



BlackBerry Wireless Handheld

Version 4.1

User Guide

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Enterprise activation

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About enterprise activation

Use the enterprise activation feature to integrate your BlackBerry® device with your corporate Microsoft® Outlook®, IBM® Lotus Notes®, or Novell® Groupwise® email account if you have access to a BlackBerry Enterprise Server™ version 4.0 or later. You can also use the enterprise activation feature to load or restore device data that is saved as part of an automatic wireless backup, personal information management synchronization, or wireless email reconciliation.

If you have access to a BlackBerry Enterprise Server version 4.0 or later, and Enterprise Activation does not appear in the device options, verify with your service provider that your device is provisioned for enterprise activation. If your device is provisioned for the service and the option does not appear, contact your system administrator.

If you do not have access to a BlackBerry Enterprise Server version 4.0 or later, see the printed documentation that accompanied your device for more information about integrating your device with an email account.

Activate the device over the wireless network

1. Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network.

2. In the device options, click **Advanced Options**.
3. Click **Enterprise Activation**.
4. Type your corporate email address and the password provided to you by your system administrator.
5. Click the trackwheel.
6. Click **Activate**.

Note:

Limit the use of your BlackBerry® device until enterprise activation is complete.

Related topic

[Why are some messages already on my device? \(See page 112.\)](#)

Verify activation status

If the BlackBerry® device has not yet been activated, or you are upgrading your software, Enterprise Activation might appear on the Home screen. Click **Enterprise Activation** to check the activation status.

If Enterprise Activation does not appear on the Home screen, in the device options, click **Enterprise Activation** to check the activation status.

Email messages

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Send email messages

Save draft messages

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Set the importance level

Resend sent messages

Resend pending messages

Manage messages

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Search the messages list

Save a copy of messages sent from the device

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Create filters

Set folder redirection

Messages shortcuts

Email and PIN messages — frequently asked questions

Open messages

An unopened message appears in the messages list with a closed envelope icon. After you open the message, the closed envelope changes to an open envelope.

Note:

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

Send email messages

1. In the messages list, click the trackwheel.
2. Click **Compose Email**.
3. In the **To** field, type an email address or a contact name.
4. Click the trackwheel.
5. Type a message.
6. Click the trackwheel.
7. Click **Send**.

Notes:

If a list of names appears as you type a contact name, click a name to add that contact to your message.

If your BlackBerry® device is integrated with more than one email account, you can select an account to send the message from. At the top of the message, in the **Send Using** field, press the **Space** key until the preferred email account appears. You might also be able to send messages from the message list for a specific email account.

Related topic

[Search for contacts in your company address book \(See page 59.\)](#)

Save draft messages

To save a draft of a message, click the trackwheel. Click **Save Draft**.

Add multiple contacts to a message

To add multiple contacts to a message, in a blank **To** or **CC** field, type an email address, PIN number, or a contact name.

To add a blind carbon copy (BCC) recipient, click the trackwheel. Click **Add Bcc**.

To attach a contact to a message, click the trackwheel. Click **Attach Address**.

Set the importance level

1. When composing a message, click the trackwheel.
2. Click **Options**.
3. Set the **Importance** field to **High** or **Low**.
4. Click the trackwheel.
5. Click **Save**.

Resend sent messages

To change the text in a sent message and resend it, in the open message, click the trackwheel. Click **Edit**. Change the text. Send the message.

To change the recipient of a sent message and resend it, in the open message, click the trackwheel. Click **Edit**. Click a contact. Click **Change Address**. Click a new contact. Send the message.

To resend your message to the same contact, in the open message, click the trackwheel. Click **Resend**.

Resend pending messages

Messages that appear in the messages list with a clock icon are pending and should be resent automatically. To manually resend the message, in the open message, click the trackwheel. Click **Resend**. If your message cannot be sent after a period of time, you receive a message indicating that the message was not sent successfully.

