

# BlackBerry Curve 9360 Smartphone

Help

Version: 7.0



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 **BlackBerry**<sup>®</sup>



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# Quick Help

## How to: Top 10

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

### 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. Follow the screens to set up your email address. 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.

**Note:** In some cases, you might see the following options. If so, select one of the options.

- **Internet Mail Account:** Use this option to associate your BlackBerry® smartphone with one or more existing email accounts (for example, Windows Live™ Hotmail®) or to create a new email address for your smartphone.
- **Enterprise Account:** If your administrator gave you an enterprise activation password, use this option to associate your smartphone with your work email account using the BlackBerry® Enterprise Server.


If you are trying to set up a Internet email account (for example, Windows Live™ Hotmail® or Google Mail™) or a new email address for your smartphone, and do not see this option, contact your administrator or wireless service provider.

#### Related information

[Change options for your personal email account, 62](#)

### About downloading apps with the BlackBerry App World

With the BlackBerry App World, you can search for and download games, themes, social networking apps, personal productivity apps, and much more. Using an existing PayPal® account, you can buy and download apps to your smartphone over the wireless network.

If you don't already have the BlackBerry App World on your smartphone, you can download it at [www.blackberryappworld.com](http://www.blackberryappworld.com). For more information about managing apps using BlackBerry App World, click the **BlackBerry App World** icon. Press the  key > **Help**.

Depending on your wireless service provider and region, you might have the option to add or update apps using the BlackBerry App World™ storefront. You might also be able to download apps from a web page (try visiting [mobile.blackberry.com](http://mobile.blackberry.com) from your BlackBerry smartphone), or through your wireless service provider. Data charges might apply when you add or use an app over the wireless network. For more information, contact your wireless service provider.

## Transfer a file from your computer to your smartphone using your smartphone 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 smartphone and your computer.

1. Connect your smartphone 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 smartphone, select the USB option.
  - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.



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

### Related information

[Transfer your media files from your computer to your smartphone using BlackBerry Desktop Software, 115](#)

## Synchronize email over the wireless network

You can set the Wireless Reconcile option for each email address that is associated with your BlackBerry® smartphone, which will synchronize your email over the wireless network.

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** checkbox.
5. 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® smartphone does not copy the SIM card contact.





### Related information

[Add a contact, 182](#)



## 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). For languages with non-Latin characters, press the **Alt** key to type numbers. Press the  key on the keyboard.
  - If your BlackBerry® smartphone is connected to a CDMA network, you can type an email address.
4. Type a message.
5. Press the  key on the keyboard.

### Related information

[Personal distribution lists, 187](#)


[I can't send messages, 10](#)

[Attach a media file, contact card, appointment, or location to a text message, 71](#)

## View location on a map from the compass

You can view the compass and your location on a map at the same time.

1. On the Home screen or in the **Applications** folder, click the **Compass** icon.
2. Press the  key > **Location on Map**.

To return to the Compass application, press the  key > **Close**.

### Related information





[Navigate to a destination, 0](#)

## Lock or unlock your smartphone

You can lock the keyboard to avoid pressing it or making calls accidentally and, if you have set a BlackBerry® smartphone password, you can also lock your smartphone with a password.

Depending on how you or your administrator set your password options, if you don't use your smartphone for a certain period of time, your smartphone might lock with a password automatically.

Do one of the following:

- To lock the keyboard, press the  key on the top of your smartphone.
- To unlock the keyboard, press the  key again.
- To lock your smartphone with a password, on the Home screen or in a folder, click the  icon.
- To unlock your smartphone, enter your password. Press the  key.

## 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® smartphone.

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

### Related information

[Turn on or turn off data service or set roaming options, 237](#)


[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

## Turn off Word Substitution

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input > Typing**.
3. For a keyboard, click **Advanced Style Options**.
4. Clear the **Spelling** check box.
5. Press the  key > **Save**.




## Troubleshooting: Top 10

Save time and maximize your efficiency with these quick tips.

### I can't make or receive calls

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- If you can't 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 haven't changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you're not receiving calls, verify that call blocking and call forwarding are turned off.

- Your smartphone 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 smartphone, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.
- If you're using your BlackBerry® MVS Client phone number, verify that support for the BlackBerry MVS Client is turned on.
- If you're using your BlackBerry MVS Client phone number, verify that your smartphone is registered with the BlackBerry® Mobile Voice System. From the Home screen, press the  key. Press the  key. Click **Options**. Click **BlackBerry MVS Client**. Press the  key. Click **Register Now**. If the Register Now menu item doesn't appear, or if the registration fails, contact your administrator. If the registration doesn't complete, wait for a short period of time and then try again.
- If you have set call forwarding for the phone number provided by your wireless service provider, calls to your BlackBerry MVS Client phone number are also forwarded. To receive calls to your BlackBerry MVS Client phone number, verify that call forwarding is turned off.

### Related information


[Fixed dialing and smart dialing, 33](#)

[Call waiting, call forwarding, and call blocking, 31](#)

[Switch the active phone number, 38](#)

## I'm not receiving messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Reset your smartphone. Connect to the network and try again.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry® Internet Service. If you haven't 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 smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the **Options** icon. Click **Device > Advanced System Settings > 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.
- Verify that your smartphone is not blocking messages. For more information, contact your administrator.


### Related information

[Change, prioritize, or delete an email filter, 52](#)

[Forward messages from a specific email folder to your smartphone, 59](#)

## I can't send messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If the menu item for sending a message doesn't 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 smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry® Internet Service. If you haven't 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 smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the **Options** icon. Click **Device > Advanced System Settings > Host Routing Table**. Press the  key > **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

### Related information

[Generate an encryption key, 284](#)

[Wireless coverage indicators, 234](#)

[Change or delete a contact, 183](#)

[Turn on or turn off a network connection, 8](#)

[Turn on or turn off data service or set roaming options, 237](#)

[Wireless coverage indicators, 234](#)

[Turn on or turn off a network connection, 8](#)

[Options for email filters, 51](#)

[Turn on or turn off data service or set roaming options, 237](#)

[Resend a message, 48](#)

## I forget my smartphone password

If you forget your BlackBerry® smartphone password, it can't be recovered. If your smartphone uses a BlackBerry® Enterprise Server, your administrator might be able to reset your password without deleting your smartphone data. Otherwise, the only way you can reset your password without knowing your current password is to delete all your smartphone data. You can do this by exceeding the number of allowed password attempts.

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, when you delete your smartphone data, you might also delete the data on your media card. 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

## My smartphone isn't 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 isn't 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 and Alerts > Sounds for Contacts**. Click a contact alert. Click **Phone** or **Messages**. Verify that the **Volume** field isn't set to **Silent** and that the **Vibration** field isn't set to **Off**.

## The screen turns off

When you don't use your BlackBerry® smartphone 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 aren't touching your smartphone.

To turn on the screen, click the trackpad or press a key.

### Related information

[Set options for backlighting, 209](#)

## Email messages aren't reconciling over the wireless network

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually.

## Organizer data isn't synchronizing over the wireless network



Try the following actions:

- Verify that your BlackBerry® smartphone 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 synchronize calendar data using the BlackBerry® Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

## I can't pair with a Bluetooth enabled device

Try the following actions:

- Verify that your BlackBerry® smartphone is compatible with the Bluetooth® enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you don't know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.

- If your BlackBerry smartphone doesn't detect the Bluetooth enabled device that you want to pair with, try making your BlackBerry smartphone discoverable for a short period of time. Many car kits need to discover your BlackBerry smartphone rather than your BlackBerry smartphone 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 **Networks and Connections > Bluetooth Connections**. Click **Add New Device**. Click **Listen**. Bluetooth enabled devices can detect your BlackBerry smartphone for 2 minutes.
- Turn off encryption for Bluetooth connections between your BlackBerry smartphone 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 **Networks and Connections > Bluetooth Connections**. Highlight a Bluetooth enabled device. Press the  > **Devices Properties**. Clear the **Encryption** check box. Press the  key > **Save**.

**Related information**

[Make your BlackBerry smartphone discoverable, 256](#)

## The media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.

**Related information**




[Change the amount of time before the media player screen closes, 114](#)

# Tips and shortcuts

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

## Tips: Doing things quickly

For full instructions, click the links under **Related information** at the bottom.

Access popular options such as changing your ring tone, setting the alarm, viewing notifications, and turning on or turning off network connections.	Highlight and click the areas at the top of the Home screen.
See all the apps and folders on the Home screen, or minimize the panel and view the wallpaper.	On the navigation bar, click <b>All</b> .
Switch to another app.	Press and hold the  key. Click an app. <b>Note:</b> The other app might still be running in the background.
Open an app with a convenience key.	Press a convenience key on the side of your smartphone. <b>Note:</b> You can customize which app a convenience key opens.
Use pop-up menus.	Pop-up menus provide common available actions, and appear in the center of the screen. For example, you can use the pop-up menu in a message to file, forward, or reply to the message. To open a pop-up menu, press and hold the trackpad. To select a command, click the trackpad.
Switch to the <b>Favorites</b> , <b>Media</b> , <b>Downloads</b> , and <b>Frequent</b> panels.	On the Home screen, highlight <b>All</b> on the navigation bar and slide your finger on the trackpad right or left.
Add an app to the <b>Favorites</b> panel.	Highlight an app on the Home screen or in a folder. Press the  key > <b>Mark as Favorite</b> .
Change options for the Home screen such as the wallpaper.	On the Home screen, press the  key > <b>Options</b> .

### Related information



[Change what happens when you type on the Home screen, 0](#)

[Assign an application to a Convenience key, 205](#)

[Keep an application running in the background and switch to another application, 223](#)

## Tips: Extending battery life

For full instructions, click the links under **Related information** at the bottom.

<p>Set your BlackBerry® smartphone to turn on and turn off automatically.</p> <p>You can set your smartphone to turn off while you aren't using it for an extended period, like when you sleep. Data you receive when the smartphone is turned off automatically updates when the smartphone turns on.</p>	<p>On the Home screen or in a folder, click the <b>Options</b> icon. Click <b>Device &gt; Auto On/Off</b>.</p>
<p>Set backlighting to remain on for a shorter period of time, and lower its brightness.</p>	<p>On the Home screen or in a folder, click the <b>Options</b> icon. Click <b>Display &gt; Screen Display</b>.</p>
<p>Turn off network connections you aren't using.</p>	<p>On the Home screen, click the connections area at the top of the screen, or click the <b>Manage Connections</b> icon. Click a network connection to clear the checkbox.</p>
<p>Close apps when you're finished with them.</p> <p>When you switch from one app to another, some apps, such as the Browser app or the Music app, run in the background, which uses battery power.</p>	<p>In an app, press the  key &gt; <b>Close</b>.</p>
<p>Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.</p>	<p>On the Home screen, click the <b>Sound and Alert Profiles</b> icon. Click <b>Change Sounds and Alerts</b>.</p>
<p>Delete the original text from a reply message.</p>	<p>When you are replying to a message, press the  key &gt; <b>Delete Original Text</b>.</p>
<p>If your smartphone has a camera flash, turn off the flash.</p>	<p>On the Home screen, click the <b>Camera</b> icon. Click the flash icon at the bottom of the screen until the <b>flash off</b> indicator appears.</p>
<p>Keep your battery connections clean.</p> <p>Keeping the battery clean extends the life of your battery.</p>	<p>Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the smartphone.</p>


### Related information

[Delete the original text from a reply message, 50](#)  
[Change your ring tone, notifiers, or reminders, 27](#)  
[Turn on or turn off a network connection, 8](#)  
[Set options for backlighting, 209](#)







[Set your smartphone to turn on and turn off automatically, 265](#)



## Tips: Finding apps

Look in a folder on your Home screen.	Some apps are located in folders on your Home screen. Click a folder to see what apps are inside.
Make all hidden apps visible on the Home screen.	On the Home screen, press the  key > <b>Show All Icons</b> . To unhide the app, highlight it and then click <b>Hide Icon</b> to clear the check mark. If the icon is hidden in other panels, you can unhide the icon in all panels, or in the current panel only. If <b>Show All Icons</b> does not appear in the menu, there are no apps hidden from view.
Search for an app.	On the Home screen, start typing the app name.
Verify that the app is installed.	On the Home screen or in a folder, click the <b>Options</b> icon. Click <b>Device &gt; Application Management</b> . If the app is listed, it is installed on your BlackBerry® smartphone.

## Tips: Freeing and conserving storage space

Try to maintain at least 400 KB of available application storage on your BlackBerry® smartphone. If you find that your smartphone processes are unusually slow, try freeing storage space by deleting files that you don't need. Changing options for email, calendar entries, and media files might help you conserve storage space.

Check how much free storage space you have.	On the Home screen or in a folder, click the <b>Options</b> icon. Click <b>Device &gt; Storage</b> .
Delete unneeded files.	On the Home screen or in a folder, click the <b>Files</b> icon. Find and highlight a file. Press the  key > <b>Delete</b> .
Delete browsing history and clear the cache.	On the Home screen, click the <b>Browser</b> icon. Press the  key > <b>Options</b> . Go to the <b>Clear Browsing Data</b> section.
Reduce the amount of time that your smartphone stores email messages and calendar entries.	On the Home screen, click the <b>Messages</b> icon or <b>Calendar</b> icon. Press the  key > <b>Options</b> .
Stop storing sent messages on your smartphone.	On the Home screen, click the <b>Messages</b> icon. Press the  key > <b>Options &gt; Email Preferences</b> .

Receive only the first section of long email messages, and choose whether to download more.	On the Home screen, click the <b>Messages</b> icon. Press the  key > <b>Options</b> > <b>Message Display and Actions</b> .
Store files on a media card instead of the smartphone.	Your BlackBerry smartphone supports media card sizes up to 32 GB. Only microSD media cards are supported.
Reduce the size of pictures you take.	On the Home screen, click the <b>Camera</b> icon. Press the  key > <b>Options</b> .

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

### Related information

[Move, rename, or delete a file, 107](#)

[Receive only the first section of long email messages, 61](#)

[Change the size of pictures that you take, 137](#)

[View the amount of available storage space on your smartphone, 225](#)

[Set how long your smartphone stores messages, 60](#)

[Stop storing messages sent from your computer on your smartphone, 60](#)

[Stop storing messages sent from your smartphone on your computer, 60](#)

[Change how long your smartphone stores calendar entries, 180](#)

[Keep an application running in the background and switch to another application, 223](#)

[The application memory on my smartphone is low, 270](#)

## Tips: Updating your software

Updated BlackBerry® Device Software and BlackBerry® Desktop Software are released periodically, and you might be able to update the software from either your computer or your smartphone. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Check to see if there is updated BlackBerry Device Software that you can download over the network.	Depending on your smartphone model, this feature might not be supported. On the Home screen or in a folder, click the <b>Options</b> icon. Click <b>Device</b> > <b>Software Updates</b> .
Update your BlackBerry Device Software from your computer.	On your computer, visit <a href="http://www.blackberry.com/update">www.blackberry.com/update</a> . Click <b>Check for Updates</b> . Connect your smartphone to your computer.
Set your BlackBerry Desktop Software to check for updates automatically.	For instructions, see the Help in BlackBerry Desktop Software.

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 Update your BlackBerry Desktop Software .

 Visit [www.blackberry.com/desktopsoftware](http://www.blackberry.com/desktopsoftware).
 

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**Related information**
[BlackBerry Device Software, 230](#)

## Tips: Keeping your information safe

You can take some simple steps to help prevent the information on your BlackBerry® smartphone from being compromised, such as avoiding leaving your smartphone unattended.


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

Set a smartphone password	On the Home screen or in a folder, click the <b>Options</b> icon. Click <b>Security &gt; Password</b> .
Encrypt contacts and files	On the Home screen or in a folder, click the <b>Options</b> icon. Click <b>Security &gt; Encryption</b> .
Back up your smartphone data to your computer	Use the backup tool in the BlackBerry® Desktop Software to back up your smartphone data to your computer. To download the BlackBerry Desktop Software, from your computer, visit <a href="http://www.blackberry.com/desktop">www.blackberry.com/desktop</a> and select the appropriate option for your computer.
Back up your smartphone data to a media card	On the Home screen, click the <b>Setup</b> icon. In the <b>Setup</b> section, click <b>Device Switch &gt; Save Data</b> .


**Related information**
[Set a smartphone password, 279](#)
[Turn on encryption, 270](#)

## Tips: Managing indicators



Indicators tell you that there is something new or updated, such as a new message, voice message, or feed, or they inform you of the status of something, such as the battery or network connection. Indicators often appear on app icons, new content within apps, and at the top of the Home screen.

Remove the new item indicator 	Open each item that has this indicator. For example, to remove it from the Messages icon, click the icon.
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 Remove the unopened message indicator 

In the Messages app, do one or more of the following:

- Open all of your messages by clicking on them. If you can't find all of your unopened messages in your inbox, look in your messages folders.
- Mark a message as opened. Highlight a message. Press the  key > **Mark Read**.
- Mark all messages that are prior to a date as opened. Highlight a date field. Press the  key > **Mark Prior Read**.





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 Identify an indicator

- You might be able to identify an indicator by seeing the icon of the application that the indicator refers to. To see a complete list of applications on your BlackBerry® smartphone and their icons, on the Home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**.
  - For a complete list of indicators, visit [www.blackberry.com/docs/smartphones](http://www.blackberry.com/docs/smartphones). Click your smartphone model, and then click the Icons guide.
- 

## Phone shortcuts

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

Change your ring tone	From the Home screen, press the  key. Press the  key > <b>Phone Ring Tones</b> .
Check your voice mail	Press and hold <b>1</b> .
Set up a 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 <b>Alt</b> key and <b>X</b> . Type the extension number.
Type a letter in a phone number field	Press the <b>Alt</b> key and the letter key.
Insert a plus sign (+) when typing a phone number	Press <b>O</b>
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.

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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.

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## 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 <b>R</b>
Reply to all in an email or a PIN message	Press <b>L</b>
Forward a message	Press <b>F</b>
File an email message	Press <b>I</b>
View or hide the email address of a contact	Highlight the contact in the <b>To</b> or <b>From</b> field. Press <b>Q</b> .
Move to the next message	Press <b>N</b>
Move to the previous message	Press <b>P</b>

### In your message inbox

Open a message	Press the  key.
Compose a message from a message inbox	Press <b>C</b>
Mark a message as read or unread	Press the <b>Alt</b> key and <b>U</b> .
Add a flag to a message	Press <b>W</b>
View all flagged messages	Press the <b>Alt</b> key and <b>F</b> .
View received messages and received call logs	Press the <b>Alt</b> key and <b>I</b> .
View draft and sent messages	Press the <b>Alt</b> key and <b>O</b> .
View voice mail messages	Press the <b>Alt</b> key and <b>V</b> .
View text messages	Press the <b>Alt</b> key and <b>S</b> .
View call logs	Press the <b>Alt</b> key and <b>P</b> .
View all your messages	Press the  key.

### Move around your message inbox

Move up a screen	Press the <b>Shift</b> key and the <b>Space</b> key.
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Move down a screen	Press the <b>Space</b> key.
Move to the top of a message inbox	Press <b>T</b>
Move to the bottom of a message inbox	Press <b>B</b>
Move to the next unread item	Press <b>U</b>
Move to the next related message	Press <b>J</b>
Move to the previous related message	Press <b>K</b>

## 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 <b>F</b>
Move to the last cursor position after closing and reopening a file or an attachment	Press <b>G</b>

### In a spreadsheet

Move to a specific cell	Press <b>G</b>
View the content of a cell	Press the <b>Space</b> key
Switch worksheets	Press <b>V</b> . Click a worksheet.
View or hide columns or rows	Press <b>H</b>

### In a presentation

Switch presentation views	Press <b>M</b>
Move to the next slide when viewing a presentation in slide view	Press <b>N</b>
Move to the previous slide when viewing a presentation in slide view	Press <b>P</b>
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 <b>G</b>

## Typing shortcuts

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

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

## Media shortcuts

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

### Audio and video files

Pause an audio or video file	Press the <b>Mute</b> key on the right side of your BlackBerry® smartphone.
Resume playing an audio or video file	Press the <b>Mute</b> key again.
Play the next song	Press and hold the <b>Volume Up</b> key on the right side of your smartphone.
Play the previous song	Press and hold the <b>Volume Down</b> key on the right side of your smartphone.
Turn on the audio boost feature if you're using a headset	Press the <b>Volume Up</b> key until the audio boost feature turns on.

### Pictures

Zoom in	Press <b>I</b>
Zoom out	Press <b>O</b>
Pan up	Press <b>2</b>
Pan down	Press <b>8</b>
Pan right	Press <b>6</b>
Pan left	Press <b>4</b>
Rotate	Press <b>L</b>

### Camera and video camera

Zoom in before you take a picture or record a video	Press the <b>Volume Up</b> key.
Zoom out before you take a picture or record a video	Press the <b>Volume Down</b> key.
Take a picture	Press the <b>Convenience</b> key on the right side of your smartphone.



## Browser shortcuts

To use browser shortcuts, you might need to turn on shortcuts in the browser options. 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 <b>Space</b> key.
Insert a slash mark (/) in the web address field	Press the <b>Shift</b> key and the <b>Space</b> key.
Stop loading a web page	Press the <b>Escape</b> key.
Close the browser	Press and hold the <b>Escape</b> key.

### On a web page

Quickly switch between tabs	Press <b>W</b>
Zoom in to a web page	Press <b>I</b>
Zoom out from a web page	Press <b>O</b>
Go to the start page	Press <b>G</b>
Return to the home page	Press <b>H</b>
Open the bookmark list	Press <b>K</b>
Add a bookmark	Press <b>A</b>
View a list of web pages that you have visited recently	Press <b>Y</b>
Refresh a web page	Press <b>R</b>
Find text on a web page	Press <b>F</b> . To find the next instance of the text, press <b>V</b> .
Open the browser options	Press <b>S</b>

### Move around a web page


Move up a screen	Press the <b>Shift</b> key and the <b>Space</b> key.
Move down a screen	Press the <b>Space</b> key.
Move to the top of a web page	Press <b>T</b>
Move to the bottom of a web page	Press <b>B</b>

### Related information

[Turn on browser shortcuts, 162](#)

## 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, press the  key > **Options**. Click **Calendar Display and Actions**. Clear the **Enable Quick Entry** check box.

Schedule an appointment	Press <b>C</b>
Change to Agenda view	Press <b>A</b>
Change to Day view	Press <b>D</b>
Change to Week view	Press <b>W</b>
Change to Month view	Press <b>M</b>
Move to the next week, month, or day in Agenda view	Press the <b>Space</b> key.
Move to the previous week, month, or day in Agenda view	Press the <b>Shift</b> key and the <b>Space</b> key.
Move to the current date	Press <b>T</b>
Move to a specific date	Press <b>G</b>

## Map shortcuts

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

Zoom in to a map	Press <b>I</b>
Zoom out from a map	Press <b>O</b>
Move to the next direction on a route	Press <b>N</b>
Move to the previous direction on a route	Press <b>P</b>

## Troubleshooting: Shortcuts

### I can't use a shortcut

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

Try changing the typing input language.

#### **Related information**





[Change the language, 207](#)

# Phone

## How to: Phone

### Phone icons



These icons appear at the top of the Home screen and in the Phone application.

	Missed call		Received call
	Placed call		Voice mail message

### 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® smartphone, 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 information

[About multiple phone numbers, 37](#)

[My phone number appears as Unknown in the Phone application, 43](#)

#### Make a call

1. Do one of the following:
  - If your BlackBerry® smartphone is unlocked, press the  key.
  - If your smartphone is locked and you don't 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 information

[Add a pause or a wait to a phone number, 182](#)

[Available voice commands, 45](#)

[Turn on dialing from the Lock screen, 38](#)

[Sort phone numbers or contacts on the Phone screen, 38](#)

[I can't make or receive calls, 8](#)

## Answer or end a call

Press the  key.

To end a call, press the  key.

### Related information

[Change your ring tone, notifiers, or reminders, 27](#)


[I can't make or receive calls, 8](#)

## Answer a second call

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


During a call, press the  key.

- 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  key > **Swap** or **Flash**.

## Change your ring tone, notifiers, or reminders

In addition to changing the tone, you can also change options for notification during calls, volume, LED, and vibration.

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts > Sounds for Selected Profile**.
  - To change your ring tone, click **Phone**.
  - To change notifiers or reminders, click to expand a section. Click an option.
3. In the **Ring Tone**, **Notifier Tone**, or **Reminder Tone** field, do one of the following:
  - Click a tone.
  - To use a song that is on your BlackBerry® smartphone or on a media card, click **All Music**. Find and click a song.
  - To use a voice note that you recorded, click **All Voice Notes**. Find and click a voice note.
  - To use a preloaded alert, click **All Alerts**. Find and click an alert.
4. Press the  key > **Save**.

### Related information

[Add or delete a custom profile, 158](#)

[Add a contact alert, 158](#)

[I can't change the number of times that my smartphone rings, 43](#)


## Mute a call


During a call, press the **Mute** key on the right side of your smartphone.

To turn off mute, press the **Mute** key again.

## Place a call on hold

If your BlackBerry® smartphone is connected to a CDMA network, you can't place a call on hold.

During a call, press the  key > **Hold**.

To resume a call, press the  key > **Resume**.

## Turn on the speakerphone

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

During a call, press the  key on the keyboard.

To turn off the speakerphone, press the  key again.

## 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® smartphone dials the number that's 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

During a call, press the  key > **Switch Application**.

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

## About using a headset

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

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 smartphone 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're 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® smartphone is designed to allow emergency calls even when your smartphone is locked. Depending on your smartphone model and the wireless network that your smartphone is connected to, your smartphone is also designed to allow emergency calls when the SIM card isn't inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your smartphone 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 smartphone 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 smartphone is connected to a CDMA network, when you end an emergency call, your smartphone 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 can't send and receive messages or browse web pages.








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

#### Related information

[About GPS technology, 0](#)

### Make an emergency call

Do one of the following:

- If your keyboard or BlackBerry® smartphone is unlocked, from the Home screen, press the  key. Type the emergency number. Press the  key.
- If your smartphone is locked, press the  key > **Emergency**. Press the  key.
- If your keyboard is locked, press the  key on the top of your smartphone. Press the  key. Type the emergency number. Press the  key.

## Volume

### Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.

- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again. If you press the **Mute** key during a call, your smartphone mutes the call so that you can hear others on the call, but they can't hear you.

### Related information




[Mute a call, 28](#)

[Amplify the volume using the audio boost feature, 113](#)

[Improve sound quality for media files, 113](#)

## 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 can't change sound quality when you are using a Bluetooth® enabled headset.

1. During a call, press the  key > **Enhance Call Audio**.
2. Select a Boost Bass or Boost Treble option.



## Improve sound quality for all calls

You can't change sound quality when you are using a Bluetooth® enabled headset.

