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

Delete an appointment, meeting, or alarm

1. On the home screen, click the **Calendar** icon.
2. Highlight an appointment, meeting, or alarm.
3. Press the key > **Delete**.

Respond to a meeting invitation

1. In a meeting invitation, press the key.
2. Click **Accept**, **Tentative**, or **Decline**.
3. If you declined a delegated meeting invitation, do one of the following:
   - To decline the meeting, click **Decline**.
   - To delegate the meeting back to the sender so that the sender can re-delegate it, click **Delegate**.
4. Do one of the following:
   - To send the response without adding comments, click **Send Response**.
   - To add a comment to your response, click **Add Comments**. Type a comment. Press the key > **Send**.

Note: If you delete a meeting invitation from the Messages application before you accept or decline it, the meeting is deleted from the email application on your computer.

View your calendar when responding to a meeting

In a meeting invitation, press the key > **View Calendar**.

To return to the meeting invitation, press the key.

Check availability of meeting participants

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.

You can only check availability of meeting participants in your organization.

In a meeting or meeting invitation, below the list of meeting participants, click **View Availability**.

- If you are the meeting organizer, to select the next time that all meeting participants are available, click **Next Available Time**.
- To view a list of the statuses that are associated with the colored bars on the screen (for example, busy or tentative), press the key > **Show Legend**.

Change the list of participants for a meeting

Before you begin: To perform this task, you must be the meeting organizer.

1. In a meeting, in the **Accepted** or **Declined** field, highlight a contact.
2. Press the key.
3. Click **Invite Attendee**, **Change Attendee**, or **Remove Attendee**.
4. Press the key > **Save**.

Forward a meeting invitation

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.

If you do not have the option to forward a meeting invitation, you might be able to delegate a meeting invitation instead.

In a meeting or a meeting invitation, press the key > **Forward**.

Note: If you forward a meeting invitation on behalf of the meeting organizer, only the meeting organizer receives the recipient's response.

Delegate a meeting invitation

Before you begin: To perform this task, you must be using IBM Lotus Notes and your email account must be associated with a BlackBerry Enterprise Server that supports this feature.

If you do not have the option to delegate a meeting invitation, you might be able to forward meeting invitations instead. You might not have the option to delegate a meeting invitation if the meeting organizer has turned off meeting delegation.

1. In a meeting invitation, press the key > **Delegate**.
2. Click a contact.
   - To send the response without adding comments, click **Send Response**.
   - To add a comment to your response, click **Add Comments**. Type a comment. Press the key > **Send**.

Send an email to a meeting organizer or to all meeting participants

In a meeting, meeting invitation, or meeting response, press the key, and do one of the following:

- To email the meeting organizer, click **Email Organizer**.
- To emaill all meeting participants, including the organizer, click **Email All Attendees**.

Calendar options

Change how the calendar is displayed

1. On the home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
   - To change the default view, change the **Initial View** field.
   - To change the start and end time for days, change the **Start Of Day** field and **End Of Day** fields.
   - To change the day that displays as the first day of the week in Week view, change the **First Day Of Week** field.
   - To hide free time in Agenda view, clear the **Show Free Time in Agenda View** check box.
3. Press the key > **Save**.

Change options for reminders

1. On the home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
   - To change the snooze time for reminders, change the **Snooze** field.
   - To change the default reminder time for calendar entries, change the **Default Reminder** field.
3. Press the key > **Save**.

Related information

Turn off your smartphone, 294

Change options for multiple calendars

1. On the home screen, click the **Calendar** icon.
2. Press the key > **Options**.
3. Click a calendar.
   - To change the color that is used for appointments from the calendar, change the **Appointment Color** field.
   - To set whether the calendar reminds you of appointments, select or clear the **Display Reminders** check box.
4. Press the key > **Save**.

Change the default calendar

Changing the default calendar changes the email address that meeting invites are sent from.

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

Change how long your smartphone stores calendar entries

1. On the home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
3. Change the **Keep Appointments** field.
4. Press the key > **Save**.

Your BlackBerry smartphone deletes calendar entries that are older than the number of days that you set.

Show tasks in the calendar

1. On the home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
3. Select the **Show Tasks** checkbox.
4. Press the key > **Save**.

Conference call meetings

About conference calls

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

Related information

Conference call meetings, 189

Create a conference call meeting from your smartphone

Before you begin: To perform this task, you must be the meeting organizer. If you are not the meeting organizer, you can create a conference call meeting on behalf of another person from your computer.

1. In a meeting, select the **Conference call** checkbox.
2. Type the information for the conference call.
3. Press the key > **Save**.

Create a conference call meeting from your computer

Before you begin: To perform this task, you must be the meeting organizer or be creating the meeting on behalf of the meeting organizer. For information about creating meetings on behalf of another person, see the documentation for the email application on your computer.

You can create a conference call meeting from your computer that your BlackBerry smartphone recognizes. When the conference call meeting starts, participants who have a BlackBerry smartphone can enter the conference call meeting with the Join Now option, if their smartphone supports this feature.

1. In the meeting notes, or in the meeting location field, type **CCP:** and the participant conference call bridge number. Do not include spaces.
2. Type a lowercase **x**. Do not include spaces before or after the x.
3. Type the participant access code. Type a space after the participant access code.
4. Type **CCM:** and the moderator conference call bridge number. Do not include spaces.
5. Type a lowercase **x**. Do not include spaces before or after the x.
6. Type the moderator access code. Type a space after the moderator access code.

Example

If the participant and moderator conference call bridge number is 1-800-555-5555, the moderator access code is 55555#, and the participant access code is 55551#, type **CCP:18005555555x55555# CCM:18005555555x55551#**, followed by a space.

Enter a conference call meeting

Do one of the following:

- In a meeting notification, click **Join Now**.
- In the calendar, highlight the meeting. Press the key > **Join Now**.

Related information

I can't enter a conference call with the Join Now option, 192

Save your conference call information

You can save your conference call information so that it is added to the conference call fields automatically when you create a conference call meeting from your BlackBerry smartphone.

1. On the home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Conference Calling**.
3. Type your conference call information.
4. Press the key > **Save**.

Tips: Calendar

Calendar shortcuts

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

For shortcuts to work in Day view, press the key > **Options**. Click **Calendar Display and Actions**. Clear the **Enable Quick Entry** check box.

Schedule an appointment	Press **C**
Change to Agenda view	Press **A**
Change to Day view	Press **D**
Change to Week view	Press **W**
Change to Month view	Press **M**
Move to the next week, month, or day in Agenda view	Press the space key.
Move to the previous week, month, or day in Agenda view	Press the ⇧aA key and the space key.
Move to the current date	Press **T**
Move to a specific date	Press **G**

Troubleshooting: Calendar

I can't schedule appointments that span multiple days

If you use IBM Lotus Notes, you can't schedule appointments that span multiple days.

I can't set some fields when scheduling appointments

If you use IBM Lotus Notes, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private checkbox when you change a recurring appointment or meeting.

Some characters in calendar entries don't appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry smartphone that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

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

Related information

About synchronization conflicts, 183
Synchronize organizer data over the wireless network, 183

I can't enter a conference call with the Join Now option

The Join Now option might not appear in the meeting notification if the meeting organizer isn't using a BlackBerry smartphone that supports the Join Now feature or if the meeting organizer didn't enter the conference call information

correctly. You might need to change your smart dialing options so that you can enter the conference call using the Join Now option.

Try the following actions:

- If the Join Now option doesn't appear, to enter the conference call, in the meeting or meeting invitation, click the conference call bridge number and access code that appear in either the **Location** field or the **Notes** section.
- If the Join Now option appears, but you're not able to join, try increasing the default time that your smartphone waits before dialing an extension. From the home screen, press the key. Press the key > **Options** > **Smart Dialing**. In the **To access extensions in all other corporations** section, change the **Wait For** field to the highest value or to **My Response** if your BlackBerry smartphone is connected to a CDMA network. Try entering the conference call with the Join Now option again.

Related information

Enter a conference call meeting, 190

Contacts

How to: Contacts

Contact basics

Add a contact

Do one of the following:

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

Related information

Add a contact to your SIM card, 194

Add a contact to your SIM card

1. In the contact list, press the key > **SIM Phone Book**.
2. Press the key > **New**.
3. Type the contact information.
4. Press the key > **Save**.

Related information

Add a contact, 194

Copy contacts to and from SIM card

The Copy All feature can be used to copy contacts from your SIM card to your contacts list. A helpful feature when you are setting up a new device. You can also copy contacts from your contacts list to your SIM card, but they must be copied individually to ensure storage availability. Depending on your wireless service provider, your BlackBerry smartphone might not use a SIM card.

Do one of the following:

- To copy contacts from your SIM card to your contact list, in the contact list, press the key > **SIM Phone Book**. Press the key > **Copy All To Contacts**.
- To copy a contact from your contact list to your SIM Card, in the contact list, click a contact. Highlight a phone number .
- Press the key > **Copy to SIM Phone Book**. Press the key > **Save**.

Create a custom contact field

Custom contact fields can store information that you want to remember about a contact, for example, you might want to add a custom contact field named Sports team or Favorite color. If you create a custom field for a contact, the field appears for all your contacts.

1. When you are adding or changing a contact, in the **Custom Fields** section, click **Add Custom Field**.
2. Click a field.
3. To change the name of the field, place the cursor in the field. Press the key > **Change Field Name**.
4. Type a name for the field. Press the key on the keyboard.
5. Type the information that you want to add to the custom field.
6. Press the key > **Save**.

You can synchronize contact fields that you customize on your BlackBerry smartphone with the email application on your computer. For more information about synchronizing contact fields, see the Help in the BlackBerry Desktop Software.

Add a pause or a wait to a phone number

Use a pause or a wait to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry smartphone either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

1. After you type the main part of a phone number in a phone number field, press the key.
2. Click **Add Pause** or **Add Wait**.
3. Type the additional numbers.
4. Press the key > **Save**.

Change or delete a contact

Do one of the following:

- To change a contact, on the home screen, click the **Contacts** icon. Highlight a contact. Press the key > **Edit**. Change the contact information. Press the key > **Save**.

- To change a contact using information on your BlackBerry smartphone, such as information in an email or a calendar entry, highlight the information you want to add to a contact. Press the key > **Add to Contacts** > **Add to Existing Contact**. Click a contact. If necessary, add contact information. Press the key > **Save**.
- To delete a contact from your Contact list, on the home screen, click the **Contacts** icon. Highlight a contact. Press the key > **Delete**.

Change or delete a SIM card contact

1. On the home screen, click the **Contacts** icon.
2. Press the key > **SIM Phone Book**.
3. Highlight a contact.
   - To change a SIM card contact, press the key > **Edit**. Change the contact information. Press the key > **Save**.
   - To delete a SIM card contact, press the key > **Delete**.
   - To delete all SIM card contacts, press the key > **Delete All**.

Search for a contact

You can search for contacts in your contact list or, if your email account uses a BlackBerry Enterprise Server, you might also be able to search for contacts in your organization's contact list.

1. On the home screen, click the **Contacts** icon.
   - To search for a contact in your contact list, type all or part of a contact's name.
   - To search for a contact in your organization's contact list, click **Remote Lookup**. Type all or part of a contact's name. Click **OK**.
2. Highlight a contact.
3. Press the key.
   - To view information for a contact, click **View**.
   - To add a contact from your organization's contact list to your contact list, click **Add to Contacts**.
   - To add all of the contacts from your organization's contact list to your contact list, click **Add All to Contacts**.
   - To view the next 20 matches in your organization's contact list, click **Get More Results**.
   - To narrow search results when a contact's name has multiple matches, highlight a contact's name. Click **Resolve**.
   - To delete the search results after you have searched your organization's contact list, click **Delete Lookup**.
   - To start a new search when you are searching your organization's contact list, click **Lookup**.

Related information

Change how contact names appear in Remote Lookup results, 203

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

Add a contact picture for caller ID

1. On the home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the key > **Edit**.
4. Press the key > **Add Picture**.
5. Find, highlight, and click a picture.
6. If necessary, move the crop box to the portion of the picture that you want to use.
7. Press the key > **Crop & Save**.
8. Press the key > **Save**.

Related information

My contact pictures keep changing, 204

Change or delete a contact picture

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

Related information

My contact pictures keep changing, 204

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM Lotus Notes, you can apply more than one category to a task on your BlackBerry smartphone, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

Categorize a contact, task, or memo

1. When you are creating or changing a contact, task, or memo, press the key > **Categories**.
2. Select the checkbox beside a category.
3. Press the key > **Save**.

To remove a category from a contact, task, or memo, clear the checkbox beside the category.

Create a category for contacts, tasks, or memos

You can create categories to organize items in the Contacts application, Tasks application, and MemoPad.

1. On the home screen or in the **Applications** folder, click the **Contacts** icon, **Tasks** icon, or **MemoPad** icon.
2. Press the key > **Filter**.
3. Press the key > **New**.
4. Type a name for the category.
5. Press the key on the keyboard.

To delete a category, highlight the category. Press the key > **Delete**.

Synchronizing contacts

About synchronization and reconciliation

The wireless data synchronization 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.

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

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

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

Personal distribution lists

Create a personal distribution list

You can use personal distribution lists when you send email messages, PIN messages, or text messages. Personal distribution lists that you create on your BlackBerry smartphone do not appear in the email application on your computer.

1. On the home screen, click the **Contacts** icon.
2. Press the key > **New Group**.
3. Type a name for the personal distribution list.
4. Press the key > **Add Member**.
5. Click a contact.
6. To add another contact, repeat steps 4 to 5.
7. Press the key > **Save Group**.

Change or delete a personal distribution list

1. On the home screen, click the **Contacts** icon.
2. Highlight a personal distribution list.
3. Press the key.
   - To change a personal distribution list, click **Edit Group**. Click a contact. Click **Add Member**, **Change Member**, or **Delete Member**. Press the key > **Save Group**.
   - To delete a personal distribution list, click **Delete Group** > **Delete**.

Note: When you delete a contact from a personal distribution list, the contact remains in your contact list.

Multiple contact lists

About multiple contact lists

If your BlackBerry smartphone is associated with multiple email accounts, you might have contacts from each email account on your smartphone. For example, if your smartphone is associated with a work email account and a personal email account, you might be able to view your work contact list and your personal contact list on your smartphone. For more information, contact your wireless service provider.

View a different contact list

1. On the home screen, click the **Contacts** icon.
2. Press the key > **Select Contacts**.
3. Click a contact list.

Change the default contact list

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Contact List (SYNC)** field.
4. Press the key > **Save**.

Contact list options

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the home screen, click the application icon for an application that prompts you before you delete items.
2. Press the key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** checkbox.
5. Press the key > **Save**.

Change the display options for contacts

You can change how your contacts appear in all applications, including the phone, message list, contact list, and calendar.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Language**.
3. Change the **Global Name Display** field.
4. Press the key > **Save**.

View the number of contacts stored on your smartphone

1. On the home screen, click the **Contacts** icon.
2. Press the key > **Options**.
3. Click a contact list.

The Number of Entries field displays the number of contacts that are stored in the contact list.

Sort contacts or tasks

1. On the Home screen or in the **Applications** folder, click the **Contacts** icon or **Tasks** icon.
2. Press the key > **Options**.
3. If necessary, click **General Options**.
4. Change the **Sort By** field.

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

Change how contact names appear in Remote Lookup results

By default, when you search for a contact in your organization's contact list, the contact's display name will appear in the search results. You can choose to display a contact's first and last names instead.

1. On the home screen, click the **Contacts** icon.
2. Press the key > **Options**.
3. Click **Contact Display and Actions**.
4. Clear the **Show Display Name** checkbox.
5. Press the key > **Save**.

Store SIM card contacts on your wireless service provider's contact backup server

Depending on your wireless service provider and your wireless service plan, you might be able to store your contacts on your wireless service provider's contact backup server. For more information, contact your wireless service provider.

Replace or merge contacts on your wireless service provider's contact backup server

To perform this task, you will need to sign up for your wireless service provider's contact backup service and you must have backed up your SIM card phone book to your wireless service provider's contact backup server. When you insert a new SIM card in your BlackBerry smartphone, you can choose to replace or merge that SIM card's phone book with the contacts that you have backed up on your wireless service provider's contact backup server.

1. Insert a new SIM card into your smartphone or switch your SIM card.
2. On the home screen, click the **Contacts** icon.
3. When prompted to sign up for contact backup service, select **Yes**.
   - To replace your SIM card phone book with the contacts you backed up to your wireless service provider's contact backup server, click **Delete**.
   - To merge your SIM card phone book with the contacts you backed up to your wireless service provider's contact backup server, click **Do Not Delete**.
4. Click **Next**.

Troubleshooting: Contacts

Contact list field data isn't appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you can't add a contact's birthday to a custom contact list field on your BlackBerry smartphone and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Related information

Create a custom contact field, 195

My contact pictures keep changing

The contact pictures in applications (for example, in the contacts application), might change if you set more than one application on your BlackBerry smartphone to replace contact pictures. Depending on how often or how many of your contact pictures are being replaced by other applications, you might experience increased data charges.

To stop contact pictures from changing, you must change the options in each application that is replacing your contact pictures.

Clock

How to: Clock

Set the date and time

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Set Time**.
   - To get the date and time from the wireless network automatically, change the **Update Time** field to **Automatic**. Note that you must be connected to the wireless network.
   - To set the date and time manually, change the **Update Time** field to **Manual**. Click the **Set Time** or **Set Date** field. Change the time or date. Click **OK**.
3. Do any of the following:
   - To receive a prompt when your BlackBerry smartphone detects a new time zone, change the **Auto Update Time Zone** field to **Prompt**.
   - To have your smartphone update the time zone automatically when it detects a new time zone, change the **Auto Update Time Zone** field to **On**.
4. Press the key > **Save**.

Related information

The time on my smartphone isn't correct, 209

Display a second time zone on the clock

You can show two times zones on the clock. For example, if you travel to a different time zone, you can display the time in your current location and the time in your home time zone.

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. Change the **Home Time Zone** field.
4. Press the key > **Save**.

Related information

The time on my smartphone isn't correct, 209

Change the clock face

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

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

Change what appears on the screen when your smartphone is charging

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. Change the **When Charging** field.
4. Press the key > **Save**.

Turn on the alarm

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

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

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

Related information

Turn off your smartphone, 294
Set an alarm in the calendar, 185

Silence the alarm

- If snooze is not turned on, click **Dismiss**.
- If snooze is turned on, click **Snooze**.

Change alarm notification options

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. In the **Alarm** section, change the **Alarm Tone** field, **Volume** field, **Snooze Time** field, and **Vibration** field.
4. Press the key > **Save**.

Set options for bedside clock mode

You can set which sounds or notifications are turned off when bedside clock mode is on.

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. In the **Bedside Mode** section, do any of the following:
   - To turn off the flashing LED notification, select the **Disable LED** checkbox.
   - To turn off the connection to the wireless network, so that your BlackBerry smartphone doesn't receive phone calls or messages, select the **Disable Radio** checkbox.
   - To dim the screen, select the **Dim Screen** checkbox.
   - To use a different sound profile, change the **Sound Profile** field.
4. Press the key > **Save**.

Turn on bedside clock mode

You can set options for bedside clock mode so that you can view the clock without being interrupted by incoming calls or messages.

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Enter Bedside Mode**.

To turn off bedside clock mode, press the key.

Use the stopwatch

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Stopwatch**.
3. Click the **start/stop** icon.
   - To record lap times, click the **lap** icon.
   - To stop timing, click the **start/stop** icon again.
   - To send the results in a message, press the key > **Send Results**. Click a message type.

Use the timer

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Timer**.
3. Press the key > **Set Timer**.
4. Set the time.
5. Click **OK**.
   - To start or stop the timer, click the **start/stop** icon.
   - To reset the timer, click the **reset** icon.

The timer continues to count down after you exit the Clock application.

Change timer notification options

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. In the **Countdown Timer** section, change the **Timer Tone**, **Volume**, or **Vibration** fields.
4. Press the key > **Save**.

Troubleshooting: Clock

The time on my smartphone isn't correct

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Set Time**.
3. Try one of the following actions:

   - If the **Update Time** field is set to Automatic, press the key > **Update Time**.
   - If you've traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
   - If you're in a region that has recently made changes to daylight saving time or has switched to a different time zone, you might need to update the time zone data on your BlackBerry smartphone. To update the time zone data, press the key > **Get Time Zone Updates**. For this feature to be supported, your wireless service plan must include data services (such as email messages or browser service). If your email account uses a BlackBerry Enterprise Server, you might not be able update your time zone data. For more information, contact your administrator.

