

BlackBerry Curve 9315 Smartphone

Version: 7.1



User Guide

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Quick Help

Getting started: Your smartphone

Find out about apps and indicators, and what the keys do on your BlackBerry smartphone.

Your BlackBerry smartphone at a glance



Inserting the SIM card, media card, and battery

Remove the battery door



Insert the SIM card

Depending on your BlackBerry smartphone model or your wireless service provider, you might not need a SIM card for your smartphone.



Slide the SIM card into the slot.

Insert the media card

The media card is optional. If a media card is included, it might already be inserted.



Insert the battery



New in BlackBerry 7.1

BlackBerry 7.1 enhances the BlackBerry experience with new functionality and innovative apps.

Wi-Fi calling

If your wireless service provider supports Wi-Fi calling and you subscribe to this service, you can make and receive calls over the Wi-Fi network. For more information, see [Wi-Fi calling](#).

Mobile Hotspot mode

When you turn on Mobile Hotspot mode, you can use your smartphone as a mobile hotspot so that other Wi-Fi enabled devices can use the mobile network connection on your smartphone. For more information, see [Mobile Hotspot mode](#).

Before you use your smartphone in Mobile Hotspot mode, read the latest safety and product information at www.blackberry.com/docs/smartphones.

FM Radio

You can use the FM Radio app to listen to radio stations on your smartphone. You can scan for stations, create favorite stations, and you can listen to the radio using a wired headset or the speakerphone. For more information, see [FM Radio](#).

Parental Controls

Parental Controls are designed to help you have more control over how the features of the BlackBerry smartphone are used. With Parental Controls you can block content, turn features on or off, and decide what types of communication are available. For more information, see [Turn on Parental Controls](#).

Public warning messages

If your wireless service provider or organization uses a public warning system, you can receive public warning messages, such as weather warnings or amber alert messages, on your smartphone. For more information, see [Public warning systems](#).

New in BlackBerry 7

BlackBerry 7 includes a number of exciting new features and services, as well as some enhancements to existing features.

BlackBerry ID

A BlackBerry ID is an email and password that gives you convenient access to BlackBerry products and services. After you create your BlackBerry ID, you can log in to any BlackBerry product that supports BlackBerry ID. For example, with

BlackBerry ID you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones. For more information, see [BlackBerry ID](#).

Voice enabled search

Looking for something? You can now use your voice to search for help, contacts, documents, pictures, videos, and more on your smartphone and on the Internet. For more information, see [Search for an item using voice enabled search](#).

Home screen customization

Customize the home screen even more by hiding panels you don't use regularly, and hiding icons in specific panels or all panels. For more information, see [Show or hide a home screen panel](#) and [Show, hide, or find an application icon](#).

Touch-free call answering

You don't need to use your hands to answer calls when you're using a Bluetooth enabled headset or a regular headset! Now you can set your smartphone to answer calls automatically after 5 seconds. For more information, see [Change how you answer calls with a headset](#).

Bluetooth enhancements

You can now send multiple pictures at once using Bluetooth technology. For details, see [Send a file](#).

Conveniently send and receive a contact card (also called a vCard) using Bluetooth technology, and save the received contact card into your smartphone's contact list. For more information, see [Send contact cards using Bluetooth technology](#).

Picture enhancements

When you rotate JPEG and PNG pictures, the pictures are saved automatically in the rotated view.

Sort pictures from either newest to oldest, or oldest to newest. This lets you see a slide show in the order that pictures were taken.

You can now view pictures in a slide show using transitions such as sliding, zooming, and panning. For more information, see [Change your slide show options](#).

About switching BlackBerry smartphones

When you switch to a new BlackBerry smartphone your data and settings, such as supported email messages, organizer data, and compatible third-party applications, can be transferred to your new smartphone.

The backup and restore process can be done using a media card or the BlackBerry Device Software. Both options are available from the Device Switch option in the Setup application.

A Switch Smartphones user guide is available at docs.blackberry.com.

Depending on your wireless service provider, this feature might not be available.

Related information

[Visit the Setup application](#), 14

About BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use your BlackBerry ID email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones.

You are prompted to log in using your BlackBerry ID when you set up a BlackBerry PlayBook tablet or a BlackBerry smartphone running BlackBerry 7. If you previously created a BlackBerry ID, you must use it when you set up your new tablet or smartphone (instead of creating a new BlackBerry ID). You can log in to both a tablet and a smartphone using the same BlackBerry ID.

If you're using an older BlackBerry smartphone, you might be able to create a BlackBerry ID from within an app that supports BlackBerry ID, or you can create a BlackBerry ID by visiting www.blackberry.com/blackberryid.

Related information

[About downloading apps with the BlackBerry App World](#), 29






Visit the Setup application

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


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

Important keys


Keys on the front of your BlackBerry smartphone

	Trackpad	<ul style="list-style-type: none">• Slide your finger to move around the screen.• Press (click) to select an item.• Press and hold to open a pop-up menu.
	Menu	<ul style="list-style-type: none">• Open a menu.• Select a highlighted menu item.• Press and hold to switch applications quickly.
	Escape	<ul style="list-style-type: none">• Return to the previous screen.• Close the menu.
	Send	<ul style="list-style-type: none">• Make a call.• Answer a call.
	End/Power	<ul style="list-style-type: none">• End a call.• Return to the home screen.• Press and hold to turn on or turn off your BlackBerry smartphone.

Keys on the top of your smartphone

	Lock	Lock your keyboard.
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Keys on the right side of your smartphone

	Volume/Mute	<ul style="list-style-type: none">• Press the top and bottom keys to change the volume.• Press and hold the top or bottom key to play the next or previous media file.• Before you take a picture or record a video, press the top or bottom key to zoom in or out.
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Keys on the right side of your smartphone



Right convenience key

- Press the middle key to mute a call or mute the volume.
 - If supported, open the camera. To take a picture, press the convenience key again.
 - You can also customize this key.
-

Keys on the left side of your smartphone



Left convenience key

- If supported, press to open BBM.
 - You can also customize this key.
-

Keyboard



Shift

Capitalize letters.



Alt

Type the alternate character on a key.



Symbol

Open the symbol list.



Backspace/Delete

Delete the previous character or a selected item.



Enter

Select an item.



Speakerphone

Turn on or turn off the speakerphone during a call.

Flashing LED color descriptions

The LED on the top of your BlackBerry smartphone flashes different colors to indicate the statuses described.

Flashing LED color Description

Green Indicates that you're in a wireless coverage area. You can turn on or turn off this notification.

Blue Indicates that your smartphone is connected to a Bluetooth enabled device. You can turn on or turn off this notification.

Flashing LED color	Description
Red	Indicates that you have received a new message. The LED also flashes when your smartphone accesses data on a smart card. You can turn on or turn off this notification. You can also change the LED color for ring tones, message notifications, event reminders, and other application notifications using the sound and alert profiles.
Amber	Indicates that the battery power level has dropped to low and needs to be charged. You can't turn on or turn off this notification. The amber LED flashes when your smartphone is turned off and charging, this indicator changes to solid green when the battery is fully charged.

Related information

[Turn on flashing LED notification for wireless coverage, 233](#)

[Turn off or turn on the Bluetooth connection notification, 283](#)

Icons

Application icons

You can access your applications by clicking the icons on the home screen and in folders on the home screen. The initial view of the home screen displays icons for only some of the available applications. To view more application icons on the home screen, click **All**.

Depending on your BlackBerry smartphone model, administrator, and wireless service provider, some applications might not be available. You might be able to download some applications from the BlackBerry App World storefront.

To see a full icon guide, go to www.blackberry.com/docs/smartphones. Click your smartphone model, then click the *Icon Guide*.






Setup

	Setup		Enterprise Activation Activate a work email account using the BlackBerry Enterprise Server.
	Options		







Power and lock

 Password Lock	 Power Off
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



Messages

 Messages	 Saved Messages
 Added email address	 Added work email address
 Text Messages	

Instant messaging











 Instant Messaging folder Some applications might appear in this folder including applications that you download.	 BBM
 Windows Live Messenger for BlackBerry smartphones	 AOL Instant Messenger Service for BlackBerry smartphones
 Google Talk for BlackBerry smartphones	 Yahoo! Messenger for BlackBerry smartphones

Applications







 Browser	 Manage Connections
 Maps	 Help
 Password Keeper	 Voice Dialing
 Applications folder	

Some applications might appear in this folder,
including applications that you download.

Media

 Media folder	 Videos
 Pictures	 Music
 Ring Tones	 Voice Notes
 Camera	 Video Camera
 Voice Notes Recorder	 Podcasts

Personal organizer

 Contacts	 Calendar
 Tasks	 MemoPad
 Clock	 Calculator

Files

 Documents To Go	 Files
---	---

Social networking and mobile purchasing

 BlackBerry App World	 Social Feeds
--	--



Facebook for BlackBerry smartphones



Twitter for BlackBerry smartphones

BlackBerry Device Software update



A software update for the BlackBerry Device Software is available.



A software update for the BlackBerry Device Software is being downloaded.



A software update for the BlackBerry Device Software is ready to be installed.



A software update for the BlackBerry Device Software is stopped.

Sounds and alerts



Normal profile



Phone Calls Only profile



Loud profile



Custom profile



Medium profile



Silent profile



Vibrate Only profile



All Alerts Off profile

Games



Games folder

Some applications might appear in this folder, including applications that you download.



BrickBreaker


















Word Mole

Home screen icons

These icons are status indicators that appear at the top of the home screen.













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






	New item To clear this icon, open each item that has this indicator.		Update is available in the BlackBerry App World storefront
	Sending data		New item in the Social Feeds application
	Receiving data		System is busy
	New BBM item To clear this icon, open each chat that has this icon.		New BBM Groups item
	Roaming		Unread message count
	Alarm is set		Missed call count
	Calendar reminder count		Bluetooth technology is turned on
	Wi-Fi technology is turned on		

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.

	Unread message		New BBM item To clear this indicator, open each chat that has this indicator.
	Read message		BBM chat is open
	Draft message		New BBM Groups 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		






Battery power level icons

These icons appear at the top of the home screen and at the top of the screen in some applications.

	Full battery		Battery is charging
	Low battery		





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		

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

Calendar icons

These icons appear when you highlight a calendar entry.









	Event reminder		Recurring appointment
	Meeting reminder		Exception for recurring appointment



Notes






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

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		

Your Home screen

Home screen at a glance



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](#), 234

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**.







Show or hide a home screen panel

1. On the home screen, press the  key > **Manage Panels**.
2. Select or clear the checkbox for each panel.
3. Press the  key > **Save**.

Show, hide, or find an application icon

Depending on your theme, you might not be able to hide some application icons. You can also hide optional BlackBerry Device Software updates.