1. From the Home screen, press the  key.
2. Press the  key > **Options** > **In-call Settings**.
3. Change the **Phone Call Audio** field or **Headset Call Audio** field.
4. Press the  key > **Save**.

# Speed dial




## Set up speed dial for a contact

1. From the Home screen, press the  key.
2. Press the  key > **View** > **Speed Dial List**.
3. In the **Speed Dial Numbers** list, click an unassigned key.
4. Click a contact.
5. 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® smartphone for this service.

1. From the Home screen, press the  key.
2. Press the  key > **Options** > **Call Waiting**.
3. Select the **Enabled** checkbox.
4. Press the  key > **Save**.

To turn off call waiting, clear the **Enabled** checkbox.



### 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® smartphone. 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® smartphone 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® smartphone 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® smartphone 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® smartphone 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  key.
2. Press the  key > **Options** > **Call Barring**.
3. Highlight a call blocking option.
4. Press the  key > **Enable**.
5. Type your call blocking password.

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

## Change the call blocking password

1. From the Home screen, press the  key.
2. Press the  key > **Options** > **Call Barring**.

3. Press the  key > **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 text messaging, you can also send 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 BlackBerry® smartphone must use a SIM card, and 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  key.
2. Press the  key > **Options** > **FDN Phone List**.
3. Press the  key > **Enable FDN Mode**.
4. Type your PIN2 code.
5. Press the  key on the keyboard.







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

### Related information

[I can't make or receive calls, 8](#)

### 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 in the Contacts application so that you don't 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.




### Related information

[I can't make or receive calls, 8](#)

## Set options for dialing extensions

1. From the Home screen, press the  key.
2. Press the  key > **Options** > **Smart Dialing**.
3. In the **Number** field, type the main phone number for an organization.
4. In the **Wait For** field, set how long your BlackBerry® smartphone waits before dialing an extension.
5. In the **Extension Length** field, set the default length for extensions.
6. Press the  key > **Save**.

## Set the default country code and area code

1. From the Home screen, press the  key.
2. Press the  key > **Options** > **Smart Dialing**.
3. Set the **Country Code** and **Area Code** fields.
4. If necessary, set the **Local Country Code** field and **International Dialing Digits** field.
5. In the **National Number Length** field, set the default length for phone numbers in your country.
6. Press the  key > **Save**.

**Note:** When you determine the default length for phone numbers, include your area code and local number, but don't include your country code or the National Direct Dialing prefix.

## Conference calls

### About conference calls

You can create two types of conference calls with your BlackBerry® smartphone. 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 smartphone or computer. Conference call meetings allow participants who have a BlackBerry smartphone to enter the

conference call meeting with a one-touch Join Now option, if this feature is supported on their smartphone, so that they don't have to dial the conference call bridge number and access codes. If you don't have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.




### Related information

[Conference call meetings, 177](#)

## Make a conference call

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

If your BlackBerry® smartphone is connected to a CDMA network, you can't join more than two contacts to a conference call.

1. During a call, press the  key > **Add Participant**.
2. Type a phone number or highlight a contact.
3. Press the  key.
4. During the new call, press the  key to join your first contact to the conference call.
5. To join another contact to the call, repeat steps 1 to 4.

### Related information


[Place a call on hold, 28](#)

## 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  key > **Split Call**.
2. Click a contact.

To return to the conference call, press the  key > **Join Conference**.

## 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  key > **Drop Call**.
2. 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.

During a conference call, press the  key > **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's stored on your BlackBerry® smartphone 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** > **History**.
4. Highlight a call log.
5. Press the  key > **Forward**.

### Delete call logs

1. From the Home screen, press the  key.
2. Do one of the following:
  - 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  key > **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 > 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 or hide call logs in the Messages application

You can set your BlackBerry® smartphone to show call logs, including missed calls, 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.
3. Press the  key > **Save**.

## Multiple phone numbers

### About multiple phone numbers

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

- Your smartphone uses a SIM card and your SIM card supports more than one phone number.
- Your wireless service provider has set up your smartphone 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're 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 smartphone 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're already on a call, you can receive calls to all phone numbers.

If your wireless service plan supports text 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 text messages.

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

## Switch the active phone number


1. From the Home screen, press the  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.

### Related information




[My phone number appears as Unknown in the Phone application, 43](#)  
[I can't make or receive calls, 8](#)

## 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**.

### Related information

[Turn on dialing from the Lock screen, 38](#)

### 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**.

## Change how you answer or end calls with the holster

1. From the Home screen, press the  key.
2. Press the  key > **Options** > **In-call Settings**.
  - To answer calls automatically when you remove your BlackBerry® smartphone from the holster, change the **Auto Answer Calls** field to **Out of Holster**.
  - To stop answering calls automatically when you remove your smartphone from the holster, change the **Auto Answer Calls** field to **Never**.
  - To end calls automatically when you insert your smartphone in the holster, change the **Auto End Calls** field to **Into Holster**.
  - To stop ending calls automatically when you insert your smartphone in the holster, change the **Auto End Calls** field to **Never**.
3. Press the  key > **Save**.



## Change how you answer calls with a headset

If your BlackBerry® smartphone is paired with a Bluetooth® enabled headset or you have a headset plugged into your smartphone, you can set your smartphone to answer calls automatically after 5 seconds.

1. From the Home screen, press the  key.
2. Press the  key > **Options** > **In-call Settings**.
  - To answer calls automatically after 5 seconds, change the **Auto Answer Calls** field to **After 5s (Bluetooth/Headset Only)**.
  - To stop answering calls automatically after 5 seconds, change the **Auto Answer Calls** field to **Never**.
3. 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  key.
2. Press the  key > **Status** > **Last Call** or **Total Calls** > **Clear Timer**.

3. Press the  key > **Save**.

## About hearing aid mode

In hearing aid mode, or telecoil mode, the magnetic signal of your BlackBerry® smartphone 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.

### Related information

[About hearing aid mode, 40](#)




[About hearing aid mode, 40](#)

## About TTY support

When you turn on TTY support and you connect your BlackBerry® smartphone 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 smartphone 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 smartphone. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry smartphone, visit [www.shopblackberry.com](http://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** field to **On**.
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** field to **Off**.

### Related information

[About TTY support, 40](#)

[Phone options, 38](#)



## 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  key.
2. Press the  key > **Call Voice Mail**.



#### Related information

[I can't check my voice mail, 43](#)

### Change the voice mail access number and password

If a voice mail access number isn't already set on your BlackBerry® smartphone, you can type the access number for a different voice mail system.

**Note:** If you change the voice mail password on your smartphone, you must also call your voice mail system to change the password there. Otherwise, the password for your voice mail isn't updated in your voice mail system. If you forget your voice mail password, call your wireless service provider to get a new password.

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**.

#### Related information

[I can't check my voice mail, 43](#)

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

To change how many times your BlackBerry® smartphone 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.

#### **Related information**

[I can't change the number of times that my smartphone rings, 43](#)

## Troubleshooting: Phone

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).




#### **Related information**

[Feature availability, 0](#)

### I can't make or receive calls

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- If you can't 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 haven't changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you're not receiving calls, verify that call blocking and call forwarding are turned off.
- Your smartphone 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 smartphone, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.
- If you're using your BlackBerry® MVS Client phone number, verify that support for the BlackBerry MVS Client is turned on.

- If you're using your BlackBerry MVS Client phone number, verify that your smartphone is registered with the BlackBerry® Mobile Voice System. From the Home screen, press the  key. Press the  key. Click **Options**. Click **BlackBerry MVS Client**. Press the  key. Click **Register Now**. If the Register Now menu item doesn't appear, or if the registration fails, contact your administrator. If the registration doesn't complete, wait for a short period of time and then try again.
- If you have set call forwarding for the phone number provided by your wireless service provider, calls to your BlackBerry MVS Client phone number are also forwarded. To receive calls to your BlackBerry MVS Client phone number, verify that call forwarding is turned off.

#### Related information

[Fixed dialing and smart dialing, 33](#)

[Call waiting, call forwarding, and call blocking, 31](#)

[Switch the active phone number, 38](#)

## I can't check my voice mail

Try the following actions:

- If you have more than one phone number associated with your BlackBerry® smartphone and you're trying to check your voice mail using a shortcut key, your smartphone 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.

#### Related information

[Switch the active phone number, 38](#)

## I can't block calls


- Your wireless service provider might not support the blocked calling feature. For more information, contact your wireless service provider.
- If the BlackBerry® MVS Client is installed on your BlackBerry smartphone, you can block calls from unwanted callers. For more information, see the *BlackBerry MVS Client User Guide*.

## I can't change the number of times that my smartphone rings

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

## My phone number appears as Unknown in the Phone application

If your BlackBerry® smartphone 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 can't make calls using a voice command

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If you're using a Bluetooth® enabled device, such as a hands-free 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 smartphone.
- 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 information


[Bluetooth technology, 253](#)

[Change the language for voice commands, 46](#)

## My headset makes calls instead of my smartphone

If your BlackBerry® smartphone is connected to a Bluetooth® enabled headset, your smartphone might automatically make calls on the Bluetooth enabled headset.

Try the following actions:

- Disconnect the Bluetooth enabled headset from your BlackBerry smartphone.
- During a call, press the  key, click **Activate Handset**.

# Voice commands

## How to: 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.

#### Related information

[I can't make calls using a voice command, 44](#)

### 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.

### Available voice commands

Voice command	Description
"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 can't make calls to emergency numbers using voice commands.


Voice command	Description
"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 number and a mobile number, you can say "call <contact name> work" to call the work 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® smartphone, 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 smartphone 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 information

[Set options for dialing extensions, 34](#)

## 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 and Language > Language and Method**.
3. Change the **Voice Dialing Language** field.
4. Press the  key > **Save**.

#### Related information

[My smartphone doesn't recognize names or numbers in voice commands, 47](#)

## Turn off choice lists for voice commands

If your BlackBerry® smartphone identifies more than one possible match to a voice command, your smartphone presents you with a list of possible matches, or a choice list. You can turn off choice lists so that your smartphone 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**.



## Troubleshooting: Voice commands

### I can't make calls using a voice command

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If you're using a Bluetooth® enabled device, such as a hands-free 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 smartphone.
- 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 information**

[Bluetooth technology, 253](#)

[Change the language for voice commands, 46](#)

### My smartphone doesn't recognize names or numbers in voice commands

Try the following actions:

- Say the first name and the last name of your contact.
- Improve voice recognition of numbers.



# Messages

## Email

### How to: Email

#### 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 information

[Search for a contact in your organization's address book, 183](#)


[Personal distribution lists, 187](#)




[I can't send messages, 10](#)

[Attach a file to an email, 49](#)

##### 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**.

##### Related information

[I can't send messages, 10](#)

##### 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**.

##### Related information

## I can't send messages, 10

### 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 smartphone 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 card to a message


You can attach a contact card 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**.

#### Related information

[I can't attach a file to a text message, 79](#)


### 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 an email or a PIN message that you send

If you change the importance level of an email or a PIN message, a high priority indicator  or low priority indicator  appears beside that message on your BlackBerry® smartphone. If the recipient's messaging application supports importance levels for messages, the importance level will also be indicated to the recipient.

1. When you are composing an email or a PIN 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**.

## Email filters

### About email filters




You can create email filters to specify which email is forwarded to your BlackBerry® smartphone 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 work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

For information about completing this task for a personal email account that you have on your BlackBerry smartphone (such as Google Mail™ or Windows Live™ Hotmail®), visit [www.blackberry.com/docs/smartphones](http://www.blackberry.com/docs/smartphones) and click the link under **Email Setup**.

1. On the Home screen, click the **Messages** icon.
2. Press the  key > **Options** > **Email Filters**.
3. Press the  key > **New**.
4. Type a name for the email filter.
5. Set the email filter options.
6. Press the  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 > **Filter by** > **Sender** or **Subject**.
4. Type a name for the email filter.
5. Set the email filter options.
6. Press the  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

Option	Description
	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.
Subject	Specify the text that the email filter should search for in the Subject field of your email.
Message	Specify the text that the email filter should search for in the body of your email.
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® smartphone. 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 and reconciliation

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

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



In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry® Desktop Software to synchronize your organizer data. 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.



### Synchronize email over the wireless network

You can set the Wireless Reconcile option for each email address that is associated with your BlackBerry® smartphone, which will synchronize your email over the wireless network.

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** checkbox.
5. Press the  key > **Save**.

### Delete email on your smartphone 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® smartphone.

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 information

## Delete a message, 56

### Empty the deleted items folder on your computer from your smartphone

To perform this task, your work 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® smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone 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 smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.



#### Related information

[Some characters in calendar entries don't appear correctly after synchronization, 180](#)

[Synchronize organizer data over the wireless network, 185](#)


### Manage email reconciliation conflicts

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

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**.

### Stop forwarding email to your smartphone

To perform this task, your work 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** checkbox.
5. Press the  key > **Save**.

To forward email to your BlackBerry smartphone again, select the **Send Email to Handheld** checkbox.

## Viewing and replying to email


### About email account icons


Depending on your wireless service plan or administrator, you might be able to associate your BlackBerry® smartphone with a work email account and one or more personal email accounts. If you associate your smartphone with more than one email account, multiple email account icons might appear on your smartphone, in addition to the main Messages icon. For more information about associating your smartphone with more than one email account, visit [www.blackberry.com/docs/smartphones](http://www.blackberry.com/docs/smartphones) and click the link under **Email Setup**.

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

### Search for text in a message, in a file, or on a webpage


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 webpage, 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** or **Find Next on Page**.


### Preview more of grouped email messages

To display more lines of each email in a group, you must have set your BlackBerry® smartphone to group email messages by subject.



1. On the Home screen, click the **Messages** icon.
2. Click **Options** > **Message Display and Actions**.
3. Change the **Preview Length** field.
4. Press the  key > **Save**.

### 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 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 > **Save**.



## View saved messages

1. On the Home screen, click the **Messages** icon.
2. Press the  key > **View Saved Messages**.

## Organizing your email inbox

### 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 Read** or **Mark Unread**.
- To mark all messages that are prior to a specific date as opened, highlight a date field. Press the  key > **Mark Prior Read**.

### Save a message

Saved messages aren't deleted even if your BlackBerry® smartphone is set to delete messages automatically after a certain period of time.

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





- To save an email or PIN message, highlight an email or PIN message. Press the  key > **Save**.
- To save a text message, open a conversation and highlight a text message. Press the  key > **Save Message**.


### Related information

[View saved messages, 56](#)

### Delete a message

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

- To delete a message, highlight the message. Press the  key > **Delete**.
- To delete a saved message, press the  key > **View Saved Messages**. Highlight the message. Press the  key > **Delete**. If necessary, delete the message from your message inbox as well.
- 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 messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

## About flags

Depending on the message service that you use, you can add flags to email messages 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® smartphone 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 smartphone 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 smartphone.

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

## Add, change, or remove a flag

If you make changes to a flag in an email that you sent, the changes are reflected only on your BlackBerry® smartphone and are not sent to the recipient. Depending on the message service you're using, you might not be able to do this task.



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**.

## Change how you group email messages

1. On the Home screen, click the **Messages** icon.
2. Press the  key > **Display Style** > **Group by Subject** or **Single Messages**.



## 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**.

## 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.
  - To change how many messages can fit on the screen, change the **Display Message Header On** field.
3. Press the  key > **Save**.

## Use color to differentiate work messages from other messages

To perform this task, your work 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 smartphone 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.

## Storing and 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® smartphone.



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.

#### Related information

[Synchronize email over the wireless network, 6](#)

## File an email

To perform this task, your work 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 information

[Synchronize email over the wireless network, 6](#)  
[I can't file email messages, 67](#)




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

To perform this task, your work 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 smartphone

To perform this task, your work 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 checkbox 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 smartphone.


### Related information

## [Stop storing messages sent from your computer on your smartphone, 60](#)



### 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.

### Set how long your smartphone 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**.

#### **Related information**

[Some messages no longer appear on my smartphone, 67](#)


### Stop storing messages sent from your computer on your smartphone

To perform this task, your work 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. Clear the checkbox beside the **Sent Items** folder.
6. Press the  key > **Save**.

### Stop storing messages sent from your smartphone on your computer

To perform this task, your work 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 **Save Copy In Sent Folder** checkbox.

5. Press the  key > **Save**.

## Email options



### Add or change your signature

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



1. On the Home screen, click the **Messages** icon.
2. Press the  key > **Options**.
  - For a work email account, click **Email Preferences**. If the **Message Services** field appears, change this field to the appropriate email account. If the **Use Auto Signature** check box is not selected, select it. In the field that appears, place your cursor.
  - For a personal email account, click **Email Account Management**. Click an email account. Click **Edit**.
3. Type a signature.
4. Press the  key > **Save**.

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

### 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**.



### Receive only the first section of long email messages

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

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

### View or hide call logs in the Messages application



You can set your BlackBerry® smartphone to show call logs, including missed calls, 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.

3. Press the  key > **Save**.

## Set an out-of-office reply

To perform this task, your work 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 > **Save**.

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

## Change options for your personal email account

Depending on your wireless service provider, you might not be able to change some options for your personal email account.



You can change options for each personal email account that you added to your BlackBerry® smartphone. You can create email filters, synchronize your contacts, change your signature or display name, and more.

1. On the Home screen, click the **Messages** icon.
2. Press the  key > **Options** > **Email Account Management**.
3. Click the email account that you want to change options for.

For more information about personal email accounts, visit [www.blackberry.com/docs/smartphones](http://www.blackberry.com/docs/smartphones) and click the link under **Email Setup**.

## 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 > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. To set whether your BlackBerry® smartphone sends a read receipt or delivery receipt when a sender requests it, change the **Send Read Receipts** field.
5. Press the  key > **Save**.



## Stop loading pictures in HTML email messages



By default, your BlackBerry® smartphone 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 > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Download Images Automatically** checkbox.
5. Press the  key > **Save**.



To view pictures in an HTML email message, press the  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® smartphone prompts you before downloading external pictures.



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 **Confirm External Image Download** checkbox.
5. Press the  key > **Save**.

## Open a new message automatically when you remove your smartphone 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**.

## 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® smartphone 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** checkbox.
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 Read** checkbox.
4. Press the  key > **Save**.

## Google Mail


### About Google Mail on your smartphone

Depending on your wireless service plan and administrator, you can add a Google Mail™ account (also known as a Gmail® account) to your BlackBerry® smartphone. Similar to the Google Mail web application that you can access using a browser on your computer, related messages are grouped into a single conversation. To help organize your message inbox, you can create and apply your own custom labels, report spam, archive messages, and add stars to highlight what's important.

For more information about Google Mail, visit [www.googlemail.com](http://www.googlemail.com).



### Add or remove a star for a Google Mail message or conversation

You can mark an important Google Mail™ message or conversation with a star.


1. On the Home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the  key.
  - To add a star, click **Add Star**.
  - To remove a star, click **Remove Star**.

### Apply or remove a label for a Google Mail message or conversation



You can apply a label or multiple labels to a Google Mail™ message or conversation to help organize your message inbox. If you apply a label to an individual message in a conversation, the label is applied to all of the messages in the conversation.

1. On the Home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the  key > **Labels**.
4. Do one of the following:
  - To apply a label, select the check box beside the label.
  - To remove a label, clear the check box beside the label.
5. Press the  key > **Save**.

## View Google Mail messages with a specific label

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

## Create or delete a Google Mail label

1. On the Home screen, click the **Messages** icon.
2. Press the  key > **Labels**.
  - To create a new label, click **New Label**. Type a label name. Click **Save**.
  - To delete a label, highlight a label. Press the  key > **Delete**.


## Archive a Google Mail message or conversation

If you archive a Google Mail™ message that is part of a conversation, the Archive label is applied to all of the messages in the conversation.

1. On the Home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the  key > **Archive** > **Yes**.


**Note:** Depending on how you've set your BlackBerry® smartphone to store messages, archived messages might be automatically deleted from your smartphone after a certain period of time.

## Move an archived Google Mail message or conversation to your message inbox

1. On the Home screen, click the **Messages** icon.
2. Click **View Folder** > **Archive**.
3. Highlight a message or conversation.
4. Press the  key > **Move to Inbox**.

## Report spam messages sent to your Google Mail account


When you report a Google Mail™ message as a spam message, it's deleted from your BlackBerry® smartphone. If you report a message that is part of a conversation, all of the messages in the conversation are also reported as spam.

1. On the Home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the  key > **Report Spam**.
4. If necessary, click **Yes**.

## Troubleshooting: Email

### I can't send messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If the menu item for sending a message doesn't 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 smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry® Internet Service. If you haven't 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 smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the **Options** icon. Click **Device > Advanced System Settings > Host Routing Table**. Press the  key > **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

### Related information

[Generate an encryption key, 284](#)

[Wireless coverage indicators, 234](#)

[Change or delete a contact, 183](#)

[Turn on or turn off a network connection, 8](#)

[Turn on or turn off data service or set roaming options, 237](#)

[Wireless coverage indicators, 234](#)

[Turn on or turn off a network connection, 8](#)

[Options for email filters, 51](#)


[Turn on or turn off data service or set roaming options, 237](#)

[Resend a message, 48](#)

### I'm not receiving messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Reset your smartphone. Connect to the network and try again.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry® Internet Service. If you haven't 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 smartphone.

- If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the **Options** icon. Click **Device > Advanced System Settings > 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.
- Verify that your smartphone is not blocking messages. For more information, contact your administrator.

#### Related information

[Change, prioritize, or delete an email filter, 52](#)

[Forward messages from a specific email folder to your smartphone, 59](#)

## I'm not receiving email messages from personal folders on my computer

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

## I can't file email messages

Try the following actions:

- Verify that wireless email reconciliation is turned on.
- If your email folders don't appear on your BlackBerry® smartphone, 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 information

[Synchronize email over the wireless network, 6](#)



## Some messages no longer appear on my smartphone

If the application storage on your BlackBerry® smartphone is full or you have more than 65,000 email messages, PIN messages, and text messages, your smartphone deletes the oldest messages from the message list. Your smartphone doesn't 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 smartphone.

## A message, attachment, or Google Mail conversation is cut short or doesn't appear

Try the following actions:

- Wait for a short period of time. Your BlackBerry® smartphone 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 part of a Google Mail™ conversation doesn't appear, press the  key > **More of Conversation**.

- If you're downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

#### **Related information**

[Receive only the first section of long email messages, 61](#)

[Receive only the first section of long email messages, 61](#)

## HTML email messages don't appear correctly

Try the following actions:

- Wait for a short period of time. Your BlackBerry® smartphone 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**.

#### **Related information**

[View email in plain text format, 56](#)

## Some email folders appear dimmed

If you can't 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 information**

[Synchronize email over the wireless network, 6](#)

## Email filters aren't 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® smartphone to apply them to email messages.

#### **Related information**

[Email filters, 50](#)

## 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® smartphone 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 smartphone files the message.

#### **Related information**

[View filed messages, 60](#)

[Hide messages from the Messages application, 57](#)

[Hide filed email from the message inbox, 60](#)

## I can't use a shortcut to view one type of message in a message inbox

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

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

## Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

### Related information

[Feature availability, 0](#)

## Text messages

### How to: Text messages

#### Message inbox icons

These icons indicate the type or status of each message in your inbox.

Depending on your BlackBerry® smartphone model and wireless service provider, some of these icons might not appear.


















Unopened message



New BlackBerry Messenger item

To clear this indicator, open each chat that has this indicator.

---

	Opened message		BlackBerry Messenger chat is open
	Draft message		New BlackBerry Messenger group item
	Filed message		New RSS item
	Message with an attachment		Message is being sent
	Message is high priority		Message has not been sent
	Text message with an attachment		Message has been sent
	Text message		Message has been delivered
	Message has been read		

## 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® smartphone, your smartphone 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). For languages with non-Latin characters, press the **Alt** key to type numbers. Press the  key on the keyboard.
  - If your BlackBerry® smartphone is connected to a CDMA network, you can type an email address.



4. Type a message.
5. Press the  key on the keyboard.

### Related information


[Personal distribution lists, 187](#)




[I can't send messages, 10](#)

[Attach a media file, contact card, appointment, or location to a text message, 71](#)

## 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**.

### Related information


[I can't send messages, 10](#)

## 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 media file, contact card, appointment, or location 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 file.

### Related information

[I can't attach a file to a text message, 79](#)

## Attach a contact card to a message

You can attach a contact card 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**.



### Related information

[I can't attach a file to a text message, 79](#)



## Set the importance level for text messages that you send

Depending on your wireless service provider, the **Priority** field might not be available.

If you change the importance level for text messages, a high priority indicator **!** or low priority indicator **↓** appears on your BlackBerry® smartphone beside every text message that you send. If the recipient's device model and messaging application supports importance levels for messages, the importance level will also be indicated to the recipient.


1. On the Home screen, click the **Text Messages** icon.
2. Press the  key > **Options**.
  - To set the importance level for text messages, in the **SMS Text** section, change the **Priority** field.
  - To set the importance level for text messages with an attachment, in the **MMS** section, in the **Message Filtering** section, change the **Importance** field.
3. 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**.
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 > **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 > **Delete**.

## 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**.

## Viewing and replying to text messages


### Search for text in a message, in a file, or on a webpage

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 webpage, 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** or **Find Next on Page**.



### View filed messages

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


### View saved messages


1. On the Home screen, click the **Messages** icon.
2. Press the  key > **View Saved Messages**.

### Add an appointment to your calendar from a text message



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

### Show names in the history of text messages

1. On the Home screen, click the **Text Messages** icon.
2. Press the  key > **Options**.
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 > **Save**.






## Change how your text messages look

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

## Organizing and storing text messages



### Delete a message

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

- To delete a message, highlight the message. Press the  key > **Delete**.
- To delete a saved message, press the  key > **View Saved Messages**. Highlight the message. Press the  key > **Delete**. If necessary, delete the message from your message inbox as well.
- 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 messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

### Set how long your smartphone 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**.


#### Related information

[Some messages no longer appear on my smartphone, 67](#)

### 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® smartphone 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**.

3. Select the **Leave Messages On SIM Card** checkbox.
4. Press the  key > **Save**.


To stop storing text messages on your SIM card, clear the **Leave Messages On SIM Card** checkbox. If you clear this checkbox, your text messages are deleted from your SIM card.

## 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 > **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 > **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 > **Delete**.

## Save a media file from a text message

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



## Save a contact card from a message

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



1. In a message, highlight a contact card.
2. Press the  key > **View Attachment**.
3. Press the  key.
4. Click one of the following items:
  - **Add to Contacts**
  - **Update Contact**

## Options for text messages



### Stop receiving text messages when roaming

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

## Block text messages



1. On the Home screen, click the **Text Messages** icon.
2. Press the  key > **Options**.
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 > **Save**.