Related information

Display a second time zone on the clock, 205
Set the date and time, 205

Tasks and memos

Create a task or memo

You can create tasks in the Tasks application or Calendar application, and you can make any of your tasks visible in the calendar.

1. On the home screen, click the **Calendar** icon, or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
   - To create a task in the Calendar application, press the key > **New Task**. Type the task title and fill in the details, such as the due date and recurrence.
   - To create a task in the Tasks application, click **Add Task**. Type the task title and fill in the details, such as the due date and recurrence.
   - To create a memo, click **New Memo**. Type a title and the memo.
2. Press the key > **Save**.

Send a task or memo

1. On the home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
2. Highlight a task or memo.
3. Press the key > **Forward As**.
4. Click a message type.

Change or delete a task or memo

On the home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.

- To change the task or memo, click it. Change the task or memo information. Press the key > **Save**.
- To delete the task or memo, highlight it. Press the key > **Delete**.

Change the status of a task

1. On the home screen or in the **Applications** folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the key.
   - To mark the task as complete, click **Mark Completed**.
   - To mark the task as deferred, in progress, or waiting, click **Open**. Change the **Status** field. Press the key > **Save**.

Hide completed tasks

1. On the home screen or in the **Applications** folder, click the **Tasks** icon.
2. Press the key > **Hide Completed**.

Show tasks in the calendar

1. On the home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
3. Select the **Show Tasks** checkbox.
4. Press the key > **Save**.

Synchronizing tasks and memos

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.

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

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

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM Lotus Notes, you can apply more than one category to a task on your BlackBerry smartphone, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

Categorize a contact, task, or memo

1. When you are creating or changing a contact, task, or memo, press the key > **Categories**.
2. Select the checkbox beside a category.
3. Press the key > **Save**.

To remove a category from a contact, task, or memo, clear the checkbox beside the category.

Create a category for contacts, tasks, or memos

You can create categories to organize items in the Contacts application, Tasks application, and MemoPad.

1. On the home screen or in the **Applications** folder, click the **Contacts** icon, **Tasks** icon, or **MemoPad** icon.
2. Press the key > **Filter**.
3. Press the key > **New**.
4. Type a name for the category.
5. Press the key on the keyboard.

To delete a category, highlight the category. Press the key > **Delete**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the home screen, click the application icon for an application that prompts you before you delete items.
2. Press the key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** checkbox.
5. Press the key > **Save**.

Typing

How to: Typing

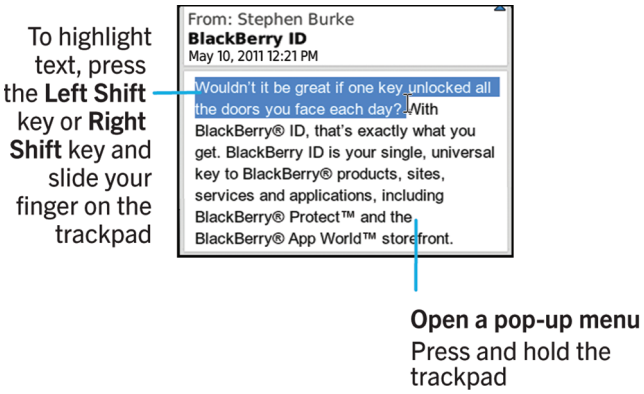
Typing icons

These icons appear in the upper-right corner of the screen when you type.

	CAP lock (capital letter lock)		Multi-tap mode
	NUM lock (number lock)		Current input language
	Alt mode		

Typing basics

Copy and paste at a glance



Highlight, cut, copy, or paste text

1. Press and hold the ⇧aA key.
   - To highlight text character by character, on the trackpad, slide your finger left or right.
   - To highlight text line by line, on the trackpad, slide your finger up or down.
2. Press the BlackBerry key.
3. Click **Cut** or **Copy**.
4. Place the cursor where you want to insert the cut or copied text.
5. Press the BlackBerry key > **Paste**.

Type a symbol

Press the sym key. Type the letter that appears below the symbol.

Type a special character or letter with an accent

Press and hold a letter key on the keyboard and, on the trackpad, slide your finger left or right until the special character or the letter with an accent appears.

Clear text from a field

In a field that you typed text into, press the BlackBerry key > **Clear Field**.

Typing input methods

About typing input methods

The typing input method that you use determines how you type. For example, if you're using the predictive input method, your BlackBerry smartphone displays a list of suggested words as you type so that you don't have to type the entire word.

The language that you're typing in determines the typing input methods that are available. If you're typing in a language that has multiple typing input methods, you can switch between typing input methods when you're typing. When you're typing in certain fields such as password fields, your smartphone might automatically switch your typing input method.

Change options for typing input methods

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, click **Advanced Style Options**.
4. Change the options.
5. Press the key > **Save**.

Change your typing style

You can change how your BlackBerry smartphone recognizes what you type by selecting a typing style.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, do one of the following:
   - To turn off all typing assistance, change the **Style** field to **Direct**.
   - To set your smartphone to suggest word predictions as you type, change the **Style** field to **Predictive**.
4. Press the key > **Save**.

Related information

I have no Advanced Style Options, 223

Type text using the predictive input method

When you are typing text, do any of the following:

- To select the highlighted suggestion and start typing a new word, press the key on the keyboard.
- To select the highlighted suggestion and continue typing, click the word.
- To ignore the suggestions, keep typing.

Find more information about typing in other languages

You can learn to type in other languages such as Chinese and Thai by reading the Typing Guides that are available online. Visit www.blackberry.com/go/docs and search for the Typing Guide in your language.

Turn on or turn off trackpad sounds

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Select or clear the **Audible Roll** checkbox.
4. Press the key > **Save**.

Set the trackpad sensitivity

You can set how the trackpad responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level; 20 is the least sensitive, while 100 is the most sensitive. When learning to use the smartphone, some users find a sensitivity level of 20 the easiest to use.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Change the **Horizontal Sensitivity** field and **Vertical Sensitivity** field.
4. Press the key > **Save**.

Set the cursor speed

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Keyboard**.
3. Change the **Key Rate** field.
4. Press the key > **Save**.

Custom dictionary

Add, change, or delete a word in the custom dictionary

You can add words to the custom dictionary so that your BlackBerry smartphone recognizes the word when you check spelling.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Custom Dictionary**.

- To add a word to the custom dictionary, press the key > **New**. Type a word or letter combination. Press the key on the keyboard.
- To change a word in the custom dictionary, press the key > **Edit**. Change the word. Press the key on the keyboard.
- To delete a word from the custom dictionary, highlight the word. Press the key > **Delete**.

Stop adding items automatically to the custom dictionary

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, click **Advanced Style Options**.
4. Clear the **Typing** checkbox.
5. Clear the **Names** checkbox.
6. Change the **Email** field to **Off**.
7. Press the key > **Save**.

Word substitution

Depending on the display language that you use, this feature might not be supported.

About word substitution

Word substitution is designed to replace specific text that you type with preloaded word substitution entries. If you type text that can be replaced with a word substitution entry, the text changes after you press the Space key.

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

Related information

Change or delete a word substitution entry, 221
Create a word substitution entry, 221

Undo a word substitution change

If the word substitution feature changes a word that you don't want to change, you can undo the change.

When you're typing, press the del key twice.

Create a word substitution entry

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Word Substitution**.
3. Press the key > **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, do one of the following:
   - Type replacement text.
   - To insert a macro (for example, the current date or time), press the key > **Insert Macro**.
6. Do one of the following:
   - To capitalize the entry exactly as you typed it, change the **Using** field to **Specified Case**.
   - To capitalize the entry according to the context, change the **Using** field to **SmartCase**.
7. In the **Language** field, change the language.
8. Press the key > **Save**.

Change or delete a word substitution entry

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Word Substitution**.
3. Highlight a word substitution entry.
4. Press the key.
   - To change the word substitution entry, click **Edit**. Change the entry. Press the key > **Save**.
   - To delete the word substitution entry, click **Delete**.

Turn off word substitution

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

Spelling checker

You can check spelling if your input language is set to Afrikaans, Arabic, Catalan, Croatian, Czech, Danish, Dutch, English, French, German, Greek, Hebrew, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, or Turkish.

Stop displaying spelling suggestions in the list that appears when you type

By default, if you start typing a letter combination that your BlackBerry smartphone doesn't recognize, spelling suggestions, when available, appear in bold in the list that appears when you type.

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

Change options for checking spelling

You can change the type and length of words that the spelling checker includes when checking spelling. For example, you might not want the spelling checker to include acronyms or one-letter words. You can also set your BlackBerry smartphone to check spelling automatically before you send an email.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Spell Check**.
3. Change one or more options.
4. Press the key > **Save**.

Check spelling

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

1. Press the key > **Check Spelling**.
2. Do any of the following:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the key.
   - To ignore all instances of the suggested spelling, press the key > **Ignore All**.

- To add the word to the custom dictionary, press the key > **Add To Dictionary**.
- To stop checking spelling, press the key > **Cancel Spell Check**.

Related information

I can't check spelling, 223

Troubleshooting: Typing

I can't check spelling

You can check only the spelling of text that you type. You can check spelling in English, Afrikaans, Arabic, Catalan, Croatian, Czech, Danish, Dutch, French, German, Greek, Hebrew, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, and Turkish.

I have no Advanced Style Options

If you changed your smartphone typing style to **Direct**, **Advanced Style Options** isn't available.

If you change your smartphone typing style back to a typing style other than **Direct**, **Advanced Style Options** becomes available again.

Related information

Change your typing style, 218

Keyboard

How to: Keyboard

Assign an application to a convenience key

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

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Convenience Key**.
3. Change the **Right Side Convenience Key Opens** field or **Left Side Convenience Key Opens** field.
4. Press the key > **Save**.

Change the default currency symbol

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Keyboard**.
3. Change the **Currency Key** field.
4. Press the key > **Save**.

Set the cursor speed

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Keyboard**.
3. Change the **Key Rate** field.
4. Press the key > **Save**.

Turn on key tones

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Keyboard**.
3. Select the **Key Tone** checkbox.
4. Press the key > **Save**.

Turn on or turn off trackpad sounds

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Select or clear the **Audible Roll** checkbox.
4. Press the key > **Save**.

Set the trackpad sensitivity

You can set how the trackpad responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level; 20 is the least sensitive, while 100 is the most sensitive. When learning to use the smartphone, some users find a sensitivity level of 20 the easiest to use.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Change the **Horizontal Sensitivity** field and **Vertical Sensitivity** field.
4. Press the key > **Save**.

Troubleshooting: Keyboard

No application opens when I press a Convenience key

Try the following:

- If you haven't done so, assign an application to the key.
- Verify that you didn't delete the application that you assigned to the key.

Related information

Assign an application to a convenience key, 224

Language

How to: Language

About typing input languages

You can set a typing input language to use when you type. The typing input language can be different from the display language. For example, you might use your BlackBerry smartphone in French, but type messages in English.

When you set a typing input language, Word Substitution and other typing options change to the selected language.

Add a language to your smartphone

You can use the BlackBerry Desktop Software to add a typing input or display language to your BlackBerry smartphone. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.

Connect your smartphone to your computer and open the BlackBerry Desktop Software

For more information about adding typing input and display languages, see the Help in the BlackBerry Desktop Software.

Related information

I can't find a display language on my smartphone, 229

Delete a language from your smartphone

You can delete typing input or display languages that you don't use to increase the amount of storage space available on your BlackBerry smartphone.

1. On the home screen, click the **Setup** icon.
2. Click **Languages and Input Methods**.
3. Under **Manage Languages and Input Methods**, select the languages you want to keep.
4. Click **Update**.

Any languages that you don't select are deleted from your smartphone.

Change an input or display language

Before you begin: In order to change an input or display language, the language must already be installed on your BlackBerry smartphone. If the language you want to use is not installed on your smartphone, you might be able to add it using the BlackBerry Desktop Software. For more information, see the Help in the *BlackBerry Desktop Software* .

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
3. For each field, in the drop-down list, click the language you want to use.
4. Press the key > **Save**.

Use a shortcut for switching typing input languages

When you use a shortcut to switch languages, your smartphone allows you to switch between the languages that you have set in the Input Language field.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
   - To switch the typing input language by holding the alt key and pressing the key, change the **Shortcut Keys** field to **Alt-Enter**.
   - To switch the typing input language by holding the aA key and pressing the space key, change the **Shortcut Keys** field to **Shift-Space**.
3. Press the key > **Save**.

To turn off the shortcut for switching typing input languages, change the **Shortcut Keys** field to **None**.

Change which languages appear when you switch input languages

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
3. Beside **Input Language**, click **Manage**.
4. Select or clear the checkbox beside a language.
5. Click **Save**.

Troubleshooting: Language

Some characters don't appear correctly on my smartphone

The BlackBerry Enterprise Server or BlackBerry Internet Service that's associated with your BlackBerry smartphone might not support the characters. For more information, contact your wireless service provider or administrator.

I can't find a display language on my smartphone

If you can't find a display language on your BlackBerry smartphone, the display language might not be installed. To add a language to your smartphone, you can use the BlackBerry Desktop Software.

Related information

Add a language to your smartphone, 227

Screen display

How to: Screen display

Use a picture as your smartphone wallpaper

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

Related information

My display changed, 234

Set options for backlighting

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Do any of the following:
   - To change the brightness of the backlight for the screen, change the **Backlight Brightness** field.
   - To change the length of time that the backlight stays on when you're not touching your BlackBerry smartphone, change the **Backlight Timeout** field.
   - To stop the backlight from adjusting to lighting conditions, clear the **Automatically Dim Backlight** checkbox.
4. Press the key > **Save**.

Related information

The screen turns off, 43

Change the display font

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

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

Related information

Use grayscale or reverse contrast for the screen display, 233
Screen display, 230

Organizing applications on the Home screen

About organizing application icons

Application icons can appear on the Home screen or in folders on the Home screen. If you cannot see all your application icons, they might be hidden. You can make all your application icons visible on the Home screen or in folders by selecting Show All Icons from the Home screen menu.

You can reorder application icons to change which icons appear first on the Home screen. You can also create and delete folders, change the folder icon style for folders that you create, and move application icons into folders and out of folders.

You can also select which panels appear on the Home screen by selecting Manage Panels from the Home screen menu.

Show, hide, or find an application icon

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

Add, rename, or delete a folder on the home screen

On the home screen, do one of the following:

- To add a folder, press the key > **Add Folder**. Type a name for the folder. Click **Add**.
- To rename a folder, highlight a folder. Press the key > **Edit Folder**. Type a name for the folder. Click **Save**.
- To delete a folder, highlight a folder. Press the key > **Delete**.

Add a message that appears when your smartphone is locked

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

Related information

Lock or unlock your smartphone, 32

Turn on flashing LED notification for wireless coverage

You can set the LED indicator to notify you when your BlackBerry smartphone is connected to a wireless network.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Select the **LED Coverage Indicator** checkbox.
4. Press the key > **Save**.

When your smartphone is connected to the wireless network, the LED flashes green.

To turn off the wireless coverage notification, clear the **LED Coverage Indicator** checkbox.

Use grayscale or reverse contrast for the screen display

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
   - To use grayscale for the screen display, change the **Color Contrast** field to **Greyscale**.
   - To use reverse contrast for the screen display, change the **Color Contrast** field to **Reverse Contrast**.
3. Press the key > **Save**.

Themes

About themes

Depending on your wireless service provider, you might be able to set a theme on your BlackBerry smartphone that changes how items such as applications, indicators, words, and icons appear. Themes might be preloaded on your smartphone. You might also be able to download themes from the BlackBerry App World.

Change themes

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

4. Click **Activate**.

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

Related information

My display changed, 234

Troubleshooting: Screen display

My display changed

Depending on your theme, display options such as icons, fonts, and your home screen background might change when you switch themes.

No application opens when I press a Convenience key

Try the following:

- If you haven't done so, assign an application to the key.
- Verify that you didn't delete the application that you assigned to the key.

Related information

Assign an application to a convenience key, 224

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

GPS technology

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

How to: GPS technology

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

Turn off location aiding or location data

Location aiding and location data, if available for your BlackBerry smartphone, improve the performance of GPS technology, but because these features use the wireless network, your data service charges might be increased. To avoid these charges, you can turn off location aiding or location data, but it might take longer for your smartphone to get your GPS location. For more information about data service charges, contact your wireless service provider.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
   - To turn off location aiding, in the **Location Aiding** section, change the **Setting** field to **Disabled**.
   - To turn off location aiding while roaming, in the **Location Aiding** section, change the **Setting** field to **Disabled While Roaming**.
   - To turn off location data, in the **Location Data** section, change the **Setting** field to **Disabled**.
   - To turn off location data while roaming, in the **Location Data** section, change the **Setting** field to **Disabled While Roaming**.
3. Press the key > **Save**.

Turn on GPS technology

Before you begin: Depending on your BlackBerry smartphone model and wireless network, this feature might not be supported.

Note: The GPS options that appear on your smartphone might differ slightly from the options that appear in this task.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **Location Services** field to **Location On**.

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

To turn off GPS technology, change the **Location Services** field to **Location Off**.

Set the GPS receiver that you use to track your movement

Before you begin: To perform this task, if you don't have an internal GPS receiver, you must pair your BlackBerry smartphone with a Bluetooth enabled GPS receiver.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **GPS Data Source** field.
4. Press the key > **Save**.

Prevent others from tracking your location

If your email account uses a BlackBerry Enterprise Server, your administrator might be able to track the location of your BlackBerry smartphone. For more information, contact your administrator.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **Location Services** field to **Location Off**.
4. Press the key > **Save**.

Get your GPS location

Before you begin: Depending on your wireless service provider and wireless network, this feature might not be supported. Your BlackBerry smartphone must have an internal GPS receiver or be paired with a Bluetooth enabled GPS receiver to perform this task.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Press the key > **Refresh Location**.

The longitude and latitude coordinates for your current location appear.

Troubleshooting: GPS technology

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

I can't use GPS technology

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

If you are outdoors, move away from buildings and expose your BlackBerry smartphone to open sky. If you are indoors, move close to a window.

If you paired your smartphone with a Bluetooth enabled GPS receiver, verify that the Bluetooth enabled GPS receiver is turned on. If you are using GPS technology for the first time, wait a short period of time for your smartphone to get your GPS location.

If your email account is associated with a BlackBerry Enterprise Server, your administrator can add the IT policy rule to your smartphone that turns off GPS technology. For more information, contact your adminstrator.

Maps

How to: Maps

Map basics

Get directions

1. On the home screen, click the **Maps** icon.
2. Press the key > **Get Directions**.
3. Do one of the following to specify a starting location:
   - To specify your current location, if your BlackBerry smartphone has an internal GPS receiver or is paired with a Bluetooth enabled GPS receiver, set the **Start** field to **My Location**.
   - To specify the location that you're currently viewing on a map, set the **Start** field to **Use center of map**. If you're viewing a favorite location, click the location address.
   - To specify a new location by selecting the location on a map, set the **Start** field to **Select from map**. Click the location on the map.
   - To specify a location or contact, set the **Start** field to **Find Location**. In the **Find a store, café, etc.** field, type the information for the location or contact. Press the key. Click a location or contact.
   - To specify a new location by typing the address, set the **Start** field to **Find Location**. In the **Find an address** field, type the address. Press the key. Click the location.
   - To specify a favorite location, set the **Start** field to **From Favorites**. In the list, click a favorite location.
4. Repeat step 3 to specify an ending location.
5. To change the route options, click **Route Options**. Select the **Fastest** or **Shortest** option. Select or clear the checkbox beside one or more route options. Click **OK**.
6. Click **Search**.

- To view your route on a map, press the key > **View on Map**.
- To reverse the list of directions, press the key > **Reverse Directions**.

Clear a map

When you clear a map, any route information displayed on the map no longer appears.

1. On the home screen, click the **Maps** icon.
2. On a map, press the key > **Clear Map**.

View an address on a map using a link

When your BlackBerry smartphone recognizes an address in certain applications, such as instant messaging applications or the MemoPad, your smartphone underlines the address.