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 > **Unhide Icon**.
- To hide the  icon, click the **Options** icon. Click **Device > Software Updates**. Highlight a software version. Press the  key > **Hide**.
- To show all hidden BlackBerry Device Software updates, click the **Options** icon. Click **Device > Software Updates**. Press the  key > **Show All**.

Related information



[My display changed, 234](#)

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.

Change where apps that you download appear

To find your downloaded apps more easily, you can set them to appear in a certain folder, including folders you create.

1. On the home screen, press the  key > **Options**.
2. Change the **Downloads Folder** field.
3. Press the  key > **Save**.

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, 234](#)

Set the number of icons that appear on the home screen


1. On the home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Change the **Home Screen Grid Layout** field.
4. Press the  key > **Save**.

Change what happens when you type on the Home screen

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

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

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**.

Related information

[Lock or unlock your smartphone, 32](#)

Feature availability

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

Smartphone model

Features such as GPS, the camera and video camera, and network connection options are dependent on your smartphone model. To find feature specifications for your smartphone model, visit www.blackberry.com/go/devices.

Wireless service plan and wireless service provider

You must purchase or change your wireless service plan through your wireless service provider. Features such as text messaging, location-based services, and some phone features are dependent on your wireless service provider's offerings.

A wireless service plan with phone or voice is required for you to use the Phone application and to send and receive text messages. A wireless service plan with data is required for you to use the browser service and instant messaging applications, and to send and receive email messages and PIN messages. A wireless service plan might affect which apps you can download and how you can download them.

For more information about your plan, contact your wireless service provider.

BlackBerry Internet Service and BlackBerry Enterprise Server

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

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

If you are a corporate user, your administrator sets up your email account by associating it with a BlackBerry Enterprise Server. Your administrator might set options that determine the features and settings that are available on your smartphone and if you can add or update an app. You can view the IT policies that have been set by your administrator in the security options on your smartphone.

Wireless network

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

Region

Depending on your 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 webpage or an application. The availability of certain apps varies by region.

Related information

[Find more information](#), 28

[BlackBerry Device Software](#), 253

[Check which wireless networks your smartphone connects to](#), 257

Find more information

- **Help on your smartphone:** Find step-by-step instructions in the user guide for your BlackBerry smartphone. Click **Help** on the home screen or in an application menu.
- www.blackberry.com/support: Find the BlackBerry Answers tool, the BlackBerry Support Community Forums, and more.
- www.discoverblackberry.com: Find software, applications, and accessories for your smartphone.
- **Your wireless service provider website:** Find information about your wireless network or wireless service plan.

Popular topics

BlackBerry smartphone users have spoken! Here are the top 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

- [Reconcile email over the wireless network manually, 93](#)
- [Change options for your personal email account, 93](#)

Add or change your email signature


Before you begin: 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.

About downloading apps with the BlackBerry App World

With the BlackBerry App World storefront, 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. 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 webpage (try visiting 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.

Related information

[About BlackBerry ID, 14](#)

Transfer files to and from your smartphone

1. Connect your BlackBerry smartphone to the computer using a USB cable.
2. In the dialog box that appears on your smartphone, select one of the following file transfer options:
 - If you want to transfer most types of files, click **USB Drive**.
 - If you want to synchronize media files that are protected with DRM, click **Sync Media**.
3. If necessary, type your smartphone password. Your smartphone appears as a drive on your computer.
4. On your computer, do one of the following:
 - Drag a file from a location on your computer to a folder on your smartphone.
 - Drag a file from a folder on your smartphone to a location on your computer.

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

Related information

[About transferring and synchronizing files, 142](#)

About using your smartphone as a tethered modem

Depending on your wireless service plan or administrator, you might be able to share the Internet connection on your BlackBerry smartphone. For example, if you are travelling, you can use your smartphone's Internet connection to access the Internet on a laptop or tablet.

To use your smartphone as a tethered modem with a laptop, you must connect your smartphone with your laptop using a USB cable and open the BlackBerry Desktop Software. To use your smartphone as a tethered modem with a BlackBerry PlayBook tablet, you must pair your smartphone with your tablet using Bluetooth technology.

While using your smartphone as a modem, you might not be able to use your smartphone's Phone application, Messaging applications, or applications that use the Internet. To receive a phone call, your smartphone might turn off the tethered Internet connection.

For more information about tethering, see the Help on your BlackBerry PlayBook tablet or in the BlackBerry Desktop Software.

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.

Change your ring tone, notifiers, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts > Sounds for Selected Profile**.
 - To change your ring tone or ring volume, 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 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

[I can't change the number of times that my smartphone rings, 83](#)



[Add or delete a contact alert, 163](#)


[Add or delete a custom sound profile, 162](#)

[Icons for sound and alert profiles, 161](#)

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.

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.

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.

Related information

[Set or change your smartphone password, 312](#)

Turn on or turn off airplane mode

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 airplane mode, click **All Off**.
- To turn off airplane mode, click **Restore Connections**.

Related information



[Turn on or turn off data service or set roaming options, 259](#)

Turn on, turn off, or check the status of a network connection, 257

Popular tips

Save time and maximize your efficiency with these quick tips.



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 > Show All Icons . To unhide an app, highlight it and then press the  key > Unhide Icon . If the icon is hidden in other panels, you can unhide the icon in all panels, or in the current panel only. If Show All Icons 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 an app is installed.	On the home screen or in a folder, click the Options icon. Click Device > Application Management . If the app is listed, it is installed on your BlackBerry smartphone.

Tips: Managing indicators

Indicators tell you that there is something new or updated, such as a new message, voice mail 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.

For a complete list of indicators, visit www.blackberry.com/docs/smartphones. Click your smartphone model, and then click the *Icon Guide*.

Remove the new item indicator  .	Open each item that has this indicator. For example, to remove it from the Messages icon, click the icon.
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 unread messages in your inbox, look in your messages folders.
- Mark a message as read. Highlight a message. Press the  key > **Mark Read**.
- Mark all messages that are prior to a date as read. Highlight a date field. Press the  key > **Mark Prior Read**.

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**.

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 **Options** icon. Click **Device** > **Software Updates**.

Update your BlackBerry Device Software from your computer.

On your computer, visit www.blackberry.com/update. Click **Check for Updates**. 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.

Update your BlackBerry Desktop Software .

Visit www.blackberry.com/desktopsoftware.

Tips: Doing things quickly

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

Access popular options such as 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 All .
Switch to another app.	Press and hold the  key. Click an app. Note: 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 BlackBerry smartphone. Note: 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 Favorites, Media, Downloads, and Frequent panels.	On the home screen, highlight All on the navigation bar and slide your finger on the trackpad right or left.
Add an app to the Favorites panel.	Highlight an app on the home screen or in a folder. Press the  key > Mark as Favorite .
Change options for the home screen such as the wallpaper.	On the home screen, press the  key > Options .


Related information

[Change what happens when you type on the Home screen, 26](#)

[Assign an application to a convenience key, 224](#)

[Keep an application running in the background and switch to another application, 245](#)

Tips: Extending battery life





Close apps when you're finished with them.	In an app, press the  key and click Close or Exit .
Turn on battery saving mode.	On the home screen or in a folder, click the Options icon. Click Device > Battery Saving Mode . Select the Turn on

Battery Saving Mode when battery power level is low
checkbox.

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.
If your BlackBerry smartphone supports Wi-Fi, use Wi-Fi when you're in an area with reduced wireless coverage.	On the home screen, click the connections area at the top of the screen, or click the Manage Connections icon. Select the Wi-Fi checkbox.
Set your 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 .
Close browser tabs you aren't using.	In the browser, press the  key > Tabs . Highlight a tab and click the  icon.
Turn off location-based services when you're not using them.	On the home screen or in a folder, click the Options icon. Click Device > Location Settings . Turn off any options you're not using.
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 .
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 your Sound and Alert Profiles icon. Click Change Sounds and Alerts .
Delete the previous text from a reply message.	When you are replying to a message, press the  key > Delete Original Text .
Change how often podcast or social feed applications refresh content.	Your podcast and social feed applications periodically refresh content. In some of these applications, you can reduce how often the content refreshes. For more information, see the Help in the application.
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.
Check for Device Software updates.	Click the Options icon > Device > Software Updates .

Tips: Freeing space for your music, pictures, videos, and files

You can store files in the built-in media storage on your BlackBerry smartphone or on a media card.

Check how much storage is used by media files and documents.	On the home screen, click the Media icon. Press the  key > Memory Use .
Delete unneeded files.	On the home screen or in a folder, click the Files icon. Find and highlight a file. Press the  key > Delete .
Reduce the size of pictures you take and videos you record.	On the home screen, click the Camera icon or the Media icon > Video Camera icon. Press the  key > Options . Change the Image Size or Video Format field.
Store files on a media card instead of your smartphone.	On the home screen, click the Camera icon or the Media icon > Video Camera icon. Press the  key > Options . In the Storage section, change the Store Pictures or Store Videos field.

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

[Copy, move, rename, or delete a file, 134](#)

[Change the size of pictures that you take, 151](#)

[View the amount of available storage space on your smartphone, 303](#)

[Change how long your smartphone stores calendar entries, 189](#)

[Keep an application running in the background and switch to another application, 245](#)

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 Options icon. Click Security > Password .
Encrypt contacts and files.	On the home screen or in a folder, click the Options icon. Click Security > Encryption .
Back up your smartphone data to your computer.	Use the BlackBerry Desktop Software to back up your smartphone data to your computer. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.
Back up your smartphone data to a media card.	On the home screen, click the Setup icon. In the Setup section, click Device Switch > Save Data .








Related information

[Turn on encryption, 302](#)

[Set or change your smartphone password, 312](#)

Shortcuts: Phone

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 > Phone Ring Tones .
Check your voice mail	Press and hold 1 .
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  key and X . Type the extension number.
Type a letter in a phone number field	Press the  key and the letter key.
Insert a plus sign (+) when typing a phone number	Press O .
Turn on or turn off the speakerphone during a call	Press the  key on the keyboard.
Stop listening to a call with a wireless headset	Press the  key on the keyboard.
Change the active phone number	From the home screen, press the  key. Click your phone number at the top of the screen. Click a phone number.

Shortcuts: Typing with the physical keyboard

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

Insert a period (.)	Press the space key twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press the space key.
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAPS lock	Press the alt key and the Right ⇧aA key. To turn off CAPS lock, press the Left or Right ⇧aA key.
Type a symbol	Press the sym key. Type the letter that appears below the symbol.
Type the alternate character on a key	Press the alt key and the character key.
Type an accented or special character	Press and hold the letter key and, on the trackpad, slide your finger left or right. For example, to type ü, press and hold U and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
Type a number in a text field	Press and hold the alt key and press the number key.
Type a number in a number field	Press a number key. You don't need to press the alt key.
Turn on NUM lock	Press the alt key and the Left ⇧aA key. To turn off NUM lock, press the Left or Right ⇧aA key.
Highlight a line of text	Press the Left or Right ⇧aA key and, on the trackpad, slide your finger up or down.
Highlight text character by character	Press the Left or Right ⇧aA key and, on the trackpad, slide your finger left or right.
Cut highlighted text	Press the Left or Right ⇧aA key and the del ← key.
Copy highlighted text	Press the alt key and click the trackpad.
Paste text	Press the Left or Right ⇧aA key and click the trackpad.

