. Your device appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your device.

To view the transferred file on your device, disconnect your device from your computer and find the file.

Related topics

Open, close, or switch between tabs

Do one of the following:
   • To open a new tab, in the browser, press the ⊞ key > **Tabs**. Click the **New Tab** icon.
   • To open a new tab for a link on a web page, highlight the link. Press the ⊞ key > **Open Link in New Tab**.
   • To switch between tabs, in the browser, press the ⊞ key > **Tabs**. Click a tab.
   • To close a tab, in the browser, press the ⊞ key > **Tabs**. Highlight a tab. Click **Close**.

Reconcile email over the wireless network

You can set the Wireless Reconcile option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.
2. Press the ⊞ key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.

4.   Select the **Wireless Reconcile** check box.
5.   Press the [⚏] key > **Save**.

If your device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry® Desktop Software to reconcile email in personal folders. For more information, see the Help in the BlackBerry Desktop Software.

Add a signature to your work email

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1.   On the Home screen, click the **Messages** icon.
2.   Press the [⚏] key > **Options** > **Email Preferences**.
3.   If the **Message Services** field appears, set this field to the appropriate email account.
4.   Select the **Use Auto Signature** check box.
5.   In the field that appears, type a signature.
6.   Press the [⚏] key > **Save**.

Your signature is added to your email after you send it.

Find important keys

Find out what the keys do and learn how to move around the screen on your BlackBerry® device.

About the Menu key and Escape key

The Menu key on your BlackBerry® device provides you with a full list of available actions for an application. The Menu key and the Escape key help you switch between screens and applications quickly and easily.

Key	Actions
Menu key [⚏]	• on the Home screen or in an application, press to open the menu • on the Home screen or in an application, press and hold to switch applications • on a menu, press to select a highlighted menu item
Escape key [↰]	• press to return to the previous screen • press to close a menu

About multitasking

Your BlackBerry® device supports multitasking, which allows you to run more than one application at a time. During a call, for example, you might want to switch to the calendar application to view your appointments or switch to the contacts application to look up a contact. While you are playing a song, you might want to switch to the messages application to reply to a message.

There are also shortcuts for most applications that can help you to perform common tasks quickly.

Note: The more applications that you have running, the more memory and battery power your device uses. To optimize the performance of your device, try to close applications when you are finished with them.

Related topics

Keep an application running in the background and switch to another application, 203
Close an application so that it is not running in the background, 203

Move around the screen with the trackpad

- To move the cursor in any direction and highlight items, slide your finger on the trackpad.
- To select an item, select a field or check box, or open a link, highlight the item. Click (press) the trackpad.

Pop-up menus are available in most applications, and appear in the center of the screen. You can use the pop-up menu when you are viewing a message, for example, to file, forward, or reply to the message.

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Start using your device

Visit the Setup application

The Setup application helps you learn about navigation and typing, change options to personalize your BlackBerry® device, and set up network connections, such as Wi-Fi® connections and Bluetooth® connections. You can also set up email addresses and social networking accounts. The Setup application should appear automatically the first time that you turn on your device.

1. If the Setup application does not appear automatically, on the Home screen or in a folder, click the **Setup** icon.
2. Click a section to change options or to complete a short series of prompts that help you set the options.

Turn on or turn off a network connection

You should keep network connections turned off in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry® device.

On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on a network connection, select the check box beside a connection type.
- To turn off a network connection, clear the check box beside a connection type.
- To turn on the network connections that were turned on previously, click **Restore Connections**.

Find your phone number

Do one of the following:

- To view your active phone number, from the Home screen, press the ⌣ key. Your phone number appears at the top of the screen.
- If you have multiple phone numbers associated with your BlackBerry® device, to view a list of your phone numbers, from the Home screen, press the ⌣ key. Click the phone number at the top of the screen. If your wireless service plan supports text messaging, the first phone number in the list is the phone number that you use to send and receive text messages.

Related topics
About multiple phone numbers, 49

Set up an email address

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click the **Email Accounts** icon.
3. On the **Email Setup** screen, if the following options appear, select an option.
   - **Internet Mail Account**: This option is most common for individual users. Use this option to associate your BlackBerry® device with one or more existing email addresses (for example, a Windows Live™ Hotmail® email account), or to create a new email address.
   - **Enterprise Account**: This option is most common for corporate users. If your administrator gave you an enterprise activation password, use this option to associate your device with your work email account using the BlackBerry® Enterprise Server.
4. Complete the instructions on the screen to set up your email address.

Note: When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the **Messages** icon.

Feature availability

The following items affect the availability of features on your BlackBerry® device. The features discussed are meant as examples, and are not inclusive of every feature that might or might not be available on your device.

Device model

Features such as an internal GPS receiver, Wi-Fi® connection capability, and the camera and video camera are dependent on your device model. To find feature specifications for your device model, visit www.blackberry.com/go/devices.

Wireless service plan

A wireless service plan with phone or voice is required for you to use the phone application and to send and receive text messages.

A wireless service plan with data is required for you to use the browser service and instant messaging applications, and to send and receive email messages and PIN messages.

For more information, contact your wireless service provider.

BlackBerry Internet Service and BlackBerry Enterprise Server

Once you have a data plan, you must set up your email address or third-party instant messaging account in order to send and receive email messages, use third-party instant messaging applications, and use some browser options.

If you are an individual user, when you set up your email address or instant messaging account, you are associating it with the BlackBerry® Internet Service.

If you are a corporate user, your administrator sets up your email account by associating it with a BlackBerry® Enterprise Server. Your administrator might set options that determine the features and settings that are available on your device. To view the IT policies that have been set by your administrator, click **Security** > **Security Status Information** > **IT Policy Viewer**.

Wireless service provider

Features such as MMS messages, location-based services, and some phone features are dependent on your wireless service provider's offerings. For more information, contact your wireless service provider.

Wireless network

The wireless network that your device is connected to might affect the availability of some features. Depending on your wireless service provider and available roaming options, different wireless networks are available. Some wireless networks do not support features such as call blocking, call forwarding, or cell broadcasting. For more information, contact your wireless service provider.

Related topics
Wireless networks that your device connects to, 210
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Wireless synchronization

Reconcile email over the wireless network

You can set the Wireless Reconcile option for each email address that is associated with your BlackBerry® device.
1. On the Home screen, click the **Messages** icon.
2. Press the ⚏ key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select the **Wireless Reconcile** check box.
5. Press the ⚏ key > **Save**.

If your device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry® Desktop Software to reconcile email in personal folders. For more information, see the Help in the BlackBerry Desktop Software.

Synchronize organizer data over the wireless network

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the ⊞ key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** check box.
4. Press the ⊞ key > **Save**.

If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

Clock and time zone

Set the date and time manually

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⊞ key > **Set Time**.
3. Change the **Set Time** field to **Manual**.
4. Click the **Time** field.
5. On the trackpad, slide your finger to select a time.
6. Click the trackpad.
7. Click the **Date** field.
8. On the trackpad, slide your finger to select a date.
9. Click the trackpad.
10. Press the ⊞ key > **Save**.

Get the date and time from the wireless network automatically

To perform this task, your BlackBerry® device must be connected to the wireless network.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⊞ key > **Set Time**.
3. Change the **Set Time** field to **Automatic**.
4. Do one of the following:
   - To receive a prompt when your device detects a new time zone, change the **Auto Update Time Zone** field to **Prompt**.
   - To have your device update the time zone automatically when it detects a new time zone, change the **Auto Update Time Zone** field to **On**.
5. Press the ⊞ key > **Save**.

Connect to a Wi-Fi network

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi**.
3. If you want to connect to a public hotspot or to a Wi-Fi® network that does not require authentication, select the **Show Open networks only** check box.
4. Click the Wi-Fi network that you want to connect to.
5. If the Wi-Fi network requires authentication, type a password for the network.

The name of the Wi-Fi network appears at the top of the Home screen.

Bluetooth technology options

Turn on Bluetooth technology

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Select the **Bluetooth** check box.

To turn off Bluetooth® technology, clear the **Bluetooth** check box.

Pair with a Bluetooth enabled device

You must pair your BlackBerry® device with a Bluetooth® enabled device before you can connect to it. For more information about preparing the Bluetooth enabled device for pairing, see the documentation that came with the Bluetooth enabled device.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Click **Add New Device**.
4. Click **Search**.
5. Click a Bluetooth enabled device.
6. If necessary, do one of the following:
   - If the Bluetooth enabled device does not have a keyboard (for example, a wireless headset), on your BlackBerry device, type the pairing passkey that either appears on the Bluetooth enabled device or is provided in the documentation that came with the Bluetooth enabled device. The passkey is most often a numeric or alpha-numeric code.
   - If the Bluetooth enabled device has a keyboard (for example, a laptop), type a pairing passkey of your choice on both devices.

Related topics
Turn on Bluetooth technology, 17

Change the display font

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Change the font fields.

4. Press the ⊞ key > **Save**.

Change the language

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input > Language**.
    - To change the display language, change the **Display Language** field.
    - To change the typing language, change the **Typing Language** field.
    - To change the language for voice commands, change the **Voice Dialing** field.
3. Press the ⊞ key > **Save**.

Find more information

- **Help on your device**: Find step-by-step instructions in the user guide for your BlackBerry® device. Click **Help** on the Home screen or in an application menu.
- www.discoverblackberry.com: Find software, applications, and accessories for your device.
- **Your wireless service provider web site**: Find information about your wireless network or wireless service plan.
- www.blackberry.com/go/declarationofconformity: View the Declaration of Conformity made under Directive 1999/5/EC (HG nr. 88/2003).

Troubleshooting: Basics

I cannot make or receive calls

Try performing the following actions:
- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- 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.
- Your device or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.
- If you have more than one phone number associated with your device, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.

Related topics

I am not receiving messages

Try 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 screen in the Setup application, 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), in the Setup application, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device.On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options** > **Host Routing Table**. Press the [:::] key > **Register Now**.
- Verify that data service is turned on.
- If you use email filters, verify that the options for email filters are set correctly.
- Verify that email forwarding is turned on and that you have selected all the email folders, including your inbox folder, that you want to receive email from.
- If you have a Wi-Fi® enabled device and if your device uses a software token to connect to a Wi-Fi network or to log in to a VPN, reset your device and connect to the Wi-Fi network or log in to the VPN again.
- Verify that your device is not blocking messages. For more information, contact your administrator.

Related topics

I am not receiving text messages

Depending on your wireless service plan, this feature might not be supported.

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.

I cannot save media files

Your BlackBerry® device memory or media card might not have enough available memory to store media files.

Try the following actions:
- If you are trying to save a media file to your device memory, delete old data or messages from your device.
- If you are trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field is not set to **Large**. Large pictures use more memory than smaller pictures.

Related topics

The battery is not charging

Depending on how you charge your BlackBerry® device, try performing the following actions:

- Verify that the USB cable is securely connected to your device and a USB port.
- Try connecting your device to another USB port on your computer, a USB port on a different computer, a USB hub, or try using a travel charger.
- Verify that BlackBerry device USB drivers are installed on your computer. When you install BlackBerry® Desktop Software from the CD that came with your device, the correct USB drivers should be installed. You can also download the latest version of BlackBerry Desktop Software from www.blackberry.com.
- Verify that your computer is not in standby, hibernate, or sleep mode.
- Some USB hubs might not provide enough power. Plug the hub into a power outlet (if available) and reconnect your device.

Email is not reconciling over the wireless network

Try the following actions:
- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email manually. On the Home screen, click the **Messages** icon. Press the [::] key > **Reconcile Now**.

Organizer data is not synchronizing over the wireless network

Try the following actions:
- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the Contacts application, Calendar application, Tasks application, and MemoPad.
- If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Manager to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Manager.

The time on my device is incorrect

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the [::] key > **Set Time**.
3. Try one of the following actions:
   - If the Set Time field is set to Automatic, press the [::] > **Update Time**.
   - If you have traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
   - If you are in a region that has recently made changes to daylight saving time or has switched to a different time zone, you might need to update the time zone data on your BlackBerry® device. To update the time zone data, press the [::] key > **Get Time Zone Updates**. For this feature to be supported, your wireless service plan must include data services (such as email messages or browser service). If your email account uses a BlackBerry® Enterprise Server, you might not be able update your time zone data. For more information, contact your administrator.

I cannot connect to a Wi-Fi network

Depending on your BlackBerry® device model, the Wi-Fi® feature might not be supported.

Try the following actions:

- Verify that you have turned on the connection to the Wi-Fi network.
- Verify that you are in a Wi-Fi coverage area.
- If the Wi-Fi network does not appear in the Set Up Wi-Fi application, it might be hidden. If you know the network name, connect to the Wi-Fi network manually.
- In the Set Up Wi-Fi application, verify that the options for the Wi-Fi network are correct.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your BlackBerry device to scan for available Wi-Fi networks.
- If your wireless service provider supports UMA, verify that your connection preference is not set to Mobile Network Only.
- If your email account uses a BlackBerry® Enterprise Server, your device might prevent you from connecting to certain wireless access points. For more information, contact your administrator.
- If you are using the Push Button Setup method, verify that the access point is enabled with Wi-Fi Protected Setup™, and that it has been set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one access point within range is in this mode.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you have installed the root certificate for the certificate authority server that created the certificate for the authentication server.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you have added your authentication certificate to your device.

Related topics

I cannot pair with a Bluetooth enabled device

Try the following actions:

- Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you do not know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.
- If your BlackBerry device does not detect the Bluetooth enabled device that you want to pair with, try making your BlackBerry device discoverable for a short period of time. Many car kits need to discover your BlackBerry device rather than your BlackBerry device discovering the car kit. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Bluetooth Options**. Click **Add New Device**. Click **Listen**. Bluetooth enabled devices can detect your BlackBerry device for 2 minutes.
- Turn off encryption for Bluetooth connections between your BlackBerry device and the Bluetooth enabled device. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Bluetooth Options**. Highlight a Bluetooth enabled device. Press the [::] key > **Device Properties**. Clear the **Encryption** check box. Press the [::] key > **Save**.

Discover the Home screen

Change the theme, and wallpaper, and organize with folders.

Switch themes

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. In the **Theme** section, click a theme.
4. Click **Activate**.

To delete a theme, click the theme. Click **Delete**.

Use a picture as your device wallpaper

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Browse to a picture.
3. Press the [:::] key > **Set As Wallpaper**.

Move an application icon

1. On the Home screen or in an application folder, highlight an application icon.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To move the application icon to a different location on the Home screen, click **Move**. On the trackpad, slide your finger to the new location. Click the trackpad.
   - To move the application icon into an application folder, click **Move to folder**. Click an application folder.
   - To move the application icon out of an application folder, click **Move to folder**. Click **Home** or an application folder.

Add, change, or delete a folder on the Home screen

On the Home screen, do one of the following:
- To add a folder, press the [:::] key > **Add Folder**. Type a name for the folder. To change the folder icon style, click the folder icon. Click a folder icon style. Click **Add**.
- To change a folder, highlight a folder. Press the [:::] key > **Edit Folder**. Change the folder name or folder icon style. Click **Save**.
- To delete a folder, highlight a folder. Press the [:::] key > **Delete**.

Find or hide an application icon

Depending on your theme, you might not be able to hide some application icons.

On the Home screen or in a folder, do any of the following:

- To see all your application icons, press the [::] key > **All**.
- To hide an application icon, highlight the icon. Press the [::] key > **Hide**.
- To show all hidden application icons, press the [::] key > **Show All**.
- To stop hiding an application icon, highlight the icon. Press the [::] key > **Hide**. A check mark should not appear beside the Hide field.

Change what happens when you type on the Home screen

Depending on your typing input language, you might not be able to use shortcut keys to open applications.

1. On the Home screen, press the [::] key > **Options**.
   - To search your BlackBerry® device or the Internet when you type on the Home screen, change the **Launch by Typing** field to **Universal Search**.
   - To open applications when you press shortcut keys, change the **Launch by Typing** field to **Application Shortcuts**.
2. Press the [::] key > **Save**.

Personalize your device

Make your BlackBerry® device your own by setting preferred options and adding your personal information.

Automatic shutoff and lock

Set a device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Select the **Password** check box.
4. Click **Set Password**.
5. Type a password.
6. Press the [::] key > **Save**.

To turn off your BlackBerry® device password, clear the **Password** check box.

Set your device to turn on and turn off automatically

1. On the Home screen or in a folder, click the **Options** icon.

2. Click **Device** > **Auto On/Off**.
3. Select the **Weekday** check box.
4. Specify the times when your BlackBerry® device should turn on and turn off on weekdays.
5. Select the **Weekend** check box.
6. Specify the times when your device should turn on and turn off on weekends.
7. Press the [key] key > **Save**.

Navigation and typing

Change the display font
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Change the font fields.
4. Press the [key] key > **Save**.

Change the language
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input > Language**.
    - To change the display language, change the **Display Language** field.
    - To change the typing language, change the **Typing Language** field.
    - To change the language for voice commands, change the **Voice Dialing** field.
3. Press the [key] key > **Save**.

Set the cursor speed
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Change the **Key Rate** field.
4. Press the [key] key > **Save**.

Set the trackpad sensitivity
You can set how the trackpad responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Trackpad Sensitivity**.
3. Change the **Horizontal Sensitivity** field and **Vertical Sensitivity** field.
4. Press the [key] key > **Save**.

Assign an application to a Convenience key

Your BlackBerry® device has one or more Convenience keys on the side of the device. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Convenience Keys**.
3.
4. Press the [⠿] key > **Save**.

Add a signature to your work email

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the [⠿] key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select the **Use Auto Signature** check box.
5. In the field that appears, type a signature.
6. Press the [⠿] key > **Save**.

Your signature is added to your email after you send it.

Add a message that appears when your device is locked

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Message on Lock Screen**.
3. Type the text that you want to appear on the screen when your device is locked.
4. Press the [⠿] key > **Save**.

File transfer and download

Transfer a file from your computer to your device using your device as a USB memory drive

You must use the BlackBerry® Desktop Software to manage and preserve the information or the encryption that is associated with your media files when you transfer files between your BlackBerry device and your computer.

1. Connect your device to your computer using a USB cable.
2. Do one of the following:
   - If you want to transfer most types of files, in the dialog box that appears on your device, select the USB option.
   - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your device, select the media transfer option.
3. If necessary, type a password. Your device appears as a drive on your computer.

4. Drag a file from a location on your computer to a folder on your device.

To view the transferred file on your device, disconnect your device from your computer and find the file.

Related topics
Transfer your media files from your computer to your device using BlackBerry Desktop Software, 130

About adding applications

Depending on your wireless service provider and region, you might have the option to add or update applications using the BlackBerry App World™ storefront, the BlackBerry® Desktop Software, or the Application Center. You might also be able to download applications from a web page (try visiting mobile.blackberry.com from your BlackBerry device), or from an application offered by your wireless service provider.

Additional terms and conditions might apply to software and services made available through the BlackBerry App World™ storefront, the BlackBerry Desktop Software, or the Application Center. Data charges might apply when you add or use an application over the wireless network. For more information, contact your wireless service provider.

BlackBerry App World

If you have BlackBerry App World on your device, you can search for and download games, social networking applications, personal productivity applications, and much more. Using an existing PayPal® account, you can buy and download items over the wireless network to your device.

To download BlackBerry App World, visit www.blackberryappworld.com.

For more information about managing applications using BlackBerry App World, click the **BlackBerry App World** icon. Press the ⌗ key > **Help**.

BlackBerry Desktop Software

If you have the BlackBerry Desktop Software installed on your computer, you can connect your device to your computer to add, update, remove, or restore applications. You can also add applications to your device that you have downloaded to your computer, without having to use the wireless network.

To download the BlackBerry Desktop Software, visit www.blackberry.com/desktop.

For more information about managing applications using the BlackBerry Desktop Software, see the Help in the BlackBerry Desktop Software.

Application Center

If you have the Application Center on your device, you can add, update, or return to the previous version of a select number of applications that are hosted by your wireless service provider. Depending on your wireless service provider, this feature might not be available.

For more information about managing applications using the Application Center, click the **Application Center** icon. Press the ⌗ key > **Help**.

Phone options

Change your ring tone, notifiers, or reminders

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds** > **Sounds for Selected Profile** > **Ring Tone**.

- Click a tone.
- To use a tone that is on your BlackBerry® device or on a media card, click **Select Music**. Find and click an audio file.
3. Press the ▦ key > **Save**.

Add a contact alert

You can create contact alerts that allow you to customize ring tones and alerts for calls and messages from specific contacts or groups of contacts. When you receive a call or message from the contact, your BlackBerry® device uses the assigned ring tone or alert, even if you select the Silent profile or Vibrate Only profile. If you do not want to be notified with the assigned ring tone or alert, you can select the All Alerts Off profile.

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds** > **Sounds for Contacts** > **Add Contact Alert**.
3. In the **Name** field, type the name of the contact alert.
4. In the **Contacts** field, type the name of the contact.
5. Click a contact.
6. Change the ring tone and alert information for calls and messages.
7. Press the ▦ key > **Save**.

To delete a contact alert, highlight the contact alert that you want to delete. Press the ▦ key > **Delete**.

Set up speed dial for a contact

1. From the Home screen, press the **Send** key.
2. Press the ▦ key > **View Speed Dial List**.
3. In the **Speed Dial Numbers** list, click an unassigned key.
4. Click **New Speed Dial**.
5. Click a contact.
6. If necessary, click a phone number for the contact.

To make a call using speed dial, from the Phone application, the Home screen, a message, or a message list, press and hold the key that you assigned to the contact.

Change the default volume for calls

You can increase or decrease the default volume for calls. The higher you set the volume percentage, the louder the volume is.

1. From the Home screen, press the ⤻ key.
2. Press the ▦ key > **Options** > **In-call Settings**.
3. Change the **Default Call Volume** field.
4. Press the ▦ key > **Save**.

Contact options

Add a contact

- To add a contact using the Contacts application, on the Home screen, click the **Contacts** icon. At the top of the screen, click **New Contact**. Type the contact information. Press the ⚏ key > **Save**.
- To add a contact from a message, call log, or web page, highlight the contact name, number, or email address. Press the ⚏ key > **Add to contacts**. If necessary, add contact information. Press the ⚏ key > **Save**.

Change or delete a contact picture

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the ⚏ key > **Edit**.
4. Highlight the contact picture.
   - To change the contact picture, press the ⚏ key > **Replace Picture**. Highlight a picture. Press the ⚏ key > **Select**.
   - To delete the contact picture, press the ⚏ > **Delete Picture**.
5. Press the ⚏ key > **Save**.

Map options

Add a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. On a map, press the ⚏ key > **Add As Favorite** > **OK**.

Clock options

Change the clock face

You can set a different clock face for the clock, stopwatch and timer.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⚏ key > **Options**.
3. Change the **Clock Face** field, **Stopwatch Face** field or **Timer Face** field.
4. Press the ⚏ key > **Save**.

Turn on the alarm

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⚏ key > **Set Alarm**.
3. On the trackpad, slide your finger up or down to highlight **On** or **Weekdays**.

4. Click the trackpad.

At the top of the Home screen, a clock indicator appears.

To set additional alarms or to set alarms for certain days of the week, you can schedule alarms through the Calendar application.

Related topics
Turn off your device, 228

Shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

BlackBerry basics shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Move the cursor	Slide your finger on the trackpad.
Move back a screen	Press the ⟳ key.
Return to the Home screen when you are not on a call	Press the 📞 key.
View more applications on the Home screen	Click **All**
Open a menu in an application to access options and available actions	Press the ▦ key.
Move to a list item or menu item	Type the first letter of the item.
Select a highlighted menu item	Press the ▦ key.
View available values in a field	Press the **Alt** key.
Switch between the selected sound profile and the Vibrate sound profile	Press and hold the **Q** key.
Delete a highlighted item	Press the **Backspace/Delete** key.

Phone shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Change your ring tone	From the Home screen, press the 📞 key. Press the ▦ key > **Set Ring Tone**.
Check your voice mail	Press and hold **1**.
Set up speed dial for a contact	From the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to.
Add an extension to a phone number	Press the **Alt** key and **X**. Type the extension number.
Type a letter in a phone number field	Press the **Alt** key and the letter key.
Insert a plus sign (+) when typing a phone number	Press **O**

Turn on or turn off the speakerphone during a call	Press the ◆) key on the keyboard.
Stop listening to a call with a wireless headset	Press the ◆) key on the keyboard.
Change the active phone number	From the Home screen, press the 〔⌣〕 key. Click your phone number at the top of the screen. Click a phone number.

Message shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

In a message

Reply to a message	Press **R**
Reply to all in an email or a PIN message	Press **L**
Forward a message	Press **F**
File an email message	Press **I**
View or hide the email address of a contact	Highlight the contact in the **To** or **From** field. Press **Q**.
Move to the last cursor position after you close and reopen a received email or PIN message	Press **G**
Move to the next message	Press **N**
Move to the previous message	Press **P**

In your message inbox

Open a message	Press the ↵ key.
Compose a message from a message inbox	Press **C**
Mark a message as opened or unopened	Press the **Alt** key and **U**.
Add a flag to a message	Press **W**
View all flagged messages	Press the **Alt** key and **F**.
View received messages and received call logs	Press the **Alt** key and **I**.
View sent messages	Press the **Alt** key and **O**.
View voice mail messages	Press the **Alt** key and **V**.
View text messages	Press the **Alt** key and **S**.
View call logs	Press the **Alt** key and **P**.
View all your messages	Press the 〔 ⌐ 〕 key.

Move around your message inbox

Move up a screen	Press the **Shift** key and the **Space** key.
Move down a screen	Press the **Space** key.
Move to the top of a message inbox	Press **T**
Move to the bottom of a message inbox	Press **B**
Move to the next unopened item	Press **U**
Move to the next related message	Press **J**
Move to the previous related message	Press **K**

Typing shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Insert a period	Press the **Space** key twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press the **Space** key.
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAP lock	Press the **Alt** key and the **Right Shift** key. To turn off CAP lock, press the **Left Shift** key or **Right Shift** key.
Type a symbol	Press the **Symbol** key. Type the letter that appears below the symbol.
Type the alternate character on a key	Press the **Alt** key and the character key.
Type an accented or special character	Press and hold the letter key and, on the trackpad, slide your finger left or right. For example, to type ü, press and hold **U** and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
Type a number in a text field	Press and hold the **Alt** key and press the number key.
Type a number in a number field	Press a number key. You do not need to press the Alt key.
Turn on NUM lock	Press the **Alt** key and the **Left Shift** key. To turn off NUM lock, press the **Left Shift** key or **Right Shift** key.
Highlight a line of text	Press the **Left Shift** key or **Right Shift** key and, on the trackpad, slide your finger up or down.
Highlight text character by character	Press the **Left Shift** key or **Right Shift** key and, on the trackpad, slide your finger left or right.
Cut highlighted text	Press the **Left Shift** key or **Right Shift** key and the **Backspace/Delete** key.
Copy highlighted text	Press the **Alt** key and click the trackpad.

Paste text	Press the **Left Shift** key or **Right Shift** key and click the trackpad.

File and attachment shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Search for text in a file or an attachment	Press **F**
Move to the last cursor position after closing and reopening a file or an attachment	Press **G**

In a spreadsheet

Move to a specific cell	Press **G**
View the content of a cell	Press the **Space** key
Switch worksheets	Press **V**. Highlight a worksheet. Press the **Enter** key.
View or hide columns or rows	Press **H**

In a presentation

Switch presentation views	Press **M**
Move to the next slide when viewing a presentation in slide view	Press **N**
Move to the previous slide when viewing a presentation in slide view	Press **P**
Move to the last cursor position after closing and reopening a presentation that you were viewing in text view or in text and slide view	Press **G**

Media shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Audio and video files

Pause an audio or video file	Press the 🔇 key.
Resume playing an audio or video file	Press the 🔇 key.
Play the next song	Press and hold the **Volume Up** key on the right side of your device.
Play the previous song	Press and hold the **Volume Down** key on the right side of your device.

| Turn the audio boost feature on if you are using a headset | When playing an audio or a video file, press the **Volume Up** key until you reach the highest volume setting, and then press the **Volume Up** key four times quickly. |

Pictures

Zoom in	Press **3**
Zoom out	Press **9**
Zoom to the original size	Press **7**
Pan up	Press **2**
Pan down	Press **8**
Pan right	Press **6**
Pan left	Press **4**
Return to the center	Press **5**
Rotate	Press **L**
Fit to the screen size	Press **1**

Camera and video camera

Zoom in	Press the **Volume Up** key.
Zoom out	Press the **Volume Down** key.
Take a picture	
Change the flash setting for a picture or turn on low-light mode for a video	Press the **Space** key.

Browser shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Insert a period (.) in the web address field	Press the **Space** key
Insert a slash mark (/) in the web address field	Press the **Shift** key and the **Space** key
Stop loading a web page	Press the **Escape** key
Close the browser	Press and hold the **Escape** key

On a web page

Quickly switch between tabs	Press **W**
Zoom in to a web page	Press **I**
Zoom out from a web page	Press **O**
Go to the web address field	Press **G**
Return to the home page	Press **H**
Turn on support for JavaScript	Press **J**
Open the bookmark list	Press **K**
Add a bookmark	Press **A**
View a list of web pages that you have visited recently	Press **Y**
Refresh a web page	Press **R**
View the web address for a link	Highlight the link. Press **L**.
Follow a link	Highlight or pause on the link. Press the **Enter** key.
Find text on a web page	Press **F**. To find the next instance of the text, press **V**.
Hide or view the status bar	Press **U**
Open the browser options	Press **S**

Move around a web page

Move up a screen	Press the **Shift** key and the **Space** key
Move down a screen	Press the **Space** key
Move to the top of a web page	Press **T**
Move to the bottom of a web page	Press **B**

Calendar shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

For shortcuts to work in Day view, in the general calendar options, clear the **Enable Quick Entry** check box.

Schedule an appointment	Press **C**
Change to Agenda view	Press **A**
Change to Day view	Press **D**
Change to Week view	Press **W**

Change to Month view	Press **M**
Move to the next day, week, or month	Press the **Space** key.
Move to the previous day, week, or month	Press the **Shift** key and the **Space** key.
Move to the current date	Press **T**
Move to a specific date	Press **G**

Search shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Search for an item on your BlackBerry® device	Start typing on the Home screen.
Search for a contact in a list of contacts	Type part or all of a contact name, or type initials separated by a space.
Search for text in a message	Press **S**
Search for text in a file or an attachment	Press **F**
Search for text on a web page	Press **F**
Search for text in a presentation	Press **F**

Note: You can change what happens when you type on the Home screen.

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

Troubleshooting: Shortcuts

I cannot use a shortcut

Depending on the typing input language that you are using, some shortcuts might not be available.

Try changing the typing input language.

Related topics
Change the language, 18

Phone

Phone basics

Find your phone number

Do one of the following:
- To view your active phone number, from the Home screen, press the ⌣ key. Your phone number appears at the top of the screen.
- If you have multiple phone numbers associated with your BlackBerry® device, to view a list of your phone numbers, from the Home screen, press the ⌣ key. Click the phone number at the top of the screen. If your wireless service plan supports text messaging, the first phone number in the list is the phone number that you use to send and receive text messages.

Related topics
About multiple phone numbers, 49

Make a call

1. Do one of the following:
   - If your BlackBerry® device is unlocked, press the ⌣ key.
   - If your device is locked and you do not want to unlock it, press the ::: key > **Place Call**.
2. Type a phone number or contact name.
3. Press the ⌣ key.

To end the call, press the ☎ key.

Related topics
Add a pause or a wait to a phone number, 162
Available voice commands, 55
Turn on dialing from the Lock screen, 50

Answer a call

Press the **Send** key.

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

Related topics
Change your ring tone, notifiers, or reminders, 9

Answer a second call

Depending on your wireless service provider and wireless network, this feature might not be supported.
1.   During a call, press the **Menu** key.
2.   Perform one of the following actions:
     - To answer the incoming call and place the current call on hold, click **Answer** - **Hold Current**.
     - To answer the incoming call and end the current call, click **Answer** - **Drop Current**.

To return to the first call, press the **Menu** key. Click **Swap** or **Flash**.

Change your ring tone, notifiers, or reminders

1.   On the Home screen, click the **Sound and Alert Profiles** icon.
2.   Click **Change Sounds** > **Sounds for Selected Profile** > **Ring Tone**.
     - Click a tone.
     - To use a tone that is on your BlackBerry® device or on a media card, click **Select Music**. Find and click an audio file.
3.   Press the ⌨ key > **Save**.

Mute a call

During a call, press the 🔇 key on the top of your device.

To turn off mute, press the 🔇 key again.

Place a call on hold

If your BlackBerry® device is connected to a CDMA network, you cannot 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 the speakerphone

CAUTION: Do not hold the BlackBerry® device near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the *Safety and Product Information* booklet for your device.

During a call, press the ◀» key on the keyboard.

To turn off the speakerphone, press the ◀» key again.

Related topics
Bluetooth technology, 220

Dial an extension

1. Press the **X** key.
2. Type the extension number.

Dial using numbers or 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 a letter, press and hold the **Alt** key. Press the letter key.

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 call, press the **End** key.

About using a headset

You can purchase an optional headset to use with your BlackBerry® device.

If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. Depending on your device model, you might be able to use a headset button to make a call using a voice command.

Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files.

For more information about using the headset, see the documentation that came with your headset.

Emergency calls

About emergency calls and Emergency Callback Mode

If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears at the top of the screen, you can call only emergency numbers. Your BlackBerry® device is designed to allow emergency calls even when your device is locked. Depending on your device model and the wireless network that your device is connected to, your device is also designed to allow emergency calls when the SIM card is not inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your device is designed to connect to the wireless network automatically. You can make emergency calls by typing only official emergency access numbers (for example, 911 or 112).

Note: You should not rely on any wireless device for essential communications, including medical emergencies. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

If your device is connected to a CDMA network, when you end an emergency call, your device enters Emergency Callback Mode. This mode allows the operator to call you back or find your approximate location. Depending on your wireless service provider, Emergency Callback Mode is active for 5 minutes or until you make a non-emergency call. In Emergency Callback Mode, you cannot send and receive messages or browse web pages.

If your device supports GPS and you make an emergency call, an emergency operator might be able to use GPS technology to find your approximate location.

Make an emergency call

Do one of the following:
- If your screen or BlackBerry® device is unlocked, from the Home screen, press the [🔲] key. Type the emergency number. Press the [🔲] key.
- If your device is locked, press the [⠿] key > **Emergency**. Press the [🔲] key.

Volume

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the [🔇] key on the top of your device. To turn off mute, press the [🔇] key again. If you press the [🔇] key during a call, your device mutes the call so that you can hear others on the call, but they cannot hear you.

Related topics

Change the default volume for calls

You can increase or decrease the default volume for calls. The higher you set the volume percentage, the louder the volume is.
1. From the Home screen, press the [🔲] key.
2. Press the [⠿] key > **Options** > **In-call Settings**.
3. Change the **Default Call Volume** field.
4. Press the [⠿] key > **Save**.

Improve sound quality during a call

You cannot change sound quality when you are using a Bluetooth® enabled headset.
1. During a call, press the **Menu** key.

2. Click **Enhance Call Audio**.
3. Select a bass or treble option.

Improve sound quality for all calls

You cannot change sound quality when you are using a Bluetooth® enabled headset.

1. From the Home screen, press the [⬛] key.
2. Press the [⬛] key > **Options** > **Enhanced Audio**.
3. Change the **Phone Call Audio** field or **Headset Call Audio** field.
4. Press the [⬛] key > **Save**.

Voice mail

About your voice mail greeting and voice mail password

Depending on your wireless service provider, the method for changing your voice mail greeting or voice mail password might differ. You should be able to access the options for changing your voice mail greeting or voice mail password when you check your voice mail. For more information, contact your wireless service provider.

Check your voice mail

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

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Call Voice Mail**.

Change the voice mail access number and password

If a voice mail access number is not already set on your BlackBerry® device, you can type the access number for a different voice mail system.

Note: If you change the voice mail password on your device, you must also call your voice mail system to change the password there. Otherwise, the password for your voice mail is not updated in your voice mail system.

1. From the Home screen, press the **Send** key.
2. Press the [⬛] key > **Options** > **Voice Mail**.
3. Type a voice mail access number and a password.
4. Press the [⬛] key > **Save**.

Change how many times your device rings before the call goes to voice mail

To change how many times your BlackBerry® device rings before the call is forwarded to voice mail, you must call your wireless service provider's voice mail system. Each wireless service provider has a different voice mail system. For more information, contact your wireless service provider.

1. Call your wireless service provider's voice mail system.
2. Listen to your options and follow the audible prompts.

Speed dial

Set up speed dial for a contact

1. From the Home screen, press the **Send** key.
2. Press the ⌗ key > **View Speed Dial List**.
3. In the **Speed Dial Numbers** list, click an unassigned key.
4. Click **New Speed Dial**.
5. Click a contact.
6. If necessary, click a phone number for the contact.

To make a call using speed dial, from the Phone application, the Home screen, a message, or a message list, press and hold the key that you assigned to the contact.

Change the contact that is assigned to a speed dial key

1. From the Home screen, press the ⌣ key.
2. Press the ⌗ key > **View Speed Dial List**.
3. Highlight a contact or phone number.
4. Press the ⌗ key.
   - 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**. In the **Speed Dial Numbers** list, click a new speed dial key.
   - To delete the contact from the **Speed Dial Numbers** list, click **Delete**.

Call waiting, call forwarding, and call blocking

Turn on call waiting

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. From the Home screen, press the **Send** key.

2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Waiting**.
5. Change the **Call Waiting Enabled** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

To turn off call waiting, change the **Call Waiting Enabled** field to **No**.

About call forwarding

Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card or BlackBerry® device. You might not be able to change or delete these phone numbers or add new ones.

For more information, contact your wireless service provider.

Forward calls

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. From the Home screen, press the ⬛ key.
2. Press the ⚏ key > **Options** > **Call Forwarding**.
   • To forward all calls to a call forwarding number, change the **Forward Calls** field to **Always**. Change the **Forward All Calls** field to a call forwarding number.
   • To forward unanswered calls only, change the **Forward Calls** field to **Conditional**. Change the **If Busy**, **If No Reply**, and **If Not Reachable** fields to a call forwarding number.
3. Press the ⚏ key > **Save**.

Your call forwarding settings apply to all subsequent incoming calls, until you change your settings again.

To stop forwarding calls, change the **Forward Calls** field to **Never**.

Add, change, or delete a call forwarding number

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. From the Home screen, press the **Send** key.
2. Press the ⚏ key > **Options** > **Call Forwarding**.
3. Press the ⚏ key.
   • To add a call forwarding number, click **New Number**. Type a phone number. Press the ⏎ key on the keyboard.
   • To change a call forwarding number, click **Edit Numbers**. Highlight a phone number. Press the ⚏ key > **Edit**. Change the phone number. Press the ⏎ key on the keyboard.
   • To delete a call forwarding number, click **Edit Numbers**. Click a phone number. Click **Delete**.