1. Highlight an underlined address.
2. Press the key > **View on Map**.

Send a location

You can send a location as a message, for example, in an email or instant message. The message that you send includes a link to the location so that the recipient can view the location on a map.

1. Do one of the following:
   - To send a location you are viewing on a map, press the key.
   - To send a location that's in a list, such as your list of favorite locations, go to the list. Highlight the location. Press the key.
2. Click **Send Location**.
3. Click a message type.

Copy a location

1. Do one of the following:
   - To copy a location you are viewing on a map, press the key.
   - To copy a location that's in a list, such as your list of favorite locations, go to the list. Highlight the location. Press the key.
2. Click **Copy Location**.

To paste the location, press the key > **Paste**.

Zoom in to or out from a map

To zoom in to or out from a map, your BlackBerry smartphone must be in zoom mode and not pan mode. The mode that your smartphone is in is displayed at the top of the map.

1. On the home screen, click the **Maps** icon.
2. If your smartphone is in pan mode, press the key > **Zoom Mode**.

3. Do one of the following:
   - To zoom in, on the trackpad, slide your finger up.
   - To zoom to a point on a map, press the key > **Zoom to Point**.
   - To zoom out, on the trackpad, slide your finger down.

Pan a map

To pan a map, your BlackBerry smartphone must be in pan mode and not zoom mode. The mode that your smartphone is in is displayed at the top of the map.

1. On the home screen, click the **Maps** icon.
2. If your smartphone is in zoom mode, press the key > **Pan Mode**.
3. On the trackpad, slide your finger in any direction.

Map favorites

Add a location to your list of favorites

1. On the home screen, click the **Maps** icon.
2. View a location on a map.
3. Press the key > **Add as Favorite** > **OK**.

To view the list of your favorite locations, press the key > **Favorites**.

View your favorite locations on a map

You can view all of your favorite locations on a map or you can pick and choose which favorite locations are displayed.

1. On the home screen, click the **Maps** icon.
2. Press the key > **Favorites**.
3. Do one of the following:
   - To show all favorite locations, select the **Show All Favorites on the Map** checkbox.
   - To remove favorite locations from a map, clear the **Show All Favorites on the Map** checkbox, and then clear the favorite locations that you don't want to appear.
4. Press the key.

Change the information for a location in your list of favorites

1. On the home screen, click the **Maps** icon.
2. Press the key > **Favorites**.
3. Highlight a location.
4. Press the key > **Edit Favorite**.
5. Do any of the following:
   - In the **Label** field, type a new name for the location.
   - In the **Description** field, type a description of the location.
6. Click **OK**.

Delete a location from your list of favorites

1. On the home screen, click the **Maps** icon.
2. Press the key > **Favorites**.
3. Highlight a location.
4. Press the key > **Remove as Favorite**.
5. Click **Yes**.

Promotions and coupons

Find promotions near you

You can use the Maps application to find the locations of available promotions.

1. On the home screen, click the **Maps** icon.
2. Press the key > **Show Deals**.
3. Do one of the following:
   - To sort promotions by distance from your current location, select **Sort from my location**.
   - To sort promotions by distance on the map you're vieweing, select **Sort from map center**.
   - To view the location of the deals on the map, select **View All on Map**.

To remove promotion markers from a map, press the key > **Clear Map**.

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

View a coupon or a Groupon offer

If a promotion includes a coupon or a Groupon offer, you can view the offer details on the promotion page. If you have a Groupon account, you can log in from the Maps application.

1. On the home screen, click the **Maps** icon.
2. Press the key > **Show Deals**.
3. Select a promotion.
4. Select **Show Coupon**.

View more promotion details

1. On the home screen, click the **Maps** icon.
2. Press the key > **Show Deals**.
3. Do any of the following:
   - To view the promotion location, select **Map**.
   - To view directions to the promotion location, select **Route**, confirm the **Start** and **End** locations, and select **Search**.
   - To view the related website, select **Web**.
   - To call the business, select **Call**.

Personalize: Maps

Change the units of measure for maps

1. On a map, press the key > **Options**.
2. Click **Set Global Map Services**.
3. Change the **System of Measurement** field.
4. Press the key > **Save**.

Change the font settings for maps

If you change the font settings for maps, your font settings for all other applications do not change.

1. On a map, press the key > **Options**.
2. Click **Set Global Map Services**.
3. Perform any of the following actions:
   - Change the **Default Font Family** field.
   - Change the **Minimum Font Size** field.
4. Press the key > **Save**.

Change the display language for maps

If you change your display language for maps, the display language settings for all other applications do not change.

1. On a map, press the key > **Options**.
2. Click **Set Global Map Services**.
3. Do one of the following:
   - To view text on maps only in English, change the **Map Display Language** field to **English**.
   - To view text on maps in the language of the location you are viewing, change the **Map Display Language** field to **International**.
4. Press the key > **Save**.

Keep backlighting on when you track your movement

By default, backlighting turns off automatically after a specified time to conserve battery power. You can change map options so that backlighting remains on when you track your movement unless the battery power level drops below a specified percentage.

1. On the home screen, click the **Maps** icon.
2. Press the key > **Options**.
3. Change the **Backlight Timeout When Battery Level** field.
4. Press the key > **Save**.

Related information

Set options for backlighting, 230

Set the GPS receiver that you use to track your movement

Before you begin: To perform this task, if you don't have an internal GPS receiver, you must pair your BlackBerry smartphone with a Bluetooth enabled GPS receiver.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **GPS Data Source** field.
4. Press the key > **Save**.

Troubleshooting: Maps

I can't use GPS technology

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

If you are outdoors, move away from buildings and expose your BlackBerry smartphone to open sky. If you are indoors, move close to a window.

If you paired your smartphone with a Bluetooth enabled GPS receiver, verify that the Bluetooth enabled GPS receiver is turned on. If you are using GPS technology for the first time, wait a short period of time for your smartphone to get your GPS location.

If your email account is associated with a BlackBerry Enterprise Server, your administrator can add the IT policy rule to your smartphone that turns off GPS technology. For more information, contact your adminstrator.

Applications

How to: Applications

About multitasking

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

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

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

Related information

Tips and shortcuts, 46
Close an app so that it is not running in the background, 246
Keep an application running in the background and switch to another application, 245

Keep an application running in the background and switch to another application

- To switch to another application, press and hold the key until the application switcher appears. Click an application icon. If the application icon that you want doesn't appear, click the **Home** icon and navigate to the application icon that you are looking for.
- To return to the Home screen if you are not on a call, press the key.
- To return to the Home screen if you are on call, press and hold the key until the application switcher appears. Click the **Home** icon.

Note: If you press the key while you are on a call, you will end the call even if you have switched to another application.

Related information

Close an app so that it is not running in the background, 246

About multitasking, 245

Close an app so that it is not running in the background

To optimize the performance of your BlackBerry smartphone, try to close apps when you are finished with them.

1. To see which applications are running, press and hold the key until the application switcher appears.
2. Click an application icon.
3. In the app, do one of the following:
   - Press the key > **Close**.
   - Press the key. If necessary, continue to press the key until the home screen appears.

Related information

Keep an application running in the background and switch to another application, 245
About multitasking, 245

Require your smartphone password before adding an app

Before you begin: To perform this task, you must have set a BlackBerry smartphone password.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Select the **Prompt on Application Install** check box.
4. Press the key > **Save**.

Related information

Set or change your smartphone password, 312

View properties for an application

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
3. Click an application.

Delete an application

If your email account uses a BlackBerry Enterprise Server, your organization might not permit you to delete some applications. For more information, contact your administrator.

1. On the Home screen or in a folder, highlight an application icon.
2. Press the key > **Delete**.

View the size of an application database

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Device and Status Information**.
3. Press the key > **Database Sizes**.

Troubleshooting: Applications

I can't add, update, or return to the previous version of an app

If your email account uses a BlackBerry Enterprise Server, your organization might not permit you to add or update smartphone apps. For more information, contact your administrator.

Try the following actions:

- Verify that your BlackBerry smartphone is connected to the wireless network.
- Verify that your smartphone has enough storage space to add or update the app.

I deleted an app that I want back

If you delete an app that you downloaded, you might be able to restore the app to your BlackBerry smartphone.

Try one of the following:

- If you downloaded the app from the BlackBerry App World storefront, on the Home screen, click the **BlackBerry App World** icon. Press the key > **Help**.
- If you downloaded the app with the BlackBerry Desktop Software, for more information about restoring apps, see the Help in the BlackBerry Desktop Software.
- If you downloaded the app from your wireless service provider or a third-party organization, for more information about restoring the app, contact your wireless service provider or the third-party organization.

Error messages: BlackBerry Device Software

"App" or "JVM" might appear before an error message. For example, "JVM Error 101" or "App Error 200."

Error message and cause	Possible solution
Error 101: Application error **Error 102**: Java file error **Error 106**: Graphics system error **Error 205**: Security service error **Error 502**: Process terminated error **Error 503**: Data corruption issue **Error 504**: Data corruption issue **Error 505**: BlackBerry Device Software update error **Error 507**: Application file error **Error 508**: Invalid object found **Error 512**: System error **Error 523**: BlackBerry Device Software error **Error 525**: System error **Error 526**: Critical object missing **Error 527**: Critical object missing **Error 529**: File system corruption **Error 532**: Application error **Error 543**: Incompatible file system	Try the following actions: • Reset your BlackBerry smartphone. • If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data.

Error message and cause	Possible solution
Error 552: Insufficient storage space available during startup **Error 561**: Application error **Error 602**: Application error **Error 603**: Application error	
Error 200: BlackBerry Device Software error **Error 545**: Incompatible file system	Try the following actions: • Reset your smartphone. • If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data. • If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.
Error 203: Application process terminated	Reset your smartphone.
Error 501: Memory corruption **Error 517**: Hardware/software conflict **Error 547**: Hardware or system issue	Contact your wireless service provider.
Error 513: User attempted to reset the smartphone after exceeding the maximum number of permitted password attempts	When this error occurs, all of your smartphone data is deleted to prevent unauthorized access to your information. If your email account uses a BlackBerry Enterprise Server, your administrator might be able to change options that will minimize the chance of this error message appearing again. For more information, contact your administrator. Try the following actions: • Reload your BlackBerry Device Software. The reload process deletes your smartphone data. • If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.
Error 576: IT policy issue	Contact your administrator.

Related information

BlackBerry Device Software, 253
Getting started: Security,
Reset your smartphone, 295

Reload the BlackBerry Device Software using the BlackBerry Desktop Software

Before you begin: Before you reload the BlackBerry Device Software, download and install the latest version of the BlackBerry Desktop Software.

You may need to reload the BlackBerry Device Software to resolve a technical issue. It might take up to an hour to reload the BlackBerry Device Software. During that time, you can't disconnect your BlackBerry smartphone from your computer.

Note: You might not be able to back up your smartphone data if you are reloading the BlackBerry Device Software to resolve a technical issue, such as an application error.

1. Connect your smartphone to your computer.
2. Open the BlackBerry Desktop Software.
3. In the BlackBerry Desktop Software, click **Update**.
4. To download the most recent version of your BlackBerry Device Software, click **Get update**.
5. Do any of the following:
   - To keep a backup file of your smartphone data and settings, select the **Back up your device data** checkbox. This backup file is restored to your smartphone after the software reload finishes. If you don't back up your data, your smartphone data, settings, and email messages are deleted from your smartphone when you reload the software.
   - To encrypt your backup data, click **Encrypt backup file**.
   - If you want to receive an email when an updated version of the BlackBerry Device Software is available, select the **Email me when new versions are available** checkbox.
6. Click **Install update**.

Related information

About updating the BlackBerry Device Software, 253

BlackBerry ID

How to: BlackBerry ID

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

Create a BlackBerry ID

When you create a BlackBerry ID, you can use any email address as your BlackBerry ID username; you do not have to use an email address that you added to your smartphone.

1. Do one of the following:
   - From a computer, visit www.blackberry.com/blackberryid. Click **Register for a BlackBerry ID**.
   - When you set up a BlackBerry PlayBook tablet or a BlackBerry smartphone running BlackBerry 7, click **Create a BlackBerry ID**.
2. Complete the instructions on the screen.

Change your BlackBerry ID information

You can change your display name, security question and answer, and password. You can change your BlackBerry ID information from a computer or on a BlackBerry smartphone running BlackBerry 7. Depending on the app, you can also change your information from inside an app that uses BlackBerry ID.

1. Do one of the following:
   - From a computer, visit www.blackberry.com/blackberryid.
   - On the home screen of your BlackBerry smartphone, click **Options** > **Device** > **BlackBerry ID**.
2. Complete the instructions on the screen.

BlackBerry Device Software

How to: BlackBerry Device Software

About updating the BlackBerry Device Software

You might want to update your BlackBerry Device Software to access new applications and features or to resolve a technical issue. The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of smartphone data, and the number of applications on your BlackBerry smartphone. You can't use your smartphone or make emergency calls when the update is in progress.

Depending on your wireless service provider or administrator, you can update your BlackBerry Device Software over the wireless network, from a website, or using the BlackBerry Desktop Software. If you download an update to your smartphone over the wireless network, extra fees might apply depending on wireless service provider.

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

Update the BlackBerry Device Software

You can use your BlackBerry smartphone when you download the BlackBerry Device Software but not while you install the software. During the installation process, your smartphone might reset or display a white screen. Do not remove the battery while the update is in progress.

If encryption is turned on, you might need to type your password at various times during the installation process.

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

1. Do one of the following:

   - To update your software over the wireless network, on the home screen, click the icon. If you don't have the icon, on the home screen or in a folder, click the **Options** icon. Click **Device** > **Software Updates**.
   - To update your software using the BlackBerry Desktop Software, from your computer, open the BlackBerry Desktop Software. Connect your smartphone to your computer.

- To update your software using a website, from your computer, visit www.blackberry.com/update. Click **Check for Updates**. Connect your smartphone to your computer.

2. Complete the instructions on the screen.

If you updated your software over the wireless network, to delete the previous version of software that is temporarily stored on your smartphone, on the home screen or in a folder, click the **Options** icon. Click **Device** > **Software Updates**. Press the key > **View Result**. Press the key > **Delete Downgrade Data**.

Related information

About backing up and restoring smartphone data, 182
I can't update the BlackBerry Device Software over the wireless network, 255
My smartphone doesn't have enough available storage space to update the BlackBerry Device Software, 255
BlackBerry Device Software, 253

Downgrade or return to the previous version of the BlackBerry Device Software over the wireless network

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

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Software Updates**.
   - If you recently updated your BlackBerry Device Software, to return to the previous software version, press the key > **View Result** > **Downgrade**.
   - To downgrade to an earlier software version, scroll to a software version that the icon appears beside. Click **Perform Downgrade**. Follow the instructions on the screen.

Find your smartphone model number and version of the BlackBerry Device Software

Do one of the following:

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

Troubleshooting: BlackBerry Device Software

I can't update the BlackBerry Device Software over the wireless network

Depending on the options that your wireless service provider or administrator sets, you might not be able to update your BlackBerry Device Software over the wireless network.

Try the following actions:

- Verify that your BlackBerry smartphone is connected to a wireless network.
- Verify that you're not roaming outside of your wireless service provider's wireless coverage area. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software when roaming. For more information, contact your wireless service provider.
- Try to update your BlackBerry Device Software over the wireless network at a later time. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software at certain times of the day, when there is a greater volume of network traffic.
- Try visiting your wireless service provider's website, as you might be able to update your BlackBerry Device Software from the website.
- If your work email account is associated with a BlackBerry Enterprise Server, check with your administrator for BlackBerry Device Software updates. Your administrator might not allow you to update your software over the wireless network, or might allow you to update only to a specific version.

My smartphone doesn't have enough available storage space to update the BlackBerry Device Software

Try the following actions:

- Delete display languages, themes, or third-party applications that you don't use.
- Delete messages and calendar entries that you don't need.
- Delete browsing information.

My smartphone responds slowly or freezes

Try the following actions:

- Close unused applications.
- Free some of your application storage.
- Update your BlackBerry Device Software.
- Remove and re-insert the battery. For more information about inserting the battery, see the printed documentation that came with your BlackBerry smartphone, or visit www.blackberry.com/docs/smartphones and see the *Start Here* guide for your smartphone.

Related information

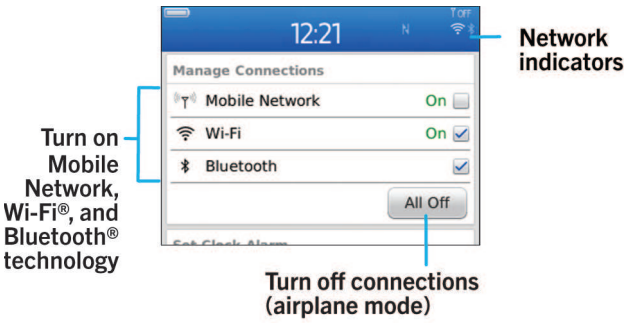
Tips: Freeing space to optimize your smartphone's performance, 50
View the amount of available storage space on your smartphone, 303
Close an app so that it is not running in the background, 246

Manage Connections

Mobile network

How to: Mobile network

Manage Connections at a glance



Check which wireless networks your smartphone connects to

The types of networks listed do not reflect network connections, only the ability of your BlackBerry smartphone model to connect to those networks. For more information about the wireless networks that your smartphone connects to, see the *Safety and Product Information* booklet for your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **About Device Versions**. The types of networks your smartphone can connect to are listed in the brackets after your smartphone model.

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

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

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

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

Related information

I can't connect to the mobile network, 262
I can't connect to a Wi-Fi network, 271

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

Roaming

About roaming and international roaming

In most cases, your BlackBerry smartphone automatically connects to the appropriate wireless network when you travel outside your wireless service provider's coverage area. Sometimes you might have to provide login information before you can access a wireless network. When you roam, the triangular roaming indicator appears at the top of the home screen.

If your smartphone requires a SIM card, your wireless service provider might need to set up your SIM card with roaming services before you can roam.

If your smartphone normally connects to a CDMA network and your smartphone supports international roaming, you might need to get a SIM card that is set up for international roaming from your wireless service provider. Your phone number stays the same when you travel internationally.

For more information about roaming and roaming fees, contact your wireless service provider.

Switch wireless networks manually

Before you begin: To switch wireless networks manually, your wireless service plan must include this service and your BlackBerry smartphone must be connected to a GSM or UMTS network.

Your smartphone is designed to switch to an appropriate wireless network automatically when you travel.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Change the **Network Selection Mode** field to **Manual**.
4. Click a wireless network.
5. Press the key > **Close**.

To connect to your wireless service provider's wireless network again, change the **Network Selection Mode** field to **Automatic**.

Related information

I can't connect to the mobile network, 262

Turn on or turn off data service or set roaming options

Depending on your wireless service plan, you might be able to turn off data service (email messages, PIN messages, text messages with attachments, and browser service) on your BlackBerry smartphone so that only phone and basic text messaging are available. You can also set your smartphone to turn off data services when roaming, which might prevent you from receiving additional roaming charges. For more information, contact your wireless service provider.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Do one of the following:
   - To turn on or turn off data service, change the **Data Services** field.
   - To turn on or turn off data service when roaming, change the **While Roaming** field.
   - To receive a prompt when roaming that allows you to turn on or turn off data service, change the **While Roaming** field to **Prompt**.
4. Press the key > **Close**.

Related information

I can't connect to the mobile network, 262
Data service unavailable, 263

Preferred wireless network list

About the preferred wireless network list

Your wireless service provider might have agreements with other wireless service providers that permit you to use their services when you are traveling. You can use the preferred wireless network list to control the order in which your BlackBerry smartphone uses these other wireless networks.

Your smartphone tries to connect to a wireless network based on the order in which the wireless networks appear in your preferred wireless network list. When you travel, your smartphone scans for the wireless networks on this list first. If no

wireless network on the list is available, your smartphone is designed to connect to another available wireless network automatically.

Note: Extra fees usually apply when you roam. For more information about roaming fees, contact your wireless service provider.

Add a wireless network to the preferred wireless network list

Before you begin: To perform this task, your BlackBerry smartphone must be connected to aGSM or UMTS network.