Shortcuts: Media

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

Pictures

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

Camera and video camera




Zoom in before you take a picture or record a video	Press the Volume Up key.
---	---------------------------------

Zoom out before you take a picture or record a video	Press the Volume Down key.
Take a picture	Press the Right Convenience key on the side of your smartphone.

Common troubleshooting

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, 70](#)

[Call waiting, call forwarding, and call blocking, 68](#)

[Switch the active phone number, 76](#)

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, 101](#)

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, 319](#)
- [Change or delete a contact, 195](#)
- [Turn on or turn off data service or set roaming options, 259](#)
- [Options for email filters, 100](#)
- [Resend a message, 96](#)
- [Wireless coverage indicators, 261](#)
- [Turn on, turn off, or check the status of a network connection, 257](#)
- [Resend a message, 96](#)

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 your **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 your **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, 230](#)

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 smartphone doesn't detect the Bluetooth enabled device that you want to pair with, try making your smartphone discoverable for a short period of time. Many car kits need to discover your smartphone rather than your 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 smartphone for 2 minutes.

- Turn off encryption for Bluetooth connections between your 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** checkbox. Press the  key > **Save**.

Related information

[Make your smartphone discoverable, 280](#)

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, 141](#)

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 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 All .
Switch to another app.	Press and hold the  key. Click an app. Note: 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 BlackBerry smartphone. Note: 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 Favorites , Media , Downloads , and Frequent panels.	On the home screen, highlight All on the navigation bar and slide your finger on the trackpad right or left.
Add an app to the Favorites panel.	Highlight an app on the home screen or in a folder. Press the  key > Mark as Favorite .
Change options for the home screen such as the wallpaper.	On the home screen, press the  key > Options .

Related information



- [Change what happens when you type on the Home screen, 26](#)
- [Assign an application to a convenience key, 224](#)
- [Keep an application running in the background and switch to another application, 245](#)

Tips: Extending battery life

Close apps when you're finished with them.	In an app, press the  key and click Close or Exit .
Turn on battery saving mode.	On the home screen or in a folder, click the Options icon. Click Device > Battery Saving Mode . Select the Turn on Battery Saving Mode when battery power level is low checkbox.
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.
If your BlackBerry smartphone supports Wi-Fi, use Wi-Fi when you're in an area with reduced wireless coverage.	On the home screen, click the connections area at the top of the screen, or click the Manage Connections icon. Select the Wi-Fi checkbox.
Set your 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 .
Close browser tabs you aren't using.	In the browser, press the  key > Tabs . Highlight a tab and click the  icon.
Turn off location-based services when you're not using them.	On the home screen or in a folder, click the Options icon. Click Device > Location Settings . Turn off any options you're not using.
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 .
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 your Sound and Alert Profiles icon. Click Change Sounds and Alerts .
Delete the previous text from a reply message.	When you are replying to a message, press the  key > Delete Original Text .

Change how often podcast or social feed applications refresh content.	Your podcast and social feed applications periodically refresh content. In some of these applications, you can reduce how often the content refreshes. For more information, see the Help in the application.
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.
Check for Device Software updates.	Click the Options icon > Device > Software Updates .


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 > Show All Icons . To unhide an app, highlight it and then press the  key > Unhide Icon . If the icon is hidden in other panels, you can unhide the icon in all panels, or in the current panel only. If Show All Icons 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 an app is installed.	On the home screen or in a folder, click the Options icon. Click Device > Application Management . If the app is listed, it is installed on your BlackBerry smartphone.


Tips: Freeing space for your music, pictures, videos, and files

You can store files in the built-in media storage on your BlackBerry smartphone or on a media card.


Check how much storage is used by media files and documents.

On the home screen, click the **Media** icon. Press the  key > **Memory Use**.


Delete unneeded files.

On the home screen or in a folder, click the **Files** icon. Find and highlight a file. Press the  key > **Delete**.

Reduce the size of pictures you take and videos you record.

On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the  key > **Options**. Change the **Image Size** or **Video Format** field.

Store files on a media card instead of your smartphone.

On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the  key > **Options**. In the **Storage** section, change the **Store Pictures** or **Store Videos** field.

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

[Copy, move, rename, or delete a file, 134](#)

[Change the size of pictures that you take, 151](#)










[View the amount of available storage space on your smartphone, 303](#)

[Change how long your smartphone stores calendar entries, 189](#)

[Keep an application running in the background and switch to another application, 245](#)

Tips: Freeing space to optimize your smartphone's performance

Try to maintain at least 10 MB of available application storage on your BlackBerry smartphone. If you find that your smartphone processes are unusually slow, try any of the following:

Close any apps you're not using.	Press and hold the  key until the application switcher appears. Click an application icon. Press the  key > Close or Exit .
Check how much free application storage you have.	On the home screen or in a folder, click the Options icon. Click Device > Storage .
Identify and delete applications and themes you don't need.	On the home screen or in a folder, click the Options icon. Click Device > Application Management . To view the details about your smartphone's memory and CPU usage, slide your finger on the trackpad right or left. To delete an application or theme, click an item. Click Delete .
Delete languages you don't use.	On the home screen or in a folder, click the Setup icon. Click Languages and Input Methods .
Delete browsing history and clear the cache.	On the home screen, click the Browser icon. Press the  key > Options . Go to the Clear Browsing Data section.
Delete messages.	Highlight a message. Press and hold the  key. On the trackpad, slide your finger up or down. Release the  key. Press the  key > Delete Messages . Or, highlight a date. Press the  key > Delete Prior .
Reduce the amount of time that your smartphone stores email messages and calendar entries.	On the home screen, click the Messages icon or Calendar icon. Press the  key > Options .
Stop storing sent messages on your smartphone.	On the home screen, click the Messages icon. Press the  key > Options > Email Preferences .

Receive only the first section of long email messages, and choose whether to download more.

On the home screen, click the **Messages** icon. Press the  key > **Options** > **Message Display and Actions**.

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

[Change how long your smartphone stores calendar entries, 189](#)

[Delete a language from your smartphone, 227](#)

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 **Options** icon. Click **Device** > **Software Updates**.

Update your BlackBerry Device Software from your computer.

On your computer, visit www.blackberry.com/update. Click **Check for Updates**. 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.

Update your BlackBerry Desktop Software .

Visit www.blackberry.com/desktopsoftware.

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 Options icon. Click Security > Password .
Encrypt contacts and files.	On the home screen or in a folder, click the Options icon. Click Security > Encryption .
Back up your smartphone data to your computer.	Use the BlackBerry Desktop Software to back up your smartphone data to your computer. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.
Back up your smartphone data to a media card.	On the home screen, click the Setup icon. In the Setup section, click Device Switch > Save Data .

Related information



[Turn on encryption](#), 302



[Set or change your smartphone password](#), 312

Tips: Managing indicators

Indicators tell you that there is something new or updated, such as a new message, voice mail 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.

For a complete list of indicators, visit www.blackberry.com/docs/smartphones. Click your smartphone model, and then click the *Icon Guide*.

Remove the new item indicator  .	Open each item that has this indicator. For example, to remove it from the Messages icon, click the icon.
Remove the unopened message indicator  .	In the Messages app, do one or more of the following: <ul style="list-style-type: none">• Open all of your messages by clicking on them. If you can't find all of your unread messages in your inbox, look in your messages folders.








- Mark a message as read. Highlight a message. Press the  key > **Mark Read**.
- Mark all messages that are prior to a date as read. Highlight a date field. Press the  key > **Mark Prior Read**.

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**.

Shortcuts: Phone

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 > Phone Ring Tones .
Check your voice mail	Press and hold 1 .
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  key and X . Type the extension number.
Type a letter in a phone number field	Press the  key and the letter key.
Insert a plus sign (+) when typing a phone number	Press O .
Turn on or turn off the speakerphone during a call	Press the  key on the keyboard.
Stop listening to a call with a wireless headset	Press the  key on the keyboard.
Change the active phone number	From the home screen, press the  key. Click your phone number at the top of the screen. Click a phone number.








Shortcuts: Messages

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

In a message

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

In your message inbox

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

View call logs	Press the alt key and P .
----------------	---

View all your messages	Press the ↶ key.
------------------------	-------------------------

Move around your message inbox

Move up a screen	Press the ↑aA key and the space key.
------------------	--

Move down a screen	Press the space key.
--------------------	-----------------------------

Move to the top of a message inbox	Press T
------------------------------------	----------------

Move to the bottom of a message inbox	Press B
---------------------------------------	----------------

Move to the next unread item	Press U
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Move to the next related message	Press J
----------------------------------	----------------

Move to the previous related message	Press K
--------------------------------------	----------------

Shortcuts: Files and attachments

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

Search for text in a file or an attachment	Press F
--	----------------

Move to the last cursor position after closing and reopening a file or an attachment	Press G
--	----------------

In a spreadsheet

Move to a specific cell	Press G
-------------------------	----------------

View the content of a cell	Press the Space key
----------------------------	----------------------------

Switch worksheets	Press V . Click a worksheet.
-------------------	-------------------------------------

View or hide columns or rows	Press H
------------------------------	----------------

In a presentation

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

Shortcuts: Typing with the physical keyboard

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

Insert a period (.)	Press the space key twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press the space key.
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAPS lock	Press the alt key and the Right ⇧aA key. To turn off CAPS lock, press the Left or Right ⇧aA key.
Type a symbol	Press the sym key. Type the letter that appears below the symbol.
Type the alternate character on a key	Press the alt key and the character key.
Type an accented or special character	Press and hold the letter key and, on the trackpad, slide your finger left or right. For example, to type ü, press and hold U and slide your finger left until ü appears. Release the letter key when the accented or special character appears.

Type a number in a text field	Press and hold the alt key and press the number key.
Type a number in a number field	Press a number key. You don't need to press the alt key.
Turn on NUM lock	Press the alt key and the Left ⇧aA key. To turn off NUM lock, press the Left or Right ⇧aA key.
Highlight a line of text	Press the Left or Right ⇧aA key and, on the trackpad, slide your finger up or down.
Highlight text character by character	Press the Left or Right ⇧aA key and, on the trackpad, slide your finger left or right.
Cut highlighted text	Press the Left or Right ⇧aA key and the del key.
Copy highlighted text	Press the alt key and click the trackpad.
Paste text	Press the Left or Right ⇧aA key and click the trackpad.