## Turn off Word Substitution for text messages

1. On the Home screen, click the **Text Messages** icon.
2. Press the  key > **Options**.
3. In the **SMS Text** section, select the **Disable Word Substitution** check box.
4. Press the  key > **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**.
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**.
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 smartphone 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 Read** checkbox.
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® smartphones 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® smartphone 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 smartphone 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 Broadcasting**.
3. Select the **Enable Cell Broadcasting** checkbox.
  - If one or more cell broadcast channels appear on the screen, select the checkbox 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 checkbox beside a language.
  5. Press the  key > **Save**.


To turn off cell broadcasting, clear the **Enable Cell Broadcasting** checkbox. 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.

### Related information



[I can't turn on cell broadcasting, 79](#)

## 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 Broadcasting**.
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 Broadcasting**.
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**.

## Troubleshooting: Text messages

### I can't send text messages

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

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, your smartphone should send the messages when you return to a wireless coverage area.
- Verify that fixed dialing is turned off.



### **Related information**

[Turn on or turn off a network connection, 8](#)

## **I'm not receiving text messages**

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

Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.

## **I can't turn on cell broadcasting**

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

Clear the checkbox beside all the languages that your SIM card doesn't support.

### **Related information**

[Delete a language, 207](#)

## **I can't 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 isn't copyright protected.
- If templates are available for your BlackBerry® smartphone, use a blank template to compose your text message.

## **I can't use a shortcut to view one type of message in a message inbox**

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





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

## PIN messages

### How to: PIN messages

#### 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 information




[Personal distribution lists, 187](#)

[I can't send messages, 10](#)

##### 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**.

##### Related information

[I can't send messages, 10](#)

##### 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**.

##### Related information

## I can't send messages, 10

### 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 contact card to a message



You can attach a contact card 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**.

#### Related information

[I can't attach a file to a text message, 79](#)

### Set the importance level for an email or a PIN message that you send

If you change the importance level of an email or a PIN message, a high priority indicator  or low priority indicator  appears beside that message on your BlackBerry® smartphone. If the recipient's messaging application supports importance levels for messages, the importance level will also be indicated to the recipient.

1. When you are composing an email or a PIN 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**.

## 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 webpage


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 webpage, 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** or **Find Next on Page**.

### 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.

### View saved messages

1. On the Home screen, click the **Messages** icon.
2. Press the  key > **View Saved Messages**.

### 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**.

## Organizing and storing PIN messages

### Save a message

Saved messages aren't deleted even if your BlackBerry® smartphone is set to delete messages automatically after a certain period of time.

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






- To save an email or PIN message, highlight an email or PIN message. Press the  key > **Save**.
- To save a text message, open a conversation and highlight a text message. Press the  key > **Save Message**.

#### Related information

[View saved messages, 56](#)



### Delete a message

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

- To delete a message, highlight the message. Press the  key > **Delete**.
- To delete a saved message, press the  key > **View Saved Messages**. Highlight the message. Press the  key > **Delete**. If necessary, delete the message from your message inbox as well.
- 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 messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

### Set how long your smartphone 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**.

#### Related information



[Some messages no longer appear on my smartphone, 67](#)

## PIN message options



### Open a new message automatically when you remove your smartphone 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 Read** checkbox.
4. Press the  key > **Save**.

## Troubleshooting: PIN messages

### I can't send messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If the menu item for sending a message doesn't 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 smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry® Internet Service. If you haven't 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 smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the **Options** icon. Click **Device > Advanced System Settings > Host Routing Table**. Press the  key > **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

### Related information

[Generate an encryption key, 284](#)

[Wireless coverage indicators, 234](#)

[Change or delete a contact, 183](#)

[Turn on or turn off a network connection, 8](#)

[Turn on or turn off data service or set roaming options, 237](#)

[Wireless coverage indicators, 234](#)

[Turn on or turn off a network connection, 8](#)


[Options for email filters, 51](#)

[Turn on or turn off data service or set roaming options, 237](#)

[Resend a message, 48](#)

## I'm not receiving messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Reset your smartphone. Connect to the network and try again.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry® Internet Service. If you haven't 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 smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the **Options** icon. Click **Device > Advanced System Settings > 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.
- Verify that your smartphone is not blocking messages. For more information, contact your administrator.

### Related information

[Change, prioritize, or delete an email filter, 52](#)

[Forward messages from a specific email folder to your smartphone, 59](#)



## Some messages no longer appear on my smartphone

If the application storage on your BlackBerry® smartphone is full or you have more than 65,000 email messages, PIN messages, and text messages, your smartphone deletes the oldest messages from the message list. Your smartphone doesn't 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 smartphone.

## A message, attachment, or Google Mail conversation is cut short or doesn't appear

Try the following actions:

- Wait for a short period of time. Your BlackBerry® smartphone 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 part of a Google Mail™ conversation doesn't appear, press the  key > **More of Conversation**.
- If you're downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

### Related information

[Receive only the first section of long email messages, 61](#)

[Receive only the first section of long email messages, 61](#)

## 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® smartphone 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 smartphone files the message.

### Related information

[View filed messages, 60](#)

[Hide messages from the Messages application, 57](#)

[Hide filed email from the message inbox, 60](#)



# Attachments

## How to: Attachments

### About files and attachments

You can view and download attachments and store them on your BlackBerry® smartphone or 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 smartphone 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 smartphone. You can also rename, move, and delete files on your organization's network from your smartphone.

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 smartphones.


#### Related information

[Search for a file that is saved on your smartphone, 105](#)

[Search for a file that is saved on your organization's network, 105](#)

### 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.

#### Related information


[I can't turn on cell broadcasting, 79](#)

### 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 webpage, 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 webpage, press the  key.
2. Click **Download Attachment** or **Download File**.

3. Click the folder that you want to save the file or attachment in.
4. Click **Save**.

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.


### Related information

[I can't attach a file to a text message, 79](#)



## 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 > **Open 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**.

### Related information

[Hide a file or folder, 107](#)

[View a hidden file or folder, 107](#)



## Contact cards

### About contact card attachments

Contact cards, sometimes referred to as vCard® contacts or .vcf files, contain information for a specific contact. You can send contact cards as attachments to email messages, PIN messages, text messages, or BlackBerry® Messenger messages. You can also send contact cards through the Contacts application using Bluetooth® or NFC technology.

### Attach a contact card to a message

You can attach a contact card 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**.

#### Related information

[I can't attach a file to a text message, 79](#)

### Save a contact card from a message

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

1. In a message, highlight a contact card.
2. Press the  key > **View Attachment**.
3. Press the  key.
4. Click one of the following items:
  - **Add to Contacts**
  - **Update Contact**

## Troubleshooting: Attachments

### A skipped content bar appears in a document

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

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® smartphone has not downloaded the slide.


1. To download the slide, highlight the slide.

2. Press the  key > **Retrieve**.

## 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 checkbox beside one or more message types.
4. Press the  key > **Save**.

**Note:** Even though you don't receive blocked messages on your BlackBerry smartphone, blocked messages might contribute to data usage in your wireless service plan. You can stop email messages from being forwarded to your smartphone 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 **Specific Addresses, Phone Numbers, or PINs** check box.
4. Press the  key > **Save**.


### Add a contact to your allowed sender list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security > Firewall**.
3. In the **General** section, if the **Enable** check box is not selected, select it.
4. In the **Block Incoming Messages** section, select one or more message types.
5. In the **Exceptions** section, select the **Specific Addresses, Phone Numbers, or PINs** check box.
6. Click **Add**.
7. Press the  key.
8. Click one of the following menu items:
  - **Add Email Address**
  - **Add Phone Number**
  - **Add PIN**
9. In the **Enter new exception** dialog box, type the contact information.
10. Press the  key on the keyboard.

11. Press the  key > **Save**.

## Reset a blocked message counter

If you block messages, the blocked message counter tracks how many messages your BlackBerry® smartphone has blocked. You can set the blocked message counter back to zero.

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  > **Reset Count** or **Reset All Counts**.

## 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 smartphone. 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 hasn't been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your smartphone 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 smartphone 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.



#### Related information

[Some signing and encryption options aren't available on my smartphone, 96](#)

#### Encrypt a message with a pass phrase

Your BlackBerry® smartphone 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** checkbox.
4. In the **Allowed Content Ciphers** section, select the checkbox beside one or more allowed content ciphers.
5. If you're 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 isn't included in a received message or isn't already stored in the key store on your BlackBerry® smartphone, 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 at the end of the message.
2. Click **Retrieve Certificate**.
3. Click the certificate.
4. Click **Import Certificate**.


#### Related information

[I can't open an attachment in an encrypted message, 97](#)


## 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® smartphone verified the digital signature.
	Your smartphone can't verify the digital signature.
	Your smartphone requires more data to verify the digital signature.
	Your smartphone trusts the certificate chain.
	The sender's email address doesn't match the email address of the certificate subject, or the sender's certificate is revoked, isn't trusted, can't be verified, or isn't on your smartphone.

Indicator	Description
	The certificate is weak, the certificate status isn't current, or your smartphone 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® smartphone 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** section or the **Encryption** section, change the **Certificate** field.
4. Press the  key > **Save**.

### Related information

[Some signing and encryption options aren't available on my smartphone, 96](#)


### 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 **Encrypted Attachment Support** field to **Automatic**.
  - To prevent attachments in encrypted messages manually, change the **Encrypted Attachment Support** field to **Manual**.
  - To prevent your BlackBerry® smartphone from downloading attachments in encrypted messages, change the **Encrypted Attachment Support** field to **None**.
3. Press the  key > **Save**.



## Change the default signing and encryption option

Your BlackBerry® smartphone is designed to use the default signing and encryption option when you send a message to a contact that you haven't 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 smartphone 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**.

### Related information

[Some signing and encryption options aren't available on my smartphone, 96](#)

## About message classifications


If your BlackBerry® smartphone 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 work email account must use a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry smartphone is designed to use the default message classification when you send a message to a contact that you haven't 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 smartphone 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® smartphone 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 checkbox 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 **Truncation Mode** field to **Send Anyway** or **More All and Send**.
4. Press the  key > **Save**.

To turn on the prompt again, change the **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 aren't available on my smartphone

Try the following actions:

- Verify that the email account that you're 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 can't open an attachment in an encrypted message

You might not be able to open an attachment in an encrypted message for the following reasons:

- 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.
- You might have received the message from an email account that doesn't support attachments in encrypted messages.
- The message might have been encrypted with an algorithm that isn't supported.
- If you are using the PGP® Support Package for BlackBerry smartphones, you can't 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 smartphone 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® smartphone 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 smartphone. 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 hasn't been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your smartphone 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 smartphone 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.

#### Related information

[Some signing and encryption options aren't available on my smartphone, 96](#)

#### Encrypt a PGP protected message with a pass phrase



By default, your BlackBerry® smartphone 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 isn't included in a received message or isn't already stored in the key store on your BlackBerry® smartphone, 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 smartphone 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**.


### Related information

[I can't open an attachment in an encrypted message, 97](#)

## 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.

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

### Digital signature indicators for PGP protected messages

Indicator	Description
	Your BlackBerry® smartphone verified the digital signature.
	Your smartphone can't verify the digital signature.
	Your smartphone requires more data to verify the digital signature.
	Your smartphone trusts the sender's PGP® key.
	The sender's email address doesn't match the email address in the key, or the sender's PGP key is revoked, isn't trusted, can't be verified, or isn't on your smartphone.
	The key status isn't current, or your smartphone 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® smartphone 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**.

### Related information


[Some signing and encryption options aren't available on my smartphone, 96](#)

## 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 **Encrypted Attachment Support** field to **Automatic**.
  - To download attachments in encrypted messages manually, change the **Encrypted Attachment Support** field to **Manual**.
  - To prevent your BlackBerry® smartphone from downloading attachments in encrypted messages, change the **Encrypted Attachment Support** field to **Never**.
4. Press the  key > **Save**.

## Change the default signing and encryption option

Your BlackBerry® smartphone is designed to use the default signing and encryption option when you send a message to a contact that you haven't 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 smartphone 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**.

### Related information

[Some signing and encryption options aren't available on my smartphone, 96](#)

## About message classifications


If your BlackBerry® smartphone 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 work email account must use a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry smartphone is designed to use the default message classification when you send a message to a contact that you haven't 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 smartphone 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® smartphone 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 checkbox 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 aren't available on my smartphone

Try the following actions:

- Verify that the email account that you're 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 can't open an attachment in an encrypted message

You might not be able to open an attachment in an encrypted message for the following reasons:

- 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.
- You might have received the message from an email account that doesn't support attachments in encrypted messages.
- The message might have been encrypted with an algorithm that isn't supported.
- If you are using the PGP® Support Package for BlackBerry smartphones, you can't 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.

# Files and attachments

## How to: Files

### File basics

#### About files and attachments

You can view and download attachments and store them on your BlackBerry® smartphone or 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 smartphone 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 smartphone. You can also rename, move, and delete files on your organization's network from your smartphone.

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 smartphones.


#### Related information

[Search for a file that is saved on your smartphone, 105](#)

[Search for a file that is saved on your organization's network, 105](#)

#### 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.


#### Related information


[I can't turn on cell broadcasting, 79](#)

#### 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 webpage, 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 webpage, press the  key.
2. Click **Download Attachment** or **Download File**.
  3. Click the folder that you want to save the file or attachment in.
  4. Click **Save**.

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 smartphone

1. On the Home screen, click the **Media** icon.
2. Press the  key > **Explore**.
3. Find the file.

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

### Related information

[Search for a file that is saved on your organization's network, 105](#)  
[About files and attachments, 87](#)

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

To perform this task, your work 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 information

[Search for a file that is saved on your smartphone, 105](#)  
[About files and attachments, 87](#)

## 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.


### Related information

[I can't attach a file to a text message, 79](#)



## 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 > **Open 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**.

## Save a file from your organization's network to your smartphone

To perform this task, your work 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 smartphone, 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. Select a location to store the file.
5. Click a folder.
6. Press the  key > **Paste**.


### Related information

[Send a file as an attachment, 88](#)

## 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**.

### Related information

[Hide a file or folder, 107](#)



[View a hidden file or folder, 107](#)

## 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**.

## Hide a file or folder

To view a file or folder after you hide it, you must remember the location of the file or folder.

1. On the Home screen, click the folder that contains the file or folder you want to hide.
2. Press the  key > **Explore**.
3. Find and highlight the file or folder you want to hide.
4. Press the  key > **Properties**.
5. Select the **Hidden** checkbox.
6. Click **OK**.



After you hide a file or folder, it is no longer visible on your BlackBerry® smartphone.

### Related information

[View a hidden file or folder, 107](#)

## View a hidden file or folder

You can view files or folders that you hid.




1. On the Home screen, click the folder that contains the file or folder that you hid.
2. Press the  key > **Explore**.
3. Browse to the folder that contains the file or folder that you hid.
4. Press the  key > **Show Hidden**.

### Related information

[Hide a file or folder, 107](#)

## 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 > **Enter Password**.
3. Type the password.
4. Press the  key on the keyboard.

5. Press the  key > **Open Attachment** or **Download Attachment** > **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**.

## Troubleshooting: Files

### A message, attachment, or Google Mail conversation is cut short or doesn't appear

Try the following actions:

- Wait for a short period of time. Your BlackBerry® smartphone 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 part of a Google Mail™ conversation doesn't appear, press the  key > **More of Conversation**.
- If you're downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

#### **Related information**

[Receive only the first section of long email messages, 61](#)

[Receive only the first section of long email messages, 61](#)


## A skipped content bar appears in a document

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

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® smartphone has not downloaded the slide.

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








# Media



## Music



### How to: 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.
5. If the media controls do not appear at the bottom of the screen, click the trackpad.
  - 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 **All Songs**.

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


#### Related information

[Change the order of songs in a playlist, 112](#)


## Playlists

### Create a standard or an automatic playlist




You create a standard playlist by manually adding songs that are on your BlackBerry® smartphone storage space 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. Navigate to the new location.
7. Press the  key > **Complete Move**.
8. Press the  key > **Save**.


#### Related information

[Shuffle or repeat songs, 111](#)

### 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® smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.
- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again. If you press the **Mute** key during a call, your smartphone mutes the call so that you can hear others on the call, but they can't hear you.

### Related information



[Mute a call, 28](#)

[Amplify the volume using the audio boost feature, 113](#)

[Improve sound quality for media files, 113](#)



## 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** checkbox.
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® smartphone model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your smartphone.

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**.


## 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**.

## 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**.

### Related information

[Hide a file or folder, 107](#)

[View a hidden file or folder, 107](#)


## Change the amount of time before the media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone.

1. On the Home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
3. Change the **Close Media Player When Inactive** field.

## Turn off media card support

When you turn off media card support, your BlackBerry® smartphone can't access the files that are on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device**.
3. Click **Storage**.
4. Clear the **Media Card Support** checkbox.
5. Press the  key > **Save**.

## About transferring and synchronizing media files

You can connect your BlackBerry® smartphone to your computer to transfer and synchronize files between your smartphone and your 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 smartphone to your computer with a USB cable allows you to drag most files from a folder on your computer to a folder on your smartphone 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 smartphone. Both options allow you to use the BlackBerry® Desktop Software to transfer files to and from your smartphone.

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 smartphone 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](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

## Transfer a file from your computer to your smartphone using your smartphone 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 smartphone and your computer.

1. Connect your smartphone 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 smartphone, select the USB option.
  - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.

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

### Related information

[Transfer your media files from your computer to your smartphone using BlackBerry Desktop Software, 115](#)

## Transfer your media files from your computer to your smartphone 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 smartphone. To download the BlackBerry Desktop Software, from your computer, visit [www.blackberry.com/desktop](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

1. Connect your smartphone to your computer.
2. On your smartphone, 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 information

[Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive, 6](#)

## Send a media file

You can send your pictures and videos to applications that you have installed such as Facebook® for BlackBerry® smartphones, and YouTube® for BlackBerry smartphones. You can select and send multiple picture files at one time. You can only send media files that you have added.

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.
  - To send pictures or a video, click **Send**. Click a message type or an application.
  - To send an audio 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.

## Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry® smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Turn on or turn off Bluetooth technology, 253](#)

## Supported audio and video file formats

Depending on your BlackBerry® smartphone model and wireless service provider, some media file formats might not be supported.

Type	File format
Audio	<ul style="list-style-type: none"> <li>• AAC</li> <li>• AMR</li> <li>• FLAC</li> <li>• MP3</li> <li>• M4A</li> <li>• OGG</li> <li>• WMA</li> <li>• WAV</li> </ul>

Type	File format
Video	<ul style="list-style-type: none"> <li>• 3GP</li> <li>• 3GP2</li> <li>• AVI</li> <li>• ASF</li> <li>• MP4</li> <li>• MOV</li> <li>• WMV</li> </ul>

## Troubleshooting: Music

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

#### Related information

[Feature availability, 0](#)

### I can't save media files

Your BlackBerry® smartphone or media card might not have enough available storage to store media files.

Try the following actions:

- If you're trying to save a media file to your smartphone, delete old data or messages from your smartphone.
- If you're trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field isn't set to **Large**. Large pictures use more storage space than smaller pictures.

#### Related information

[Delete a message, 56](#)

[Move, rename, or delete a file, 107](#)

[Change the size of pictures that you take, 137](#)

[Change the video size and format, 132](#)

## I can't open media files

Try the following actions:

- If you're trying to open a media file on your BlackBerry® smartphone and your smartphone is connected to your computer, disconnect your smartphone from your computer.
- If you're trying to open a media file on your computer using your smartphone 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 smartphone generated and you're trying to open an encrypted media file on your computer or a device other than the BlackBerry smartphone that you used to encrypt the file, insert the media card into the BlackBerry smartphone 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 information

[About file encryption, 269](#)

## The media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.






### Related information

[Change the amount of time before the media player screen closes, 114](#)

# Podcasts

## How to: 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.
5. If the media controls do not appear at the bottom of the screen, click the trackpad.
  - 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® smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.
- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again. If you press the **Mute** key during a call, your smartphone mutes the call so that you can hear others on the call, but they can't hear you.

### Related information



[Mute a call, 28](#)

[Amplify the volume using the audio boost feature, 113](#)

[Improve sound quality for media files, 113](#)



## 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** checkbox.
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® smartphone model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your smartphone.


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**.

## 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**.

## 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**.

### Related information

[Hide a file or folder, 107](#)

[View a hidden file or folder, 107](#)


## Change the amount of time before the media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone.

1. On the Home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
3. Change the **Close Media Player When Inactive** field.

## Turn off media card support

When you turn off media card support, your BlackBerry® smartphone can't access the files that are on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device**.
3. Click **Storage**.
4. Clear the **Media Card Support** checkbox.
5. Press the  key > **Save**.

## About transferring and synchronizing media files

You can connect your BlackBerry® smartphone to your computer to transfer and synchronize files between your smartphone and your 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 smartphone to your computer with a USB cable allows you to drag most files from a folder on your computer to a folder on your smartphone 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 smartphone. Both options allow you to use the BlackBerry® Desktop Software to transfer files to and from your smartphone.

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 smartphone 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](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

## Transfer a file from your computer to your smartphone using your smartphone 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 smartphone and your computer.

1. Connect your smartphone 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 smartphone, select the USB option.
  - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.

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

### Related information

[Transfer your media files from your computer to your smartphone using BlackBerry Desktop Software, 115](#)

## Transfer your media files from your computer to your smartphone 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 smartphone. To download the BlackBerry Desktop Software, from your computer, visit [www.blackberry.com/desktop](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

1. Connect your smartphone to your computer.
2. On your smartphone, 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 information

[Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive, 6](#)

## Send a media file

You can send your pictures and videos to applications that you have installed such as Facebook® for BlackBerry® smartphones, and YouTube® for BlackBerry smartphones. You can select and send multiple picture files at one time. You can only send media files that you have added.

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.
  - To send pictures or a video, click **Send**. Click a message type or an application.
  - To send an audio 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.

## Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry® smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Turn on or turn off Bluetooth technology, 253](#)

## Supported audio and video file formats

Depending on your BlackBerry® smartphone model and wireless service provider, some media file formats might not be supported.

Type	File format
Audio	<ul style="list-style-type: none"> <li>• AAC</li> <li>• AMR</li> <li>• FLAC</li> <li>• MP3</li> <li>• M4A</li> <li>• OGG</li> <li>• WMA</li> <li>• WAV</li> </ul>
Video	<ul style="list-style-type: none"> <li>• 3GP</li> <li>• 3GP2</li> <li>• AVI</li> <li>• ASF</li> <li>• MP4</li> <li>• MOV</li> <li>• WMV</li> </ul>

## Troubleshooting: Podcasts

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

#### Related information

[Feature availability, 0](#)

### I can't find podcasts

Podcast content that's marked as explicit content doesn't appear in the Podcast application unless you have the **Allow explicit podcasts** option turned on.

### I can't save media files

Your BlackBerry® smartphone or media card might not have enough available storage to store media files.

Try the following actions:

- If you're trying to save a media file to your smartphone, delete old data or messages from your smartphone.
- If you're trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field isn't set to **Large**. Large pictures use more storage space than smaller pictures.

#### Related information

[Delete a message, 56](#)

[Move, rename, or delete a file, 107](#)

[Change the size of pictures that you take, 137](#)

[Change the video size and format, 132](#)

### I can't open media files

Try the following actions:

- If you're trying to open a media file on your BlackBerry® smartphone and your smartphone is connected to your computer, disconnect your smartphone from your computer.

- If you're trying to open a media file on your computer using your smartphone 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 smartphone generated and you're trying to open an encrypted media file on your computer or a device other than the BlackBerry smartphone that you used to encrypt the file, insert the media card into the BlackBerry smartphone 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 information

[About file encryption, 269](#)

## The media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.






#### Related information

[Change the amount of time before the media player screen closes, 114](#)

# Videos

## How to: 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.
5. If the media controls do not appear at the bottom of the screen, click the trackpad.
  - 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** checkbox.
4. Press the  key > **Save**.

## Display closed captions in videos

You can turn on closed captions so that text displays on the screen when you play video files that support closed captions.

1. On the Home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
3. Select the **Display Closed Captions** checkbox.
4. If necessary, change the **Appearance** field, **Position** field, and **Font Scale** field.
5. Press the  key > **Save**.

### Related information

[Keep backlighting on when you play a video, 124](#)

## Adjust the volume

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

### Related information



[Mute a call, 28](#)

[Amplify the volume using the audio boost feature, 113](#)


[Improve sound quality for media files, 113](#)

## Improve sound quality for media files

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


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**.

## Sort media files

1. Do one of the following:
  - To sort videos, on the Home screen, click the **Media** icon > **Videos** icon.
  - To sort pictures, on the Home screen, click the **Media** icon > **Pictures** icon > **Picture Library** folder.
  - To sort voice notes, on the Home screen or in the **Applications** folder, click the **Voice Notes** icon.
2. Press the  key > **Sort by**.


3. Click a sorting option.

## 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**.

## 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**.



### Related information

[Hide a file or folder, 107](#)

[View a hidden file or folder, 107](#)

## 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** checkbox.
4. Read the warning on the screen and if you want to proceed, click **Yes**.
5. Press the  key > **Save**.

## Change the amount of time before the media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone.


1. On the Home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
3. Change the **Close Media Player When Inactive** field.

## Turn off media card support

When you turn off media card support, your BlackBerry® smartphone can't access the files that are on your media card.

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



3. Click **Storage**.
4. Clear the **Media Card Support** checkbox.
5. Press the  key > **Save**.

## About transferring and synchronizing media files

You can connect your BlackBerry® smartphone to your computer to transfer and synchronize files between your smartphone and your 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 smartphone to your computer with a USB cable allows you to drag most files from a folder on your computer to a folder on your smartphone 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 smartphone. Both options allow you to use the BlackBerry® Desktop Software to transfer files to and from your smartphone.

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 smartphone 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](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

## Transfer a file from your computer to your smartphone using your smartphone 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 smartphone and your computer.

1. Connect your smartphone 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 smartphone, select the USB option.
  - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.

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

### Related information

[Transfer your media files from your computer to your smartphone using BlackBerry Desktop Software, 115](#)

## Transfer your media files from your computer to your smartphone 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 smartphone. To download the BlackBerry Desktop Software, from your computer, visit [www.blackberry.com/desktop](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

1. Connect your smartphone to your computer.
2. On your smartphone, 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 information

[Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive, 6](#)

## Send a media file

You can send your pictures and videos to applications that you have installed such as Facebook® for BlackBerry® smartphones, and YouTube® for BlackBerry smartphones. You can select and send multiple picture files at one time. You can only send media files that you have added.

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.
  - To send pictures or a video, click **Send**. Click a message type or an application.
  - To send an audio 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.

## Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry® smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Turn on or turn off Bluetooth technology, 253](#)

## Supported audio and video file formats

Depending on your BlackBerry® smartphone model and wireless service provider, some media file formats might not be supported.