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

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **My Preferred Network List**.
4. Press the key > **Add Network**.
   - To scan for a wireless network to add, click **Select From Available Networks**. Click a wireless network. Click **Select Network**.
   - To scan for a wireless network that is already known to your smartphone, click **Select From Known Networks**. Click a wireless network. Click **Select Network**.
   - To add a wireless network, click **Manual Entry**. Set the priority for the wireless network. Type the MCC and MNC.
5. Press the key > **Close**.

Delete a wireless network from the preferred wireless network list

Before you begin: To perform this task, your BlackBerry smartphone must be connected to a GSM or UMTS network.

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

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the key > **Delete**.
6. Press the key > **Close**.

Change the order of preferred networks

Before you begin: To perform this task, your BlackBerry smartphone must be connected to a GSM or UMTS network.

Depending on your wireless service plan, this feature might not be supported. Your smartphone connects to networks based on the order that they appear in the preferred network list.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.

3. Press the key > **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the key > **Move**.
6. Click the new location.
7. Press the key > **Close**.

Change the connection speed for the wireless network

A faster connection speed requires more battery power.

Depending on your wireless service provider, you might not be able to change the connection speed for the wireless network.

1. On the home screen, click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Change the **Network Mode** field.
4. Press the key > **Close**.

Related information

I can't connect to the mobile network, 262

Turn on flashing LED notification for wireless coverage

You can set the LED indicator to notify you when your BlackBerry smartphone is connected to a wireless network.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Select the **LED Coverage Indicator** checkbox.
4. Press the key > **Save**.

When your smartphone is connected to the wireless network, the LED flashes green.

To turn off the wireless coverage notification, clear the **LED Coverage Indicator** checkbox.

Wireless coverage indicators

Indicators in the upper-right corner of the home screen display the wireless coverage level for the area that you are using your BlackBerry smartphone in. For more information about wireless coverage areas, contact your wireless service provider.

Indicator	Description
	Provides information about the strength of the wireless signal. Three or more bars indicate a strong signal. A reduced signal display might indicate increased power output from your smartphone as it attempts to connect to a weak signal.
3G , 4G , H+ , EDGE, GPRS, NXTL, MIKE, or NTWK	You're connected to a mobile network and you can access features such as email messaging and Internet browsing. If you don't see one of the indicators, you might be in an area of reduced wireless coverage where some features aren't available (you might only be able to make a phone call or send and receive text messages).
	You can call only emergency numbers.
	You're in an area of no wireless coverage.
	The connection to the mobile network is turned off.
	You're connected to a Wi-Fi network and you can access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
	Your Wi-Fi connection is turned on, but you're not connected to a Wi-Fi network, or you're connected to a Wi-Fi network, but you can't access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
	Your Bluetooth connection is turned on, and you're connected to a Bluetooth enabled device.
	Your Bluetooth connection is turned on, but you're not connected to a Bluetooth enabled device.
	Your NFC connection is turned on.

Related information

About emergency calls and Emergency Callback Mode, 66

Troubleshooting: Mobile network

I can't connect to the mobile network

Try the following actions:

- If your BlackBerry smartphone uses a SIM card, verify that your SIM card is inserted in your smartphone correctly.
- If your smartphone normally connects to a CDMA network and your smartphone supports international roaming, verify that your smartphone is in global roaming mode and that your SIM card is inserted in your smartphone correctly.
- Verify that you turned on the connection to the wireless network.
- Verify that you're connected to your wireless service provider's network. If you switched wireless networks manually, your smartphone remains connected to that wireless network until you select your wireless service provider's network again.
- If you set a specific speed for wireless network connections, verify that you're in a wireless coverage area that supports the connection speed.

Related information

Turn on or turn off data service or set roaming options, 259
Switch wireless networks manually, 258
Turn on, turn off, or check the status of a network connection, 257

Error messages

Data service unavailable

Description

This message appears when you don't have access to data services on your BlackBerry smartphone.

Possible solutions

Try the following actions:

- Verify that you're in a wireless coverage area.
- Verify that the data service on your smartphone is turned on.
- If you're roaming, verify that you can access data services while you roam.

Related information

Turn on or turn off data service or set roaming options, 259

Wi-Fi technology

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

How to: Wi-Fi technology

Check which wireless networks your smartphone connects to

The types of networks listed do not reflect network connections, only the ability of your BlackBerry smartphone model to connect to those networks. For more information about the wireless networks that your smartphone connects to, see the *Safety and Product Information* booklet for your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **About Device Versions**. The types of networks your smartphone can connect to are listed in the brackets after your smartphone model.

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

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

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

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

Related information

I can't connect to the mobile network, 262
I can't connect to a Wi-Fi network, 271

Connect to a Wi-Fi network

About connecting to a Wi-Fi network

Your BlackBerry smartphone can use the Wi-Fi network instead of the mobile network to visit webpages, send and receive email messages, and so on. When you connect to the Internet with a Wi-Fi network, you might avoid data charges that are associated with using your mobile network, and, in many cases, the connection speed is faster.

Hotspots are available in many public places. Some hotspots are free to use, while others require payment. Your wireless service provider might provide an application for your smartphone that allows you to log in to a hotspot. If you do not have an application on your smartphone, you might have to set up your own account online and log in manually.

If you have an access point or router that supports , you can connect to it using Wi-Fi Protected Setup.

When you connect to a Wi-Fi network, your smartphone saves the connection information so that the next time that you are within range of that network, your smartphone connects to it automatically.

Connect to a Wi-Fi network

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

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

Related information

I can't connect to a Wi-Fi network, 271

Connect to a Wi-Fi network using Wi-Fi Protected Setup

If your wireless router or wireless access point includes Wi-Fi Protected Setup, you can quickly connect to a Wi-Fi network without entering a long password.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network** > **Other Ways to Connect** > **Wi-Fi Protected Setup (WPS)**.
   - To use the Wi-Fi Protected Setup button on your router or access point, click **Press button on router**. On your router or access point, press the Wi-Fi Protected Setup button. On your BlackBerry smartphone, click **Start**.
   - To use a PIN, click **Enter PIN into router**. On your smartphone, click **Start**. Your smartphone provides you with a PIN. On the administration screen for your router or access point, type the PIN.

Connect to a Wi-Fi network manually

If you know the name of the Wi-Fi network that you want to connect to, you can manually connect to the network.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network** > **Other Ways to Connect** > **Manually Connect to Network**.
3. In the **SSID** field, type the name of the Wi-Fi network.
4. Click **Next**.
5. In the **Security Type** field, click the Wi-Fi network security type and provide any requested information.
6. Click **Save and Connect**.

Related information

Options for saved Wi-Fi networks, 267
I can't connect to a Wi-Fi network, 271

Saved Wi-Fi networks

Change, move, or delete a saved Wi-Fi network

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network** > **Saved Wi-Fi Networks**.
3. Highlight a saved Wi-Fi network.
4. Press the key.
   - To change options for the saved network, click **Edit**. Change the options. Click **Save**.
   - To move the saved network and change the order that your BlackBerry smartphone tries to connect to your saved networks, click **Move**. Click a new location.
   - To delete the saved network, click **Delete**.

Related information

Options for saved Wi-Fi networks, 267

Prevent your smartphone from connecting to a saved Wi-Fi network

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network** > **Saved Wi-Fi Networks**.
3. Highlight a saved Wi-Fi network.
4. Press the key > **Disable**.

Turn on or turn off the prompt that appears for hotspots

By default, your BlackBerry smartphone prompts you if you're within range of a saved Wi-Fi network that appears to be a hotspot. If you turn off these prompts, you can turn them on again.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network**.
3. Press the key > **Options**.
   - To turn on the prompt that appears for hotspots, select the **Prompt me when a saved hotspot is found nearby** checkbox.
   - To turn off the prompt that appears for hotspots, clear the **Prompt me when a saved hotspot is found nearby** checkbox.
4. Press the key > **Save**.

Options for saved Wi-Fi networks

Common options

Option	Description
Name	Type a display name for the Wi-Fi network.
SSID	Type the Wi-Fi network name.
Security Type	Set the security type that the Wi-Fi network supports.
Band type	Set the Wi-Fi network type. If you don't know the network type, don't change this field.
SSID broadcasted	Set whether the Wi-Fi network broadcasts its SSID.
Automatically obtain IP address and DNS	Set whether your BlackBerry smartphone receives a routable IP address, a subnet mask, DNS settings, and a gateway address from the Wi-Fi network.
Allow inter-access point handover	Set whether your smartphone remains connected to the Wi-Fi network when you move between wireless access points.
VPN profile	If necessary, set a VPN profile to use with the saved Wi-Fi network.
IP Address	Type the IP address for your smartphone.
Subnet mask	Type the subnet mask for the wireless access point that your smartphone should connect to.
Primary DNS	Type the primary DNS that your smartphone should connect to.
Secondary DNS	Type the secondary DNS that your smartphone should connect to.
Default gateway address	Type the default gateway IP address that your smartphone should connect to.
Domain suffix	Type the domain that your smartphone uses to resolve host names into IP addresses.

WEP options

These options appear if you choose the WEP security type.

Option	Description
Select WEP key	Set the type of WEP key for the Wi-Fi network.

Option	Description
WEP key	Type the WEP key for the Wi-Fi network in hexadecimal format.

WPA/WPA2 Personal options

These options appear if you choose the WPA/WPA2 Personal security type.

Option	Description
Passphrase	If necessary, type the WPA or WPA2 Personal passphrase to connect to the Wi-Fi network.

WPA/WPA2 Enterprise options

These options appear if you choose the WPA/WPA2 Enterprise security type.

Option	Description
Enterprise Sub-Type	If necessary, set the enterprise security method for the Wi-Fi network.
Username	If necessary, type the user name that you use to connect to the Wi-Fi network.
Password	If necessary, type the password that you use to connect to the Wi-Fi network.
CA certificate	Set the root certificate that your smartphone should use to verify that it's connecting to the correct Wi-Fi network.
Client certificate	Set the authentication certificate that your smartphone should use to connect to the Wi-Fi network.
Inner link security	If necessary, set the security protocol that the Wi-Fi network supports for its inner authentication method.
Token	Set whether you use a hardware token to connect to the Wi-Fi network.
Server subject	If necessary, type the server subject name that your smartphone should use to verify that it's connecting to the correct Wi-Fi network.
Server SAN	If necessary, type the server SAN that your smartphone should use to verify that it's connecting to the correct Wi-Fi network.

Install a root certificate on your smartphone

You might not be able to connect to some Wi-Fi networks until you install a root certificate on your BlackBerry smartphone. You can install the root certificate on your computer, and then use the BlackBerry Desktop Software to synchronize the root certificate between your smartphone and your computer. For more information, see the Help in the BlackBerry Desktop Software, or contact your administrator.

Wi-Fi calling

About 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. You can use the Wi-Fi network to make and receive calls in areas where you have a Wi-Fi connection to the Internet, even if you have limited or no mobile network coverage.

For more information about Wi-Fi calling, contact your wireless service provider.

Change your Wi-Fi calling preferences

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Change the **Preferred Network for Calls** field.
4. Press the key > **Save**.

Wi-Fi diagnostic reports

Submit a Wi-Fi diagnostic report

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Wi-Fi Network**.
3. Press the key > **Troubleshoot** > **Wi-Fi Diagnostics**.
4. Press the key > **Email Report** or **PIN Report**.

Set options for Wi-Fi diagnostic reports

When you set options for Wi-Fi diagnostic reports, if you set a default recipient, each time that you submit a Wi-Fi diagnostic report, your BlackBerry smartphone sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set a default recipient.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Wi-Fi Network**.

3. Press the key > **Troubleshoot** > **Wi-Fi Diagnostics**.
4. Press the key > **Options**.
   - To include advanced data in Wi-Fi diagnostic reports, change the **Display Mode** field to **Advanced**.
   - To set a default recipient for Wi-Fi diagnostic reports, type the contact information.
5. Press the key > **Save**.

Connection permissions for third-party applications

Permission	Description
USB	Set whether third-party applications can use physical connections, such as a USB cable or RS-232 cable, that you have set up for your BlackBerry smartphone.
Bluetooth	Set whether third-party applications can use Bluetooth connections.
Phone	Set whether third-party applications can make calls or access call logs.
Location Data	Set whether third-party applications can use your GPS location information.
Server Network	Set whether third-party applications can access the Internet or your organization's intranet using your organization's network.
Internet	Set whether third-party applications can access the Internet through your wireless service provider (for example, using a direct Internet connection or WAP gateway).
Wi-Fi (if supported)	Set whether third-party applications can use Wi-Fi connections.

Related information

Third-party application control, 338

About using Wi-Fi with VPN and software tokens

If you have a Wi-Fi enabled BlackBerry smartphone and if your organization uses a VPN to control access to its network, you might be able to log in to the VPN and access your organization's network using a Wi-Fi network. If you have a Wi-Fi enabled smartphone, you might also need a software token to connect to your organization's network using a Wi-Fi network.

Wireless coverage indicators

Indicators in the upper-right corner of the home screen display the wireless coverage level for the area that you are using your BlackBerry smartphone in. For more information about wireless coverage areas, contact your wireless service provider.

Indicator	Description
	Provides information about the strength of the wireless signal. Three or more bars indicate a strong signal. A reduced signal display might indicate increased power output from your smartphone as it attempts to connect to a weak signal.
3G , 4G , H+ , EDGE, GPRS, NXTL, MIKE, or NTWK	You're connected to a mobile network and you can access features such as email messaging and Internet browsing. If you don't see one of the indicators, you might be in an area of reduced wireless coverage where some features aren't available (you might only be able to make a phone call or send and receive text messages).
	You can call only emergency numbers.
	You're in an area of no wireless coverage.
	The connection to the mobile network is turned off.
	You're connected to a Wi-Fi network and you can access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
	Your Wi-Fi connection is turned on, but you're not connected to a Wi-Fi network, or you're connected to a Wi-Fi network, but you can't access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
	Your Bluetooth connection is turned on, and you're connected to a Bluetooth enabled device.
	Your Bluetooth connection is turned on, but you're not connected to a Bluetooth enabled device.
	Your NFC connection is turned on.

Related information

About emergency calls and Emergency Callback Mode, 66

Troubleshooting: Wi-Fi technology

I can't connect to a Wi-Fi network

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

Try the following actions:

- Verify that you turned on the connection to the Wi-Fi network.
- Verify that you're in a Wi-Fi coverage area. If you're connecting to a home network, see if other wireless devices are able to connect. If you're connecting to an enterprise Wi-Fi network or a hotspot, talk to your administrator or an employee at the hotspot.
- Verify that the time on your smartphone is synchronized with the network time. If the times are different, it could prevent your smartphone from connecting (for example, if connecting to the network requires you to have a certificate on your smartphone and the certificate has an expiration date).
- If the Wi-Fi network doesn't appear in the Wi-Fi Network application, it might be hidden. If you know the network name, try connecting to the Wi-Fi network manually.
- In the Wi-Fi Network application, verify that the options for the Wi-Fi network are correct. To find out what options to use, for a home network, refer to the information that came with your router; for an enterprise Wi-Fi network, talk to your administrator; for a public hotspot, refer to any information provided for the hotspot or talk to an employee at the hotspot who might have details about how to connect.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your smartphone to scan for available Wi-Fi networks.
- If your email account uses a BlackBerry Enterprise Server, your smartphone might prevent you from connecting to certain wireless access points. For more information, contact your administrator.
- If you're using the Push Button Setup method, verify that the access point is enabled with Wi-Fi Protected Setup, and that it has been set to send its profile. Verify that another device isn't also attempting to connect at the same time, and that not more than one access point within range is in this mode. For more information, see the information that came with your router.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you installed the root certificate for the certificate authority server that created the certificate for the authentication server. The certificate must be transferred to your smartphone before you can connect to the network. For more information, talk to your administrator.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you added your authentication certificate to your smartphone. The certificate must be transferred to your smartphone before you can connect to the network. For more information, talk to your administrator.

Related information

Connect to a Wi-Fi network manually, 265
Connect to a Wi-Fi network, 265
Turn on, turn off, or check the status of a network connection, 257

My smartphone drops calls made using Wi-Fi calling

You can only make calls using Wi-Fi calling if your BlackBerry smartphone is connected to a Wi-Fi network. To avoid dropped calls, your smartphone plays a warning tone when you are making a call using Wi-Fi calling and your Wi-Fi connection is getting weak. To make another call using Wi-Fi calling, move to an area with a stronger Wi-Fi signal.

Mobile Hotspot mode

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

How to: Mobile Hotspot mode

Mobile Hotspot mode basics

About Mobile Hotspot mode

You can use the Wi-Fi technology on your BlackBerry smartphone in one of two ways: Wi-Fi mode or Mobile Hotspot mode.

When you turn on Wi-Fi mode, you can connect your smartphone to a Wi-Fi network to access an Internet connection. You can only connect to an external Wi-Fi network, such as your home network or office network, while in Wi-Fi 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 example, if you are traveling, you can connect your smartphone with your laptop and use your smartphone's Mobile Hotspot mode to access the Internet on your laptop.

If your smartphone is connected to a CDMA network, when you make or receive a call, your smartphone suspends your Mobile Hotspot session until you end the call. Your Mobile Hotspot session resumes when your call ends. While Mobile Hotspot mode is turned on, you might not be able to send messages from your smartphone. Messages you send while your smartphone is in Mobile Hotspot mode are sent after you turn off 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.

Turn on or turn off Mobile Hotspot mode

Before you begin: To perform this task, you must turn on your BlackBerry smartphone's Mobile Network connection and Wi-Fi connection.

The first time you turn on Mobile Hotspot mode, your smartphone might prompt you to activate your Mobile Hotspot account, and set a password for use with your Mobile Hotspot account.

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

- To turn on Mobile Hotspot mode, select the **Mobile Hotspot** checkbox.
- To turn off Mobile Hotspot mode, clear the **Mobile Hotspot** checkbox.

When Mobile Hotspot mode is turned on, the indicator appears in the connections area at the top of the home screen.

Connect to the mobile network manually while using Mobile Hotspot mode

If your BlackBerry smartphone is connected to a GSM network, and Mobile Hotspot mode is turned on, you might have to manually connect to the mobile network using your APN. To get the user name and password for your APN, contact your wireless service provider. Depending on your wireless service provider, you might be able to enter up to two APNs.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Select the **Mobile Hotspot** checkbox.
3. If necessary, enter the APN name and APN login information for each of your APNs.
4. Click **OK**.

Stop connected devices from exchanging data

By default, devices that are connected to your mobile hotspot can send data to each other. For example, if you and a friend have your laptops connected to your mobile hotspot, you could play a game together. If your BlackBerry smartphone uses a BlackBerry Enterprise Server, depending on the options your administrator sets, you might not be able to exchange data with connected devices.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections** > **Options**.
3. Clear the **Allow connected devices to exchange data with each other** checkbox.

Mobile Hotspot mode options

View information about your mobile hotspot

You can check the duration of your mobile hotspot session, the names of the devices that are connected to your mobile hotspot, and how much data is being transferred to the connected devices.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections**.

Related information

Change the amount of time before Mobile Hotspot mode turns off, 275

Change your mobile hotspot name

You can name your mobile hotspot so that other Wi-Fi enabled device users can see the name when they try to connect to your mobile hotspot. When you turn on Mobile Hotspot mode, the name of your mobile hotspot appears in the connections area at the top of the home screen.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections** > **Options**.
3. In the **Network Name (SSID)** field, type a name for your mobile hotspot.

Change the amount of time before Mobile Hotspot mode turns off

By default, if your BlackBerry smartphone isn't connected to a power outlet and your smartphone and the other devices that are connected to your mobile hotspot are inactive for 15 minutes, Mobile Hotspot mode turns off automatically to conserve battery power.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections** > **Options**.
3. Change the **Auto Shutoff Timer** field.

Prevent additional devices from connecting to your mobile hotspot

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections**.
3. Select the **Don't allow any more devices to connect** checkbox.

View information about a connected device

You can view a connected device's name, MAC address, IP address, and band.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections**.
3. In the **Wi-Fi Devices Connected** section, highlight a device.
4. Press the key > **Details**.

About using Bluetooth technology in Mobile Hotspot mode

When you turn on Mobile Hotspot mode, your BlackBerry smartphone can use Bluetooth technology to connect to wireless devices, or BlackBerry PlayBook tablets using BlackBerry Bridge. When Mobile Hotspot mode is turned on, you can only connect to Bluetooth devices with Handsfree, Headset, Serial Port, and Dial-Up Networking Bluetooth profiles.