4.   Press the ⊞ key > **Close**.

About call blocking

The blocked calling feature allows you to block all incoming calls or block incoming calls only when roaming. You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when roaming.

To use the blocked calling feature, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password. Depending on your wireless service provider and wireless network, this feature might not be supported.

Block calls

To perform this task, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password.

1.   From the Home screen, press the **Send** key.
2.   Press the **Menu** key.
3.   Click **Options**.
4.   Click **Call Barring**.
5.   Highlight a call blocking option.
6.   Press the **Menu** key.
7.   Click **Enable**.
8.   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.   From the Home screen, press the **Send** key.
2.   Press the **Menu** key.
3.   Click **Options**.
4.   Click **Call Barring**.
5.   Press the **Menu** key.
6.   Click **Change Password**.

Fixed dialing and smart dialing

Depending on your wireless service provider and wireless network, this feature might not be supported.

About fixed dialing

If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list and to official emergency access numbers (for example, 911 or 112).

If your wireless service plan includes SMS text messaging, you can also send SMS text messages to contacts that appear in your fixed dialing list.

To use fixed dialing, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. Depending on your wireless service provider and wireless network, this feature might not be supported.

Turn on fixed dialing

To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **FDN Phone List**.
5. Press the **Menu** key.
6. Click **Enable FDN Mode**.
7. Type your PIN2 code.
8. Press the **Enter** key.

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

Add, change, or delete a contact in your fixed dialing list

To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code.

1. From the Home screen, press the **Send** key.
2. Press the ⸬ key > **Options** > **FDN Phone List**.
   - To add a contact, press the ⸬ key > **New**. Type your PIN2 code. Press the ⸬ key. Type a name and phone number.
   - To change a contact, press the ⸬ key > **Edit**. Change the contact information.
   - To delete a contact, highlight a contact. Press the ⸬ key > **Delete**.
3. Press the ⸬ key > **Save**.

About smart dialing

With the smart-dialing feature, you can set a default country code and area code for phone numbers so that you do not have to dial a country code and area code each time that you make a call, unless the country code or area code are different from the default codes that you set. Some country codes are not supported by the smart-dialing feature.

In the smart-dialing options, you can also specify the main phone number for an organization that you call frequently so that you can quickly call a contact in that organization by dialing only the extension for the contact. If you add contacts from that organization to your contact list, when you add their phone numbers, you can type only the extensions instead of typing out the main phone number for the organization.

Set the default country code and area code

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Smart Dialing**.
5. Set the **Country Code** and **Area Code** fields.
6. If necessary, set the **Local Country Code** and **International Dialing Digits** fields.
7. In the **National Number Length** field, set the default length for phone numbers in your country.
8. Press the **Menu** key.
9. 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. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Smart Dialing**.
5. In the **Number** field, type the main phone number for an organization.
6. In the **Wait For** field, set how long your BlackBerry® device waits before dialing an extension.
7. In the **Extension Length** field, set the default length for extensions.
8. Press the **Menu** key.
9. Click **Save**.

Conference calls

About conference calls

You can create two types of conference calls with your BlackBerry® device. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your device or computer. Conference call meetings allow participants who have a BlackBerry device to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their device, so that they do not have to dial the conference call bridge number and access codes. If you do not have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Make a conference call

If your BlackBerry® device is connected to a CDMA network, you cannot join more than two contacts to a conference call.
1. During a call, press the **Menu** key.
2. Click **Add Participant**.
3. Type a phone number or highlight a contact.
4. Press the **Send** key.
5. During the second call, press the **Send** key to join your first contact to the conference call.
6. To join another contact to the call, repeat steps 1 to 5.

Related topics
Place a call on hold, 38

Create a phone number link for a conference call

1. Type a phone number for the conference call bridge.
2. Type **X** and the access code.

Speak privately with a contact during a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

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

To return to the conference call, press the **Menu** key. Click **Join**.

Disconnect a contact from a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

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

Leave a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

If you make a conference call, you can leave the conference call and the call continues without you. Depending on your wireless service provider, this feature might not be supported.

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

Call logs

About call logs

Call logs appear in the phone application and show the status of recent calls by showing either a missed call indicator, placed call indicator or received call indicator. A call log also includes the date of the call, the phone number, and the estimated duration of the call. For more information about the exact duration of a call, contact your wireless service provider.

The phone list view option allows you to sort how call logs appear in the phone application. Depending on how you set your call logging options, you can also view call logs in the messages application. Depending on your theme, when you miss a call, a missed call indicator might also appear at the top of the Home screen.

You can also add notes to call logs or send call logs as email messages. Unless you delete a call log, it is stored on your BlackBerry® device for 30 days.

Send a call log

1. From the Home screen, press the ⌣ key.
2. Highlight a call log.
3. Press the ⠿ key > **View** > **View History**.
4. Press the ⠿ key > **Forward**.

Delete call logs

1. From the Home screen, press the **Send** key.
2. Perform one of the following actions:
    *   To delete a single call log, highlight a call log.
    *   To delete a range of call logs, highlight a call log. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key.
3. Press the **Menu** key.
4. Click **Delete**.

Add, change, or delete call log notes

1. From the Home screen, press the ⌣ key.
2. Highlight a call log.

3. Press the [::] key > **View** > **View History**.
4. Click a call log.
5. Press the [::] key.
   - To add notes, click **Add Notes**. Type call notes.
   - To change notes, click **Edit Notes**. Change the call notes.
   - To delete notes, click **Edit Notes**. Press the [::] key > **Clear Field**.
6. Press the [::] key > **Save**.

View call logs in the Messages application

1. From the Home screen, press the [call] key.
2. Press the [::] key > **Options** > **Call Logs and Lists**.
   - To show recent and missed calls in the Messages application, select the **All Calls** option.
   - To hide call logs in the Messages application, select the **None** option.

Multiple phone numbers

About multiple phone numbers

When you have multiple phone numbers associated with your BlackBerry® device, you can switch the phone number that you use as your active phone number. You have multiple phone numbers associated with your device if one of the following situations applies:

- Your device uses a SIM card and your SIM card supports more than one phone number.
- Your wireless service provider has set up your device to support more than one phone number.
- Your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry® MVS Client phone number.

If your SIM card supports more than one phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you are already on a call, you receive calls to your active phone number only, and any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail.

If your wireless service provider has set up your device to support more than one phone number, you can make calls and receive calls using your active phone number only. Any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail.

If your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry MVS Client phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you are already on a call, you can receive calls to all phone numbers.

If your wireless service plan supports SMS text messaging and MMS messaging, the first phone number that appears in the drop-down list at the top of the screen in the phone application is the phone number that you use to send and receive SMS text messages and MMS messages.

You can change call waiting, call forwarding, and voice mail options for each phone number associated with your device.

Switch the active phone number

1. From the Home screen, press the **Send** key.
2. Click your phone number at the top of the screen.
3. Click the phone number that you want to set as the active phone number.

Phone options

Turn on dialing from the Lock screen

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Select the **Allow Outgoing Calls While Locked** check box.
4. Press the ⌗ key > **Save**.

Sort phone numbers or contacts on the Phone screen

1. From the Home screen, press the ⌣ key.
2. Press the ⌗ key > **Options** > **Call Logs and Lists**.
    *   To sort phone numbers or contacts by frequency of use, change the **Phone List View** field to **Most Used**.
    *   To sort contacts alphabetically by contact name, change the **Phone List View** field to **Name**.
    *   To sort phone numbers or contacts by most recent use, change the **Phone List View** field to **Most Recent**.
3. Press the ⌗ key > **Save**.

Hide or display your phone number when you make calls

Your wireless network can override the option that you choose.
1. From the Home screen, press the ⌣ key.
2. Press the ⌗ key > **Options** > **In-call Settings**.
    *   To hide your phone number when you make calls, change the **Restrict My Identity** field to **Always**.
    *   To display your phone number when you make calls, change the **Restrict My Identity** field to **Never**.
    *   To allow your wireless network to decide whether to hide or display your phone number, change the **Restrict My Identity** field to **Network Determined**.
3. Press the ⌗ key > **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.
1. On the Home screen, click the application icon for an application that prompts you before you delete items.

2. Press the ⌗ key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** check box.
5. Press the ⌗ key > **Save**.

Reset a call timer

A call timer provides the estimated duration of calls. For more information about the exact duration of a call, contact your wireless service provider.
1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Status**.
4. Click **Last Call** or **Total Calls**.
5. Click **Clear Timer**.
6. Press the **Menu** key.
7. Click **Save**.

About hearing aid mode

In hearing aid mode, or telecoil mode, the magnetic signal of your BlackBerry® device is modified to an appropriate level and frequency response to be picked up by hearing aids that are equipped with telecoils.

Turn on hearing aid mode

1. From the Home screen, press the ⌣ key.
2. Press the ⌗ key > **Options** > **Hearing Aid Mode**.
3. Change the **Mode Enabled** field to **Telecoil**.
4. Press the ⌗ key > **Save**.

The H-T telecoil indicator appears at the top of the Home screen.

About TTY support

When you turn on TTY support and you connect your BlackBerry® device to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com.

Turn on TTY support

1. From the Home screen, press the ⌣ key.
2. Press the ⦂⦂⦂ key > **Options** > **TTY**.
3. Change the **TTY Mode** field to **Yes**.
4. Press the ⦂⦂⦂ key > **Save**.

A TTY indicator appears in the connections area at the top of the Home screen.

To turn off TTY support, change the **TTY Mode** field to **No**.

Phone shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Change your ring tone	From the Home screen, press the ⌣ key. Press the ⦂⦂⦂ key > **Set Ring Tone**.
Check your voice mail	Press and hold **1**.
Set up speed dial for a contact	From the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to.
Add an extension to a phone number	Press the **Alt** key and **X**. Type the extension number.
Type a letter in a phone number field	Press the **Alt** key and the letter key.
Insert a plus sign (+) when typing a phone number	Press **O**
Turn on or turn off the speakerphone during a call	Press the ◆ key on the keyboard.
Stop listening to a call with a wireless headset	Press the ◆ key on the keyboard.
Change the active phone number	From the Home screen, press the ⌣ key. Click your phone number at the top of the screen. Click a phone number.

Troubleshooting: Phone

I cannot make or receive calls

Try performing the following actions:
- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.

- 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.
- Your device or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.
- If you have more than one phone number associated with your device, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.

Related topics
Switch the active phone number, 50
Fixed dialing and smart dialing, 44
Call waiting, call forwarding, and call blocking, 42

My phone number appears as Unknown in the Phone application

If your BlackBerry® device uses a SIM card, try changing the phone number on your SIM card to change how your phone number appears in the Phone application.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
3. Highlight the phone number.
4. Press the ⊞ key > **Edit SIM Phone Number**.
5. Type your phone number.
6. Click **OK**.

I cannot check my voice mail

Try performing the following actions:
- If you have more than one phone number associated with your BlackBerry® device and you are trying to check your voice mail using a shortcut key, your device calls the voice mail access number for your active phone number. Check the voice mail for your alternate phone number.
- You need a voice mail access number to check your voice mail. To obtain a voice mail access number, contact your wireless service provider or administrator.

I cannot make calls using a voice command

Try performing the following actions:
- Verify that your BlackBerry® device is connected to the wireless network.
- If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device.
- Verify that your keyboard is unlocked.

- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

Related topics

I cannot change the number of times that my device rings

Depending on your wireless service provider, you might not be able to choose the length of time that your BlackBerry® device rings before the call is picked up by voice mail. For more information, contact your wireless service provider.

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics

Voice commands

Perform an action using a voice command

1. On the Home screen or in a folder, click the **Voice Dialing** icon.
2. After the beep, say a voice command.

Available voice commands

"Call <contact name or phone number>"

Say this voice command to make a call. To perform this task with a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology. You cannot make calls to emergency numbers using voice commands.

"Call <contact name> <phone number type>"

Say this voice command to call a specific phone number for a contact that is in your contact list. For example, if the contact has a work phone number and a mobile phone number, you can say "Call <contact name> work" to call the work phone number.

"Call extension <extension number>"

Say this voice command to dial an extension. To perform this task, you must set options for dialing extensions. You can dial extensions only within your company.

"Check my phone number"

If you have multiple phone numbers associated with your BlackBerry® device, say this voice command to check your active phone number.

"Check signal strength"

Say this voice command to check your wireless coverage level.

"Check network"

Say this voice command to check the wireless network that your device is connected to.

"Check battery"

Say this voice command to check the battery power level.

"Repeat"

Say this voice command to have the last voice prompt repeated to you.

"Cancel"

Say this voice command to close the voice dialing application.

Related topics

Set options for dialing extensions, 46

Change the language for voice commands

When you change the language for voice commands, you change the language for voice prompts and the language that you use to make a voice command.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing & Input** > **Language and Text Input**.
3. Change the **Voice Dialing Language** field.
4. Press the [::] key > **Save**.

Turn off choice lists for voice commands

If your BlackBerry® device identifies more than one possible match to a voice command, your device presents you with a list of possible matches, or a choice list. You can turn off choice lists so that your device always selects the best match and dials the phone number automatically.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Call Management** > **Voice Dialing**.
3. Set the **Choice Lists** field to **Always Off**.
4. Press the [::] key > **Save**.

Change the options for voice prompts

After you say a voice command, voice prompts might prompt you for further information or clarification, or voice prompts might read out instructions that appear on the screen.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Call Management** > **Voice Dialing**.
   - To turn off voice prompts, change the **Audio Prompts** field to **No Prompts**.
   - To turn on voice prompts, change the **Audio Prompts** field to **Basic Prompts**.
   - To turn on voice prompts and to have the voice prompts read out instructions that appear on the screen, change the **Audio Prompts** field to **Detailed Prompts**.
3. Press the [::] key > **Save**.

Improve voice recognition

You can improve voice recognition by completing a short series of prompts that ask you to say specific numbers and words.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Call Management** > **Voice Dialing**.
3. In the **Voice Adaptation** section, click **Start**.

4. Complete the instructions on the screen.

Troubleshooting: Voice dialing

I cannot make calls using a voice command

Try performing the following actions:
*   Verify that your BlackBerry® device is connected to the wireless network.
*   If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device.
*   Verify that your keyboard is unlocked.
*   Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

Related topics

My device does not recognize names or numbers in voice commands

Try performing the following actions:
*   Say the first name and the last name of your contact.
*   Improve voice recognition of numbers.

Related topics

Messages

Email

Set up an email address

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click the **Email Accounts** icon.
3. On the **Email Setup** screen, if the following options appear, select an option.
   - **Internet Mail Account**: This option is most common for individual users. Use this option to associate your BlackBerry® device with one or more existing email addresses (for example, a Windows Live™ Hotmail® email account), or to create a new email address.
   - **Enterprise Account**: This option is most common for corporate users. If your administrator gave you an enterprise activation password, use this option to associate your device with your work email account using the BlackBerry® Enterprise Server.
4. Complete the instructions on the screen to set up your email address.

Note: When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the **Messages** icon.

Composing and sending email

Send an email

1. On the Home screen, click the **Messages** icon.
2. Press the [::] key > **Compose Email**.
3. In the **To** field, type an email address or a contact name.
4. Type a message.
5. Press the [::] key > **Send**.

Related topics

Resend a message

You cannot change a text message before you resend it.

In a sent message, press the [::] key.

- To change the message, click **Edit**. Change the message. Press the [::] key > **Send**.
- To change the recipients, click **Edit**. Highlight a contact. Press the [::] key > **Change Address**. Click a new contact. Press the [::] key > **Send**.
- To resend the message without changing it, click **Resend**.

Reply to or forward an email or PIN message

In a message, press the ⬚ key.

- To reply to a message, click **Reply** or **Reply to All**.
- To forward a message, click **Forward** or **Forward As**.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. Press the ⬚ key > **Check Spelling**.
2. Do any of the following:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the ⬚ key.
   - To ignore all instances of the suggested spelling, press the ⬚ key > **Ignore All**.
   - To add the word to the custom dictionary, press the ⬚ key > **Add To Dictionary**.
   - To stop checking spelling, press the ⬚ key > **Cancel Spell Check**.

Save a draft of a message

When you are composing a message, press the ⬚ key > **Save Draft**.

Attach a file to an email

To attach a file that is saved on your organization's network, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

When you are composing an email, press the ⬚ key > **Attach** > **File**.

- To attach a file that is saved on your BlackBerry device or media card, find and click the file.
- To attach a file that is saved on your organization's network, press the ⬚ key > **Go To**. Find and click the file. If necessary, type the credentials that you use to connect to your organization's network.

Attach a contact to a message

You can attach a contact to an email, a PIN message, or a text message.

1. When you are composing a message, press the ⬚ key > **Attach** > **Contact**.
2. Find and highlight a contact.
3. Press the ⬚ key > **Continue**.

Add a signature to your work email

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

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

2. Press the ⌗ key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select the **Use Auto Signature** check box.
5. In the field that appears, type a signature.
6. Press the ⌗ key > **Save**.

Your signature is added to your email after you send it.

Change or remove your signature

If you added an email account to your BlackBerry® device, such as a Windows Live™ Hotmail® email account, or created a BlackBerry email address using the BlackBerry® Internet Service, you can change the signature that appears on your email. Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen or in the **Setup** folder, click the Email Accounts icon.
2. On the **Email Accounts** screen, highlight an email address.
3. Press the ⌗ key > **Edit**.
4. In the **Signature** field, type a new signature or clear the **Signature** field.
5. Press the ⌗ key > **Save**.
6. If necessary, type the password for your email address.
7. If necessary, click **OK** until the **Email Accounts** screen appears.

Change the email address that you use to send messages or meeting invitations

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Messaging (CMIME)** field or the **Calendar (CICAL)** field.
4. Press the ⌗ key > **Save**.

Delete the disclaimer from an email

If your email account uses a BlackBerry® Enterprise Server that supports this feature, the BlackBerry Enterprise Server might add a disclaimer to your email after you send it.

When you are composing an email, press the ⌗ key > **Remove Disclaimer**.

To add the disclaimer again, press the ⌗ key > **Add Disclaimer**.

Delete the original text from a reply message

When you are replying to a message, press the ⌗ key > **Delete Original Text**.

Set the importance level for a message

You can set the importance level for an email, a PIN message, or a text message.

1. When you are composing a message, press the ⌗ key > **Options**.

2. Change the **Importance** field.
3. Press the ⌗ key > **Save**.

Blind carbon copy a contact

You can blind carbon copy a contact in an email or a PIN message.

When you are composing an email or a PIN message, press the ⌗ key > **Add Bcc**.

Stop a message from sending

You can stop a message from sending only if a clock icon appears beside the message.
1. On the Home screen, click the **Messages** icon.
2. Highlight the message.
3. Press the ⌗ key > **Delete**.

Viewing and replying to email

About email account icons

Depending on your email setup option, you might be able to associate your BlackBerry® device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple email account icons might appear on your device, in addition to the main Messages icon. For more information about associating your device with more than one email account, visit www.blackberry.com/go/docs and click **BlackBerry Internet Service**.

Depending on your theme, a separate icon might appear for text messages.

Search for text in a message, in a file, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a web page, press the ⌗ key > **Find** or **Find on Page**.
2. Type the text.
3. Press the **Enter** key.

To search for the next instance of the text, press the ⌗ key > **Find Next**.

View email in plain text format

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Enable HTML Email** check box.
5. Press the ⌗ key > **Send**.

View an address instead of a display name

In a message, press the ⊞ key > **Show Address**.

To view the display name again, press the ⊞ key > **Show Name**.

Mark a message as opened or unopened

On the Home screen, click the **Messages** icon.
- To mark a message as opened or unopened, highlight the message. Press the ⊞ key > **Mark Opened** or **Mark Unopened**.
- To mark all messages that are prior to a specific date as opened, highlight a date field. Press the ⊞ key > **Mark Prior Opened**.

Save a message

1. On the Home screen, click the **Messages** icon.
2. Highlight a message.
3. Press the ⊞ key > **Save**.

Delete messages

On the Home screen, click the **Messages** icon.
- To delete a message, highlight the message. Press the ⊞ key > **Delete**.
- To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key. Press the ⊞ key > **Delete Messages**.
- To delete all messages prior to a certain date, highlight a date field. Press the ⊞ key > **Delete Prior** > **Delete**.

Note: Email that you delete using the Delete Prior menu item is not deleted from the email application on your computer during email reconciliation.

About flags

You can add flags to email that you receive or send as a reminder to you or the recipients to follow up with the messages. You can use flags of different colors, add follow-up notes, and set due dates so that your BlackBerry® device reminds you to return to the email.

If wireless email reconciliation is turned on and your email account uses a BlackBerry® Enterprise Server that supports flags, changes that you make to flags on your device should be reflected in the email application on your computer. Likewise, changes that you make to flags in the email application on your computer should be reflected on your device.

If wireless email reconciliation is turned off, you can still manage flags for email on your device.

Add, change, or remove a flag

When you are composing or viewing an email, press the ⊞ key.
- To add a flag, click **Flag for Follow Up**. Set the flag properties. Press the ⊞ key > **Save**.

- To change a flag, click **Flag Properties**. Change the flag properties. Press the key > **Save**.
- To remove a flag, click **Clear Flag**.

Note: If you make changes to a flag in an email that you sent, the changes are reflected only on your BlackBerry® device and are not sent to the recipient.

Change how a message inbox displays messages

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
   - To change the order of the subject line and sender, change the **Display Order** field.
   - To change how messages are separated, change the **Separators** field.
3. Press the key > **Save**.

Group email by subject

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
3. Change the **Display Style** field to **Group by Subject**.
4. Press the key > **Save**.

To stop grouping email by subject, change the **Display Style** field to **Single Messages**.

Use color to differentiate work messages from other messages

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Message Categorization**.
3. In the **Message Outline Colors** section, do any of the following:
   - To set an outline color for email that is sent to your BlackBerry device through a BlackBerry Enterprise Server, change the **Enterprise Messages** field.
   - To set an outline color for your other messages, change the **Other Messages** field.
4. Press the key > **Save**.

Note: PIN messages might use the outline color that you have set for your work email. For more information, contact your administrator.

Hide sent messages from the message inbox

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
3. Select the **Hide Sent Messages** check box.
4. Press the key > **Save**.

Hide messages from the Messages application

You can prevent messages from specific email accounts from appearing in the Messages application. You can also set a separate icon to appear on the Home screen for text messages. Depending on your theme, a separate icon might already appear by default.

1. On the Home screen, click the **Messages** icon.
2. Press the ⚏ key > **Options** > **Inbox Management**.
   - To hide messages from specific email accounts, in the **Email Accounts** section, clear the check box beside one or more email accounts.
   - To hide text messages, in the **Other Message Types** section, clear the **Text Messages** check box.
3. Press the ⚏ key > **Save**.

Filing email

About synchronization of email folders:

You can add, change, or delete email folders in the email application on your computer or in the Messages application on your BlackBerry® device.

If wireless email reconciliation is turned on and your email account uses a BlackBerry® Enterprise Server that supports this feature, changes that you make to email folders are synchronized over the wireless network.

If wireless email reconciliation is turned off or is not available for your device, you can make folder changes in the email application on your computer and then reconcile the changes to your device using the email settings tool of the BlackBerry® Desktop Software. For more information about email reconciliation, see the Help in the BlackBerry Desktop Software.

Related topics

File an email:

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Highlight an email.
3. Press the ⚏ key > **File**.
4. Highlight a folder.
5. Press the ⚏ key > **File**.

Related topics

Add, move, rename, or delete an email folder :

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the ⚏ key > **View Folder**.
3. Highlight a folder.

4. Press the ⬚ key.
   - To add a folder, click **Add Folder**.
   - To move a folder, click **Move Folder**. Click the new location.
   - To rename a folder, click **Rename Folder**.
   - To delete a folder, click **Delete Folder**.

Forward messages from a specific email folder to your device:

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the ⬚ key > **Folder Redirection**.
5. Select the check box beside an email folder.
6. Press the ⬚ key > **Save**.

Note: If you click the **Select All** menu item, all email, including email that appears in the sent items folder in the email application on your computer, appears on your BlackBerry device.

Related topics
Stop storing messages sent from your computer on your device, 68

Hide filed email from the message inbox:

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Message Display and Actions**.
3. Select the **Hide Filed Messages** check box.
4. Press the ⬚ key > **Save**.

View filed messages:

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **View Folder**.
3. Click a folder.

Email options

Set an out-of-office reply

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select the **Use Out Of Office Reply** check box.
5. In the field that appears, type a reply.

6. If you use IBM® Lotus Notes®, in the **Until** field, set the date on which the out-of-office reply should turn off.
7. Press the ![key] key > **Save**.

To turn off the out-of-office reply, clear the **Use Out Of Office Reply** check box.

Turn on or turn off read receipts

Depending on your wireless service provider or administrator, you might not be able to perform this task, or some of the options might not appear.

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. To set whether your BlackBerry® device sends a read receipt or delivery receipt when a sender requests it, change the **Send Read Receipts** field.
5. Press the ![key] key > **Save**.

Stop loading pictures in HTML email messages

By default, your BlackBerry® device automatically downloads and displays inline pictures that are embedded in HTML email messages.

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Download Images Automatically** check box.
5. Press the ![key] key > **Save**.

To view pictures in an HTML email message, press the ![key] key > **Get Images**.

Turn off the prompt that appears before downloading external pictures in HTML email messages

Some HTML email messages contain links to external pictures on the Internet. By default, your BlackBerry® device prompts you before downloading external pictures.

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Confirm External Image Download** check box.
5. Press the ![key] key > **Save**.

Receive only the first section of long email messages

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Message Display and Actions**.
3. Clear the **Auto More** check box.
4. Press the ![key] key > **Save**.

To download more of an email, press the ⌗ key > **More** or **More All**.

Open a new message automatically when you remove your device from your holster

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Message Display and Actions**.
3. Change the **Auto Open Newest Message After Removing Device From Holster** field.
4. Press the ⌗ key > **Save**.

Hide the new or unopened message indicator

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Message Display and Actions**.
   - To hide the new message indicator, clear the **Display New Message Indicator** check box.
   - To hide the unopened message indicator, change the **Display Message Count** field to **None**.
3. Press the ⌗ key > **Save**.

Stop displaying recent contacts in email address fields

By default, when you type the first few characters of a contact name or an email address in a To, Cc, or Bcc field, your BlackBerry® device displays the email addresses of recent contacts who are not in your contact list.

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Message Display and Actions**.
3. Clear the **Show Recent Contacts When Composing Email** check box.
4. Press the ⌗ key > **Save**.

Turn off the prompt that appears before you delete a message

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Message Display and Actions**.
3. Clear the **Confirm Delete** check box.
4. Press the ⌗ key > **Save**.

Turn off the prompt that appears when you mark messages as opened

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Message Display and Actions**.
3. Clear the **Confirm Mark Prior Opened** check box.
4. Press the ⌗ key > **Save**.

View call logs in the Messages application

1. From the Home screen, press the ⌣ key.
2. Press the ⌗ key > **Options** > **Call Logs and Lists**.

- To show recent and missed calls in the Messages application, select the **All Calls** option.
- To hide call logs in the Messages application, select the **None** option.

Storing and forwarding email

Set how long your device stores messages:

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Message Display and Actions**.
3. Change the **Days To Keep Messages** field.
4. Press the ⬚ key > **Save**.

Stop storing messages sent from your computer on your device:

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the ⬚ key > **Folder Redirection**.
5. Clear the check box beside the **Sent Items** folder.
6. Press the ⬚ key > **Save**.

Stop storing messages sent from your device on your computer:

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Save Copy In Sent Folder** check box.
5. Press the ⬚ key > **Save**.

Stop forwarding email to your device:

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Send Email to Handheld** check box.
5. Press the ⬚ key > **Save**.

To forward email to your BlackBerry device again, select the **Send Email to Handheld** check box.

Email filters

About email filters

You can create email filters to specify which email is forwarded to your BlackBerry® device and which remains in the email application on your computer.

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

Create an email filter

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator. If you use the BlackBerry® Internet Service, for more information, visit http://www.blackberry.com/go/docs and click **BlackBerry Internet Service**.

1. On the Home screen, click the **Messages** icon.
2. Press the [key] key > **Options** > **Email Filters**.
3. Press the [key] key > **New**.
4. Type a name for the email filter.
5. Set the email filter options.
6. Press the [key] key > **Save**.

Create an email filter based on a contact or subject

1. On the Home screen, click the **Messages** icon.
2. Highlight an email.
3. Press the [key] key > **Filter by** > **Sender** or **Subject**.
4. Type a name for the email filter.
5. Set the email filter options.
6. Press the [key] key > **Save**.

Options for email filters

Option	Description
From	Specify one or more contacts or email addresses that the email filter should search for in the From field of your email. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.
Sent to	Specify one or more contacts or email addresses that the email filter should search for in the Sent To field of your email. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Option	Description
Sent directly to me	Set whether the email filter applies to email that includes your email address in the To field.
Cc to me	Set whether the email filter applies to email that includes your email address in the CC field.
Bcc to me	Set whether the email filter applies to email that includes your email address in the BCC field.
Importance	Set the importance level of email that the email filter applies to.
Sensitivity	Set the sensitivity level of email that the email filter applies to.
Action	Set whether email that the email filter applies to is forwarded to your BlackBerry® device. If email is forwarded, specify whether it is forwarded with high importance or with the email header only.

Turn on an email filter

1. On the Home screen, click the **Messages** icon.
2. Press the ⠿ key > **Options** > **Email Filters**.
3. Select the check box beside an email filter.
4. Press the ⠿ key > **Save**.

Change, prioritize, or delete an email filter

1. On the Home screen, click the **Messages** icon.
2. Press the ⠿ key > **Options** > **Email Filters**.
3. Highlight an email filter.
4. Press the ⠿ key.
   - To change an email filter, click **Edit**. Change the options for the email filter. Press the ⠿ key > **Save**.
   - To prioritize an email filter, click **Move**. Click the new location.
   - To delete an email filter, click **Delete**.

Synchronizing email

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, 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 between your device and the email application on your computer over the wireless network. When you file or delete email on your device, these email should be filed or deleted in your email application. Likewise, any changes that you make to email in the email application on your computer should be reflected on your device.

In rare cases, if your device does not recognize fields in a contact, calendar entry, or email account, some data or email cannot be synchronized or reconciled.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned off these features, you can use the synchronization tool of the BlackBerry® Desktop Software to synchronize your organizer data and email. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Reconcile email over the wireless network

You can set the Wireless Reconcile option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.
2. Press the [:::] key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select the **Wireless Reconcile** check box.
5. Press the [:::] key > **Save**.

If your device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry® Desktop Software to reconcile email in personal folders. For more information, see the Help in the BlackBerry Desktop Software.

Delete email on your device and in your email application on your computer

You can set the Delete On option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.
2. Press the [:::] key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Change the **Delete On** field to **Mailbox & Handheld**.
5. Press the [:::] key > **Save**.

It takes a short period of time for email to be deleted over the wireless network.

Related topics
Delete messages, 62

Empty the deleted items folder on your computer from your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the [:::] key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the [:::] key > **Purge Deleted Items**.

About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your device, you can set whether the email on your device or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Manage email reconciliation conflicts

You can set the On Conflicts option for each email address that is associated with your BlackBerry® device.
1. On the Home screen, click the **Messages** icon.
2. Press the ⚏ key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Change the **On Conflicts** field.
5. Press the ⚏ key > **Save**.

PIN messages

About PIN messages

A PIN uniquely identifies BlackBerry® devices and BlackBerry enabled devices on the wireless network. If you have a contact who uses a BlackBerry device or a BlackBerry enabled device and you know that contact's PIN, you can send them PIN messages. PIN messages are not routed through your email account.

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

Find your PIN

Do one of the following:
- On the Home screen or in a folder, click the **Options** icon. Click **Device** > **Device and Status Information**.
- In a message, type **mypin** followed by a space.

Composing and sending PIN messages

Compose and send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the ⊞ key > **Compose Other** > **Compose PIN**.
3. In the **To** field, do one of the following:
    - Type a PIN. Press the ↵ key on the keyboard.
    - If you have a PIN saved for a contact that is in your contact list, type the contact name. Press the ↵ key on the keyboard.
4. Type a message.
5. Press the ⊞ key > **Send**.

Related topics
Personal distribution lists, 166

Resend a message

You cannot change a text message before you resend it.

In a sent message, press the ⊞ key.

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

Reply to or forward an email or PIN message

In a message, press the ⊞ key.

- To reply to a message, click **Reply** or **Reply to All**.
- To forward a message, click **Forward** or **Forward As**.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
    - To accept the suggested spelling, click a word in the list that appears.
    - To ignore the suggested spelling, press the **Escape** key.
    - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
    - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
    - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Save a draft of a message

When you are composing a message, press the [::] key > **Save Draft**.

Attach a contact to a message

You can attach a contact to an email, a PIN message, or a text message.
1. When you are composing a message, press the [::] key > **Attach** > **Contact**.
2. Find and highlight a contact.
3. Press the [::] key > **Continue**.

Set an importance level for received PIN messages

1. On the Home screen, click the **Messages** icon.
2. Press the [::] key > **Options** > **Message Display and Actions**.
3. Select the **Display PIN Messages in Red** check box.
4. Press the [::] key > **Save**.

Blind carbon copy a contact

You can blind carbon copy a contact in an email or a PIN message.

When you are composing an email or a PIN message, press the [::] key > **Add Bcc**.

Create a link for a PIN

You can create a link for a PIN in a message, calendar entry, task, or memo. If you click the link, you can send a PIN message.

When you are typing text, type **pin:** and the PIN.

Stop a message from sending

You can stop a message from sending only if a clock icon appears beside the message.
1. On the Home screen, click the **Messages** icon.
2. Highlight the message.
3. Press the [::] key > **Delete**.

Viewing and replying to PIN messages

Search for text in a message, in a file, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a web page, press the [::] key > **Find** or **Find on Page**.
2. Type the text.
3. Press the **Enter** key.

To search for the next instance of the text, press the ⌗ key > **Find Next**.

View an address instead of a display name

In a message, press the ⌗ key > **Show Address**.

To view the display name again, press the ⌗ key > **Show Name**.

View filed messages

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **View Folder**.
3. Click a folder.

Save a message

1. On the Home screen, click the **Messages** icon.
2. Highlight a message.
3. Press the ⌗ key > **Save**.

Delete messages

On the Home screen, click the **Messages** icon.

- To delete a message, highlight the message. Press the ⌗ key > **Delete**.
- To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key. Press the ⌗ key > **Delete Messages**.
- To delete all messages prior to a certain date, highlight a date field. Press the ⌗ key > **Delete Prior** > **Delete**.

Note: Email that you delete using the Delete Prior menu item is not deleted from the email application on your computer during email reconciliation.

Change how a message inbox displays messages

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Message Display and Actions**.
   - To change the order of the subject line and sender, change the **Display Order** field.
   - To change how messages are separated, change the **Separators** field.
3. Press the ⌗ key > **Save**.

Hide sent messages from the message inbox

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Message Display and Actions**.
3. Select the **Hide Sent Messages** check box.

4.   Press the ⚏ key > **Save**.

PIN message options

Set how long your device stores messages

1.   On the Home screen, click the **Messages** icon.
2.   Press the ⚏ key > **Options** > **Message Display and Actions**.
3.   Change the **Days To Keep Messages** field.
4.   Press the ⚏ key > **Save**.

Open a new message automatically when you remove your device from your holster

1.   On the Home screen, click the **Messages** icon.
2.   Press the ⚏ key > **Options** > **Message Display and Actions**.
3.   Change the **Auto Open Newest Message After Removing Device From Holster** field.
4.   Press the ⚏ key > **Save**.

Hide the new or unopened message indicator

1.   On the Home screen, click the **Messages** icon.
2.   Press the ⚏ key > **Options** > **Message Display and Actions**.
     - To hide the new message indicator, clear the **Display New Message Indicator** check box.
     - To hide the unopened message indicator, change the **Display Message Count** field to **None**.
3.   Press the ⚏ key > **Save**.

Turn off the prompt that appears before you delete a message

1.   On the Home screen, click the **Messages** icon.
2.   Press the ⚏ key > **Options** > **Message Display and Actions**.
3.   Clear the **Confirm Delete** check box.
4.   Press the ⚏ key > **Save**.

Turn off the prompt that appears when you mark messages as opened

1.   On the Home screen, click the **Messages** icon.
2.   Press the ⚏ key > **Options** > **Message Display and Actions**.
3.   Clear the **Confirm Mark Prior Opened** check box.
4.   Press the ⚏ key > **Save**.

Text messages

About text messages

To send and receive text messages, your wireless service provider must set up your wireless service plan for text messaging. Depending on your wireless service provider, this feature might not be supported.

Depending on the typing input language that you use to type your text messages, your messages might display to your recipients differently than you expect.

Depending on your wireless service provider, you might also be able to send and receive the following media files in text messages: .jpg, .gif, .wbmp, .midi, .vcf (vCard®), .ics (iCalendar), .avi, .mpg, or .mov.

If you have more than one phone number associated with your BlackBerry® device, your device sends text messages using the first phone number that appears in the My Number field in the Phone application.

Composing and sending text messages

Send a text message

The number of recipients that you can send a text message to depends on your wireless service provider.
1. On the Home screen, click the **Text Messages** icon.
2. Press the [⁞⁞] key > **Compose Text Message**.
3. In the **To** field, do one of the following:
    *   Type a contact name.
    *   Press the [⁞⁞] key > **Choose Contact**. Click a contact.
    *   Type a phone number that can receive text messages (including the country code and area code). Press the ↵ key on the keyboard.
    *   If your BlackBerry® device is connected to a CDMA network, you can type an email address.
4. Type a message.
5. Press the ↵ key on the keyboard.

Related topics

Resend a message

You cannot change a text message before you resend it.

In a sent message, press the [⁞⁞] key.
*   To change the message, click **Edit**. Change the message. Press the [⁞⁞] key > **Send**.
*   To change the recipients, click **Edit**. Highlight a contact. Press the [⁞⁞] key > **Change Address**. Click a new contact. Press the [⁞⁞] key > **Send**.

- To resend the message without changing it, click **Resend**.

Set whether pressing the Enter key sends text messages

You can stop your text messages from being sent each time that you press the ↵, which might prevent you from accidentally sending a message if you plan to include several lines of text.

1. On the Home screen, click the **Text Messages** icon.
2. Press the [:::] key > **Options** > **Text Messaging**.
3. In the **General Text Messaging Options** section, clear the **Press Enter Key to Send** check box.
4. Press the [:::] key > **Save**.

Forward a text message

You cannot forward text messages that contain content that is copyright protected.

In a message, press the [:::] key > **Forward** or **Forward As**.

Attach a file to a text message

1. When you are composing a text message, press the [:::] key > **Attach**.
2. Click one of the following menu items:
   - **Picture**
   - **Video**
   - **Location**
   - **Audio**
   - **Voice Note**
   - **Contact**
   - **Appointment**
3. Click a media file.