Type	File format
Audio	<ul style="list-style-type: none"> <li>• AAC</li> <li>• AMR</li> <li>• FLAC</li> <li>• MP3</li> <li>• M4A</li> <li>• OGG</li> <li>• WMA</li> <li>• WAV</li> </ul>
Video	<ul style="list-style-type: none"> <li>• 3GP</li> <li>• 3GP2</li> <li>• AVI</li> <li>• ASF</li> <li>• MP4</li> <li>• MOV</li> <li>• WMV</li> </ul>

## Troubleshooting: Videos

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

## Related information

[Feature availability, 0](#)

### I can't save media files

Your BlackBerry® smartphone or media card might not have enough available storage to store media files.

Try the following actions:

- If you're trying to save a media file to your smartphone, delete old data or messages from your smartphone.
- If you're trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field isn't set to **Large**. Large pictures use more storage space than smaller pictures.

## Related information

[Delete a message, 56](#)

[Move, rename, or delete a file, 107](#)

[Change the size of pictures that you take, 137](#)

[Change the video size and format, 132](#)

### I can't open media files

Try the following actions:

- If you're trying to open a media file on your BlackBerry® smartphone and your smartphone is connected to your computer, disconnect your smartphone from your computer.
- If you're trying to open a media file on your computer using your smartphone 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 smartphone generated and you're trying to open an encrypted media file on your computer or a device other than the BlackBerry smartphone that you used to encrypt the file, insert the media card into the BlackBerry smartphone 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 information

[About file encryption, 269](#)

### The media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.

## Related information

[Change the amount of time before the media player screen closes, 114](#)





## 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.

### How to: Video camera

#### Video camera

These icons appear at the bottom of the screen in the video camera. You can click these icons.

	Start recording		Pause recording
	Send video		Rename video
	Delete video		

#### Record a video

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

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 information

[Take a picture, 137](#)

#### Turn on or off 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. Select the **Video Light** checkbox.
4. Press the  key > **Save**.

To turn off video lighting, clear the **Video Light** checkbox.



## Change the video camera scene mode

You can change the scene mode in the video camera to optimize the settings for different environments.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the  key > **Options**.
3. Change the **Scene Mode** field.
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 information



[View properties for a file, 88](#)

## 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**.


## Reduce blurriness in the videos that you take

The image stabilization option helps reduce blurriness that is caused by slight movements of the video camera when you are recording a video.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the  key > **Options**.
3. Select the **Image Stabilization** checkbox.
4. Press the  key > **Save**.

## Turn off media card support

When you turn off media card support, your BlackBerry® smartphone can't access the files that are on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device**.
3. Click **Storage**.
4. Clear the **Media Card Support** checkbox.
5. Press the  key > **Save**.

## About transferring and synchronizing media files

You can connect your BlackBerry® smartphone to your computer to transfer and synchronize files between your smartphone and your 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 smartphone to your computer with a USB cable allows you to drag most files from a folder on your computer to a folder on your smartphone 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 smartphone. Both options allow you to use the BlackBerry® Desktop Software to transfer files to and from your smartphone.

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 smartphone 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](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

## Transfer a file from your computer to your smartphone using your smartphone 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 smartphone and your computer.

1. Connect your smartphone 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 smartphone, select the USB option.
  - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.

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

### Related information

[Transfer your media files from your computer to your smartphone using BlackBerry Desktop Software, 115](#)

## Transfer your media files from your computer to your smartphone 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 smartphone. To download the BlackBerry Desktop Software, from your computer, visit [www.blackberry.com/desktop](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

1. Connect your smartphone to your computer.
2. On your smartphone, 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 information

[Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive, 6](#)

## Send a media file

You can send your pictures and videos to applications that you have installed such as Facebook® for BlackBerry® smartphones, and YouTube® for BlackBerry smartphones. You can select and send multiple picture files at one time. You can only send media files that you have added.

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.
  - To send pictures or a video, click **Send**. Click a message type or an application.
  - To send an audio 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.

## Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry® smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

#### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Turn on or turn off Bluetooth technology, 253](#)

## Supported audio and video file formats

Depending on your BlackBerry® smartphone model and wireless service provider, some media file formats might not be supported.

Type	File format
Audio	<ul style="list-style-type: none"> <li>• AAC</li> <li>• AMR</li> <li>• FLAC</li> </ul>



Type	File format
	<ul style="list-style-type: none"> <li>• MP3</li> <li>• M4A</li> <li>• OGG</li> <li>• WMA</li> <li>• WAV</li> </ul>
Video	<ul style="list-style-type: none"> <li>• 3GP</li> <li>• 3GP2</li> <li>• AVI</li> <li>• ASF</li> <li>• MP4</li> <li>• MOV</li> <li>• WMV</li> </ul>

## Troubleshooting: Video camera

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

#### Related information

[Feature availability](#), 0

### 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.

### I can't save media files

Your BlackBerry® smartphone or media card might not have enough available storage to store media files.

Try the following actions:

- If you're trying to save a media file to your smartphone, delete old data or messages from your smartphone.
- If you're trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field isn't set to **Large**. Large pictures use more storage space than smaller pictures.

#### Related information

[Delete a message, 56](#)

[Move, rename, or delete a file, 107](#)

[Change the size of pictures that you take, 137](#)

[Change the video size and format, 132](#)

## I can't open media files

Try the following actions:

- If you're trying to open a media file on your BlackBerry® smartphone and your smartphone is connected to your computer, disconnect your smartphone from your computer.
- If you're trying to open a media file on your computer using your smartphone 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 smartphone generated and you're trying to open an encrypted media file on your computer or a device other than the BlackBerry smartphone that you used to encrypt the file, insert the media card into the BlackBerry smartphone 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 information

[About file encryption, 269](#)





## 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.

## How to: Camera

### Camera icons

These icons appear at the bottom of the screen in the camera. You can click these icons.

	View pictures		Geotagging is turned on
	Geotagging is turned off		Take another picture

	Flash is turned on		Flash is turned off
	Automatic flash mode		Scene mode

## 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. Press the **Right Convenience** key.

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 information

[Record a video, 131](#)

## 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 **Image Size** field.
4. Press the  key > **Save**.

### Related information

[View properties for a file, 88](#)


## 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 > **Autofocus**.
  - For moving subjects, click **Continuous**.
  - For still subjects, click **Single Shot**.
  - 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**.

## Turn off media card support

When you turn off media card support, your BlackBerry® smartphone can't access the files that are on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device**.
3. Click **Storage**.
4. Clear the **Media Card Support** checkbox.
5. Press the  key > **Save**.

## About transferring and synchronizing media files

You can connect your BlackBerry® smartphone to your computer to transfer and synchronize files between your smartphone and your 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 smartphone to your computer with a USB cable allows you to drag most files from a folder on your computer to a folder on your smartphone 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 smartphone. Both options allow you to use the BlackBerry® Desktop Software to transfer files to and from your smartphone.

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 smartphone 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](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

## Transfer a file from your computer to your smartphone using your smartphone 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 smartphone and your computer.

1. Connect your smartphone 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 smartphone, select the USB option.
  - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.

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

### Related information

[Transfer your media files from your computer to your smartphone using BlackBerry Desktop Software, 115](#)

## Transfer your media files from your computer to your smartphone 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 smartphone. To download the BlackBerry Desktop Software, from your computer, visit [www.blackberry.com/desktop](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

1. Connect your smartphone to your computer.
2. On your smartphone, 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 information

[Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive, 6](#)

## Send a media file

You can send your pictures and videos to applications that you have installed such as Facebook® for BlackBerry® smartphones, and YouTube® for BlackBerry smartphones. You can select and send multiple picture files at one time. You can only send media files that you have added.

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.
  - To send pictures or a video, click **Send**. Click a message type or an application.
  - To send an audio 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.

## Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry® smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Turn on or turn off Bluetooth technology, 253](#)

## Supported audio and video file formats

Depending on your BlackBerry® smartphone model and wireless service provider, some media file formats might not be supported.

Type	File format
Audio	<ul style="list-style-type: none"> <li>• AAC</li> <li>• AMR</li> <li>• FLAC</li> <li>• MP3</li> <li>• M4A</li> <li>• OGG</li> <li>• WMA</li> <li>• WAV</li> </ul>
Video	<ul style="list-style-type: none"> <li>• 3GP</li> <li>• 3GP2</li> <li>• AVI</li> <li>• ASF</li> <li>• MP4</li> <li>• MOV</li> <li>• WMV</li> </ul>

## Troubleshooting: Camera

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

#### Related information

[Feature availability, 0](#)

### 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 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® smartphone 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.

### I can't save media files

Your BlackBerry® smartphone or media card might not have enough available storage to store media files.

Try the following actions:

- If you're trying to save a media file to your smartphone, delete old data or messages from your smartphone.
- If you're trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field isn't set to **Large**. Large pictures use more storage space than smaller pictures.

#### Related information

[Delete a message, 56](#)

[Move, rename, or delete a file, 107](#)



[Change the size of pictures that you take, 137](#)  
[Change the video size and format, 132](#)

## I can't open media files

Try the following actions:

- If you're trying to open a media file on your BlackBerry® smartphone and your smartphone is connected to your computer, disconnect your smartphone from your computer.
- If you're trying to open a media file on your computer using your smartphone 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 smartphone generated and you're trying to open an encrypted media file on your computer or a device other than the BlackBerry smartphone that you used to encrypt the file, insert the media card into the BlackBerry smartphone 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 information



[About file encryption, 269](#)

## Pictures

### How to: Pictures

#### Zoom, pan, or rotate 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, when you are zoomed into it, slide your finger on the trackpad in any direction.
- To rotate the picture, press the  key > **Rotate**.

### Related information


[I receive an error message after I rotate a picture, 149](#)

#### Save a picture from a text message or a webpage

You can save picture files, such as .jpg, .png, .gif, or .bmp files, to the BlackBerry® smartphone storage space or a media card.

1. Open a picture attachment in a text message or highlight a picture on a webpage.
2. Press the  key > **Save Image > Save**.

## Use a picture as your smartphone wallpaper


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

### Related information

[My display changed, 213](#)



## 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. Press the  key > **View Slide Show**.

To close the slide show, press the  key.


## Change your slide show options

1. On the Home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
  - To change the number of seconds between slides in a slide show, change the **Slide Show Interval** field.
  - To change the type of slide transition used, change the **Slide Show Transition** field.
3. 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**.

## Organize pictures by date or folder


1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Press the  key > **View by Date** or **View by Folder**.

## Sort media files


1. Do one of the following:
  - To sort videos, on the Home screen, click the **Media** icon > **Videos** icon.
  - To sort pictures, on the Home screen, click the **Media** icon > **Pictures** icon > **Picture Library** folder.
  - To sort voice notes, on the Home screen or in the **Applications** folder, click the **Voice Notes** icon.
2. Press the  key > **Sort by**.

3. Click a sorting option.

## 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**.

## 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**.

## 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**.


### Related information


[Hide a file or folder, 107](#)


[View a hidden file or folder, 107](#)

## Import pictures to the Pictures application

Importing pictures from other folders on your BlackBerry® smartphone 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 aren't saved in the **Picture Library** folder or **Camera Pictures** folder appear.
3. Select the checkboxes 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 smartphone storage space or media card, including any files that aren't pictures and that aren't 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 smartphone storage space 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.

## Turn off media card support

When you turn off media card support, your BlackBerry® smartphone can't access the files that are on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device**.
3. Click **Storage**.
4. Clear the **Media Card Support** checkbox.
5. Press the  key > **Save**.

## About transferring and synchronizing media files

You can connect your BlackBerry® smartphone to your computer to transfer and synchronize files between your smartphone and your 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 smartphone to your computer with a USB cable allows you to drag most files from a folder on your computer to a folder on your smartphone 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 smartphone. Both options allow you to use the BlackBerry® Desktop Software to transfer files to and from your smartphone.

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 smartphone 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](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

## Transfer a file from your computer to your smartphone using your smartphone 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 smartphone and your computer.

1. Connect your smartphone 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 smartphone, select the USB option.
  - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.

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

### Related information

[Transfer your media files from your computer to your smartphone using BlackBerry Desktop Software, 115](#)

## Transfer your media files from your computer to your smartphone 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 smartphone. To download the BlackBerry Desktop Software, from your computer, visit [www.blackberry.com/desktop](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

1. Connect your smartphone to your computer.
2. On your smartphone, 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 information

[Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive, 6](#)

## Send a media file

You can send your pictures and videos to applications that you have installed such as Facebook® for BlackBerry® smartphones, and YouTube® for BlackBerry smartphones. You can select and send multiple picture files at one time. You can only send media files that you have added.

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.
  - To send pictures or a video, click **Send**. Click a message type or an application.
  - To send an audio 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.

## Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry® smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Turn on or turn off Bluetooth technology, 253](#)

## Supported audio and video file formats

Depending on your BlackBerry® smartphone model and wireless service provider, some media file formats might not be supported.

Type	File format
Audio	<ul style="list-style-type: none"> <li>• AAC</li> <li>• AMR</li> <li>• FLAC</li> <li>• MP3</li> <li>• M4A</li> <li>• OGG</li> <li>• WMA</li> <li>• WAV</li> </ul>
Video	<ul style="list-style-type: none"> <li>• 3GP</li> <li>• 3GP2</li> <li>• AVI</li> <li>• ASF</li> <li>• MP4</li> <li>• MOV</li> <li>• WMV</li> </ul>

## Troubleshooting: Pictures

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

#### Related information

[Feature availability](#), 0

### I receive an error message after I rotate a picture

Every time you rotate a picture, your BlackBerry® smartphone automatically tries to save the picture's new direction. You might receive an error message if the picture is copyright protected, over a certain file size, or isn't in a JPG or PNG format. If the picture isn't copyright protected and if you have a third-party image editing application, you might be able to reduce the size of your picture or change the format of your picture to JPG or PNG and then try to rotate the picture again.

### I can't save media files

Your BlackBerry® smartphone or media card might not have enough available storage to store media files.

Try the following actions:

- If you're trying to save a media file to your smartphone, delete old data or messages from your smartphone.
- If you're trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field isn't set to **Large**. Large pictures use more storage space than smaller pictures.

#### Related information

[Delete a message](#), 56

[Move, rename, or delete a file](#), 107

[Change the size of pictures that you take](#), 137

[Change the video size and format](#), 132

### I can't open media files

Try the following actions:

- If you're trying to open a media file on your BlackBerry® smartphone and your smartphone is connected to your computer, disconnect your smartphone from your computer.
- If you're trying to open a media file on your computer using your smartphone 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 smartphone generated and you're trying to open an encrypted media file on your computer or a device other than the BlackBerry smartphone that you used to encrypt the file, insert the media card into the BlackBerry smartphone 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 information

[About file encryption, 269](#)

## My smartphone isn't using the correct ring tone or wallpaper

If you're using a ring tone or wallpaper picture that you encrypted on your BlackBerry® smartphone or on the media card using your smartphone password and you reset your smartphone, unlock your smartphone.

#### Related information

[Lock or unlock your smartphone, 7](#)

## Voice notes

### How to: Voice notes

#### Record a voice note





1. On the Home screen or in the **Applications** folder, click the **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.
5. If the media controls do not appear at the bottom of the screen, click the trackpad.
  - 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® smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.
- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again. If you press the **Mute** key during a call, your smartphone mutes the call so that you can hear others on the call, but they can't hear you.

### Related information



[Mute a call, 28](#)

[Amplify the volume using the audio boost feature, 113](#)

[Improve sound quality for media files, 113](#)



## 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** checkbox.
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® smartphone model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your smartphone.


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**.

## Sort media files

1. Do one of the following:
  - To sort videos, on the Home screen, click the **Media** icon > **Videos** icon.
  - To sort pictures, on the Home screen, click the **Media** icon > **Pictures** icon > **Picture Library** folder.
  - To sort voice notes, on the Home screen or in the **Applications** folder, click the **Voice Notes** icon.


2. Press the  key > **Sort by**.
3. Click a sorting option.

## 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**.

## 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**.

### Related information

[Hide a file or folder, 107](#)

[View a hidden file or folder, 107](#)


## Change the amount of time before the media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone.

1. On the Home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
3. Change the **Close Media Player When Inactive** field.

## Turn off media card support

When you turn off media card support, your BlackBerry® smartphone can't access the files that are on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device**.
3. Click **Storage**.
4. Clear the **Media Card Support** checkbox.
5. Press the  key > **Save**.

## About transferring and synchronizing media files

You can connect your BlackBerry® smartphone to your computer to transfer and synchronize files between your smartphone and your 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 smartphone to your computer with a USB cable allows you to drag most files from a folder on your computer to a folder on your smartphone 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 smartphone. Both options allow you to use the BlackBerry® Desktop Software to transfer files to and from your smartphone.

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 smartphone 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](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

## Transfer a file from your computer to your smartphone using your smartphone 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 smartphone and your computer.

1. Connect your smartphone 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 smartphone, select the USB option.
  - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.

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

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1. Connect your smartphone to your computer.
2. On your smartphone, 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 information

[Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive, 6](#)

## Send a media file

You can send your pictures and videos to applications that you have installed such as Facebook® for BlackBerry® smartphones, and YouTube® for BlackBerry smartphones. You can select and send multiple picture files at one time. You can only send media files that you have added.

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.
  - To send pictures or a video, click **Send**. Click a message type or an application.
  - To send an audio 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.

## Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry® smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

#### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Turn on or turn off Bluetooth technology, 253](#)

## Supported audio and video file formats

Depending on your BlackBerry® smartphone model and wireless service provider, some media file formats might not be supported.

Type	File format
Audio	<ul style="list-style-type: none"> <li>• AAC</li> <li>• AMR</li> <li>• FLAC</li> </ul>

Type	File format
	<ul style="list-style-type: none"> <li>• MP3</li> <li>• M4A</li> <li>• OGG</li> <li>• WMA</li> <li>• WAV</li> </ul>
Video	<ul style="list-style-type: none"> <li>• 3GP</li> <li>• 3GP2</li> <li>• AVI</li> <li>• ASF</li> <li>• MP4</li> <li>• MOV</li> <li>• WMV</li> </ul>

## Troubleshooting: Voice notes

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

#### Related information

[Feature availability](#), 0

### I can't save media files

Your BlackBerry® smartphone or media card might not have enough available storage to store media files.

Try the following actions:

- If you're trying to save a media file to your smartphone, delete old data or messages from your smartphone.
- If you're trying to save a media file on your media card, delete old media files.

- In the camera options, verify that the **Image Size** field isn't set to **Large**. Large pictures use more storage space than smaller pictures.

#### **Related information**

[Delete a message, 56](#)

[Move, rename, or delete a file, 107](#)

[Change the size of pictures that you take, 137](#)

[Change the video size and format, 132](#)

## I can't open media files

Try the following actions:

- If you're trying to open a media file on your BlackBerry® smartphone and your smartphone is connected to your computer, disconnect your smartphone from your computer.
- If you're trying to open a media file on your computer using your smartphone 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 smartphone generated and you're trying to open an encrypted media file on your computer or a device other than the BlackBerry smartphone that you used to encrypt the file, insert the media card into the BlackBerry smartphone 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 information**

[About file encryption, 269](#)

## The media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.

#### **Related information**

[Change the amount of time before the media player screen closes, 114](#)

# Ring tones, sounds, and alerts

## How to: 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® smartphone alerts you of phone calls, messages, reminders, and browser content.


Your smartphone 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 smartphone storage space or on a media card, or you can create additional profiles. The All Alerts Off profile can't 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 don't 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 don't 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

In addition to changing the tone, you can also change options for notification during calls, volume, LED, and vibration.

1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts > Sounds for Selected Profile**.
  - To change your ring tone, click **Phone**.
  - To change notifiers or reminders, click to expand a section. Click an option.
3. In the **Ring Tone**, **Notifier Tone**, or **Reminder Tone** field, do one of the following:
  - Click a tone.
  - To use a song that is on your BlackBerry® smartphone or on a media card, click **All Music**. Find and click a song.
  - To use a voice note that you recorded, click **All Voice Notes**. Find and click a voice note.
  - To use a preloaded alert, click **All Alerts**. Find and click an alert.
4. Press the  key > **Save**.

#### Related information


[Add or delete a custom profile, 158](#)

[Add a contact alert, 158](#)

[I can't change the number of times that my smartphone rings, 43](#)

## Add or delete a custom profile


In addition to the preloaded profiles, you can create your own custom profiles.


1. On the Home screen, click the **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts > 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® smartphone 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 and Alerts > 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 smartphone

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® smartphone.

### Related information

[Silence the alarm, 191](#)



## Flashing LED

The LED on the top of your BlackBerry® smartphone flashes different colors to indicate different statuses.



Flashing LED color	Description
Green	You're in a wireless coverage area. You can turn on or turn off this notification.
Blue	Your smartphone is connected to a Bluetooth® enabled device. You can turn on or turn off this notification.
Red	A new message has arrived and your selected profile is set to notify you using the flashing LED. If you're using your smartphone with a smart card, your smartphone is accessing data on the smart card.
Amber	The battery power level for your smartphone is low, or your smartphone is turned off and is charging. You can't turn off the notification for the low battery power level. The notification for charging turns off when you turn on your smartphone.

### Related information

[Turn off Bluetooth connection notification, 258](#)


[Turn on flashing LED notification for wireless coverage, 211](#)

## 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 or turn off event sounds

Event sounds alert you when you turn on or turn off your BlackBerry® smartphone, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your smartphone.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Change the **Event Sounds** field.
4. Press the  key > **Save**.

## Troubleshooting: Ring tones, sounds, and alerts

### My smartphone is ringing or vibrating more times than expected

For calls, the number of times that your BlackBerry® smartphone vibrates isn't determined by the number of vibrations that you set in your sound profile, and there's no setting for the number of rings if you don't subscribe to voice mail. Your smartphone vibrates or rings until the caller or the wireless network ends the connection.

### My smartphone isn't 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 isn't 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 and Alerts > Sounds for Contacts**. Click a contact alert. Click **Phone** or **Messages**. Verify that the **Volume** field isn't set to **Silent** and that the **Vibration** field isn't set to **Off**.

# Browser


## How to: Browser


### Browser basics

#### Browsing web pages

##### Visit a webpage or search the Internet

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® smartphone. 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 webpage, press the  key > **Stop**.


##### Related information

[No browser is available on my smartphone, 172](#)

##### Zoom in to or out from a webpage

On a webpage, press the  key > **Zoom**.

- To zoom in, on the trackpad, slide your finger up.
- To zoom out, on the trackpad, slide your finger down.

To turn off zoom mode, press the  key.

##### About tabbed browsing

With tabbed browsing, you can open multiple webpages on your BlackBerry® smartphone 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 smartphone uses.






##### Related information

[Open, close, or switch between tabs, 162](#)

[I can't open a new tab, 172](#)


## Open, close, or switch between tabs


Do one of the following:

- To open a new tab, in the browser, press the  key > **Tab**. 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 > **Tab**. Click a tab.
- To close a tab, in the browser, press the  key > **Tab**. Highlight a tab. Click the  icon.


## Search for text in a message, in a file, or on a webpage

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 webpage, 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** or **Find Next on Page**.

## View a list of web pages that you visited recently



1. On the Home screen, click the **Browser** icon.
2. Press the  key > **History**.

## Add a shortcut to your Home screen or Favorites panel

You can add a shortcut to give yourself quick access to items such as frequently used websites, contacts, applications, files, podcast channels, or media categories.

1. Browse to a website, or highlight the item that you want to create a shortcut for.
2. Press the  key > **Add to Home Screen**.
  - To change the name of the shortcut, type a new name.
  - To change the location where the shortcut appears, change the **Location** field.
  - To add the shortcut to your Favorites panel, select the **Mark as Favorite** checkbox.
3. Click **Add**.


## Turn on browser shortcuts

1. On the Home screen, click the **Browser** icon.
2. Press the  key > **Options**.
3. In the **General** section, select the **Enable Keyboard Shortcuts** check box.
4. Press the  key > **Save**.

### Related information


[Browser shortcuts, 23](#)

## Move back or forward a webpage


1. On a webpage, press the  key.
2. Click **Back** or **Forward**.

## Return to the home page


To perform this task, you must have a home page set on your BlackBerry® smartphone.

1. On a webpage, press the  key.
2. Click **Home**.

## Refresh a webpage





1. On a webpage, press the  key.
2. Click **Refresh**.

## Close the browser

1. On a webpage, press the  key.
2. Click **Close**.

## Playing media files, viewing pictures, and downloading files

### View a full picture on a webpage

1. On a webpage, highlight or pause on a picture.
2. Press the  key > **View Image**.
  - To zoom in to or out from the picture, press the  key > **Zoom**.
  - To stop zooming, press the  key > **End Zoom**.
  - To return the picture to its original size, press the  key.

### Play a media file on a web page

1. On a web page, click a media file.
2. Click **Open**.

#### Related information

[Supported audio and video file formats, 116](#)

[I cannot play a song or video on a web page, 172](#)

## Download a file from a webpage




You can download multiple files at once. When you download a file, the Downloads screen appears so that you can check the progress of your downloads.

1. On a webpage, click the file that you want to download.
2. In the **Save** dialog box, click **Yes**.

## Copying and forwarding web addresses


### 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  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.

## 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 **Title** 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**. Change the bookmark. Press the  key. Click **Save**.
  - To delete a bookmark, click **Delete**.

## 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.

## Move a bookmark for a webpage

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**.

## 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**.

### 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 **Default Font Size** field.
4. Press the  key > **Save**.



### Change your default search engine

Your default search engine in the browser is also the default search engine that your BlackBerry® smartphone uses when you search the Internet using the search icon on the Home screen.


1. On the Home screen, click the **Browser** icon.
2. Press the  key > **Options**.
3. In the **General** section, click **Manage Search Engines**.
4. Click a search engine.

### Set the character encoding for all web pages


By default, your BlackBerry® smartphone 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**.


### 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.

## 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** checkbox.
  - To receive a prompt confirming that you want to close the browser after you press the  key, select the **Closing Browser on Escape** checkbox.
  - To receive a prompt before your BlackBerry® smartphone uses your wireless service provider's browser portal to stream media from the Internet, select the **Switching to Carrier Network for Streaming Media** checkbox.
4. Press the  key > **Save**.

### Related information



[I receive a prompt to switch networks when I stream a song or video, 172](#)

## Delete browsing information

Your BlackBerry® smartphone saves some information in your browser to improve your browsing experience. You can delete password information, browser history, download history, cookies, content that has been pushed to your smartphone, 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 checkboxes 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 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**.

## Turn on geolocation in the browser

If you turn on geolocation in the browser, some websites 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**.

When you visit a website that requests your location, a dialog box appears. If you select the **Don't ask again for this website** check box, the website and the permissions that you set for it are saved in **Geolocation Permissions** in your browser options.

## Browser security

### About TLS


The browser is designed to use TLS or SSL to encrypt data that your BlackBerry® smartphone sends or receives over the Internet through the BlackBerry® Enterprise Server. Communication between your smartphone 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 smartphone and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your smartphone and the BlackBerry Enterprise Server.