Related information
Bluetooth profiles, 280

Submit a Mobile Hotspot diagnostic report

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections**.
3. Press the key > **Diagnostics**.
4. Press the key > **Email Report**.

Troubleshooting: Mobile Hotspot mode

I can't use my smartphone as a mobile hotspot

Try the following actions:

- Verify that your mobile network connection and your Wi-Fi connection are both turned on.
- Verify that your BlackBerry smartphone is connected to the mobile network by checking that the indicator appears in the connections area at the top of the home screen.
- Verify that your wireless service plan is set up to use Mobile Hotspot mode. For more information, contact your wireless service provider.
- If you are roaming, on the **Mobile Network Options** screen, verify that the **Data Services** field and the **While Roaming** field are set to **On**.

Related information
Connect to the mobile network manually while using Mobile Hotspot mode, 274
Turn on or turn off Mobile Hotspot mode, 273

I can't connect multiple devices to my mobile hotspot

Depending on your wireless service plan, you might not be able to connect multiple devices to your mobile hotspot. For more information, contact your wireless service provider.

Bluetooth technology

How to: Bluetooth technology

About Bluetooth

Bluetooth technology is designed to establish a wireless connection between your BlackBerry smartphone and a Bluetooth enabled device, such as a hands-free car kit or a wireless headset.

Before you can connect your BlackBerry smartphone to a Bluetooth enabled device, you must first turn on Bluetooth technology on both devices and then pair the devices. Pairing establishes a relationship between the devices and usually needs to be done only once.

After you pair the devices, you can connect the devices when the Bluetooth enabled device is within range of your BlackBerry smartphone (a typical range is approximately 10 meters). For best results, keep your BlackBerry smartphone within direct line of sight of the Bluetooth enabled device. For example, if your BlackBerry smartphone is on the right side of your body, wear a Bluetooth enabled headset in your right ear.

When you turn on Bluetooth technology or when you connect your BlackBerry smartphone to another Bluetooth enabled device, Bluetooth status indicators appear at the top of the home screen.

Turn on or turn off Bluetooth technology

If you try to perform an action using Bluetooth technology, you may be prompted to turn on Bluetooth technology.

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

- To turn on Bluetooth technology, select the Bluetooth checkbox.
- To turn off Bluetooth technology, clear the Bluetooth checkbox.

Pair with a Bluetooth enabled device

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

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections** > **Add New Device** > **Search**.

3. Click a Bluetooth enabled device.
4. If necessary, do one of the following:
   - If the Bluetooth enabled device does not have a keyboard (for example, a wireless headset), on your BlackBerry smartphone, type the pairing passkey that either appears on the Bluetooth enabled device or is provided in the documentation that came with the Bluetooth enabled device. The passkey is most often a numeric or alphanumeric code.
   - If the Bluetooth enabled device has a keyboard (for example, a laptop), type a pairing passkey of your choice on both devices.

Related information

Turn on or turn off Bluetooth technology, 277
I can't pair with a Bluetooth enabled device, 44
I can't share contacts with a paired Bluetooth enabled device, 287

Connect to or disconnect from a paired Bluetooth enabled device

Before you begin: To perform this task, Bluetooth technology must be turned on and your BlackBerry smartphone must be paired with the Bluetooth enabled device.

Your BlackBerry smartphone might attempt to connect to a Bluetooth enabled device automatically when Bluetooth technology is turned on and the devices are within range. Your BlackBerry smartphone will usually stay connected to a paired Bluetooth enabled device, such as a car kit or headset, until you disconnect the devices.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a Bluetooth enabled device.
   - To connect to a Bluetooth enabled device, press the key > **Connect**. If necessary, verify that the same number appears in the dialog boxes on both paired devices.
   - To disconnect from a paired Bluetooth enabled device, highlight the device. Press the key > **Disconnect**.

Related information

Turn on or turn off Bluetooth technology, 277
I can't pair with a Bluetooth enabled device, 44

Switch to a paired Bluetooth enabled device during a call

Before you begin: To perform this task, you must turn on Bluetooth technology.

During a call, press the key > **Activate <Bluetooth device>**.

Related information

Turn on or turn off Bluetooth technology, 277

Share contacts with a paired Bluetooth enabled car kit

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a Bluetooth enabled car kit.
4. Press the key > **Transfer Contacts**.

Related information

I can't share contacts with a paired Bluetooth enabled device, 287
I lose my connection with a Bluetooth enabled car kit, 286
Set which contacts are available to share with a Bluetooth enabled car kit, 282

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

Send contact cards using Bluetooth technology

Contact cards sent using Bluetooth technology are automatically saved in the contact list of the receiving smartphone.

1. On the home screen, click the **Contacts** icon.
2. Click a contact.
3. Press the key > **Send Contact Card** > **Send Using Bluetooth**.

Rename or delete a paired Bluetooth enabled device

Before you begin: To perform this task, you must turn on Bluetooth technology. To delete a paired Bluetooth enabled device, you must first disconnect your BlackBerry smartphone from the Bluetooth enabled device.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a paired Bluetooth enabled device.
   - To rename the device, press the key > **Device Properties**. In the **Device Name** field, change the name for the Bluetooth enabled device. Press the key > **Save**.
   - To delete the device, press the key> **Delete Device**.

Make your smartphone discoverable

If you make your BlackBerry smartphone discoverable, other Bluetooth enabled devices can detect your smartphone.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
   - To make your smartphone discoverable, set the **Discoverable** field to **Yes**.
   - To make your smartphone discoverable for 2 minutes only, set the **Discoverable** field to **2 Minutes**. After 2 minutes, the **Discoverable** field switches to **No** automatically.

Related information

I can't pair with a Bluetooth enabled device, 44

Bluetooth technology options

Bluetooth profiles

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

Option	Description
Audio Source (A2DP)	This profile allows you to output audio from your BlackBerry smartphone to enabled devices that support stereo audio such as stereo headsets, speakers, and car kits.

Option	Description
A/V Remote Control (AVRCP)	This profile allows you to use the buttons on a Bluetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry smartphone.
Data Transfer	This service allows you to connect your BlackBerry smartphone to Bluetooth enabled devices that support the transfer of data such as media files.
Desktop Connectivity	This service allows you to connect your BlackBerry smartphone to a Bluetooth enabled computer that is running BlackBerry Desktop Software so that you can synchronize your organizer data.
Dial-Up Networking (DUN)	This profile allows you to use your BlackBerry smartphone as a modem when it is connected to a Bluetooth enabled computer.
Handsfree (HFP)	This profile allows you to connect your BlackBerry smartphone to Bluetooth enabled headsets and car kits that support the Handsfree profile.
Headset (HSP)	This profile allows you to connect your BlackBerry smartphone to Bluetooth enabled headsets that support the Headset profile.
Message Access Profile (MAP)	This profile allows you to use a Bluetooth enabled car kit with your BlackBerry smartphone to notify you of new messages. This profile can also help you read, delete, browse, compose, and send messages.
Serial Port Profile	This profile allows you to connect your BlackBerry smartphone to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.
SIM Access	If your BlackBerry smartphone uses a SIM card, this profile allows you to use a Bluetooth enabled car kit to control the SIM card on your BlackBerry smartphone so that you can make and receive calls using the car kit. When you use this feature, data services (browser service, email messaging, PIN messaging, and MMS messaging) are not available on your smartphone, and phone services are accessible only through the car kit. Before you can use this feature, you might need to enter a 16-digit alphanumeric code, generated by the car kit, on your BlackBerry smartphone.
Wireless Bypass	This service allows you to connect your BlackBerry smartphone to a Bluetooth enabled computer that is running the BlackBerry Desktop Software so that you can send and receive email messages and synchronize your organizer data without using a connection to the wireless network. To use this service, your email account must use a BlackBerry Enterprise Server.

Turn off a Bluetooth profile

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. In the **Services** section, clear the checkbox beside one or more Bluetooth profiles.

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

Related information

Bluetooth profiles, 280

Set which contacts are available to share with a Bluetooth enabled car kit

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
   - To prevent your BlackBerry smartphone from sharing contacts with a Bluetooth enabled device, in the **Contacts Transfer** field, click **Disabled**.
   - To allow your smartphone to share all contacts with a Bluetooth enabled device, in the **Contacts Transfer** field, click **All**.
   - To allow your smartphone to share only the contacts that you have recently had contact with, in the **Contacts Transfer** field, click **Hotlist**.
   - To allow your smartphone to share only contacts in one or more categories, in the **Contacts Transfer** field, click **Selected**. To select which categories to share, click **Edit**. Select the checkbox next to each category you want to share.

Related information

Share contacts with a paired Bluetooth enabled car kit, 279

Prevent your smartphone from making contacts available to other Bluetooth enabled devices

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. Change the **Contacts Transfer** field.
5. Press the key > **Save**.

To allow your BlackBerry smartphone to make contacts available to other Bluetooth enabled devices, change the **Contacts Transfer** field to **All**.

Related information

Create a category for contacts, tasks, or memos, 198

Restrict outgoing calls

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
5. Press the key > **Save**.

Change the pairing name for your BlackBerry smartphone

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. In the **Device Name** field, type a name for your BlackBerry smartphone.
5. Press the key > **Save**.

Turn off or turn on the Bluetooth connection notification

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
   - To turn off the Bluetooth connection notification, clear the **LED Connection Indicator** checkbox.
   - To turn on the Bluetooth connection notification, selet the **LED Connection Indicator** checkbox.
4. Press the key > **Save**.

Turn off the prompt that appears when connecting or pairing

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a paired Bluetooth enabled device.
4. Press the key > **Device Properties**.
5. Set the **Trusted** field to **Yes**.
6. Press the key > **Save**.

To turn on the prompt again, set the **Trusted** field to **Prompt**.

Set the message types that your Bluetooth enabled car kit notifies you of

Before you begin: To perform this task, your Bluetooth enabled car kit must support the Message Access Profile (MAP).

For more information about using Bluetooth technology with your car, see the documentation that came with your car kit.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **MAP Options**.
4. Select the checkbox beside one or more message types.

Encrypt data that you send or receive using Bluetooth technology

Before you begin: To perform this task, the paired Bluetooth enabled device must support data encryption.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. Select the **Encryption** checkbox.
5. Press the key > **Save**.

Turn off automatic reconnection to Bluetooth enabled devices

By default, when you turn on your BlackBerry smartphone, your smartphone attempts to connect to the last Bluetooth enabled device that you used.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. Clear the **Connect on Power Up** checkbox.
5. Press the key > **Save**.

Troubleshooting: Bluetooth technology

I can't pair with a Bluetooth enabled device

Try the following actions:

- Verify that your BlackBerry smartphone is compatible with the Bluetooth enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you don't know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.
- If your smartphone doesn't detect the Bluetooth enabled device that you want to pair with, try making your smartphone discoverable for a short period. 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.
- If the Bluetooth enabled device uses a battery, connect it to a power source. Depending on the device, if the battery power is too low the device may be unable to pair.
- 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 > **Device Properties**. Clear the **Encryption** checkbox. Press the key > **Save**.
- If Mobile Hotspot mode is turned on, verify that you are trying to connect to a Bluetooth enabled device using the Handsfree, Headset, Serial Port, or Dial-Up Networking profiles.

My list of paired Bluetooth devices doesn't appear

Try the following actions:

- Verify that Bluetooth technology is turned on.
- Verify that you added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

I can't type a passkey on a Bluetooth enabled device

If you can't type a passkey on a Bluetooth enabled device, the passkey might already be defined.

On your BlackBerry smartphone, in the **Enter passkey for <device name>** field, try typing **0000**.

I can't send or receive files

If you're trying to send a file as an attachment, your BlackBerry smartphone must be associated with an email account that uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

If your email account uses a BlackBerry Enterprise Server, your organization might not allow you to use some features or might prevent you from sending or receiving files. For more information about the features that are available on your smartphone, contact you administrator.

Try the following actions:

- Verify that the file you're trying to send or receive is a file type that's supported by BlackBerry smartphones.
- Verify that the file that you're trying to send is a file that you have added to your smartphone and that the file is not protected by copyright or DRM.
- If you're trying to send a file to or receive a file from a specific application, verify that the application is installed on your smartphone.
- If you can't find a file that was sent to you, check the folder that matches the file type of the sent file. Files sent to your smartphone are stored in the folder that matches each file's type. For example, if you receive a picture, the picture is saved in the pictures folder of your smartphone or media card, depending on your smartphone's settings.

I cannot find files sent to me over a Bluetooth connection

By default, files sent to your BlackBerry smartphone over a Bluetooth connection are saved in the folder that matches the type of file sent.

Related information

Search for a file that is saved on your smartphone, 132

I lose my connection with a Bluetooth enabled car kit

Try the following actions:

- Verify that your car kit is using the latest software version available. For more information about your Bluetooth enabled car kit's software version, see the documentation that came with your car kit.
- Move your BlackBerry smartphone to another location in your vehicle or turn your smartphone to face another direction. The location of your BlackBerry smartphone's Bluetooth antenna in relation to your car kit's Bluetooth antenna may affect the Bluetooth connection.

I can't share contacts with a paired Bluetooth enabled device

Try the following:

- Verify that Bluetooth technology is turned on.
- Verify that your BlackBerry smartphone is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Contacts Transfer** field is not set to **Disabled**.
- Verify that your BlackBerry smartphone is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. For more information about supported profiles, see the documentation that came with the Bluetooth enabled device.

Related information

Turn on or turn off Bluetooth technology, 277
Pair with a Bluetooth enabled device, 277
Share contacts with a paired Bluetooth enabled car kit, 279

Media server

How to: Media server

About the media server

Using the media server you can wirelessly share media files from your BlackBerry smartphone with supported devices that are Universal Plug and Play compatible, such as some computers, TVs, or other home entertainment equipment. Supported devices connect to your smartphone using a Wi-Fi network to access your shared media files so that you can play the files on the connected devices.

Share media files using the media server

Before you begin: The Wi-Fi connection must be turned on, and your BlackBerry smartphone must be connected to the same Wi-Fi network as the device you want to share media files with.

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Server**.
3. Select the **Turn on Media Server** checkbox.
4. When the file sharing indicator appears in the upper-right corner of the home screen, use the connected device you want to share media files with to access your smartphone.
5. On your smartphone allow access to your shared media files when prompted.
6. To automatically accept all requests to share your media files, click **Access Control** and select the **Auto Accept All Connections** checkbox.

Note: If you turn off the media server and then turn it on again, devices that are identified by IP addresses will prompt you again for access to your media files.

Related information

Connect to a Wi-Fi network, 265

Manage the devices connected to the media server

You can change your decisions about which devices you allow to connect to your BlackBerry smartphone, and how they connect, while using the media server.

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Server**.
3. Click **Access Control**.
4. Highlight a connection.
5. Do one of the following:
   - To change whether a device automatically connects, must receive permission to connect, or is automatically denied access to the media server, change the field.
   - To delete a device that's not currently active, press the key > **Delete Selected Device**.

Select the types of media files that you share using the media server

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Server**.
3. Click **Preferences**.
4. Select or clear the checkbox beside each type of media file that you want to start or stop sharing.

Change the display name of the media server

The display name that you assign to your media server appears on supported devices when they detect the media server on the Wi-Fi network.

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Server**.
3. Click **Preferences** > **Edit**.
4. Type a display name for your BlackBerry smartphone.
5. Click **OK**.

Smart accessories

About the Smart Accessories application

You can change how your BlackBerry smartphone functions when you connect it to a dock, charger, or charging pod by creating a dock profile to identify the dock or charger in the Smart Accessories application. For example, you might be able to identify a dock as a bedside dock so that when you connect your smartphone, your smartphone's sound profile turns off, and your smartphone's alarm clock turns on.

Set up a new dock

The first time you connect your BlackBerry smartphone to a dock, charger, or charging pod, you're prompted to set the behavior of your smartphone for each time it connects. If you choose not to set the behaviour of your smartphone you'll be prompted again the next time you connect your smartphone to the dock, charger, or charging pod. If you remove your smartphone from the dock, charger, or charging pod while the configuration screen is displayed on your smartphone, the configuration screen will remain open.

1. In the **Smart dock** dialog box, click **Configure**.
2. In the **Dock Name** field, type a name for your dock profile.
   - To turn on an application when you connect your smartphone, in the **Start Application** drop-down list, click an application.
   - To change the sound profile when you connect your smartphone, in the **Sound Profile** drop-down list, click a sound profile.
   - To turn on or turn off the mobile network when you connect your smartphone, in the **Mobile Network** drop-down list, click **On** or **Off**.
   - To turn on or turn off the Wi-Fi connection when you connect your smartphone, in the **Wi-Fi** drop-down list, click **On** or **Off**.
   - To turn on or turn off Bluetooth technology when you connect your smartphone, in the **Bluetooth** drop-down list, click **On** or **Off**.
3. Press the key > **Save**.

Change a dock profile

Before you begin: To perform this task you must have a dock profile saved on your BlackBerry smartphone.

You can change the applications that open, the sound profile, or whether the mobile network, Wi-Fi network, or Bluetooth technology turns on or turns off when you connect your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Smart Accessories**.
3. Click a dock profile.
4. Change the dock settings.
5. Press the key > **Save**.

Delete a saved dock profile

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Smart Accessories**.
3. Highlight a dock profile.
4. Press the key > **Delete**.

Power and battery

How to: Power and battery

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

Set your smartphone to turn on and turn off automatically

You can set your BlackBerry smartphone to turn off while you aren't using it for an extended period, like when you sleep. Data you receive when the smartphone is turned off automatically updates when the smartphone turns on.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Auto On/Off**.
3. In the **Weekday** or **Weekend** section, select the **Enabled** checkbox.
4. Specify the times when your smartphone should turn on and turn off on weekdays and weekends.
5. Press the key > **Save**.

Turn off your smartphone

Depending on your theme, the location or name of the Power Off icon might differ from the location or name in this task.

- If you haven't set your BlackBerry smartphone to turn on and turn off automatically at specific times, press and hold the key.
- If you have set your smartphone to turn on and turn off automatically at specific times, on the home screen or in a folder, click the **Power Off** icon. If you want your smartphone to stay turned off until you turn it on again, click **Full Power Off**. If you want your smartphone to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

Reset your smartphone

Remove and reinsert the battery.

Check the battery power level

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Device and Status Information**.

About battery saving mode

Battery saving mode helps your phone conserve energy and extend the amount of time between charges. When turned on, battery saving mode monitors the battery strength. When your battery strength starts getting low, the application automatically adjusts some options in the phone. Some options the phone adjusts to extend battery strength include:

- Reducing the brightness of the backlight to its lowest level.
- Reducing the length of time before the backlight turns off.
- Turning on the option to automatically dim the backlight.
- Reducing the setting for the Mobile Hot Spot automatic shutdown timer.

Turn on or turn off battery saving mode

When you turn on battery saving mode, your BlackBerry smartphone automatically changes options to conserve battery power. When you turn off battery saving mode or the smartphone is charged, your normal smartphone settings are restored.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Battery Saving Mode**.
3. Select or clear the **Turn on Battery Saving Mode when battery power level is low** checkbox.
4. To change the power level that turns on battery saving mode, change the **Start when battery power is at or drops below** field.
5. Press the key > **Save**.

Turn on or turn off Application Resource Monitor

The Application Resource Monitor app monitors apps running in the background and reports on any that are abusing system resources and causing issues, such as sluggish performance or lower than expected battery life. You can have Application Resource Monitor alert you of any apps that are abusing system resources or automatically shut down those apps.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Resource Monitor**.
3. Select or clear the **Turn on Application Resource Monitor** checkbox , and then customize the application by doing any of the following:.
   - Select or clear the **Automatically shutdown background draining applications** checkbox.
   - Select or clear the **Do not automatically shut down audio streaming applications**.

When abusive behavior is identified you are prompted to immediately shut down the app or ignore the prompt and allow the app to continue running. If you decide to ignore the prompt, Application Resource Monitor will not monitor the app again.

Troubleshooting: Power and battery

My battery life is shorter than I expected

Many factors influence the standby time and the talk time of the BlackBerry smartphone. Including things like signal strength, network type, and proximity to the network. For tips to improve the battery life see the related information listed below.