Set the importance level for text messages that you send

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

1. On the Home screen, click the **Text Messages** icon.
2. Press the [:::] key > **Options** > **Text Messaging**.
3. In the **MMS** section, in the **Message Filtering** section, change the **Importance** field.
4. Press the [:::] key > **Save**.

Request delivery notification or read notification for a text message

1. On the Home screen, click the **Text Messages** icon.
2. Press the [:::] key > **Options** > **Text Messaging**.
3. In the **MMS** section, do one of the following:
   - To receive notification when the message is delivered to the recipient, select the **Confirm Delivery** check box.

- To receive notification when the recipient opens the message, select the **Confirm Read** check box.
4. Press the ![key] key > **Save**.

Stop a message from sending

You can stop a message from sending only if a clock icon appears beside the message.
1. On the Home screen, click the **Messages** icon.
2. Highlight the message.
3. Press the ![key] key > **Delete**.

Viewing and replying to text messages

Search for text in a message, in a file, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a web page, press the ![key] key > **Find** or **Find on Page**.
2. Type the text.
3. Press the **Enter** key.

To search for the next instance of the text, press the ![key] key > **Find Next**.

View filed messages

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **View Folder**.
3. Click a folder.

Delete messages

On the Home screen, click the **Messages** icon.
- To delete a message, highlight the message. Press the ![key] key > **Delete**.
- To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key. Press the ![key] key > **Delete Messages**.
- To delete all messages prior to a certain date, highlight a date field. Press the ![key] key > **Delete Prior** > **Delete**.

Note: Email that you delete using the Delete Prior menu item is not deleted from the email application on your computer during email reconciliation.

Delete the history from a text message

Do one of the following:
- To delete an individual message from the history, highlight the message. Press the ![key] key > **Delete Message**.

- To delete all the messages from the history and keep the chat open, when you are replying to a message, press the ![key] key > **Clear Conversation**.
- To delete all the messages from the history and close the chat, in your list of text messages, highlight a message. Press the ![key] key > **Delete**.

Save a media file from a text message

1. In a text message, open an attachment.
2. Press the ![key] key.
3. Click **Save <media type>**.
4. Click **Save**.

Save a contact attachment from a text message

If you receive a vCard® contact attachment in a text message, you can save it so that the contact information is added to your contact list.

1. In a text message, highlight a vCard contact attachment.
2. Press the ![key] key > **View Attachment**.
3. Press the ![key] key > **Add to Contacts**.

Add an appointment to your calendar from a text message

1. In a text message, highlight an iCalendar attachment.
2. Press the ![key] key > **View Appointment**.
3. Press the ![key] key > **Add To Calendar**.

Change the appearance of text messages

1. On the Home screen, click the **Text Messages** icon.
2. Press the ![key] key > **Options** > **Text Messaging**.
3. In the **General Text Messaging Options** section, change the **Conversation Style** field.
4. Press the ![key] key > **Save**.

Show names in the history of text messages

1. On the Home screen, click the **Text Messages** icon.
2. Press the ![key] key > **Options** > **Text Messaging**.
3. In the **General Text Messaging Options** section, select the **Show Names** check box.
4. If you want to change your display name, beside the **Display Name** field, type a name. This name appears only in the history of your text messages, and not in messages that you send.
5. Press the ![key] key > **Save**.

Change how a message inbox displays messages

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

2. Press the [key] key > **Options** > **Message Display and Actions**.
    - To change the order of the subject line and sender, change the **Display Order** field.
    - To change how messages are separated, change the **Separators** field.
3. Press the [key] key > **Save**.

Options for text messages

Stop receiving text messages when roaming

1. On the Home screen, click the **Text Messages** icon.
2. Press the [key] key > **Options** > **Text Messaging**.
3. In the **MMS** section, set the **Multimedia Reception** field and **Automatic Retrieval** field to **Home Only**.
4. Press the [key] key > **Save**.

Block text messages

1. On the Home screen, click the **Text Messages** icon.
2. Press the [key] key > **Options** > **Text Messaging**.
3. In the **MMS** section, in the **Message Filtering** section, select the **Reject Anonymous Messages** check box or **Reject Advertisements** check box.
4. Press the [key] key > **Save**.

Store text messages on your SIM card

Depending on your wireless service provider and wireless network, this feature might not be supported.

If your BlackBerry® device uses a SIM card and you set your SIM card to store text messages, your text messages still appear in the Messages application.

1. On the Home screen, click the **Messages** icon.
2. Press the [key] key > **Options** > **Text Messaging**.
3. Change the **Leave Messages On SIM Card** field to **Yes**.
4. Press the [key] key > **Save**.

To stop storing text messages on your SIM card, change the **Leave Messages On SIM Card** field to **No**. If you change this field to No, your text messages are deleted from your SIM card.

Set how long your device stores messages

1. On the Home screen, click the **Messages** icon.
2. Press the [key] key > **Options** > **Message Display and Actions**.
3. Change the **Days To Keep Messages** field.
4. Press the [key] key > **Save**.

Turn off AutoText for SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Disable AutoText** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Set how long your service center attempts to send text messages

If you send a text message and it cannot be delivered immediately, your service center tries to send the text message for the number of times that is set in the Retries field. Depending on your wireless service provider, this option might not appear.

1. On the Home screen, click the **Text Messages** icon.
2. Press the ⚏ key > **Options** > **Text Messaging**.
3. In the **SMS Text** section, change the **Retries** field.
4. Press the ⚏ key > **Save**.

Set a wireless network type for sending text messages

Depending on your wireless service provider and wireless network, this feature might not be supported.

1. On the Home screen, click the **Text Messages** icon.
2. Press the ⚏ key > **Options** > **Text Messaging**.
3. In the **SMS Text** section, do one of the following:
   - To use only one network type to send text messages, change the **Network To Send Over** field to **Circuit Switched** or **Packet Switched**.
   - To use either network type to send text messages, which might be beneficial when roaming, change the **Network To Send Over** field to **Circuit Switched Preferred** or **Packet Switched Preferred**.
4. Press the ⚏ key > **Save**.

Open a new message automatically when you remove your device from your holster

1. On the Home screen, click the **Messages** icon.
2. Press the ⚏ key > **Options** > **Message Display and Actions**.
3. Change the **Auto Open Newest Message After Removing Device From Holster** field.
4. Press the ⚏ key > **Save**.

Hide the new or unopened message indicator

1. On the Home screen, click the **Messages** icon.
2. Press the ⚏ key > **Options** > **Message Display and Actions**.
   - To hide the new message indicator, clear the **Display New Message Indicator** check box.
   - To hide the unopened message indicator, change the **Display Message Count** field to **None**.
3. Press the ⚏ key > **Save**.

Turn off the prompt that appears before you delete a message

1. On the Home screen, click the **Messages** icon.
2. Press the [⬚] key > **Options** > **Message Display and Actions**.
3. Clear the **Confirm Delete** check box.
4. Press the [⬚] key > **Save**.

Turn off the prompt that appears when you mark messages as opened

1. On the Home screen, click the **Messages** icon.
2. Press the [⬚] key > **Options** > **Message Display and Actions**.
3. Clear the **Confirm Mark Prior Opened** check box.
4. Press the [⬚] key > **Save**.

Cell broadcasting

About cell broadcasting

Cell broadcasting is designed to enable wireless service providers to use SMS text messaging to send information to all BlackBerry® devices in a specific 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 send different cell broadcast messages. For example, one cell broadcast channel might send regular weather forecasts while another might send traffic reports.

Turn on cell broadcasting

To perform this task, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card with a cell broadcast channel or provide you with the ID for a cell broadcast channel.

Depending on your wireless service provider and the wireless network that your device is connected to, this feature might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcast Settings**.
3. Select the **Cell Broadcasting Service** check box.
    *   If one or more cell broadcast channels appear on the screen, select the check box beside the channel.
    *   If no cell broadcast channels appear on the screen, highlight the **Empty** field. Press the [⬚] key > **Add Channel**. Type the channel ID and a nickname. Click **OK**.
4. Select the check box beside a language.
5. Press the [⬚] key > **Save**.

To turn off cell broadcasting, clear the **Cell Broadcasting Service** check box. Before you turn off cell broadcasting, verify that your wireless service provider does not use cell broadcasting to manage services, such as preferred rates, based on your location.

Stop receiving messages from a cell broadcast channel

Verify that your wireless service provider does not use the cell broadcast channel to manage services, such as preferred rates, based on your location.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcast Settings**.
3. In the **Channels** section, highlight a cell broadcast channel.
4. Press the ⸬⸬ key.
   - To stop receiving messages from the cell broadcast channel, click **Disable**.
   - To delete the cell broadcast channel, click **Delete Channel**.

Rename a cell broadcast channel

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcast Settings**.
3. In the **Channels** section, highlight a cell broadcast channel.
4. Press the ⸬⸬ key > **Set Nickname**.
5. Type a name for the cell broadcast channel.
6. Click **OK**.
7. Press the ⸬⸬ key > **Save**.

Security options for messages

Block incoming messages

If your email account uses a BlackBerry® Enterprise Server, you might not be able to block or unblock PIN messages from contacts within your organization, from contacts outside of your organization, or both. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. Select the check box beside one or more message types.
4. Press the ⸬⸬ key > **Save**.

Note: Even though you do not receive blocked messages on your BlackBerry device, blocked messages might contribute to data usage in your wireless service plan. You can stop email messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or by using email message filters.

Allow messages from contacts in your contact list or allowed sender list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.

3. Select the **Contacts** check box or the **Specific address** check box.
4. Press the ![key] key > **Save**.

Add a contact to your allowed sender list

To perform this task, you must set the security firewall to allow messages from specific addresses. This setting allows you to receive messages from contacts in your allowed sender list.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. Press the ![key] key > **Configure Exceptions**.
4. Press the ![key] key.
5. Click one of the following menu items:
   - **Add Email Address**
   - **Add Phone Number**
   - **Add PIN**
6. Type the contact information.
7. Press the ↵ key on the keyboard.
8. Press the ![key] key > **Save**.

Reset a blocked message counter

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. Highlight a message type.
4. Press the ![key] key > **Reset Count** or **Reset All Counts**.

Attachments

About files and attachments

You can view and download attachments and save them to the BlackBerry® device memory or on a media card. If your email account uses a BlackBerry® Enterprise Server that supports accessing files on your organization's network, you can preview files from your organization's network and save the files to your device or attach them directly to email messages without downloading them. You can use the Files application to view a list of all the files that are saved on your device. You can also rename, move, and delete files on your organization's network from your device.

To change attachments or files that you download, you can use third-party editing applications, such as Documents to Go®, that are designed for use on BlackBerry devices.

Open a file or an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, meeting invitation, or calendar entry, press the [::] key.
2. If necessary, click **Retrieve Attachment Information**.
3. Click **Open Attachment**.
4. If necessary, on the **Attachments** screen, click an attachment.
5. If necessary, in the dialog box, select an option.

Save a file or an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, in a calendar entry, or on a web page, do one of the following:
    - If there is only one attachment in a message or calendar entry, press the [::] key.
    - If there are multiple attachments in a message or calendar entry, highlight an attachment. Press the [::] key.
    - If you are downloading a file from a web page, press the [::] key.
2. Click **Download Attachment** or **Download File**.
3. Highlight the folder that you want to save the file or attachment in.
4. Press the [::] key > **Select Here**.

To stop downloading an attachment, in a message, highlight an attachment that you are downloading. Press the [::] key > **Cancel Download**.

Send a file as an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the [::] key > **Send**.
4. Click a message type.

Open a link in a file or an attachment

Some files might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.
1. In a file, highlight a link.
2. Press the [::] key > **Get Link** or **Retrieve**.

To return to the file, press the ⬑ key.

Set font options for a file or an attachment

1. In a file or an attachment, press the ⚏ key > **Options**.
2. Change the font fields.
3. Press the ⚏ key > **Save**.

View properties for a file

You can view the size, author, publication date, and other properties of a file.
1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the ⚏ key > **Properties**.

vCard contact attachments

About vCard contact attachments

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

Add a contact to your contact list from a contact attachment

In a contact attachment, press the ⚏ key > **Add to Contacts** or **Update Contact**.

S/MIME-protected messages

S/MIME-protected message basics

About signing and encrypting messages

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can digitally sign or encrypt messages to add another level of security to email and PIN messages that you send from your BlackBerry device. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message has not been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your device uses the email address in your contact list to locate a PGP® key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email and PIN messages.
1. When you are composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

Encrypt a message with a pass phrase

Your BlackBerry® device can encrypt email and PIN messages using a pass phrase shared between the sender and recipient.
1. In an unsent message, set the **Encoding** field to **Encrypt** or **Sign and Encrypt**.
2. Press the ⊞ key > **Options**.
3. Select the **Use Password-Based Encryption** check box.
4. In the **Allowed Content Ciphers** section, select the check box beside one or more allowed content ciphers.
5. If you are signing the message, in the **Signing Options** section, select a certificate.
6. Press the ⊞ key > **Save**.
7. Type your message.
8. Press the ⊞ key > **Send**.
9. Type a pass phrase to encrypt the message.
10. Confirm the pass phrase.
11. Click **OK**.

Using a secure method, let the recipient know what the pass phrase is.

Attach a certificate to a message

You can attach a certificate to email and PIN messages.
1. When composing a message, press the ⊞ key > **Attach** > **Certificate**.
2. Highlight a certificate.
3. Press the ⊞ key > **Continue**.

Download the certificate used to sign or encrypt a message

If a certificate is not included in a received message or is not already stored in the key store on your BlackBerry® device, you can download the certificate.
1. In a message, highlight the encryption indicator or a digital signature indicator.
2. Press the ⊞ key > **Fetch Sender's Certificate**.

Add a certificate from a message

1. In a message, highlight a digital signature indicator.
2. Press the [::] key > **Import Sender's certificate**.

Add a certificate from an attachment

1. In a message, click the certificate attachment.
2. Click **Retrieve Certificate Attachment**.
3. Click the certificate.
4. Click **Import Certificate**.

Attachment indicators in S/MIME-protected messages

Indicator	Description
	The message includes a certificate attachment.
	The message includes multiple certificate attachments.
	The message includes a certificate server attachment.

Add connection information for a certificate server from a message

1. In a message, highlight the certificate server indicator.
2. Press the [::] key > **Import Server**.

View the certificate used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the [::] key > **Display Sender's Certificate** or **Display Encryption Certificate**.

View encryption information for a weakly encrypted message

1. In a weakly encrypted message, highlight the encryption status indicator.
2. Press the [::] key > **Encryption Details**.

S/MIME-protected message status

Digital signature indicators for S/MIME-protected messages

Indicator	Description
	Your BlackBerry® device verified the digital signature.
	Your device cannot verify the digital signature.
	Your device requires more data to verify the digital signature.
	Your device trusts the certificate chain.
	The sender's email address does not match the email address of the certificate subject, or the sender's certificate is revoked, is not trusted, cannot be verified, or is not on your device.
	The certificate is weak, the certificate status is not current, or your device requires more data to verify the trust status of the certificate.
	The sender's certificate is expired.

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

Indicator	Description
	The message is strongly encrypted.
	The message is weakly encrypted.

S/MIME-protected message options

Change your signing or encryption certificate

Your BlackBerry® device uses your encryption certificate to encrypt messages in the Sent Items folder and includes your encryption certificate in messages that you send so that recipients can encrypt their reply messages.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
3. In the **Signing Options** section or the **Encryption Options** section, change the **Certificate** field.

4. Press the ⚏ key > **Save**.

Change options for downloading attachments in encrypted messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
   - To download attachments in encrypted messages automatically, change the **Allow encrypted attachment viewing and retrieve encrypted attachment information** field to **Automatically**.
   - To download attachments in encrypted messages manually, change the **Allow encrypted attachment viewing and retrieve encrypted attachment information** field to **Manually**.
   - To prevent your BlackBerry® device from downloading attachments in encrypted messages, change the **Allow encrypted attachment viewing and retrieve encrypted attachment information** field to **Never**.
3. Press the ⚏ key > **OK**.

Change the default signing and encryption option

Your BlackBerry® device is designed to use the default signing and encryption option when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the signing and encryption option that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. Change the **Default Encoding** field.
4. Press the ⚏ key > **Save**.

About message classifications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the sent items folder.

Change the default message classification

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry device is designed to use the default message classification when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the message classification that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.

3. Change the **Default Encoding** field.
4. Press the ⌗ key > **Save**.

Change the size of S/MIME indicators in messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
3. Change the **Message Viewer Icons** field.
4. Press the ⌗ key > **Save**.

Change the encryption algorithms for S/MIME-protected messages

If a message has multiple recipients, your BlackBerry® device uses the first selected encryption algorithm in the list that all recipients are known to support.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
3. Select the check box beside one or more encryption algorithms.
4. Press the ⌗ key > **Save**.

Request delivery notification for signed S/MIME-protected messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
3. Select the **Request S/MIME Receipts** check box.
4. Press the ⌗ key > **Save**.

Turn off the prompt that appears before an S/MIME-protected message is truncated

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
3. Change the **Message truncation mode** field to **Send Anyway** or **More All and Send**.
4. Press the ⌗ key > **Save**.

To turn on the prompt again, change the **Message truncation mode** field to **Prompt User**.

Turn off the prompt that appears when you use an S/MIME certificate that is not recommended for use

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
3. Clear the **Warn about problems with my certificates** check box.
4. Press the ⌗ key > **Save**.

To turn on the prompt again, select the **Warn about problems with my certificates** check box.

S/MIME-protected message troubleshooting

Some signing and encryption options are not available on my device

Try performing the following actions:
- Verify that the email account that you are using supports all signing and encryption options.
- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I cannot open an attachment in an encrypted message

The attachment information might not be available on the BlackBerry® Enterprise Server, your administrator might have set options to prevent you from opening attachments in encrypted messages, or you might have received the message from an email account that does not support attachments in encrypted messages.

You cannot open an attachment in a PGP® protected message that was encrypted using the OpenPGP format by an IBM® Lotus Notes® client working with PGP® Desktop Professional or that was encrypted by the PGP® Universal Server.

IBM Lotus Notes native encrypted messages

About IBM Lotus Notes native encrypted messages

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can read messages on your BlackBerry device that are sent using IBM® Lotus Notes® native encryption. You might also be able to send, forward, or reply to messages using IBM Lotus Notes native encryption.

Before you can send or receive IBM Lotus Notes native encrypted messages, you must import your IBM Lotus Notes ID file using Lotus® iNotes® (previously known as IBM® Lotus® Domino® Web Access) or using the BlackBerry® Desktop Software. For more information about importing your IBM Lotus Notes ID file using the BlackBerry Desktop Software, see the Help in the BlackBerry Desktop Software. When you send or receive IBM Lotus Notes native encrypted messages, you might be prompted to type your IBM Lotus Notes ID password.

Prerequisites: IBM Lotus Notes native encryption

- Your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server for IBM® Lotus® Domino®.
- Your computer must be running IBM® Lotus® Notes® 7.0 or later with an email account on an IBM Lotus Domino server 7.0 or later.
- You must import your IBM Lotus Notes ID file using Lotus® iNotes® (previously known as IBM® Lotus® Domino® Web Access), or using the BlackBerry® Desktop Software.

Encrypt a message using IBM Lotus Notes native encryption

1. When composing, forwarding or replying to a message, change the **Encoding** field to **Lotus Notes Encryption**.
2. If you are prompted, type your IBM® Lotus Notes® ID password.

PGP protected messages

PGP protected message basics

About signing and encrypting messages

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can digitally sign or encrypt messages to add another level of security to email and PIN messages that you send from your BlackBerry device. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message has not been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your device uses the email address in your contact list to locate a PGP® key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email and PIN messages.
1. When you are composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

Encrypt a PGP protected message with a pass phrase

By default, your BlackBerry® device uses your PGP® key to encrypt messages.
1. When composing a message, change the **Encoding** field to one that uses encryption.
2. Press the ⊞ key > **Options**.
3. Change the **Use Conventional Encryption** field to **Yes**.
4. Press the ⊞ key > **Save**.

Using a secure method, let the recipient know what the pass phrase is.

Attach a PGP key to a message

You can attach a PGP® key to email messages and PIN messages.

1. When composing a message, press the ⬚ key > **Attach** > **PGP Keys**.
2. Highlight a PGP key.
3. Press the ⬚ key > **Continue**.

Download the PGP key used to sign or encrypt a message

If a PGP® key is not included in a received message or is not already stored in the key store on your BlackBerry® device, you can download the PGP key. If you use the PGP® Universal Server, you might not be able to download the sender's PGP key, or your device might download the sender's PGP key from the PGP Universal Server automatically.

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the ⬚ key > **Fetch Sender's PGP key**.

Add a PGP key from a message

If you use the PGP® Universal Server, you might not be able to add PGP keys from messages.

1. In a message, highlight a digital signature indicator.
2. Press the ⬚ key > **Import PGP Key**.

Add a PGP key from an attachment

If you use the PGP® Universal Server, you might not be able to add PGP keys from attachments.

1. In a message, click the PGP key attachment.
2. Click **Retrieve PGP Attachment**.
3. Click the PGP key.
4. Click **Import PGP Key**.

Attachment indicators in PGP protected messages

Indicator	Description
🔖	The message includes a PGP® key attachment.
🔖	The message includes multiple PGP key attachments.
🔖	The message includes a certificate server attachment.

Add connection information for a certificate server from a message

1. In a message, highlight the certificate server indicator.
2. Press the ⬚ key > **Import Server**.

View the PGP key used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the key > **Display Sender's PGP Key** or **Display Encryption PGP Key**.

PGP protected message status

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

:

The message is strongly encrypted.

?:

The message is weakly encrypted.

Digital signature indicators for PGP protected messages

Indicator	Description
	Your BlackBerry® device verified the digital signature.
	Your device cannot verify the digital signature.
	Your device requires more data to verify the digital signature.
	Your device trusts the sender's PGP® key.
	The sender's email address does not match the email address in the key, or the sender's PGP key is revoked, is not trusted, cannot be verified, or is not on your device.
	The key status is not current, or your device requires more data to verify the trust status of the key.
	The sender's PGP key is expired.

PGP protected message options

Change your signing and encryption key

Your BlackBerry® device uses your PGP® key to encrypt messages in the Sent Items folder and includes your PGP public key in messages that you send so that recipients can encrypt their reply messages.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Change the **Default Key** field.
4. Press the [⠿] key > **Save**.

Change options for downloading attachments in encrypted messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Do one of the following:
   - To download attachments in encrypted messages automatically, change the **Allow encrypted attachment viewing and retrieve encrypted attachment information** field to **Automatically**.
   - To download attachments in encrypted messages manually, change the **Allow encrypted attachment viewing and retrieve encrypted attachment information** field to **Manually**.
   - To prevent your BlackBerry® device from downloading attachments in encrypted messages, change the **Allow encrypted attachment viewing and retrieve encrypted attachment information** field to **Never**.
4. Press the [⠿] key > **OK**.

Change the default signing and encryption option

Your BlackBerry® device is designed to use the default signing and encryption option when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the signing and encryption option that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. Change the **Default Encoding** field.
4. Press the [⠿] key > **Save**.

About message classifications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the sent items folder.

Change the default message classification

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry device is designed to use the default message classification when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the message classification that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Default Encoding** field.
4. Press the ⸬ key > **Save**.

Change the size of PGP indicators in messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Change the **Message Viewer Icons** field.
4. Press the ⸬ key > **Save**.

Change the encryption algorithms for PGP protected messages

If a message has multiple recipients, your BlackBerry® device uses the first selected encryption algorithm in the list that all recipients are known to support.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Select the check box beside one or more encryption algorithms.
4. Press the ⸬ key > **Save**.

Turn off the prompt that appears before a PGP protected message is truncated

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Change the **Message truncation mode** field to **Send Anyway** or **More All And Send**.
4. Press the ⸬ key > **Save**.

To turn on the prompt again, change the **Message truncation mode** field to **Prompt User**.

Turn off the prompt that appears when you use a PGP key that is not recommended for use

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Clear the **Warn about problems with my PGP keys** check box.
4. Press the ⸬ key > **Save**.

To turn on the prompt again, select the **Warn about problems with my PGP keys** check box.

Troubleshooting: PGP protected messages

Some signing and encryption options are not available on my device

Try performing the following actions:
- Verify that the email account that you are using supports all signing and encryption options.
- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I cannot open an attachment in an encrypted message

The attachment information might not be available on the BlackBerry® Enterprise Server, your administrator might have set options to prevent you from opening attachments in encrypted messages, or you might have received the message from an email account that does not support attachments in encrypted messages.

You cannot open an attachment in a PGP® protected message that was encrypted using the OpenPGP format by an IBM® Lotus Notes® client working with PGP® Desktop Professional or that was encrypted by the PGP® Universal Server.

Message shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

In a message

Reply to a message	Press **R**
Reply to all in an email or a PIN message	Press **L**
Forward a message	Press **F**
File an email message	Press **I**
View or hide the email address of a contact	Highlight the contact in the **To** or **From** field. Press **Q**.
Move to the last cursor position after you close and reopen a received email or PIN message	Press **G**
Move to the next message	Press **N**
Move to the previous message	Press **P**

In your message inbox

Open a message	Press the ⏎ key.
Compose a message from a message inbox	Press **C**

Mark a message as opened or unopened	Press the **Alt** key and **U**.
Add a flag to a message	Press **W**
View all flagged messages	Press the **Alt** key and **F**.
View received messages and received call logs	Press the **Alt** key and **I**.
View sent messages	Press the **Alt** key and **O**.
View voice mail messages	Press the **Alt** key and **V**.
View text messages	Press the **Alt** key and **S**.
View call logs	Press the **Alt** key and **P**.
View all your messages	Press the [⤺] key.

Move around your message inbox

Move up a screen	Press the **Shift** key and the **Space** key.
Move down a screen	Press the **Space** key.
Move to the top of a message inbox	Press **T**
Move to the bottom of a message inbox	Press **B**
Move to the next unopened item	Press **U**
Move to the next related message	Press **J**
Move to the previous related message	Press **K**

File and attachment shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Search for text in a file or an attachment	Press **F**
Move to the last cursor position after closing and reopening a file or an attachment	Press **G**

In a spreadsheet

Move to a specific cell	Press **G**
View the content of a cell	Press the **Space** key
Switch worksheets	Press **V**. Highlight a worksheet. Press the **Enter** key.
View or hide columns or rows	Press **H**

In a presentation

Switch presentation views	Press **M**
Move to the next slide when viewing a presentation in slide view	Press **N**
Move to the previous slide when viewing a presentation in slide view	Press **P**
Move to the last cursor position after closing and reopening a presentation that you were viewing in text view or in text and slide view	Press **G**

Troubleshooting: Messages

I cannot send messages

Try the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If the menu item for sending a message does not appear, verify that you have added an email address, a PIN, or a phone number for your contact.
- If you created an email address or added an existing email address to your device using the email setup screen in the Setup application, 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), in the Setup application, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options** > **Host Routing Table**. Press the [::] key > **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

Related topics
Turn on or turn off data service or set roaming options, 212
Turn on or turn off a network connection, 14
Wireless coverage indicators, 210
Change or delete a contact, 162
Generate an encryption key, 245
Resend a message, 58

I am not receiving messages

Try 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 screen in the Setup application, 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), in the Setup application, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device.On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options** > **Host Routing Table**. Press the [::] key > **Register Now**.
- Verify that data service is turned on.
- If you use email filters, verify that the options for email filters are set correctly.
- Verify that email forwarding is turned on and that you have selected all the email folders, including your inbox folder, that you want to receive email from.
- If you have a Wi-Fi® enabled device and if your device uses a software token to connect to a Wi-Fi network or to log in to a VPN, reset your device and connect to the Wi-Fi network or log in to the VPN again.
- Verify that your device is not blocking messages. For more information, contact your administrator.

Related topics

I am not receiving email from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry® Desktop Software to reconcile email in personal folders. For more information, see the Help in the BlackBerry Desktop Software.

I cannot file email

Try the following actions:

- Verify that wireless email reconciliation is turned on.
- If your email folders do not appear on your BlackBerry® device, reconcile your email using the email settings tool of the BlackBerry® Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

Related topics

I cannot send text messages

Depending on your wireless service plan, this feature might not be supported.

Try 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.
- Verify that fixed dialing is turned off.

Related topics
Turn on or turn off a network connection, 14

I am not receiving text messages

Depending on your wireless service plan, this feature might not be supported.

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.

Some messages no longer appear on my device

If the application storage on your BlackBerry® device is full or you have more than 65,000 email messages, PIN messages, and text messages, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email that you delete in the email application on your computer is also deleted from your device.

A message or attachment does not appear or is truncated

Try the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the [::] key > **More** or **More All**.
- If you are downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

HTML email messages do not appear correctly

Try the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- Try downloading external pictures. Press the [::] key > **Get Images**.
- Try viewing your message in plain text. Press the [::] key > **Get Plain Text**.

Some email folders appear dimmed

If you cannot forward email from an email folder, the check box beside the folder appears dimmed.

Try the following actions:

- Wait for a few seconds. The email folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

Related topics
Reconcile email over the wireless network, 11

Email filters are not working correctly

Try the following actions:

- Verify that your email filters are turned on.
- Verify that your email filters appear in the order that you want your BlackBerry® device to apply them to email.

Related topics
Email filters, 68

I cannot turn on cell broadcasting

If your BlackBerry® device uses a SIM card, your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the check box beside all languages that your SIM card does not support.

I cannot attach a file to a text message

Depending on your wireless service provider, if you attach a video, you might not be able to attach another file or create a slide show.

Try the following actions:

- Verify that the file is a .vcf (vCard®) file, an .ics (iCalendar) file, or a media file (for example, a .jpg file, .gif file, or .midi file).
- Verify that the file is not copyright protected.
- If templates are available for your BlackBerry® device, use a blank template to compose your text message.

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

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

To view the shortcuts for viewing one type of message in a message inbox, view your list of saved searches.

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics
Feature availability, 14

A skipped content bar appears in a document

More content is available for you to download to your BlackBerry® device.

1. To download the content, click the skipped content bar.
2. Click **More**.

A question mark appears on a slide

A question mark appears on a slide if your BlackBerry® device has not downloaded the slide.

1. To download the slide, highlight the slide.
2. Press the ⚏ key > **Retrieve**.

The number of new or unopened messages is different than I expect

The number of new or unopened messages includes saved messages and filed messages.

If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email folder in the email application on your computer other than your inbox, your device files the message.

Related topics
View filed messages, 65

Files

File basics

About files and attachments

You can view and download attachments and save them to the BlackBerry® device memory or on a media card. If your email account uses a BlackBerry® Enterprise Server that supports accessing files on your organization's network, you can preview files from your organization's network and save the files to your device or attach them directly to email messages without downloading them. You can use the Files application to view a list of all the files that are saved on your device. You can also rename, move, and delete files on your organization's network from your device.

To change attachments or files that you download, you can use third-party editing applications, such as Documents to Go®, that are designed for use on BlackBerry devices.

Open a file or an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, meeting invitation, or calendar entry, press the ⌗ key.
2. If necessary, click **Retrieve Attachment Information**.
3. Click **Open Attachment**.
4. If necessary, on the **Attachments** screen, click an attachment.
5. If necessary, in the dialog box, select an option.

Save a file or an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, in a calendar entry, or on a web page, do one of the following:
   - If there is only one attachment in a message or calendar entry, press the ⌗ key.
   - If there are multiple attachments in a message or calendar entry, highlight an attachment. Press the ⌗ key.
   - If you are downloading a file from a web page, press the ⌗ key.
2. Click **Download Attachment** or **Download File**.
3. Highlight the folder that you want to save the file or attachment in.
4. Press the ⌗ key > **Select Here**.

To stop downloading an attachment, in a message, highlight an attachment that you are downloading. Press the ⌗ key > **Cancel Download**.

Search for a file that is saved on your device

1. On the Home screen, click the **Media** icon.
2. Press the [▞] key > **Explore**.
3. Navigate to the file.

To view the file, click the file. Depending on the file type, the file might not appear in its original format.

Related topics
About files and attachments, 85
Search for a file that is saved on your organization's network, 107

Search for a file that is saved on your organization's network

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Files** icon.
2. In the **Go To** field, type the path for the file.
3. If necessary, type the credentials that you use to connect to your organization's network.

To view the file, click the file. Depending on the file type, the file might not appear in its original format.

Related topics
About files and attachments, 85
Search for a file that is saved on your device, 107

Save a file from your organization's network to your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

When you save a file from your organization's network to your BlackBerry device, the file is saved in its original format.

1. On the Home screen or in a folder, click the **Files** icon.
2. Find and highlight a file.
3. Press the [▞] key > **Copy**.
4. Navigate to a location.
5. Click a folder.
6. Press the [▞] key > **Paste**.

Related topics
Search for a file that is saved on your organization's network, 107
Send a file as an attachment, 86

Send a file as an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the ⊞ key > **Send**.
4. Click a message type.

Open a link in a file or an attachment

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

1. In a file, highlight a link.
2. Press the ⊞ key > **Get Link** or **Retrieve**.

To return to the file, press the ⊃ key.

Set font options for a file or an attachment

1. In a file or an attachment, press the ⊞ key > **Options**.
2. Change the font fields.
3. Press the ⊞ key > **Save**.

Managing files and attachments

View properties for a file

You can view the size, author, publication date, and other properties of a file.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the ⊞ key > **Properties**.

Move, rename, or delete a file

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the ⊞ key.
   - To move a file, click **Cut**. Navigate to a location. Click **Paste**.
   - To rename a file, click **Rename**. Type a name for the file. Click **Save**.

- To delete a file, click **Delete**.

Open a password-protected .pdf file

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a .pdf file, when the "Password protected document" message appears, press the ⎌ key.
2. Press the ▦ key > **Password**.
3. Type the password.
4. Press the ↵ key on the keyboard.
5. Press the ▦ key > **Retrieve** > **Yes**.

View tracked changes in a document

In a document, press the ▦ key > **Show Changes**.

To hide tracked changes, press the ▦ key > **Hide Changes**.

View the table of contents in a document

Depending on the document type, you might not be able to view the table of contents.

In a document, press the ▦ key > **Table of Contents**.

To move to a specific heading, click a heading. Click **Jump**.

Move around a spreadsheet

In a spreadsheet, press the ▦ key.

- To move to a specific cell, click **Go to Cell**. Type the cell co-ordinates. Press the ↵ key on the keyboard.
- To switch worksheets, click **Next Sheet** or **Prev Sheet**.
- To view a list of worksheets, click **Table of Contents**.
- To move to a specific worksheet, click **Table of Contents**. Click a worksheet. Click **View**.

View the content of a cell

In a spreadsheet, click a spreadsheet cell.

Change the size of a column

In a spreadsheet, do one of the following:
- To change the size of a column, click the column label. Click a size.

- To view all the text in a 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 upper-left corner of the spreadsheet. Click a size.
- To change the column size for all spreadsheets, press the ⊞ key > **Options**. Change the **Column Width** field. Press the ⊞ key > **Save**.

Set display options for a spreadsheet

1. In a spreadsheet, press the ⊞ key > **Options**.
   - To view the gridlines in the spreadsheet, change the **Show Gridlines** field to **Yes**.
   - To label spreadsheet rows with numbers and columns with letters, change the **Display Labels** field to **Yes**.
2. Press the ⊞ key > **Save**.

Move around pages in a multipage .tif file

In a multipage .tif file, press the ⊞ key.
- To view a list of pages in a multipage .tif file, click **Table of Contents**.
- To move to a specific page in a multipage .tif file, click **Table of Contents**. Click a page. Click **View**.
- To switch pages in a multipage .tif file, click **Next Page** or **Prev Page**.

Switch presentation views

In a presentation, press the ⊞ key.
- To view text only, click **View Text**.
- To view text and slides, click **View Both**.

To view the presentation in its original format, click **View Slides**.

Switch slides

In a presentation, press the ⊞ key > **Next Slide** or **Prev Slide**.

Rotate or zoom in to or out from a slide

When viewing a presentation in slide view, press the ⊞ key.
- To rotate a slide, click **Rotate**.
- To zoom in to or zoom out from a slide, click **Zoom In** or **Zoom Out**.
- To zoom back to the original slide size, press the ⊞ key > **Fit to Screen**.

Save a slide

1. When viewing a presentation in slide view, press the ⊞ key > **Save Slide**.

2. Type a name for the file.
3. Click **Save**.

File and attachment shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Search for text in a file or an attachment	Press **F**
Move to the last cursor position after closing and reopening a file or an attachment	Press **G**

In a spreadsheet

Move to a specific cell	Press **G**
View the content of a cell	Press the **Space** key
Switch worksheets	Press **V**. Highlight a worksheet. Press the **Enter** key.
View or hide columns or rows	Press **H**

In a presentation

Switch presentation views	Press **M**
Move to the next slide when viewing a presentation in slide view	Press **N**
Move to the previous slide when viewing a presentation in slide view	Press **P**
Move to the last cursor position after closing and reopening a presentation that you were viewing in text view or in text and slide view	Press **G**

Troubleshooting: Attachments

A skipped content bar appears in a document

More content is available for you to download to your BlackBerry® device.

1. To download the content, click the skipped content bar.
2. Click **More**.

A message or attachment does not appear or is truncated

Try the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the [▦] key > **More** or **More All**.
- If you are downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

A question mark appears on a slide

A question mark appears on a slide if your BlackBerry® device has not downloaded the slide.

1. To download the slide, highlight the slide.
2. Press the [▦] key > **Retrieve**.

Media

Music

Play a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Click a media file.
   - To play a media file, click the ▶ icon.
   - To pause a media file, click the ❙❙ icon.
   - To stop a media file, click the ■ icon.
   - To move to the next media file, click the ▶❙ icon.
   - To move to the previous media file or the beginning of the media file that is currently playing, click the ❙◀ icon.
   - To fast-forward or rewind a media file, click the progress bar. On the trackpad, slide your finger to the right or left. Click the progress bar again.

Shuffle or repeat songs

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Do one of the following:
   - To shuffle and play all of your songs, click **Shuffle Songs**.
   - To shuffle all the songs by an artist, or in an album, genre, or playlist, find and highlight one of these categories. Press the [⠿] key > **Shuffle**.
   - To repeat the song, playlist, album, or artist that is currently playing, press the [⠿] key > **Repeat** > **Current Song**, **Playlist**, **Album**, or **Artist**.

To stop shuffling songs, press the [⠿] key > **Shuffle**. To stop repeating songs, press the [⠿] key > **Repeat** > **Off**.

Related topics
Change the order of songs in a playlist, 114

Playlists

Create a standard or an automatic playlist

You create a standard playlist by manually adding songs that are on your BlackBerry® device memory or media card. You create an automatic playlist by specifying criteria for artists, albums, or genres of music. The songs that meet all of the criteria are automatically added to the playlist.