Shortcuts: Media

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

Pictures

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

Camera and video camera

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

Shortcuts: Browser

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 address bar	Press the space key.
Insert a slash mark (/) in the address bar	Press the ⇧aA key and the space key.
Stop loading a webpage	Press the ↶ key.
Close the browser	Press and hold the ↶ key.

On a webpage

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

Move around a webpage

Move up a screen	Press the ↑aA key and the space key.
Move down a screen	Press the space key.
Move to the top of a webpage	Press T
Move to the bottom of a webpage	Press B

Related information

[Turn on browser shortcuts](#), 167

Shortcuts: Search

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

Search for an item on your BlackBerry smartphone Start typing on the home screen.

Search for text in a message Press **S**

Search for text in a file or an attachment Press **F**

Search for text on a webpage Press **F**

Search for text in a presentation Press **F**

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

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

Related information

[Change what happens when you type on the Home screen](#), 26

[Turn on browser shortcuts](#), 167

Shortcuts: Maps

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


Zoom in to a map Press **I**

Zoom out from a map Press **O**

Move to the next direction on a route Press **N**

Move to the previous direction on a route Press **P**

Shortcuts: Calendar

Depending on the typing input language that you're 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** checkbox.

Schedule an appointment Press **C**

Change to Agenda view	Press A
Change to Day view	Press D
Change to Week view	Press W
Change to Month view	Press M
Move forward in week, month, or day view	Press the space key.
Move back in week, month, or day view	Press the ↶aA key and the space key.
Move to the current date	Press T
Move to a specific date	Press G

Troubleshooting: Shortcuts

I can't use a shortcut

Try the following actions:

- Depending on the typing input language that you're using, some shortcuts might not be available. Try changing the typing input language.
- If media shortcuts aren't working, verify that you have turned on audio and video shortcuts in the Media options.

Related information

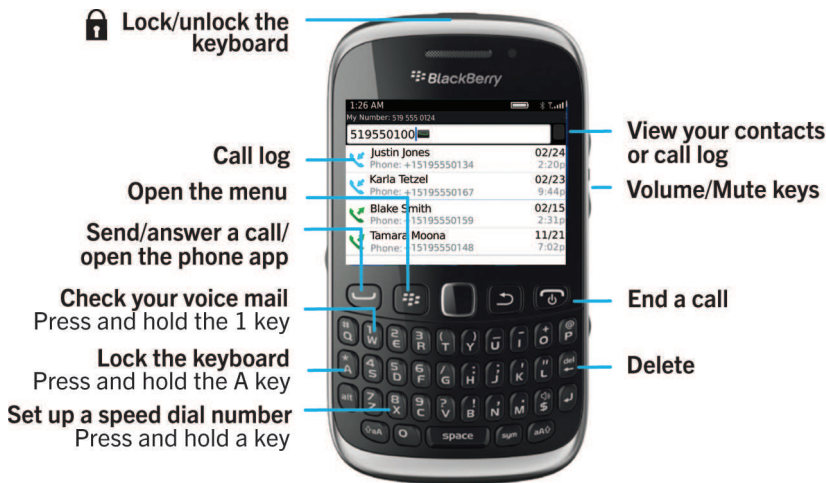
[Change an input or display language, 228](#)

[Turn on or turn off audio and video shortcuts, 141](#)

Phone

How to: Phone

Phone at a glance



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.
- To view a list of your multiple phone numbers, from the home screen, press the  key. 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, 75](#)

[My phone number appears as Unknown in the Phone application, 83](#)

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, 195](#)

[Available voice commands, 86](#)

[Make a Direct Connect call,](#)

[Turn on or turn off dialing from the lock screen, 76](#)

[Sort phone numbers or contacts on the phone screen, 76](#)

[I can't make or receive calls, 41](#)

Answer or end a call

Press the  key.

To end a call, press the  key.

Related information


[Change your ring tone, notifiers, reminders, or alerts](#), 31
[I can't make or receive calls](#), 41

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, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts > Sounds for Selected Profile**.
 - To change your ring tone or ring volume, 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 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

[I can't change the number of times that my smartphone rings](#), 83
[Add or delete a contact alert](#), 163
[Add or delete a custom sound profile](#), 162
[Icons for sound and alert profiles](#), 161

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 your 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  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  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 webpages.





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](#),

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 with a password, 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, 65](#)

[Improve sound quality for media files, 140](#)

[Amplify the volume using the audio boost feature, 140](#)


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 inbox, 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 or turn off call waiting

Before you begin: 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 or clear the **Enabled** checkbox.
4. Press the  key > **Save**.




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.

Start or stop forwarding calls

Before you begin: 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**.
 - To forward unanswered calls only, change the **Forward Calls** field to **Customize**. 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

Before you begin: 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**.
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 or stop blocking calls

Before you begin: 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 Blocking**.
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 Blocking**.
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

Before you begin: 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, 41](#)

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

Before you begin: 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  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 aren't 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 just the extensions instead of typing out the main phone number for the organization.




Related information

[I can't make or receive calls, 41](#)

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, 189](#)

Make a conference call

Before you begin: 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, 65](#)

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


Before you begin: You can perform this task only if you make a conference call by calling other contacts and joining the calls together, and not if you create a conference call meeting in the calendar of your smartphone.

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

Before you begin: 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.

After you disconnect a contact from a conference call, the call resumes with the other contacts.

Leave a conference call

Before you begin: 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. Highlight a call log.
5. Press the  key.
 - To add notes, click **Add Notes**.
 - To change notes, click **Edit 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](#), 83

[I can't make or receive calls](#), 41

Phone options

Turn on or turn off dialing from the lock screen



1. On the home screen, press the  key > **Options**.
2. Click **Security** > **Password**.
3. Select or clear the **Allow Outgoing Calls While Locked** checkbox.
4. Press the  key > **Save**.

Related information

[Change when your smartphone locks automatically with a password](#), 313

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 or turn off dialing from the lock screen, 76](#)



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** checkbox.
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 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 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 smartphone. To get an adapter accessory that Research In Motion has approved for use with your smartphone, visit www.shopblackberry.com.

Turn on or turn off TTY support

1. From the home screen, press the  key.
2. Press the  key > **Options** > **TTY**.
3. Change the **TTY** field.
4. Press the  key > **Save**.

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

Related information

[About TTY support, 78](#)

[Phone options, 76](#)

Voice mail




Set up your voice mail


Your voice mail account, password, and greeting are created within your wireless service provider's voice mail system. Depending on your wireless service provider, the method for changing your voice mail password or greeting might differ. After purchasing your smartphone, consult your wireless service provider's instructions for setting up your voice mail password, greeting, and other voice mail options. If you need additional information about voice mail management, contact your wireless service provider.

Set up automatic dialing for voice mail access

You can set up your smartphone to access your voice mail automatically, by storing the voice mail password. With the voice mail password stored you don't have to enter it manually each time you retrieve your voice mail messages. To access your voice mail messages you need the voice mail access number and a password. The voice mail access number is the phone number you call to access your voice mail account, and is usually loaded onto the smartphone by your wireless service provider.

Tip: With some voice mail systems you need to add a longer pause before entering the password. To determine if this is required, call your voice mail account and take note of the amount of time that passes before being prompted to enter the password.

1. From the home screen, press the  key.
2. Press the  key > **Options** > **Voice Mail**.
3. Enter your voice mail access number and the password, if desired. To add additional time before the password, press the  key.

- To add one or more additional pauses position the cursor at the beginning of the Password field and then select **Add Pause**. This option is for adding a short period between the voice mail access number and the password.
 - To be prompted before sending the password, position the cursor at the beginning of the Password field and then select **Add Wait**. This option is for adding a longer period between the voice mail access number and the password.
4. Press the  key > **Save**.



Related information

- [I can't check my voice mail, 82](#)
- [Check your voice mail, 80](#)

Check your voice mail

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

Tip: You can set the voice mail access number and password to dial automatically to access your voice mail messages.

1. From the home screen, press the  key.
2. Press the  key > **Call Voice Mail**.
3. Enter your voice mail access number and password as prompted.

Related information

- [I can't check my voice mail, 82](#)
- [Set up automatic dialing for voice mail access, 79](#)

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.

Related information

- [I can't change the number of times that my smartphone rings, 83](#)

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 is associated with a BlackBerry Enterprise Server, your administrator might add IT policy rules to your smartphone that determine the features and settings that are available and whether you can add or update an app. If your administrator has turned off a feature or set an option for you, the option might not appear, the option might appear grayed out, or a lock indicator appears beside the option field.

If your smartphone was previously associated with a BlackBerry Enterprise Server and your administrator hasn't removed IT policy rules from your smartphone, you can use the BlackBerry Desktop Software to remove the IT policy rules. For more information, visit www.blackberry.com/btsc and read KB18998.

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.




Related information

[Feature availability](#), 27

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](#), 70

[Call waiting, call forwarding, and call blocking](#), 68

[Switch the active phone number](#), 76

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](#), 76

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](#), 277

[Change the language for voice commands](#), 86

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 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, 83](#)

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.
"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, 72](#)

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**.
3. Change the **Voice Dialing** field.
4. Press the  key > **Save**.

Related information

[My smartphone doesn't recognize names or numbers in voice commands](#), 88

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](#), 277

[Change the language for voice commands](#), 86

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

How to: Messages application





Messages at a glance





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.

Related information

[Do more with your message search results](#), 308



[Message search criteria](#), 307

Hide filed and sent messages from the Messages application

1. On the home screen, click the **Messages** icon.
2. Press the  key > **Options** > **Message Display and Actions**.
 - To hide filed messages, select the **Hide Filed Messages** checkbox.
 - To hide sent messages, select the **Hide Sent Messages** checkbox.
3. Press the  key > **Save**.

Show or 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 checkbox beside one or more email accounts.
 - To show text messages, in the **Other Message Types** section, select the **Text Messages** checkbox.
3. 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**.

Hide the new or unread 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** checkbox.
 - To hide the unread message indicator, change the **Display Message Count** field to **None**.
3. Press the  key > **Save**.

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**.



Use color to differentiate work messages from other messages

Before you begin: 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.



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](#), 126


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**.

Turn off the delete message or read message prompt

1. On the home screen, click the **Messages** icon.
2. Press the  key > **Options** > **Message Display and Actions**.
 - To turn off the delete message prompt, in the **Actions** section, clear the **Confirm Delete** checkbox.
 - To turn off the read message prompt, in the **Actions** section, clear the **Confirm Mark Prior Read** checkbox.
3. Press the  key > **Save**.

Change options for spell check

1. On the home screen, click the **Messages** icon.
2. Press the  key > **Options** > **Spell Check**.
 - To check spelling before sending your email, select the **Spell Check Email Before Sending** checkbox.
 - To set the size of the word to check, click a number in the **Minimum Sized Word To Check** dialog box.