### Browser security options

If your email account uses a BlackBerry® Enterprise Server, you might not be able to change your browser security options.

If you change a browser security option, other applications on your BlackBerry® smartphone that access a server might be affected.


Option	Description
Permit SSL 3.0	Specify whether your browser accepts SSL connections. If you do not select this option, your browser allows only TLS connections.

Option	Description
Permit Insecure Renegotiation	Specify whether your browser accepts connections to servers that allow insecure renegotiation. If you do not select this option, you might not be able to access some websites.
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 <b>Strong Only</b> . To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to <b>Allow Weak</b> .
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 <b>Allow Weak</b> . To accept only data with strong digest algorithms, change this field to <b>Strong Only</b> . To be prompted to accept data with weak digest algorithms, change this field to <b>Prompt</b> . Depending on the options that your administrator sets, you might not be able to change this option.
Server Exceptions	View a list of servers that have certificate problems you have accepted. To stop permitting a connection to a website with a certificate problem, highlight the server exception. Press the  key > <b>Delete</b> .

### Related information

[Manage browser security, 169](#)

## 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**.


### Related information

[Browser security options, 168](#)

## Add a trusted content server




If your email account uses a BlackBerry® Enterprise 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. In the **Proxy TLS** section, highlight the **Trusted Servers** field.
4. Press the  key > **Add Host**.

5. Type the web address for the content server.
6. Click **OK**.
7. Press the  key > **Save**.

## Add or change a website that is associated with a certificate

To access some websites, you might need to provide an authentication certificate. After you provide a certificate to a website, the website and the associated certificate are automatically added to the Default Client Certificates list in your TLS options. You can manually add or change a website that is associated with a certificate.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security > Advanced Security Settings > TLS**.
  - To manually associate a website with a certificate, highlight the **Default Client Certificates** field. Press the  key > **Add Host**. In the **Host Name** field, type the website name. In the **Certificate** field, select the certificate that is associated with the website. Click **OK**.
  - To change a website that is associated with a certificate, in the **Default Client Certificates** list, highlight an item. Press the  key > **Edit**. Change the certificate. Click **OK**.
3. Press the  key > **Save**.

## Browser push

### About browser push

Browser push is designed to push information from a web application to your BlackBerry® smartphone as the information becomes available. For example, you can receive updates for weather reports, stock quotes, or breaking news. When your smartphone 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 smartphone even when your smartphone is not connected to the wireless network. Web applications that use browser push automatically push updates to your smartphone, unless you turn off browser push.


Your smartphone 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® smartphone accepts browser push messages from the BlackBerry® Enterprise Server or the BlackBerry® Internet Service.
MDS Hosts	Set whether your smartphone accepts push messages from all BlackBerry Enterprise Server instances or BlackBerry Internet Services.
Process SMSC	Set whether your smartphone accepts push messages that are SMS-based.

Option	Description
SMSC Hosts	Set which SMSC hosts your smartphone 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 smartphone accepts browser push messages that web applications send through a WAP gateway.
IP Hosts	Set which WAP gateways your smartphone 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**.

## RSS feeds

For more information about using RSS feeds on your BlackBerry® smartphone, 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® smartphone so that you receive updates on your favorite blogs and websites. You can add RSS feeds directly from a webpage or by using the Social Feeds application. With the Social Feeds application, you can stay current 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 **Subscribe to RSS Feed**.
3. Select the check box beside each feed that you want to add.
4. Click **Subscribe**.
5. Click **OK**.

## Troubleshooting: Browser

### I can't open a new tab

You might not have enough available memory on your BlackBerry® smartphone. Try the following actions:

- Close a tab that you don't need.
- Close other applications that don't need to be open.

#### Related information

[Close an app so that it is not running in the background, 223](#)

[Open, close, or switch between tabs, 162](#)

### I receive a prompt to switch networks when I stream a song or video

If you receive a prompt to switch networks, you can't 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.

#### Related information

[Receive a prompt before you close the browser or stream media from the Internet, 167](#)

### I cannot play a song or video on a web page

Your BlackBerry® smartphone might not support the size or file format of the song or video file.

#### Related information

[Play a media file on a web page, 163](#)

### No browser is available on my smartphone

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

Verify that your BlackBerry® smartphone is connected to the wireless network.

#### Related information

[Visit a webpage or search the Internet, 161](#)

# Calendar

## How to: Calendar

### Synchronizing calendar

#### About backing up and restoring smartphone data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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® smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone 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 smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

#### Related information

[Some characters in calendar entries don't appear correctly after synchronization, 180](#)  
[Synchronize organizer data over the wireless network, 185](#)


## 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 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, meetings, and free time in a list.





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 a meeting or an appointment

To invite participants to a meeting, your work email account must use a BlackBerry® Enterprise Server that supports this feature.

1. On the Home screen, click the **Calendar** icon.
2. Press the  key > **New Appointment**.
3. Type the meeting or appointment information.
  - To invite a participant to a meeting, press the  key > **Invite Attendee**. Click a participant.
4. Do one of the following:
  - To send the meeting invitation to the participants that you invited, press the  key > **Send**.
  - To save an appointment, press the  key > **Save**.

### Related information

[Turn off your smartphone, 265](#)



[I can't schedule appointments that span multiple days, 180](#)

[I can't set some fields when scheduling appointments, 180](#)




## Set an alarm in the calendar

You can set an alarm in the calendar to go off at scheduled days and times. Scheduling alarms in the calendar does not change your regular alarm in the Clock application. Because the alarm tone settings are shared by the alarms in the Calendar and the Clock application, changes to the alarm tone settings will affect the alarms in both applications.

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® smartphone is associated with multiple email accounts, you might have multiple calendars on your smartphone. If you have multiple calendars on your smartphone, 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 or an appointment

To invite participants to a meeting, your work email account must use a BlackBerry® Enterprise Server that supports this feature.

1. On the Home screen, click the **Calendar** icon.
2. Press the  key > **New Appointment**.
3. Type the meeting or appointment information.
  - To invite a participant to a meeting, press the  key > **Invite Attendee**. Click a participant.
4. Do one of the following:
  - To send the meeting invitation to the participants that you invited, press the  key > **Send**.
  - To save an appointment, press the  key > **Save**.


### Related information

[Turn off your smartphone, 265](#)



[I can't schedule appointments that span multiple days, 180](#)

[I can't set some fields when scheduling appointments, 180](#)

## 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 work 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® smartphone. 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 smartphone or computer. Conference call meetings allow participants who have a BlackBerry smartphone to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their smartphone, so that they don't have to dial the conference call bridge number and access codes. If you don't have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

### Related information

[Conference call meetings, 177](#)

## Create a conference call meeting from your smartphone

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** checkbox.
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® smartphone recognizes. When the conference call meeting starts, participants who have a BlackBerry smartphone can enter the conference call meeting with the Join Now option, if their smartphone 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**.



### Related information

[I can't enter a conference call with the Join Now option, 181](#)

## 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® smartphone.

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



2. Press the  key > **Options** > **Conference Calling**.
3. Type your conference call information.
4. Press the  key > **Save**.

## Calendar options

### Change how the calendar is displayed

1. On the Home screen, click the **Calendar** icon.
2. Press the  key > **Options** > **Calendar Display and Actions**.
  - 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** fields.
  - 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** > **Calendar Display and Actions**.
  - 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 information

[Turn off your smartphone, 265](#)

### 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 smartphone stores calendar entries

1. On the Home screen, click the **Calendar** icon.
2. Press the  key > **Options** > **Calendar Display and Actions**.
3. Change the **Keep Appointments** field.
4. Press the  key > **Save**.

Your BlackBerry® smartphone deletes calendar entries that are older than the number of days that you set.

## Show tasks in the calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the  key > **Options** > **Calendar Display and Actions**.
3. Select the **Show Tasks** check box.
4. Press the  key > **Save**.

## Troubleshooting: Calendar

### I can't schedule appointments that span multiple days

If you use IBM® Lotus Notes®, you can't schedule appointments that span multiple days.

### I can't 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 checkbox when you change a recurring appointment or meeting.

### Some characters in calendar entries don't appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

## Related information



[About synchronization conflicts, 54](#)

[Synchronize organizer data over the wireless network, 185](#)

## I can't enter a conference call with the Join Now option

The Join Now option might not appear in the meeting notification if the meeting organizer isn't using a BlackBerry® smartphone that supports the Join Now feature or if the meeting organizer didn't enter the conference call information correctly. If the Join Now option appears and your smartphone 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 doesn't 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 smartphone is connected to a CDMA network, try increasing the default time that your smartphone 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.

## Related information

[Enter a conference call meeting, 178](#)




# Contacts

## How to: Contacts

### Contact basics

#### Add a contact

Do one of the following:





- 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 webpage, highlight the contact name, number, or email address. Press the  key > **Add to Contacts** > **Create New Contact**. If necessary, add contact information. Press the  key > **Save**.

#### Related information

[Copy contacts from your SIM card to your contact list, 6](#)

#### Create a custom contact field


Custom contact fields can store information that you want to remember about a contact, for example, you might want to 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 **Custom Fields** section, click **Add Custom Field**.
2. Click a field.
3. Press the  key > **Change Field Name**.
4. To change the name of the field, place the cursor in the field. Press the  key > **Change Field Name**. Type a name for the field. Press the  key on the keyboard.
5. Type the information that you want to add to the custom field.
6. Press the  key > **Save**.


You can synchronize contact fields that you customize on your BlackBerry® smartphone 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® smartphone 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

Do one of the following:

- To change a contact, on the Home screen, click the **Contacts** icon. Highlight a contact. Press the  key > **Edit**. Change the contact information. Press the  key > **Save**.
- To change a contact using information on your BlackBerry® smartphone, such as information in an email or a calendar entry, highlight the information you want to add to a contact. Press the  key > **Add to Contacts** > **Add to Existing Contact**. Click a contact. If necessary, add contact information. Press the  key > **Save**.
- To delete a contact, on the Home screen, click the **Contacts** icon. Highlight a contact. Press the  key > **Delete**.



## Search for a contact in your organization's address book

To perform this task, your work 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**.

## Attach a contact card to a message

You can attach a contact card 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**.

### Related information

[I can't attach a file to a text message, 79](#)

## Add a contact picture for caller ID






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, highlight, and click a picture.
6. If necessary, move the crop box to the portion of the picture that you want to use.
7. Press the  key > **Crop & Save**.
8. Press the  key > **Save**.

#### Related information

[My contact pictures keep changing, 189](#)

### 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 Picture**.
  - To delete the contact picture, press the  key > **Delete Picture**.
5. Press the  key > **Save**.

#### Related information

[My contact pictures keep changing, 189](#)



### 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® smartphone, 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 and reconciliation

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

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



In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry® Desktop Software to synchronize your organizer data. 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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** checkbox.
4. Press the  key > **Save**.

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

#### **Related information**

[Some characters in calendar entries don't appear correctly after synchronization, 180](#)

[About synchronization conflicts, 54](#)

## **About backing up and restoring smartphone data**

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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® smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone 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 smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

#### **Related information**

[Some characters in calendar entries don't appear correctly after synchronization, 180](#)

[Synchronize organizer data over the wireless network, 185](#)




## 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® smartphone 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® smartphone is associated with multiple email accounts, you might have contacts from each email account on your smartphone. For example, if your smartphone 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 smartphone. 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


### 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**.

### 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 and Input > Language**.
3. Change the **Global Name Display** field.
4. Press the  key > **Save**.



### View the number of contacts stored on your smartphone

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  key > **Options**.
3. If necessary, click **General Options**.
4. Change the **Sort By** field.
5. Press the  key > **Save**.

## Troubleshooting: Contacts

### Contact list field data isn't 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 can't add a contact's birthday to a custom contact list field on your BlackBerry® smartphone 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.

#### Related information

[Create a custom contact field, 182](#)

### 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® smartphone 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

## How to: Clock

### Set the date and time



1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the  key > **Set Time**.
  - To get the date and time from the wireless network automatically, change the **Update Time** field to **Automatic**. Note that you must be connected to the wireless network.
  - To set the date and time manually, change the **Update Time** field to **Manual**. Click the **Set Time** or **Set Date** field. Change the time or date. Click **Ok**.
3. Do any of the following:
  - To receive a prompt when your smartphone detects a new time zone, change the **Auto Update Time Zone** field to **Prompt**.
  - To have your smartphone update the time zone automatically when it detects a new time zone, change the **Auto Update Time Zone** field to **On**.
4. Press the  key > **Save**.

#### Related information

[The time on my smartphone isn't correct, 193](#)

### 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**.

#### Related information

[The time on my smartphone isn't correct, 193](#)

### 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**.

## Change what appears on the screen when your smartphone 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**.

## 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 information



[Turn off your smartphone, 265](#)

[Set an alarm in the calendar, 175](#)


## 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**.

## 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** checkbox.

- To turn off the connection to the wireless network, so that your smartphone does not receive phone calls or messages when bedside clock mode is turned on, select the **Disable Radio** checkbox.
  - To turn off screen dimming when bedside clock mode is turned on, clear the **Dim Screen** checkbox.
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.

## 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 **OK**.
  - 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 smartphone isn't correct

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 **Update Time** field is set to Automatic, press the  key > **Update Time**.
  - If you've traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
  - If you're 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® smartphone. 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.

#### Related information



[Display a second time zone on the clock, 190](#)

[Set the date and time, 190](#)


# Tasks and memos

## Create a task or memo

You can create tasks in the Tasks application or Calendar application, and you can make any of your tasks visible in the calendar.



- On the Home screen, click the **Calendar** icon, or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
  - To create a task in the Calendar application, press the  key > **New**. Type the task title and fill in the details, such as the due date and recurrence.
  - To create a task in the Tasks application, click **Add Task**. Type the task title and fill in the details, such as the due date and recurrence.
  - To create a memo, click **New Memo**. Type a title and the memo.
- Press the  key > **Save**.

## Send a task or memo



- On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
- Highlight a task or memo.
- Press the  key > **Forward As**.
- Click a message type.

## Change or delete a task or memo


On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.

- To change the task or memo, click it. Change the task or memo information. Press the  key > **Save**.
- To delete the task or memo, highlight it. Press the  key > **Delete**.



## Change the status of a task

- On the Home screen or in the **Applications** folder, click the **Tasks** icon.
- Highlight a task.
- 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**.

## Show tasks in the calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the  key > **Options** > **Calendar Display and Actions**.
3. Select the **Show Tasks** check box.
4. Press the  key > **Save**.

## Synchronizing tasks and memos

### About synchronization and reconciliation

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

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



In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry® Desktop Software to synchronize your organizer data. 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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** checkbox.
4. Press the  key > **Save**.

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

### Related information

[Some characters in calendar entries don't appear correctly after synchronization, 180](#)

[About synchronization conflicts, 54](#)

## About backing up and restoring smartphone data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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® smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone 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 smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

#### Related information

[Some characters in calendar entries don't appear correctly after synchronization, 180](#)

[Synchronize organizer data over the wireless network, 185](#)

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




# Typing

## How to: Typing



### Typing icons

These icons appear in the upper-right corner of the screen when you type.

	CAP lock (capital letter lock)		Multi-tap mode
	NUM lock (number lock)		Current input language
	Alt mode		

### Typing basics

#### Highlight, cut, copy, or paste text

- 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.
- Press the  key.
  - To cut the highlighted text, click **Cut**.
  - To copy the highlighted text, click **Copy**.
- Place the cursor where you want to insert the cut or copied text.
- Press the  key > **Paste**.


#### Type a symbol

Press the **sym** key. Click the symbol.

#### Type an accent or special character

Press and hold a letter key on the keyboard 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 > **Clear Field**.


## About typing input methods

The typing input method that you use determines how you type. For example, if you are using the predictive input method, your BlackBerry® device displays a list of suggested words as you type so that you do not have to type the entire word.

The language that you are typing in determines the typing input methods that are available. If you are typing in a language that has multiple typing input methods, you can switch between typing input methods when you are typing. When you are typing in certain fields such as password fields, your device might automatically switch your typing input method.

## 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're 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.

For example, to type **run**, you would press the **R** key three times, the **U** key twice, and the **N** key twice.

## Typing input methods


### 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**.
3. For a keyboard, click **Advanced Style Options**.
4. Change the options.
5. Press the  key > **Save**.

### Change your typing style

You can change how your BlackBerry® smartphone recognizes what you type by selecting a typing style.

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

2. Click **Typing and Language > Typing**.
3. For a keyboard, do one of the following:
  - To turn off all typing assistance, change the **Style** field to **Direct**.
  - To set your smartphone to suggest word predictions as you type, change the **Style** field to **Predictive**.
4. Press the  key > **Save**.

## 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.

## 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](http://www.blackberry.com/go/docs) and search for the Typing Guide in your language.

## Custom dictionary

### About the custom dictionary

You can add words to the custom dictionary so that your BlackBerry® smartphone recognizes the word when you check spelling. Because SureType® technology uses the same dictionary, if you're 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 > **Edit**. 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**.
3. For a keyboard, click **Advanced Style Options**.
4. Clear the **Typing** check box.
5. Change the **Email** field to **Off**.

6. Press the  key > **Save**.

## Word Substitution

### About Word Substitution




Word Substitution is designed to replace specific text that you type with preloaded Word Substitution entries. If you type text that can be replaced with a Word Substitution entry, the text changes after you press the Space key.

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



#### Related information

[Change or delete a Word Substitution entry, 202](#)

### Create a Word Substitution 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 a Word Substitution entry


1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input > Word Substitution**.
3. Highlight a Word Substitution entry.
4. Press the  key.
  - To change the Word Substitution entry, click **Edit**. Change the entry. Press the  key > **Save**.
  - To delete the Word Substitution entry, click **Delete**.

### Undo a Word Substitution change

If the Word Substitution feature changes a word that you don't want to change, you can undo the change.

When you are typing, press the  key twice.

## Turn off Word Substitution


1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input > Typing**.
3. For a keyboard, click **Advanced Style Options**.
4. Clear the **Spelling** check box.
5. 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.

### Stop displaying spelling suggestions in the list that appears when you type

By default, if you start typing a letter combination that your BlackBerry® smartphone doesn't recognize, spelling suggestions, when available, appear in bold 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**.
3. For a keyboard, click **Advanced Style Options**.
4. Clear the **Spelling** checkbox.
5. Press the  key > **Save**.

### I can't check spelling

You can check only the spelling of text that you type. You can check spelling in English, Afrikaans, Arabic, Catalan, Croatian, Czech, Danish, Dutch, French, German, Greek, Hebrew, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, and Turkish.

### 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® smartphone to check spelling automatically before you send an email.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language > Spell Check**.
3. Change one or more options.
4. Press the  key > **Save**.

### 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**.

## Troubleshooting: Typing

### I can't check spelling

You can check only the spelling of text that you type. You can check spelling in English, Afrikaans, Arabic, Catalan, Croatian, Czech, Danish, Dutch, French, German, Greek, Hebrew, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, and Turkish.

### I have no Advanced Style Options

If you changed your smartphone typing style to **Direct**, **Advanced Style Options** isn't available.


If you change your smartphone typing style back to a typing style other than **Direct**, **Advanced Style Options** becomes available again.

# Keyboard

## How to: Keyboard


### Change the default keyboard for portrait view

You can set your BlackBerry® smartphone to use the reduced keyboard or full keyboard by default when you use your smartphone in portrait view.


1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language > Keyboard**.
3. Change the **Portrait Keyboard Type** field.
4. Press the  key > **Save**.

### Assign an application to a Convenience key


Your BlackBerry® smartphone has one or more Convenience keys on the side of the smartphone. 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 Key**.
3. Change the **Convenience Key Opens** field.
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. Clear the **Audible Roll** check box.
4. Press the  key > **Save**.

To turn on trackpad sounds again, select the **Audible Roll** check box.

## Troubleshooting: Keyboard

### No application opens when I press a Convenience key

Try the following:

- If you haven't done so, assign an application to the key.
- Open the flip and press the **Convenience** key again. Applications don't open when the flip is closed.
- Verify that you didn't delete the application that you assigned to the key.




# Language

## How to: 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® smartphone 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 Language** field.
3. Press the  key > **Save**.

### Add a display language

You can use the BlackBerry® Desktop Software to add a display language to your BlackBerry smartphone. To download the BlackBerry Desktop Software, from your computer, visit [www.blackberry.com/desktop](http://www.blackberry.com/desktop) and select the appropriate option for your computer.

Connect your smartphone 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 don't use to increase the amount of space available.

1. On the Home screen or in a folder, click the **Setup** icon.
2. Click **Languages > Manage Languages**.
3. Select the languages you want to keep.
4. Click **Update**.

Any languages that you don't select are deleted from your BlackBerry® smartphone.

## Troubleshooting: Language

### Some characters don't appear correctly on my smartphone

The BlackBerry® Enterprise Server or BlackBerry® Internet Service that's associated with your BlackBerry® smartphone might not support the characters. For more information, contact your wireless service provider or administrator.

### I can't find a display language on my smartphone

You can use the BlackBerry® Desktop Software to add a display language to your BlackBerry smartphone. To download the BlackBerry Desktop Software, from your computer, visit [www.blackberry.com/desktop](http://www.blackberry.com/desktop) and select the appropriate option for your computer.


- Connect your smartphone 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.

# Screen display

## How to: Screen display


### Use a picture as your smartphone wallpaper

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

#### Related information

[My display changed, 213](#)


### 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® smartphone, change the **Backlight Timeout** field.
  - To stop the backlight from adjusting to lighting conditions, clear the **Automatically Dim Backlight** checkbox.
4. Press the  key > **Save**.

#### Related information

[The screen turns off, 11](#)

### 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**.

#### Related information

[Use grayscale or reverse contrast for the screen display, 211](#)  
[Screen display, 209](#)

## 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 Icons 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.

You can also select which panels appear on the Home screen by selecting Manage Panels from the Home screen menu.

### Show, hide, or find 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, on the navigation bar, click **All**.
- To hide an application icon, highlight the icon. Press the  key > **Hide Icon**. If the icon appears in other panels, you can hide the icon in all panels or in the current panel only.
- To show all hidden application icons, press the  key > **Show All Icons**.
- To stop hiding an application icon, highlight the icon. Press the  key > **Hide Icon**. A check mark should not appear beside the Hide Icon field.

#### Related information




[My display changed, 213](#)

### Move an application icon


1. On the Home screen or in an application folder, highlight an application icon.
2. Press the  key.
  - To move the application icon to a different location on the Home screen, click **Move**. Click the new location.
  - 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, rename, or delete a folder on the Home screen

On the Home screen, do one of the following:


- To add a folder, press the  key > **New Folder**. Type a name for the folder. Click **OK**.
- To rename a folder, highlight a folder. Press the  key > **Rename**. Type a name for the folder. Click **Save**.
- To delete a folder, highlight a folder. Press the  key > **Delete**.

## Add a message that appears when your smartphone 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 smartphone is locked.
4. Press the  key > **Save**.

## Set the touch screen sensitivity

You can set how sensitive the screen is to your touch.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input > Touchscreen Sensitivity**.
  - If you want the screen to respond faster when you tap it, change the **Tap Interval** field to a lower number.
  - If you want the screen to respond faster when you touch and hold it, for example, when you touch and hold the screen to open a pop-up menu, change the **Hover Period** field to a lower number.
3. Press the  key > **Save**.


## 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** checkbox.
4. Press the  key > **Save**.

When your BlackBerry® smartphone is connected to the wireless network, the LED light flashes green.

To turn off the wireless coverage notification, clear the **LED Coverage Indicator** checkbox.


## 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**.

## External display

### Change options for notifications on the external display

When the flip is closed, notification for items, such as new messages, calls, or calendar reminders, appear on the external display.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display > External Notifications**.
  - To turn off the ability to review notifications by pressing the Volume keys, change the **Enable Volume Key to Scroll** field to **No**.
  - To set the backlight to turn on each time that you receive a notification, change the **Automatic Backlight and Notification** field to **Yes**.
  - To prevent notification details, such as the contact and subject line for a message, from appearing on the external display, change the **Show Notification Detail** field to **Never**.
  - To prevent message preview text from appearing in message notifications, change the **Show Message Preview** field to **No**.
  - To change the duration that notifications appear on the external display, change the **Notification Cycle Duration** field.
3. Press the  key > **Save**.

### Review notifications on the external display

Notifications do not appear on the external display when the flip is open or while music is playing.

1. To turn on the backlight if it is not already on, press a **Volume** key or the **Convenience** key on the right side of your BlackBerry® smartphone.
2. To open a notification, press a **Volume** key.
  - To move to the next notification, press the **Volume Up** key.
  - To move to the previous notification, press the **Volume Down** key.
  - To show the text for a message, press the **Convenience** key on the right side of your smartphone.

## Themes

### About themes

Depending on your wireless service provider, you might be able to set a theme on your BlackBerry® smartphone that changes how items such as applications, indicators, words, and icons appear. Themes might be preloaded on your smartphone. You might also be able to download themes from the BlackBerry App World™.

### Change 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**.

**Related information**

[My display changed, 213](#)

## 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 haven't done so, assign an application to the key.
- Open the flip and press the **Convenience** key again. Applications don't open when the flip is closed.
- Verify that you didn't delete the application that you assigned to the key.

### The screen turns off

When you don't use your BlackBerry® smartphone 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 aren't touching your smartphone.

To turn on the screen, click the trackpad or press a key.

**Related information**

[Set options for backlighting, 209](#)

# GPS technology


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

## How to: GPS technology

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

### Turn off location aiding or location data


Location aiding and location data, if available for your BlackBerry® smartphone, improve the performance of GPS technology, but because these features use the wireless network, your data service charges might be increased. To avoid these charges, you can turn off location aiding or location data, but it might take longer for your smartphone to get your GPS location. For more information about data service charges, 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, in the **Location Aiding** section, change the **Setting** field to **Disabled**.
  - To turn off location aiding while roaming, in the **Location Aiding** section, change the **Setting** field to **Disabled While Roaming**.
  - To turn off location data, in the **Location Data** section, change the **Setting** field to **Disabled**.
  - To turn off location data while roaming, in the **Location Data** section, change the **Setting** field to **Disabled While Roaming**.
3. Press the  key > **Save**.

### Turn on GPS technology

Depending on your BlackBerry® smartphone model and wireless network, this feature might not be supported.

**Note:** The GPS options that appear on your smartphone 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® smartphone 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 Data Source** field.
4. Press the  key > **Save**.


## 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 smartphone. 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**.

## Get your GPS location

Depending on your wireless service provider and wireless network, this feature might not be supported. Your BlackBerry® smartphone must have an internal GPS receiver or be paired with a Bluetooth® enabled GPS receiver to perform this task.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > Location Settings**.
3. Press the  key > **Refresh Location**.

The longitude and latitude coordinates for your current location appear.