1. On the Home screen, click the **Media** icon > **Music** icon.

2. Click **Playlists** > **New Playlist**.
   - To create a standard playlist, click **Standard Playlist**. Type a name for the playlist. Click **Add Songs**. Click a song.
   - To create an automatic playlist, click **Automatic Playlist**. Type a name for the playlist. Click the plus sign (+) to add criteria for artists, albums, or genres.
3. Press the ⊞ key > **Save**.

Add the song that is playing to a playlist

1. When playing a song, press the ⊞ key > **Add To Playlist**.
2. Click a playlist.

Change the order of songs in a playlist

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists**.
3. Click a standard playlist.
4. Highlight a song.
5. Press the ⊞ key > **Move**.
6. Click the new location.
7. Press the ⊞ key > **Save**.

Related topics

Delete a song from a playlist

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists**.
3. Click a standard playlist.
4. Highlight a song.
5. Press the ⊞ key > **Remove** > **OK**.
6. Press the ⊞ key > **Save**.

Rename or delete a playlist

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists**.
3. Highlight a playlist.
4. Press the ⊞ key.
   - To rename the playlist, click **Rename**. Type a name for the playlist. Click **OK**.
   - To delete the playlist, click **Delete**.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the ![key] key on the top of your device. To turn off mute, press the ![key] key again. If you press the ![key] key during a call, your device mutes the call so that you can hear others on the call, but they cannot hear you.

Related topics

Mute a call, 38
Amplify the volume using the audio boost feature, 115
Improve sound quality for media files, 115

Amplify the volume using the audio boost feature

The audio boost feature allows you to amplify the volume more than the normal volume settings allow for songs, ring tones, and videos.

1. On the Home screen, click the **Media** icon.
2. Press the ![key] key > **Media Options**.
3. Select the **Audio Boost** check box.
4. Read the warning on the screen and if you want to proceed, click **Yes**.
5. Press the ![key] key > **Save**.

Improve sound quality for media files

Depending on your BlackBerry® device model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your device.

1. On the Home screen, click the **Media** icon.
2. Press the ![key] key > **Media Options**.
3. Change the **Headset Music EQ** field.
4. Press the ![key] key > **Save**.

Rename, move, copy, or delete an audio file or a video file

You can rename only media files that you added.

1. On the Home screen, click the **Media** icon.
2. Press the ![key] key > **Explore**.
3. Find and highlight an audio file or a video file.
4. Press the ![key] key.
   - To rename the file, click **Rename**. Type a name for the file. Click **Save**.
   - To move or copy the file to another location, click **Cut** or **Copy**. Find the location that you want to move or copy the file to. Press the ![key] key > **Paste**.
   - To delete the file, click **Delete**.

View properties for a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Highlight a media file.
5. Press the ⊞ key > **Properties**.

Podcasts

Play a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Click a media file.
   - To play a media file, click the ▶ icon.
   - To pause a media file, click the ▌▌ icon.
   - To stop a media file, click the ■ icon.
   - To move to the next media file, click the ▶▌ icon.
   - To move to the previous media file or the beginning of the media file that is currently playing, click the ▌◀ icon.
   - To fast-forward or rewind a media file, click the progress bar. On the trackpad, slide your finger to the right or left. Click the progress bar again.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the 🔇 key on the top of your device. To turn off mute, press the 🔇 key again. If you press the 🔇 key during a call, your device mutes the call so that you can hear others on the call, but they cannot hear you.

Related topics

Mute a call, 38
Amplify the volume using the audio boost feature, 115
Improve sound quality for media files, 115

Amplify the volume using the audio boost feature

The audio boost feature allows you to amplify the volume more than the normal volume settings allow for songs, ring tones, and videos.

1. On the Home screen, click the **Media** icon.

2. Press the [≡] key > **Media Options**.
3. Select the **Audio Boost** check box.
4. Read the warning on the screen and if you want to proceed, click **Yes**.
5. Press the [≡] key > **Save**.

Improve sound quality for media files

Depending on your BlackBerry® device model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your device.
1. On the Home screen, click the **Media** icon.
2. Press the [≡] key > **Media Options**.
3. Change the **Headset Music EQ** field.
4. Press the [≡] key > **Save**.

Videos

Play a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Click a media file.
    - To play a media file, click the ▶ icon.
    - To pause a media file, click the ❙❙ icon.
    - To stop a media file, click the ■ icon.
    - To move to the next media file, click the ▶❙ icon.
    - To move to the previous media file or the beginning of the media file that is currently playing, click the ❙◀ icon.
    - To fast-forward or rewind a media file, click the progress bar. On the trackpad, slide your finger to the right or left. Click the progress bar again.

Keep backlighting on when you play a video

By default, the backlighting is designed to turn off after a period of time to conserve battery power.
1. On the Home screen, click the **Media** icon.
2. Press the [≡] key > **Media Options**.
3. Clear the **Turn Off Auto Backlighting** check box.
4. Press the [≡] key > **Save**.

Display closed captions in videos

You can turn on closed captioning so that text displays on the screen when you play video files that support closed captioning.
1. On the Home screen, click the **Media** icon.
2. Press the [ ] key > **Options**.
3. Select the **Display Closed Captions** check box.
4. If necessary, change the **Appearance** field, **Position** field, and **Font Scale** field.
5. Press the [ ] key > **Save**.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the [ ] key on the top of your device. To turn off mute, press the [ ] key again. If you press the [ ] key during a call, your device mutes the call so that you can hear others on the call, but they cannot hear you.

Related topics

Improve sound quality for media files

Depending on your BlackBerry® device model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your device.
1. On the Home screen, click the **Media** icon.
2. Press the [ ] key > **Media Options**.
3. Change the **Headset Music EQ** field.
4. Press the [ ] key > **Save**.

Amplify the volume using the audio boost feature

The audio boost feature allows you to amplify the volume more than the normal volume settings allow for songs, ring tones, and videos.
1. On the Home screen, click the **Media** icon.
2. Press the [ ] key > **Media Options**.
3. Select the **Audio Boost** check box.
4. Read the warning on the screen and if you want to proceed, click **Yes**.
5. Press the [ ] key > **Save**.

Video camera

Depending on your BlackBerry® device model, the camera or video camera might not be supported or some camera or video camera features might not be available.

Record a video

To perform this task, you might need to have a media card inserted in your BlackBerry® device.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. To start recording, click the **record** icon.
3. To pause recording, click the **pause** icon.

Note: The approximate amount of storage space available for saving videos appears on the lower part of the screen when video recording is paused.

Related topics
Take a picture, 120

Turn on video lighting

In low lighting conditions, the video light can improve the quality of videos that you record.
1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the ⚏ key > **Options**.
3. Change the **Video Light** field to **On**.
4. Press the ⚏ key > **Save**.

Change the video size and format

The larger the video, the more storage space the video requires.
1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the ⚏ key > **Options**.
3. Change the **Video Format** field.
4. Press the ⚏ key > **Save**.

Related topics
View properties for a media file, 116

Change the location for storing videos that you take

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the ⚏ key > **Options**.

3. Change the **Folder** field.
4. Press the ⌗ key > **Save**.

Camera

Depending on your BlackBerry® device model, the camera or video camera might not be supported or some camera or video camera features might not be available.

Take a picture

1. On the Home screen, click the **Camera** icon.
2. If you have turned on digital zoom, on the trackpad, slide your finger up or down to zoom in or out.
3. Click the trackpad.

The picture is saved to the Camera Pictures folder in the Pictures application. To open the picture, click the picture preview at the bottom of the screen.

Related topics

Change the flash setting for pictures that you take

1. On the Home screen, click the **Camera** icon.
2. To switch between flash settings, click the flash icon at the bottom of the screen.

When you close the camera, the flash setting is saved.

Change the camera scene mode

You can change the scene mode in the camera to optimize the settings for different environments. Descriptions of the scene modes are available on the camera.
1. On the Home screen, click the **Camera** icon.
2. To change the camera scene mode, click the scene mode icon at the bottom of the screen.
3. Select a scene mode.

When you close the camera, the scene mode is saved.

Change the size of pictures that you take

The larger the picture is, the more storage space the picture requires.
1. On the Home screen, click the **Camera** icon.
2. Press the ⌗ key > **Options**.
3. Change the **Picture Size** field.

4. Press the ⬚ key > **Save**.

Related topics
View properties for a media file, 116

Geotag pictures that you take

The geotag option in the camera records the geographical information of the location in which you take a picture.
1. On the Home screen, click the **Camera** icon.
2. Click the geotag icon at the bottom of the screen.

The geotag information can be viewed in the properties of the picture file.

Change the autofocus setting

1. On the Home screen, click the **Camera** icon.
2. Press the ⬚ key > **Auto Focus**.
   • For still subjects, click **Single Shot**.
   • For moving subjects, click **Continuous**.
   • To turn off autofocus, click **Off**.

Turn off digital zoom for the camera

1. On the Home screen, click the **Camera** icon.
2. Press the ⬚ key > **Options**.
3. Clear the **Digital Zoom** check box.
4. Press the ⬚ key > **Save**.

Reduce blurriness in the pictures that you take

The image stabilization option helps reduce blurriness that is caused by slight movements of the camera when you are taking a picture.
1. On the Home screen, click the **Camera** icon.
2. Press the ⬚ key > **Options**.
3. Select the **Image Stabilization** check box.
4. Press the ⬚ key > **Save**.

Change the review duration of the pictures that you take

You can set how long a picture remains on the screen after you take it, or turn off that option so that you can take another picture immediately.
1. On the Home screen, click the **Camera** icon.
2. Press the ⬚ key > **Options**.
   • To change the review duration, change the **Picture Review** field to a time.
   • To set the picture to remain on the screen after you take it until you press the ⬚ key, change the **Picture Review** field to **Hold**.

- To prevent the picture from remaining on the screen after you take it, change the **Picture Review** field to **Off**.
3. Press the ⌨ key > **Save**.

Change when the camera warns you about the number of pictures remaining

A warning appears notifying you when the amount of storage for pictures drops below a certain number. You can see the number of remaining pictures in the Storage section of the Options screen.

1. On the Home screen, click the **Camera** icon.
2. Press the ⌨ key > **Options**.
3. Change the **Warn when pictures remaining drops to** field.
4. Press the ⌨ key > **Save**.

Change the location for storing pictures that you take

1. On the Home screen, click the **Camera** icon.
2. Press the ⌨ key > **Options**.
3. Change the **Store Pictures** field.
4. Press the ⌨ key > **Save**.

Pictures

Zoom, pan, or rotate in a picture

In a picture, do one of the following:
- To zoom in to the picture, click the trackpad.
- To zoom out from the picture, press the ⌫ key.
- To pan the picture, zoom in to the picture. Slide your finger on the trackpad in any direction.
- To rotate the picture, press the ⌨ key > **Rotate**.

Save a picture from a text message or a web page

You can save picture files, such as .jpg, .png, .gif, or .bmp files, to the BlackBerry® device memory or a media card.
1. Open a picture attachment in a text message or highlight a picture on a web page.
2. Press the ⌨ key > **Save Image** > **Save**.

Use a picture as your device wallpaper

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Browse to a picture.

3. Press the [▥] key > **Set As Wallpaper**.

View pictures as a slide show

A slide show displays all the pictures in a category or folder in sequence.
1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Click a category.
3. Highlight a picture.
4. Press the [▥] key > **View Slide Show**.

To close the slide show, press the [⮌] key.

Change the number of seconds between slides in a slide show

1. On the Home screen, click the **Media** icon.
2. Press the [▥] key > **Media Options**.
3. Change the **Slide Show Interval** field.
4. Press the [▥] key > **Save**.

View pictures in list view or thumbnail view

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Click a category.
3. Press the [▥] key > **View List** or **View Thumbnail**.

Create a picture folder

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Press the [▥] key > **New Folder**.
3. If necessary, change the location that the folder is created in.
4. Type a name for the folder.
5. Click **OK**.

Import pictures to the Pictures application

Importing pictures from other folders on your BlackBerry® device or media card into the Pictures application allows you to have access to your pictures, while maintaining your existing folder structures and file locations.

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Press the [▥] key > **Import Pictures**. Folders that contain pictures that are not saved in the **Picture Library** folder or **Camera Pictures** folder appear.
3. Select the check boxes beside the folders that you want to import.
4. Click **Import Pictures**.

To delete the folders from the Pictures application, highlight the folder. Press the [::] key > **Remove From Library**. The folders that you imported remain in their original location, but are deleted from the Pictures application.

To permanently delete the folders from both the Pictures application and from the device memory or media card, including any files that are not pictures and that are not visible in the folders in the Pictures application, highlight the folder. Press the [::] key > **Delete**. The folders that you imported are deleted from their locations on your device memory or media card.

Find a picture that you took with the camera

Pictures that you take with the camera are saved to the Camera Pictures folder in the Pictures application. If you have filed your pictures in other folders, they will no longer appear in the Camera Pictures folder.

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Click the **Camera Pictures** folder.

Voice notes

Record a voice note

1. On the Home screen, click the **Media** icon > **Voice Notes Recorder** icon.
2. Click the **record** icon.
3. Do any of the following:
   - To pause recording, click the **pause** icon. To resume recording, click the **record** icon.
   - To stop recording, click the **pause** icon. Click the **stop** icon.

Note: When you stop recording a voice note, the voice note is automatically saved.

Play a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Click a media file.
   - To play a media file, click the ▶ icon.
   - To pause a media file, click the ▋▋ icon.
   - To stop a media file, click the ▉ icon.
   - To move to the next media file, click the ▶▋ icon.
   - To move to the previous media file or the beginning of the media file that is currently playing, click the ▋◀ icon.
   - To fast-forward or rewind a media file, click the progress bar. On the trackpad, slide your finger to the right or left. Click the progress bar again.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the [🔇] key on the top of your device. To turn off mute, press the [🔇] key again. If you press the [🔇] key during a call, your device mutes the call so that you can hear others on the call, but they cannot hear you.

Related topics
Mute a call, 38
Amplify the volume using the audio boost feature, 115
Improve sound quality for media files, 115

Amplify the volume using the audio boost feature

The audio boost feature allows you to amplify the volume more than the normal volume settings allow for songs, ring tones, and videos.
1. On the Home screen, click the **Media** icon.
2. Press the [⠿] key > **Media Options**.
3. Select the **Audio Boost** check box.
4. Read the warning on the screen and if you want to proceed, click **Yes**.
5. Press the [⠿] key > **Save**.

Improve sound quality for media files

Depending on your BlackBerry® device model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your device.
1. On the Home screen, click the **Media** icon.
2. Press the [⠿] key > **Media Options**.
3. Change the **Headset Music EQ** field.
4. Press the [⠿] key > **Save**.

Ring Tones

Change your ring tone, notifiers, or reminders

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds** > **Sounds for Selected Profile** > **Ring Tone**.
   - Click a tone.
   - To use a tone that is on your BlackBerry® device or on a media card, click **Select Music**. Find and click an audio file.
3. Press the [⠿] key > **Save**.

Play a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Click a media file.
   - To play a media file, click the ▶ icon.
   - To pause a media file, click the ❙❙ icon.
   - To stop a media file, click the ■ icon.
   - To move to the next media file, click the ▶❙ icon.
   - To move to the previous media file or the beginning of the media file that is currently playing, click the ❙◀ icon.
   - To fast-forward or rewind a media file, click the progress bar. On the trackpad, slide your finger to the right or left. Click the progress bar again.

Download a ring tone

Depending on your wireless service plan, this feature might not be supported.
1. On the Home screen, click the **Media** icon > **Ring Tones** icon.
2. Press the [⠿] key > **Download Ring Tones**.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the [🔇] key on the top of your device. To turn off mute, press the [🔇] key again. If you press the [🔇] key during a call, your device mutes the call so that you can hear others on the call, but they cannot hear you.

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Improve sound quality for media files

Depending on your BlackBerry® device model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your device.
1. On the Home screen, click the **Media** icon.
2. Press the [⠿] key > **Media Options**.
3. Change the **Headset Music EQ** field.
4. Press the [⠿] key > **Save**.

Media storage

Storage and media cards

Supported media cards

Your BlackBerry® device supports media card sizes up to 32 GB. Only microSD media cards are supported.

Repair files stored on your media card or on your device

CAUTION: If you run the repair feature on your BlackBerry® device, your device might delete files that have errors from your media card or on your device.
1.   On the Home screen or in a folder, click the **Options** icon.
2.   Click **Storage**.
3.   Press the [菜] key > **Repair**.
4.   Complete the instructions on the screen.

If your media card is still not repaired after you run the repair feature, you might want to try formatting it.

View the amount of memory used by media files
1.   On the Home screen, click the **Media** icon.
2.   Press the **Menu** key.
3.   Click **Memory Use**.

Change the amount of memory available for media files

To optimize the performance of your BlackBerry® device, you can change the amount of memory that your device allocates for media files.

Depending on your BlackBerry® device model, this feature might not be supported.

1.   On the Home screen, click the **Media** icon.
2.   Press the **Menu** key.
3.   Click **Options**.
4.   Perform any of the following actions:
     • To change the maximum amount of device memory available for all media files, change the **Device Memory Limit** field.
     • To change the minimum amount of device memory available for pictures, change the **Reserved Pictures Memory** field.
5.   Press the **Menu** key.
6.   Click **Save**.

Related topics
View properties for a media file, 116

Turn off media card support

When you turn off media card support, your BlackBerry® device cannot access the files that are on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Storage**.
3. Clear the **Media Card Support** check box.
4. Press the ⌗ key > **Save**.

About compression

Compression is designed to reduce the size of your BlackBerry® device data while maintaining the integrity of that data. When compression is turned on, your device compresses all device data, including messages, contacts, calendar entries, tasks, and memos. You should keep compression turned on.

If both compression and encryption are turned on, your device compresses device data before encrypting it.

About file encryption

File encryption is designed to protect files that you store in the BlackBerry® device memory and on a media card that can be inserted in your device. You can encrypt the files in the device memory and on your media card using an encryption key that your device generates, your device password, or both.

If you encrypt the files using an encryption key that your device generates, you can only access the files on your media card when the media card is inserted in your device. If you encrypt the files using your device password, you can access the files on your media card in any device that you insert your media card into, as long as you know the password for the device.

Turn on encryption

To encrypt data on yourBlackBerry® device, you must have set a password for your device.

Depending on the amount of storage space available for storing files on your device, you might not be able to encrypt files on your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. To encrypt data on your device, in the **Device Memory** section, select the **Encrypt** check box.
4. To encrypt files that are stored on a media card and on your device, select the **Media Card** check box and do one of the following:
   - To encrypt files using an encryption key that your device generates, change the **Mode** field to **Device Key**.
   - To encrypt files using your device password, change the **Mode** field to **Device Password**.
   - To encrypt files using an encryption key and your device password, change the **Mode** field to **Device Password & Device Key**.
5. To also encrypt media files such as pictures, songs, and videos, select the **Include Media Files** check box.
6. Press the ⌗ key > **Save**.

To stop encrypting data on your device, clear the **Device Memory** check box. To stop encrypting files, clear the **Media Card** check box.

Picture folders

Create a picture folder

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Press the [::] key > **New Folder**.
3. If necessary, change the location that the folder is created in.
4. Type a name for the folder.
5. Click **OK**.

Import pictures to the Pictures application

Importing pictures from other folders on your BlackBerry® device or media card into the Pictures application allows you to have access to your pictures, while maintaining your existing folder structures and file locations.

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Press the [::] key > **Import Pictures**. Folders that contain pictures that are not saved in the **Picture Library** folder or **Camera Pictures** folder appear.
3. Select the check boxes beside the folders that you want to import.
4. Click **Import Pictures**.

To delete the folders from the Pictures application, highlight the folder. Press the [::] key > **Remove From Library**. The folders that you imported remain in their original location, but are deleted from the Pictures application.

To permanently delete the folders from both the Pictures application and from the device memory or media card, including any files that are not pictures and that are not visible in the folders in the Pictures application, highlight the folder. Press the [::] key > **Delete**. The folders that you imported are deleted from their locations on your device memory or media card.

Find a picture that you took with the camera

Pictures that you take with the camera are saved to the Camera Pictures folder in the Pictures application. If you have filed your pictures in other folders, they will no longer appear in the Camera Pictures folder.

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Click the **Camera Pictures** folder.

Transferring and downloading media files

About transferring and synchronizing media files

You can connect your BlackBerry® device to your computer to transfer and synchronize files between your device and computer using a USB cable, or you can use Bluetooth® technology to send media files to or receive media files from a Bluetooth enabled device.

The USB option in the dialog box that appears when you connect your device to your computer with a USB cable allows you to drag most files from a folder on your computer to a folder on your device or media card. The media option in the dialog box allows you to transfer media files that are protected with DRM to and from your device. Both options allow you to use the BlackBerry® Desktop Software to transfer files to and from your device.

If you want to manage and preserve the information or the encryption that is associated with your media files when you transfer files between your device and your computer, use the media option in the BlackBerry Desktop Software. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.

Transfer a file from your computer to your device using your device as a USB memory drive

You must use the BlackBerry® Desktop Software to manage and preserve the information or the encryption that is associated with your media files when you transfer files between your BlackBerry device and your computer.

1. Connect your device to your computer using a USB cable.
2. Do one of the following:
   - If you want to transfer most types of files, in the dialog box that appears on your device, select the USB option.
   - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your device, select the media transfer option.
3. If necessary, type a password. Your device appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your device.

To view the transferred file on your device, disconnect your device from your computer and find the file.

Related topics
Transfer your media files from your computer to your device using BlackBerry Desktop Software, 130

Transfer your media files from your computer to your device using BlackBerry Desktop Software

With the BlackBerry® Desktop Software, you can synchronize media files, including iTunes playlists and Windows Media® Player playlists, to your BlackBerry device. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.

1. Connect your device to your computer.

2. On your device, in the dialog box that appears, select any of the file transfer options.
3. On your computer, open the BlackBerry Desktop Software.
4. Click the media transfer option that best suits what you want to do.

For more information about synchronizing media files, see the Help in the BlackBerry Desktop Software.

Related topics

Transfer a file from your computer to your device using your device as a USB memory drive, 11

Download a ring tone

Depending on your wireless service plan, this feature might not be supported.
1. On the Home screen, click the **Media** icon > **Ring Tones** icon.
2. Press the [:::] key > **Download Ring Tones**.

Download media files using the Download Manager

1. On the Home screen, click the **Media** icon.
2. Press the [:::] key > **Download Manager**.
3. Follow the instructions on the screen.

Download a picture

Depending on your wireless service plan, this feature might not be supported.
1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Click a category.
3. Press the [:::] key > **Download Images**.

Send or share a media file

To perform this task with a paired Bluetooth® enabled device, you must turn on Bluetooth technology.

You can share your pictures and videos on applications that you have installed such as Facebook® for BlackBerry® devices, and YouTube® for BlackBerry devices.
1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Highlight a media file.
5. Press the [:::] key.
6. Do one of the following:
   - To send a picture or video, click **Send**. Click a message type or an application.
   - To send an audio file, click the send option for a message type.

Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. Press the [::] key > **Receive Using Bluetooth**.
4. Send a media file from the paired Bluetooth enabled device.
5. Click **Yes** > **Save**.

Related topics
Turn on Bluetooth technology, 17

Supported audio and video file formats

Type	File format
Audio	• .mp3 • .m4a • .wma • .wav
Video	• .mp4 • .mov • .3gp • .3gp2 • .avi • .asf • .wmv

Media shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Audio and video files

Pause an audio or video file	Press the 🔇 key.
Resume playing an audio or video file	Press the 🔇 key.

Play the next song	Press and hold the **Volume Up** key on the right side of your device.
Play the previous song	Press and hold the **Volume Down** key on the right side of your device.
Turn the audio boost feature on if you are using a headset	When playing an audio or a video file, press the **Volume Up** key until you reach the highest volume setting, and then press the **Volume Up** key four times quickly.

Pictures

Zoom in	Press **3**
Zoom out	Press **9**
Zoom to the original size	Press **7**
Pan up	Press **2**
Pan down	Press **8**
Pan right	Press **6**
Pan left	Press **4**
Return to the center	Press **5**
Rotate	Press **L**
Fit to the screen size	Press **1**

Camera and video camera

Zoom in	Press the **Volume Up** key.
Zoom out	Press the **Volume Down** key.
Take a picture	
Change the flash setting for a picture or turn on low-light mode for a video	Press the **Space** key.

Troubleshooting: Media

My device is not using the correct ring tone or wallpaper

If you are using a ring tone or wallpaper picture that you encrypted in the device memory or on the media card using your BlackBerry® device password and you reset your device, unlock your device.

Related topics
Lock your device, 240

Some pictures that I take are blurry

In low lighting conditions, the camera might compensate for the lack of exposure by using a slower shutter speed. If you move the camera before the shutter clicks, the picture might be blurry. If the camera is using a slower shutter speed, an exclamation point indicator appears at the bottom of the screen.

Depending on your BlackBerry® device model, you might be able to decrease the blurriness in pictures that is caused by slight movements of the camera by turning on image stabilization in the camera options.

Related topics
Reduce blurriness in the pictures that you take, 121

The flash dims or turns off

If the camera has a flash, and the battery power level drops below 20 percent, the flash dims to conserve battery power. In cold temperatures, when the battery power level drops below 20 percent, the flash might turn off.

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics
Feature availability, 14

I cannot save media files

Your BlackBerry® device memory or media card might not have enough available memory to store media files.

Try the following actions:
- If you are trying to save a media file to your device memory, delete old data or messages from your device.
- If you are trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field is not set to **Large**. Large pictures use more memory than smaller pictures.

Related topics
Delete messages, 62
Move, rename, or delete a file, 108

I cannot open media files

Try one of the following:

- If you are trying to open a media file on your BlackBerry® device and your device is connected to your computer, disconnect your device from your computer.
- If you are trying to open a media file on your computer using your device as a USB drive, verify that you have closed the media transfer options in the BlackBerry® Desktop Software.
- If you encrypted the media files on your media card using an encryption key that your BlackBerry device generated and you are trying to open an encrypted media file on your computer or a device other than the BlackBerry device that you used to encrypt the file, insert the media card into the BlackBerry device that you used to encrypt the file. On the Home screen or in a folder, click the **Options** icon. Click **Security** > **Encryption**. In the **Media Card** section, change the **Mode** field to **Device Password**.

Related topics
About file encryption, 128

My device does not recognize my media card

Try one of the following actions:
- Verify that your media card is inserted in your BlackBerry® device correctly. For more information about inserting a media card into your device, see the printed documentation that came with your device.
- In your media card options, if there is a message to format your media card, disconnect your device from your computer. Format your media card.
  CAUTION: Formatting your media card will delete all the files from it.

Related topics
Repair files stored on your media card or on your device, 127

I cannot find podcasts

Podcast content that is marked as explicit content does not appear in the Podcast application if you do not have the **Show Explicit Content** option turned on.

Ring tones, sounds, and alerts

About ring tones, sounds, and alerts

The profile that you select in the Sound and Alert Profiles application defines how your BlackBerry® device alerts you of phone calls, messages, reminders, and browser content.

Your device has a Normal profile and five other preloaded profiles: Loud, Medium, Vibrate Only, Silent, and Phone Calls Only. You can change the tones in any preloaded profile to an audio file that is stored in your device memory or on a media card, or you can create additional profiles. The All Alerts Off profile cannot be changed.

By default, some of the settings in the preloaded profiles are based on the settings in the Normal profile. For example, when you change the ring tone in the Normal profile, the ring tone in the Loud profile, Medium profile, and Phone Calls Only profile is automatically updated. If you do not want specific settings for a preloaded profile to update automatically when you change the corresponding setting in the Normal profile, you can manually change the settings in that preloaded profile.

You can create contact alerts, which alert you when particular contacts call you or send you a message. Contact alerts are always turned on, and do not turn off unless you select the All Alerts Off profile. For example, even if you select the Silent profile or Vibrate Only profile, audible contact alerts remain audible until you select the All Alerts Off profile.

Change your ring tone, notifiers, or reminders

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds** > **Sounds for Selected Profile** > **Ring Tone**.
   - Click a tone.
   - To use a tone that is on your BlackBerry® device or on a media card, click **Select Music**. Find and click an audio file.
3. Press the [::] key > **Save**.

Add a custom profile

You can create additional profiles.
1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds** > **Profile Management** > **Add Custom Profile**.
3. In the **Name** field, type a name for the profile.
4. Click the item that you want to change.
5. Change the ring tone, notifier, or reminder information.
6. Press the [::] key > **Save**.

To delete a custom profile, highlight the profile. Press the [::] key > **Delete**.

Add a contact alert

You can create contact alerts that allow you to customize ring tones and alerts for calls and messages from specific contacts or groups of contacts. When you receive a call or message from the contact, your BlackBerry® device uses the assigned ring tone or alert, even if you select the Silent profile or Vibrate Only profile. If you do not want to be notified with the assigned ring tone or alert, you can select the All Alerts Off profile.

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds** > **Sounds for Contacts** > **Add Contact Alert**.
3. In the **Name** field, type the name of the contact alert.
4. In the **Contacts** field, type the name of the contact.
5. Click a contact.
6. Change the ring tone and alert information for calls and messages.
7. Press the ⌗ key > **Save**.

To delete a contact alert, highlight the contact alert that you want to delete. Press the ⌗ key > **Delete**.

Silence your device

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Do one of the following:
   - To receive flashing LED alerts only, click **Silent**.
   - To receive vibrate alerts only, click **Vibrate Only**.
   - To turn off all alerts, including contact alerts, click **All Alerts Off**.

When a ring tone, reminder, or alert sounds, if available, press the 🔇 key on the top of your BlackBerry® device.

Related topics
Silence the alarm, 171

Flashing LED

The LED on the top of your BlackBerry® device flashes different colors to indicate different statuses.

Green
You are in a wireless coverage area. You can turn on or turn off this notification in Options > Display > Screen Display.

Blue
Your device is connected to a Bluetooth® enabled device. You can turn on or turn off this notification in Options > Networks and Connections > Bluetooth Connections.

Red

> A new message has arrived and your selected profile is set to notify you using the LED.
> If you are using your device with a smart card, your device is accessing data on the smart card.

Amber

> The battery power level for your device is low, or your device is turned off and is charging. You cannot turn off the notification for the low battery power level. The notification for charging will turn off when you turn on the device.

Change alarm notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the [ ] key > **Options**.
3. In the **Alarm** section, change the **Alarm Tone** field, **Volume** field, **Snooze Time** field, and **Vibration** field.
4. Press the [ ] key > **Save**.

Turn on event sounds

Event sounds alert you when you turn on or turn off your BlackBerry® device, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Select the **Event Sounds** check box.
4. Press the [ ] key > **Save**.

Troubleshooting: Ring tones, sounds, and alerts

My device is ringing or vibrating more times than expected

For calls, the number of times that your BlackBerry® device vibrates is not determined by the number of vibrations that you set in your sound profile, and there is no setting for the number of rings if you do not subscribe to voice mail. Your device vibrates or rings until the caller or the wireless network ends the connection.

My device is not ringing or vibrating when I receive a call or message

Try the following actions:

- On the Home screen, click the **Sound and Alert Profiles** icon. Verify that your profile is not set to **All Alerts Off** or **Silent**.

- If you have created contact alerts, on the Home screen, click the **Sound and Alert Profiles** icon. Click **Change Sounds** > **Sounds for Contacts**. Click a contact alert. Click **Phone** or **Messages**. Verify that the **Volume** field is not set to **Silent** and that the **Vibration** field is not set to **Off**.

Browser

Browser basics

Browsing web pages

Visit a web page or search the Internet

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. In the field at the top of the page, type a web address or search terms.
3. Press the ↵ key on the keyboard.

To stop loading a web page, press the ⊞ key > **Stop**.

About tabbed browsing

With tabbed browsing, you can open multiple web pages on your BlackBerry® device at the same time. You can quickly switch between tabs that are open, open a new tab without closing another, or close the current tab without closing the entire browser. If you open a link that is in a message, calendar entry, or memo, the link automatically opens in a new tab.

The more tabs that you have open, the more memory your device uses.

Related topics
Open, close, or switch between tabs, 11

Open, close, or switch between tabs

Do one of the following:
- To open a new tab, in the browser, press the ⊞ key > **Tabs**. Click the **New Tab** icon.
- To open a new tab for a link on a web page, highlight the link. Press the ⊞ key > **Open Link in New Tab**.
- To switch between tabs, in the browser, press the ⊞ key > **Tabs**. Click a tab.
- To close a tab, in the browser, press the ⊞ key > **Tabs**. Highlight a tab. Click **Close**.

Zoom in to or out from a web page

On a web page, press the ⊞ key > **Zoom In** or **Zoom Out**.

To zoom back to the original web page size, press the ⬑ key.

Move back or forward a web page

1. On a web page, press the **Menu** key.
2. Click **Back** or **Forward**.

Refresh a web page

1. On a web page, press the **Menu** key.
2. Click **Refresh**.

Search for text in a message, in a file, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a web page, press the ⚏ key > **Find** or **Find on Page**.
2. Type the text.
3. Press the **Enter** key.

To search for the next instance of the text, press the ⚏ key > **Find Next**.

View a list of web pages you visited recently

Depending on the browser that you used to visit a web page or add a bookmark, when you click the web page in the browser history or bookmark list, the web page might open in the browser that you used to visit the web page and not the browser that you set as your default browser. Extra fees might apply for using a different browser. For more information about the fees associated with each of the browsers that are available on your BlackBerry® device, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **History**.

Return to the home page

1. On a web page, press the **Menu** key.
2. Click **Home**.

Close the browser

1. On a web page, press the **Menu** key.
2. Click **Close**.

Create a shortcut icon for a web page on the Home screen

On a web page, press the ⚏ key > **Add to Home Screen**.

Viewing, copying, and forwarding addresses

View the address for a web page

On a web page, press the ⊞ key > **Page Actions** > **Properties**.

Copy an address for a web page, link, or picture

Do any of the following:
- To copy an address for a web page, press the ⊞ key > **Copy Page Address**.
- To copy an address for a link, pause on or highlight a link. Press the ⊞ key > **Copy Link**.
- To copy an address for a picture, pause on or highlight a picture. Press the ⊞ key > **Copy Image Link**.

To paste the address, press the ⊞ key > **Paste**.

Send a web address

1. On the Home screen, click the **Browser** icon.
    - To send a web address for a web page that is in your bookmark list or browser history, highlight a web page.
    - To send a different web address, browse to a web page.
2. Press the ⊞ key > **Send Link** or **Send Page Address**.
3. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Send a link or picture from a web page

1. On a web page, pause on or highlight a link or picture.
2. Press the ⊞ key > **Send Link** or **Send Image Link**.
3. Click a message type.

To return to the browser after you send the message, press the ⟲ key.

Viewing pictures and playing media files

Play a media file on a web page

1. On a web page, click a media file.
2. Click **Open**.

View a full picture on a web page

1. On a web page, highlight or pause on a picture.
2. Press the [■■■] key > **Full Image**.

To zoom in to or out from the picture, press the [■■■] key > **Zoom In** or **Zoom Out**.

To return the picture to its original size, press the [■■■] key > **Zoom 1:1**.

Browser bookmarks

About bookmarks for web pages

You can add bookmarks for web pages that you visit frequently. When you add a bookmark, you can set 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 for a web page

1. On a web page, press the [■■■] key > **Add to Bookmarks**.
2. In the **Name** field, type a name for the bookmark.
3. In the **Folder** field, click the folder that you want the bookmark to appear in.
4. Click **Add**.

If you visit the web page offline, the browser displays the content that was current the last time that you viewed the web page online.

Change or delete a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the [■■■] key > **Bookmarks**.
3. Highlight a bookmark.
4. Press the [■■■] key.
   - To change a bookmark, click **Edit Bookmark**. Change the bookmark. Click **Accept**.
   - To delete a bookmark, click **Delete Bookmark**.

Send a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the [■■■] key > **Bookmarks**.
3. Highlight a bookmark.
4. Press the [■■■] key > **Send Link**.

5. Click a message type.

To return to the browser after you send the message, press the ⬑ key.

File a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the ⚏ key > **Bookmarks**.
3. Highlight a bookmark.
4. Press the ⚏ key > **Move**.
5. Click the new location.

Add, rename, or delete a bookmark folder for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the ⚏ key > **Bookmarks**.
3. Highlight a bookmark folder.
4. Press the ⚏ key.
    -   To add a bookmark folder, click **Add Subfolder**.
    -   To rename a bookmark folder, click **Rename Folder**. Type a new name for the folder. Press the **Enter** key.
    -   To delete a bookmark folder, click **Delete Folder**.

RSS feeds

For more information about using RSS feeds on your BlackBerry® device, on the Home screen or in a folder, click the **Social Feeds** icon. Press the ⚏ key > **Help**.

About RSS feeds

You can add RSS feeds to your BlackBerry® device so that you receive updates on your favorite blogs and web sites. You can add RSS feeds directly from a web page or by using the Social Feeds application. With the Social Feeds application, you can stay up-to-date with your social networks and view your RSS feeds in one location.

Add an RSS feed from the browser

1. In the browser, on a web page with an RSS feed, press the **Menu** key.
2. Click **Page Actions**.
3. Click **Add to Feeds**.
4. Select the check box beside each feed that you want to add.
5. Click **Subscribe**.

6. Click **OK**.

Browser options

Change your home page or start page

1. On the Home screen, click the **Browser** icon.
2. Press the ⚏ key > **Options**.
3. In the **General** section, do one of the following:
   - To change the home page, in the **Home Page** field, type a web address.
   - To use your home page as the start page when you first open the browser, change the **Start Page** field to **Home Page**.
4. Press the ⚏ key > **Save**.

Turn off JavaScript support

JavaScript is used on some web pages to provide interactive features, such as menus and sounds. If you do not want the browser to provide JavaScript features, you can turn off JavaScript support.

1. On the Home screen, click the **Browser** icon.
2. Press the ⚏ key > **Options**.
3. In the **Web Content** section, clear the **Enable JavaScript** check box.
4. Press the ⚏ key > **Save**.

Stop loading images or playing embedded media files on web pages

1. On the Home screen, click the **Browser** icon.
2. Press the ⚏ key > **Options**.
3. In the **Web Content** section, do one of the following:
   - To stop loading images on web pages, clear the **Load Images** check box.
   - To stop playing embedded media files on web pages, clear the **Enable Embedded Media Files** check box.
4. Press the ⚏ key > **Save**.

Stop blocking pop-ups on web pages

1. On the Home screen, click the **Browser** icon.
2. Press the ⚏ key > **Options**.
3. In the **Web Content** section, clear the **Block Popups** check box.

Change the font size for text on web pages

1. On the Home screen, click the **Browser** icon.

2. Press the ⊞ key > **Options**.

3. In the **Web Content** section, change the **Font Size** field.

4. Press the ⊞ key > **Save**.

Set the character encoding for all web pages

By default, your BlackBerry® device uses the optimal character encoding for a web page.