Manage messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**
- **Reply To All**
- **Delete**

Notes:

To remove the original message from a reply, click the trackwheel. Click **Delete Original Text**.

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

File messages

To file a message, click the message. Click **File**. Click a folder. Click **File**.

Notes:

To expand a folder, click a folder with a plus sign (+) beside it. Click **Expand**.

To collapse a folder, click a folder with a minus sign (-) beside it. Click **Collapse**.

Related topics

Can I file messages? (See page 113.)

View filed messages (See page 11.)

View filed messages

To display all filed messages in the messages list, in the messages options, click **General Options**. Set the **Hide Filed Messages** field to **No**. Click the trackwheel. Click **Save**.

To view messages that are stored in a specific folder, in the messages list, click the trackwheel. Click **View Folder**. Click a folder. Click **Select Folder**.

Delete multiple messages at one time

To delete multiple messages, hold the **Shift** key and select messages. Press the **Backspace/Delete** key.

To delete messages that you sent or received prior to or on a specific date, click a date field. Click **Delete Prior**.

Note:

When your email messages are reconciled between your BlackBerry® device and your desktop email program, any messages that you have deleted from your device using the Delete Prior option are not deleted from your desktop email program.

Related topic

Reconcile deleted messages (See page 31.)

Mark messages as opened or unopened

To change the status of a message, click a message. Click **Mark Opened** or **Mark Unopened**.

To change the status of multiple unread messages to read, click a date field. Click **Mark Prior Opened**.

Save a copy of messages sent from the device

In the messages options, click **Email Settings**. Set the **Save Copy In Sent Folder** field to **Yes**. Click the trackwheel. Click **Save**.

Note:

Copies of sent messages are stored in the Sent Items folder in your desktop email program.

About auto signatures

Your auto signature is added to your email messages after you send them. The auto signature does not appear on your BlackBerry® device when you compose the message.

To add an auto signature from your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

Add an auto signature

1. In the messages options, click **Email Settings**.
2. Set the **Use Auto Signature** field to **Yes**.
3. Type an auto signature.
4. Click the trackwheel.
5. Click **Save**.

Note:

You can also add an auto signature in the BlackBerry Desktop Software. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to add an auto signature.

Related topic

About auto signatures (See page 11.)

About out-of-office replies

The out-of-office reply should be sent automatically to a contact the first time that contact sends you an email message.

To set an out-of-office reply on your BlackBerry® device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

Set an out-of-office reply

1. In the messages options, click **Email Settings**.
2. Set the **Use Out Of Office Reply** field to **Yes**.
3. Type a reply.
4. If you use an IBM® Lotus Notes® desktop email program, in the **Until** field, set the date on which the out-of-office reply should be turned off.
5. Click the trackwheel.
6. Click **Save**.

Note:

You can also set an out-of-office reply in your desktop email program. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to set an out-of-office reply.

Related topic

[About out-of-office replies \(See page 12.\)](#)

About filters

You can create filters to specify which email messages are forwarded to your BlackBerry® device and which messages remain in your desktop email program. To forward messages to your device, when creating a filter, select **Forward with Level 1 Notification** (sends messages with higher priority) or **Forward header only** (sends messages with only the **To**, **Sent**, and **From** fields).

If the message does not meet any filter criteria and should not be forwarded, set the **If no filters apply, send email to handheld** field to **No**.

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

To create filters on your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

Create filters

1. In the messages options, click **Email Filters**.
2. Click the trackwheel.
3. Click **New**.
4. Set the filter information.
5. Click the trackwheel.
6. Click **Save**.

Notes:

To add a contact to the **From** or **Sent to** fields, click the trackwheel. Click **Select Name**. Click a name. Click **Continue**.

To make the filter detect messages from multiple contacts, use semicolons to separate contacts in the **From** or **Sent to** fields.

You can also use the BlackBerry Desktop Software to create filters. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to create filters.