Related information

Tips: Extending battery life, 35

Storage space and media cards

How to: Storage space and media cards

About media cards

Depending on your BlackBerry smartphone model, you can insert a microSD media card into your smartphone to take videos and increase the storage space that's available on your smartphone for storing media files such as songs, ring tones, videos, or pictures. For more information about inserting a media card into your smartphone, see the printed documentation that came with your smartphone.

Supported media cards

Your BlackBerry smartphone supports media card sizes up to 32 GB. Only microSD media cards are supported.

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

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**.

Turn on or turn off USB mass storage mode

If your BlackBerry smartphone is connected to your computer with a USB cable but doesn't appear as a drive on your computer, you may have to turn on USB mass storage mode.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Press the key > **Enable USB Mass Storage**.

4. If necessary, type your smartphone password.

Your smartphone appears as a drive on your computer.

To turn off USB mass storage mode, press the key > **Disconnect**.

Back up smartphone data to your media card

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

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

CAUTION: If you perform this task, any existing backup data on your media card is deleted and replaced with your new backup data.

1. On the home screen, click the **Setup** icon.
2. In the **Setup** section, click **Device Switch** > **Using a Media Card** > **Save Data**.
   - To back up smartphone data including email, select the **Save emails** checkbox.
   - To back up smartphone data excluding email, clear the **Save emails** checkbox.
3. Click **Continue**.
4. To set a password for your data, in the **Password** field, enter a password.
5. In the **Confirm** field, re-enter the password.
6. Click **Save**.

Related information

Restore smartphone data from your media card, 300

Restore smartphone data from your media card

If you have backed up your BlackBerry smartphone data to your media card, you should be able to restore the data to your smartphone.

1. On the home screen, click the **Setup** icon.
2. In the **Setup** section, click **Device Switch** > **Using a Media Card** > **Transfer Data** > **Continue**.
3. In the **Password** field, enter the password you set when you backed up your smartphone data.
4. Click **Enter**.

Related information

Back up smartphone data to your media card, 300

Repair files stored on your media card or on your smartphone

CAUTION: If you run the repair feature on your BlackBerry smartphone, your smartphone might delete files that have errors from your media card or on your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Press the key > **Repair**.
4. Complete the instructions on the screen.

If your media card is still not repaired after you run the repair feature, you might want to try formatting it.

Related information

My smartphone doesn't recognize my media card, 303

Format your media card or built-in media storage

Depending on your BlackBerry smartphone model, you might not be able to format your smartphone's built-in media storage.

CAUTION: If you format your media card or built-in media storage, all of the data that's saved to your media card or built-in media storage is deleted. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Press the key > **Format**.
4. Complete the instructions on the screen.

About compression

Compression is designed to reduce the size of your BlackBerry smartphone data while maintaining the integrity of that data. When compression is turned on, your smartphone can compress your data, including messages, contacts, calendar entries, tasks, and memos. You should keep compression turned on.

If both compression and encryption are turned on, your smartphone compresses smartphone data before encrypting it.

About file encryption

File encryption is designed to protect files that you store on your BlackBerry smartphone and on a media card that can be inserted in your smartphone. You can encrypt the files on your smartphone and on your media card using an encryption key that your smartphone generates, your smartphone password, or both.

If you encrypt the files using an encryption key that your smartphone generates, you can only access the files on your media card when the media card is inserted in your smartphone. If you encrypt the files using your smartphone password, you can access the files on your media card in any smartphone that you insert your media card into, as long as you know the password for the smartphone.

Related information

Turn on encryption, 302

Turn on encryption

Before you begin: To encrypt data on your BlackBerry smartphone, you must set a password for your smartphone.

Depending on the amount of storage space available, you might not be able to encrypt files on your smartphone or on your media card.

You can set encryption to include or exclude your contacts. If you turn on encryption for contacts and you receive a call when your smartphone is locked, the encrypted contact information doesn't appear on the screen.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. To encrypt data and files on your smartphone, in the **Device Memory** section, select the **Encrypt** checkbox.
4. To encrypt files that are stored on a media card, in the **Media Card** section, select the **Encrypt** checkbox and do one of the following:
   - To encrypt files using an encryption key that your smartphone generates, change the **Mode** field to **Device Key**.
   - To encrypt files using your smartphone password, change the **Mode** field to **Device Password**.
   - To encrypt files using an encryption key and your smartphone password, change the **Mode** field to **Device Password & Device Key**.
5. Press the key > **Save**.

To stop encrypting data and files on your smartphone, in the **Device Memory** section, clear the **Encrypt** checkbox. To stop encrypting files on your media card, in the **Media Card** section, clear the **Encrypt** checkbox.

Related information

About file encryption, 302

View the amount of available storage space on your smartphone

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

Related information

Tips: Freeing space to optimize your smartphone's performance, 50

View the amount of storage space used by media files

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

Troubleshooting: Storage space and media cards

My smartphone doesn't recognize my media card

Try the following actions:

- Verify that your media card is inserted in your BlackBerry smartphone correctly. For more information about inserting a media card into your smartphone, see the printed documentation that came with your smartphone.
- In your media card options, verify that media card support is turned on.
- In your media card options, if there's a message to format your media card, disconnect your smartphone from your computer. Format your media card.

  CAUTION: Formatting your media card will delete all the files from it.

Related information

Turn on or turn off media card support, 141
Format your media card or built-in media storage, 301

The application storage on my smartphone is low

When the application storage available on your BlackBerry smartphone is low, your smartphone displays a dialog box that lists applications and languages that you don't use frequently. You can delete applications and languages in this list.

Try the following actions:

- Verify that you have deleted old email messages or text messages, especially messages with attachments.
- Verify that you have deleted contacts that are already in your organization's contact list.
- Verify that you have deleted media files from your smartphone.
- If you recently updated your BlackBerry Device Software over the wireless network, verify that you have deleted the previous version of the BlackBerry Device Software.
- Verify that you have cleared the browser cache.

Related information

Tips: Freeing space for your music, pictures, videos, and files, 37
View the amount of available storage space on your smartphone, 303

Search

How to: Search

Search for an item

You can search for help, contacts, documents, files, memos, pictures, videos, and more on your BlackBerry smartphone. You can narrrow your search from an app, or you can extend your search to the Internet. You can also view items you selected from previous search results.

1. On the home screen, click the icon.
2. Type your search terms.

To stop a search, press the key twice.

Related information

Change what happens when you type on the Home screen, 26

Search for an item using voice enabled search

Before you begin: Voice enabled search might not be available in all languages. To complete this task, your BlackBerry smartphone must be connected to the wireless network.

1. On the home screen, click the icon.
2. Click the icon.
3. Say your search terms.

To stop a search, press the key twice.

Related information

Change the language for voice enabled search, 306

Change search options

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Search**.
   - To clear search history, click **Delete Search History**.
   - To turn off search history, clear the **Show Search History** checkbox.
   - To turn off web suggestions, clear the **Show Web Suggestions** checkbox.
   - To change which applications appear in your search results, in the **Data Sources** and **Extended Providers** sections, select or clear the checkbox beside one or more of the listed applications.
3. Press the key > **Save**.

Change the language for voice enabled search

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
3. Change the **Voice Search** field.
4. Press the key > **Save**.

Search for messages

You can search for messages on your BlackBerry smartphone. You might also be able to search for messages in the email application on your computer or in another associated email account if your email account uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature.

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

- To search for messages based on the subject, highlight a message. Press the key > **Search by** > **Subject**.
- To search for messages based on the sender, highlight a message. Press the key > **Search by** > **Sender**.
- To perform an advanced search, press the key > **Search by** > **Advanced**. Specify the search criteria. To save the search criteria, press the key > **Save**. Click **Search**.
- To search for messages using the criteria from your last advanced search, press the key > **Search by** > **Advanced**. Press the key > **Last**.

Note: If you search for messages, your smartphone doesn't search attachments.

To stop a search, press the key.

Related information

Do more with your message search results, 308
Message search criteria, 307

Message search criteria

Field	Description
Search Messages	Specify whether you search for messages that are on your BlackBerry smartphone or for messages that are in an email application on your computer.
Name	Specify one or more contacts or email addresses that your smartphone should search for in messages. To widen the search, you can also specify part of a name.
Appears in	Change the type of address field that your smartphone should search in for the name or email address.
Subject	Specify one or more words that your smartphone should search for in the subject of messages.
Message	Specify one or more words that your smartphone should search for in the body of messages.
Include Encrypted Messages	Specify whether your smartphone searches encrypted messages, plain text messages, and digitally signed messages.
Service	If your smartphone is associated with more than one email address, change the email account that your smartphone should search in for messages. Not all email accounts support this feature.
Folder	Change the folder that your smartphone should search in for messages.

Field	Description
Show	Change the status of messages that your smartphone should search for.
Type	Change the type of messages that your smartphone should search for.

Do more with your message search results

1. In the search results, highlight a message.
2. Press the key.
   - To view more available search results, click **Get More Results**.
   - To add the message that you highlighted to your message inbox, click **Add**.
   - To add all the messages from the search results to your message inbox, click **Add All**.
   - To delete the search results, click **Delete Search**.
   - To start a new search, click **Search by**.

CAUTION: If you delete a message from the message search results, the message is also deleted from your message inbox or the email application on your computer.

View, change, or delete a saved search

1. On the home screen, click the **Messages** icon.
2. Press the key > **Search by** > **Advanced**.
3. Press the key.
   - To view a list of saved searches, click **Recall**.
   - To change a saved search, click **Recall**. Highlight a search. Press the key > **Edit Search**. Change the search criteria. Press the key > **Save**.
   - To delete a saved search, click **Recall**. Highlight a search. Press the key > **Delete Search**.

Search for 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**.

Search for a contact

You can search for contacts in your contact list or, if your email account uses a BlackBerry Enterprise Server, you might also be able to search for contacts in your organization's contact list.

1. On the home screen, click the **Contacts** icon.
   - To search for a contact in your contact list, type all or part of a contact's name.
   - To search for a contact in your organization's contact list, click **Remote Lookup**. Type all or part of a contact's name. Click **OK**.
2. Highlight a contact.
3. Press the key.
   - To view information for a contact, click **View**.
   - To add a contact from your organization's contact list to your contact list, click **Add to Contacts**.
   - To add all of the contacts from your organization's contact list to your contact list, click **Add All to Contacts**.
   - To view the next 20 matches in your organization's contact list, click **Get More Results**.
   - To narrow search results when a contact's name has multiple matches, highlight a contact's name. Click **Resolve**.
   - To delete the search results after you have searched your organization's contact list, click **Delete Lookup**.
   - To start a new search when you are searching your organization's contact list, click **Lookup**.

Related information

Change how contact names appear in Remote Lookup results, 203

Troubleshooting: Search

I don't get any voice enabled search results

Try one of the following:

- Verify that your BlackBerry smartphone has a strong connection to the wireless network.
- Verify that the correct language is set for voice enabled search.

Related information

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

Security

How to: Security

Security basics

About the smartphone password

There are several types of password protection that you can use on your BlackBerry smartphone.

Smartphone password

You can create a smartphone password to help protect your smartphone from unauthorized access and use, and you can set your smartphone to lock after a certain period of inactivity. You must enter your smartphone password to unlock your smartphone. If you forget your password, it can't be recovered. For security reasons, if you exceed the number of allowed password attempts, your smartphone deletes all your smartphone data and prompts you to set a new password.

BlackBerry ID

After you create a BlackBerry ID, you can use a single email address and password to log in to any BlackBerry product or service that supports BlackBerry ID. If you exceed the number of allowed attempts to log in using BlackBerry ID, wait for the security lockout to end before you try to log in again. To reset your BlackBerry ID password, visit www.blackberry.com/blackberryid.

Password Keeper

You can use the Password Kepper ( ) to store password information, such as your passwords for online banking. The Password Keeper is designed to encrypt your password information, and decrypt it when you enter the Password Keeper password. Rember that you might also need your smartphone password before you access the Password Keeper. If you exceed the number of allowed attempts to open the Password Keeper, the Password Keeper data can't be accessed unless you restore your smartphone data. After you restore your smartphone data, when you attempt to open Password Keeper

you are prompted to create a Password Keeper password. Then, you are prompted to enter the old Password Keeper password to access old password information.

Restoring your data

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

Related information

Set or change your smartphone password, 312
I forget my smartphone password, 43
My smartphone prompts me to make an emergency call when I type a password, 342

Set or change your smartphone password

If you forget your BlackBerry smartphone password, it can't be recovered. You can reset your password without knowing your current password by deleting all your smartphone data.

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

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
   - To set a password, click **Set Password**.
   - To change your password, click **Change Password**.
3. Type a password.
4. Press the key > **Save**.

To turn off your smartphone password, clear the **Enable** checkbox.

Related information

Require your smartphone password before adding an app, 246
Lock or unlock your smartphone, 32
About backing up and restoring smartphone data, 182
About the smartphone password, 311
I forget my smartphone password, 43
Delete smartphone data, third-party applications, or media card files, 314

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

Change when your smartphone locks automatically with a password

Before you begin:

Depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

If you set a BlackBerry smartphone password, you can set your smartphone to lock automatically after a certain period of time or when you insert your smartphone into a holster.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
   - To change the amount of time that passes before your smartphone locks automatically, change the **Lock After** field.
   - To lock your smartphone when you insert it into a holster, select the **Lock Handheld Upon Holstering** checkbox.
3. Press the key > **Save**.

Related information

Turn on or turn off dialing from the lock screen, 76

Set a limit for smartphone password attempts

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Change the **Number of Password Attempts** field.
4. Press the key > **Save**.

Delete smartphone data, third-party applications, or media card files

Before you delete your BlackBerry smartphone data or media card files, consider backing up the data and files so that you have a copy on your computer.

CAUTION: If encryption is turned on, the process for deleting all smartphone data can take about one hour to complete. You can't stop the process after you start it. If you reset your smartphone, the process restarts after the smartphone restarts.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Wipe**.
3. Select the checkboxes for items that you want to delete.
4. Type **blackberry**.
5. Click **Wipe Data**.

If your smartphone was previously associated with a BlackBerry Enterprise Server, when you delete all your smartphone data, any IT policy rules that were associated with your smartphone remain and may continue to affect the features and settings that are available on your smartphone.

Parental Controls

About 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. When you turn on Parental Controls a four-digit PIN is required to change the allowed services, which prevents children or other parties from changing your settings.

Turn on Parental Controls

When you set a PIN for Parental Controls, the only way to reset the PIN if you forget it is to delete all the data on the smartphone.

To turn on Parental Controls:

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Parental Controls**.
3. Select the **Enable** checkbox to turn on Parental Controls.
4. Select one or more of the following options to allow or limit the use of the feature:

- To allow phone calls, select the **Phone** checkbox. To limit incoming calls to stored contacts, select the **Limit incoming calls to contacts** checkbox.
- To allow text messages, select the **Text Messages** checkbox.
- To allow the exchange of files over a Bluetooth connection, select the **Bluetooth** checkbox.
- To allow the use of location services, like GPS, select the **Location services** checkbox.
- To allow Internet access, select the **Browser** checkbox.
- To allow the uploading of files to the YouTube website, select the **YouTube Uploader** checkbox. This restriction does not limit access to the YouTube website.
- To allow the installation of third party applications, select the **Application installations** checkbox.
- To allow the addition of new email accounts, select the **Email account setup** checkbox.
- To allow access to Facebook, click the **Facebook** checkbox. The Facebook option and the Twitter option work together. You must either allow or restrict access to both applications. If you select or clear the checkbox for one option, the setting is automatically applied to the other option.
- To allow access to Twitter, select the **Twitter** checkbox.
- To allow picture taking, select the **Camera** checkbox.
- To allow access to BlackBerry Messenger, select the **BlackBerry Messenger** checkbox.

5. Press the key > **Options**.
6. Press the key > **Save**.
7. Enter a four-digit PIN. Click **OK**.
8. Confirm the PIN. Click **OK**.

Change Parental Controls

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Parental Controls**.
3. Make changes to your options.
4. Press the key > **Save**.
5. Enter your four-digit PIN. Click **OK**.

Related information

I forgot the PIN for Parental Controls, 343

Turn off Parental Controls

To turn off Parental Controls

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Parental Controls**.
3. Clear the **Enable** checkbox.

4. Press the key > **Save**.
5. Enter your four-digit PIN. Click **OK**.

Related information

I forgot the PIN for Parental Controls, 343

Password Keeper

About the Password Keeper

Use the Password Keeper to store all your passwords in one place. The Password Keeper is designed to protect your passwords with a Password Keeper password. When you type this password, the Password Keeper decrypts your passwords.

You can also use the Password Keeper to generate random passwords that contain numbers, letters, and symbols.

Add, change, or delete a password that is saved in the Password Keeper

On the home screen or in the **Applications** folder, click the **Password Keeper** icon.

- To add a password, press the key > **New**. Type the password information. Press the key > **Save**.
- To change a password, highlight a password. Press the key > **Open**. Change the password information. Press the key > **Save**.
- To delete a password, highlight a password. Press the key > **Delete**.

Change the Password Keeper password

1. On the home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the key > **Change Password**.

Set a limit for password attempts in the Password Keeper

1. On the home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the key > **Options**.
3. Change the **Password Attempts** field.
4. Press the key > **Save**.

Copy a password

1. On the home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the key > **Copy Username** or **Copy Password**.

To clear the clipboard, press the key > **Clear Clipboard**.

Note: Passwords are not encrypted when they are on the clipboard.

Prevent password copying

1. On the home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the key > **Options**.
3. In the **Password Entries** section, clear the **Allow Clipboard Copy** checkbox.
4. Press the key > **Save**.

Hide or show passwords in the Password Keeper

1. On the home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the key > **Options**.
   - To hide passwords in the Password Keeper, clear the **Show Password** checkbox.
   - To show passwords in the Password Keeper again, select the **Show Password** checkbox.
3. Press the key > **Save**.

Generate a random password

1. On the home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. If necessary, change the criteria for generating random passwords by doing any of the following:
   - Press the key > **Options**. Change the **Length** field.
   - Press the key > **Options**. Select or clear the **Include Alpha**, **Include Numbers**, or **Include Symbols** checkboxes.
3. Press the key > **New**.
4. Press the key > **Random Password**.
5. Press the key > **Save**.

Encryption

About encrypting data and files on your smartphone

When encryption for data on your BlackBerry smartphone is turned on, your smartphone uses a private key to encrypt data stored on your smartphone, including data that your smartphone receives when it's locked. When you lock your smartphone with a password, a lock indicator appears at the top of the screen when your smartphone has secured your data. You can also encrypt the files on your media card using your smartphone password, an encryption key that your smartphone generates, or both. Your smartphone decrypts data as you access it.

If you encrypt the files on your media card using an encryption key that your smartphone generates, you can only access the files when the media card is inserted into your smartphone. If you encrypt the files using your smartphone password, you can access the files in any smartphone that you insert your media card into, as long as you know the smartphone password that was used to protect the files.

If you use a smart card certificate for authentication, depending on the smart card, you might also be able to use one of your smart card certificates to provide two-factor encryption. In order to access the encrypted content, you must provide your smartphone password and also connect your smartphone to your smart card reader.

Turn on encryption

Before you begin: To encrypt data on your BlackBerry smartphone, you must set a password for your smartphone.

Depending on the amount of storage space available, you might not be able to encrypt files on your smartphone or on your media card.

You can set encryption to include or exclude your contacts. If you turn on encryption for contacts and you receive a call when your smartphone is locked, the encrypted contact information doesn't appear on the screen.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. To encrypt data and files on your smartphone, in the **Device Memory** section, select the **Encrypt** checkbox.
4. To encrypt files that are stored on a media card, in the **Media Card** section, select the **Encrypt** checkbox and do one of the following:
   - To encrypt files using an encryption key that your smartphone generates, change the **Mode** field to **Device Key**.
   - To encrypt files using your smartphone password, change the **Mode** field to **Device Password**.
   - To encrypt files using an encryption key and your smartphone password, change the **Mode** field to **Device Password & Device Key**.
5. Press the key > **Save**.

To stop encrypting data and files on your smartphone, in the **Device Memory** section, clear the **Encrypt** checkbox. To stop encrypting files on your media card, in the **Media Card** section, clear the **Encrypt** checkbox.