1. From the Home screen, click the **Browser** icon.

2. Press the ⊞ key > **Options**.

3. In the **Web Content** section, change the **Default text encoding** field.

4. Press the ⊞ key > **Save**.

Receive a prompt before you close the browser or stream media from the Internet

1. On the Home screen, click the **Browser** icon.

2. Press the ⊞ key > **Options**.

3. In the **General** section, below **Prompt Before**, do one of the following:
   • To receive a prompt confirming that you want to close the browser when you have multiple tabs open, select the **Closing Tabs on Exit** check box.
   • To receive a prompt confirming that you want to close the browser after you press the ⊃ key, select the **Closing Browser on Escape** check box.
   • To receive a prompt before your BlackBerry® device uses your wireless service provider's browser portal to stream media from the Internet, select the **Switching to Carrier Network for Streaming Media** check box.

4. Press the ⊞ key > **Save**.

Delete browsing information

Your BlackBerry® device saves some information in your browser to improve your browsing experience. You can delete password information, browser history, cookies, content that has been pushed to your device, and the browser cache.

1. On the Home screen, click the **Browser** icon.

2. Press the ⊞ key > **Options**.

3. In the **Privacy and Security** section, below **Clear Browsing Data**, select the check boxes beside the types of browsing information that you want to delete.

4. Click **Clear Now**.

Turn off cookies in the browser

1. On the Home screen, click the **Browser** icon.

2. Press the ⊞ key > **Options**.

3. In the **Privacy & Security** section, clear the **Accept Cookies** check box.

4. Press the ⊞ key > **Save**.

Turn on geolocation in the browser

If you turn on geolocation in the browser, some web sites might be able to determine your approximate location.
1. On the Home screen, click the **Browser** icon.
2. Press the ⢓ key > **Options**.
3. In the **Privacy & Security** section, select the **Enable Geolocation** check box.
4. Press the ⢓ key > **Save**.

About Gears

Gears™ is an extension to the browser application that is designed to provide a richer browsing experience. When you visit a Gears enabled web site and enter information, Gears can store that information on your BlackBerry® device or media card for use during later visits to the web site.

Gears can also help web sites provide customized content to you if you choose to share your location with that web site. Your device does not need to have an internal GPS receiver or be paired with a Bluetooth® enabled GPS receiver to share your location.

The first time you visit a web site that uses Gears, you are prompted to set the permissions for that web site. You can turn off the prompt so that your permissions for the web site are saved. You can change or delete the permissions for Gears-enabled web sites.

Change the Gears permissions for a web site

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Gears Settings**.
5. Click a web site.
6. Perform one of the following actions:
    - To prevent the web site from storing information on your BlackBerry® device, clear the **Local Storage** check box.
    - To prevent the web site from accessing the location of your device, clear the **Location** check box. Your device does not need to be GPS enabled to share your location.
    - To remove the Gears™ permissions for a web site, press the **Menu** key. Click **Remove Site**.
7. Press the **Menu** key.
8. Click **Save**.

Browser security

About TLS

The BlackBerry® Browser configuration is designed to use TLS or SSL to encrypt data that your device sends or receives over the Internet through the BlackBerry® Enterprise Server. Communication between your device and the BlackBerry Enterprise Server is encrypted using Triple DES. Communication between the BlackBerry Enterprise Server and content servers is encrypted using SSL or TLS. To increase security, you can set up TLS for HTTP connections between your device and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your device and the BlackBerry Enterprise Server.

TLS options

Permit SSL 3.0	Specify whether your browser accepts SSL connections. If you do not select this option, your browser allows only TLS connections.
Encryption Strength	Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.
Digest Strength	Specify whether your browser accepts data with weak digest algorithms or accepts only data with strong digest algorithms. The stronger the digest algorithm is, the more secure your browsing experience is. To accept data with weak digest algorithms, change this field to **Allow Weak**. To accept only data with strong digest algorithms, change this field to **Strong Only**. To be prompted to accept data with weak digest algorithms, change this field to **Prompt**. Depending on the options that your administrator sets, you might not be able to change this option.

Manage browser security

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **TLS**.
3. Set the security options.
4. Press the ⌗ key > **Save**.

Add a trusted content server

You can add content servers to your list of trusted content servers to accelerate the authentication process when you are authenticating with a content server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **TLS**.
3. Highlight the **Trust Hosts** field.

4.   Press the ⬛ key > **Add Host**.
5.   Type the web address for the content server.
6.   Click **OK**.
7.   Press the ⬛ key > **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 receive updates for weather reports, stock quotes, or breaking news. When your device receives an update, a new browser push message might appear in the messages application or an icon on the Home screen might change to indicate that new information is available. The web application might also push updated information to your browser cache without notifying you. If information is pushed to your browser cache, the information is available on your device even when your device is not connected to the wireless network. Web applications that use browser push automatically push updates to your device, unless you turn off browser push.

Your device supports different types of browser push messages. Service loading messages and service indication messages include updated information. Other browser push messages include messages that appear in your browser cache.

Browser push options

Option	Description
Process MDS	Set whether your BlackBerry® device accepts browser push messages from the BlackBerry® Enterprise Server or the BlackBerry® Internet Service.
MDS Hosts	Set whether your device accepts push messages from all BlackBerry Enterprise Server instances or BlackBerry Internet Services.
Process SMSC	Set whether your device accepts push messages that are SMS-based.
SMSC Hosts	Set which SMSC hosts your device accepts browser push messages from. To accept browser push messages from a specific SMSC host, type the phone number for the SMSC host.
Process IP	Set whether your device accepts browser push messages that web applications send through a WAP gateway.
IP Hosts	Set which WAP gateways your device accepts browser push messages from. To accept browser push messages from a specific IP host, type the IP address for the WAP gateway.

Turn off browser push

1.   On the Home screen or in a folder, click the **Options** icon.
2.   Click **Device** > **Advanced System Settings** > **Browser Push**.

3. Clear the **Enable Push** check box.
4. Press the ⚏ key > **Save**.

Browser shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Insert a period (.) in the web address field	Press the **Space** key
Insert a slash mark (/) in the web address field	Press the **Shift** key and the **Space** key
Stop loading a web page	Press the **Escape** key
Close the browser	Press and hold the **Escape** key

On a web page

Quickly switch between tabs	Press **W**
Zoom in to a web page	Press **I**
Zoom out from a web page	Press **O**
Go to the web address field	Press **G**
Return to the home page	Press **H**
Turn on support for JavaScript	Press **J**
Open the bookmark list	Press **K**
Add a bookmark	Press **A**
View a list of web pages that you have visited recently	Press **Y**
Refresh a web page	Press **R**
View the web address for a link	Highlight the link. Press **L**.
Follow a link	Highlight or pause on the link. Press the **Enter** key.
Find text on a web page	Press **F**. To find the next instance of the text, press **V**.
Hide or view the status bar	Press **U**
Open the browser options	Press **S**

Move around a web page

Move up a screen	Press the **Shift** key and the **Space** key
Move down a screen	Press the **Space** key
Move to the top of a web page	Press **T**

Move to the bottom of a web page	Press **B**

Troubleshooting: Browser

No browser is available on my device

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® device is connected to the wireless network.

I cannot set up automatic synchronization for bookmarks

If encryption for data in the device memory is turned on, you cannot set up automatic synchronization for bookmarks.

Related topics
Turn on encryption, 128

I cannot play a song or video on a web page

Your BlackBerry® device might not support the size or file format of the song or video file.

I receive a prompt to switch networks when I stream a song or video

If you receive a prompt to switch networks, you cannot stream songs or videos with the Internet connection that you are using. If you switch networks, extra fees might apply. For more information, contact your wireless service provider or administrator.

To stop receiving this prompt, in the browser, press the [≡] key > **Options**. In the **General** section, below **Prompt Before**, clear the **Switching to Carrier Network for Streaming Media** check box.

I cannot open a new tab

You might not have enough available memory on your BlackBerry® device. Try completing the following actions:

- Close a tab that you do not need.
- Close other applications that do not need to be open.

Related topics
Close an application so that it is not running in the background, 203
Open, close, or switch between tabs, 11

Calendar

Calendar basics

Switch calendar views

You can view your appointments and meetings in one of four calendar views. Day view, Week view, and Month view display all your appointments and meetings for the selected time period. Agenda view displays all your scheduled appointments and meetings in a list. Agenda view also displays free time that you have between appointments.

1. On the Home screen, click the **Calendar** icon.
2. Press the ⌗ key > **View**.
3. Click a view.

Go to a specific date in the calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the ⌗ key.
   - To move to a specific date, click **Go To Date**.
   - To move to the current date, click **Go To Today**.

Schedule an appointment

1. On the Home screen, click the **Calendar** icon.
2. Press the ⌗ key > **New Appointment**.
3. Type the appointment information.
4. Press the ⌗ key > **Save**.

Related topics

Schedule an appointment quickly in Day view

To perform this task, in the general calendar options, the Enable Quick Entry check box must be selected.

1. On the Home screen, click the **Calendar** icon.
2. In Day view, beside the start time, type the subject of the appointment.
3. Type a location in parentheses "( )".
4. To change the end time, on the trackpad, slide your finger up and down.

5.   Click the trackpad.

If you have multiple calendars on your BlackBerry® device, the appointment appears in your default calendar.

Schedule a meeting

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature.
For more information, contact your wireless service provider or administrator.

1.   On the Home screen, click the **Calendar** icon.
2.   Press the [⠿] key > **New Appointment**.
3.   Type the meeting information.
4.   Press the [⠿] key > **Invite Attendee**.
5.   Click a contact.
6.   To add another contact to your meeting, repeat steps 4 to 5.
7.   Press the [⠿] key > **Save**.

Related topics
Turn off your device, 228

Set an alarm

1.   On the Home screen, click the **Calendar** icon.
2.   Press the [⠿] key > **New Alarm**.
3.   Type the alarm information.
4.   If you want the alarm to recur, change the **Recurrence** field.
5.   Press the [⠿] key > **Save**.

Switch calendars

If your BlackBerry® device is associated with multiple email accounts, you might have multiple calendars on your device. If you have multiple
calendars on your device, you can schedule and manage appointments and meetings in each calendar. For more information, contact your
wireless service provider.

1.   On the Home screen, click the **Calendar** icon.
2.   Press the [⠿] key > **Select Calendar**.
3.   Click a calendar.

Meetings

Schedule a meeting

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. On the Home screen, click the **Calendar** icon.
2. Press the ⊞ key > **New Appointment**.
3. Type the meeting information.
4. Press the ⊞ key > **Invite Attendee**.
5. Click a contact.
6. To add another contact to your meeting, repeat steps 4 to 5.
7. Press the ⊞ key > **Save**.

Related topics
Turn off your device, 228

Delete an appointment, meeting, or alarm

1. On the Home screen, click the **Calendar** icon.
2. Highlight an appointment, meeting, or alarm.
3. Press the ⊞ key > **Delete**.

Respond to a meeting invitation

1. In a meeting invitation, press the ⊞ key.
2. Click **Accept**, **Tentative**, or **Decline**.
3. If you declined a delegated meeting invitation, do one of the following:
   - To decline the meeting, click **Decline**.
   - To delegate the meeting back to the sender so that the sender can re-delegate it, click **Delegate**.
4. Do one of the following:
   - To send the response without adding comments, click **Send Response**.
   - To add a comment to your response, click **Add Comments**. Type a comment. Press the ⊞ key > **Send**.

Note: If you delete a meeting invitation from the Messages application before you accept or decline it, the meeting is deleted from the email application on your computer.

View your calendar when responding to a meeting

In a meeting invitation, press the [⋮⋮] key > **View Calendar**.

To return to the meeting invitation, press the [↩] key.

Check availability of meeting participants

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

You can only check availability of meeting participants in your organization.

In a meeting or meeting invitation, below the list of meeting participants, click **View Availability**.

- If you are the meeting organizer, to select the next time that all meeting participants are available, click **Next Available Time**.
- To view a list of the statuses that are associated with the colored bars on the screen (for example, busy or tentative), press the [⋮⋮] key > **Show Legend**.

Change the list of participants for a meeting

To perform this task, you must be the meeting organizer.

1. In a meeting, in the **Accepted** or **Declined** field, highlight a contact.
2. Press the [⋮⋮] key.
3. Click **Invite Attendee**, **Change Attendee**, or **Remove Attendee**.
4. Press the [⋮⋮] key > **Save**.

Forward a meeting invitation

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

If you do not have the option to forward a meeting invitation, you might be able to delegate a meeting invitation instead.

In a meeting or a meeting invitation, press the [⋮⋮] key > **Forward**.

Note: If you forward a meeting invitation on behalf of the meeting organizer, only the meeting organizer receives the recipient's response.

Delegate a meeting invitation

To perform this task, you must be using IBM® Lotus Notes® and your email account must be associated with a BlackBerry® Enterprise Server that supports this feature.

If you do not have the option to delegate a meeting invitation, you might be able to forward meeting invitations instead. You might not have the option to delegate a meeting invitation if the meeting organizer has turned off meeting delegation.

1. In a meeting invitation, press the ⚏ key > **Delegate**.
2. Click a contact.
   - To send the response without adding comments, click **Send Response**.
   - To add a comment to your response, click **Add Comments**. Type a comment. Press the ⚏ key > **Send**.

Send an email message to all meeting participants

In a meeting, meeting invitation, or meeting response, press the ⚏ key > **Email All Attendees**.

Conference call meetings

About conference calls

You can create two types of conference calls with your BlackBerry® device. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your device or computer. Conference call meetings allow participants who have a BlackBerry device to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their device, so that they do not have to dial the conference call bridge number and access codes. If you do not have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Create a conference call meeting from your device

To perform this task, you must be the meeting organizer. If you are not the meeting organizer, you can create a conference call meeting on behalf of another person from your computer.

1. In a meeting, select the **Conference call** check box.
2. Type the information for the conference call.
3. Press the ⚏ key > **Save**.

Create a conference call meeting from your computer

To perform this task, you must be the meeting organizer or be creating the meeting on behalf of the meeting organizer. For information about creating meetings on behalf of another person, see the documentation for the email application on your computer.

You can create a conference call meeting from your computer that your BlackBerry® device recognizes. When the conference call meeting starts, participants who have a BlackBerry device can enter the conference call meeting with the Join Now option, if their device supports this feature.

1. In the meeting notes, or in the meeting location field, type **CCP:** and the participant conference call bridge number. Do not include spaces.
2. Type a lowercase **x**. Do not include spaces before or after the x.

3. Type the participant access code. Type a space after the participant access code.
4. Type **CCM:** and the moderator conference call bridge number. Do not include spaces.
5. Type a lowercase **x**. Do not include spaces before or after the x.
6. Type the moderator access code. Type a space after the moderator access code.

Example

If the participant and moderator conference call bridge number is 1-800-555-5555, the moderator access code is 55555#, and the participant access code is 55551#, type **CCP:18005555555x55555# CCM:18005555555x55551#**, followed by a space.

Enter a conference call meeting

Do one of the following:
- In a meeting notification, click **Join Now**.
- In the calendar, highlight the meeting. Press the [ ] key > **Join Now**.

Save your conference call information

You can save your conference call information so that it is added to the conference call fields automatically when you create a conference call meeting from your BlackBerry® device.
1. On the Home screen, click the **Calendar** icon.
2. Press the [ ] key > **Options** > **Conference Call Options**.
3. Type your conference call information.
4. Press the [ ] key > **Save**.

Synchronizing calendar

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, 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 between your device and the email application on your computer over the wireless network. When you file or delete email on your device, these email should be filed or deleted in your email application. Likewise, any changes that you make to email in the email application on your computer should be reflected on your device.

In rare cases, if your device does not recognize fields in a contact, calendar entry, or email account, some data or email cannot be synchronized or reconciled.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned off these features, you can use the synchronization tool of the BlackBerry® Desktop Software to synchronize your organizer data and email. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Synchronize organizer data over the wireless network

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the [:::] key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** check box.
4. Press the [:::] key > **Save**.

If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry device data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the backup and restore tool of the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If your email account uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your device over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your device, you can set whether the email on your device or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry® Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

Calendar options

Change how the calendar is displayed

1. On the Home screen, click the **Calendar** icon.
2. Press the ⊞ key > **Options** > **General Options**.
   - To change the default view, change the **Initial View** field.
   - To change the start and end time for days, change the **Start Of Day** field and **End Of Day** field.
   - To change the day that displays as the first day of the week in Week view, change the **First Day Of Week** field.
   - To hide free time in Agenda view, clear the **Show Free Time in Agenda View** check box.
3. Press the ⊞ key > **Save**.

Change options for reminders

1. On the Home screen, click the **Calendar** icon.
2. Press the ⊞ key > **Options** > **General Options**.
   - To change the snooze time for reminders, change the **Snooze** field.
   - To change the default reminder time for calendar entries, change the **Default Reminder** field.
3. Press the ⊞ key > **Save**.

Related topics
Turn off your device, 228

Change options for multiple calendars

1. On the Home screen, click the **Calendar** icon.
2. Press the ⊞ key > **Options**.
3. Click a calendar.
   - To change the color that is used for appointments from the calendar, change the **Appointment Color** field.
   - To set whether the calendar reminds you of appointments, select or clear the **Display Reminders** check box.
4. Press the ⊞ key > **Save**.

Change the default calendar

Changing the default calendar changes the email address that meeting invites are sent from.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Calendar (CICAL)** field.
4. Press the ⌨ key > **Save**.

Change how long your device stores calendar entries

1. On the Home screen, click the **Calendar** icon.
2. Press the ⌨ key > **Options** > **General Options**.
3. Change the **Keep Appointments** field.
4. Press the ⌨ key > **Save**.

Your BlackBerry® device deletes calendar entries that are older than the number of days that you set.

To restore calendar entries, change the **Keep Appointments** field to a longer period of time.

View tasks in a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the ⌨ key > **Options** > **General Options**.
3. Select the **Show Tasks** check box.
4. Press the ⌨ key > **Save**.

Calendar shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

For shortcuts to work in Day view, in the general calendar options, clear the **Enable Quick Entry** check box.

Schedule an appointment	Press **C**
Change to Agenda view	Press **A**
Change to Day view	Press **D**
Change to Week view	Press **W**
Change to Month view	Press **M**
Move to the next day, week, or month	Press the **Space** key.

Move to the previous day, week, or month	Press the **Shift** key and the **Space** key.
Move to the current date	Press **T**
Move to a specific date	Press **G**

Troubleshooting: Calendar

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 appointment or meeting.

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

I cannot enter a conference call with the Join Now option

The Join Now option might not appear in the meeting notification if the meeting organizer is not using a BlackBerry® device that supports the Join Now feature or if the meeting organizer did not enter the conference call information correctly. If the Join Now option appears and your device is connected to a CDMA network, you might need to change your smart dialing options so that you can enter the conference call using the Join Now option.

Try the following actions:

- If the Join Now option does not appear, to enter the conference call, in the meeting or meeting invitation, click the conference call bridge number and access code that appear in either the **Location** field or the **Notes** section.
- If the Join Now option appears and your device is connected to a CDMA network, try increasing the default time that your device waits before dialing an extension. From the Home screen, press the [📞] key. Press the [⊞] key > **Options** > **Smart Dialing**. In the **To access extensions in all other corporations** section, change the **Wait For** field to the highest value. Try entering the conference call with the Join Now option again.

Contacts

Contact basics

Add a contact

- To add a contact using the Contacts application, on the Home screen, click the **Contacts** icon. At the top of the screen, click **New Contact**. Type the contact information. Press the ⌨ key > **Save**.
- To add a contact from a message, call log, or web page, highlight the contact name, number, or email address. Press the ⌨ key > **Add to contacts**. If necessary, add contact information. Press the ⌨ key > **Save**.

Create a custom contact field

Custom contact fields could store information that you want to remember about a contact, for example, you could add a custom contact field named Sports team or Favorite color. If you create a custom field for a contact, the field appears for all your contacts.

1. When you are adding or changing a contact, in the **User Fields** section, click **Add**.
2. Click a field.
3. Press the ⌨ key > **Change Field Name**.
4. Type a name for the contact list field.
5. Press the ⏎ key on the keyboard.
6. Press the ⌨ key > **Save**.

You can synchronize contact fields that you customize on your BlackBerry® device with the email application on your computer. For more information about synchronizing contact fields, see the Help in the BlackBerry® Desktop Software.

Add a pause or a wait to a phone number

Use a pause or a wait 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).

1. After you type the main part of a phone number in a phone number field, press the ⌨ key.
2. Click **Add Pause** or **Add Wait**.
3. Type the additional numbers.
4. Press the ⌨ key > **Save**.

Change or delete a contact

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the ⌨ key.

- To edit the information for the contact, click **Edit**. Change the contact information. Press the ⌗ key > **Save**.
- To delete a contact, click **Delete**.

Search for a contact in your organization's address book

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Contacts** icon.
2. Press the ⌗ key > **Lookup**.
3. Type part or all of a contact name.
4. Press the ⏎ key on the keyboard.
5. Press the ⌗ key.
    - To add a contact to your contact list, click **Add to Contacts**.
    - To add all the contacts, click **Add All to Contacts**.
    - To view information for a contact, click **View**.
    - To delete a contact from the contact lookup results, click **Delete**.
    - To delete the contact lookup results, click **Delete Lookup**.
    - To start a new contact lookup, click **Lookup**.

Customizing contacts

Add a contact picture

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the ⌗ key > **Edit**.
4. Press the ⌗ key > **Add Picture**.
5. Find and highlight a picture.
6. Press the ⌗ key > **Select Picture**.
7. Press the ⌗ key > **Save**.

Change or delete a contact picture

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the ⌗ key > **Edit**.
4. Highlight the contact picture.
    - To change the contact picture, press the ⌗ key > **Replace Picture**. Highlight a picture. Press the ⌗ key > **Select**.

- To delete the contact picture, press the ⌗ > **Delete Picture**.
5. Press the ⌗ key > **Save**.

About categories

You can create categories 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®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

Categorize a contact, task, or memo

1. When you are creating or changing a contact, task, or memo, press the ⌗ key > **Categories**.
2. Select the check box beside a category.
3. Press the ⌗ key > **Save**.

To remove a category from a contact, task, or memo, clear the check box beside the category.

Create a category for contacts, tasks, or memos

You can create categories to organize items in the Contacts application, Tasks application, and MemoPad.
1. On the Home screen or in the **Applications** folder, click the **Contacts** icon, **Tasks** icon, or **MemoPad** icon.
2. Press the ⌗ key > **Filter**.
3. Press the ⌗ key > **New**.
4. Type a name for the category.
5. Press the ↵ key on the keyboard.

To delete a category, highlight the category. Press the ⌗ key > **Delete**.

Synchronizing contacts

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, 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 between your device and the email application on your computer over the wireless network. When you file or delete email on your device, these email should be filed or deleted in your email application. Likewise, any changes that you make to email in the email application on your computer should be reflected on your device.

In rare cases, if your device does not recognize fields in a contact, calendar entry, or email account, some data or email cannot be synchronized or reconciled.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned off these features, you can use the synchronization tool of the BlackBerry® Desktop Software to synchronize your organizer data and email. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Synchronize organizer data over the wireless network

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the ⚏ key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** check box.
4. Press the ⚏ key > **Save**.

If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry device data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the backup and restore tool of the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If your email account uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your device over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your device, you can set whether the email on your device or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry® Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

Personal distribution lists

Create a personal distribution list

You can use personal distribution lists when you send email messages, PIN messages, or text messages. Personal distribution lists that you create on your BlackBerry® device do not appear in the email application on your computer.

1. On the Home screen, click the **Contacts** icon.
2. Press the ▦ key > **New Group**.
3. Type a name for the personal distribution list.
4. Press the ▦ key > **Add Member**.
5. Click a contact.
6. To add another contact, repeat steps 4 to 5.
7. Press the ▦ key > **Save Group**.

Change or delete a personal distribution list

1. On the Home screen, click the **Contacts** icon.
2. Highlight a personal distribution list.
3. Press the ▦ key.

- To change a personal distribution list, click **Edit Group**. Click a contact. Click **Add Member**, **Change Member**, or **Delete Member**. Press the [key] > **Save Group**.
- To delete a personal distribution list, click **Delete Group** > **Delete**.

Note: When you delete a contact from a personal distribution list, the contact remains in your contact list.

Multiple contact lists

About multiple contact lists

If your BlackBerry® device is associated with multiple email accounts, you might have contacts from each email account on your device. For example, if your device is associated with a work email account and a personal email account, you might be able to view your work contact list and your personal contact list on your device. For more information, contact your wireless service provider.

View a different contact list

1. On the Home screen, click the **Contacts** icon.
2. Press the [key] > **Select Contacts**.
3. Click a contact list.

Change the default contact list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Contact List (SYNC)** field.
4. Press the [key] > **Save**.

Contact list options

Change the display options for contacts

You can change how your contacts appear in all applications, including the phone, message list, contact list, and calendar.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing & Input** > **Language**.
3. Change the **Global Name Display** field.
4. Press the [key] > **Save**.

View the number of contacts stored on your device

1. On the Home screen, click the **Contacts** icon.
2. Press the ⊞ key > **Options**.
3. Click a contact list.

The Number of Entries field displays the number of contacts that are stored in the contact list.

Sort contacts or tasks

1. On the Home screen or in the **Applications** folder, click the **Contacts** icon or **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Sort By** field.
6. Press the **Menu** key.
7. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.
1. On the Home screen, click the application icon for an application that prompts you before you delete items.
2. Press the ⊞ key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** check box.
5. Press the ⊞ key > **Save**.

Troubleshooting: Contacts

Contact list field data is not appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom contact list field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

My contact pictures keep changing

The contact pictures in applications (for example, in the contacts application), might change if you set more than one application on your BlackBerry® device to replace contact pictures. Depending on how often or how many of your contact pictures are being replaced by other applications, you might experience increased data charges.

To stop contact pictures from changing, you must change the options in each application that is replacing your contact pictures.

Clock

Get the date and time from the wireless network automatically

To perform this task, your BlackBerry® device must be connected to the wireless network.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⊞ key > **Set Time**.
3. Change the **Set Time** field to **Automatic**.
4. Do one of the following:
   - To receive a prompt when your device detects a new time zone, change the **Auto Update Time Zone** field to **Prompt**.
   - To have your device update the time zone automatically when it detects a new time zone, change the **Auto Update Time Zone** field to **On**.
5. Press the ⊞ key > **Save**.

Set the date and time manually

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⊞ key > **Set Time**.
3. Change the **Set Time** field to **Manual**.
4. Click the **Time** field.
5. On the trackpad, slide your finger to select a time.
6. Click the trackpad.
7. Click the **Date** field.
8. On the trackpad, slide your finger to select a date.
9. Click the trackpad.
10. Press the ⊞ key > **Save**.

Change what appears on the screen when your device is charging

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⊞ key > **Options**.
3. Change the **When Charging** field.
4. Press the ⊞ key > **Save**.

Change the clock face

You can set a different clock face for the clock, stopwatch and timer.
1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the [▒▒] key > **Options**.
3. Change the **Clock Face** field, **Stopwatch Face** field or **Timer Face** field.
4. Press the [▒▒] key > **Save**.

Display a second time zone on the clock

You can show two times zones on the clock. For example, if you travel to a different time zone, you can display the time in your current location and the time in your home time zone.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the [▒▒] key > **Options**.
3. Change the **Home Time Zone** field.
4. Press the [▒▒] key > **Save**.

Turn on the alarm

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the [▒▒] key > **Set Alarm**.
3. On the trackpad, slide your finger up or down to highlight **On** or **Weekdays**.
4. Click the trackpad.

At the top of the Home screen, a clock indicator appears.

To set additional alarms or to set alarms for certain days of the week, you can schedule alarms through the Calendar application.

Related topics
Turn off your device, 228

Silence the alarm

- If snooze is not turned on, click **Dismiss**.
- If snooze is turned on, click **Snooze**.

Change alarm notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ▦ key > **Options**.
3. In the **Alarm** section, change the **Alarm Tone** field, **Volume** field, **Snooze Time** field, and **Vibration** field.
4. Press the ▦ key > **Save**.

Turn on bedside clock mode

You can set options for bedside clock mode so that you can view the clock without being interrupted by incoming calls or messages.
1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ▦ key > **Enter Bedside Mode**.

To turn off bedside clock mode, press the ◁ key.

Set options for bedside clock mode

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ▦ key > **Options**.
3. In the **Bedside Mode** section, do any of the following:
   - To receive a flashing LED notification when bedside clock mode is turned on, clear the **Disable LED** check box.
   - To turn off the connection to the wireless network, so that your device does not receive phone calls or messages when bedside clock mode is turned on, select the **Disable Radio** check box.
   - To turn off screen dimming when bedside clock mode is turned on, clear the **Dim Screen** check box.
4. Press the ▦ key > **Save**.

Use the stopwatch

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ▦ key > **Stopwatch**.
3. Click the **start/stop** icon.
   - To record lap times, click the **lap** icon.
   - To stop timing, click the **start/stop** icon again.
   - To send the results in a message, press the ▦ key > **Send Results**. Click a message type.

Use the timer

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⸬ key > **Timer**.
3. Press the ⸬ key > **Set Timer**.
4. Set the time.
5. Click the trackpad.
   - To start or stop the timer, click the **start/stop** icon.
   - To reset the timer, click the **reset** icon.

The timer continues to count down after you exit the Clock application.

Change timer notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⸬ key > **Options**.
3. In the **Countdown Timer** section, change the **Timer Tone**, **Volume**, or **Vibration** fields.
4. Press the ⸬ key > **Save**.

Troubleshooting: Clock

The time on my device is incorrect

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⸬ key > **Set Time**.
3. Try one of the following actions:
   - If the Set Time field is set to Automatic, press the ⸬ > **Update Time**.
   - If you have traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
   - If you are in a region that has recently made changes to daylight saving time or has switched to a different time zone, you might need to update the time zone data on your BlackBerry® device. To update the time zone data, press the ⸬ key > **Get Time Zone Updates**. For this feature to be supported, your wireless service plan must include data services (such as email messages or browser service). If your email account uses a BlackBerry® Enterprise Server, you might not be able update your time zone data. For more information, contact your administrator.

Tasks and memos

Create a task or memo

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
   - To create a task, click **Add Task**. Type the task information. Set a due date for the task. If the task recurs, set the **Recurrence** field.
   - To create a memo, click **Add Memo**. Type the memo information.
2. Press the ⊞ key > **Save**.

Recurrence fields

Every:
   Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:
   Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

Send a task or memo

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
2. Highlight a task or memo.
3. Press the ⊞ key > **Forward As**.
4. Click a message type.

Change or delete a task or memo

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
2. Highlight a task or memo.
3. Press the ⊞ key.
   - To change the task or memo, click **Open**. Change the task or memo information. Press the ⊞ key > **Save**.
   - To delete the task or memo, click **Delete**.

Change the status of a task

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the ⊞ key.
   - To mark the task as complete, click **Mark Completed**.
   - To mark the task as deferred, in progress, or waiting, click **Open**. Change the **Status** field. Press the ⊞ key > **Save**.

Hide completed tasks

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Press the ⊞ key > **Hide Completed**.

View tasks in a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the ⊞ key > **Options** > **General Options**.
3. Select the **Show Tasks** check box.
4. Press the ⊞ key > **Save**.

Synchronizing tasks and memos

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, 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 between your device and the email application on your computer over the wireless network. When you file or delete email on your device, these email should be filed or deleted in your email application. Likewise, any changes that you make to email in the email application on your computer should be reflected on your device.

In rare cases, if your device does not recognize fields in a contact, calendar entry, or email account, some data or email cannot be synchronized or reconciled.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned off these features, you can use the synchronization tool of the BlackBerry® Desktop Software to synchronize your organizer data and email. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Synchronize organizer data over the wireless network

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the ⊞ key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** check box.
4. Press the ⊞ key > **Save**.

If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry device data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the backup and restore tool of the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

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About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your device, you can set whether the email on your device or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry® Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

About categories

You can create categories 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®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

Categorize a contact, task, or memo

1. When you are creating or changing a contact, task, or memo, press the   key > **Categories**.
2. Select the check box beside a category.
3. Press the   key > **Save**.

To remove a category from a contact, task, or memo, clear the check box beside the category.

Create a category for contacts, tasks, or memos

You can create categories to organize items in the Contacts application, Tasks application, and MemoPad.
1. On the Home screen or in the **Applications** folder, click the **Contacts** icon, **Tasks** icon, or **MemoPad** icon.
2. Press the   key > **Filter**.
3. Press the   key > **New**.
4. Type a name for the category.
5. Press the ↵ key on the keyboard.

To delete a category, highlight the category. Press the   key > **Delete**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click the application icon for an application that prompts you before you delete items.
2. Press the ![key] key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** check box.
5. Press the ![key] key > **Save**.

Typing

Typing basics

Highlight, cut, copy, or paste text

1. Press and hold the `alt` key and click the trackpad.
    - To highlight text character by character, on the trackpad, slide your finger left or right.
    - To highlight text line by line, on the trackpad, slide your finger up or down.
2. Press the ![key] key.
    - To cut the highlighted text, click **Cut**.
    - To copy the highlighted text, click **Copy**.
3. Place the cursor where you want to insert the cut or copied text.
4. Press the ![key] key > **Paste**.

Type a symbol

1. Press the **Symbol** key.
2. Press the letter key that appears below the symbol.

Type an accent or special character

Press and hold a letter key and, on the trackpad, slide your finger left or right until the accented or special character appears.

Clear text from a field

In a field that you typed text into, press the ![key] key > **Clear Field**.

Typing input methods

Switch typing input methods when you are typing

When you are typing, press the ![key] key > **Enable <typing input method>**.

Change options for typing input methods

1.   On the Home screen or in a folder, click the **Options** icon.
2.   Click **Typing and Input** > **Typing** > **Advanced Style Options**.
3.   Change the input options.
4.   Press the ⌗ key > **Save**.

SureType technology and multi-tap input methods

About SureType technology and multi-tap

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

SureType technology combines a traditional phone-style key layout with a familiar computer-style letter layout that is designed to provide a quick and comfortable typing and dialing experience.

SureType technology is designed to predict words as you type them. When you use SureType technology, you press the letter key for each letter in a word only once until the word appears in a list that appears on the screen. 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.

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

Type text using SureType technology

1.   Press the letter key once for each letter in a word.
2.   Do any of the following:
     •   To select a word from the list that appears when you type and start typing a new word, highlight the word. Press the ⏎ key on the keyboard.
     •   To select an item from the list that appears when you type and continue typing the same word, click the item.
     •   To change a letter in a word that you are typing, highlight the letter. Click the alternate letter that appears on the screen.
     •   To change a letter in a word after you finish typing the word, click the word. Highlight the letter. Click the alternate letter that appears on the screen.

For example, to type **run**, you would press the **R** key once, the **U** key once, and so on until **run** appears in the list. You would then highlight **run** and press the ⏎ key.

Type text using multi-tap

Do any of the following:
     •   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.

Find more information about typing in other languages

You can learn to type in other languages such as Chinese and Thai by reading the Typing Guides that are available online. Visit
www.blackberry.com/go/docs and search for the Typing Guide in your language.

Typing options

Change the default currency symbol

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Change the **Currency Key** field.
4. Press the ⊞ key > **Save**.

Stop displaying contacts in the list that appears when you type

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Typing** > **Advanced Style Options**.
3. Clear the **Names** check box.
4. Press the ⊞ key > **Save**.

Turn on key tones

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Select the **Key Tone** check box.
4. Press the ⊞ key > **Save**.

Turn off trackpad sounds

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Trackpad Sensitivity**.
3. Change the **Audible Roll** field to **Mute**.
4. Press the ⊞ key > **Save**.

To turn on trackpad sounds again, change the **Audible Roll** field to **Click**.

Set the trackpad sensitivity

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

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Trackpad Sensitivity**.
3. Change the **Horizontal Sensitivity** field and **Vertical Sensitivity** field.
4. Press the ⊞ key > **Save**.

Set the cursor speed

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Change the **Key Rate** field.
4. Press the ⊞ key > **Save**.

Spelling checker

You can check spelling if your input language is set to Afrikaans, Arabic, Catalan, Czech, Danish, Dutch, English, French, German, Greek, Hungarian, Italian, Norwegian, Portuguese, Russian, Spanish, Swedish, or Turkish.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. Press the ⊞ key > **Check Spelling**.
2. Do any of the following:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the ⊃ key.
   - To ignore all instances of the suggested spelling, press the ⊞ key > **Ignore All**.
   - To add the word to the custom dictionary, press the ⊞ key > **Add To Dictionary**.
   - To stop checking spelling, press the ⊞ key > **Cancel Spell Check**.

Change options for checking spelling

You can change the type and length of words that the spelling checker includes when checking spelling. For example, you might not want the spelling checker to include acronyms or one-letter words. You can also set your BlackBerry® device to check spelling automatically before you send an email message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Spell Check**.
3. Change one or more options.
4. Press the ⊞ key > **Save**.

Stop displaying spelling suggestions in the list that appears when you type

By default, if you start typing a letter combination that your BlackBerry® device does not recognize, spelling suggestions appear in bold in the list that appears when you type.

1. Click **Typing and Input** > **Typing** > **Advanced Style Options**.
2. Clear the **Spelling** check box.
3. Press the ⌗ key > **Save**.

Custom dictionary

About the custom dictionary

You can add words to the custom dictionary so that your BlackBerry® device recognizes the word when you check spelling. Because SureType® technology uses the same dictionary, if you are using the Arabic or Russian input methods, words that you add to your custom dictionary are displayed in the list that appears when you type.

Add, change, or delete a word in the custom dictionary

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Custom Dictionary**.
   - To add a word to the custom dictionary, press the ⌗ key > **New**. Type a word or letter combination. Press the ↵ key on the keyboard.
   - To change a word in the custom dictionary, press the ⌗ key > **New**. Change the word. Press the ↵ key on the keyboard.
   - To delete a word from the custom dictionary, highlight the word. Press the ⌗ key > **Delete**.

Stop adding items to the custom dictionary automatically

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Typing** > **Advanced Style Options**.
3. Clear the **Typing** check box.
4. Change the **Email** field to **Off**.
5. Press the ⌗ key > **Save**.

AutoText

About AutoText

AutoText is designed to replace specific text that you type with preloaded 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. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Word Substitution**.
3. Press the ⌨ key > **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, do one of the following:
   - Type replacement text.
   - To insert a macro (for example, the current date or time), press the ⌨ key > **Insert Macro**.
6. Do one of the following:
   - To capitalize the entry exactly as you typed it, change the **Using** field to **Specified Case**.
   - To capitalize the entry according to the context, change the **Using** field to **SmartCase**.
7. In the **Language** field, change the language.
8. Press the ⌨ key > **Save**.

Change or delete an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Word Substitution**.
3. Highlight an AutoText entry.
4. Press the ⌨ key .
   - To change the AutoText entry, click **Edit**. Change the entry. Press the ⌨ key > **Save**.
   - To delete the AutoText entry, click **Delete**.