Related topics

[About filters \(See page 12.\)](#)

[Manage filters \(See page 13.\)](#)

[Create filters quickly \(See page 13.\)](#)

Manage filters

Click a filter. Perform one of the following actions:

- To turn on the filter, select a filter. Press the **Space** key.
- To view and edit a filter, click a filter. Click **Edit**.
- To move the filter higher or lower in the list, click the filter. Click **Move**. Roll the trackwheel to move the filter. Click the trackwheel.
- To delete the filter, click a filter. Click **Delete**.

Create filters quickly

In the messages list, click a message on which to base your filter. Perform one of the following actions:

- To create a filter based on the sender, click **Filter Sender**. Type a title. Click the trackwheel. Click **Save**.
- To create a filter based on the subject, click **Filter Subject**. Type a title. Click the trackwheel. Click **Save**.

About folder redirection

If rules within your desktop email program direct new messages into different folders, you must specify which folders should forward messages to your BlackBerry® device.

To set folder redirection on your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

Set folder redirection

1. In the messages options, click **Email Settings**.
2. Click the trackwheel.
3. Click **Folder Redirection**.
4. Select the check boxes beside the folders from which messages should be forwarded.
5. Click the trackwheel.

6. Click **Save**.

Notes:

Make sure that you select the **Inbox** check box. If you do not select the **Inbox** check box, messages are not forwarded from this folder.

To select all your folders for redirection, including your Sent Items folder, select the **Select All** check box. Messages that are sent from your desktop email program also appear on your BlackBerry® device.

You can also use the BlackBerry Desktop Software to specify folder redirection settings. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to specify folder redirection settings.

Related topics

[About folder redirection \(See page 13.\)](#)

[How do I stop messages that are sent from my desktop email program from appearing on my device? \(See page 115.\)](#)

[How do I make changes to the folders on my device? \(See page 115.\)](#)

Messages shortcuts

To open a selected message, press the **Enter** key.

To compose a message from the messages list, press **C**.

To reply to a message, press **R**.

To forward a message, press **F**.

To reply to all, press **L**.

To file a message, press **I**.

To search for text within a message, press **S**. To search for the next occurrence of the text, press **S** again.

To move down a page, press the **Space** key.

To move up a page, press the **Shift** key + the **Space** key.

To view sent messages or call logs for outgoing phone calls, in the messages list, press the **Alt** key + **O**.

To view received messages or call logs for incoming phone calls, in the messages list, press the **Alt** key + **I**.

To view voice mail messages, in the messages list, press the **Alt** key + **V**.

To move to the next unopened item, press **U**.

To move to the next related message, press **J**.

To move to the previous related message, press **K**.

To mark a message as opened or unopened, press the **Alt** key + **U**.

To move to the last cursor position in a received message, press **G**.

To view the address of a sender or a recipient, in the **To** or **From** field of a received message, select a name. Press **Q**. To show the display name again, press **Q**.

PIN messages

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Manage PIN messages

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Mark messages as opened or unopened

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Messages shortcuts

Email and PIN messages — frequently asked questions

About PIN messages

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

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

Find your PIN

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

Note:

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, your PIN appears on the Enterprise Activation screen.

Send PIN messages

1. In the messages list, click the trackwheel.
2. Click **Compose PIN**.
3. In the **To** field, type a PIN or a contact name.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

Note:

If a list of names appears as you type a contact name, click a name to add that contact to your message.

Manage PIN messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**
- **Reply To All**
- **Delete**

Note:

To remove the original message from a reply, click the trackwheel. Click **Delete Original Text**.

SMS messages

About SMS messages

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Leave SMS messages on a SIM card

Messages shortcuts

SMS messages — frequently asked questions

About SMS messages

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

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

Find your SMS number

In the phone, the My Number field displays your phone number. If your BlackBerry® device is enabled for SMS, this number is also your SMS number.

Type an SMS number

When you type an SMS-compatible number, include the country code and the area code.

Note:

In the phone options, set your smart-dialing options to avoid typing the country code and area code.