## Troubleshooting: GPS technology

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

### I can't use GPS technology

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

If you are outdoors, move away from buildings and expose your BlackBerry® smartphone to open sky. If you are indoors, move close to a window.


If you have paired your smartphone 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 smartphone to get your GPS location.

# Maps

## How to: Maps



### Pan a map

To pan a map, your BlackBerry® smartphone must be in pan mode and not zoom mode. The mode that your smartphone is in is displayed at the top of the map.



1. On the Home screen, click the **Maps** icon.
2. If your smartphone is in zoom mode, press the  key > **Pan Mode**.
3. On the trackpad, slide your finger in any direction.


### Zoom in to or out from a map

To zoom in to or out from a map, your BlackBerry® smartphone must be in zoom mode and not pan mode. The mode that your smartphone is in is displayed at the top of the map.

1. On the Home screen, click the **Maps** icon.
2. If your smartphone is in pan mode, press the  key > **Zoom Mode**.
3. Do one of the following:
  - To zoom in, on the trackpad, slide your finger up.
  - To zoom to a point on a map, press the  key > **Zoom to Point**.
  - To zoom out, on the trackpad, slide your finger down.


### View a location on a map

1. On the Home screen, click the **Maps** icon.
2. Press the  key > **Find a Location**.
  - To search for a point of interest such as a business or landmark, in the **Find a store, café, etc.** field, type the information for the point of interest. Highlight the point of interest.
  - To view a new location, in the **Find an address** field, type an address. Highlight the location.
  - To view a location for a contact, in the **Find a store, café, etc.** field, type the contact name. Highlight the contact information.
  - To view a favorite location, in the **Favorites** section, highlight the location.
3. 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 BlackBerry® smartphone 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® smartphone recognizes an address in certain applications, such as instant messaging applications or the MemoPad, your smartphone underlines the address.

1. Highlight an underlined address.
2. Press the  key > **View on Map**.



## 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 the Home screen, click the **Maps** icon.
2. Press the  key > **Find Location**.
3. In the **Find a store, café, etc.** field, type the point of interest information.
4. Press the  key on the keyboard.
5. Press the  key > **View All on Map**.


## View contact information for a point of interest

Points of interest are displayed on maps as location markers.



1. On the Home screen, click the **Maps** icon.
2. Press the  key > **Find Location**.
3. In the **Find a store, café, etc.** field, type information for a point of interest.
4. Highlight the location.
5. Press the  key > **Display Details**.

## Add a location to your list of favorites

1. On the Home screen, click the **Maps** icon.
2. View a location on a map.
3. Press the  key > **Add as Favorite** > **OK**.



To view the list of your favorite locations, press the  key > **Favorites**.

## Change the information for a location in your list of favorites




1. On the Home screen, click the **Maps** icon.
2. Press the  key > **Favorites**.
3. Highlight a location.
4. Press the  key > **Edit Favorite**.
5. Do any of the following:

- In the **Label** field, type a new name for the location.
  - In the **Description** field, type a description of the location.
6. Click **OK**.

## Delete a location from your list of favorites


1. On the Home screen, click the **Maps** icon.
2. Press the  key > **Favorites**.
3. Highlight a location.
4. Press the  key > **Remove as Favorite**.
5. Click **Yes**.


## 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® smartphone 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 favorite location, click the location address.
  - 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 **Find a store, café, etc.** 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**. In the **Find a store, café, etc.** field, type 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 **Find an address** field, type the address. Press the  key on the keyboard. Click the location.
  - To specify a favorite location, set the **Start** field to **From Favorites**. In the list, click a favorite location.
4. Repeat step 3 to specify an ending location.
5. To change the route options, click **Route Options**. Select the **Fastest** or **Shortest** option. Select or clear the checkbox beside one or more route options. Click **OK**.
6. Click **Search**.



## Send a location

You can send a location as a message, for example, in an email 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. Do one of the following:
  - To send a location you are viewing on a map, press the  key.

- To send a location that's in a list, such as your list of favorite locations, go to the list. Highlight the location. Press the  key.
2. Click **Send Location**.
  3. Click a message type.


## Copy a location

1. Do one of the following:
  - To copy a location you are viewing on a map, press the  key.
  - To copy a location that's in a list, such as your list of favorite locations, go to the list. Highlight the location. Press the  key.
2. Click **Copy Location**.

To paste the location, press the  key > **Paste**.


## Clear a map

When you clear a map, any route information displayed on the map no longer appears.

1. On the Home screen, click the **Maps** icon.
2. On a map, press the  > **Clear Map**.



## 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® smartphone 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 Data Source** field.
4. Press the  key > **Save**.

## 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 the Home screen, click the **Maps** icon.
2. Press the  key > **Options**.
3. Change the **Backlight Timeout When Battery Level** field.
4. Press the  key > **Save**.

### Related information



[Set options for backlighting, 209](#)

## Change the font settings for maps

If you change the font settings for maps, your font settings for all other applications do not change.



1. On a map, press the  key > **Options**.
2. Click **Global Map Options**.
3. Perform any of the following actions:
  - Change the **Default Font Family** field.
  - Change the **Minimum Font Size** field.
4. Press the  key > **Save**.

## Change the units of measure for maps

1. On a map, press the  key > **Options**.
2. Click **Global Map Options**.
3. Change the **System of Measurement** field.
4. Press the  key > **Save**.

## Change the display language for maps

If you change your display language for maps, the display language settings for all other applications do not change.

1. On a map, press the  key > **Options**.
2. Click **Global Map Options**.
3. Do one of the following:
  - To view text on maps only in English, change the **Map Display Language** field to **English**.
  - To view text on maps in the language of the location you are viewing, change the **Map Display Language** field to **International**.
4. Press the  key > **Save**.

## Troubleshooting: Maps

### Some features aren't available on my smartphone

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

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

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 your administrator has set an option for you, a lock indicator appears beside the option field.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices).

**Related information**

[Feature availability](#), 0

# Applications

## How to: Applications

### About multitasking

Your BlackBerry® smartphone 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 storage space and battery power your smartphone uses. To optimize the performance of your smartphone, try to close applications when you are finished with them.

#### Related information

[Tips and shortcuts, 13](#)

[Close an app so that it is not running in the background, 223](#)

[Keep an application running in the background and switch to another application, 223](#)


### Create a BlackBerry ID

When you create a BlackBerry® ID, you can use any email address for your BlackBerry ID; you do not have to use an email address that you have added to your BlackBerry smartphone.

1. Do one of the following:
  - From a computer, visit [www.blackberry.com/blackberryid](http://www.blackberry.com/blackberryid). Click **Register for a BlackBerry ID**.
  - If you are prompted on your smartphone, click **Create New**.
2. Complete the instructions on the screen.

### Change your BlackBerry ID information




You can change your user name, display name, security question and answer, and password.


1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > BlackBerry ID**.
3. Change the fields.
4. Press the  key > **Save**.

You can also change your BlackBerry ID information from a computer, by going to [www.blackberry.com/blackberryid](http://www.blackberry.com/blackberryid).



## 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 doesn't appear, click the **Home** 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** 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 information




[Close an app so that it is not running in the background, 223](#)

[About multitasking, 222](#)

## Close an app so that it is not running in the background

To optimize the performance of your BlackBerry® smartphone, try to close apps when you are finished with them.

In the app, do one of the following:

- Press the  key > **Close**.
- Press the  key. If necessary, continue to press the  key until the Home screen appears.


### Related information

[Keep an application running in the background and switch to another application, 223](#)

[About multitasking, 222](#)


## Require your smartphone password before adding an app

To perform this task, you must have set a BlackBerry® smartphone password.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security > Password**.
3. Select the **Prompt on Application Install** check box.
4. Press the  key > **Save**.

## 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 > Device and Status Information**.
3. Press the  key > **Database Sizes**.

## Troubleshooting: Applications

### I can't add, update, or return to the previous version of an app

If your email account uses a BlackBerry® Enterprise Server, your organization might not permit you to add or update smartphone apps. For more information, contact your administrator.

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that your smartphone has enough storage space to add or update the app.

### 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**.

### 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® smartphone.

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

#### Related information

[Turn on or turn off data service or set roaming options, 237](#)

[I can't connect to the mobile network, 240](#)

- [I can't connect to a Wi-Fi network, 252](#)
- [I can't connect to the mobile network, 240](#)
- [I can't connect to a Wi-Fi network, 252](#)

## View the amount of available storage space on your smartphone

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







### Related information

[The application memory on my smartphone is low, 270](#)

## Tips: Freeing and conserving storage space

Try to maintain at least 400 KB of available application storage on your BlackBerry® device. If you find that your device processes are unusually slow, try freeing storage space by deleting files that you don't need. Changing options for email messages, calendar entries, and media files might help you conserve storage space.

For full instructions, click the links under **Related information** at the bottom.


Check how much free storage space you have	On the Home screen or in a folder, click the <b>Options</b> icon. Click <b>Device &gt; Storage</b> .
Delete unneeded files	On the Home screen or in a folder, click the <b>Files</b> icon. Find and highlight a file. Press the  key > <b>Delete</b> .
Delete browsing history and clear the cache	On the Home screen, click the <b>Browser</b> icon. Press the  key > <b>Options</b> . Go to the <b>Clear Browsing Data</b> section.
Reduce the amount of time that your device stores email messages and calendar entries	On the Home screen, click the <b>Messages</b> icon or <b>Calendar</b> icon. Press the  key > <b>Options</b> .
Stop storing sent messages on your device	On the Home screen, click the <b>Messages</b> icon. Press the  key > <b>Options &gt; Email Preferences</b> .
Receive only the first section of long email messages, and choose whether to download more	On the Home screen, click the <b>Messages</b> icon. Press the  key > <b>Options &gt; Message Display and Actions</b> .
Store files on a media card instead of the device	Your BlackBerry device supports media card sizes up to 32 GB. Only microSD media cards are supported.
Reduce the size of pictures you take	On the Home screen, click the <b>Camera</b> icon. Press the  key > <b>Options</b> .

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current 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 deleted an app that I want back

If you delete an app that you downloaded, you might be able to restore the app to your BlackBerry® smartphone.

Try one of the following:

- If you downloaded the app from the BlackBerry App World™ storefront, on the Home screen, click the **BlackBerry App World** icon. Press the  key > **Help**.
- If you downloaded the app with the BlackBerry® Desktop Software, for more information about restoring apps, see the Help in the BlackBerry Desktop Software.
- If you downloaded the app from your wireless service provider or a third-party organization, for more information about restoring the app, contact your wireless service provider or the third-party organization.

## Error messages: Smartphone

### Error 101

This message appears when there is an application error.

Try the following actions:

- Reset your BlackBerry® smartphone.
- If the error message still appears after you reset your smartphone, reload your BlackBerry® Device Software. The reload process deletes your smartphone data.

### Error 102

This message appears when there is an application error.

Try the following actions:

- Reset your smartphone.
- If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data.

### Error 200

This message appears when there is an error with the BlackBerry Device Software.

Try the following actions:

- Reset your smartphone.
- If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

### Error 205

This message appears when your smartphone's security services don't start.

Try the following actions:

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

#### **Error 502**

This message appears when your smartphone finds no remaining processes to run.

Try the following actions:

- Reset your smartphone.
- If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data.

#### **Error 503**

This message appears when there is an application error.

Try the following actions:

- Reset your smartphone.
- If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data.

#### **Error 505**

This message appears when there is an error during a BlackBerry Device Software update.

Try the following actions:

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

#### **Error 507**

This message appears when there is an application error.

Try the following actions:

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

#### **Error 513**

This message appears when you try to reset your smartphone while the smartphone is deleting data. Your smartphone deletes your smartphone data when you exceed the number of allowed smartphone password attempts.

If your email account uses a BlackBerry® Enterprise Server, your administrator might be able to change options that will minimize the chance of this error message appearing again. For more information, contact your administrator.

Try the following actions:

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

#### **Error 517**

This message appears when a conflict occurs between your smartphone's hardware and software. For more information, contact your wireless service provider.

#### **Error 523**

This message appears when there is an error with the BlackBerry Device Software.

Try the following actions:

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

#### **Error 529**

This message appears when there is a system error.

Try the following actions:

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

#### **Error 545**

This message appears when there is an application error.

Try the following actions:

- Reset your smartphone.
- If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

#### **Error 552**

This message appears when your smartphone doesn't have enough storage space to start an application.

Try the following actions:

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

#### **Error 602**

This message appears when there is an application error.

Try the following actions:

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

### Error 603

This message appears when there is an application error.

- Reload your BlackBerry Device Software. The reload process deletes your smartphone data.
- If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.

### Related information

[BlackBerry Device Software, 230](#)

[Security basics, 279](#)

[Reset your smartphone, 265](#)

## Reload the BlackBerry Device Software using the BlackBerry Desktop Software

Before you reload the BlackBerry® Device Software, download and install the latest version of the BlackBerry® Desktop Software.

You may need to reload the BlackBerry Device Software to resolve a technical issue. It might take up to an hour to reload the BlackBerry Device Software. During that time, you can't disconnect your BlackBerry smartphone from your computer.

**Note:** You might not be able to back up your smartphone data if you are reloading the BlackBerry Device Software to resolve a technical issue, such as an application error.

1. Connect your smartphone to your computer.
2. Open the BlackBerry Desktop Software.
3. In the BlackBerry Desktop Software, click **Update**.
4. To download the most recent version of your BlackBerry Device Software, click **Get update**.
5. Do any of the following:
  - To keep a backup file of your smartphone data and settings, select the **Back up your device data** checkbox. This backup file is restored to your smartphone after the software reload finishes. If you don't back up your data, your smartphone data, settings, and email messages are deleted from your smartphone when you reload the software.
  - To encrypt your backup data, click **Encrypt backup file**.
  - If you want to receive an email when an updated version of the BlackBerry Device Software is available, select the **Email me when new versions are available** checkbox.
6. Click **Install update**.

### Related information

[About updating the BlackBerry Device Software, 230](#)

# BlackBerry Device Software

## How to: 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 website, 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 smartphone data, and the number of applications on your BlackBerry smartphone. You cannot use your smartphone 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 smartphone. You can also check for updates manually through the smartphone 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 smartphone data is backed up on your smartphone 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 smartphone.

#### **From a website**

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 smartphone to your computer and visiting [www.blackberry.com/update](http://www.blackberry.com/update).

#### **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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.



## Update the BlackBerry Device Software from a website

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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

1. From your computer, visit [www.blackberry.com/update](http://www.blackberry.com/update).
2. Click **Check for Updates**.
3. Connect your BlackBerry smartphone to your computer.
4. Complete the instructions on the screen.

### Related information

[My smartphone doesn't have enough available storage space to update the BlackBerry Device Software, 233](#)

## 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Connect your BlackBerry® smartphone to your computer and open the BlackBerry® Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

### Related information

[My smartphone doesn't have enough available storage space to update the BlackBerry Device Software, 233](#)

## 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. Depending on your wireless service provider, you might not be able to perform this task at certain times of the day, when there is a greater volume of network traffic.

You can use your BlackBerry® smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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 smartphone 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.



#### Related information

[I can't update the BlackBerry Device Software over the wireless network, 233](#)

[My smartphone doesn't have enough available storage space to update the BlackBerry Device Software, 233](#)

## Downgrade or return to the previous version of 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.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > Software Updates**.
  - If you recently updated your BlackBerry® Device Software, to return to the previous software version, press the  key > **View Result > Downgrade**.
  - To downgrade to an earlier software version, scroll to a software version that the  icon appears beside. Click **Perform Downgrade**. Follow the instructions on the screen.

## 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.

If you recently updated your BlackBerry® Device Software over the wireless network, the previous version of your software might be temporarily stored on your BlackBerry smartphone. To increase the amount of application storage on your smartphone, you can delete the previous version.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > Software Updates**.
3. Press the  key > **View Result**.
4. Press the  key > **Delete Downgrade Data**.

#### Related information

[I can't update the BlackBerry Device Software over the wireless network, 233](#)



[My smartphone doesn't have enough available storage space to update the BlackBerry Device Software, 233](#)

## Hide or show an optional BlackBerry Device Software update

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

If a BlackBerry® Device Software update is optional, you can hide the update on the Software Updates screen and hide the Wireless Update icon. Mandatory updates can't be hidden.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > Software Updates**.

- To hide an optional update, highlight a software version. Press the  key > **Hide**.
- To show all hidden updates, press the  key > **Show All**.

### Related information

[I can't update the BlackBerry Device Software over the wireless network, 233](#)

[My smartphone doesn't have enough available storage space to update the BlackBerry Device Software, 233](#)

## Find your smartphone model number and version of the BlackBerry Device Software

Do one of the following:

- On the Home screen or in a folder, click the **Options** icon. Click **Device** > **About Device Versions**.
- If supported by your input language, in a message or memo, type **myver** followed by a space.

## Troubleshooting: BlackBerry Device Software

### I can't 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 update your BlackBerry® Device Software over the wireless network.

Try the following actions:

- Verify that your BlackBerry smartphone is connected to a wireless network.
- Verify that your smartphone has enough storage space to update the BlackBerry Device Software.
- Verify that you're 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.
- Try to update your BlackBerry Device Software over the wireless network at a later time. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software at certain times of the day, when there is a greater volume of network traffic.
- Try visiting your wireless service provider's website, as you might be able to update your BlackBerry Device Software from the website.

### My smartphone doesn't have enough available storage space to update the BlackBerry Device Software

Try performing the following actions:

- Delete media files, display languages, or third-party applications that you don't use.
- Transfer media files that you have stored in the BlackBerry® smartphone memory to a media card.










# Manage Connections

## Mobile network

### Getting started: Mobile network

#### 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® smartphone. For more information about wireless coverage areas, contact your wireless service provider.

Indicator	Description
	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 smartphone as it attempts to connect to a weak signal.
3G, 4G, H+, EDGE, GPRS, NXL, 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).
	You can call only emergency numbers.
	You are in an area of no wireless coverage.
	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.
	Your NFC connection is turned on.

**Related information**

[About emergency calls and Emergency Callback Mode, 29](#)

## Check what wireless networks your smartphone connects to

You can check the types of networks your smartphone can connect to on your smartphone, as well as by visiting [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices) to see feature specifications for your smartphone model. The types of networks listed do not reflect network connections, only the ability of your smartphone model to connect to those networks.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > About Device Versions**. The types of networks your smartphone can connect to are listed in the brackets after your smartphone model.

For more information about the wireless networks that your BlackBerry® smartphone connects to, see the *Safety and Product Information* booklet for your smartphone.

**Related information**

[I can't connect to a GSM or UMTS network, 0](#)

## 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® smartphone.

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

**Related information**

[Turn on or turn off data service or set roaming options, 237](#)

[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

## How to: Mobile network

### Check what wireless networks your smartphone connects to

You can check the types of networks your smartphone can connect to on your smartphone, as well as by visiting [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices) to see feature specifications for your smartphone model. The types of networks listed do not reflect network connections, only the ability of your smartphone model to connect to those networks.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > About Device Versions**. The types of networks your smartphone can connect to are listed in the brackets after your smartphone model.

For more information about the wireless networks that your BlackBerry® smartphone connects to, see the *Safety and Product Information* booklet for your smartphone.

### Related information

[I can't connect to a GSM or UMTS network, 0](#)

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

### Related information

[Turn on or turn off data service or set roaming options, 237](#)

[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

## 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**.

## Roaming

### About roaming and international roaming

In most cases, your BlackBerry® smartphone 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 smartphone 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 smartphone normally connects to a CDMA network and your smartphone 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® smartphone must be connected to a GSM® or UMTS® network.

Your smartphone is designed to switch to an appropriate wireless network automatically when you travel.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections > Mobile Network**.
3. Change the **Network Selection Mode** field to **Manual**.
4. Click a wireless network.
5. Press the  key > **Close**.


To connect to your wireless service provider's wireless network again, change the **Network Selection Mode** field to **Automatic**.

### Related information

[I can't connect to the mobile network, 240](#)

## 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, text messages with attachments, and browser service) on your BlackBerry® smartphone so that only phone and basic text messaging are available. You can also set your smartphone to turn off data services when roaming, which might prevent you from receiving additional roaming charges. For more information, contact your wireless service provider.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections > Mobile Network**.
3. Do one of the following:
  - 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  key > **Close**.

### Related information

[I can't connect to the mobile network, 240](#)

[Data service unavailable, 241](#)

## 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® smartphone uses these other wireless networks.




Your smartphone 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 smartphone scans for the wireless networks on this list first. If no wireless network on the list is available, your smartphone 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® smartphone 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 connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections > Mobile Network**.
3. Press the  key > **My Preferred Network List**.
4. Press the  key > **Add Network**.
  - 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 smartphone, 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.
5. Press the  key > **Close**.




### Related information

[I can't connect to a GSM or UMTS network, 0](#)

## Delete a wireless network from the preferred wireless network list

To perform this task, your BlackBerry® smartphone 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 connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections > Mobile Network**.
3. Press the  key > **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the  key > **Delete**.
6. Press the  key > **Close**.




## Change the order of preferred networks

To perform this task, your BlackBerry® smartphone must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported. Your BlackBerry smartphone connects to networks based on the order that they appear in the preferred network list.

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




2. Click **Networks and Connections > Mobile Network**.
3. Press the  key > **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the  key > **Move**.
6. Click the new location.
7. Press the  key > **Close**.

## 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 **Networks and Connections > Mobile Network**.
3. Change the **Network Mode** field.
4. Press the  key > **Close**.

### Related information

[I can't connect to the mobile network, 240](#)

## 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** checkbox.
4. Press the  key > **Save**.









When your BlackBerry® smartphone is connected to the wireless network, the LED light flashes green.

To turn off the wireless coverage notification, clear the **LED Coverage Indicator** checkbox.

## 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® smartphone. For more information about wireless coverage areas, contact your wireless service provider.

Indicator	Description
	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 smartphone as it attempts to connect to a weak signal.

Indicator	Description
3G, 4G, H+, EDGE, GPRS, NXL, MIKE, or NTKW	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).
	You can call only emergency numbers.
	You are in an area of no wireless coverage.
	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.
	Your NFC connection is turned on.

### Related information

[About emergency calls and Emergency Callback Mode, 29](#)

## Troubleshooting: Mobile network

### I can't connect to the mobile network

Try the following actions:

- If your BlackBerry® smartphone uses a SIM card, verify that your SIM card is inserted in your smartphone correctly.
- If your smartphone normally connects to a CDMA network and your smartphone supports international roaming, verify that your smartphone is in global roaming mode and that your SIM card is inserted in your smartphone correctly.
- Verify that you've turned on the connection to the wireless network.
- Verify that you're connected to your wireless service provider's network. If you switched wireless networks manually, your smartphone remains connected to that wireless network until you select your wireless service provider's network again.
- If you've set a specific speed for wireless network connections, verify that you're in a wireless coverage area that supports the connection speed.
- If you have a Wi-Fi® enabled smartphone and your wireless service provider supports UMA, verify that your connection preference isn't set to Wi-Fi Only.

### **Related information**

[Turn on or turn off a network connection, 8](#)

[Turn on or turn off a network connection, 8](#)

[UMA connection settings, 249](#)

[Switch wireless networks manually, 237](#)

[Turn on or turn off data service or set roaming options, 237](#)

[Turn on or turn off a network connection, 8](#)

## Error messages

### Data service unavailable

#### **Description**

This message appears when you don't have access to data services on your BlackBerry® smartphone.

#### **Possible solutions**

Try the following actions:

- Verify that you're in a wireless coverage area.
- Verify that the data service on your smartphone is turned on.
- If you're roaming, verify that you can access data services while you roam.

### **Related information**

[Turn on or turn off data service or set roaming options, 237](#)

## Wi-Fi technology

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

## Getting started: Wi-Fi technology

### About connecting to a Wi-Fi network

With Wi-Fi® technology, your BlackBerry® smartphone can access the Internet by connecting to a wireless router or wireless access point at your home, work, or in a hotspot area. Your smartphone 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 smartphone that allows you to log in to a hotspot. If you do not have an application on your smartphone, 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 smartphone saves the connection information so that the next time that you are within range of that network, your smartphone 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.

### Related information

[I can't connect to a Wi-Fi network, 252](#)

## 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 information

[Options for saved Wi-Fi networks, 247](#)

[I can't connect to a Wi-Fi network, 252](#)

## Check what wireless networks your smartphone connects to

You can check the types of networks your smartphone can connect to on your smartphone, as well as by visiting [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices) to see feature specifications for your smartphone model. The types of networks listed do not reflect network connections, only the ability of your smartphone model to connect to those networks.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > About Device Versions**. The types of networks your smartphone can connect to are listed in the brackets after your smartphone model.

For more information about the wireless networks that your BlackBerry® smartphone connects to, see the *Safety and Product Information* booklet for your smartphone.

### Related information

[I can't connect to a GSM or UMTS network, 0](#)

## 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® smartphone.

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

### Related information

[Turn on or turn off data service or set roaming options, 237](#)

[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

[I can't connect to the mobile network, 240](#)





[I can't connect to a Wi-Fi network, 252](#)






## 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**.

## 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® smartphone. For more information about wireless coverage areas, contact your wireless service provider.

Indicator	Description
	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 smartphone as it attempts to connect to a weak signal.
3G, 4G, H+, EDGE, GPRS, NXL, 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).
	You can call only emergency numbers.
	You are in an area of no wireless coverage.
	The connection to the mobile network is turned off.

Indicator	Description
	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.
	Your NFC connection is turned on.

### Related information

[About emergency calls and Emergency Callback Mode, 29](#)

## How to: Wi-Fi technology

### Check what wireless networks your smartphone connects to

You can check the types of networks your smartphone can connect to on your smartphone, as well as by visiting [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices) to see feature specifications for your smartphone model. The types of networks listed do not reflect network connections, only the ability of your smartphone model to connect to those networks.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > About Device Versions**. The types of networks your smartphone can connect to are listed in the brackets after your smartphone model.

For more information about the wireless networks that your BlackBerry® smartphone connects to, see the *Safety and Product Information* booklet for your smartphone.

### Related information

[I can't connect to a GSM or UMTS network, 0](#)

### 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® smartphone.

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

**Related information**

[Turn on or turn off data service or set roaming options, 237](#)

[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

[I can't connect to the mobile network, 240](#)

[I can't connect to a Wi-Fi network, 252](#)

## 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**.

## Connect to a Wi-Fi network

### About connecting to a Wi-Fi network

With Wi-Fi® technology, your BlackBerry® smartphone can access the Internet by connecting to a wireless router or wireless access point at your home, work, or in a hotspot area. Your smartphone 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 smartphone that allows you to log in to a hotspot. If you do not have an application on your smartphone, 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 smartphone saves the connection information so that the next time that you are within range of that network, your smartphone 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.