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

Email

Set up an email address

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click the **Email Accounts** icon.
3. 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

[Reconcile email over the wireless network manually, 93](#)
[Change options for your personal email account, 93](#)

Reconcile email over the wireless network manually

If you file or delete email messages and the changes aren't reflected on your BlackBerry smartphone or your computer, you can reconcile your email manually. To complete this task, wireless email reconciliation must be turned on.


1. On the home screen, click the **Messages** icon.
2. Press the  key > **Reconcile Now**.

Change options for your personal email account

Before you begin: 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 and click the link under **Email Setup.**

Compose and 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](#), 196






[Personal distribution lists](#), 200

[I can't send messages](#), 42

[Attach a file to an email](#), 95

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.**



Related information

[I can't check spelling](#), 223

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 draft email, press the  key > **Compose Email** > **Save Draft**.

Related information

[View saved messages](#), 96



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**.

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](#), 130



Attach a file to an email

Before you begin: 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.

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**.

Viewing and replying to email

View saved messages

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

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**.

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, 42](#)

Delete the original text from a reply message

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


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**.

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](#), 42






Change options for HTML email

1. On the home screen, click the **Messages** icon.
2. Press the  key > **Options** > **Email Preferences**.
3. In the **HTML Email** section, do any of the following:
 - To view email in plain text format, clear the **Enable HTML Email** checkbox.
 - To download images automatically in HTML email, select the **Download Images Automatically** checkbox.
 - To turn off the prompt that appears before downloading images in HTML email, clear the **Confirm External Image Download** checkbox.
4. Press the  key > **Save**.

Organizing your email inbox

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.

Mark a message as read or unread

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



- To mark a message as read or unread, highlight the message. Press the  key > **Mark Read** or **Mark Unread**.

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



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**.

Filter email by sender 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**.



Add, move, rename, or delete an email folder

Before you begin: 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**.

File an email

Before you begin: 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**.

View filed messages

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

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

Before you begin: 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 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**.

Options for email filters



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

Option	Description
	forwarded, specify whether it is forwarded with high importance or with the email header only.




Filter email by sender 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**.

Turn on an email filter

1. On the home screen, click the **Messages** icon.
2. Press the  key > **Options** > **Email Filters**.
3. Select the checkbox 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 and wireless email reconciliation features are designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) and reconcile email between your BlackBerry smartphone and the email application on your computer over the wireless network.


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.


Reconcile email over the wireless network manually

If you file or delete email messages and the changes aren't reflected on your BlackBerry smartphone or your computer, you can reconcile your email manually. To complete this task, wireless email reconciliation must be turned on.

1. On the home screen, click the **Messages** icon.
2. Press the  key > **Reconcile Now**.



Turn on or turn off wireless email reconciliation

You can turn on or turn off wireless email reconciliation for each email address 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. Select or clear the **Wireless Reconcile** checkbox.

Empty the deleted items folder on your computer from your smartphone



Before you begin: 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**.

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, 97](#)

Stop forwarding email to your smartphone




Before you begin: 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.


Stop storing email sent from your computer on your smartphone


Before you begin: 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 email sent from your smartphone on your computer

Before you begin: 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**.

Google Mail


About Google Mail on your smartphone

Depending on your wireless service plan or 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 use 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 important email messages.

For more information about Google Mail, visit www.googlemail.com.



Add or remove a Google Mail star

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 Google Mail label



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**.
 - To apply a label, select the checkbox beside the label.
 - To remove a label, clear the checkbox beside the label.
4. 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**.


Preview more of grouped email messages

Before you begin: 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**.



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 archived Google Mail messages to your message inbox

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

Report spam sent to your Google Mail account

When you report a Google Mail message as spam, 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**.

Text messages

About text messages

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




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

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

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

Compose and 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 **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).
 - If your BlackBerry smartphone is connected to a CDMA network, you can type an email address.
4. Type a message.
5. Press the  key.

Related information


[Personal distribution lists, 200](#)

[I can't send messages, 42](#)

[Attach a media file, contact card, appointment, or location to a text message, 107](#)

Attach a media file, contact card, appointment, or location to a text message

Before you begin: To attach a video, the video must be recorded in MMS mode.



1. When you're composing a text message, press the  key > **Attach**.
2. Click an attachment type.
3. Click a file.

Related information

[I can't attach a file to a text message, 130](#)

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, 130](#)

Reply to or forward a text message

Before you begin: You can't forward text messages that contain content that is copyright protected.




1. On the home screen, click the **Text Messages** icon.
2. Highlight a message.
 - To reply to a message, press the  key > **Reply**.
 - To forward a message, press the  key > **Forward**.

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**.

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**.

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

Before you begin: 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](#), 130

Stop receiving messages from a cell broadcast channel

Before you begin: 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**.

Public warning systems

About public warning systems

Public warning systems are used to send alert messages to users with enabled mobile devices. Public warning messages are text messages that alert users of possible threats to public safety in their area. Messages may include severe weather warnings, missing child alerts, or other national emergencies.

Depending on your wireless service provider, public warning messages don't contribute to data usage in your wireless service plan. Depending on your region, wireless service provider, and wireless network, this feature might not be supported. For more information, contact your wireless service provider or administrator.


Related information

[Delete a message, 97](#)

[Mark a message as read or unread, 97](#)

Unsubscribe from public warning messages

Depending on your region and wireless network, the name of the public warning system will vary.

1. On the home screen, click the **Messages** icon.
2. Press the  key > **Options**.
3. Click the appropriate public warning system.
4. To choose which types of public warning messages you will receive, select or clear the checkbox beside one or more of the alert types listed.

Note: You might not be able to unsubscribe from some public warning messages.

PIN messages

About PIN messages

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




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

Find your PIN

Do one of the following:

- On the home screen or in a folder, click the **Options** icon. Click **Device** > **Device and Status Information**.
- If supported by your input language, in a message or memo, type **mypin** followed by a space.

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](#), 200

[I can't send messages](#), 42

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.

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](#), 42

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**.

Change the display color of PIN messages

1. On the home screen, click the **Messages** icon.
2. Press the  key > **Options** > **Message Display and Actions**.
3. To change the display color of PIN messages in your inbox, clear the **Display PIN Messages in Red** checkbox.
4. Press the  key > **Save**.

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 , that are designed for use on BlackBerry smartphones.


Related information

[Search for a file that is saved on your smartphone, 132](#)

[Search for a file that is saved on your organization's network, 132](#)

Open a file or an attachment

Before you begin: 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, 130](#)

Save a file or an attachment

Before you begin: 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

Before you begin: To send a video, the video must be recorded in MMS mode.


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.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.


Related information

[I can't attach a file to a text message, 130](#)



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](#), 134

[View a hidden file or folder](#), 135



Contact cards

About contact cards

A contact card (sometimes called vCard or .vcf file) contains 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 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](#), 130

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 work email account is associated with 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.

When you block messages, you can set your smartphone to allow messages from specific contacts.


1. Do one of the following:
 - To block all incoming email, PIN, or text messages, on the home screen or in a folder, click the **Options** icon. Click **Security > Firewall**. Select the checkbox beside one or more message types.
 - To block only text messages with attachments that are from an advertiser or unknown sender, on the home screen, click the **Text Messages** icon. Press the  key > **Options**. In the **MMS** section, in the **Message Filtering** section, select the **Reject Anonymous Messages** checkbox or the **Reject Advertisements** checkbox.
2. 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.





Related information

[Create an email filter](#), 99

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. In the **General** section, if the **Enable** checkbox isn't selected, select it.
4. In the **Block Incoming Messages** section, select one or more message types.
5. Select the **Contacts** checkbox or **Specific Addresses, Phone Numbers, or PINs** checkbox.
6. 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** checkbox isn't 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** checkbox.
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 > **Close**.
12. 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  key > **Reset Count** or **Reset All Counts**.

S/MIME and PGP protected messages

S/MIME and 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.

If you use a PGP Universal Server, your administrator might have set options so that the PGP Universal Server always signs or encrypts your messages.

1. When you are composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.
3. To change the certificate that you use to send the message, press the  key > **Options**.
 - To change the signing or encryption certificate, change a **Certificate** field.
 - To encrypt the message using only the recipient's certificate, in the **Encryption Options** section, change the **Certificate** field to **None**.
 - To send the message without including your certificate, change the **Include Certificate** field to **No**.

If you change the Certificate field to None, you cannot read the message after you send it.

If you encrypt a message and keys are not available for all recipients, you might be able to click Send to Server to send the message to the PGP Universal Server. If the PGP Universal Server locates the keys, it encrypts the message. Otherwise, it might send the message as plain text.



Related information

[Some signing and encryption options aren't available on my smartphone, 124](#)

Encrypt an S/MIME or a PGP protected message with a passphrase

By default, your BlackBerry smartphone uses your certificate or PGP key to encrypt messages.



1. When composing a message, change the **Encoding** field to an option that uses encryption.

2. Press the  key > **Options**.
3. In the **Encryption** section, select the **Use Password-Based Encryption** checkbox or **Use Conventional Encryption** checkbox.
4. Press the  key > **Save**.

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

Attach a certificate or PGP key to a message



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

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

Download the certificate or PGP key used to sign or encrypt a message


If a certificate or 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 certificate or PGP key.

If you are enrolled with the PGP Universal Server, your smartphone might download the sender's PGP key from the PGP Universal Server automatically. You can't download the sender's PGP key manually.

1. In a message, highlight the encryption indicator or a digital signature indicator.
2. Press the  key > **Fetch Sender's Certificate** or **Fetch Sender's PGP Key**.
3. Specify the search criteria.
4. Press the  key > **Search**.
5. Click a certificate or PGP key.
6. Click **Add To Key Store**.

Add a certificate or PGP key from a message

If you are enrolled with the PGP Universal Server, you can't add PGP keys from messages.

1. In a message, highlight a digital signature indicator.
2. Press the  key.
 - To import the certificate or PGP key, click **Import Certificate** or **Import PGP Key**.
 - To import and trust the certificate or PGP key, click **Trust Certificate** or **Trust PGP Key**.

Add a certificate or PGP key from an attachment

If you are enrolled with the PGP Universal Server, you can't add PGP keys from attachments.






1. In a message, click the certificate or PGP key attachment at the end of the message.
2. Click **Retrieve Certificate** or **Retrieve PGP Key**.

3. Click the certificate or PGP key.
 - To import the certificate or PGPkey, click **Import Certificate** or **Import PGP Key**.
 - To import and trust the certificate or PGP key, click **Trust Certificate** or **Trust PGP Key**

Related information

[I can't open an attachment in an encrypted message, 124](#)

Attachment indicators in S/MIME and PGP protected messages


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

If you are enrolled with the PGP Universal Server, you can't add connection information for a certificate server from a message.

1. In a message, highlight the  indicator at the end of the message.
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 > **View Sender's Certificate** or **View Encryption Certificate**.