Undo an AutoText change

If the AutoText feature changes a word that you do not want to change, you can undo the change.

To undo an AutoText change when you are typing, press the ⌫ key twice.

Typing shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Insert a period	Press the **Space** key twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press the **Space** key.
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAP lock	Press the **Alt** key and the **Right Shift** key. To turn off CAP lock, press the **Left Shift** key or **Right Shift** key.
Type a symbol	Press the **Symbol** key. Type the letter that appears below the symbol.
Type the alternate character on a key	Press the **Alt** key and the character key.
Type an accented or special character	Press and hold the letter key and, on the trackpad, slide your finger left or right. For example, to type ü, press and hold **U** and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
Type a number in a text field	Press and hold the **Alt** key and press the number key.
Type a number in a number field	Press a number key. You do not need to press the Alt key.
Turn on NUM lock	Press the **Alt** key and the **Left Shift** key. To turn off NUM lock, press the **Left Shift** key or **Right Shift** key.
Highlight a line of text	Press the **Left Shift** key or **Right Shift** key and, on the trackpad, slide your finger up or down.
Highlight text character by character	Press the **Left Shift** key or **Right Shift** key and, on the trackpad, slide your finger left or right.
Cut highlighted text	Press the **Left Shift** key or **Right Shift** key and the **Backspace/Delete** key.
Copy highlighted text	Press the **Alt** key and click the trackpad.
Paste text	Press the **Left Shift** key or **Right Shift** key and click the trackpad.

Troubleshooting: Typing

I cannot check spelling

You can check only the spelling of text that you type. You can check spelling in English, Afrikaans, Arabic, Catalan, Czech, Danish, Dutch, French, German, Greek, Hebrew, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, and Turkish.

Keyboard

Change the keyboard layout

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Change the **Keyboard Layout** field.
4. Press the [≡] key > **Save**.

Change the default keyboard for portrait view

You can set your BlackBerry® device to use the reduced keyboard or full keyboard by default when you use your device in portrait view.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Change the **Portrait View Keyboard** field.
4. Press the [≡] key > **Save**.

Assign an application to a Convenience key

Your BlackBerry® device has one or more Convenience keys on the side of the device. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Convenience Keys**.
3.
4. Press the [≡] key > **Save**.

Change the default currency symbol

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Change the **Currency Key** field.
4. Press the [≡] key > **Save**.

Set the cursor speed

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Change the **Key Rate** field.
4. Press the [⋮⋮] key > **Save**.

Turn on key tones

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Keyboard**.
3. Select the **Key Tone** check box.
4. Press the [⋮⋮] key > **Save**.

Set the trackpad sensitivity

You can set how the trackpad responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Trackpad Sensitivity**.
3. Change the **Horizontal Sensitivity** field and **Vertical Sensitivity** field.
4. Press the [⋮⋮] key > **Save**.

Turn off trackpad sounds

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Trackpad Sensitivity**.
3. Change the **Audible Roll** field to **Mute**.
4. Press the [⋮⋮] key > **Save**.

To turn on trackpad sounds again, change the **Audible Roll** field to **Click**.

Troubleshooting: Keyboard

No application opens when I press a Convenience key

Try the following:

- If you have not done so, assign an application to the key.
- Verify that you did not delete the application that you assigned to the key.

Language

About typing input languages

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

Change the language

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input > Language**.
   - To change the display language, change the **Display Language** field.
   - To change the typing language, change the **Typing Language** field.
   - To change the language for voice commands, change the **Voice Dialing** field.
3. Press the ⊞ key > **Save**.

Use a shortcut for switching typing input languages when you are typing

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Language**.
   - To switch the typing input language by holding the **Alt** key and pressing the **Enter** key, change the **Shortcut Keys** field to **Alt-Enter**.
   - To switch the typing input language by holding the **Shift** key and pressing the **Space** key, change the **Shortcut Keys** field to **Shift-Space**.
3. Press the ⊞ key > **Save**.

To turn off the shortcut for switching typing input languages, change the **Shortcut Keys** field to **None**.

Add a display language

You can use the BlackBerry® Desktop Software to add a display language to your BlackBerry device. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.

Connect your device to your computer and open the BlackBerry Desktop Software.

For more information about adding applications and display languages, see the Help in the BlackBerry Desktop Software.

Delete a language

You can delete languages that you do not use to increase the amount of space available.

1. On the Home screen or in a folder, click the **Setup** icon.
2. Click **Languages** > **Language Removal**.
3. Select the languages you want to keep.
4. Click **Update**.

Any languages that you do not select are deleted from your BlackBerry® device.

Troubleshooting: Language

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. For more information, contact your wireless service provider or administrator.

Screen display

Set options for backlighting

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Do any of the following:
   - To change the brightness of the backlight for the screen, change the **Backlight Brightness** field.
   - To change the length of time that the backlight stays on when you are not touching your BlackBerry® device, change the **Backlight Timeout** field.
   - To stop the backlight from adjusting to lighting conditions, clear the **Automatically Dim Backlight** check box.
4. Press the ⚏ key > **Save**.

Use a picture as your device wallpaper

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Browse to a picture.
3. Press the ⚏ key > **Set As Wallpaper**.

Change the display font

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Change the font fields.
4. Press the ⚏ key > **Save**.

Organizing applications on the Home screen

About organizing application icons

Application icons can appear on the Home screen or in folders on the Home screen. If you cannot see all your application icons, they might be hidden. You can make all your application icons visible on the Home screen or in folders by selecting Show All from the Home screen menu.

You can reorder application icons to change which icons appear first on the Home screen. You can also create and delete folders, change the folder icon style for folders that you create, and move application icons into folders and out of folders.

Find or hide an application icon

Depending on your theme, you might not be able to hide some application icons.

On the Home screen or in a folder, do any of the following:

- To see all your application icons, press the [:::] key > **All**.
- To hide an application icon, highlight the icon. Press the [:::] key > **Hide**.
- To show all hidden application icons, press the [:::] key > **Show All**.
- To stop hiding an application icon, highlight the icon. Press the [:::] key > **Hide**. A check mark should not appear beside the Hide field.

Add, change, or delete a folder on the Home screen

On the Home screen, do one of the following:

- To add a folder, press the [:::] key > **Add Folder**. Type a name for the folder. To change the folder icon style, click the folder icon. Click a folder icon style. Click **Add**.
- To change a folder, highlight a folder. Press the [:::] key > **Edit Folder**. Change the folder name or folder icon style. Click **Save**.
- To delete a folder, highlight a folder. Press the [:::] key > **Delete**.

Move an application icon

1. On the Home screen or in an application folder, highlight an application icon.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To move the application icon to a different location on the Home screen, click **Move**. On the trackpad, slide your finger to the new location. Click the trackpad.
   - To move the application icon into an application folder, click **Move to folder**. Click an application folder.
   - To move the application icon out of an application folder, click **Move to folder**. Click **Home** or an application folder.

Add a message that appears when your device is locked

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Message on Lock Screen**.
3. Type the text that you want to appear on the screen when your device is locked.
4. Press the [:::] key > **Save**.

Use grayscale or reverse contrast for the screen display

1. On the Home screen or in a folder, click the **Options** icon.

2. Click **Accessibility**.
    - To use grayscale for the screen display, change the **Color Contrast** field to **Greyscale**.
    - To use reverse contrast for the screen display, change the **Color Contrast** field to **Reverse Contrast**.
3. Press the [⊞] key > **Save**.

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. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. In the **Theme** section, click a theme.
4. Click **Activate**.

To delete a theme, click the theme. Click **Delete**.

Download a theme

Depending on your wireless service provider, this feature might not be supported.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Press the [⊞] key > **Download Themes**.

Troubleshooting: Display

My display changed

Depending on your theme, display options such as icons, fonts, and your Home screen background, might change when you switch themes.

No application opens when I press a Convenience key

Try the following:

- If you have not done so, assign an application to the key.
- Verify that you did not delete the application that you assigned to the key.

The screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power. You can change the length of time that the backlight stays on when you are not touching your device.

To turn on the screen, click the trackpad or press a key.

GPS technology

Depending on your wireless service provider, this feature might not be supported.

About GPS technology

Depending on your wireless service provider, this feature might not be supported.

You can use GPS technology on your BlackBerry® device to get your GPS location and to use location-based applications and location-based services. Location-based applications can use your GPS location to provide you with information such as driving directions.

If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider.

If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location.
Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology.

Turn on GPS technology

Depending on your BlackBerry® device model and wireless network, this feature might not be supported.

Note: The GPS options that appear on your device might differ slightly from the options that appear in this task.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **Location Services** field to **Location On**.
4. Press the ⌗ key > **Save**.

To turn off GPS technology, change the **Location Services** field to **Location Off**.

Set the GPS receiver that you use to track your movement

To perform this task, if you don't have an internal GPS receiver, you must pair your BlackBerry® device with a Bluetooth® enabled GPS receiver.

1. On the Home screen or in a folder, click the **Options** icon..
2. Click **Device** > **Location Settings**.
3. Change the **GPS Source** field.
4. Press the ⌗ key > **Save**.

Get your GPS location

Depending on your wireless service provider and wireless network, this feature might not be supported. To perform this task, you must pair your BlackBerry® device with a Bluetooth® enabled GPS receiver, if your device does not have an internal GPS receiver.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Press the [⚏] key > **Refresh GPS**.

The longitude and latitude coordinates for your current location appear.

Prevent others from tracking your location

If your email account uses a BlackBerry® Enterprise Server, your administrator might be able to track the location of your BlackBerry device. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **Location Services** field to **Location Off**.
4. Press the [⚏] key > **Save**.

Turn off location aiding

Depending on your wireless service provider and wireless network, this feature might not be supported. By default, location aiding is turned on to improve the performance of GPS technology. When location aiding is turned on, your BlackBerry® device connects to a central server periodically, which can increase your data service charges. To avoid these charges, you can turn off location aiding, but it might take longer for your device to get your GPS location. For more information, contact your wireless service provider.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
    -   To turn off location aiding, change the **Location Aiding** field to **Disabled**.
    -   To turn off location aiding when roaming, change the **Location Aiding** field to **Disabled While Roaming**.
3. Press the [⚏] key > **Save**.

Troubleshooting: GPS technology

I cannot use GPS technology

Try performing the following actions:
- If you are outdoors, move away from buildings and expose your device to open sky.
- If you are indoors, move close to a window.
- If you have paired your BlackBerry® device with a Bluetooth® enabled GPS receiver, verify that the Bluetooth enabled GPS receiver is turned on.
- If you are using GPS technology for the first time, wait a short period of time for your device to get your GPS location.

Maps

Map basics

View a location on a map

1. On the Home screen, click the **Maps** icon.
2. On a map, press the [▦] key > **Find Location**.
3. Do one of the following:
    *   To search for a point of interest such as a business or landmark, in the drop-down at the top right of the screen, click **Business**. Type the information for the point of interest in the **Business** field. Highlight the point of interest.
    *   To view a new location, in the drop-down at the top right of the screen, click **Location**. Type an address in the **Location** field. Highlight the location.
    *   To view a location for a contact, type the contact name in the **Location** field or the **Business** field. Highlight the contact information.
    *   To view a bookmarked location, highlight the location in the bottom section of the screen.
4. Press the [▦] key > **View on Map**

If you are viewing a location other than your current location, to get directions to this location from your current location, press the [▦] key > **Navigate to Here**. Your device must have an internal GPS receiver or be paired with a Bluetooth enabled GPS receiver to perform this task.

View an address on a map using a link

When your BlackBerry® device recognizes an address in certain applications, such as instant messaging applications or the MemoPad, your device underlines the address.

1. Highlight an underlined address.
2. Press the [▦] key > **View on Map**.

Send a location

You can send a location as a message, for example, in an email message or instant message. The message that you send includes a link to the location so that the recipient can view the location on a map.

1. On a map, press the [▦] key > **Send Location**.
2. Click a message type.

Get directions

1. On the Home screen, click the **Maps** icon.
2. Press the [▦] key > **Get Directions**.
3. Do one of the following to specify a starting location:

- To specify your current location, if your BlackBerry® device has an internal GPS receiver or is paired with a Bluetooth® enabled GPS receiver, set the **Start** field to **My Location**.
- To specify the location that you are currently viewing on a map, set the **Start** field to **Use center of map**. If you are viewing a bookmarked location, click **Use focused location**.
- To specify a new location by selecting the location on a map, set the **Start** field to **Select from map**. Click the location on the map.
- To specify a point of interest, such as a business or a landmark, set the **Start** field to **Find Location**. In the drop-down list at the top right of the screen, click **Business**. In the **Search** field, type the information for the point of interest. Press the ↵ key on the keyboard. Click a point of interest.
- To specify a contact's address, set the **Start** field to **Find Location**. Start typing the contact's name. Click the contact.
- To specify a new location by typing the address, set the **Start** field to **Find location**. In the drop-down list at the top right of the screen, click **Location**. In the **Search** field, type the address. Press the ↵ key on the keyboard. Click the location.
- To specify a bookmarked location, set the **Start** field to **Find location**. In the bottom pane, click a bookmarked location.
4. Repeat step 3 to specify an ending location.
5. To change the route options, click **Route Options**. Select or clear the check box beside one or more route options. Click **OK**.
6. Click **Search**.

Pan a map

To pan a map, your BlackBerry® device must be in pan mode and not zoom mode. The mode that your device is in is displayed at the top of the map.
1. If your device is in zoom mode, click the trackpad to switch to pan mode.
2. On the trackpad, slide your finger in any direction.

Zoom in or out

On a map, do one of the following
- To zoom in, if your device is not already in zoom mode, press the trackpad. Slide your finger up on the trackpad.
- To zoom out, if your device is not already in zoom mode, press the trackpad. Slide your finger down on the trackpad.
- To zoom to a point in a route, press the key > **Zoom To Point**.

View a list of points of interest near a location

You can search for points of interest such as businesses or landmarks. For example, you might search for coffee shops near your current location.
1. On a map, press the key > **Find Location**.
2. Type the point of interest information.
3. Press the ↵ key on the keyboard.

View contact information for a point of interest

1. On a map or in a list of points of interest, highlight a point of interest.
2. Press the key > **Details**.

Clear a map

When you clear a map, any route information displayed on the map no longer appears.

On a map, press the [key icon] key > **Clear Map**.

Add a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. On a map, press the [key icon] key > **Add As Favorite** > **OK**.

Rename a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. Press the [key icon] key > **Favorites**.
3. Highlight a bookmark.
4. Press the [key icon] key > **Rename**.
5. Type a new name.
6. Click **OK**.

Delete a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. On a map, press the [key icon] key > **Favorites**.
3. Highlight a bookmark.
4. Press the [key icon] key > **Delete**.

Map options

Keep backlighting on when you track your movement

By default, backlighting turns off automatically after a specified time to conserve battery power. You can change map options so that backlighting remains on when you track your movement unless the battery power level drops below a specified percentage.

1. On a map, press the [key icon] key > **Options**.
2. Change the **Backlight Timeout When** field.
3. Press the [key icon] key > **Save**.

Related topics
Set options for backlighting, 192

Set the GPS receiver that you use to track your movement

To perform this task, if you don't have an internal GPS receiver, you must pair your BlackBerry® device with a Bluetooth® enabled GPS receiver.

1. On the Home screen or in a folder, click the **Options** icon..
2. Click **Device** > **Location Settings**.
3. Change the **GPS Source** field.
4. Press the ![key] key > **Save**.

Map shortcuts

- To zoom in to a map, press **I**.
- To zoom out from a map, press **O**.
- To move to the next direction on a route, press **N**.
- To move to the previous direction on a route, press **P**.
- To view status information at the top of a map, press **U**. To hide status information at the top of a map, press **U** again.
- To view tracking information at the bottom of a map while you are tracking your movement, press the **Space** key. To hide tracking information at the bottom of a map, press the **Space** key again.

Troubleshooting: Maps

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics
Feature availability, 14

Applications

About multitasking

Your BlackBerry® device supports multitasking, which allows you to run more than one application at a time. During a call, for example, you might want to switch to the calendar application to view your appointments or switch to the contacts application to look up a contact. While you are playing a song, you might want to switch to the messages application to reply to a message.

There are also shortcuts for most applications that can help you to perform common tasks quickly.

Note: The more applications that you have running, the more memory and battery power your device uses. To optimize the performance of your device, try to close applications when you are finished with them.

Related topics

Keep an application running in the background and switch to another application

- To switch to another application, press and hold the [⌗] key until the application switcher appears. Click an application icon. If the application icon that you want does not appear, click the **Home screen** icon and navigate to the application icon that you are looking for.
- To return to the Home screen if you are not on a call, press the [📞] key.
- To return to the Home screen if you are on call, press and hold the [⌗] key until the application switcher appears. Click the **Home screen** icon.

Note: If you press the [📞] key while you are on a call, you will end the call even if you have switched to another application.

Related topics

Close an application so that it is not running in the background

To optimize the performance of your BlackBerry® device, try to close applications when you are finished with them.

In an application, do one of the following actions:
- Press the [⌗] key > **Close**.
- Press the [↩] key. If necessary, continue to press the [↩] key until the Home screen appears.

Related topics

About adding applications

Depending on your wireless service provider and region, you might have the option to add or update applications using the BlackBerry App World™ storefront, the BlackBerry® Desktop Software, or the Application Center. You might also be able to download applications from a web page (try visiting mobile.blackberry.com from your BlackBerry device), or from an application offered by your wireless service provider.

Additional terms and conditions might apply to software and services made available through the BlackBerry App World™ storefront, the BlackBerry Desktop Software, or the Application Center. Data charges might apply when you add or use an application over the wireless network. For more information, contact your wireless service provider.

BlackBerry App World

If you have BlackBerry App World on your device, you can search for and download games, social networking applications, personal productivity applications, and much more. Using an existing PayPal® account, you can buy and download items over the wireless network to your device.

To download BlackBerry App World, visit www.blackberryappworld.com.

For more information about managing applications using BlackBerry App World, click the **BlackBerry App World** icon. Press the [::] key > **Help**.

BlackBerry Desktop Software

If you have the BlackBerry Desktop Software installed on your computer, you can connect your device to your computer to add, update, remove, or restore applications. You can also add applications to your device that you have downloaded to your computer, without having to use the wireless network.

To download the BlackBerry Desktop Software, visit www.blackberry.com/desktop.

For more information about managing applications using the BlackBerry Desktop Software, see the Help in the BlackBerry Desktop Software.

Application Center

If you have the Application Center on your device, you can add, update, or return to the previous version of a select number of applications that are hosted by your wireless service provider. Depending on your wireless service provider, this feature might not be available.

For more information about managing applications using the Application Center, click the **Application Center** icon. Press the [::] key > **Help**.

About social networking applications

You can use social networking applications on your BlackBerry® device to stay connected with your social networking contacts. Depending on the social networking application, you might be able to send messages, share pictures, change your status, and more.

You can download social networking applications for your BlackBerry device from the BlackBerry App World™ storefront. You must have a wireless service data plan to use these applications. Depending on your wireless service provider or organization, some applications or features might not be supported.

For more information about social networking applications, visit www.blackberry.com/support. If you need help using a social networking application, you can find answers in the application by pressing the **Menu** key and clicking **Help** on your device.

About instant messaging applications

You can download instant messaging applications for your BlackBerry® device from the BlackBerry App World™ storefront. By default, your BlackBerry device comes with BlackBerry® Messenger. You can use BlackBerry Messenger to chat with people who have a BlackBerry device by sending and receiving messages and files. You can also change your status and display picture. With the BlackBerry® Groups feature of BlackBerry Messenger, you can share pictures, lists, appointments, and more.

You must have a wireless service data plan to use these applications. Depending on your wireless service provider or organization, some applications or features might not be supported.

For more information about BlackBerry Messenger and other instant messaging applications, visit www.blackberry.com/support. If you need help using an instant messaging application, you can find answers in the application by pressing the **Menu** key and clicking **Help** on your device.

Require your device password before adding an application

To perform this task, you must have set a BlackBerry® device password.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Change the **Prompt on application install** field to **Yes**.
4. Press the ⊞ key > **Send**.

Delete an application

If your email account uses a BlackBerry® Enterprise Server, your organization might not permit you to delete some applications. For more information, contact your administrator.
1. On the Home screen or in a folder, highlight an application icon.
2. Press the ⊞ key > **Delete**.

View properties for an application

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
3. Click an application.

View the size of an application database

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Status**.
3. Press the ⌗ key > **Database Sizes**.

Troubleshooting: Applications

I cannot add, update, or return to the previous version of an application

If your email account uses a BlackBerry® Enterprise Server, your organization might not permit you to add or update device applications. For more information, contact your administrator.

Try the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your device has enough memory to add or update the application.

BlackBerry Device Software

About updating the BlackBerry Device Software

You might want to update your BlackBerry® Device Software for one of the following reasons:
- to access new applications and features
- to resolve a technical issue
- your wireless service provider requires you to update the BlackBerry Device Software

You might be able to update your BlackBerry Device Software over the wireless network, from a web site, or using the BlackBerry® Desktop Software.

The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of device data, and the number of applications on your BlackBerry device. You cannot use your device or make emergency calls when the update is in progress. Do not remove the battery while the update is in progress.

Over the wireless network

You can update your BlackBerry Device Software over the wireless network if a Wireless Update icon appears on the Home screen of your device. You can also check for updates manually through the device options. The available update might be a complete software update, or a partial software update only. If the available update is a complete software update, your device data is backed up on your device and restored during the installation process. Depending on the options that your wireless service provider or administrator sets, you might not be able to update the BlackBerry Device Software over the wireless network. Depending on your wireless service provider, extra fees might apply when you download the update to your device.

From a web site

If your email account uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature, you can update your BlackBerry Device Software by connecting your device to your computer and visiting the update web site at www.blackberry.com.

Using the BlackBerry Desktop Software

If you have the BlackBerry Desktop Software installed on your computer, you can update your BlackBerry Device Software from your computer. For more information about updating the BlackBerry Device Software from your computer, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Update the BlackBerry Device Software over the wireless network

Depending on the options that your wireless service provider or administrator sets, you might not be able to perform this task.

You can use your BlackBerry® device when you download the BlackBerry® Device Software but not when you install the software. You have the option to schedule the update to occur at a specific time.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

1. On the Home screen, click the **Wireless Update** icon. If you do not have the Wireless Update icon, on the Home screen, click the **Options** icon. Click **Device** > **Software Updates**..
2. Complete the instructions on the screen.

Note: During the installation process, your device might reset or display a white screen. If encryption is turned on, you might need to type your password at various times during the installation process.

Return to or delete the previous version of the BlackBerry Device Software

Depending on the options that your wireless service provider or administrator sets, you might not be able to perform this task.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Software Updates** > **Update successful**.
    *   To return to a previous software version, click **Downgrade**.
    *   To delete a previous software version, press the ⚏ key > **Delete Downgrade Data**.

Update the BlackBerry Device Software from a web site

If your email account uses a BlackBerry® Enterprise Server you might not be able to perform this task. Check with your administrator for BlackBerry® Device Software updates that have been approved for use in your organization.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.
1. From your computer, visit the BlackBerry Device Software update site.
2. Click **Check for Updates**.
3. Connect your BlackBerry device to your computer.
4. On the Update summary screen, select the check box beside the update that you want to install.
5. Do any of the following:
    *   To add or remove optional applications, click **Options**. Select or clear the check box beside one or more applications. Click **Next**.
    *   To back up your device data or delete all device data, click **Settings**. Select the check box beside one or more data types. Click **OK**.
6. Click **Next**.
7. Complete the instructions on the screen to sign up for or decline email notifications for new software.
8. Click **Next** > **Finish**.

Update the BlackBerry Device Software using the BlackBerry Desktop Software

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Connect your BlackBerry® device to your computer and open the BlackBerry® Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

Troubleshooting: BlackBerry Device Software

I cannot update the BlackBerry Device Software over the wireless network

Depending on the options set by your wireless service provider or administrator, you might not be able to update your BlackBerry® Device Software over the wireless network.

Try performing the following actions:

- Verify that your BlackBerry device is connected to a wireless network.
- Verify that your device has enough memory to update the BlackBerry Device Software.
- If your device has Wi-Fi® connection capability, connect to a Wi-Fi network and then try updating your BlackBerry Device Software again.
- Verify that you are not roaming outside of your wireless service provider's wireless coverage area. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software when roaming. For more information, contact your wireless service provider.
- You might also be able to update your BlackBerry Device Software from your wireless service provider's web site.

My device does not have enough available memory to update the BlackBerry Device Software

Try performing the following actions:
- Delete media files, display languages, or third-party applications that you do not use.
- Transfer media files that you have stored in the BlackBerry® device memory to a media card.

Manage connections

Manage connections basics

Wireless networks that your device connects to

For more information about the wireless networks that your BlackBerry® device connects to, see the *Safety and Product Information* booklet for your device.

BlackBerry device	Networks

Wireless coverage indicators

Indicators in the upper-right corner of the Home screen display the wireless coverage level for the area in which you are using your BlackBerry® device. For more information about wireless coverage areas, contact your wireless service provider.

	Provides information about the strength of the wireless signal. Three or more bars indicate a strong signal. A reduced signal display might indicate increased power output from your device as it attempts to connect to a weak signal.
1XEV, 1X, 3G, EDGE, GPRS, NXTL, MIKE, or NTWK	You are connected to a mobile network and you can access features such as email messaging and Internet browsing. If you do not see one of the indicators, you might be in an area of reduced wireless coverage where some features are not available (you might only be able to make a phone call or send and receive text messages).
SOS	You can call only emergency numbers.
X	You are in an area of no wireless coverage.
OFF	The connection to the mobile network is turned off.
	You are connected to a Wi-Fi® network and you can access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.

📶	Your Wi-Fi connection is turned on, but you are not connected to a Wi-Fi network, or you are connected to a Wi-Fi network, but you cannot access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
✳	Your Bluetooth® connection is turned on, and you are connected to a Bluetooth enabled device.
✳	Your Bluetooth connection is turned on, but you are not connected to a Bluetooth enabled device.

Related topics

Turn on or turn off a network connection

You should keep network connections turned off in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry® device.

On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on a network connection, select the check box beside a connection type.
- To turn off a network connection, clear the check box beside a connection type.
- To turn on the network connections that were turned on previously, click **Restore Connections**.

Turn on or turn off data service or set roaming options

Depending on your wireless service plan, you might be able to turn off data service (email messages, PIN messages, MMS messages, and browser service) on your BlackBerry® device so that only phone and SMS text messaging are available. You can also set your device to turn off data services when roaming. For more information, contact your wireless service provider.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Perform one of the following actions:
   - To turn on or turn off data service, change the **Data Services** field.
   - To turn on or turn off data service when roaming, change the **While Roaming** field.
   - To receive a prompt when roaming that allows you to turn on or turn off data service, change the **While Roaming** field to **Prompt**.
4. Press the **Menu** key.
5. Click **Save**.

Check the status of network connections and services

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Services Status**.

Mobile network

Roaming

About roaming and international roaming

In most cases, your BlackBerry® device automatically connects to the appropriate wireless network when you travel outside your wireless service provider's coverage area. Sometimes you might have to provide login information before you can access a wireless network. When you roam, a triangular roaming indicator appears at the top of the Home screen.

If your device requires a SIM card, your wireless service provider might need to set up your SIM card with roaming services before you can roam.

If your device normally connects to a CDMA network and your device supports international roaming, you might need to get a SIM card that is set up for international roaming from your wireless service provider. Your phone number stays the same when you travel internationally.

For more information about roaming and roaming fees, contact your wireless service provider.

Switch wireless networks manually

To perform this task, your wireless service plan must include this service and your BlackBerry® device must be connected to a GSM® or UMTS® network.

Your device is designed to switch to an appropriate wireless network automatically when you travel.
1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Change the **Network Selection Mode** field to **Manual**.
4. Click **Scan for Available Networks**.
5. Click a wireless network.
6. Click **Select Network**.
7. Press the **Menu** key.
8. Click **Save**.

To connect to your wireless service provider's wireless network again, change the **Network Selection Mode** field to **Automatic**.

Turn on or turn off data service or set roaming options

Depending on your wireless service plan, you might be able to turn off data service (email messages, PIN messages, MMS messages, and browser service) on your BlackBerry® device so that only phone and SMS text messaging are available. You can also set your device to turn off data services when roaming. For more information, contact your wireless service provider.
1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Perform one of the following actions:

- To turn on or turn off data service, change the **Data Services** field.
- To turn on or turn off data service when roaming, change the **While Roaming** field.
- To receive a prompt when roaming that allows you to turn on or turn off data service, change the **While Roaming** field to **Prompt**.
4. Press the **Menu** key.
5. Click **Save**.

Preferred wireless network list

About the preferred wireless network list

Your wireless service provider might have agreements with other wireless service providers that permit you to use their services when you are traveling. You can use the preferred wireless network list to control the order in which your BlackBerry® device uses these other wireless networks.

Your device tries to connect to a wireless network based on the order in which the wireless networks appear in your preferred wireless network list. When you travel, your device scans for the wireless networks on this list first. If no wireless network on the list is available, your device is designed to connect to another available wireless network automatically.

Note: Extra fees usually apply when you roam. For more information about roaming fees, contact your wireless service provider.

Add a wireless network to the preferred wireless network list

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported.
1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Press the **Menu** key.
4. Click **My Preferred Network List**.
5. Press the **Menu** key.
6. Click **Add Network**.
7. 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 your device, click **Select From Known Networks**. Click a wireless network. Click **Select Network**.
    - To add a wireless network, click **Manual Entry**. Set the priority for the wireless network. Type the MCC and MNC.
8. Press the **Menu** key.
9. Click **Save**.

Delete a wireless network from the preferred wireless network list

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported.
1. On the Home screen, click the **Manage Connections** icon.

2. Click **Mobile Network Options**.
3. Press the **Menu** key.
4. Click **My Preferred Network List**.
5. Highlight a wireless network.
6. Press the **Menu** key.
7. Click **Delete**.
8. Press the **Menu** key.
9. Click **Save**.

Change the order of preferred wireless networks

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported. Your BlackBerry device connects to networks based on the order that they appear in the preferred network list.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Press the **Menu** key.
4. Click **My Preferred Network List**.
5. Highlight a wireless network.
6. Press the **Menu** key.
7. Click **Move**.
8. Click the new location.
9. Press the **Menu** key.
10. Click **Save**.

Mobile network options

Change the connection speed for the wireless network

A faster connection speed requires more battery power.

Depending on your wireless service provider, you might not be able to change the connection speed for the wireless network.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Change the **Network Mode** field.
4. Press the **Escape** key.

Turn on flashing LED notification for wireless coverage

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Select the **LED Coverage Indicator** check box.

4. Press the ⊞ key > **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.

To turn off the wireless coverage notification, clear the **LED Coverage Indicator** check box.

Troubleshooting: Mobile network

I cannot connect to the mobile network

Try the following actions:
- If your BlackBerry® device uses a SIM card, verify that your SIM card is inserted in your device correctly.
- If your device normally connects to a CDMA network and your device supports international roaming, verify that your device is in global roaming mode and that your SIM card is inserted in your device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.
- If you have set a specific speed for wireless network connections, verify that you are in a wireless coverage area that supports the connection speed.
- If you have a Wi-Fi® enabled device and your wireless service provider supports UMA, verify that your connection preference is not set to Wi-Fi Only.

Related topics

Error messages
Data service unavailable :

Description

This message appears when you do not have access to data services on your BlackBerry® device.

Possible solutions

Try the following actions:

- Verify that you are in a wireless coverage area.
- Verify that the data service on your device is turned on.
- If you are roaming, verify that you can access data services while you roam.

Related topics

Wi-Fi technology

Depending on your BlackBerry® device model, the Wi-Fi® feature might not be supported.

About connecting to a Wi-Fi network

With Wi-Fi® technology, your BlackBerry® device can access the Internet by connecting to a wireless router or wireless access point at your home, work, or in a hotspot area. Your device uses the Wi-Fi network instead of the mobile network to visit web pages, send and receive email messages, and so on. When you connect to the Internet with a Wi-Fi network, you might avoid data charges that are associated with using your mobile network, and, in many cases, the connection speed is faster.

Hotspots are available in many public places, such as libraries, airports, hotels, coffee shops, and so on. Some hotspots are free to use, while others require payment. Your wireless service provider might provide an application for your device that allows you to log in to a hotspot. If you do not have an application on your device, you might have to set up your own account online and log in manually.

If you have an access point or router that supports Wi-Fi Protected Setup™, you can connect to it using Wi-Fi Protected Setup.

When you connect to a Wi-Fi network, your device saves the connection information so that the next time that you are within range of that network, your device connects to it automatically.

Connect to a Wi-Fi network

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi**.
3. If you want to connect to a public hotspot or to a Wi-Fi® network that does not require authentication, select the **Show Open networks only** check box.
4. Click the Wi-Fi network that you want to connect to.
5. If the Wi-Fi network requires authentication, type a password for the network.

The name of the Wi-Fi network appears at the top of the Home screen.

Connect to a Wi-Fi network using Wi-Fi Protected Setup

If your wireless router or wireless access point includes Wi-Fi Protected Setup™, you can quickly connect to a Wi-Fi® network without entering a long password.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi** > **Other Ways to Connect**.
   - To use the Wi-Fi Protected Setup button on your router or access point, click **Press Button on Router**. On your router or access point, press the Wi-Fi Protected Setup button. On your BlackBerry® device, click **Start**.
   - To use a PIN, click **Enter PIN into router**. On your device, click **Start**. Your device provides you with a PIN. On the administration screen for your router or access point, type the PIN.

Connect to a Wi-Fi network manually

If you know the name of the Wi-Fi® network that you want to connect to, you can manually connect to the network.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi** > **Other Ways to Connect** > **Manually Connect to Network**.
3. In the **SSID** field, type the name of the Wi-Fi network.
4. Click **Next**.
5. In the **Security Type** field, click the Wi-Fi network security type and specify any requested information.
6. Click **Save and Connect**.

Related topics
Options for saved Wi-Fi networks, 218

Change, move, or delete a saved Wi-Fi network

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi** > **Saved Wi-Fi Networks**.
3. Highlight a saved Wi-Fi® network.
4. Press the ⌗ key.
   - To change options for the saved network, click **Edit**. Change the options. Click **Save**.
   - To move the saved network and change the order that your BlackBerry® device tries to connect to your saved networks, click **Move**. Click a new location.
   - To delete the saved network, click **Delete**.

Related topics
Options for saved Wi-Fi networks, 218

Prevent your device from connecting to a saved Wi-Fi network

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi** > **Saved Wi-Fi Networks**.
3. Highlight a saved Wi-Fi® network.
4. Press the ⌗ key > **Disable**.

Turn on the prompt that appears for hotspots

By default, your BlackBerry® prompts you if you are within range of a saved Wi-Fi® network that appears to be a hotspot. If you turn off these prompts, you can turn them on again.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi**.
3. Press the ⌗ key > **Options**.
4. Select the **Prompt me when a saved hotspot is found nearby** check box.
5. Press the ⌗ key > **Save**.

Options for saved Wi-Fi networks

Option	Description
Name	Type a display name for the Wi-Fi® network.
SSID	Type the Wi-Fi network name.
Security Type	Set the security type that the Wi-Fi network supports.
Band type	Set the Wi-Fi network type. If you do not know the network type, do not change this field.
SSID broadcasted	Set whether the Wi-Fi network broadcasts its SSID.
Automatically obtain IP address and DNS	Set whether your BlackBerry® device receives a routable IP address, a subnet mask, DNS settings, and a gateway address from the Wi-Fi network.
IP Address	Type the IP address for your device.
Subnet mask	Type the subnet mask for the wireless access point that your device should connect to.
Primary DNS	Type the primary DNS that your device should connect to.
Secondary DNS	Type the secondary DNS that your device should connect to.
Default gateway address	Type the default gateway IP address that your device should connect to.
Domain suffix	Type the domain that your device uses to resolve host names into IP addresses.
Allow inter-access point handover	Set whether your device remains connected to the Wi-Fi network when you move between wireless access points.
VPN profile	If necessary, set a VPN profile to use with the saved Wi-Fi network.
Select WEP key	Set the type of WEP key for the Wi-Fi network.
WEP key	Type the WEP key for the Wi-Fi network in hexadecimal format.
Enterprise Sub-Type	If necessary, set the enterprise security method for the Wi-Fi network.
Username	If necessary, type the user name that you use to connect to the Wi-Fi network.
Password	If necessary, type the password that you use to connect to the Wi-Fi network.
Passphrase	If necessary, type the WPA™ or WPA2™-Personal passphrase to connect to the Wi-Fi network.
CA certificate	Set the root certificate that your device should use to verify that it is connecting to the correct Wi-Fi network.
Client certificate	Set the authentication certificate that your device should use to connect to the Wi-Fi network.
Inner link security	If necessary, set the security protocol that the Wi-Fi network supports for its inner authentication method.
Token	Set whether you use a hardware token to connect to the Wi-Fi network.
Server subject	If necessary, type the server subject name that your device should use to verify that it is connecting to the correct Wi-Fi network.

Option	Description
Server SAN	If necessary, type the server SAN that your device should use to verify that it is connecting to the correct Wi-Fi network.

Install a root certificate on your computer

You might not be able to connect to some Wi-Fi® networks until you install a root certificate on your BlackBerry® device. You can install the root certificate on your computer, and then use the BlackBerry® Desktop Software to install the root certificate on your device. For more information, contact your administrator.

1. Download the root certificate from the certificate authority server to your computer.
2. On your computer, right-click the root certificate. Click **Install certificate**.
3. Click **Next**.
4. Click **Place all certificates in the following store**.
5. Click **Browse**.
6. Click **Trusted Root Certification Authorities**.
7. Click **OK**.
8. Click **Finish**.
9. In the **Security Warning** dialog box, click **Yes**.

If the root certificate contains multiple certificates, all the certificates are installed on your computer.

To install the root certificate on your device, use the certificate synchronization tool of the BlackBerry Desktop Software to synchronize the root certificate between your device and your computer.

UMA connection settings

Depending on your wireless service provider, this feature might not be supported. For more information, contact your wireless service provider.

About using UMA with a Wi-Fi network

If your wireless service provider supports UMA (also known as GAN) and you subscribe to this service, you might be able to make calls, visit web pages, and send and receive email messages, PIN messages, and text messages with a Wi-Fi® network. Your BlackBerry® device automatically switches between using your mobile network and Wi-Fi networks, depending on what is available in the area where you are using your device. For more information about UMA, contact your wireless service provider.

Change your UMA connection preferences

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Change the **Connection Preference** field.
4. Press the ⌗ key > **Save**.

Wi-Fi technology troubleshooting

I cannot connect to a Wi-Fi network

Depending on your BlackBerry® device model, the Wi-Fi® feature might not be supported.