Related topic

About smart dialing (See page 43.)

Open SMS messages

An unopened SMS message appears in the messages list with a closed italic envelope icon. After you open the message, the closed italic envelope changes to an open italic envelope.

Send SMS messages

1. In the messages list, click the trackwheel.
2. Click **Compose SMS**.
3. Click **[Use Once]**.
4. Click **SMS**.
5. Type the SMS-compatible phone number.
6. Click the trackwheel.
7. Click **Continue**.

8. Type a message.
9. Click the trackwheel.
10. Click **Send**.

Note:

If you have added contacts to the address book, you can select a contact from the list after you click **Compose SMS**.

To send an SMS message quickly from the phone, type an SMS-compatible phone number. Click the trackwheel. Click **SMS <XXXXXXX>**.

Related topic

[Why can't I send SMS messages? \(See page 117.\)](#)

Add contacts to an SMS message

When composing an SMS message, click the trackwheel. Click **Add Recipient**.

Note:

You can send an SMS message to up to ten recipients.

Related topic

[Type an SMS number \(See page 17.\)](#)

Manage SMS messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**
- **Delete**

Note:

To remove previous SMS messages from a reply message, click the trackwheel. Click **Remove History**.

Resend sent SMS messages

To resend an SMS message to the same contact, in the message, click the trackwheel. Click **Resend**.

Note:

If you send an SMS message to multiple contacts and the message does not reach one or more contacts, click **Resend** to resend the message to the contacts who did not receive it initially.

About cell broadcast messages

If your service provider supports cell broadcasting and provides you with access to a cell broadcasting channel, you can receive broadcast messages from the wireless network. These SMS messages can communicate information about weather, sports, traffic, or other news directly to your device. Contact your service provider for more information about cell broadcasting.

The cell broadcast channels that you subscribe to determine the kind of cell broadcast messages that you receive. Contact your service provider for more information.

Enable cell broadcast messages

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

Related topic

[About cell broadcast messages \(See page 18.\)](#)

Manage cell broadcast channels

In the device options, click **Advanced Options**. Click **Cell Broadcast**. Click a channel in the list. Perform one of the following actions:

- To receive messages from a channel, click **Add Channel**.
- To set a name for the selected channel, click **Set Nickname**.
- To stop receiving messages from the selected channel, click **Disable**.
- To delete the selected channel, click **Delete Channel**.

Note:

To specify the languages for cell broadcast messages, click a cell broadcast language. Click **Enable**.

Related topic

About cell broadcast messages (See page 18.)

MMS messages

About MMS messages

Find your MMS number

Open MMS messages

Send MMS messages

Send MMS messages from the browser, pictures list, or calendar

Save draft messages

Add multiple contacts to a message

Set the importance level

Set delivery and read notification

Manage MMS message attachments

Messages shortcuts

Manage MMS messages

About MMS messages

With an MMS-compatible number, you can send and receive multimedia message service (MMS) messages. An MMS-compatible number is a phone number that your service provider enables for MMS.

If your service provider supports MMS, you can send MMS messages that contain .jpg, .gif, .wbmp, .png, .smil, .midi, .wav, .mp3, .vcf (vCard®), or .vcs (vCalendar®) content and receive MMS messages that contain .jpg, .gif, .wbmp, .png, .midi, .wav, .mp3, .txt, .vcf, .vcs, .amr or .smil content.

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

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

Find your MMS number

In the phone, the My Number field displays your phone number. If your BlackBerry® device is enabled for MMS, this number is also your MMS number.

Open MMS messages

An unopened MMS message appears in the messages list with a closed italic envelope icon. After you open the message, the closed italic envelope changes to an open italic envelope.

If MMS content does not appear when you open the message, click the trackwheel. Click **Retrieve**.