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 > **View Sender's PGP Key** or **View Encryption PGP Key**.










View encryption information for a weakly encrypted message

1. In a weakly encrypted message, highlight the encryption status indicator.

- Press the  key > **Encryption Details**.



S/MIME and PGP protected message status

Digital signature indicators for S/MIME or PGP protected messages

Indicator	Description
	Your BlackBerry smartphone verified the digital signature.
	The BlackBerry Enterprise Server that is associated with your smartphone verified the digital signature.
	Your smartphone requires more data to verify the digital signature.
	Your smartphone can't verify the digital signature.
	Your smartphone trusts the sender's certificate or PGP key.
	Your smartphone trusts the sender's certificate chain.
	The sender's email address doesn't match the email address of the certificate subject or the PGP key, or the sender's certificate or key is revoked, isn't trusted, can't be verified, or isn't on your smartphone.
	The certificate or PGP key is weak, the certificate or key status isn't current, or your smartphone requires more data to verify the trust status of the certificate or key.
	The sender's certificate, certificate chain, or PGP key 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.

Check the status of a certificate or certificate chain


If a certificate is included in a received message, or is already stored in the key store on your BlackBerry device, you can check the status of the sender's certificate, or you can check the status of the sender's certificate and all other certificates in the certificate chain.

1. In a message, highlight a digital signature indicator.
2. Press the  key.
3. Click **Check Sender's Certificate** or **Check Sender's Cert Chain**.

S/MIME and PGP protected message options

Change your signing and encryption certificate or key


Your BlackBerry smartphone uses your certificate or PGP key to encrypt messages in the Sent Items folder and includes your encryption certificate or 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** > **S/MIME** or **PGP**.
3. Change the **Certificate** fields or the **Default Key** field.
4. Press the  key > **Save**.

Related information

[Some signing and encryption options aren't available on my smartphone, 124](#)


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** or **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 **None**.
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 previously sent a message to or received a message from. Otherwise, your smartphone uses the message history to suggest a signing and encryption option.

You can set your smartphone to try to use the default signing and encryption option for your outgoing messages instead. However, if message classifications are turned on, the default signing and encryption option might not be able to be used depending on the security requirements of a message's classification. For example, if your default signing and encryption option is set to Sign and you compose a reply to a message that is classified as confidential, the signing and encryption option is set to Sign and Encrypt instead of the default signing and encryption option.

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.
 - To try to use the default signing and encryption option for outgoing messages, set the **Outgoing Message Encoding Suggestion** field to **Use Default Encoding**.
 - To use the signing and encryption option based on the message history, set the **Outgoing Message Encoding Suggestion** field to **Use Message History**.
4. Press the  key > **Save**.

Related information

[Some signing and encryption options aren't available on my smartphone](#), 124

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

Before you begin: 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 Classification** field.
4. Press the  key > **Save**.

Change the size of S/MIME or PGP indicators in messages

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security > S/MIME or PGP**.
3. In the **General** section, change the **Message Viewer Icons** field.
4. Press the  key > **Save**.


Change the encryption algorithms for S/MIME or PGP protected messages

If a message has multiple recipients, your BlackBerry smartphone uses the first encryption algorithm that's selected in the list and 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 or PGP**.
3. In the **Allowed Content Ciphers** section, select the checkbox beside one or more allowed content ciphers.
4. Press the  key > **Save**.

Change when the prompt to enter your key store password in a signed or encrypted message appears

You might be prompted to enter your key store password each time a personal certificate or PGP key in your key store is used, such as when you send a signed message or your BlackBerry smartphone decrypts a received message. You can turn off this prompt or set the prompt to appear less often.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security > Advanced Security Settings > Certificates or PGP keys**.
3. Highlight a personal certificate or PGP key.
4. Press the  key > **Change Security Level**.
 - To turn off the prompt to enter your key store password, set the security level to **Low**.
 - To display the prompt only when the password isn't cached or the refresh rate for key store items is expired, set the security level to **Medium**.
 - To always display the prompt, set the security level to **High**.
5. Click **OK**.


Turn off the prompt that appears before an S/MIME or a PGP protected message is cut short

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security > S/MIME or PGP**.


3. In the **General** section, 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 a certificate or PGP key that is not recommended for use

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security > S/MIME** or **PGP**.
3. In the **General** section, clear the **Warn About Problems With My Certificates** checkbox or **Warn About Problems With My PGP Keys** checkbox.
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**.

Troubleshooting: S/MIME and 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:

- Your administrator might have set options to prevent you from opening attachments in encrypted messages.
- The message might have been encrypted with an algorithm that isn't supported. To view which algorithms your BlackBerry smartphone supports, click the **Options** icon. Click **Security > S/MIME** or **PGP**. In the **Encryption** section, view which content ciphers are selected.
- Attachments in the .pgp file format aren'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 send and receive messages on your BlackBerry smartphone using IBM Lotus Notes native encryption. When you send or receive IBM Lotus Notes native encrypted messages, you might be prompted to type your IBM Lotus Notes ID password.

Before you can send or receive IBM Lotus Notes native encrypted messages, you or your administrator might need to import your IBM Lotus Notes ID file using Lotus iNotes (previously known as IBM Lotus Domino Web Access). 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.


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.

Troubleshooting: Messages application

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](#), 319
[Change or delete a contact](#), 195
[Turn on or turn off data service or set roaming options](#), 259
[Options for email filters](#), 100
[Resend a message](#), 96
[Wireless coverage indicators](#), 261
[Turn on, turn off, or check the status of a network connection](#), 257
[Resend a message](#), 96

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](#), 101

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.

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

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

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

Related information

[View filed messages](#), 99

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 is associated with a BlackBerry Enterprise Server, your administrator might add IT policy rules to your smartphone that determine the features and settings that are available and whether you can add or update an app. If your administrator has turned off a feature or set an option for you, the option might not appear, the option might appear grayed out, or a lock indicator appears beside the option field.

If your smartphone was previously associated with a BlackBerry Enterprise Server and your administrator hasn't removed IT policy rules from your smartphone, you can use the BlackBerry Desktop Software to remove the IT policy rules. For more information, visit www.blackberry.com/btsc and read KB18998.



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.

Related information

[Feature availability](#), 27

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,](#)

Troubleshooting: Email



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.

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,](#)

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**.
- Verify that the email that you received isn't encrypted.

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

[Reconcile email over the wireless network manually, 93](#)

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, 99](#)

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, turn off, or check the status of a network connection, 257](#)

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 from your smartphone, 227](#)

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.

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 , that are designed for use on BlackBerry smartphones.


Related information

[Search for a file that is saved on your smartphone, 132](#)

[Search for a file that is saved on your organization's network, 132](#)

Open a file or an attachment

Before you begin: 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, 130](#)


Save a file or an attachment

Before you begin: 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

- [I cannot find files sent to me over a Bluetooth connection, 286](#)
- [Search for a file that is saved on your organization's network, 132](#)
- [About files and attachments, 112](#)

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

Before you begin: 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, 132](#)

[About files and attachments](#), 112

Send a file

Before you begin: To send a video, the video must be recorded in MMS mode.


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.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.


Related information

[I can't attach a file to a text message](#), 130



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

Before you begin: 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, 113](#)

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, 134](#)


[View a hidden file or folder, 135](#)


Copy, move, rename, or delete a file

1. Do one of the following:
 - On the home screen or in a folder, click the **Files** icon.
 - On the home screen, click the **Media** icon. Press the  key > **Explore**.
2. Find and highlight a file.
3. Press the  key.
 - To copy a file, click **Copy**. Navigate to a location. Click **Paste**.
 - 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](#), 135

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](#), 134


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,](#)


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

How to: Media

Media file basics

Play a media file

1. Do one of the following:
 - On the home screen, click the **Media** icon. Click a media type. If necessary, click a category.
 - On the home screen or in the **Applications** folder, click the **Voice Notes** icon.
2. Click a file.
3. If the media controls don't 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's currently playing, click the |◀ icon.
 - To fast-forward or rewind a file, click the progress bar. On the trackpad, slide your finger to the right or left. Click the progress bar again.

Related information

[Supported audio and video file formats and extensions](#), 143

[Supported picture file extensions](#), 144

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, 65](#)

[Improve sound quality for media files, 140](#)

[Amplify the volume using the audio boost feature, 140](#)




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. Do one of the following:
 - On the home screen, click the **Media** icon. Press the  key > **Media Options**.
 - On the home screen or in the **Applications** folder, click the **Voice Notes** icon. Press the  key > **Options**.
2. Select the **Audio Boost** checkbox.
3. Read the warning on the screen and if you want to proceed, click **Yes**.
4. 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. Do one of the following:
 - On the home screen, click the **Media** icon. Press the  key > **Media Options**.
 - On the home screen or in the **Applications** folder, click the **Voice Notes** icon. Press the  key > **Options**.
2. Change the **Headset Music EQ** field.
3. Press the  key > **Save**.


Copy, move, rename, or delete a file

1. Do one of the following:
 - On the home screen or in a folder, click the **Files** icon.
 - On the home screen, click the **Media** icon. Press the  key > **Explore**.
2. Find and highlight a file.
3. Press the  key.
 - To copy a file, click **Copy**. Navigate to a location. Click **Paste**.
 - 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](#), 134

[View a hidden file or folder](#), 135



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 on or turn off audio and video shortcuts

By default, your BlackBerry smartphone uses the Volume and Mute keys as shortcuts to play, pause, and skip audio and video files.


1. On the home screen, click the **Media** icon.
2. Press the  key > **Media Options**.
3. Select or clear the **Allow Mute and Volume keys to control play, pause, and skip** checkbox.
4. Press the  key > **Save**.

Related information


[I can't use a shortcut](#), 61

Turn on or 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. This might be useful if you want to make sure that your files are saved to your smartphone's built-in media storage rather than your media card.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device > Storage**.
3. Select or clear the **Media Card Support** checkbox.
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. Highlight a video.
 - 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. Highlight a voice note.
2. Press the  key > **Sort by**.
3. Click a sorting option.

About transferring and synchronizing files

You can transfer and synchronize files between your BlackBerry smartphone and computer using a USB cable, or you can use Bluetooth technology to send files to or receive files from a Bluetooth enabled device.

If you want to manage and preserve the information or the encryption that is associated with your files when you synchronize files between your smartphone and your computer, use the BlackBerry Desktop Software. To download BlackBerry Desktop Manager, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer. For more information about synchronizing files, see the Help in the BlackBerry Desktop Software.

Related information

[Transfer files to and from your smartphone](#), 30

Transfer files to and from your smartphone

1. Connect your BlackBerry smartphone to the computer using a USB cable.
2. In the dialog box that appears on your smartphone, select one of the following file transfer options:
 - If you want to transfer most types of files, click **USB Drive**.
 - If you want to synchronize media files that are protected with DRM, click **Sync Media**.
3. If necessary, type your smartphone password. Your smartphone appears as a drive on your computer.
4. On your computer, do one of the following:
 - Drag a file from a location on your computer to a folder on your smartphone.
 - Drag a file from a folder on your smartphone to a location on your computer.