Try the following actions:
- Verify that you have turned on the connection to the Wi-Fi network.
- Verify that you are in a Wi-Fi coverage area.
- If the Wi-Fi network does not appear in the Set Up Wi-Fi application, it might be hidden. If you know the network name, connect to the Wi-Fi network manually.
- In the Set Up Wi-Fi application, verify that the options for the Wi-Fi network are correct.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your BlackBerry device to scan for available Wi-Fi networks.
- If your wireless service provider supports UMA, verify that your connection preference is not set to Mobile Network Only.
- If your email account uses a BlackBerry® Enterprise Server, your device might prevent you from connecting to certain wireless access points. For more information, contact your administrator.
- If you are using the Push Button Setup method, verify that the access point is enabled with Wi-Fi Protected Setup™, and that it has been set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one access point within range is in this mode.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you have installed the root certificate for the certificate authority server that created the certificate for the authentication server.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you have added your authentication certificate to your device.

Related topics

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 a Bluetooth enabled device, such as a handsfree car kit or wireless stereo headset.

Before you can connect your BlackBerry device to a Bluetooth enabled device, you must first turn on Bluetooth technology on both devices and then pair the devices. Pairing establishes a relationship between the devices and usually needs to be done only once.

After you have paired the devices, you can then connect the devices when the Bluetooth enabled device is within range of your BlackBerry device (a typical range is approximately 10 meters). For best results, keep your BlackBerry device within direct line of sight of the Bluetooth enabled device. For example, if your BlackBerry device is on the right side of your body, wear a Bluetooth enabled headset in your right ear.

When you turn on Bluetooth technology or when you connect your BlackBerry device to another Bluetooth enabled device, Bluetooth status indicators appear at the top of the Home screen. For more information about Bluetooth indicators, see the printed documentation that came with your BlackBerry device.

Turn on Bluetooth technology

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Select the **Bluetooth** check box.

To turn off Bluetooth® technology, clear the **Bluetooth** check box.

Pair with a Bluetooth enabled device

You must pair your BlackBerry® device with a Bluetooth® enabled device before you can connect to it. For more information about preparing the Bluetooth enabled device for pairing, see the documentation that came with the Bluetooth enabled device.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Click **Add New Device**.
4. Click **Search**.
5. Click a Bluetooth enabled device.
6. If necessary, do one of the following:
   - If the Bluetooth enabled device does not have a keyboard (for example, a wireless headset), on your BlackBerry device, type the pairing passkey that either appears on the Bluetooth enabled device or is provided in the documentation that came with the Bluetooth enabled device. The passkey is most often a numeric or alpha-numeric code.
   - If the Bluetooth enabled device has a keyboard (for example, a laptop), type a pairing passkey of your choice on both devices.

Related topics
Turn on Bluetooth technology, 17

Connect to a paired Bluetooth enabled device

To perform this task, Bluetooth® technology must be turned on and your BlackBerry® device must be paired with the Bluetooth enabled device.

Your BlackBerry device might attempt to connect to the Bluetooth enabled device automatically when Bluetooth technology is turned on and the devices are within range.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth enabled device.
4. Press the ⌗ key > **Connect**.
5. If necessary, verify that the same number appears in the dialog box for both paired devices.

To disconnect from a paired Bluetooth enabled device, highlight the device. Press the ⌗ key > **Disconnect**.

Switch to a paired Bluetooth enabled device during a call

To perform this task, you must turn on Bluetooth® technology.

1. During a call, press the **Menu** key.
2. Click **Activate <Bluetooth device>**.

Share contacts with a paired Bluetooth enabled car kit

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth® enabled car kit.
4. Press the ⌨ key > **Transfer Contacts**.

Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. Press the ⌨ key > **Receive Using Bluetooth**.
4. Send a media file from the paired Bluetooth enabled device.
5. Click **Yes** > **Save**.

Send a media file

You can only send media files that you added.
1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. Click a category.
4. Highlight a media file.
5. Press the ⌨ key.
   - To send a picture file, click **Send or Share**. Click a message type.
   - To send an audio or video file, click the send option for a message type.
6. If necessary, turn on Bluetooth® technology and choose a device or pair with a device.

Rename a paired Bluetooth enabled device

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a paired Bluetooth® enabled device.
4. Press the ⊞ key > **Device Properties**.
5. In the **Device Name** field, change the name for the Bluetooth enabled device.
6. Press the ⊞ key > **Save**.

Delete a paired Bluetooth enabled device

To perform this task, you must first disconnect your BlackBerry® device from the Bluetooth® enabled device.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a paired Bluetooth® enabled device.
4. Press the ⊞ key > **Delete Device**.

Bluetooth technology options

Bluetooth profiles

Depending on your BlackBerry® device model and wireless network, some profiles might not be supported.

Option	Description
Audio Source (A2DP)	This profile allows you to output audio from your BlackBerry device to Bluetooth® enabled devices that support stereo audio such as stereo headsets, speakers, and car kits.
A/V Remote Control (AVRCP)	This profile allows you to use the buttons on a Bluetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry device.
Data Transfer	This service allows you to connect your BlackBerry device to Bluetooth enabled devices that support the transfer of data such as media files.
Desktop Connectivity	This service allows you to connect your BlackBerry device to a Bluetooth enabled computer that is running BlackBerry® Desktop Software so that you can synchronize your organizer data.
Dial-Up Networking (DUN)	This profile allows you to use your BlackBerry device as a modem when it is connected to a Bluetooth enabled computer that is running BlackBerry Desktop Software.
Handsfree (HFP)	This profile allows you to connect your BlackBerry device to Bluetooth enabled headsets and car kits that support the Handsfree profile.
Headset (HSP)	This profile allows you to connect your BlackBerry device to Bluetooth enabled headsets that support the Headset profile.

Option	Description
Message Access Profile (MAP)	This profile allows you to use a Bluetooth enabled car kit with your BlackBerry device to notify you of new messages. This profile can also help you read, delete, browse, compose, and send messages.
Serial Port Profile	This profile allows you to connect your BlackBerry device to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.
SIM Access	If your BlackBerry device uses a SIM card, this profile allows you to use a Bluetooth enabled car kit to control the SIM card on your BlackBerry device so that you can make and receive calls using the car kit. When you use this feature, data services (browser service, email messaging, PIN messaging, and MMS messaging) are not available on your device, and phone services are accessible only through the car kit. Before you can use this feature, you might need to enter a 16-digit alphanumeric code, generated by the car kit, on your BlackBerry device.
Wireless Bypass	This service allows you to connect your BlackBerry device to a Bluetooth enabled computer that is running the BlackBerry Desktop Software so that you can send and receive email messages and synchronize your organizer data without using a connection to the wireless network. To use this service, your email account must use a BlackBerry® Enterprise Server.

Prevent your device from making contacts available to other Bluetooth enabled devices

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the ![key] key > **Options**.
4. Change the **Contacts Transfer** field.
5. Press the ![key] key > **Save**.

To allow your device to make contacts available to other Bluetooth® enabled devices again, change the **Contacts Transfer** field to **All**.

Restrict outgoing calls

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the ![key] key > **Options**.
4. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
5. Press the ![key] key > **Save**.

Make your BlackBerry device discoverable

If you make your BlackBerry® device discoverable, other Bluetooth® enabled devices can detect your device.
1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Set the **Discoverable** field to **2 Minutes**.

After two minutes, the **Discoverable** field switches to **No** automatically.

Change the pairing name for your BlackBerry device

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the ⚏ key > **Options**.
4. In the **Device Name** field, type a name for your BlackBerry® device.
5. Press the ⚏ key > **Save**.

Turn off Bluetooth connection notification

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the ⚏ key > **Options**.
4. Clear the **LED Connection Indicator** check box.
5. Press the ⚏ key > **Save**.

To turn on Bluetooth® connection notification again, select the **LED Connection Indicator** check box.

Turn off the prompt that appears when connecting or pairing

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a paired Bluetooth® enabled device.
4. Press the ⚏ key > **Device Properties**.
5. Set the **Trusted** field to **Yes**.
6. Press the ⚏ key > **Save**.

To turn on the prompt again, set the **Trusted** field to **Prompt**.

Set the message types that your Bluetooth enabled car kit notifies you of

To perform this task, your Bluetooth® enabled car kit must support the Message Access Profile (MAP).

For more information about using Bluetooth technology with your car, see the documentation that came with your car.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the ⚏ key > **MAP Options**.
4. Select the check box beside one or more message types.

Turn off a Bluetooth profile

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.

3. Press the ⚏ key > **Options**.
4. In the **Services** section, clear the check box beside one or more Bluetooth® profiles.
5. Press the ⚏ key > **Save**.

Related topics
Bluetooth profiles, 223

Encrypt data that you send or receive using Bluetooth technology

To perform this task, the paired Bluetooth® enabled device must support data encryption.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the ⚏ key > **Options**.
4. Select the **Encryption** check box.
5. Press the ⚏ key > **Save**.

Turn off automatic reconnection to Bluetooth enabled devices

By default, when you turn on your BlackBerry® device, your device attempts to connect to the last Bluetooth® enabled device that you used.
1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the ⚏ key > **Options**.
4. Clear the **Connect on Power Up** check box.
5. Press the ⚏ key > **Save**.

Troubleshooting: Bluetooth technology

I cannot type a passkey on a Bluetooth enabled device

If you cannot type a passkey on a Bluetooth® enabled device, the passkey might already be defined.

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

Try performing the following actions:
- Verify that Bluetooth® technology is turned on.
- Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

Related topics
Bluetooth technology basics, 220

I cannot pair with a Bluetooth enabled device

Try the following actions:

- Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you do not know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.
- If your BlackBerry device does not detect the Bluetooth enabled device that you want to pair with, try making your BlackBerry device discoverable for a short period of time. Many car kits need to discover your BlackBerry device rather than your BlackBerry device discovering the car kit. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Bluetooth Options**. Click **Add New Device**. Click **Listen**. Bluetooth enabled devices can detect your BlackBerry device for 2 minutes.
- Turn off encryption for Bluetooth connections between your BlackBerry device and the Bluetooth enabled device. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Bluetooth Options**. Highlight a Bluetooth enabled device. Press the ⊞ key > **Device Properties**. Clear the **Encryption** check box. Press the ⊞ key > **Save**.

I cannot share contacts with a paired Bluetooth enabled device

Try performing the following actions:
- Verify that Bluetooth® technology is turned on.
- Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Contacts Transfer** field is not set to **Disabled**.
- Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. For more information about supported profiles, see the documentation that came with the Bluetooth enabled device.

Related topics
Bluetooth technology basics, 220

Power and battery

Turn off your device

Depending on your theme, the location or name of the Power Off icon might differ from the location or name in this task.

- If you have not set your BlackBerry® device to turn on and turn off automatically at specific times, press and hold the [⏻] key.

- If you have set your device to turn on and turn off automatically at specific times, on the Home screen or in a folder, click the **Power Off** icon. If you want your device to stay turned off until you turn it on again, click **Full Power Off**. If you want your device to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

Set your device to turn on and turn off automatically

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Auto On/Off**.
3. Select the **Weekday** check box.
4. Specify the times when your BlackBerry® device should turn on and turn off on weekdays.
5. Select the **Weekend** check box.
6. Specify the times when your device should turn on and turn off on weekends.
7. Press the [⠿] key > **Save**.

Reset the device

Remove and reinsert the battery.

Check the battery power level

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Device and Status Information**.

Extend battery life

Try performing the following actions:
- Set your BlackBerry® device to turn on and turn off automatically.
- Charge your device regularly.

- Keep your battery connections clean. Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the device.
- Set backlighting to remain on for a shorter period of time and lower its brightness.
- Turn off the connection to a wireless network when you are not in a wireless coverage area.
- Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.
- Delete the original message when you send a reply.
- Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.
- If your device has a camera flash, turn off the flash.
- Close third-party applications from the application menu when you are finished with them.
- Change your browser options for animated graphics so that they repeat less often on web pages.

Related topics

Memory and media cards

About media cards

Depending on your BlackBerry® device model, you can insert a microSD media card into your device to take videos and extend the memory that is available on your device for storing media files such as songs, ring tones, videos, or pictures. For more information about inserting a media card into your device, see the printed documentation that came with your device.

Supported media cards

Your BlackBerry® device supports media card sizes up to 32 GB. Only microSD media cards are supported.

Turn off media card support

When you turn off media card support, your BlackBerry® device cannot access the files that are on your media card.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Storage**.
3. Clear the **Media Card Support** check box.
4. Press the ⬚ key > **Save**.

Repair files stored on your media card or on your device

CAUTION: If you run the repair feature on your BlackBerry® device, your device might delete files that have errors from your media card or on your device.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Storage**.
3. Press the ⬚ key > **Repair**.
4. Complete the instructions on the screen.

If your media card is still not repaired after you run the repair feature, you might want to try formatting it.

About compression

Compression is designed to reduce the size of your BlackBerry® device data while maintaining the integrity of that data. When compression is turned on, your device compresses all device data, including messages, contacts, calendar entries, tasks, and memos. You should keep compression turned on.

If both compression and encryption are turned on, your device compresses device data before encrypting it.

About file encryption

File encryption is designed to protect files that you store in the BlackBerry® device memory and on a media card that can be inserted in your device. You can encrypt the files in the device memory and on your media card using an encryption key that your device generates, your device password, or both.

If you encrypt the files using an encryption key that your device generates, you can only access the files on your media card when the media card is inserted in your device. If you encrypt the files using your device password, you can access the files on your media card in any device that you insert your media card into, as long as you know the password for the device.

Turn on encryption

To encrypt data on yourBlackBerry® device, you must have set a password for your device.

Depending on the amount of storage space available for storing files on your device, you might not be able to encrypt files on your device.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. To encrypt data on your device, in the **Device Memory** section, select the **Encrypt** check box.
4. To encrypt files that are stored on a media card and on your device, select the **Media Card** check box and do one of the following:
   - To encrypt files using an encryption key that your device generates, change the **Mode** field to **Device Key**.
   - To encrypt files using your device password, change the **Mode** field to **Device Password**.
   - To encrypt files using an encryption key and your device password, change the **Mode** field to **Device Password & Device Key**.
5. To also encrypt media files such as pictures, songs, and videos, select the **Include Media Files** check box.
6. Press the [::] key > **Save**.

To stop encrypting data on your device, clear the **Device Memory** check box. To stop encrypting files, clear the **Media Card** check box.

Best practice: Conserving memory on your device

Try to maintain at least 400 KB of application memory on your BlackBerry® device. To use less memory, try changing options for email messages, calendar entries, and media files. Consider the following guidelines:

* Reduce the amount of time that your device stores email messages and calendar entries.
* Stop forwarding email messages to your device when your device is connected to your computer.
* Receive only the first section of long email messages.
* Store media files on a media card.
* Reduce the maximum amount of device memory available for media files. Depending on your device model, this option might not be available.
* If you changed the picture quality for pictures that you take, change the picture quality setting to normal.
* Reduce the picture quality in the browser.

Related topics

Troubleshooting: Storage and media cards

The application memory on my device is low

When the application memory available on your BlackBerry® device is low, your device displays a dialog box that lists applications and languages that you do not use frequently. You can delete applications and languages in this list.

Consider the following guidelines:
* Verify that you have deleted old email messages and MMS messages, especially messages with attachments.
* Verify that you have deleted contacts that are already in your organization's address book.
* Verify that you have deleted media files from the device memory.
* If you recently updated your BlackBerry® Device Software over the wireless network, verify that you have deleted the previous version of the BlackBerry Device Software.
* Verify that you have cleared the browser cache.

Search

Search for an item

You can search for organizer items, pictures, videos, help topics, and more on your BlackBerry® device. You can also choose to expand your search to the Internet.
1. On the Home screen, click the **magnifying glass** icon.
2. Type your search terms.

To stop a search, press the ⟍ key twice.

Set the types of items that are included in searches

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Search**.
3. Specify the types of items that you want to include in searches.
4. Press the ⠿ key > **Save**.

Search for messages

You can search for messages on your BlackBerry® device. You might also be able to search for messages in the email application on your computer or in another integrated email account if your email account uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature.

On the Home screen, click the **Messages** icon.
- To search for messages based on the subject, highlight a message. Press the ⠿ key > **Search by** > **Subject**.
- To search for messages based on the sender, highlight a message. Press the ⠿ key > **Search by** > **Sender**.
- To perform an advanced search, press the ⠿ key > **Advanced**. Specify the search criteria. To save the search criteria, click **Save**. Click **Search**.
- To search for messages using the criteria from your last advanced search, press the ⠿ key > **Advanced** > **Last**.

Note: If you search for messages, your device does not search attachments.

To stop a search, press the ⟍ key.

Message search criteria

Advanced Search Criteria

Specify whether you search for messages that are on your BlackBerry® device or for messages that are in an email application on your computer or in another integrated email account.

Name

Specify one or more contacts or email addresses that your device should search for in messages. To widen the search, you can also specify part of a name.

Appears in

Change the type of address field that your device should search in for the name or email address.

Subject

Specify one or more words that your device should search for in the subject of messages.

Message

Specify one or more words that your device should search for in the body of messages.

Include Encrypted Messages

Specify whether your device searches encrypted messages, plain text messages, and digitally signed messages.

Service

If your device is associated with more than one email address, change the email account that your device should search in for messages. Not all email accounts support this feature.

Folder

Change the folder that your device should search for messages in.

Show

Change the status of messages that your device should search for.

Type

Change the type of messages that your device should search for.

Manage advanced search results for messages

1. In the search results, highlight a message.
2. Press the ▦ key.
   - To view more available search results, click **Get More Results**.

- To add the message that you highlighted to the message list, click **Add**.
- To add all the messages from the search results to the message list, click **Add All**.
- To delete the search results, click **Delete Search**.
- To start a new search, click **Search by**.

CAUTION: If you delete a message from the message search results, the message is also deleted from the email application on your computer or another integrated email account.

Search for text in a message, in a file, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a web page, press the ⚏ key > **Find** or **Find on Page**.
2. Type the text.
3. Press the **Enter** key.

To search for the next instance of the text, press the ⚏ key > **Find Next**.

View, change, or delete a saved search

1. On the Home screen, click the **Messages** icon.
2. Press the ⚏ key > **Search**.
3. Press the ⚏ key.
   - To view a list of saved searches, click **Recall**.
   - To change a saved search, click **Recall**. Highlight a search. Press the ⚏ key > **Edit Search**. Change the search criteria. Press the ⚏ key > **Save**.
   - To delete a saved search, click **Recall**. Highlight a search. Press the ⚏ key > **Delete Search**.

Search for a contact in your organization's address book

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Contacts** icon.
2. Press the ⚏ key > **Lookup**.
3. Type part or all of a contact name.
4. Press the ↵ key on the keyboard.
5. Press the ⚏ key.
   - To add a contact to your contact list, click **Add to Contacts**.

- To add all the contacts, click **Add All to Contacts**.
- To view information for a contact, click **View**.
- To delete a contact from the contact lookup results, click **Delete**.
- To delete the contact lookup results, click **Delete Lookup**.
- To start a new contact lookup, click **Lookup**.

Search shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Search for an item on your BlackBerry® device	Start typing on the Home screen.
Search for a contact in a list of contacts	Type part or all of a contact name, or type initials separated by a space.
Search for text in a message	Press **S**
Search for text in a file or an attachment	Press **F**
Search for text on a web page	Press **F**
Search for text in a presentation	Press **F**

Note: You can change what happens when you type on the Home screen.

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

SIM card

Depending on your wireless service provider and wireless network, your BlackBerry® device might not use a SIM card.

About the SIM card phone book

If your wireless service provider has set up your SIM card with a SIM card phone book, you can 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 contact list 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 search for ADN entries or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

Add a contact to your SIM card

1.   In the contact list, press the [⣿] key > **SIM Phone Book**.
2.   Press the [⣿] key > **New**.
3.   Type the contact information.
4.   Press the [⣿] key > **Save**.

Copy contacts from your SIM card to your contact list

Depending on your wireless service provider and wireless network, this feature might not be supported.
1.   In the contact list, press the [⣿] key > **SIM Phone Book**.
2.   Press the [⣿] key > **Copy All To Contacts**.

Note: If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that already appears in your contact list, your BlackBerry® device does not copy the SIM card contact.

Copy a contact from your contact list to your SIM card

1.   In the contact list, click a contact.
2.   Highlight a phone number.
3.   Press the [⣿] key > **Copy to SIM Phone Book**.
4.   Press the [⣿] key > **Save**.

Change or delete a SIM card contact

1. In the contact list, press the [▦] key > **SIM Phone Book**.
2. Highlight a contact.
   - To change a SIM card contact, press the [▦] key > **Edit**. Change the contact information. Press the [▦] key > **Save**.
   - To delete a SIM card contact, press the [▦] key > **Delete**.

Store text messages on your SIM card

Depending on your wireless service provider and wireless network, this feature might not be supported.

If your BlackBerry® device uses a SIM card and you set your SIM card to store text messages, your text messages still appear in the Messages application.

1. On the Home screen, click the **Messages** icon.
2. Press the [▦] key > **Options** > **Text Messaging**.
3. Change the **Leave Messages On SIM Card** field to **Yes**.
4. Press the [▦] key > **Save**.

To stop storing text messages on your SIM card, change the **Leave Messages On SIM Card** field to **No**. If you change this field to No, your text messages are deleted from your SIM card.

Change the display name for a phone number

If your SIM card supports more than one phone number, you can personalize the display name for your phone numbers.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
3. Highlight a phone number.
4. Press the [▦] key > **Edit SIM Phone Number**.
5. Type a display name for the phone number.
6. Press the ↵ key on the keyboard.

About SIM card security

You can protect your SIM card with a PIN code to add another level of security to your BlackBerry® device. If you lock your SIM card with a PIN code, other people cannot use their SIM card in your device. Before you can use your SIM card in another device, you must type the PIN code.

Protect your SIM card with a PIN code

To get your SIM card PIN code, contact your wireless service provider.

Note: If you type the SIM card PIN code incorrectly three times, your SIM card does not function.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
3. Press the ⌗ key > **Enable Security**.
4. Type your SIM card PIN code.
5. Press the ↵ key on the keyboard.

Change the SIM card PIN code

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
3. Press the ⌗ key > **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 try to type your password again, the characters that you type appear on the screen.

If you exceed the number of allowed password attempts, your device deletes all your device data for security reasons.

Set a device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Select the **Password** check box.
4. Click **Set Password**.
5. Type a password.
6. Press the ⌗ key > **Save**.

To turn off your BlackBerry® device password, clear the **Password** check box.

Change the device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password** > **Change Password**.

Lock your device

To perform this task, you must have set a password for your BlackBerry® device.

On the Home screen or in a folder, click the **Password Lock** icon.

To unlock your device, type your device password. Press the **Enter** key.

Lock your device when you insert it in the holster

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Select the **Lock Handheld Upon Holstering** check box.
4. Press the ⌗ key > **Save**.

Lock the keyboard

If you are not on a call, you can lock the keyboard to avoid pressing keys accidentally when you are not using your BlackBerry® device. If your email account uses a BlackBerry® Enterprise Server, depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

Press the **Lock** key on the top of your device.

To unlock the keyboard, press the **Lock** key again.

Set a limit for device password attempts

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Change the **Number of Password Attempts** field.
4. Press the ⊞ key > **Save**.

Delete device data, third-party applications, or media card files

Before you delete your BlackBerry® device data or media card files, consider backing up these items so that you have a copy on your computer. **CAUTION:** If you have turned on encryption, the process for deleting all device data can take up to an hour to complete. You cannot stop the process after you start it. If you reset your device, the process restarts after the device restarts.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Wipe**.
   - To delete data from the messages application, contacts application, and other applications, select the **Emails, Contacts, Etc** check box.
   - To delete all third-party applications that you have added, select the **User Installed Applications** check box.
   - To delete all files from your media card, select the **Media Card** check box.
3. Type **blackberry**.
4. Click **Wipe**.

If you are preparing your device for resale and you have an email account that uses the BlackBerry® Internet Service, to prevent messages from this account from being sent to your device, contact your wireless service provider to disassociate the account from your device.

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.

Change a password in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the ⊞ key > **Open**.
4. Change the password information.
5. Press the ⊞ key > **Save**.

Add a password to the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the ⊞ key > **New**.
3. Type the password information.
4. Press the ⊞ key > **Save**.

Generate a random password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the ⊞ key > **New**.
3. Press the ⊞ key > **Random Password**.
4. Press the ⊞ key > **Save**.

Set criteria for randomly generated passwords

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the ⊞ key > **Options**.
3. Set the random password fields.
4. Press the ⊞ key > **Save**.

Change the password keeper password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the ⊞ key > **Change Password**.

Delete a password from the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the ⊞ key > **Delete**.

Copy a password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the ⊞ key > **Copy Username** or **Copy Password**.

To clear the clipboard, press the ⊞ key > **Clear Clipboard**.

Note: Passwords are not encrypted when they are on the clipboard.

Prevent password copying

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the ⊞ key > **Options**.
3. Clear the **Allow Clipboard Copy** check box.
4. Press the ⊞ key > **Save**.

Set a limit for password attempts in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the ⊞ key > **Options**.
3. Set the **Password Attempts** field.
4. Press the ⊞ key > **Save**.

Hide passwords in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the ⊞ key > **Options**.
3. Clear the **Show Password** check box.
4. Press the ⊞ key > **Save**.

To show passwords in the password keeper again, select the **Show Password** check box.

Encryption

About encrypting data on your device

When encryption for data on your BlackBerry® device is turned on, your device uses a private key to encrypt data as it is stored on your device, including data that your device receives when it is locked. Your device decrypts data as you access it.

You can set encryption to include or exclude your contacts. If you turn on encryption for contacts and you receive a call when your device is locked, the caller name does not appear on the screen.

If you use a smart card certificate for authentication, depending on the smart card, you might also be able to use one of your smart card certificates to provide two-factor encryption. In order to access the encrypted content, you must provide your device password and also connect your device to your smart card reader.

When you lock your device, an open lock indicator appears at the top of the screen to indicate that your device is in the process of securing your data, which includes deleting a copy of the private key from the temporary device memory. A lock indicator appears at the top of the screen when your device has deleted the key.

About file encryption

File encryption is designed to protect files that you store in the BlackBerry® device memory and on a media card that can be inserted in your device. You can encrypt the files in the device memory and on your media card using an encryption key that your device generates, your device password, or both.

If you encrypt the files using an encryption key that your device generates, you can only access the files on your media card when the media card is inserted in your device. If you encrypt the files using your device password, you can access the files on your media card in any device that you insert your media card into, as long as you know the password for the device.

Turn on encryption

To encrypt data on yourBlackBerry® device, you must have set a password for your device.

Depending on the amount of storage space available for storing files on your device, you might not be able to encrypt files on your device.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. To encrypt data on your device, in the **Device Memory** section, select the **Encrypt** check box.
4. To encrypt files that are stored on a media card and on your device, select the **Media Card** check box and do one of the following:
    • To encrypt files using an encryption key that your device generates, change the **Mode** field to **Device Key**.
    • To encrypt files using your device password, change the **Mode** field to **Device Password**.
    • To encrypt files using an encryption key and your device password, change the **Mode** field to **Device Password & Device Key**.
5. To also encrypt media files such as pictures, songs, and videos, select the **Include Media Files** check box.
6. Press the [:::] key > **Save**.

To stop encrypting data on your device, clear the **Device Memory** check box. To stop encrypting files, clear the **Media Card** check box.

Set encryption strength

If encryption of data that is stored on your BlackBerry® device is turned on, you can set the strength of the encryption that your device uses to protect data that you receive when your device is locked.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. Change the **Strength** field.

4. Press the ⊞ key > **Save**.

Use a certificate to encrypt the encryption keys on your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If you have encryption for data that is stored on your BlackBerry device turned on and your smart card reader supports this feature, you might be able to use a certificate from the smart card to encrypt the encryption keys on your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. Select the **Two-factor Protection** check box.
4. Press the ⊞ key > **Save**.

About encryption keys

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server or BlackBerry® Desktop Redirector, your device is designed to use an encryption key to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and your device.

You should generate a new encryption key every 2 weeks.

Generate an encryption key

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If your email account uses a BlackBerry Enterprise Server that does not support this feature, you can generate an encryption key using the BlackBerry® Desktop Software, if it includes the email settings tool. For more information, see the Help in the BlackBerry Desktop Software.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Status Information**.
3. Highlight a service.
4. Press the ⊞ key.
5. Click **Regenerate Encryption Key**.

Memory cleaning

About memory cleaning

Memory cleaning is designed to delete sensitive data from the temporary memory on your BlackBerry® device. Examples of sensitive data include sensitive data in the cache for the key store browser, unencrypted data from email messages, LDAP authentication passwords, and data from certificate and key searches.

When memory cleaning is turned on, the memory cleaning application is designed to delete sensitive data automatically in the following situations:

- when you insert your device in a holster
- when you do not use your device for a specified period of time
- when you synchronize with your computer
- when you change the time or the time zone for your device
- when you lock your device

Turn on memory cleaning

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. Select the **Enable** check box.
4. Press the ⌗ key > **Save**.

Change when your device deletes sensitive data from the temporary device memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
   - To prevent your BlackBerry® device from deleting sensitive data when you insert your device in a holster, clear the **Clean When Holstered** check box.
   - To prevent your device from deleting sensitive data when your device remains idle for a specified period of time, clear the **Clean When Idle** check box.
   - To change how long your device waits after you stop using it before it deletes sensitive data, change the **Idle Timeout** field.
3. Press the ⌗ key > **Save**.

Delete sensitive application data from the temporary device memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. To delete sensitive data for all applications, click **Clean**.

View the icon for the memory cleaning application on the Home screen

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. Select the **Place Memory Cleaner Shortcut on Homescreen** check box.
4. Press the ⌗ key > **Save**.

Certificates

About certificates

A certificate is a digital document that binds the identity and public key of a certificate subject. If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can download certificates over the wireless network from a certificate authority profile that is provided by your administrator. The certificate authority signs the certificate to verify that it can be trusted.

Depending on your organization, enrollment for a certificate might be required and might also occur automatically.

Certificate basics

Download a certificate from an LDAP or DSML certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the ⊞ key > **Fetch Certificates**.
4. Specify the search criteria.
5. Press the ⊞ key > **Search**.
6. Click a certificate.
7. Click **Add Certificate to Key Store**.

About certificate enrollment

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can download certificates over the wireless network from a certificate authority profile provided by your administrator. Depending on your organization, enrollment for a certificate might be required and might also occur automatically.

When you enroll with a certificate authority profile, the latest certificate is downloaded to your BlackBerry device and added to your certificate list. The certificate authority profile shows the status of the certificate. If the certificate is scheduled to expire soon you can re-enroll with the certificate authority profile to receive an updated certificate.

Download a certificate from a certificate authority

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If your administrator has provided you with a certificate authority profile, you can enroll with the profile to download a certificate to your BlackBerry device. If the certificate is scheduled to expire soon, you can re-enroll to receive an updated certificate.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Enrollment** > **Enroll** or **Re-enroll**.
3. If necessary, type the credentials that you use to connect to your organization's network.

To hide the screen for the certificate authority profile while the request is being processed, press the ⊞ key > **Hide**. To return to this screen, on the Home screen, click the **Certificate Authority Profile** icon.

Import a certificate or PGP key that is saved on your device

1. On the Home screen or in a folder, click the **Media** icon or the **Files** icon.
2. Navigate to a certificate or PGP® key.
3. Highlight the certificate or PGP key.
4. Press the [::] key > **Import Certificate** or **Import PGP Key**.

To view the certificate or PGP key, press the [::] key > **Display Certificate** or **Display PGP Key**.

Import a certificate or PGP key from a media card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP**.
3. Press the [::] key > **Show Media Card Certificates** or **Show Media Card PGP Keys**.

To view the certificate or PGP® key, press the [::] key > **Display Certificate** or **Display PGP Key**.

View properties for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Click a certificate.

Certificate properties

Property	Description
Revocation Status	This field displays the revocation status of the certificate at a specified date and time.
Trust Status	This field displays the trust status of the certificate chain. A certificate can be explicitly trusted (the certificate itself is trusted), implicitly trusted (the root certificate in the certificate chain is trusted on your BlackBerry® device), or not trusted (the certificate is not explicitly trusted and the root certificate in the certificate chain is not trusted or does not exist on your device).
Expiration Date	This field displays the expiration date of the certificate, as specified by the certificate issuer.
Certificate Type	This field displays the certificate format. Your device supports X.509 and WTLS certificate formats.
Public Key Type	This field displays the standard to which the public key complies. Your device supports RSA®, DSA, Diffie-Hellman, and ECC keys.

Property	Description
Subject	This field displays information about the certificate subject.
Issuer	This field displays information about the certificate issuer.
Serial Number	This field displays the certificate serial number in hexadecimal format.
Key Usage	This field displays approved uses of the public key.
Subject Alt Name	This field displays an alternate email address for the certificate subject, if an alternate email address is available.
SHA1 Thumbprint	This field displays the SHA-1 digital thumbprint of the certificate.
MD5 Thumbprint	This field displays the MD5 digital thumbprint of the certificate.

View one type of certificate in the certificate list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the ⊞ key.
4. Click one of the following menu items:
   - **Show My Certificates**
   - **Show Others Certificates**
   - **Show CA Certificates**
   - **Show Root Certificates**

To view all the certificates on your BlackBerry® device, press the ⊞ key > **Show All Certificates**.

Send a certificate

When you send a certificate, your BlackBerry® device sends the public key, but does not send the corresponding private key.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the ⊞ key > **Send via Email** or **Send via PIN**.

Delete a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the ⊞ key > **Delete**.

View the certificate chain for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the ⊞ key > **Show Chain**.

Certificate status

Status indicators for certificates and certificate authority profiles

Status indicators for certificates

Indicator	Description
⚷	The certificate has a corresponding private key that is stored on your BlackBerry® device or a smart card.
✔	The certificate chain is trusted and valid, and the revocation status of the certificate chain is good.
❓	The revocation status of the certificate chain is unknown, or a public key for a certificate in the certificate chain is weak.
✖	The certificate is untrusted or revoked, or a certificate in the certificate chain is untrusted, revoked, expired, not valid, or cannot be verified.

Status indicators for certificate authority profiles

Indicator	Description
👤≡	A valid certificate is associated with the certificate authority profile.
🕐	A new certificate is being retrieved because the current certificate is scheduled to expire soon.
🕓	The enrollment request is pending approval from the certificate authority.
!	Enrollment with the certificate authority profile is pending because an action from the user is required to continue, or because enrollment is scheduled to occur later.
🔒	Enrollment with the certificate authority profile is required and will occur automatically.

Check the revocation status of a certificate or certificate chain

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the ⊞ key > **Fetch Status** or **Fetch Chain Status**.

Change the trust status of a certificate

Depending on the types of certificates that your administrator allows, you might not be able to trust some types of certificates.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the ⌗ key > **Trust** or **Distrust**.
5. If you are trusting a certificate, do one of the following:
   - To trust the highlighted certificate, click **Selected Certificate**.
   - To trust the highlighted certificate and all the other certificates in the chain, click **Entire Chain**.

Revoke a certificate

If you revoke a certificate, the certificate is revoked only in the key store on your BlackBerry® device. Your device does not update the revocation status on the certificate authority or CRL servers.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the ⌗ key > **Revoke** > **Yes**.
5. Change the **Reason** field.
6. Click **OK**.

To cancel a certificate hold, highlight the certificate. Press the ⌗ key > **Cancel Hold**.

Certificate revocation reasons

Reason	Description
Unknown	The revocation reason does not match any of the predefined reasons.
Key Compromise	A person who is not the key subject might have discovered the private key value.
CA Compromise	Someone might have revealed the private key of the certificate issuer.
Change in Affiliation	The certificate subject no longer works for the organization.
Superseded	A new certificate is replacing an existing certificate.
Cessation of Operation	The certificate subject no longer requires the certificate.
Certificate Hold	You want to revoke the certificate temporarily.

Certificate options

Change the display name for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the ⊞ key > **Change Label**.
5. Type a display name for the certificate.
6. Click **OK**.

Add an email address to a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the ⊞ key > **Associate Addresses**.
5. Press the ⊞ key > **Add Address**.
6. Do one of the following:
   - Click a contact.
   - Click **Use Once**. Type an email address. Press the ⏎ key on the keyboard.
7. Press the ⊞ key > **Save**.

Turn off the display name prompt that appears when you add a certificate to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the ⊞ key > **Fetch Certificates**.
4. Press the ⊞ key > **Options**.
5. Change the **Prompt for Label** field to **No**.
6. Press the ⊞ key > **Save**.

When you add a certificate, your BlackBerry® device uses the certificate subject as the name for the certificate.

Turn off the fetch status prompt that appears when you add a certificate to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the ⊞ key > **Fetch Certificates**.
4. Press the ⊞ key > **Options**.
   - To download the revocation status of a certificate when you add it to the key store, change the **Fetch Status** field to **Yes**.
   - To add a certificate to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.

5. Press the ⚏ key > **Save**.

Certificate shortcuts

View the label and issuer of a certificate	Press the **Space** key.
View the properties of a certificate	Press the ⏎ key.
View the security level of a personal certificate	Press the **Alt** key and **L**.
View the serial number of a certificate	Press the **Alt** key and **S**.
View certificates for certificate authorities	Press the **Alt** key and **C**
View personal certificates and certificates for other people	Press the **Alt** key and **E**.
View personal certificates	Press the **Alt** key and **P**.
View certificates for other people	Press the **Alt** key and **O**.
View root certificates	Press the **Alt** key and **R**.
View all certificates	Press the **Alt** key and **A**.

PGP keys

About PGP keys

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can download PGP® keys over the wireless network from a certificate server provided by your administrator. Depending on your organization, enrollment for a certificate might be required and might also occur automatically.

PGP keys allow you to send and receive PGP messages using your BlackBerry® device if you are already sending and receiving PGP messages on your computer.

PGP key basics

Download a PGP key from an LDAP certificate server

If you use the PGP® Universal Server, you might not be able to download PGP keys from an LDAP certificate server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **PGP Keys**.
3. Press the ⚏ key > **Fetch PGP Keys**.
4. Specify the search criteria.
5. Press the ⚏ key > **Search**.

6. Click a PGP key.
7. Click **Add PGP Key to Key Store**.

Download a personal PGP key from the PGP Universal Server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Press the ⚏ key > **Download Keys**.

Download an updated PGP key from an LDAP certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Highlight a PGP® key.
4. Press the ⚏ key > **Fetch Updated PGP Key**.

Import a certificate or PGP key from the device memory

1. On the Home screen or in a folder, click the **Media** icon or the **Files** icon.
2. Navigate to a certificate or PGP® key.
3. Highlight the certificate or PGP key.
4. Press the **Menu** key.
5. Click **Import Certificate** or **Import PGP Key**.

To view the certificate or PGP key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

Import a certificate or PGP key from a media card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP**.
3. Press the ⚏ key > **Show Media Card Certificates** or **Show Media Card PGP Keys**.