**Related information**

[I can't connect to a Wi-Fi network, 252](#)

## 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® smartphone, click **Start**.
  - To use a PIN, click **Enter PIN into router**. On your smartphone, click **Start**. Your smartphone 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 information

[Options for saved Wi-Fi networks, 247](#)

[I can't connect to a Wi-Fi network, 252](#)

## Saved Wi-Fi networks

### 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® smartphone tries to connect to your saved networks, click **Move**. Click a new location.
  - To delete the saved network, click **Delete**.


### Related information

[Options for saved Wi-Fi networks, 247](#)

### Prevent your smartphone 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® smartphone 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

### Common options

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 don't know the network type, don't change this field.
SSID broadcasted	Set whether the Wi-Fi network broadcasts its SSID.
Automatically obtain IP address and DNS	Set whether your BlackBerry® smartphone receives a routable IP address, a subnet mask, DNS settings, and a gateway address from the Wi-Fi network.
Allow inter-access point handover	Set whether your smartphone 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.
IP Address	Type the IP address for your smartphone.
Subnet mask	Type the subnet mask for the wireless access point that your smartphone should connect to.
Primary DNS	Type the primary DNS that your smartphone should connect to.
Secondary DNS	Type the secondary DNS that your smartphone should connect to.
Default gateway address	Type the default gateway IP address that your smartphone should connect to.
Domain suffix	Type the domain that your smartphone uses to resolve host names into IP addresses.

### WEP options

These options appear if you choose the WEP security type.

Option	Description
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.

#### WPA/WPA2 Personal options

These options appear if you choose the WPA/WPA2 Personal security type.

Option	Description
Passphrase	If necessary, type the WPA™ or WPA2™-Personal passphrase to connect to the Wi-Fi network.

#### WPA/WPA2 Enterprise options

These options appear if you choose the WPA/WPA2 Enterprise security type.

Option	Description
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.
CA certificate	Set the root certificate that your smartphone should use to verify that it's connecting to the correct Wi-Fi network.
Client certificate	Set the authentication certificate that your smartphone 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 smartphone should use to verify that it's connecting to the correct Wi-Fi network.
Server SAN	If necessary, type the server SAN that your smartphone should use to verify that it's connecting to the correct Wi-Fi network.

## Install a root certificate on your smartphone

You might not be able to connect to some Wi-Fi® networks until you install a root certificate on your BlackBerry® smartphone. You can install the root certificate on your computer, and then use the certificate synchronization tool of the BlackBerry® Desktop Software to synchronize the root certificate between your smartphone and your computer. For more information, see the Help for the BlackBerry Desktop Software, or contact your administrator.

## 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

UMA (also known as GAN) is designed to improve service and prevent dropped calls in areas of limited or no mobile network coverage by automatically switching between the mobile network and available Wi-Fi® networks. If your wireless service provider supports UMA and you subscribe to this service, you might be able to make calls, visit webpages, and send and receive email messages, PIN messages, and text messages over a Wi-Fi network.

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 **Networks and Connections > Mobile Network**.
3. Change the **Connection Preference** field.
4. Press the  key > **Save**.

### Related information

[I can't connect to a Wi-Fi network, 252](#)




## Wi-Fi diagnostic reports

### 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® smartphone 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**.

## 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® smartphone.
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.
Near Field Communication	Set whether third-party applications can use NFC connections.

## About using Wi-Fi with VPN and software tokens

If you have a Wi-Fi® enabled BlackBerry® smartphone 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. If you have a Wi-Fi® enabled smartphone, you might also need a software token to connect to your organization's network using a Wi-Fi network.

## 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® smartphone. For more information about wireless coverage areas, contact your wireless service provider.

Indicator	Description
	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 smartphone as it attempts to connect to a weak signal.
3G, 4G, H+, 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).
	You can call only emergency numbers.
	You are in an area of no wireless coverage.
	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.
	Your NFC connection is turned on.

### Related information

[About emergency calls and Emergency Callback Mode, 29](#)

## Troubleshooting: Wi-Fi technology

### I can't connect to a Wi-Fi network

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

Try the following actions:

- Verify that you've turned on the connection to the Wi-Fi network.
- Verify that you're in a Wi-Fi coverage area. If you're connecting to a home network, see if other wireless devices are able to connect. If you're connecting to an enterprise Wi-Fi network or a hotspot, talk to your administrator or an employee at the hotspot.
- Verify that the time on your smartphone is synchronized with the network time. If the times are different, it could prevent your smartphone from connecting (for example, if connecting to the network requires you to have a certificate on your smartphone and the certificate has an expiration date).
- If the Wi-Fi network doesn't appear in the Set Up Wi-Fi application, it might be hidden. If you know the network name, try connecting to the Wi-Fi network manually.
- In the Set Up Wi-Fi application, verify that the options for the Wi-Fi network are correct. To find out what options to use, for a home network, refer to the information that came with your router; for an enterprise Wi-Fi network, talk to your administrator; for a public hotspot, refer to any information provided for the hotspot or talk to an employee at the hotspot who might have details about how to connect.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your BlackBerry smartphone to scan for available Wi-Fi networks.
- If your wireless service provider supports UMA, verify that your connection preference isn't set to **Mobile Network Only**.
- If your email account uses a BlackBerry® Enterprise Server, your smartphone might prevent you from connecting to certain wireless access points. For more information, contact your administrator.
- If you're 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 isn't also attempting to connect at the same time, and that not more than one access point within range is in this mode. For more information, see the information that came with your router.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you've installed the root certificate for the certificate authority server that created the certificate for the authentication server. The certificate must be transferred to your smartphone before you can connect to the network. For more information, talk to your administrator.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you've added your authentication certificate to your smartphone. The certificate must be transferred to your smartphone before you can connect to the network. For more information, talk to your administrator.

#### Related information

[Turn on or turn off a network connection, 8](#)

[Connect to a Wi-Fi network, 242](#)

[Connect to a Wi-Fi network manually, 242](#)

[Turn on or turn off a network connection, 8](#)

[Change your UMA connection preferences, 249](#)

# Bluetooth technology

## How to: Bluetooth technology

### About Bluetooth

Bluetooth® technology is designed to establish a wireless connection between your BlackBerry® smartphone and a Bluetooth enabled device, such as a hands-free car kit or a wireless headset.

Before you can connect your BlackBerry smartphone 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 pair the devices, you can connect the devices when the Bluetooth enabled device is within range of your BlackBerry smartphone (a typical range is approximately 10 meters). For best results, keep your BlackBerry smartphone within direct line of sight of the Bluetooth enabled device. For example, if your BlackBerry smartphone 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 smartphone to another Bluetooth enabled device, Bluetooth status indicators appear at the top of the Home screen.

### Turn on or turn off Bluetooth technology

If you try to perform an action using Bluetooth® technology, you may be prompted to turn on Bluetooth technology. In some cases, such as when using NFC technology, your BlackBerry® smartphone will turn on Bluetooth technology automatically.

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

- To turn on Bluetooth technology, select the Bluetooth checkbox.
- To turn off Bluetooth technology, clear the Bluetooth checkbox.

### Pair with a Bluetooth enabled device

You must pair your BlackBerry® smartphone 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 **Networks and Connections > Bluetooth Connections > Add New Device > Search**.
3. Click a Bluetooth enabled device.
4. 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 smartphone, 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 alphanumeric code.
- If the Bluetooth enabled device has a keyboard (for example, a laptop), type a pairing passkey of your choice on both devices.

### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[I can't pair with a Bluetooth enabled device, 11](#)



[My list of paired Bluetooth devices doesn't appear, 260](#)

[I can't share contacts with a paired Bluetooth enabled device, 261](#)

## Connect to or disconnect from a paired Bluetooth enabled device

To perform this task, Bluetooth® technology must be turned on and your BlackBerry® smartphone must be paired with the Bluetooth enabled device.

Your BlackBerry smartphone might attempt to connect to a Bluetooth enabled device automatically when Bluetooth technology is turned on and the devices are within range. Your BlackBerry smartphone will usually stay connected to a paired Bluetooth enabled device, such as a car kit or headset, until you disconnect the devices.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections > Bluetooth Connections**.
3. Highlight a Bluetooth enabled device.
  - To connect to a Bluetooth enabled device, press the  key > **Connect**. If necessary, verify that the same number appears in the dialog boxes on both paired devices.
  - To disconnect from a paired Bluetooth enabled device, highlight the device. Press the  key > **Disconnect**.


### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[I can't pair with a Bluetooth enabled device, 11](#)

## Switch to a paired Bluetooth enabled device during a call

To perform this task, you must turn on Bluetooth® technology.

During a call, press the  key > **Activate <Bluetooth device>**.

### Related information

[Turn on or turn off Bluetooth technology, 253](#)

## 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 **Networks and Connections > Bluetooth Connections**.
3. Highlight a Bluetooth® enabled car kit.



4. Press the  key > **Transfer Contacts**.

#### Related information

[I can't share contacts with a paired Bluetooth enabled device, 261](#)

[I lose my connection with a Bluetooth enabled car kit, 260](#)

## Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry® smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.


#### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Turn on or turn off Bluetooth technology, 253](#)


## Send a media file

You can send your pictures and videos to applications that you have installed such as Facebook® for BlackBerry® smartphones, and YouTube® for BlackBerry smartphones. You can select and send multiple picture files at one time. You can only send media files that you have added.

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.
  - To send pictures or a video, click **Send**. Click a message type or an application.
  - To send an audio 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.



## Send and receive a contact card using Bluetooth technology

You can send and receive contact cards directly through the Contacts application using Bluetooth® technology.

1. On the Home screen, click the **Contacts** icon.
2. Click a contact.
3. Press the  key > **Send Contact Card** > **Send Using Bluetooth**.


To receive a contact card, in the **Do you want to receive the incoming data** dialog box that appears on the receiving device's screen, click **Yes**.

## 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 **Networks and Connections > Bluetooth Connections**.
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® smartphone 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 **Networks and Connections > Bluetooth Connections**.
3. Highlight a paired Bluetooth® enabled device.
4. Press the  key > **Delete Device**.

## Make your BlackBerry smartphone discoverable

If you make your BlackBerry® smartphone discoverable, other Bluetooth® enabled devices can detect your smartphone.

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections > Bluetooth Connections**.
3. Set the **Discoverable** field to **2 Minutes**.

After two minutes, the **Discoverable** field switches to **No** automatically.

### Related information

[I can't pair with a Bluetooth enabled device, 11](#)

## Bluetooth technology options



### Bluetooth profiles

Depending on your BlackBerry® smartphone 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 smartphone 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 smartphone.

Option	Description
Data Transfer	This service allows you to connect your BlackBerry smartphone to Bluetooth enabled devices that support the transfer of data such as media files.
Desktop Connectivity	This service allows you to connect your BlackBerry smartphone 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 smartphone 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 smartphone to Bluetooth enabled headsets and car kits that support the Handsfree profile.
Headset (HSP)	This profile allows you to connect your BlackBerry smartphone to Bluetooth enabled headsets that support the Headset profile.
Message Access Profile (MAP)	This profile allows you to use a Bluetooth enabled car kit with your BlackBerry smartphone 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 smartphone to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.
SIM Access	If your BlackBerry smartphone uses a SIM card, this profile allows you to use a Bluetooth enabled car kit to control the SIM card on your BlackBerry smartphone 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 smartphone, 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 smartphone.
Wireless Bypass	This service allows you to connect your BlackBerry smartphone 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.



## 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 **Networks and Connections > Bluetooth Connections**.
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 information



[Bluetooth profiles, 256](#)

## Prevent your smartphone 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 **Networks and Connections > Bluetooth Connections**.
3. Press the  key > **Options**.
4. Change the **Contacts Transfer** field.
5. Press the  key > **Save**.

To allow your smartphone 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 **Networks and Connections > Bluetooth Connections**.
3. Press the  key > **Options**.
4. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
5. Press the  key > **Save**.

## Change the pairing name for your BlackBerry smartphone


1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections > Bluetooth Connections**.
3. Press the  key > **Options**.
4. In the **Device Name** field, type a name for your BlackBerry® smartphone.
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 **Networks and Connections > Bluetooth Connections**.
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 **Networks and Connections > Bluetooth Connections**.
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 **Networks and Connections > Bluetooth Connections**.
3. Press the  key > **MAP Options**.
4. Select the check box beside one or more message types.



## 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 **Networks and Connections > Bluetooth Connections**.
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® smartphone, your smartphone 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 **Networks and Connections > Bluetooth Connections**.
3. Press the  key > **Options**.
4. Clear the **Connect on Power Up** checkbox.
5. Press the  key > **Save**.

## Troubleshooting: Bluetooth technology

### I can't pair with a Bluetooth enabled device

Try the following actions:

- Verify that your BlackBerry® smartphone is compatible with the Bluetooth® enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you don't know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.
- If your BlackBerry smartphone doesn't detect the Bluetooth enabled device that you want to pair with, try making your BlackBerry smartphone discoverable for a short period of time. Many car kits need to discover your BlackBerry smartphone rather than your BlackBerry smartphone 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 **Networks and Connections > Bluetooth Connections**. Click **Add New Device**. Click **Listen**. Bluetooth enabled devices can detect your BlackBerry smartphone for 2 minutes.
- Turn off encryption for Bluetooth connections between your BlackBerry smartphone 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 **Networks and Connections > Bluetooth Connections**. Highlight a Bluetooth enabled device. Press the  > **Devices Properties**. Clear the **Encryption** check box. Press the  key > **Save**.

#### Related information

[Make your BlackBerry smartphone discoverable, 256](#)

## My list of paired Bluetooth devices doesn't appear

Try the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that you've added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

#### Related information

[Turn on or turn off Bluetooth technology, 253](#)

[Pair with a Bluetooth enabled device, 253](#)

## I can't type a passkey on a Bluetooth enabled device

If you can't type a passkey on a Bluetooth® enabled device, the passkey might already be defined.

On your BlackBerry® smartphone, in the **Enter passkey for <device name>** field, try typing **0000**.

## I lose my connection with a Bluetooth enabled car kit

Try the following actions:

- Verify that your car kit is using the latest software version available. For more information about your Bluetooth® enabled car kit's software version, see the documentation that came with your car kit.
- Move your BlackBerry® smartphone to another location in your vehicle or turn your smartphone to face another direction. The location of your BlackBerry smartphone's Bluetooth antenna in relation to your car kit's Bluetooth antenna may affect the Bluetooth connection.

## I can't share contacts with a paired Bluetooth enabled device

Try the following:

- Verify that Bluetooth® technology is turned on.
- Verify that your BlackBerry® smartphone 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 smartphone 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 information**

[Turn on or turn off Bluetooth technology, 253](#)

[Pair with a Bluetooth enabled device, 253](#)

[Share contacts with a paired Bluetooth enabled car kit, 254](#)

# NFC technology

## How to: NFC technology

### About NFC technology

NFC technology is a short-range, wireless technology designed to allow you to quickly exchange information between your BlackBerry® smartphone and smart accessories, smart payment terminals, smart access points, and smart tags. You can also use NFC technology to save, view, create, or change smart posters.

To use NFC technology on your smartphone, NFC technology must be turned on, the backlight on your smartphone must be turned on, and your smartphone's smart tag reader must be within approximately 1 in. (2 cm) of the smart payment terminal, smart accessory, smart access point, or smart tag that you want to exchange information with.

Depending on your wireless service provider and the applications you have added to your smartphone, you might be able to use your smartphone as a transit pass, an access pass, or a credit card by tapping your device against a smart access point or smart payment terminal, subject to applicable terms and conditions from the particular vendor.

### Turn on or turn off NFC technology

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

- To turn on NFC technology, select the **NFC** checkbox.
- To turn off NFC technology, clear the **NFC** checkbox.

#### Related information

[My smartphone doesn't respond when I tap it against a smart tag, smart accessory, smart payment terminal, or smart access point, 264](#)

### Connect to or disconnect from a smart accessory

Do one of the following:

- To connect to a smart accessory, tap your BlackBerry® smartphone against the smart accessory. If necessary, click **Pair with Bluetooth**.
- To disconnect from a smart accessory, tap your smartphone against the connected smart accessory.



## Smart tags and smart posters


### About smart tags and smart posters

Organizations might add smart tags to items such as posters, flyers, or t-shirts. When you tap the smart tag reader of your BlackBerry® smartphone against a smart tag, your smartphone views the smart tag's smart poster and presents you with the options to view or delete the smart poster. Smart posters can contain a range of information including web addresses, coupons, graphics, media files, event details, and more.

### View, save, or delete a smart poster

When you tap your BlackBerry® smartphone against a smart tag, your smartphone automatically saves the smart tag's smart poster in the Smart Tags application along with the date, time, and location of where you saved the smart poster from.



Do one of the following:

- To view and save a new smart poster, tap your smartphone against a smart tag. Click **View**.
- To view a saved smart poster, in the **Applications** folder, click the **Smart Tags** icon. Click a smart poster.
- To delete a saved smart poster, in the **Applications** folder, click the **Smart Tags** icon. Highlight a smart poster. Press the  key > **Delete**.

### Create or change a smart poster

You can create a new smart poster or change an existing smart poster on your BlackBerry® smartphone. When you create or change a smart poster, you can create or change the image, text, or web address that appears on your smart poster.

In the **Applications** folder, click the **Smart Tags** icon.

- To create a new smart poster, press the  key > **Create Smart Poster**. Add the smart poster information. Click **Save**.
- To change an existing smart poster, click a smart poster. Press the  key > **Edit**. Change the smart poster information. Click **Save**.

### Share a smart poster


1. In the **Applications** folder, click the **Smart Tags** icon.
2. Click a smart poster.
3. Tap the smart tag reader of an NFC-enabled device against the smart tag reader of your BlackBerry® smartphone.

## NFC technology options

### Play a sound alert when NFC technology makes a connection

You can set your BlackBerry® smartphone to play a sound alert when NFC technology connects to a smart accessory, views a smart tag, or exchanges information with a smart payment terminal or smart access point.

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

2. Click **Networks and Connections > Near Field Communication**.
3. Select the **Play Sound Alert on Tap** checkbox.
4. Press the  key > **Save**.

## Troubleshooting: NFC technology

### NFC doesn't appear on the Manage Connections screen

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.

### My smartphone doesn't respond when I tap it against a smart tag, smart accessory, smart payment terminal, or smart access point

Try the following:

- Verify that NFC technology is turned on.
- Verify that your BlackBerry® smartphone's backlight is on. NFC technology will not respond when your smartphone's backlight is off.

#### **Related information**


[Turn on or turn off NFC technology, 262](#)

# Power and battery


## How to: Power and battery

### Turn off your smartphone

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 haven't set your BlackBerry® smartphone to turn on and turn off automatically at specific times, press and hold the  key.
- If you have set your smartphone 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 smartphone to stay turned off until you turn it on again, click **Full Power Off**. If you want your smartphone to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

### Set your smartphone 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. In the **Weekday** section, select the **Enabled** checkbox.
4. Specify the times when your BlackBerry® smartphone should turn on and turn off on weekdays.
5. In the **Weekend** section, select the **Enabled** checkbox.
6. Specify the times when your smartphone should turn on and turn off on weekends.
7. Press the  key > **Save**.

### Reset your smartphone

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**.

### Tips: Extending battery life

For full instructions, click the links under **Related information** at the bottom.

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Set your BlackBerry® smartphone to turn on and turn off automatically.

On the Home screen or in a folder, click the **Options** icon. Click **Device > Auto On/Off**.

You can set your smartphone to turn off while you aren't using it for an extended period, like when you sleep. Data you receive when the smartphone is turned off automatically updates when the smartphone turns on.

Set backlighting to remain on for a shorter period of time, and lower its brightness.

On the Home screen or in a folder, click the **Options** icon. Click **Display > Screen Display**.

Turn off network connections you aren't using.

On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click a network connection to clear the checkbox.

Close apps when you're finished with them.


In an app, press the  key > **Close**.

When you switch from one app to another, some apps, such as the Browser app or the Music app, run in the background, which uses battery power.

Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.

On the Home screen, click the **Sound and Alert Profiles** icon. Click **Change Sounds and Alerts**.

Delete the original text from a reply message.

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

If your smartphone has a camera flash, turn off the flash.

On the Home screen, click the **Camera** icon. Click the flash icon at the bottom of the screen until the **flash off** indicator appears.

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 smartphone.

Keeping the battery clean extends the life of your battery.

### Related information

[Delete the original text from a reply message, 50](#)

[Change your ring tone, notifiers, or reminders, 27](#)

[Turn on or turn off a network connection, 8](#)

[Set options for backlighting, 209](#)

[Set your smartphone to turn on and turn off automatically, 265](#)

# Memory and media cards

## How to: Memory and media cards

### About media cards


Depending on your BlackBerry® smartphone model, you can insert a microSD media card into your smartphone to take videos and extend the storage space that's available on your smartphone for storing media files such as songs, ring tones, videos, or pictures. For more information about inserting a media card into your smartphone, see the printed documentation that came with your smartphone.

### Supported media cards

Your BlackBerry® smartphone 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® smartphone can't access the files that are on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device**.
3. Click **Storage**.
4. Clear the **Media Card Support** checkbox.
5. Press the  key > **Save**.

### Back up smartphone data to your media card

To perform this task you must have a media card inserted in your BlackBerry® smartphone, and mass storage mode must be turned off.

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.

**CAUTION:** If you perform this task, any existing data on your media card is deleted and replaced with your smartphone data.

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click **Device Switch > Using a Media Card > Save Data**.
  - To back up smartphone data including email, select the **Save emails** option.
  - To back up smartphone data excluding email, select the **Don't save emails** option.
3. Click **Continue**.
4. To set a password for your data, in the **Password** field, enter a password.
5. In the **Confirm** field, re-enter the password.

6. Click **Save**.

## Restore smartphone data from your media card

To perform this task, mass storage mode must be turned off.

If you have backed up your BlackBerry® smartphone data to your media card, you should be able to restore the data to your smartphone.

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click **Device Switch > Using a Media Card > Transfer Data > Continue**.
3. In the **Password** field, enter the password you set when you backed up your smartphone data.
4. Click **Enter**.


## View the amount of available storage space on your smartphone

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

### Related information

[The application memory on my smartphone is low, 270](#)



## View the amount of storage space used by media files

1. On the Home screen, click the **Media** icon.
2. Press the  key > **Memory Use**.

## Change the amount of storage space available for media files

To optimize the performance of your BlackBerry® smartphone, you can change the amount of storage space that your smartphone allocates for media files.

Depending on your BlackBerry® smartphone model, this feature might not be supported.


1. On the Home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
  - To change the maximum amount of storage space available for all media files, change the **Built-in Media Storage Limit** field.
  - To change the minimum amount of storage space available for pictures, change the **Reserved Pictures Memory** field.
3. Press the  key > **Save**.

### Related information

[View properties for a file, 88](#)

## Repair files stored on your media card or on your smartphone

**CAUTION:** If you run the repair feature on your BlackBerry® smartphone, your smartphone might delete files that have errors from your media card or on your smartphone.

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


### Related information

[My smartphone doesn't recognize my media card, 270](#)

## Format your device or media card

Depending on your device model, you might not be able to format your device.

**CAUTION:** Formatting your media card will delete all the files from it.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device > Storage**.
3. Press the  key > **Format**.
4. Complete the instructions on the screen.

## About compression

Compression is designed to reduce the size of your BlackBerry® smartphone data while maintaining the integrity of that data. When compression is turned on, your smartphone compresses all smartphone data, including messages, contacts, calendar entries, tasks, and memos. You should keep compression turned on.

If both compression and encryption are turned on, your smartphone compresses smartphone data before encrypting it.

## About file encryption


File encryption is designed to protect files that you store on your BlackBerry® smartphone and on a media card that can be inserted in your smartphone. You can encrypt the files on your smartphone and on your media card using an encryption key that your smartphone generates, your smartphone password, or both.

If you encrypt the files using an encryption key that your smartphone generates, you can only access the files on your media card when the media card is inserted in your smartphone. If you encrypt the files using your smartphone password, you can access the files on your media card in any smartphone that you insert your media card into, as long as you know the password for the smartphone.

## Turn on encryption

To encrypt data on your BlackBerry® smartphone, you must have set a password for your smartphone.

Depending on the amount of storage space available for storing files on your smartphone, you might not be able to encrypt files on your smartphone.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security > Encryption**.
3. To encrypt data on your smartphone, in the **Device Memory** section, select the **Encrypt** checkbox.
4. To encrypt files that are stored on a media card and on your smartphone, in the **Media Card** section, select the **Encrypt** checkbox and do one of the following:
  - To encrypt files using an encryption key that your smartphone generates, change the **Mode** field to **Device Key**.
  - To encrypt files using your smartphone password, change the **Mode** field to **Device Password**.
  - To encrypt files using an encryption key and your smartphone 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** checkbox.
6. Press the  key > **Save**.

To stop encrypting data on your smartphone, in the **Device Memory** section, clear the **Encrypt** checkbox. To stop encrypting files, in the **Media Card** section, clear the **Encrypt** checkbox.

## Troubleshooting: Memory and media cards

### My smartphone doesn't recognize my media card

Try one of the following actions:

- Verify that your media card is inserted in your BlackBerry® smartphone correctly. For more information about inserting a media card into your smartphone, see the printed documentation that came with your smartphone.
- In your media card options, if there is a message to format your media card, disconnect your smartphone from your computer. Format your media card.  
**CAUTION:** Formatting your media card will delete all the files from it.

### The application memory on my smartphone is low

When the application memory available on your BlackBerry® smartphone is low, your smartphone displays a dialog box that lists applications and languages that you don't 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 smartphone 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.

**Related information**

[View the amount of available storage space on your smartphone, 225](#)

[Tips: Freeing and conserving storage space, 15](#)

# Search

## How to: Search

### Search for an item

You can search for help, contacts, documents, files, memos, pictures, videos, and more on your BlackBerry® smartphone. You can choose to narrow your search from an app. You can also choose to expand your search to the Internet.

1. On the Home screen, in the upper-right corner, click the **search** icon.
2. Type your search terms.

To stop a search, press the  key twice.


#### Related information

[Change what happens when you type on the Home screen, 0](#)


### Search for an item using voice enabled search

Voice enabled search might not be available in all languages. To complete this task, your BlackBerry® smartphone must be connected to the wireless network.


1. On the Home screen, in the upper-right corner, click the **search** icon.
2. Click the **microphone** icon.
3. Say 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**.







### Change the language for voice enabled search

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language > Language and Method**.
3. Change the **Voice Enabled Language** field.
4. Press the  key > **Save**.


## Search for messages

You can search for messages on your BlackBerry® smartphone. You might also be able to search for messages in the email application on your computer or in another associated 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 > **Search by** > **Advanced**. Specify the search criteria. To save the search criteria, press the  key > **Save**. Click **Search**.
- To search for messages using the criteria from your last advanced search, press the  key > **Search by** > **Advanced**. Press the  key > **Last**.

**Note:** If you search for messages, your smartphone doesn't search attachments.


To stop a search, press the  key.