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

Related information

[About transferring and synchronizing files, 142](#)

Send a file

Before you begin: To send a video, the video must be recorded in MMS mode.

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.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.

Related information

[I can't attach a file to a text message, 130](#)

Receive a media file using Bluetooth technology

Before you begin: 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.

Supported audio and video file formats and extensions

Depending on your BlackBerry smartphone model and wireless network, some file extensions and file formats might not be supported.

File extensions	Video file formats	Audio file formats
MP4	<ul style="list-style-type: none">• H.263	<ul style="list-style-type: none">• AAC-LC
M4A	<ul style="list-style-type: none">• H.264	<ul style="list-style-type: none">• AAC+
M4V	<ul style="list-style-type: none">• MPEG-4	<ul style="list-style-type: none">• eAAC+
3GP		<ul style="list-style-type: none">• AMR-NB
3G2		<ul style="list-style-type: none">• QCELP
		<ul style="list-style-type: none">• EVRC
AVI	MPEG-4	MP3

File extensions	Video file formats	Audio file formats
ASF WMA WMV	<ul style="list-style-type: none"> Windows Media Video 9 VC-1 	<ul style="list-style-type: none"> Windows Media Audio 9 and Windows Media Audio 9 Professional Windows Media Audio 10 and Windows Media Audio 10 Professional
MP3	—	MP3
FLAC	—	FLAC
OGG	—	<ul style="list-style-type: none"> FLAC Ogg Vorbis
AAC	—	<ul style="list-style-type: none"> AAC-LC AAC+ eAAC+
AMR	—	AMR-NB
QCP	—	<ul style="list-style-type: none"> QCELP EVRC
WAV	—	<ul style="list-style-type: none"> PCM G711 U/A GSM 610
MID	—	Wave Synthesizer

For information about media file extensions and media file formats for your smartphone, visit www.blackberry.com/docs/smartphones and click **Smartphones > BlackBerry Smartphones > Supported Media**.

Related information

[Supported picture file extensions, 144](#)

Supported picture file extensions

Depending on your BlackBerry smartphone model and wireless network, some file extensions might not be supported.

- BMP
- JPG

- GIF
- PNG
- TIF
- WBMP

For information about media file extensions and media file formats for your smartphone, visit www.blackberry.com/docs/smartphones and click **Smartphones > BlackBerry Smartphones > Supported Media**.

Related information



[Supported audio and video file formats and extensions](#), 143

Music

Related information

[Transfer files to and from your smartphone](#), 30


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 the artist, album, genre, or playlist. 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**.

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.

Move or delete a song 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.
 - To change the location of the song in the playlist, press the  key > **Move**. Navigate to a new location. Press the  key > **Complete Move**.
 - To delete the song from the playlist, press the  key > **Remove** > **OK**.
5. 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**.

Videos



Related information

[Transfer files to and from your smartphone](#), 30

Change the thumbnail picture for a video



You can pause a video at any time and use the picture that appears on the paused screen as the video's thumbnail picture.

1. On the home screen, click the **Media** icon > **Videos** icon.

2. Play a video.
3. If the media controls don't appear at the bottom of the screen, click the trackpad.
4. When the video shows the picture that you want to use as the thumbnail picture, click the  icon.
5. Press the  key > **Set Video Thumbnail**.



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**.

Keep backlighting on when you play a video

By default, backlighting is designed to turn off after a period of time to conserve battery power. You can change your media options so that backlighting stays on when you play a video.

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**.





To keep backlighting off while you play a video, select the **Turn Off Auto Backlighting** checkbox.

Video camera

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

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



Before you begin: 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  icon.
3. To pause recording, click the  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.

Turn on or turn 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 or clear the **Video Light** checkbox.
4. Press the  key > **Save**.

Turn on or turn off auto focus

1. On the home screen, click the **Media** icon > **Video Camera** icon.
2. Press the  key.
3. Select or clear the **Auto focus** option.



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, 113](#)

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**.

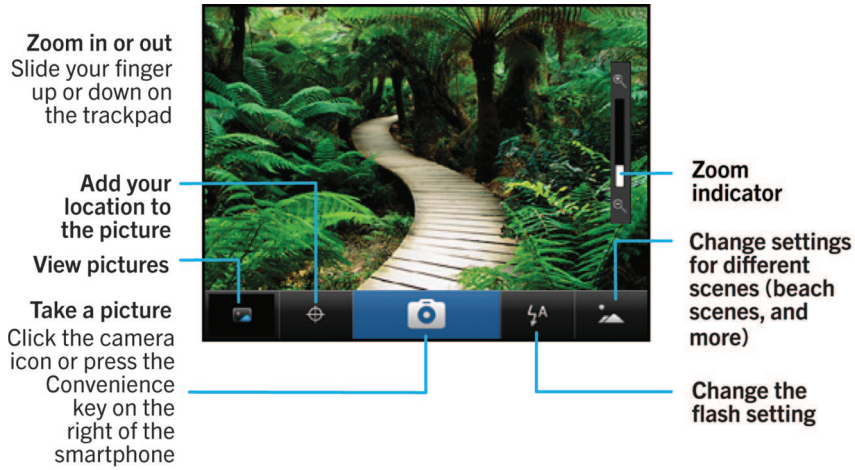
Change the location for storing videos that you take

1. On the home screen, click the **Media** icon > **Video Camera** icon.
2. Press the  key > **Options**.
3. If you have a media card inserted in your BlackBerry smartphone, you can change the **Store Videos** field.
4. Change the **Folder** field.
5. Press the  key > **Save**.

Camera









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

Camera at a glance



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.

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, 113](#)



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.

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** checkbox.
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 right away.

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 keep the picture on the screen after you take it until you press the  key, change the **Picture Review** field to **Hold**.
 - To prevent the picture from staying 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

Before you begin: To perform this task you must have a media card inserted in your BlackBerry smartphone.

1. On the home screen, click the **Camera** icon.

2. Press the  key > **Options**.
3. Change the **Store Pictures** field.
4. Press the  key > **Save**.

Pictures

Related information

[Transfer files to and from your smartphone](#), 30

Pictures at a glance


Zoom/pan
To zoom, click the trackpad
To pan a zoomed picture, slide your finger on the trackpad



Open the pop-up menu to send the picture, set it as your wallpaper, and more

Scroll through pictures
When zoomed out, slide your finger left or right quickly on the trackpad

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](#), 234

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](#), 160


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**.



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 Transitions** 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** > **Thumbnails** or **List**.

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**.

Create a picture folder






1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Press the  key > **Add Folder**.
3. If necessary, change the location that the folder is created in.
4. Type a name for the folder.
5. Click **OK**.

Voice notes

Related information

[Transfer files to and from your smartphone](#), 30

Record a voice note

1. On the home screen or in the **Applications** folder, click the **Voice Notes Recorder** icon.
2. Click the  icon.
3. Do any of the following:
 - To pause recording, click the  icon. To resume recording, click the  icon.
 - To stop recording, click the  icon. Click the  icon.

Note: When you stop recording a voice note, the voice note is automatically saved.



FM Radio

Depending on your BlackBerry smartphone model and wireless service provider, this feature might not be supported.

Turn on or turn off FM radio

Before you begin: To perform this task, you must have wired headphones plugged into your BlackBerry smartphone.

On the home screen, click the **Media** icon > **FM Radio** icon.



- To turn on the radio, click the  icon.
- To turn off the radio, click the  icon.

Related information

[I'm experiencing poor FM radio reception](#), 159



Change the radio station

On the home screen, click the **Media** icon > **FM Radio** icon.

- To change the radio station using the radio dial, highlight the radio dial and then slide your finger left or right on the trackpad.
- To seek the next or previous radio station, click the  or  icon.
- To move to a specific radio station, click the radio station frequency number. In the **Tune to Station** dialog box, slide your finger up or down on the trackpad to change the numbers. Click **OK**.

Turn on or turn off scan mode

When you turn on scan mode, your BlackBerry smartphone will tune in to the first available radio station, pause on it, and then tune in to the next available radio station. The FM radio application will continue to scan until you turn off scan mode.

1. On the home screen, click the **Media** icon > **FM Radio** icon.
2. Press the  icon.
3. Press the  key.
4. Click **Scan Stations**.


To turn off scan mode, click the trackpad.

Add a favorite radio station


1. While listening to a radio station, click the **Favorites** icon at the bottom of the screen.
2. Click **Add Station**.
3. In the **Name** field, type the name of the station.
4. Click **Save**.

Play, edit, or delete a favorite radio station

1. On the home screen, click the **Media** icon > **FM Radio** icon.
2. Click the **Favorites** icon at the bottom of the screen.
3. Highlight a favorite radio station.

4. Press the  key.
 - To play the radio station, click **Tune to Station**.
 - To edit the name of the radio station, click **Edit Station**.
 - To delete the radio station, click **Remove Station**.

Sort favorite radio stations

1. On the home screen, click the **Media** icon > **FM Radio** icon.
2. Click the **Favorites** icon at the bottom of the screen.
3. Press the  key.
 - To sort the radio stations by radio frequency, click **Sort by Frequency**.
 - To sort the radio stations by name, click **Sort by Name**.

Listen to FM radio on your speakerphone

Before you begin: To perform this task, you must have wired headphones plugged into your BlackBerry smartphone.

1. On the home screen, click the **Media** icon > **FM Radio** icon.
2. Click the **Audio Output** icon at the bottom of the screen until the speakerphone button appears.

Troubleshooting: Media

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 is associated with a BlackBerry Enterprise Server, your administrator might add IT policy rules to your smartphone that determine the features and settings that are available and whether you can add or update an app. If your administrator has turned off a feature or set an option for you, the option might not appear, the option might appear grayed out, or a lock indicator appears beside the option field.

If your smartphone was previously associated with a BlackBerry Enterprise Server and your administrator hasn't removed IT policy rules from your smartphone, you can use the BlackBerry Desktop Software to remove the IT policy rules. For more information, visit www.blackberry.com/btsc and read KB18998.

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.

Related information

[Feature availability, 27](#)

I can't save media files

Your BlackBerry smartphone or media card might not have enough available storage space 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.
- In the video camera options, verify that the **Video Format** field is set to a smaller format. Large videos use more storage space than smaller videos.

Related information

[Delete a message, 97](#)

[Copy, move, rename, or delete a file, 134](#)

[Change the size of pictures that you take, 151](#)

[Change the video size and format, 149](#)

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 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**.
- For more information about synchronizing media files, see the Help in the BlackBerry Desktop Software.