To view the certificate or PGP® key, press the ⚏ key > **Display Certificate** or **Display PGP Key**.

View properties for a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Click a PGP® key.
4. Click **View Subkey**.

PGP key properties

Property	Description
Revocation Status	This field displays the revocation status of the PGP® key at a specified date and time.
Trust Status	This field displays the trust status of the PGP key. A PGP key can be explicitly trusted (the PGP key itself is trusted), implicitly trusted (the PGP key is associated with a private key on your BlackBerry® device), or not trusted (the PGP key is not explicitly trusted and is not associated with a trusted PGP key on your device, and a chain of digital signatures to a trusted key does not exist).
Creation Date	This field displays the date that the PGP® Universal Server generated the PGP key.
Expiration Date	This field displays the date that the PGP Universal Server specified as the expiration date of the PGP key.
Email Address	This field displays the email address that is associated with the PGP key. Multiple Email Address fields might appear.
Public Key Type	This field displays the standard to which the public key complies. Your device supports RSA®, DSA, and Diffie-Hellman keys.
Key Usage	This field displays approved uses of the PGP key.
Fingerprint	This field displays the PGP key fingerprint in hexadecimal format.

Send a PGP key

When you send a PGP® key, your BlackBerry® device sends the public key, but does not send the corresponding private key.
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Highlight a PGP key.
4. Press the ⊞ key > **Send via Email** or **Send via PIN**.

Delete a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Highlight a PGP® key.
4. Press the ⊞ key > **Delete**.

Clear the PGP data cache

The PGP® data cache contains cached PGP public keys and the PGP® Universal Server policy that your BlackBerry® device downloads from the PGP Universal Server.

1. On the Home screen or in a folder, click the **Options** icon.

2. Click **Security** > **PGP**.

3. Press the ![key] key > **Clear Universal Cache**.

The next time that you send a PGP protected message, your device downloads an updated PGP Universal Server policy and updated PGP public keys from the PGP Universal Server.

PGP key status

PGP key status indicators

Indicator	Description
![key icon]	The PGP® key has a corresponding private key that is stored on your BlackBerry® device.
![check icon]	The PGP key is trusted and valid, and the revocation status of the PGP key is good.
![question icon]	The revocation status of the PGP key is unknown or the key is weak.
![x icon]	The PGP key is untrusted, revoked, expired, not valid, or cannot be verified.

Check the revocation status of a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Highlight a PGP® key.
4. Press the ![key] key > **Fetch Status**.

Change the trust status of a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Highlight a PGP® key.
4. Press the ![key] key > **Trust** or **Distrust**.

Revoke a PGP key

If you revoke a PGP® key, the PGP key is revoked only in the key store on your BlackBerry® device. Your device does not update the revocation status on the PGP® Universal Server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Highlight a PGP® key.
4. Press the ![key] key > **Revoke** > **Yes**.
5. Change the **Reason** field.

6. Click **OK**.

PGP key revocation reasons

Reason	Description
Unknown	The revocation reason does not match any of the predefined reasons.
Superseded	A new PGP® key is replacing an existing PGP key.
Key Compromise	A person who is not the key subject might have discovered the private key value.
Key Retired	The PGP key is no longer used.
User ID Invalid	The user information for the PGP key is not valid.

PGP key options

Change the display name for a PGP key
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Highlight a PGP® key.
4. Press the ⚏ key > **Change Label**.
5. Type a display name for the PGP key.
6. Click **OK**.

Turn off the display name prompt that appears when you add a PGP key to the key store
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Press the ⚏ key > **Fetch PGP Keys**.
4. Press the ⚏ key > **Options**.
5. Change the **Prompt for Label** field to **No**.
6. Press the ⚏ key > **Save**.

When you add a PGP® key, your BlackBerry® device uses the name that the PGP® Universal Server set for the key when it generated the key.

Turn off the fetch status prompt that appears when you add a PGP key to the key store
1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Press the ⚏ key > **Fetch PGP Keys**.
4. Press the ⚏ key > **Options**.
   - To download the revocation status of a PGP® key when you add it to the key store, change the **Fetch Status** field to **Yes**.

- To add a PGP key to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
5. Press the ![key] key > **Save**.

PGP key shortcuts

View the label of a PGP® key	Press the **Space** key.
View the properties of a PGP key	Press the ↵ key.
View the security level of a PGP private key	Press the **Alt** key and **L**.
View personal PGP keys	Press the **Alt** key and **P**.
View PGP keys for other people	Press the **Alt** key and **O**.
View all PGP keys	Press the **Alt** key and **A**.

Troubleshooting: PGP keys

I cannot download a PGP key from an LDAP certificate server

Try performing the following actions:
- Verify that your organization permits you to download PGP® keys from an LDAP certificate server. For more information, contact your administrator.
- If you changed the connection type that your BlackBerry® device uses to connect to an LDAP certificate server, try using the default connection type.

Certificate servers

Add a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.
3. Press the ![key] key > **New Server**.
4. Specify information for the certificate server.
5. Press the ![key] key > **Save**.

Change connection information for a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.

3. Highlight a certificate server.
4. Press the ⌨ key > **Edit**.
5. Change the connection information for the certificate server.
6. Press the ⌨ key > **Save**.

Connection options for OCSP and CRL servers

Option	Description
Friendly Name	Type a display name for the certificate server.
Server URL	Type the web address of the certificate server.

Connection options for LDAP and DSML certificate servers

Option	Description
Friendly Name	Type a display name for the certificate server.
Server Name	Type the network address of the certificate server.
Base Query	Type the base query information for the certificate server using X.509 certificate syntax (for example, o=test.rim.net).
Port	Type the port number for your organization's network. The default port number is 389.
Authentication Type	Specify whether you must log in to the certificate server.
Connection Type	Specify whether your BlackBerry® device uses an SSL connection or a TLS connection to connect to the certificate server.

Send connection information for a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.
3. Highlight a certificate server.
4. Press the ⌨ key > **Email Server** or **PIN Server**.

Delete a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.
3. Highlight a certificate server.
4. Press the ⌨ key > **Delete**.

Key store

About the key store

The key store on your BlackBerry® device might store the following items. To access these items in the key store, you must type a key store password.

- personal certificates (certificate and private key pairs)
- certificates that you download using the certificate synchronization tool of the BlackBerry® Desktop Manager
- certificates that you download from an LDAP or DSML certificate server
- certificates that you download from a certificate authority profile
- certificates that you import from the device memory or a media card
- certificates that you add from a message
- root certificates that are included in the BlackBerry® Desktop Software
- personal PGP® keys (public and private key pairs)
- PGP public keys that you download from an LDAP certificate server
- PGP public keys that you import from the device memory or a media card
- PGP public keys that you add from a message

Change the key store password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Press the ⊞ key > **Change Key Store Password**.

Synchronize the key store password with the device password

If you synchronize the key store password with your BlackBerry® device password, when you change your device password, the key store password changes to match it automatically.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Use Device Password as Key Store Password** field to **Yes**.
4. Press the ⊞ key > **Save**.

Change when your device deletes the key store password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Key Store Password Timeout** field.

4. Press the ⌗ key > **Save**.

To access private keys after your BlackBerry® device deletes the key store password, you must type your key store password.

Add contacts to your Contacts application automatically when you add items to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Select the **Add Certificate Email to Contacts** check box.
4. Press the ⌗ key > **Save**.

Change the service that your device uses to download certificates

Depending on your organization, you might not be able to change the service that your BlackBerry® device uses to download certificates. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Certificate Service** field.
4. Press the ⌗ key > **Save**.

Turn off automatic backup and restore of key store data

By default, items in the key store on your BlackBerry® device are backed up or restored when you back up or restore your device data. For security reasons, If you do not want to back up your private key to your computer or restore your private key from your computer, you can turn off automatic backup and restore of key store data.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Clear the **Allow Key Store Backup/Restore** check box.
4. Press the ⌗ key > **Save**.

To turn on automatic backup and restore of key store data, select the **Allow Key Store Backup/Restore** check box.

Change the refresh rate for certificate revocation lists

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. In the **Certificate Status** section, change the **Expires After** field.
4. Press the ⌗ key > **Save**.

Your BlackBerry® device downloads a new revocation status automatically when your device uses a key store item with a status that is older than the time limit that you set.

Reject certificate revocation lists from unverified CRL servers

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Clear the **Accept Unverified CRLs** check box.
4. Press the ⎃ key > **Save**.

Your BlackBerry® device rejects certificate revocation lists from CRL servers that the BlackBerry® MDS Connection Service cannot verify.

Smart cards

About using a smart card with your device

Smart cards store certificates and private keys. You can use a smart card reader to import certificates from a smart card to the key store on your BlackBerry® device, but you cannot import private keys. As a result, private key operations such as signing and decryption use the smart card, and public key operations such as verification and encryption use the public certificates on your device.

If you use a smart card certificate to authenticate with your device, after you connect your smart card reader to your device, your device requests authentication from the smart card each time that you unlock your device.

You can install multiple smart card drivers on your device, including drivers for microSD smart cards, but you can only authenticate to one smart card at a time. If you are authenticating using a microSD smart card and you want to transfer media files between your microSD smart card and your computer in mass storage mode, you must temporarily turn off two-factor authentication or select a different authentication option.

If the S/MIME Support Package for BlackBerry® devices is installed on your device, you can use smart card certificates to send S/MIME-protected messages.

Turn on two-factor authentication

To perform this task, you must have set a password for your BlackBerry® device and have the smart card password that you received with your smart card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
   - To use a smart card and your device password to unlock your device, set the **Authentication Type** field to **Smart Card**.
   - To use your connected smart card reader (even if the smart card is not inserted) and your device password to unlock your device, set the **Authentication Type** field to **Proximity**. Select the **Prompt for Device Password** check box.
3. Press the ⎃ key > **Save**.

Import a certificate from a smart card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the [⠿] key > **Import Smart Card Certs**.
4. Type your smart card password.
5. Select the check box beside a certificate.
6. Click **OK**.
7. Type your key store password.
8. Click **OK**.

Lock your device when you remove your smart card from your smart card reader

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart card**.
4. Change the **Lock On Card Removal** field to **Enabled**.
5. Press the [⠿] key > **Save**.

About smart password entry

If you use advanced authentication and your BlackBerry® device password or smart card password is numeric, you might be able to use smart password entry in some password fields. When smart password entry is turned on, your device is designed to remember the format of a password that you type in a password field. When you type the password again, your device applies a smart password filter to the password field. If the password is numeric, a 123 indicator appears beside the password field and you do not have to press the Alt key to type numbers. If the password is alphanumeric, an ABC indicator appears beside the password field.

To use smart password entry, advanced authentication must be turned on and the correct smart card driver and smart card reader must be installed on your device.

Turn off smart password entry

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

You can turn off smart password entry to reduce the chance that someone might guess your device password or smart card password based on the smart password filter that your device applies to password fields.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Set the **Smart Password Entry** field to **Disabled**.
5. Press the [⠿] key > **Save**.

To turn on smart password entry again, set the **Smart Password Entry** field to **Enabled**.

Switch smart password filters

In a blank password field, press the **Enter** key.

The indicator for the new smart password filter appears beside the password field.

Prerequisites: Using authentication certificates

- Your BlackBerry® device must have the correct smart card driver and smart card reader driver installed.
- You must have imported a certificate from your smart card that you can use for signing and verification.
- You must turn on advanced authentication.
- You must have set a device password.
- You must have the smart card password that you received with your smart card.

Use a certificate to authenticate your smart card

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card whenever you use your smart card to unlock your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart card**.
4. Change the **Authentication Certificate** field.
5. Press the ⊞ key > **Save**.

To stop using a certificate to authenticate your smart card, set the **Authentication Certificate** field to **None**.

Check the status of your authentication certificate automatically

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Change the **Certificate Status Check** field.
5. Press the ⊞ key > **Save**.

If your device checks the status of your authentication certificate and finds that it is revoked or expired, your device locks.

Store the passphrase for your smart card on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Smart Card**.
3. Select the **PIN Caching** check box.
4. Press the [:::] key > **Save**.

Your BlackBerry® device stores the passphrase for the same length of time as it stores your key store password.

Turn off notification for smart card connections

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Smart Card**.
3. Clear the **LED Session Indicator** check box.
4. Press the [:::] key > **Save**.

To turn on notification for smart card connections, select the **LED Session Indicator** check box.

VPN settings

Depending on the options that your administrator has set for you, this feature might not be supported.

About VPN profiles

A VPN profile contains the information that you require to log in to your organization's network over VPN. If you have a Wi-Fi® enabled BlackBerry® device and if your organization uses a VPN to control access to its network, you might be able to log in to the VPN and access your organization's network using a Wi-Fi network. Depending on your organization, you might have more than one VPN profile on your BlackBerry® device. For more information about VPN profiles, contact your administrator.

Prerequisites: Logging in to a VPN

- Your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.
- If you have a Wi-Fi® enabled BlackBerry device, the Wi-Fi network that your device is connected to must support connections to a VPN. For more information, contact your administrator.
- If you use a software token to log in to a VPN, the software token must be on your device and the software token information that appears in the VPN profile must be correct.

Log in to a VPN

1. On the Home screen or in a folder, click the **Options** icon.

2. Click **Security** > **Advanced Security Settings** > **VPN**.
3. To connect to your organization's network, click **Log in**.

Change the user name and password for a VPN profile

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **VPN**.
3. Highlight a VPN profile.
4. Press the [:::] key > **Edit**.
5. In the **Username** field, type a new user name.
6. In the **Password** field, type a new password.
7. Press the [:::] key > **Save**.

Change the software token for a VPN profile

To perform this task, the software token that you want to use must be installed on your BlackBerry® device. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **VPN**.
3. Highlight a VPN profile.
4. Press the [:::] key > **Edit**.
5. Change the **Software Token Serial Number** field.
6. Press the [:::] key > **Save**.

About software tokens

You might need a software token to log in to a VPN. If you have a Wi-Fi® enabled BlackBerry® device, you might also need a software token to connect to your organization's network using a Wi-Fi network. A software token includes a token code that your device regenerates periodically and a PIN. For more information about software tokens, contact your administrator.

Change the PIN for a software token on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Software Tokens**.
3. Click a software token > **Specify PIN**.

Verify security software manually

Security self-tests are designed to verify that security software is implemented correctly on your BlackBerry® device. The tests should run automatically after you restart your device, but you can also verify security software manually.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Status Information**.
3. Press the [::] key > **Verify Security Software**.

Third-party application control

About permissions for third-party applications

You can set permissions that control how third-party applications on your BlackBerry® device interact with the other applications on your device. For example, you can control whether third-party applications can access data or the Internet, make calls, or use Bluetooth® connections.

If you have added third-party applications to your device, your device is designed to prevent these applications from sending or receiving data without your knowledge. Before a third-party application sends or receives data, a dialog box prompts you to accept or deny the connection request. For a selected application, you can turn off this prompt for a specific location or resource.

Reset connection permissions for third-party applications

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
3. Press the [::] key > **Edit Default Permissions**.
4. Press the [::] key > **Reset All Firewall Prompts**.
5. Press the [::] key > **Apply Defaults to All**.

About direct Internet connections for third-party applications

Some third-party applications that you add to your BlackBerry® device might require a direct TCP or HTTP connection to the Internet. For example, a stock price application might need to connect to the Internet to retrieve the latest stock prices. You might have to set the APN that the third-party application uses for this connection.

Set up a direct Internet connection for a third-party application

To get the user name and password for the APN, contact your wireless service provider.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **TCP IP**.

3. Type the APN information.
4. Press the ⊞ key > **Save**.

Turn on safe mode

When you start your BlackBerry® device, you can turn on safe mode to prevent third-party applications from running automatically. This safe mode enables you to troubleshoot or remove any unwanted applications.

1. Remove and reinsert the battery.
2. When the red LED light goes out, press and hold the **Escape** key as the device is loading.
3. When the dialog appears, click **OK**.

When safe mode is on, a safe mode indicator appears in the device status section of the Home screen.

To turn off safe mode, repeat step 1.

Set permissions for a third-party application

Note: Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry® device. For more information about how changing these permissions might affect the operation of the applications on your device, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
    *   To set permissions for a specific third-party application, highlight the application. Press the ⊞ key > **Edit Permissions**.
    *   To set permissions for all third-party applications, press the ⊞ key > **Edit Default Permissions**.
3. Expand **Connections**, **Interactions**, or **User Data**.
4. Change the permission fields.
5. Press the ⊞ key > **Save**.

Turn off a prompt for a third-party application connection

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
3. Highlight a third-party application.
4. Press the ⊞ key > **Edit Permissions** > **Prompt Exceptions**.
    *   To allow the application to connect to a specific location or resource without displaying a prompt, click **Add Allow**. Specify a protocol and, if necessary, the domain.
    *   To prevent the application from connecting to a specific location or resource without displaying a prompt, click **Add Deny**. Specify a protocol and, if necessary, the domain.
5. Press the ⊞ key > **Save**.

Connection permissions for third-party applications

Permission	Description
USB	Set whether third-party applications can use physical connections, such as a USB cable or RS-232 cable, that you have set up for your BlackBerry® device.
Bluetooth	Set whether third-party applications can use Bluetooth® connections.
Phone	Set whether third-party applications can make calls or access call logs.
Location Data	Set whether third-party applications can use your GPS location information.
Server Network	Set whether third-party applications can access the Internet or your organization's intranet using your organization's network.
Internet	Set whether third-party applications can access the Internet through your wireless service provider (for example, using a direct Internet connection or WAP gateway).
Wi-Fi (if supported)	Set whether third-party applications can use Wi-Fi® connections.

Interaction permissions for third-party applications

Permission	Description
Cross Application Communication	Specify whether third-party applications can communicate and share data with other applications on your BlackBerry® device.
Device Settings	Specify whether third-party applications can turn on or turn off your device or change device options, such as display options.
Media	Specify whether third-party applications can access media files on your device.
Application Management	Specify whether third-party applications can add or delete application modules or access module information such as an application name or version.
Themes	Specify whether your device can use third-party applications as a source for customized themes.
Input Simulation	Specify whether third-party applications can simulate actions, such as pressing a key on your device.
Browser Filtering	Specify whether third-party applications can register browser filters with the browser on your device to add, change, or delete web site content before it appears in your browser.
Screen Capturing	Specify whether third-party applications can take screen shots of the device screen.

Permission	Description
Security Timer Reset	Specify whether third-party applications can reset the duration that your device remains unlocked after you stop using it.

Data permissions for third-party applications

Email:
Set whether third-party applications can access email messages, SMS text messages, MMS messages, or PIN messages on your BlackBerry® device.

Organizer Data:
Set whether third-party applications can access organizer data such as contacts, calendar entries, tasks, or memos.

Files:
Set whether third-party applications can access files that you store on your device. For example, you can set whether third-party applications can access files that you transfer to your device using the media manager tool of the BlackBerry® Desktop Manager or Bluetooth® technology.

Security Data:
Set whether third-party applications can access certificates or keys in the key store on your device.

Troubleshooting: Security

I cannot download a certificate

If you changed the connection type that your BlackBerry® device uses to connect to the LDAP or DSML certificate server, try switching to the default connection type.

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.
- Verify that you typed the smart card password correctly. You should have received this password when you received your smart card.
- If you use a certificate to authenticate your smart card, verify that the certificate is not revoked or expired.

I cannot connect to a Wi-Fi network or log in to a VPN using a software token

Depending on your BlackBerry® device model, this feature might not be supported.

Verify that the time on your BlackBerry device is synchronized with the network time.

Related topics

My device prompts me to make an emergency call when I type a password

If your BlackBerry® device password contains a combination of letters that corresponds to an emergency access number, your device might prompt you to make an emergency call when you type your device password.

To continue typing your device password, press the **Escape** key.

Service books and diagnostic reports

Accept, delete, or restore a service book

Your wireless service provider or administrator might send a service book to your BlackBerry® device over the wireless network to add an additional service or application to your device.

If your email account uses a BlackBerry® Enterprise Server, you can also receive service books on your device using the BlackBerry® Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Service Book**.
3. Highlight a service book.
4. Press the [⋮⋮] key.
    - To accept a service book, click **Accept**.
    - To delete a service book, click **Delete**.
    - To restore a service book, click **Undelete**.

Run a diagnostic report

If you cannot connect to the wireless network or access services such as email messaging, your wireless service provider or administrator might ask you to run and submit a diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the issue.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the [⋮⋮] key > **Diagnostics Test**.
4. Press the [⋮⋮] key > **Run**.

View, submit, or delete a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the [⋮⋮] key > **Diagnostics Test**.
4. Highlight a report.
5. Press the [⋮⋮] key.
    - To view the diagnostic report, click **View Report**.
    - To submit the diagnostic report, click **Email Report** or **PIN Report**.
    - To delete the diagnostic report, click **Delete**.

- To delete all diagnostic reports, click **Delete All**.

Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set the default recipient.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the ⌗ key > **Diagnostics Test**.
4. Press the ⌗ key > **Options**.
5. Type the contact information.
6. Press the ⌗ key > **Save**.

I cannot run or submit a diagnostic report

Try the following actions:

- Try running the diagnostic report again. In the diagnostic report, press the ⌗ key > **Repeat All Steps**.
- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot submit a diagnostic report to an email address, try submitting the report to a PIN. Likewise, if you cannot submit a diagnostic report to a PIN, try submitting the report to an email address.

View the version number of the BlackBerry Device Software on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **About Device Versions**.

To return to the **Options** screen, press the ⬑ key three times.

Submit a Wi-Fi diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Wi-Fi Network**.
3. Press the ⌗ key > **Troubleshoot** > **Wi-Fi Diagnostics**.
4. Press the ⌗ key > **Email Report** or **PIN Report**.

Set options for Wi-Fi diagnostic reports

When you set options for Wi-Fi® diagnostic reports, if you set a default recipient, each time that you submit a Wi-Fi diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set a default recipient.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Wi-Fi Network**.
3. Press the ⊞ key > **Troubleshoot** > **Wi-Fi Diagnostics**.
4. Press the ⊞ key > **Options**.
   - To include advanced data in Wi-Fi diagnostic reports, change the **Display Mode** field to **Advanced**.
   - To set a default recipient for Wi-Fi diagnostic reports, type the contact information.
5. Press the ⊞ key > **Save**.

Synchronization

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, 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 between your device and the email application on your computer over the wireless network. When you file or delete email on your device, these email should be filed or deleted in your email application. Likewise, any changes that you make to email in the email application on your computer should be reflected on your device.

In rare cases, if your device does not recognize fields in a contact, calendar entry, or email account, some data or email cannot be synchronized or reconciled.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned off these features, you can use the synchronization tool of the BlackBerry® Desktop Software to synchronize your organizer data and email. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Reconcile email over the wireless network

You can set the Wireless Reconcile option for each email address that is associated with your BlackBerry® device.
1. On the Home screen, click the **Messages** icon.
2. Press the ⊞ key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select the **Wireless Reconcile** check box.
5. Press the ⊞ key > **Save**.

If your device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry® Desktop Software to reconcile email in personal folders. For more information, see the Help in the BlackBerry Desktop Software.

Delete email on your device and in your email application on your computer

You can set the Delete On option for each email address that is associated with your BlackBerry® device.
1. On the Home screen, click the **Messages** icon.
2. Press the ⊞ key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.

4. Change the **Delete On** field to **Mailbox & Handheld**.
5. Press the [⁞] key > **Save**.

It takes a short period of time for email to be deleted over the wireless network.

Related topics
Delete messages, 62

Synchronize organizer data over the wireless network

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the [⁞] key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** check box.
4. Press the [⁞] key > **Save**.

If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your device, you can set whether the email on your device or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Manage email reconciliation conflicts

You can set the On Conflicts option for each email address that is associated with your BlackBerry® device.
1. On the Home screen, click the **Messages** icon.
2. Press the [⁞] key > **Options** > **Email Reconciliation**.

3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Change the **On Conflicts** field.
5. Press the ⌗ key > **Save**.

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry® Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry device data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the backup and restore tool of the BlackBerry® Desktop Manager. For more information, see the Help in the BlackBerry Desktop Manager.

If your email account uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your device over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Empty the deleted items folder on your computer from your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the ⌗ key > **Purge Deleted Items**.

Troubleshooting: Synchronization

Email is not reconciling over the wireless network

Try the following actions:
- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email manually. On the Home screen, click the **Messages** icon. Press the [:::] key > **Reconcile Now**.

Organizer data is not synchronizing over the wireless network

Try the following actions:
- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the Contacts application, Calendar application, Tasks application, and MemoPad.
- If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Manager to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Manager.

Contact list field data is not appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom contact list field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

I am not receiving email from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry® Desktop Software to reconcile email in personal folders. For more information, see the Help in the BlackBerry Desktop Software.

Accessibility options

About accessibility options

BlackBerry® devices include many features that facilitate use by persons with disabilities. For more information about accessibility options, visit www.blackberry.com/accessibility.

Screen accessibility options

Display closed captions in videos

You can turn on closed captioning so that text displays on the screen when you play video files that support closed captioning.
1. On the Home screen, click the **Media** icon.
2. Press the ⊞ key > **Options**.
3. Select the **Display Closed Captions** check box.
4. If necessary, change the **Appearance** field, **Position** field, and **Font Scale** field.
5. Press the ⊞ key > **Save**.

Change the display font

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Change the font fields.
4. Press the ⊞ key > **Save**.

Use grayscale or reverse contrast for the screen display

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
   - To use grayscale for the screen display, change the **Color Contrast** field to **Greyscale**.
   - To use reverse contrast for the screen display, change the **Color Contrast** field to **Reverse Contrast**.
3. Press the ⊞ key > **Save**.

Audio and phone accessibility options

Turn on event sounds

Event sounds alert you when you turn on or turn off your BlackBerry® device, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Select the **Event Sounds** check box.
4. Press the ⌨ key > **Save**.

Add a contact alert

You can create contact alerts that allow you to customize ring tones and alerts for calls and messages from specific contacts or groups of contacts. When you receive a call or message from the contact, your BlackBerry® device uses the assigned ring tone or alert, even if you select the Silent profile or Vibrate Only profile. If you do not want to be notified with the assigned ring tone or alert, you can select the All Alerts Off profile.

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds** > **Sounds for Contacts** > **Add Contact Alert**.
3. In the **Name** field, type the name of the contact alert.
4. In the **Contacts** field, type the name of the contact.
5. Click a contact.
6. Change the ring tone and alert information for calls and messages.
7. Press the ⌨ key > **Save**.

To delete a contact alert, highlight the contact alert that you want to delete. Press the ⌨ key > **Delete**.

TTY support

Depending on your wireless service provider, this feature might not be supported.

About TTY support

When you turn on TTY support and you connect your BlackBerry® device to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com.

Turn on TTY support

1. From the Home screen, press the ⌞⌟ key.
2. Press the ▦ key > **Options** > **TTY**.
3. Change the **TTY Mode** field to **Yes**.
4. Press the ▦ key > **Save**.

A TTY indicator appears in the connections area at the top of the Home screen.

To turn off TTY support, change the **TTY Mode** field to **No**.

Voice dialing

Perform an action using a voice command

1. On the Home screen or in a folder, click the **Voice Dialing** icon.
2. After the beep, say a voice command.

Available voice commands

"Call <contact name or phone number>"

Say this voice command to make a call. To perform this task with a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology. You cannot make calls to emergency numbers using voice commands.

"Call <contact name> <phone number type>"

Say this voice command to call a specific phone number for a contact that is in your contact list. For example, if the contact has a work phone number and a mobile phone number, you can say "Call <contact name> work" to call the work phone number.

"Call extension <extension number>"

Say this voice command to dial an extension. To perform this task, you must set options for dialing extensions. You can dial extensions only within your company.

"Check my phone number"

If you have multiple phone numbers associated with your BlackBerry® device, say this voice command to check your active phone number.

"Check signal strength"

Say this voice command to check your wireless coverage level.

"Check network"

Say this voice command to check the wireless network that your device is connected to.

"Check battery"

Say this voice command to check the battery power level.

"Repeat"

Say this voice command to have the last voice prompt repeated to you.

"Cancel"

Say this voice command to close the voice dialing application.

Related topics

Typing accessibility options

Change or delete an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Word Substitution**.
3. Highlight an AutoText entry.
4. Press the ⚏ key .
    - To change the AutoText entry, click **Edit**. Change the entry. Press the ⚏ key > **Save**.
    - To delete the AutoText entry, click **Delete**.

Type text using the predictive input method

When you are typing text, perform any of the following actions:
    - To select the highlighted suggestion and start typing a new word, press the **Enter** key.
    - To select the highlighted suggestion and continue typing the same word, click the word.
    - To ignore the suggestions, keep typing.

Predict words as you type

You can set your BlackBerry® device to display a list of suggested words as you type.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Click **Show Text Input Options**.
4. Select the **Predictive Input** check box.
5. Press the **Menu** key.
6. Click **Save**.

To stop predicting words as you type, clear the **Predictive Input** check box.

Calculator

Use the calculator

On the Home screen or in the **Applications** folder, click the **Calculator** icon.

- To press a key in the calculator, click the key or press the corresponding key on the BlackBerry® device keyboard.

Convert a measurement

1. On the Home screen or in the **Applications** folder, click the **Calculator** icon.
2. Type a number.
3. Press the [≣≣] key.
   - 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.

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.

If the ball hits the paddle, a brick, or the top of the game board 50 times on any level, the bricks descend one space each time that you hit the ball with the paddle.

BrickBreaker capsules

Long:
　　This capsule makes the paddle longer.

Slow:
　　This capsule slows down the ball.

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:
> 10 points

Damaging a brick with a bomb:
> 5 points

Play BrickBreaker

- To move the paddle, slide your finger left or right on the trackpad.
- To release the ball in catch mode, press the **Space** key.
- To shoot the laser or gun, press the **Space** key.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the [🔇] key on the top of your device. To turn off mute, press the [🔇] key again. If you press the [🔇] key during a call, your device mutes the call so that you can hear others on the call, but they cannot hear you.

Related topics
Mute a call, 38
Amplify the volume using the audio boost feature, 115
Improve sound quality for media files, 115

Set the paddle speed

1. On the Home screen or in the **Games** folder, click the **BrickBreaker** icon.
2. Press the [::] key > **Options**.
   - To set the paddle speed, set the **Paddle movement speed** field.
   - To accelerate the paddle as you slide your finger on the trackpad, select the **acceleration** check box.
3. Press the [::] key > **Save**.

Word Mole game

Word Mole game basics

About the Word Mole game

The object of the Word Mole® game is to form words using the letters in the garden. If you form a word using letters that are directly above, below, or beside each other in the garden, you receive new letters which you can use to form new words. Otherwise, holes appear in the garden, making it harder to form new words. You can replace a hole with a new letter by forming a word that uses a letter that is beside the hole.

In a single-player game, you complete a level by submitting enough words to reach the required point goal before the time expires. In a practice game, you have unlimited time to play a game. In a multiplayer game, you compete against other players to win awards for achievements such as submitting the longest word, or receiving the least number of holes.

Form a word

1. Click each letter in the word.
2. Do one of the following:
    *   To submit a word, press the ⏎ key on the keyboard.
    *   To deselect a letter, click the letter again.
    *   To deselect all the letters, press the ⏋ key.

Word Mole game scoring

Word length:
　　　Form longer words to gain more points and vegetable bonus letters.

Letter usage:
　　　Use less common letters to gain more points.

Speed:
　　　Complete the level as quickly as possible to gain more points.

Water bonus letters:
　　　Use water bonus letters in a word to fill the watering can.

Watering can:
　　　Fill the watering can to grow vegetable bonus letters.

Vegetable bonus letters:

Use vegetable bonus letters in a word to gain bonus points. To gain even more bonus points, use multiple vegetable bonus letters in a single word.

Star bonus letters:
Use star bonus letters in a word to gain bonus points.

Time bonus letters:
Use time bonus letters in a word to gain bonus time.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the [🔇] key on the top of your device. To turn off mute, press the [🔇] key again. If you press the [🔇] key during a call, your device mutes the call so that you can hear others on the call, but they cannot hear you.

Related topics
Mute a call, 38
Amplify the volume using the audio boost feature, 115
Improve sound quality for media files, 115

Single-player games

Turn on tutorial mode

1. During a game, press [::] > **Game Options** > **General**.
2. Select the check box beside **Show Tutorial Tips**.
3. Click **OK**.

Save a game

You can save up to four games at one time.
1. During a game, press [::] > **Save Game**.
2. If necessary, click a game to overwrite.
3. Type a name for the game.
4. Click **OK**.

Resume a game

1. On the Home screen, in the **Games** folder, click the **Word Mole** icon.
2. Click **Play** > **Resume Game**.
3. Click a game.

Multiplayer games

Invite a player

1. On the Home screen, in the **Games** folder, click the **Word Mole** icon.
2. Click **New Game** > **Multiplayer** > **Invite**.
3. Click a contact.
4. Click **OK**.

When a player accepts an invitation, a green indicator appears beside their screen name. To start the game, click **Start Game**.

Accept an invitation

In the Word Mole® game invitation, click **Accept**.

To start the game, click **Ready**. Wait for the game to start.

Set multiplayer game options

To perform this task, you must be the game organizer.

1. On the Multiplayer Game Setup screen, click **Options**.
2. Do one of the following:
   - To set the length for a game, set the **Point Goal** field.
   - To set the season for a game, set the **Season** field.
   - To set bonuses for a game, set the **Bonuses** field.
3. Click **OK**.

Change your screen name

1. On the Multiplayer Game Setup screen, click your screen name.
2. Click **Change Screen Name**.
3. Type a new screen name.
4. Press the ⏎ key.

Chat with other players

1. On the Multiplayer Game Setup screen, in the **Chat** field, type a message.
2. Press the ⏎ key.

Check the stats for a player

1. On the Multiplayer Game Setup screen, click a player.
2. Click **Show Stats**.

Remove a player

To perform this task, you must be the game organizer.

1. On the Multiplayer Game Setup screen, click a player.
2. Click **Remove Player**.

Troubleshooting: Word Mole

I cannot connect to a multiplayer game

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you are the game organizer, try resending the invitation.
- If you are a game participant, try accepting the invitation again.
- If you are a game participant, verify that the game organizer did not exit the multiplayer game.

Some words that I submit are not recognized

Some less common words might not be in the dictionary on your BlackBerry® device. Try submitting more commonly used words.

Glossary

ADN

An abbreviated dialing number (ADN) is a short telephone number, such as 911 or 112, that is used to reach public services.

APN

access point name

BCC

blind carbon copy

BlackBerry enabled device

A BlackBerry enabled device is a device with BlackBerry® Connect™ software, a device with BlackBerry® Built-In™ software, or a device that is running the BlackBerry® Application Suite. BlackBerry enabled devices provide users with access to BlackBerry device applications and BlackBerry services.

BlackBerry MDS

BlackBerry® Mobile Data System

CC

carbon copy

CDMA

Code Division Multiple Access

certificate

A certificate is a digital document that binds the identity and public key of a certificate subject. Each certificate has an corresponding private key that is stored separately. A certificate authority signs the certificate to indicate that it is authentic and can be trusted.

CMIME

Compressed Multipurpose Internet Mail Extensions

CRL

certificate revocation list

CRL server

A BlackBerry® device uses a CRL server to check the most recently published revocation status of a certificate. Certificate authorities publish certificate revocation lists on CRL servers.

DNS

Domain Name System

DSA

Digital Signature Algorithm

DSML

Directory Service Markup Language

DSML certificate server

A BlackBerry® device uses a DSML certificate server to search for and download certificates.

EAP-FAST

Extensible Authentication Protocol Flexible Authentication via Secure Tunneling

EAP-SIM

Extensible Authentication Protocol Subscriber Identity Module

EAP-TLS

Extensible Authentication Protocol Transport Layer Security

EAP-TTLS

Extensible Authentication Protocol Tunneled Transport Layer Security

ECC

Elliptic Curve Cryptography

FDN

Fixed Dialing Number

FIPS

Federal Information Processing Standards

GAN

generic access network

GPS

Global Positioning System

GSM

Global System for Mobile communications®

HTTP

Hypertext Transfer Protocol

IMSI

International Mobile Subscriber Identity

IP

Internet Protocol

LDAP

Lightweight Directory Access Protocol

LDAP certificate server

A BlackBerry® device uses an LDAP certificate server to search for and download certificates and PGP® keys.

LED

light-emitting diode

mass storage mode

Mass storage mode enables users to transfer files between a media card and their computer when they connect their BlackBerry device to their computer.

MCC

mobile country code

MMS

Multimedia Messaging Service

MNC

mobile network code

MTP

Media Transfer Protocol

OCSP

Online Certificate Status Protocol

OCSP server

A BlackBerry® device uses an OCSP server to check the revocation status of a certificate on demand.

PEAP

Protected Extensible Authentication Protocol

personal certificate

A personal certificate is a certificate that a certificate authority assigns to a user.

personal PGP key

A personal PGP® key is made up of a PGP public key and PGP private key for a user.

PIN

personal identification number

private key

A private key is a key that only the certificate subject can use. Private key information is not distributed publically. BlackBerry® devices use private keys to sign email messages or PIN messages that users send and to decrypt email messages that users receive.

public key

A public key is a key that people other than the certificate subject can use. BlackBerry® devices use public keys to encrypt email messages or PIN messages that users send to certificate subjects and to verify the signature on email messages or PIN messages that users receive from certificate subjects.

root certificate

A root certificate is a self-signed certificate and usually belongs to a certificate authority.

RTSP

Real Time Streaming Protocol

SAN

subject alternative name

SDN

A service dialing number (SDN) is a number that is preloaded on your SIM card by your wireless service provider that you can use to access information about your device service, such as the current call forwarding status.

SHA

Secure Hash Algorithm

SIM

Subscriber Identity Module

S/MIME

Secure Multipurpose Internet Mail Extensions

SMS

Short Message Service

SMSC

Short Message Service Center

SSID

service set identifier

SSL

Secure Sockets Layer

TCP

Transmission Control Protocol

TLS

Transport Layer Security

Triple DES

Triple Data Encryption Standard

TTY

teletype

VPN

virtual private network

WAN

wide area network

WAP

Wireless Application Protocol

WEP

Wired Equivalent Privacy

WML

Wireless Markup Language

WPA

Wi-Fi Protected Access

WTLS

Wireless Transport Layer Security

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Iperf performance test

Mark Gates

Ajay Tirumala

Jim Ferguson

Jon Dugan

Feng Qin

Kevin Gibbs

John Estabrook

National Laboratory for Applied Network Research

National Center for Supercomputing Applications

University of Illinois at Urbana-Champaign

www.ncsa.uiuc.edu

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PCRE is a library of functions to support regular expressions whose syntax and semantics are as close as possible to those of the Perl 5 language.

This is JavaScriptCore's variant of the PCRE library. While this library started out as a copy of PCRE, many of the features of PCRE have been removed.

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BlackBerry® XXXX smartphone model number: RCM72UW or RCN72UW

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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

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