## Message search criteria

Field	Description
Search Messages	Specify whether you search for messages that are on your BlackBerry® smartphone or for messages that are in an email application on your computer.
Name	Specify one or more contacts or email addresses that your smartphone 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 smartphone should search in for the name or email address.
Subject	Specify one or more words that your smartphone should search for in the subject of messages.
Message	Specify one or more words that your smartphone should search for in the body of messages.
Include Encrypted Messages	Specify whether your smartphone searches encrypted messages, plain text messages, and digitally signed messages.

Field	Description
Service	If your smartphone is associated with more than one email address, change the email account that your smartphone should search in for messages. Not all email accounts support this feature.
Folder	Change the folder that your smartphone should search for messages in.
Show	Change the status of messages that your smartphone should search for.
Type	Change the type of messages that your smartphone should search for.


## Do more with your message search results


- In the search results, highlight a message.
- Press the  key.
  - To view more available search results, click **Get More Results**.
  - To add the message that you highlighted to your message inbox, click **Add**.
  - To add all the messages from the search results to your message inbox, 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 your message inbox or the email application on your computer.



## Search for text in a message, in a file, or on a webpage




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

- In a message, in a file, in an attachment, or on a webpage, press the  key > **Find** or **Find on Page**.
- Type the text.
- Press the **Enter** key.

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




## View, change, or delete a saved search

- On the Home screen, click the **Messages** icon.
- Press the  key > **Search by** > **Advanced**.
- 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 work 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**.

## Troubleshooting: Search

### I don't get any voice enabled search results

Try one of the following:

- Verify that your BlackBerry® smartphone has a strong connection to the wireless network.
- Verify that the correct language is set for voice enabled search.

#### Related information




[Check the status of network connections and services, 224](#)

# SIM card

Depending on your wireless service provider and wireless network, your BlackBerry® device might not use a SIM card.

## How to: SIM card

### 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® smartphone does not copy the SIM card contact.

#### Related information

[Add a contact, 182](#)

### 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**.

### Store SIM card contacts on your wireless service provider's contact backup server





Depending on your wireless service provider and your wireless service plan, you might be able to store your contacts on your wireless service provider's contact backup server. For more information, contact your wireless service provider.

## Replace or merge contacts on your wireless service provider's contact backup server

When you insert a new SIM card in your BlackBerry® smartphone, you can choose to replace or merge that SIM card's phone book with the contacts that you have backed up on your wireless service provider's contact backup server. In order to do so, you will need to sign up for your wireless service provider's contact backup service and you must have backed up your SIM card phone book to your wireless service provider's contact backup server.

1. Insert a new SIM card into your smartphone or switch your SIM card.
2. On the Home screen, click the **Contacts** icon.
3. When prompted to sign up for contact backup service, select **Yes**.
  - To replace your SIM card phone book with the contacts you backed up to your wireless service provider's contact backup server, click **Delete**.
  - To merge your SIM card phone book with the contacts you backed up to your wireless service provider's contact backup server, click **Do Not Delete**.
4. Click **Next**.



## 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® smartphone 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**.
3. Select the **Leave Messages On SIM Card** checkbox.
4. Press the  key > **Save**.

To stop storing text messages on your SIM card, clear the **Leave Messages On SIM Card** checkbox. If you clear this checkbox, 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® smartphone. If you lock your SIM card with a PIN code, other people cannot use their SIM card in your smartphone. 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

## How to: Security

### Security basics

#### About the smartphone password

If you set a BlackBerry® smartphone password, you'll be prompted to enter your password to unlock your smartphone.

If you forget your password, it can't be recovered. If you exceed the number of allowed password attempts, your smartphone deletes all your smartphone data for security reasons and you'll be prompted to set a new password. If your smartphone uses a BlackBerry® Enterprise Server, depending on the IT policies that have been set by your administrator, data on your media card might be deleted as well. 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

#### Related information

[Set a smartphone password, 279](#)


[I forget my smartphone password, 10](#)

[My smartphone prompts me to make an emergency call when I type a password, 310](#)

#### Set a smartphone password

If you forget your BlackBerry® smartphone password, it can't be recovered. You can reset your password without knowing your current password by deleting all your smartphone data.

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

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

To turn off your BlackBerry® smartphone password, clear the **Enable** checkbox.

#### Related information

[About the smartphone password, 279](#)

[I forget my smartphone password, 10](#)

## Change the smartphone password





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

## Lock or unlock your smartphone


You can lock the keyboard to avoid pressing it or making calls accidentally and, if you have set a BlackBerry® smartphone password, you can also lock your smartphone with a password.

Depending on how you or your administrator set your password options, if you don't use your smartphone for a certain period of time, your smartphone might lock with a password automatically.

Do one of the following:

- To lock the keyboard, press the  key on the top of your smartphone.
- To unlock the keyboard, press the  key again.
- To lock your smartphone with a password, on the Home screen or in a folder, click the  icon.
- To unlock your smartphone, enter your password. Press the  key.

## Lock your smartphone 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** checkbox.
4. Press the  key > **Save**.


## Change the amount of time before your smartphone locks

Depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

If you set a BlackBerry® smartphone password, you can choose whether your smartphone locks automatically after a certain period of time.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security > Password**.
3. Change the **Lock After** field.

## Set a limit for smartphone 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 smartphone data, third-party applications, or media card files

Before you delete your BlackBerry® smartphone 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 of deleting all smartphone data can take up to an hour to complete. You can't stop the process after you start it. If you reset your smartphone, the process restarts after the smartphone 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** checkbox.
  - To delete all third-party applications that you have added, select the **User Installed Applications** checkbox.
  - To delete all files from your media card, select the **Media Card** checkbox.
3. Type **blackberry**.
4. Click **Wipe Data**.

If you're preparing your smartphone 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 smartphone, contact your wireless service provider to disassociate the account from your smartphone.

## Password Keeper






### About the Password Keeper

Use the Password Keeper to store all your passwords in one place. The Password Keeper is designed to protect your passwords with a Password Keeper password. When you type this password, the Password Keeper decrypts your passwords.


You can also use the Password Keeper to generate random passwords that contain numbers, letters, and symbols.

### Add, change, or delete a password in the Password Keeper



On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.

- To add a password, press the  key > **New**. Type the password information. Press the  key > **Save**.
- To change a password, highlight a password. Press the  key > **Open**. Change the password information. Press the  key > **Save**.
- To delete a password, highlight a password. Press the  key > **Delete**.


### 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**.

## 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. Change the **Password Attempts** field.
4. Press the  key > **Save**.



## 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**.


## Hide or show 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**.
  - To hide passwords in the Password Keeper, clear the **Show Password** checkbox.
  - To show passwords in the Password Keeper again, select the **Show Password** checkbox.
3. 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**.

## Encryption

### About encrypting data on your smartphone

When encryption for data on your BlackBerry® smartphone is turned on, your smartphone uses a private key to encrypt data as it is stored on your smartphone, including data that your smartphone receives when it's locked. Your smartphone 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 smartphone is locked, the caller name doesn't 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 smartphone password and also connect your smartphone to your smart card reader.

When you lock your smartphone, an open lock indicator appears at the top of the screen to indicate that your smartphone is in the process of securing your data, which includes deleting a copy of the private key from the temporary smartphone memory. A lock indicator appears at the top of the screen when your smartphone has deleted the key.

### About file encryption

File encryption is designed to protect files that you store on your BlackBerry® smartphone and on a media card that can be inserted in your smartphone. You can encrypt the files on your smartphone and on your media card using an encryption key that your smartphone generates, your smartphone password, or both.


If you encrypt the files using an encryption key that your smartphone generates, you can only access the files on your media card when the media card is inserted in your smartphone. If you encrypt the files using your smartphone password, you can access the files on your media card in any smartphone that you insert your media card into, as long as you know the password for the smartphone.

### Turn on encryption

To encrypt data on your BlackBerry® smartphone, you must have set a password for your smartphone.

Depending on the amount of storage space available for storing files on your smartphone, you might not be able to encrypt files on your smartphone.


1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security > Encryption**.
3. To encrypt data on your smartphone, in the **Device Memory** section, select the **Encrypt** checkbox.
4. To encrypt files that are stored on a media card and on your smartphone, in the **Media Card** section, select the **Encrypt** checkbox and do one of the following:
  - To encrypt files using an encryption key that your smartphone generates, change the **Mode** field to **Device Key**.
  - To encrypt files using your smartphone password, change the **Mode** field to **Device Password**.

- To encrypt files using an encryption key and your smartphone 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** checkbox.
  6. Press the  key > **Save**.

To stop encrypting data on your smartphone, in the **Device Memory** section, clear the **Encrypt** checkbox. To stop encrypting files, in the **Media Card** section, clear the **Encrypt** checkbox.

## Set encryption strength


If encryption of data that is stored on your BlackBerry® smartphone is turned on, you can set the strength of the encryption that your smartphone uses to protect data that you receive when your smartphone 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 smartphone

To perform this task, your work 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 smartphone 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 smartphone.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security > Encryption**.
3. Select the **Two-factor Protection** checkbox.
4. Press the  key > **Save**.

## About encryption keys

If your BlackBerry® smartphone is associated with an email account that uses a BlackBerry® Enterprise Server or BlackBerry® Desktop Redirector, your smartphone is designed to use an encryption key to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and your smartphone.

You should generate a new encryption key every 2 weeks.

## Generate an encryption key

To perform this task, your work 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 **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® smartphone. 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 smartphone in a holster
- When you do not use your smartphone for a specified period of time
- When you synchronize with your computer
- When you change the time or the time zone for your smartphone
- When you lock your smartphone

### 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 smartphone deletes sensitive data from the temporary smartphone 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® smartphone from deleting sensitive data when you insert your smartphone in a holster, clear the **Clean When Holstered** checkbox.
  - To prevent your smartphone from deleting sensitive data when your smartphone remains idle for a specified period of time, clear the **Clean When Idle** checkbox.
  - To change how long your smartphone 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 smartphone 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, in the **Memory to Clean** section, 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-enabled server or DSML-enabled 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**.

#### Related information

[I can't download a certificate, 310](#)

### 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 smartphone 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 work 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 smartphone. 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.

### Related information


[I can't download a certificate, 310](#)

## Import a certificate or PGP key that is saved on your smartphone

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a certificate or PGP® key.
3. 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**.

## Install a root certificate on your smartphone

You might not be able to connect to some Wi-Fi® networks until you install a root certificate on your BlackBerry® smartphone. You can install the root certificate on your computer, and then use the certificate synchronization tool of the BlackBerry® Desktop Software to synchronize the root certificate between your smartphone and your computer. For more information, see the Help for the BlackBerry Desktop Software, or contact your administrator.


## 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® smartphone), or not trusted (the certificate isn't explicitly trusted and the root certificate in the certificate chain isn't trusted or doesn't exist on your smartphone).
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 smartphone supports X.509 and WTLS certificate formats.
Public Key Type	This field displays the standard to which the public key complies. Your smartphone supports RSA®, DSA, Diffie-Hellman, and ECC keys.
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.
Signature Algorithm	This field displays the algorithm that the certificate issuer used to generate the digital signature.
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 Personal Certificates**
  - **Show Others' Certificates**
  - **Show CA Certificates**
  - **Show Root Certificates**


To view all the certificates on your BlackBerry® smartphone, press the  key > **Show All Certificates**.

## Send a certificate


When you send a certificate, your BlackBerry® smartphone sends the public key, but doesn't 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® smartphone 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 can't 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® smartphone. Your smartphone doesn't 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. Clear the **Prompt for Label** checkbox.
6. Press the  key > **Save**.

When you add a certificate, your BlackBerry® smartphone 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**.

## Change how often a certificate authority profile checks certificate status

Depending on your organization, you might be able to change how often a certificate authority profile checks the status of its certificate. If the certificate is scheduled to expire soon you can re-enroll with the certificate authority profile 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**.
3. Change the **Certificate Revocation Check Interval** field.

4. Press the  key > **Save**.

## PGP keys

### About PGP keys



If your work 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 smartphone if you're already sending and receiving PGP messages on your computer.

### PGP key basics

#### Download a PGP key from an LDAP-enabled server


If you use the PGP® Universal Server, you might not be able to download PGP keys from an LDAP-enabled 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**.


#### Related information

[I can't download a PGP key from an LDAP-enabled server, 310](#)


#### 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-enabled 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 that is saved on your smartphone

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a certificate or PGP® key.
3. 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 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® smartphone), or not trusted (the PGP key isn't explicitly trusted and isn't associated with a trusted PGP key on your smartphone, and a chain of digital signatures to a trusted key doesn't 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 smartphone supports RSA®, DSA, and Diffie-Hellman keys.




Property	Description
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® smartphone sends the public key, but doesn't send the corresponding private key.


1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security > Advanced Security Settings > PGP Keys**.
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® smartphone 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 > **Clear Universal Cache**.

The next time that you send a PGP protected message, your smartphone 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
	The PGP® key has a corresponding private key that is stored on your BlackBerry® smartphone.
	The PGP key is trusted and valid, and the revocation status of the PGP key is good.

Indicator	Description
	The revocation status of the PGP key is unknown or the key is weak.
	The PGP key is untrusted, revoked, expired, not valid, or can't 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 > **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 > **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® smartphone. Your smartphone doesn't 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 > Advanced Security Settings > PGP Keys**.
3. Highlight a PGP key.
4. Press the  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 > Advanced Security Settings > PGP Keys**.
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® smartphone 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 > **Save**.



## 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 > **New Server**.
4. Specify information for the certificate server.

5. Press the  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-enabled servers and DSML-enabled servers

Option	Description
Friendly Name	Type a display name for the server.
Server Name	Type the network address of the server.
Base Query	Type the base query information for the 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 server.
Connection Type	Specify whether your BlackBerry® smartphone uses an SSL connection or a TLS connection to connect to the 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® smartphone 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 Software
- Certificates that you download from an LDAP-enabled server or DSML-enabled server
- Certificates that you download from a certificate authority profile
- Certificates that you import from your smartphone 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-enabled server
- PGP public keys that you import from your smartphone 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 smartphone password

If you synchronize the key store password with your BlackBerry® smartphone password, when you change your smartphone 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 smartphone 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® smartphone 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 smartphone uses to download certificates

Depending on your organization, you might not be able to change the service that your BlackBerry® smartphone 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® smartphone are backed up or restored when you back up or restore your smartphone data. For security reasons, if you don't 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** checkbox.
4. Press the  key > **Save**.


To turn on automatic backup and restore of key store data, select the **Allow Key Store Backup/Restore** checkbox.

## 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® smartphone downloads a new revocation status automatically when your smartphone 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** checkbox.
4. Press the  key > **Save**.

Your BlackBerry® smartphone rejects certificate revocation lists from CRL servers that the BlackBerry® MDS Connection Service can't verify.

## Smart cards

### About using a smart card with your smartphone

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® smartphone, but you can't 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 smartphone.


If you use a smart card certificate to authenticate with your smartphone, after you connect your smart card reader to your smartphone, your smartphone requests authentication from the smart card each time that you unlock your smartphone.

You can install multiple smart card drivers on your smartphone, 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® smartphones is installed on your smartphone, 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® smartphone 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 smartphone password to unlock your smartphone, 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 smartphone password to unlock your smartphone, set the **Authentication Type** field to **Proximity**. Select the **Prompt for Device Password** checkbox.
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 smartphone 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. Select the **Lock On Card Removal** checkbox.
5. Press the  key > **Save**.

### Related information

[I can't unlock my smartphone using my smart card, 310](#)

## About smart password entry


If you use advanced authentication and your BlackBerry® smartphone 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 smartphone is designed to remember the format of a password that you type in a password field. When you type the password again, your smartphone 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 smartphone.

## Turn off smart password entry

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® smartphone.


You can turn off smart password entry to reduce the chance that someone might guess your smartphone password or smart card password based on the smart password filter that your smartphone 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. Clear the **Smart Password Entry** checkbox.
5. Press the  key > **Save**.



To turn on smart password entry again, check the **Smart Password Entry** checkbox.

## 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.

## 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® smartphone 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 smartphone 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® smartphone.

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 smartphone.


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, change 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® smartphone.

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 smartphone checks the status of your authentication certificate and finds that it is revoked or expired, your smartphone locks.

## Store the passphrase for your smart card on your smartphone

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Smart Card**.
3. Select the **PIN Caching** checkbox.
4. Press the  key > **Save**.

Your BlackBerry® smartphone stores the passphrase for the same length of time as it stores your key store password.

## 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. Depending on your organization, you might have more than one VPN profile on your BlackBerry® smartphone. For more information about VPN profiles, contact your administrator.

### Log in to a VPN

- To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. 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 smartphone and the software token information that appears in the VPN profile must be correct.
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**.

## About software tokens

You might need a software token to log in to a VPN. A software token includes a token code that your smartphone regenerates periodically and a PIN. For more information about software tokens, contact your administrator.

## 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® smartphone. 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**.

## Change the PIN for a software token on your smartphone

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® smartphone. The tests should run automatically after you restart your smartphone, 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 or your administrator can set permissions that control how third-party applications on your BlackBerry® smartphone interact with the other applications on your smartphone. 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 smartphone, your smartphone is designed to prevent these applications from sending or receiving data without your knowledge. Before a third-party application sends or receives data, you might be prompted to accept or deny the connection request. For a selected application, you can change this prompt for a specific location or resource.

## Set permissions for a third-party application

**Note:** Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry® smartphone. For more information about how changing these permissions might affect the operation of the applications on your smartphone, 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**.

### Related information

[Interaction permissions for third-party applications, 307](#)

[Data permissions for third-party applications, 308](#)

## 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® smartphone 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.

## 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**.

## 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® smartphone.
Device Settings	Specify whether third-party applications can turn on or turn off your smartphone or change smartphone options, such as display options.
Media	Specify whether third-party applications can access media files on your smartphone.
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 smartphone can use third-party applications as a source for customized themes.

Permission	Description
Input Simulation	Specify whether third-party applications can simulate actions, such as pressing a key on your smartphone.
Browser Filtering	Specify whether third-party applications can register browser filters with the browser on your smartphone to add, change, or delete website content before it appears in your browser.
Recording	Specify whether third-party applications can take screen shots of your smartphone screen or use other applications on your smartphone to take pictures or recordings.
Security Timer Reset	Specify whether third-party applications can reset the duration that your smartphone remains unlocked after you stop using it.

**Related information**

[Set permissions for a third-party application, 306](#)

**Data permissions for third-party applications**

Permission	Description
Email	Set whether third-party applications can access email messages, text messages, or PIN messages on your BlackBerry® smartphone.
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 smartphone. For example, you can set whether third-party applications can access files that you transfer to your smartphone using Bluetooth® technology or the media manager tool of the BlackBerry® Desktop Software.
Security Data	Set whether third-party applications can access certificates or keys in the key store on your smartphone.
Secure Element	Set whether third-party applications can access confidential information, such as credit card numbers, coupons, loyalty cards, and transit passes, that are stored on your smartphone's secure element. Depending on your smartphone model and wireless service provider, your smartphone might not use a secure element.

**Related information**

[Set permissions for a third-party application, 306](#)

## 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® smartphone.
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.
Near Field Communication	Set whether third-party applications can use NFC connections.

## Troubleshooting: Security

### I forget my smartphone password

If you forget your BlackBerry® smartphone password, it can't be recovered. If your smartphone uses a BlackBerry® Enterprise Server, your administrator might be able to reset your password without deleting your smartphone data. Otherwise, the only way you can reset your password without knowing your current password is to delete all your smartphone data. You can do this by exceeding the number of allowed password attempts.

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, when you delete your smartphone data, you might also delete the data on your media card. 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

## My smartphone prompts me to make an emergency call when I type a password

If your BlackBerry® smartphone password contains a combination of letters that corresponds to an emergency access number, your smartphone might prompt you to make an emergency call when you type your smartphone password.

To continue typing your smartphone password, press the  key.

### Related information

[Change the smartphone password, 280](#)

## I can't unlock my smartphone using my smart card

Try 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 isn't revoked or expired.

## I can't download a certificate

If you changed the connection type that your BlackBerry® smartphone uses to connect to the LDAP-enabled server or DSML-enabled server, try switching to the default connection type.

## I can't download a PGP key from an LDAP-enabled server

Try the following actions:

- Verify that your organization permits you to download PGP® keys from an LDAP-enabled server. For more information, contact your administrator.
- If you changed the connection type that your BlackBerry® smartphone uses to connect to an LDAP-enabled server, try using the default connection type.




# 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® smartphone over the wireless network to add an additional service or application to your smartphone.

If your work email account uses a BlackBerry® Enterprise Server, you can also receive service books on your smartphone 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**.

### Related information

[I can't run or submit a diagnostic report, 312](#)

## 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**.

### Related information

[I can't run or submit a diagnostic report, 312](#)


## Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry® smartphone sends the report to that recipient. If you want to specify a recipient each time that you submit a report, don't 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 can't 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® smartphone 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 can't submit a diagnostic report to a PIN, try submitting the report to an email address.

### Related information

[Run a diagnostic report, 311](#)

[View, submit, or delete a diagnostic report, 311](#)

## Find your smartphone model number and version of the BlackBerry Device Software

Do one of the following:

- On the Home screen or in a folder, click the **Options** icon. Click **Device > About Device Versions**.
- If supported by your input language, in a message or memo, type **myver** followed by a space.

# Synchronization

## How to: Synchronization

### About synchronization and reconciliation

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

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



In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry® Desktop Software to synchronize your organizer data. 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.


### Synchronize email over the wireless network


You can set the Wireless Reconcile option for each email address that is associated with your BlackBerry® smartphone, which will synchronize your email over the wireless network.

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** checkbox.
5. Press the  key > **Save**.

### Delete email on your smartphone 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® smartphone.

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 information

[Delete a message, 56](#)

## 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone 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** checkbox.
4. Press the  key > **Save**.

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

#### Related information

[Some characters in calendar entries don't appear correctly after synchronization, 180](#)

[About synchronization conflicts, 54](#)

## About synchronization conflicts

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

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone 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 smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

#### Related information



[Some characters in calendar entries don't appear correctly after synchronization, 180](#)

[Synchronize organizer data over the wireless network, 185](#)

## Manage email reconciliation conflicts

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

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 smartphone data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.



If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

## Empty the deleted items folder on your computer from your smartphone

To perform this task, your work 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 messages aren't reconciling over the wireless network

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually.

### Organizer data isn't synchronizing over the wireless network

Try the following actions:

- Verify that your BlackBerry® smartphone 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 synchronize calendar data using the BlackBerry® Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

### Contact list field data isn't 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 can't add a contact's birthday to a custom contact list field on your BlackBerry® smartphone 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.

#### **Related information**

[Create a custom contact field, 182](#)

### Some characters in calendar entries don't appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® smartphone 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 a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

**Related information**

[About synchronization conflicts, 54](#)

[Synchronize organizer data over the wireless network, 185](#)

## I'm not receiving email messages from personal folders on my computer

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



# Accessibility options

## How to: Accessibility

### Screen accessibility options

#### Display closed captions in videos


You can turn on closed captions so that text displays on the screen when you play video files that support closed captions.

1. On the Home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
3. Select the **Display Closed Captions** checkbox.
4. If necessary, change the **Appearance** field, **Position** field, and **Font Scale** field.
5. Press the  key > **Save**.

#### Related information

[Keep backlighting on when you play a video, 124](#)


#### 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**.

#### Related information

[Use grayscale or reverse contrast for the screen display, 211](#)  
[Screen display, 209](#)

#### 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 or turn off event sounds

Event sounds alert you when you turn on or turn off your BlackBerry® smartphone, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your smartphone.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Change the **Event Sounds** field.
4. Press the  key > **Save**.


### Change how you answer calls with a headset


If your BlackBerry® smartphone is paired with a Bluetooth® enabled headset or you have a headset plugged into your smartphone, you can set your smartphone to answer calls automatically after 5 seconds.

1. From the Home screen, press the  key.
2. Press the  key > **Options** > **In-call Settings**.
  - To answer calls automatically after 5 seconds, change the **Auto Answer Calls** field to **After 5s (Bluetooth/Headset Only)**.
  - To stop answering calls automatically after 5 seconds, change the **Auto Answer Calls** field to **Never**.
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® smartphone 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 and Alerts** > **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**.




### Hearing aid mode

Depending on your BlackBerry® smartphone model, this feature might not be supported.

## About hearing aid mode

In hearing aid mode, or telecoil mode, the magnetic signal of your BlackBerry® smartphone 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.

#### Related information

[About hearing aid mode, 40](#)

[About hearing aid mode, 40](#)

## 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® smartphone 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 smartphone 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 smartphone. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry smartphone, visit [www.shopblackberry.com](http://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** field to **On**.
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** field to **Off**.

#### Related information

[About TTY support, 40](#)

[Phone options, 38](#)

## 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.

#### Related information

[I can't make calls using a voice command, 44](#)

### Available voice commands



Voice command	Description
"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 can't 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 number and a mobile number, you can say "call <contact name> work" to call the work 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® smartphone, 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 smartphone 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 information

[Set options for dialing extensions, 34](#)

## Typing accessibility options

### Change or delete a Word Substitution entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input > Word Substitution**.
3. Highlight a Word Substitution entry.
4. Press the  key.
  - To change the Word Substitution entry, click **Edit**. Change the entry. Press the  key > **Save**.
  - To delete the Word Substitution 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.

### Change your typing style

You can change how your BlackBerry® smartphone recognizes what you type by selecting a typing style.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language > Typing**.
3. For a keyboard, do one of the following:
  - To turn off all typing assistance, change the **Style** field to **Direct**.
  - To set your smartphone to suggest word predictions as you type, change the **Style** field to **Predictive**.
4. Press the  key > **Save**.


# 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® smartphone 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.

# Glossary

## Wi-Fi

### **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 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 a 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 smartphone 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-enabled server**

A BlackBerry smartphone uses a DSML-enabled 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

**IT policy**

An IT policy consists of various IT policy rules that control the security features and behavior of BlackBerry smartphones, BlackBerry® PlayBook™ tablets, the BlackBerry® Desktop Software, and the BlackBerry® Web Desktop Manager.

**LDAP**

Lightweight Directory Access Protocol

**LDAP-enabled server**

A BlackBerry smartphone uses an LDAP-enabled 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 smartphone to their computer.

**MCC**

mobile country code

**MMS**

Multimedia Messaging Service

**MNC**

mobile network code

**MTP**

Media Transfer Protocol

**NFC**

Near Field Communication

**OCSP**

Online Certificate Status Protocol

**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 publicly. BlackBerry smartphones 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 smartphones 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

**R-UIM**

Removable User Identity Module

**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 BlackBerry smartphone 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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5,657,420	5,416,797	5,659,569	5,710,784
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Iperf performance test

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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.

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BlackBerry® Curve™ 9360 smartphone model number: RDC71UW or RDD71UW

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Published in Canada