Related information
About file encryption, 302

Set encryption strength

If encryption of data that is stored on your BlackBerry smartphone is turned on, you can set the strength of the encryption that your smartphone uses to protect data that you receive when your smartphone is locked with a password.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. Change the **Strength** field.
4. Press the key > **Save**.

Use a certificate to encrypt the encryption keys on your smartphone

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.

If you have encryption for data that is stored on your BlackBerry smartphone turned on and your smart card reader supports this feature, you might be able to use a certificate from the smart card to encrypt the encryption keys on your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. Select the **Two-factor Protection** checkbox.
4. Press the key > **Save**.

Generate an encryption key

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.

If you can't send or receive work email messages, regenerating an encryption key might help resolve the issue.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Status Information**.
3. Highlight a service.
4. Press the key.
5. Click **Regenerate Encryption Key**.

SIM card

Depending on your wireless service provider and wireless network, your BlackBerry smartphone might not use a SIM card.

Protect your SIM card with a PIN code

To get your SIM card PIN code, contact your wireless service provider.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
3. Press the key > **Enable Security**.
4. Type your SIM card PIN code. If you exceed the number of allowed attempts to enter the SIM card PIN code, your SIM card does not function.
5. Press the key on the keyboard.

Change a SIM card PIN code

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
   - To change the PIN code that protects your SIM card, press the key > **Change PIN code.**
   - To change the PIN code for fixed dialing on your SIM card, press the key > **Change PIN2 code.**

Memory cleaning

About memory cleaning

Memory cleaning is designed to delete sensitive data from the temporary memory on your BlackBerry smartphone. Examples of sensitive data include sensitive data in the cache for the key store browser, unencrypted data from email messages, LDAP authentication passwords, and data from certificate and key searches.

When memory cleaning is turned on, the memory cleaning application is designed to delete sensitive data automatically in the following situations:

- When you insert your smartphone in a holster
- When you do not use your smartphone for a specified period of time
- When you synchronize with your computer
- When you change the time or the time zone for your smartphone
- When you lock your smartphone

Turn on memory cleaning

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. Select the **Enable** checkbox.
4. Press the key > **Save**.

Change when your smartphone deletes sensitive data from the temporary smartphone memory

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
   - To prevent your BlackBerry smartphone from deleting sensitive data when you insert your smartphone in a holster, clear the **Clean When Holstered** checkbox.
   - To prevent your smartphone from deleting sensitive data when your smartphone remains idle for a specified period of time, clear the **Clean When Idle** checkbox.
   - To change how long your smartphone waits after you stop using it before it deletes sensitive data, change the **Idle Timeout** field.
3. Press the key > **Save**.

Delete sensitive application data from the temporary smartphone memory

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. To delete sensitive data for all applications, in the **Memory to Clean** section, click **Clean**.

Create a shortcut for the memory cleaning application

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. Select the **Place Memory Cleaner Shortcut on Home Screen** checkbox.
4. Press the key > **Save**.

The Memory Cleaner icon appears on the home screen or in the Applications folder.

Certificates and PGP keys

About certificates and certificate enrollment

A certificate is a digital document that binds the identity and public key of a certificate subject. Your BlackBerry smartphone supports RSA, DSA, Diffie-Hellman, and ECC keys.

If your work email account uses a BlackBerry Enterprise Server that supports this feature, you can download certificates over the wireless network using a certification authority profile provided by your administrator. Depending on your organization, enrollment for a certificate might be required and might also occur automatically.

When you enroll with a certification authority profile, a new certificate is downloaded to your smartphone and added to your certificate list. The certification authority profile shows the status of the certificate. If the certificate is scheduled to expire soon, you can re-enroll with the certification authority profile to receive an updated certificate.

About PGP keys

If your work email account uses a BlackBerry Enterprise Server that supports this feature, you can download PGP keys over the wireless network from a certificate server provided by your administrator. Depending on your organization, enrollment with the PGP Universal Server might be required and might also occur automatically.

PGP keys allow you to send and receive PGP messages using your BlackBerry smartphone. Your smartphone supports RSA, DSA, and Diffie-Hellman keys.

About the trust status of certificates and PGP keys

When you view the details for a certificate or key, you can view the trust status of the item. Depending on your adminstrator, you can change the trust status of a certificate or PGP key.

A certificate can be explicitly trusted (the certificate itself is trusted), implicitly trusted (the root certificate in the certificate chain is trusted on your BlackBerry smartphone), or not trusted (the certificate isn't explicitly trusted and the root certificate in the certificate chain isn't trusted or doesn't exist on your smartphone).

A PGP key can be explicitly trusted (the PGP key itself is trusted), implicitly trusted (the PGP key is associated with a private key on your smartphone), or not trusted (the PGP key isn't explicitly trusted and isn't associated with a trusted PGP key on your smartphone, and a chain of digital signatures to a trusted key doesn't exist).

Related information

Change the trust status of a certificate or PGP key, 326

Certificate and PGP key basics

Download a certificate or PGP key from an LDAP-enabled server or DSML-enabled server

If you are enrolled with the PGP Universal Server, you can't download PGP keys manually.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Press the key > **Fetch Certificates** or **Fetch PGP Keys**.
4. Specify the search criteria.
5. Press the key > **Search**.
6. Click a certificate.
7. Click **Add To Key Store**.

Related information

I can't download a certificate or PGP key from an LDAP-enabled server, 342

Download a certificate from a certification authority

If your administrator has provided you with a certification authority profile, you can enroll with the profile to download a certificate to your BlackBerry smartphone. If the certificate is scheduled to expire soon, you can re-enroll to receive an updated certificate.

1. On the home screen, click the icon. If you don't have the icon, on the home screen or in a folder, click the **Options** icon. Click **Security** > **Advanced Security Settings** > **Certificate Enrollment**.
2. Click **Enroll** or **Re-enroll**.
3. If necessary, type the credentials that your administrator gave you.

Download a personal PGP key from the PGP Universal Server

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Press the key > **Download Keys**.

Import a certificate or PGP key that is saved on your smartphone

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and click a certificate or PGP key.

3. Select the certificate or PGP key.
4. Press the key > **Import Certificate** or **Import PGP Key**.
   - To view the certificate or PGP key, highlight the certificate or PGP key. Press the key > **View Certificate** or **View PGP Key**.
   - To trust the certificate or PGP key, highlight the certificate or PGP key. Press the key > **Trust Certificate** or **Trust PGP Key**.

Import certificates or PGP keys from a media card

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Press the key > **Import Media Card Certs** or **Import Media Card PGP Keys**.
4. Select the certificates or PGP keys you want to import.
5. Press the key > **Import Certificates** or **Import PGP keys**.

To view a certificate or PGP key, highlight the certificate or PGP key. Press the key > **View Certificate** or **View PGP Key**.

Send or delete a certificate or PGP key

When you send a certificate or PGP key, your BlackBerry smartphone sends the public key, but doesn't send the corresponding private key.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a certificate or PGP key.
   - To send a certificate or PGP key, press the key > **Send via Email** or **Send via PIN**.
   - To delete a certificate or PGP key, press the key > **Delete**.

View details for a certificate or PGP key

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Click a certificate or PGP key.

View one type of certificate or PGP key

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Press the key.

4. Click one of the following menu items:
   - **Show Personal Certificates**
   - **Show Personal PGP Keys**
   - **Show Others' Certificates**
   - **Show Others' PGP Keys**
   - **Show CA Certificates**
   - **Show Root Certificates**

To view all the certificates on your BlackBerry smartphone, press the key > **Show All Certificates**.

View the certificate chain for a certificate

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the key > **Show Chain**.

Certificate and PGP key statuses

Status indicators for certificates, PGPkeys, and certification authority profiles

Status indicators for certificates and PGP keys

Indicator	Description
	The certificate or PGP key has a corresponding private key that is stored on your BlackBerry smartphone or a smart card.
	The certificate chain or PGP key is trusted and valid, and the revocation status is good.
	The revocation status is unknown, or a public key is weak.
	The certificate, a certificate in the certificate chain, or the PGP key is untrusted, revoked, expired, not valid, or can't be verified.

Status indicators for certification authority profiles

Indicator	Description
	A valid certificate is associated with the certificate authority profile.
	A new certificate is being retrieved because the current certificate is scheduled to expire soon.
	The enrollment request is pending approval from the certificate authority.
	Enrollment with the certificate authority profile is pending because an action from the user is required to continue, or because enrollment is scheduled to occur later.
	Enrollment with the certificate authority profile is required and will occur automatically.

Check the revocation status of a certificate, certificate chain, or PGP key

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 certificate or PGP key.
4. Press the key > **Fetch Status** or **Fetch Chain Status**.

Change the trust status of a certificate or PGP key

Before you begin: Depending on the types of certificates that your administrator allows, you might not be able to trust some types of certificates.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a certificate or PGP key.
4. Press the key > **Trust** or **Distrust**.
5. If you are trusting a certificate with a certificate chain, do one of the following:
   - To trust only the highlighted certificate, click **Selected Certificate**.
   - To trust the highlighted certificate and all the other certificates in the chain, click **Entire Chain**.

Related information

About the trust status of certificates and PGP keys, 322

Revoke a certificate or PGP key

If you revoke a certificate or PGP key, it is revoked only in the key store on your BlackBerry smartphone. Your smartphone doesn't update the revocation status on the certificate authority, CRL servers, or on the PGP Universal Server.

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 certificate or PGP key.
4. Press the key > **Revoke** > **Yes**.
5. Change the **Reason** field.
6. Click **OK**.

To cancel a certificate hold, highlight the certificate. Press the key > **Cancel Hold**.

Certificate revocation reasons

Reason	Description
Unknown	The revocation reason does not match any of the predefined reasons.
Key Compromise	A person who is not the key subject might have discovered the private key value.
CA Compromise	Someone might have revealed the private key of the certificate issuer.
Change in Affiliation	The certificate subject no longer works for the organization.
Superseded	A new certificate is replacing an existing certificate.
Cessation of Operation	The certificate subject no longer requires the certificate.
Certificate Hold	You want to revoke the certificate temporarily.

PGP key revocation reasons

Reason	Description
Unknown	The revocation reason does not match any of the predefined reasons.
Superseded	A new PGP key is replacing an existing PGP key.
Key Compromise	A person who is not the key subject might have discovered the private key value.
Key Retired	The PGP key is no longer used.
User ID Invalid	The user information for the PGP key is not valid.

Certificate and PGP key options

Change the display name for a certificate or PGP key

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 certificate or PGP key.
4. Press the key > **Change Label**.
5. Type a display name for the certificate or PGP key.
6. Click **OK**.

Turn off prompts that appear when you add a certificate or PGP key to the key store

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Press the key > **Fetch Certificates** or **Fetch PGP Keys**.
4. Press the key > **Options**.
   - To download the revocation status of a certificate or PGP key when you add it to the key store, change the **Fetch Status** field to **Yes**.
   - To add a certificate or PGP key to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
   - To turn off the display name prompt, clear the **Prompt for Label** checkbox.
5. Press the key > **Save**.

If you turn off the display name prompt, when you add a certificate or PGP key, your BlackBerry smartphone uses the subject as the name for the certificate or PGP key.

Add an email address to a certificate

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the key > **Show Others' Certificates**.
4. Highlight a certificate.
5. Press the key > **Associate Addresses**.
6. Press the key > **Add Address**.
7. Do one of the following:

- Click a contact.
- Click **Use Once**. Type an email address. Press the key on the keyboard.

8. Press the key > **Save**.

Change how often a certification authority profile checks certificate status

Depending on your organization, you might be able to change how often a certification authority profile checks the status of its certificate. If the certificate is scheduled to expire soon, you can re-enroll with the certification authority profile to receive an updated certificate.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Enrollment**.
3. Change the **Certificate Revocation Check Interval** field.
4. Press the key > **Save**.

Clear the PGP data cache

The PGP data cache contains cached PGP public keys and the PGP Universal Server policy that your BlackBerry smartphone downloads from the PGP Universal Server.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Press the key > **Clear Universal Cache**.

The next time that you send a PGP protected message, your smartphone downloads an updated PGP Universal Server policy and updated PGP public keys from the PGP Universal Server.

Certificate servers

Add or delete a certificate server

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.
   - To add a new certificate server, press the key > **New Server**. Add the connection information for the certificate server. Press the key > **Save**.
   - To delete a certificate server, highlight a certificate server. Press the key > **Delete**.

Change connection information for a certificate server

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.
3. Highlight a certificate server.
4. Press the key > **Edit**.
5. Change the connection information for the certificate server.
6. Press the key > **Save**.

Connection options for OCSP and CRL servers

Option	Description
Friendly Name	Type a display name for the certificate server.
Server URL	Type the web address of the certificate server.

Connection options for LDAP-enabled servers

Option	Description
Friendly Name	Type a display name for the server.
Server Name	Type the network address of the server.
Base Query	Type the base query information for the server using X.509 certificate syntax (for example, o=test.rim.net).
Port	Type the port number for your organization's network. The default port number is 389.
Authentication Type	Specify whether you must log in to the server.
Connection Type	Specify whether your BlackBerry smartphone uses an SSL connection or a TLS connection to connect to the server.

Send connection information for a certificate server

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.

3. Highlight a certificate server.
4. Press the key > **Email Server** or **PIN Server**.

Key store

About the key store

The key store on your BlackBerry smartphone might store the following items:

- Personal certificates or PGP keys (public and private key pairs)
- Certificates that you download using a certification authority profile or the BlackBerry Desktop Software
- Root certificates that are included in the BlackBerry Desktop Software
- Certificates that you download from an LDAP-enabled server or DSML-enabled server
- PGP public keys that you download from an LDAP-enabled server
- Certificates or PGP public keys that you import from your smartphone or a media card
- Certificates or PGP public keys that you add from a message

To access items in the key store, you must enter a key store password. If you exceed the number of allowed password attempts, all your smartphone data is deleted.

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.

Change the key store password

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Press the key > **Change Key Store Password**.

Synchronize the key store password with the smartphone password

If you synchronize the key store password with your BlackBerry smartphone password, when you change your smartphone password, the key store password changes to match it automatically.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Use Device Password as Key Store Password** field to **Yes**.
4. Press the key > **Save**.

Change when your smartphone deletes the key store password

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Key Store Password Timeout** field.
4. Press the key > **Save**.

To access private keys after your BlackBerry smartphone deletes the key store password, you must type your key store password.

Add contacts automatically when you add certificates or PGP keys to the key store

You can set your BlackBerry smartphone to add a contact to your contact list using information from a certificate or PGP key in your key store. For example, if you add a coworker's public certificate to your key store, your smartphone can automatically create a contact entry with that person's name, organization, phone number, and address.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Select the **Add Certificate Email to Contacts** checkbox.
4. Press the key > **Save**.

Change the service that your smartphone uses to download certificates

Depending on your organization, you might not be able to change the service that your BlackBerry smartphone uses to download certificates. For more information, contact your administrator.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Certificate Service** field.
4. Press the key > **Save**.

Turn off automatic backup and restore of key store data

By default, items in the key store on your BlackBerry smartphone are backed up or restored when you back up or restore your smartphone data. For security reasons, if you don't want to back up your private key to your computer or restore your private key from your computer, you can turn off automatic backup and restore of key store data.

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

2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Clear the **Allow Key Store Backup/Restore** checkbox.
4. Press the key > **Save**.

To turn on automatic backup and restore of key store data, select the **Allow Key Store Backup/Restore** checkbox.

Change the refresh rate for certificate revocation lists

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. In the **Certificate Status** section, change the **Expires After** field.
4. Press the key > **Save**.

Your BlackBerry smartphone downloads a new revocation status automatically when your smartphone uses a key store item with a status that is older than the time limit that you set.

Reject certificate revocation lists from unverified CRL servers

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Clear the **Accept Unverified CRLs** checkbox.
4. Press the key > **Save**.

Your BlackBerry smartphone rejects certificate revocation lists from CRL servers that the BlackBerry MDS Connection Service can't verify.

Smart cards

About using a smart card with your smartphone

Smart cards store certificates and private keys. You can use a smart card reader to import certificates from a smart card to the key store on your BlackBerry smartphone, but you can't import private keys. As a result, private key operations such as signing and decryption use the smart card, and public key operations such as verification and encryption use the public certificates on your smartphone.

If you use a smart card certificate to authenticate with your smartphone, after you connect your smart card reader to your smartphone, your smartphone requests authentication from the smart card each time that you unlock your smartphone.

You can install multiple smart card drivers on your smartphone, including drivers for microSD smart cards, but you can only authenticate to one smart card at a time. If you are authenticating using a microSD smart card and you want to transfer

media files between your microSD smart card and your computer, you must temporarily turn off two-factor authentication or select a different authentication option.

If the S/MIME Support Package for BlackBerry smartphones is installed on your smartphone, you can use smart card certificates to send S/MIME-protected messages.

Turn on two-factor authentication

Before you begin: To perform this task, you must set a password for your BlackBerry smartphone and have the smart card password that you received with your smart card.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
   - To use a smart card and your smartphone password to unlock your smartphone, set the **Authentication Type** field to **Smart Card**.
   - To use your connected smart card reader (even if the smart card is not inserted) and your smartphone password to unlock your smartphone, set the **Authentication Type** field to **Proximity**. Select the **Prompt for Device Password** checkbox.
3. Press the key > **Save**.

Import a certificate from a smart card

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the key > **Import Smart Card Certs**.
4. Enter your smart card password.
5. Select the checkbox beside a certificate.
6. Click **OK**.
7. Enter your key store password.
8. Click **OK**.

Lock your smartphone when you remove your smart card from your smart card reader

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Select the **Lock On Card Removal** checkbox.
5. Press the key > **Save**.

Related information

I can't unlock my smartphone using my smart card, 342

About smart password entry

If you use advanced authentication and your BlackBerry smartphone password or smart card password is numeric, you might be able to use smart password entry in some password fields. When smart password entry is turned on, your smartphone is designed to remember the format of a password that you type in a password field. When you type the password again, your smartphone applies a smart password filter to the password field. If the password is numeric, a 123 indicator appears beside the password field and you do not have to press the alt key to type numbers. If the password is alphanumeric, an ABC indicator appears beside the password field.

To use smart password entry, advanced authentication must be turned on and the correct smart card driver and smart card reader must be installed on your smartphone.

Turn off smart password entry

Before you begin: To perform this task, you must be using a smart card and a password to unlock your BlackBerry smartphone.

You can turn off smart password entry to reduce the chance that someone might guess your smartphone password or smart card password based on the smart password filter that your smartphone applies to password fields.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Clear the **Smart Password Entry** checkbox.
5. Press the key > **Save**.

To turn on smart password entry again, check the **Smart Password Entry** checkbox.

Turn off notification for smart card connections

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Smart Card**.
3. Clear the **LED Session Indicator** checkbox.
4. Press the key > **Save**.

To turn on notification for smart card connections, select the **LED Session Indicator** checkbox.

Prerequisites: Using authentication certificates

- Your BlackBerry smartphone must have the correct smart card driver and smart card reader driver installed.

- You must have imported a certificate from your smart card that you can use for signing and verification.
- You must turn on advanced authentication.
- You must have set a smartphone password.
- You must have the smart card password that you received with your smart card.

Use a certificate to authenticate your smart card

Before you begin: To perform this task, you must be using a smart card and a password to unlock your BlackBerry smartphone.

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card whenever you use your smart card to unlock your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart card**.
4. Change the **Authentication Certificate** field.
5. Press the key > **Save**.

To stop using a certificate to authenticate your smart card, change the **Authentication Certificate** field to **None**.

Check the status of your authentication certificate automatically

Before you begin: To perform this task, you must be using a smart card and a password to unlock your BlackBerry smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Change the **Certificate Status Check** field.
5. Press the key > **Save**.

If your smartphone checks the status of your authentication certificate and finds that it is revoked or expired, your smartphone locks.

Store the passphrase for your smart card on your smartphone

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Smart Card**.
3. Select the **PIN Caching** checkbox.
4. Press the key > **Save**.

Your BlackBerry smartphone stores the passphrase for the same length of time as it stores your key store password.

VPN settings

Depending on the options that your administrator has set for you, this feature might not be supported.

About VPN profiles

A VPN profile contains the information that you require to log in to your organization's network over VPN. Depending on your organization, your adminstrator might add a VPN profile to your BlackBerry smartphone automatically and you might have more than one VPN profile on your smartphone. For more information about VPN profiles, contact your administrator.