Related information

[About file encryption, 302](#)

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](#), 141

The flash or video light dims or turns off

If the camera has a flash or the video light is turned on, and the battery power level drops below 20 percent, the flash or video light dims to conserve battery power. In cold temperatures, when the battery power level drops below 20 percent, the flash or video light 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 listen to FM radio

Try the following actions:

- Verify that you have wired headphones plugged into your BlackBerry smartphone.
- Verify that you have turned on the radio.
- Verify that there are FM radio stations available in your area.

I'm experiencing poor FM radio reception

The FM radio uses your wired headphones as an antenna. To improve radio reception, try one or more of the following:

- Straighten the headphone cord.
- Try different wired headphones, which may provide better reception quality.

- Try moving to a different location, away from large metal objects.

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.

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](#), 32

I can't use a shortcut

Try the following actions:

- Depending on the typing input language that you're using, some shortcuts might not be available. Try changing the typing input language.
- If media shortcuts aren't working, verify that you have turned on audio and video shortcuts in the Media options.

Related information

[Change an input or display language](#), 228









[Turn on or turn off audio and video shortcuts](#), 141

Ring tones, sounds, and alerts

How to: Ring tones, sounds, and alerts

Icons for sound and alert profiles

The icon for the sound and alert profile that's active appears at the top of the home screen, under the date. You can click the icon to switch to a different sound profile or to change notification options. For example, you can change the volume or ring tone for certain profiles or add a custom profile.

	Normal profile		Phone Calls Only profile
	Loud profile		Custom profile
	Medium profile		Silent profile
	Vibrate Only profile		All Alerts Off profile

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. 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.

Related information

[Icons for sound and alert profiles, 161](#)

Change your ring tone, notifiers, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.


1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts > Sounds for Selected Profile**.
 - To change your ring tone or ring volume, 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 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

- [I can't change the number of times that my smartphone rings, 83](#)
- [Add or delete a contact alert, 163](#)
- [Add or delete a custom sound profile, 162](#)
- [Icons for sound and alert profiles, 161](#)

Add or delete a custom sound profile

In addition to the preloaded sound profiles, you can create your own custom sound profiles.

1. On the home screen, click your **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 sound profile, highlight the profile. Press the  key > **Delete**.


Related information

- [Icons for sound and alert profiles, 161](#)

Add or delete 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 your **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**.

Related information

[Icons for sound and alert profiles, 161](#)

Silence your smartphone

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Do one of the following:
 - To receive flashing LED alerts only, click the  icon.
 - To receive vibrate alerts only, click the  icon.
 - To turn off all alerts, including contact alerts, click the  icon.

When a ring tone, reminder, or alert sounds, if available, press the **Mute** key on the right side of your BlackBerry smartphone.

Related information

[Silence the alarm, 207](#)

[Icons for sound and alert profiles, 161](#)

Flashing LED color descriptions

The LED on the top of your BlackBerry smartphone flashes different colors to indicate the statuses described.



Flashing LED color	Description
Green	Indicates that you're in a wireless coverage area. You can turn on or turn off this notification.
Blue	Indicates that your smartphone is connected to a Bluetooth enabled device. You can turn on or turn off this notification.
Red	Indicates that you have received a new message. The LED also flashes when your smartphone accesses data on a smart card. You can turn on or turn off this notification. You can also change the LED color for ring tones, message notifications, event reminders, and other application notifications using the sound and alert profiles.
Amber	Indicates that the battery power level has dropped to low and needs to be charged. You can't turn on or turn off this notification. The amber LED flashes when your smartphone is turned off and charging, this indicator changes to solid green when the battery is fully charged.

Related information

[Turn on flashing LED notification for wireless coverage, 233](#)

[Turn off or turn on the Bluetooth connection notification, 283](#)

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 your **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 your **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 at a glance



Type a web address
Press and hold the trackpad

Open a pop-up menu of common actions
Press and hold the trackpad

Open tab view

Open your bookmarks and history

Zoom/pan
To zoom, click the trackpad.
To pan a zoomed page, slide your finger on the trackpad.

Tab view

Close the selected tab

Open a webpage in a new tab


The image shows two screenshots of the BlackBerry browser. The top screenshot shows the main browser interface with a search bar containing 'http://m.blackberry.com/ca/...', a search icon, and a 'Tabs' icon. Below the search bar is a promotional banner for BlackBerry smartphones. Callout lines point from text labels to the search bar, the search icon, the 'Tabs' icon, and the search bar again. The bottom screenshot shows the 'Tab view' interface with two tabs and a '+' icon. Callout lines point from text labels to the 'x' icon on a tab and the '+' icon.


Browser basics

Browsing the Internet


Browse the Internet

For more information on the charges associated with using the browser, contact your wireless service provider.


1. On the home screen, click the **Browser** icon.
2. In the address bar, type a web address or search terms.
3. Press the  key on the keyboard.

To stop loading a webpage, press the  key > **Stop**.

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.


Open, close, or switch between tabs


With tabbed browsing, you can open multiple webpages on your BlackBerry smartphone at the same time. If you open a link in a message, calendar entry, or memo, the link automatically opens in a new tab. The more tabs you have open, the more memory your smartphone uses.

Do one of the following:

- To open a new tab, in the browser, press the  key > **Tabs**. Click the **New Tab** icon.
- To open a new tab for a link on a webpage, highlight the link. Press the  key > **Open Link in New Tab**.
- To switch between tabs, in the browser, press the  key > **Tabs**. Click a tab.
- To close a tab, in the browser, press the  key > **Tabs**. Highlight a tab. Click the  icon.

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


Related information

[Shortcuts: Browser](#), 58

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

Before you begin: 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  key on the keyboard.


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

View your browser history

1. On the home screen, click the **Browser** icon.
2. Scroll to the **History** section.

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**.


Move back, move forward, or refresh a webpage

On a webpage, press the  key.


- To move back or forward a webpage, click **Back** or **Forward**.
- To refresh a webpage, click **Refresh**.

Return to the browser home page

Before you begin: To perform this task, you must have a browser home page set on your BlackBerry smartphone.





1. On a webpage, press the  key.
2. Click **Home**.

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 webpage

1. On a webpage, click a media file.
2. Click **Open**.

Related information

[Supported audio and video file formats and extensions](#), 143

Open, play, or 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.




On a webpage, click the file that you want to open, play, or download.

- To open or play the file, click **Open**.
- To download the file, in the **Save** dialog box, click **Yes**.

Copying and sending 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, link, or picture

1. On the home screen, click the **Browser** icon.
 - To send a web address for a webpage that is in your bookmark folder or browser history, highlight a webpage.
 - To send a different web address, browse to a webpage.
 - To send a link or picture from a webpage, highlight a link or picture.
2. Press the  key > **Send Page Address**, **Send Link**, or **Send Image Link**.
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 webpage

1. On a webpage, 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 webpages

You can bookmark webpages that you visit frequently. When you bookmark a webpage, you can set whether you want the browser to check the webpage for updates periodically. Bookmarks that have been updated since the last time you visited them appear in italic.



Bookmark a webpage

1. On a webpage, 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**.


Change or delete a bookmark for a webpage

You might not be able to change or delete bookmarks added by your wireless service provider.



1. On the home screen, click the **Browser** icon.
2. Click **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 webpage



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 webpages

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  key on the keyboard.
- To delete a bookmark folder, click **Delete Folder**.

Browser options

Change your browser 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 browser home page, in the **Home Page** field, type a web address.
 - To use your browser 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 webpages

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.


Related information

[Add a search engine from a website, 173](#)

Add a search engine from a website



You can try adding a search engine if the search engine that you want to use doesn't appear as an option when you are changing your default search engine.

On the home screen, click the **Browser** icon.



- To add a search engine from a link on a website, browse to the website. Click the link. Click **Add**.
- To add a search engine from a website that doesn't provide a link, press the  key. If **New Search Engine** appears in the menu, click **New Search Engine > Add**. If **New Search Engine** doesn't appear in the menu, the website doesn't support this feature.

Set the character encoding for all webpages


By default, your BlackBerry smartphone uses the optimal character encoding for a webpage.

1. On 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 webpages

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 webpages, clear the **Load Images** checkbox.
 - To stop playing embedded media files on webpages, clear the **Enable Embedded Media Files** checkbox.
4. Press the  key > **Save**.


Stop blocking pop-ups on webpages

1. On the home screen, click the **Browser** icon.
2. Press the  key > **Options**.
3. In the **Web Content** section, clear the **Block Popups** checkbox.

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**.

Delete browser history


1. On the home screen, click the **Browser** icon.
2. Click **History**.
3. Press the  key > **Clear All** > **Delete**.

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** checkbox.

4. Press the  key > **Save**.



Turn off JavaScript support

JavaScript is used on some webpages 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** checkbox.
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** checkbox.
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** checkbox, 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.
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 Strong Only . To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to Allow Weak .
Digest Strength	Specify whether your browser accepts data with weak digest algorithms or accepts only data with strong digest algorithms. The stronger the digest algorithm is, the more secure your browsing experience is. To accept data with weak digest algorithms, change this field to Allow Weak . To accept only data with strong digest algorithms, change this field to Strong Only . To be prompted to accept data with weak digest algorithms, change this field to Prompt . Depending on the options that your administrator sets, you might not be able to change this option.
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 > Delete .

Related information

[Manage browser security, 176](#)

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, 175](#)




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.
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** checkbox.
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 webpage with an RSS feed, press the  key.
2. Click **Subscribe to RSS Feed**.
3. Select the checkbox beside each feed that you want to add.
4. Click **Subscribe**.
5. Click **OK**.

Tips: Browser

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

Related information

[Shortcuts: Browser](#), 58

Shortcuts: Browser

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 address bar Press the  key.


Insert a slash mark (/) in the address bar Press the  key and the  key.

Stop loading a webpage	Press the  key.
Close the browser	Press and hold the  key.

On a webpage

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

Move around a webpage

Move up a screen	Press the  key and the  key.
Move down a screen	Press the  key.
Move to the top of a webpage	Press T
Move to the bottom of a webpage	Press B

Related information

[Turn on browser shortcuts](#), 167

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, 246](#)

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** checkbox.

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.

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

[Turn on, turn off, or check the status of a network connection, 257](#)

Calendar

How to: Calendar

Synchronizing calendar

About synchronization and reconciliation

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

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.

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](#), 192

[Synchronize organizer data over the wireless network](#), 183

Synchronize organizer data over the wireless network

Before you begin: 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.

If you change the same organizer data item on your BlackBerry smartphone and in the email application on your computer, the organizer data on your computer takes precedence over the organizer data on your smartphone.

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](#), 192

[About synchronization conflicts](#), 183


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

Before you begin: 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, 294](#)

[I can't schedule appointments that span multiple days, 192](#)

[I can't set some fields when scheduling appointments, 192](#)


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

Before you begin: 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**.