About software tokens

You might need a software token to log in to a VPN. A software token includes a token code that your BlackBerry smartphone regenerates periodically and a PIN. If you use a software token to log in to a VPN, the software token must be on your smartphone and the software token information that appears in the VPN profile must be correct. For more information about software tokens, contact your administrator.

View IT policy rules that are set for your smartphone

If your BlackBerry smartphone is associated with a BlackBerry Enterprise Server, your administrator might add IT policy rules that determine which features and settings are available on your smartphone. For example, your administrator might add an IT policy rule to your smartphone that requires you to use a password.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Status Information** > **View IT Policy** > **IT Policy Details**.

Verify security software manually

Security self-tests are designed to verify that security software is implemented correctly on your BlackBerry smartphone. The tests should run automatically after you restart your smartphone, but you can also verify security software manually.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Status Information**.
3. Press the key > **Verify Security Software**.

Third-party application control

About permissions and trust status for third-party applications

You or your administrator can set permissions that control how third-party applications on your BlackBerry smartphone interact with the other applications on your smartphone. For example, you can control whether third-party applications can access data or the Internet, make calls, or track your location. Some applications require specific permissions to work.

If you have added a third-party application to your smartphone, your smartphone is designed to prevent the application from sending or receiving data without your knowledge. The first time that you open a third-party application, you might be prompted to trust the application or to set permissions for it. If you trust the application, your smartphone sets most permissions for the application to Allow. You can change the permissions for a specific application or all applications in the smartphone options.

Set permissions for a third-party application

Note: Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry smartphone. For more information about how changing these permissions might affect the operation of the applications on your smartphone, contact your wireless service provider or administrator.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
   - To set permissions for a specific third-party application, highlight the application. Press the key > **Edit Permissions**.
   - To set permissions for all third-party applications, press the key > **Edit Default Permissions**.
3. In the **Connections**, **Interactions**, or **User Data** section, press the key > **Expand**.
4. Change the permission fields.
5. Press the key > **Save**.

Related information

Interaction permissions for third-party applications, 340
Data permissions for third-party applications, 341

Reset connection permissions for third-party applications

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
3. Press the key > **Edit Default Permissions**.
4. Press the key > **Reset All Firewall Prompts**.

5. Press the key > **Apply Defaults to All**.

About direct Internet connections for third-party applications

Some third-party applications that you add to your BlackBerry smartphone might require a direct TCP or HTTP connection to the Internet. For example, a stock price application might need to connect to the Internet to retrieve the latest stock prices. You might have to set the APN that the third-party application uses for this connection.

Set up a direct Internet connection for a third-party application

To get the user name and password for the APN, contact your wireless service provider.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **TCP IP**.
3. Type the APN information.
4. Press the key > **Save**.

Turn on safe mode

Before you begin: When you start your BlackBerry smartphone, you can turn on safe mode to prevent third-party applications from running automatically. This safe mode enables you to troubleshoot or remove any unwanted applications.

1. Remove and reinsert the battery.
2. When the red LED light goes out, press and hold the key as the smartphone is loading.
3. When the dialog appears, click **OK**.

When safe mode is on, a safe mode indicator appears at the top of the home screen.

To turn off safe mode, repeat step 1.

Turn off a prompt for a third-party application connection

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
3. Highlight a third-party application.
4. Press the key > **Edit Permissions** > **Prompt Exceptions**.
   - To allow the application to connect to a specific location or resource without displaying a prompt, click **Add Allow**. Specify a protocol and, if necessary, the domain.
   - To prevent the application from connecting to a specific location or resource without displaying a prompt, click **Add Deny**. Specify a protocol and, if necessary, the domain.

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

Interaction permissions for third-party applications

Permission	Description
Cross Application Communication	Specify whether third-party applications can communicate and share data with other applications on your BlackBerry smartphone.
Device Settings	Specify whether third-party applications can turn on or turn off your smartphone or change smartphone options, such as display options.
Media	Specify whether third-party applications can access media files on your smartphone.
Application Management	Specify whether third-party applications can add or delete application modules or access module information such as an application name or version.
Themes	Specify whether your smartphone can use third-party applications as a source for customized themes.
Input Simulation	Specify whether third-party applications can simulate actions, such as pressing a key on your smartphone.
Browser Filtering	Specify whether third-party applications can register browser filters with the browser on your smartphone to add, change, or delete website content before it appears in your browser.
Recording	Specify whether third-party applications can take screen shots of your smartphone screen or use other applications on your smartphone to take pictures or recordings.
Security Timer Reset	Specify whether third-party applications can reset the duration that your smartphone remains unlocked after you stop using it.
Display Information While Locked	Specify whether third-party applications can display information while your smartphone is locked.

Related information

Set permissions for a third-party application, 338

Data permissions for third-party applications

Permission	Description
Email	Set whether third-party applications can access email messages, text messages, or PIN messages on your BlackBerry smartphone.
Organizer Data	Set whether third-party applications can access organizer data such as contacts, calendar entries, tasks, or memos.
Files	Set whether third-party applications can access files that you store on your smartphone. For example, you can set whether third-party applications can access files that you transfer to your smartphone using Bluetooth technology or using the BlackBerry Desktop Software.
Security Data	Set whether third-party applications can access certificates or keys in the key store on your smartphone.
Secure Element	Set whether third-party applications can access confidential information, such as credit card numbers, coupons, loyalty cards, and public transit passes, that are stored on your smartphone's secure element. Depending on your smartphone model and wireless service provider, your smartphone might not use a secure element.

Related information

Set permissions for a third-party application, 338

Troubleshooting: Security

I forget my smartphone password

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

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, when you delete your smartphone data, you might also delete the data on your media card. For more information, contact your administrator.

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

My smartphone prompts me to make an emergency call when I type a password

If your BlackBerry smartphone password contains a combination of letters that corresponds to an emergency access number, your smartphone might prompt you to make an emergency call when you type your smartphone password.

To dismiss the prompt to make an emergency call, continue typing your smartphone password.

Related information

Set or change your smartphone password, 312

I can't unlock my smartphone using my smart card

Try the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.
- Verify that you typed the smart card password correctly. You should have received this password when you received your smart card.
- If you use a certificate to authenticate your smart card, verify that the certificate isn't revoked or expired.

I can't download a certificate or PGP key from an LDAP-enabled server

Try the following actions:

- Verify that your organization permits you to download certificates or PGP keys from an LDAP-enabled server. For more information, contact your administrator.
- If you changed the connection type that your BlackBerry smartphone uses to connect to an LDAP-enabled server, try using the default connection type.

I forgot the PIN for Parental Controls

Once a PIN for Parental Controls has been set, it can't be recovered. To set a new PIN, you must delete all smartphone data.

Related information

Change Parental Controls, 315
Turn off Parental Controls, 315
Delete smartphone data, third-party applications, or media card files, 314

Service books and diagnostic reports

Run, view, send, or delete a diagnostic report

To help your wireless service provider or administrator troubleshoot a network connection issue or messaging service issue, you can run and send a diagnostic report.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **Diagnostics Test**.
   - To run a report, press the key > **Run**.
   - To view a diagnostic report, highlight a report. Press the key > **View Report**.
   - To send a diagnostic report, highlight a report. Press the key > **Email Report** or **PIN Report**.
   - To delete a diagnostic report or all diagnostic reports, highlight a report. Press the key > **Delete** or **Delete All**.

Related information

I can't run or submit a diagnostic report, 345

Accept, delete, or restore a service book

Your wireless service provider or administrator might send a service book to your BlackBerry smartphone over the wireless network to add an additional service or application to your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Service Book**.
3. Highlight a service book.
4. Press the key.
   - To accept a service book, click **Accept**.
   - To delete a service book, click **Delete**.

- To restore a service book, click **Undelete**.

Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry smartphone sends the report to that recipient. If you want to specify a recipient each time that you submit a report, don't set the default recipient.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **Diagnostics Test**.
4. Press the key > **Options**..
5. Type the contact information.
6. Press the key > **Save**.

Find your smartphone model number and version of the BlackBerry Device Software

Do one of the following:

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

I can't run or submit a diagnostic report

Try the following actions:

- Try running the diagnostic report again. In the diagnostic report, press the key > **Repeat All Steps**.
- Verify that your BlackBerry smartphone is connected to the wireless network.

- If you cannot submit a diagnostic report to an email address, try submitting the report to a PIN. Likewise, if you can't submit a diagnostic report to a PIN, try submitting the report to an email address.

Related information

Run, view, send, or delete a diagnostic report, 344

Synchronization

How to: Synchronization

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.

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

Manage email reconciliation conflicts

You can set whether the email on your BlackBerry smartphone or the email on your computer takes precedence when an email reconciliation conflict occurs. A conflict occurs when you change the same email on your smartphone and in the email application on your computer.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Change the **On Conflicts** field.
5. Press the key > **Save**.

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

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**.

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.

Troubleshooting: Synchronization

Email messages aren't reconciling over the wireless network

Try the following actions:

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

Organizer data isn't synchronizing over the wireless network

Try the following actions:

- Verify that your BlackBerry smartphone is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the Contacts application, Calendar application, Tasks application, and MemoPad.
- If you use the BlackBerry Internet Service, you must synchronize calendar data using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

Contact list field data isn't appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you can't add a contact's birthday to a custom contact list field on your BlackBerry smartphone and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Related information

Create a custom contact field, 195

Some characters in calendar entries don't appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry smartphone that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

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

Related information

About synchronization conflicts, 183
Synchronize organizer data over the wireless network, 183

Accessibility options

How to: Accessibility

Screen accessibility options

Display closed captions in videos

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

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

Change the display font

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

Related information

Use grayscale or reverse contrast for the screen display, 233
Screen display, 230

Use grayscale or reverse contrast for the screen display

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
   - To use grayscale for the screen display, change the **Color Contrast** field to **Greyscale**.
   - To use reverse contrast for the screen display, change the **Color Contrast** field to **Reverse Contrast**.

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

BlackBerry Screen Reader

About the BlackBerry Screen Reader

The BlackBerry Screen Reader is an application that provides audible output of the visual information displayed on a BlackBerry smartphone, allowing anyone to access and operate the smartphone without the use of sight.

For more information about downloading and installing BlackBerry Screen Reader, visit www.blackberry.com/screenreader.

Turn on or turn off the BlackBerry Screen Reader

1. On the home screen, click **BlackBerry Screen Reader**.
2. Select **Active** or **Not Active** drop-down list.
3. Press the key > **Save**.

Change the settings for the BlackBerry Screen Reader

You can customize the BlackBerry Screen Reader to suit your needs and preferences.

1. On the home screen, click **BlackBerry Screen Reader**.
2. Select the settings you would like to apply.
3. Press the key > **Save**.

BlackBerry Screen Reader settings

Speech settings

Volume	Change the volume of the BlackBerry Screen Reader voice.
Speed	Change the speech rate of the BlackBerry Screen Reader. The slowest setting is **1**, while the fastest is **10**.
Pitch	Change the sound pitch of the BlackBerry Screen Reader voice. The lowest pitch is **1**, while the highest is **10**. Changing the pitch might make the BlackBerry Screen Reader easier to understand.
Silent on Calls	Prevent the BlackBerry Screen Reader from reading back information while you're on a call.

Information settings

Verbosity	Select the amount of information read back on a screen. Selecting **High** provides more information, while selecting **Low** provides less information. You might want to select the **High** setting when learning to use the smartphone and move to the **Low** setting as you become familiar with the smartphone.
Keyboard Echo	Select the amount of information read back when typing in a text field. • The **None** option doesn't read any speech back when typing on a text field. • The **Characters** option reads back only characters. The **Words** option reads back only words. • The **Characters and words** option reads back both characters and words.
Punctuation	Select the amount of punctuation symbols read back when typing. The settings are **Off**, **Some**, **Most**, or **All**.

Other settings

Auto Start	Start the BlackBerry Screen Reader automatically after a phone reset.
Mute on Keypad Lock	Mute the BlackBerry Screen Reader when the keypad is locked and prevent the application from reading the unlock information each time you press a key.
Secret Editor Mode	Controls whether passwords are read back as you type in the information. You can choose between **Asterisks**, **Characters** or **None**.
Audible Notifications	Play a sound when the smartphone switches from Command or Key Describer mode after pressing the right convenience key. • When Key Describer mode is on, you can discover the input and shortcut functions of each physical key upon pressing the keys.

- When Command Mode is on, you can use the shortcut features that comes with the BlackBerry Screen Reader.

Adjusting the display of home screen icons

You can change the number of icons displayed on the home screen, so that between 1 to 4 columns are shown. While learning to use the smartphone, some users find the 1 Column setting easiest to use.

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**.

Set the trackpad sensitivity

You can set how the trackpad responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level; 20 is the least sensitive, while 100 is the most sensitive. When learning to use the smartphone, some users find a sensitivity level of 20 the easiest to use.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Change the **Horizontal Sensitivity** field and **Vertical Sensitivity** field.
4. Press the key > **Save**.

Turn on or turn off Key Describer mode

The BlackBerry Screen Reader provides a feature called Key Describer mode, which helps you learn and remember the layout of the keyboard and keys on your BlackBerry smartphone.

- To turn on Key Describer mode, press the right convenience key twice and press any button or key on your smartphone. The BlackBerry Screen Reader will echo the key pressed and help you create a map of the key layout from memory.
- To turn off Key Describer mode, press the right convenience key again.

The Key Describer mode will turn off automatically if you do not press any key within 10 seconds of turning it on.

Shortcuts: BlackBerry Screen Reader

In these shortcuts, the key references are to the numbered keys on the alphanumeric keyboard. To use the BlackBerry Screen Reader shortcuts, the application must be turned on. Depending on the typing input language that you are using, some shortcuts might not be available.

Control the information read back

Read your current screen	Press the right convenience key and the * key.
Read the incoming call screen when a call comes in	Press the right convenience key.
Read the current date and time	Press the right convenience key and the **3** key.
Read the number of missed calls and unread messages	Press the right convenience key and the **6** key.
Change the amount of punctuation symbols read back	Press the right convenience key and the **7** key.
Read status information, such as the battery level and signal level, and network coverage	Press the right convenience key and the key.
Read and spell the word under the cursor when editing text and reading text	Press the right convenience key and the key.
Read and spell the last word or phrase spoken for up to five items	Press the right convenience key and the **Space** key. To scroll through the list, continue using the shortcut key.
Change the keyboard echo settings	Press the right convenience key and the **9** key.
Read the contents of any of the following: • An open email's message body • Browser pages • Text messages or BBM bubble conversations ranging from the latest to the oldest in a conversation	Press the right convenience key and the key.

Change the speech options

Change the pitch elevations of the BlackBerry Screen Reader voice	Press the right convenience key and the **1** key to decrease the pitch or the **2** key to increase the pitch. You can continue pressing a key to alter the setting.
Change the rate of speech	Press the right convenience key and the **4** key to decrease the rate or the **5** key to increase the rate. You can continue pressing a key to alter the setting.
Change the verbosity settings	Press the right convenience key and the **8** key.

Change the application options

Mute or take off of mute the BlackBerry Screen Reader during calls or when it interferes with conversation.	Press the right convenience key and the **0** key.
Go to the BlackBerry Screen Reader configuration screen	Press the right convenience key and the **#** key.
Increase or decrease the BlackBerry Screen Reader volume	Press the right convenience key and then the **Volume Up** or **Volume Down** key on your smartphone. You can continue pressing a key to alter the setting.

Tips: BlackBerry Screen Reader

Use the quick tips to help setup BlackBerry Screen Reader	A series of quick tips will help guide you through the initial setup of the application. On the home screen, click **Screen Reader** > **Quick Tips**.
Set the right convenience key for BlackBerry Screen Reader	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Right Side Convenience Key Opens** > **Do Nothing**. Press the key > **Save**.
Restore the default settings	Press the key > **Restore default settings**.

Audio and phone accessibility options

Turn on or turn off event sounds

Event sounds alert you when you turn on or turn off your BlackBerry smartphone, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your smartphone.

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

Change how you answer calls with a headset

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

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

Add 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

TTY support

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

About TTY support

When you turn on TTY support and you connect your BlackBerry smartphone to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your 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 dialing

Perform an action using a voice command

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

Related information

I can't make calls using a voice command, 83

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.

Voice command	Description
"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

Typing accessibility options

Change or delete a Word Substitution entry

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Word Substitution**.
3. Highlight a Word Substitution entry.
4. Press the key.
   - To change the Word Substitution entry, click **Edit**. Change the entry. Press the key > **Save**.
   - To delete the Word Substitution entry, click **Delete**.

Type text using the predictive input method

When you are typing text, do any of the following:

- To select the highlighted suggestion and start typing a new word, press the key on the keyboard.
- To select the highlighted suggestion and continue typing, click the word.
- To ignore the suggestions, keep typing.

Change your typing style

You can change how your BlackBerry smartphone recognizes what you type by selecting a typing style.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, do one of the following:
   - To turn off all typing assistance, change the **Style** field to **Direct**.
   - To set your smartphone to suggest word predictions as you type, change the **Style** field to **Predictive**.
4. Press the key > **Save**.

Related information

I have no Advanced Style Options, 223

Calculator

Use the calculator

On the home screen or in the **Applications** folder, click the **Calculator** icon.

- To press a key in the calculator, click the key or press the corresponding key on the smartphone keyboard.

Convert a measurement

1. On the home screen or in the **Applications** folder, click the **Calculator** icon.
2. Type a number.
3. Press the key.
   - To convert the number from imperial to metric, click **To Metric**.
   - To convert the number from metric to imperial, click **From Metric**.
4. Click a conversion type.

Glossary

certificate

A BlackBerry smartphone uses a certificate as a digital document that binds the identity and public key of a certificate subject. Each certificate has a corresponding private key that is stored separately. A certification authority signs the certificate to indicate that it is authentic and can be trusted. This may also be called a digital certificate.

certification authority

A certification authority (CA) is a trusted third-party organization that verifies the information or identity of computers on a network and issues digital certificates.

CRL server

A BlackBerry smartphone uses a certificate revocation list (CRL) server to check the most recently published revocation status of a certificate. Certification authorities publish certificate revocation lists on CRL servers.

DSML-enabled server

A BlackBerry smartphone uses a Directory Service Markup Language (DSML) enabled server to search for and download certificates.

IT policy

An IT policy consists of various IT policy rules that control the security features and behavior of BlackBerry smartphones, BlackBerry PlayBook tablets, the BlackBerry Desktop Software, and the BlackBerry Web Desktop Manager.

LDAP-enabled server

A BlackBerry smartphone uses an LDAP-enabled server to search for and download certificates and PGP keys.

mass storage mode

Mass storage mode enables users to transfer files between a media card and their computer when they connect their BlackBerry smartphone to their computer.

personal certificate

A personal certificate is a certificate that a certification authority assigns to a user.

personal PGP key

A personal PGP key consists of a PGP public key and PGP private key.

PIN

Each BlackBerry smartphone has a unique personal identification number (PIN). If you know a contact's PIN, you can use it to add them to your BlackBerry Messenger, or you can send them a PIN message. You can find your PIN by typing mypin in any text field.

private key

BlackBerry smartphones use private keys to sign email messages or PIN messages that users send and to decrypt email messages that users receive. Private key information is not distributed publicly.

public key

BlackBerry smartphones use public keys to encrypt email messages or PIN messages that users send to certificate subjects and to verify the signature on email messages or PIN messages that users receive from certificate subjects.

root certificate

A root certificate is a self-signed certificate and usually belongs to a certification authority.

tap

A tap is a user interaction with a touch screen, using one finger to quickly touch the screen. Some interactions require the user to tap and briefly hold a finger on the screen. For example, to access your voicemail, tap and hold the 1 key in the phone app. A tap also describes the interaction between two NFC-enabled devices. For example, tap the back of your BlackBerry smartphone against a smart tag.

touch

A touch is a user interaction with a touch screen that is usually combined with another action, using one finger. For example, touch and drag, or touch and hold.

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5,568,483	5,337,338	5,600,754	5,414,796
5,657,420	5,416,797	5,659,569	5,710,784
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Iperf performance test

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PCRE is a library of functions to support regular expressions whose syntax and semantics are as close as possible to those of the Perl 5 language.

This is JavaScriptCore's variant of the PCRE library. While this library started out as a copy of PCRE, many of the features of PCRE have been removed.

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