Send MMS messages

1. In the messages list, click the trackwheel.
2. Click **Compose MMS**.
3. Click **[Use Once]**.
4. Click **MMS**.
5. Select a send method.
6. Type an MMS-compatible phone number or an email address.
7. Click the trackwheel.
8. Click **Continue**.
9. Type a message.
10. Click the trackwheel.

11. Click **Attach Address**, **Attach Appointment**, **Attach Picture**, or **Attach Audio**.
12. Click a contact, appointment, image, or audio file.
13. Click **Continue**.
14. Click the trackwheel.
15. Click **Send**.

Notes:

If you have added contacts to the address book, you can select a contact from the list after you click **Compose MMS**.

To send an MMS message quickly from the phone, type an MMS-compatible phone number. Click the trackwheel. Click **MMS <XXXXXXX>**.

If you attach image files, you can set the duration that each picture displays when the recipient opens the MMS message. In a **Slide Duration** field, press the **Space** key.

Related topic

[Can I send and receive MMS messages? \(See page 119.\)](#)

Send MMS messages from the browser, pictures list, or calendar

1. In the browser or pictures list, click an image. In the calendar, click an appointment.
2. Click **Send As MMS**.
3. Add a contact.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

Set delivery and read notification

1. When composing an MMS message, click the trackwheel.
2. Click **Options**.

3. Set the **Confirm Delivery** and **Confirm Read** fields.
4. Click the trackwheel.
5. Click **Save**.

Related topic

[Can I configure notification for all MMS messages? \(See page 119.\)](#)

Manage MMS message attachments

In an open message, click an image or a vCalendar or vCard attachment. Click **View Image**, **View Appointment**, or **View Address**. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Add To Calendar**
- **Add Contact**

Notes:

Images are saved in the pictures list.

To play an audio file, click **Play**. Roll the trackwheel to increase or decrease the volume. To stop playing the file, click the trackwheel.

Manage MMS messages

In an open MMS message, click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Reply To All**
- **Delete**

Notes:

When you reply to an MMS message, the previous message is not included.

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

Additional options might also be available if the message contains .smil content.

Search

About search

Search the messages list

Recall searches

Manage saved searches

Search for messages from a specific contact

Search for messages with a specific subject

Search for PIM items

Search shortcuts

About search

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

You can use the search program to search messages and personal information management (PIM) items, such as tasks, memos, contacts, and calendar entries, on your BlackBerry® device. You can also manage PIM items from the search results list.

Search the messages list

1. In the messages list, click the trackwheel.
2. Click **Search**.
3. Set the search criteria.
4. Click the trackwheel.
5. Click **Search**.

Notes:

To save a search after setting the search criteria, click the trackwheel. Click **Save**. Add a title and a shortcut key for your search. Click the trackwheel. Click **Save**.

If your BlackBerry® device is integrated with more than one email account, and you want to search for messages in a specific email account, set the Service field.

Related topics

Recall searches (See page 25.)

Manage saved searches (See page 25.)

Search for messages from a specific contact (See page 26.)

Search for messages with a specific subject (See page 26.)

Search for PIM items (See page 26.)

Recall searches

To view your saved searches, in the messages list, click the trackwheel. Click **Search**. Click the trackwheel. Click **Recall**.

Manage saved searches

In the list of saved searches, click a search. Click one of the following menu items:

- **Select Search**
- **Edit Search**
- **Delete Search**

Note:

To view the criteria of your last search quickly, in the list of searches, click the trackwheel. Click **Last**.

Related topic

[Recall searches](#)

Search for messages from a specific contact

To search for all messages received from a specific sender, in the messages list, click a message. Click **Search Sender**.

To search for all messages sent to a specific recipient, in the messages list, click a message. Click **Search Recipient**.

Note:

If your BlackBerry® device is integrated with more than one email account, you might be able to start a search from the message list for a specific email account. The device searches only for messages in that list. To search all email accounts for messages from a specific contact, search from the main messages list.

Search for messages with a specific subject

To search for all messages with the same subject, click a message. Click **Search Subject**.

Note:

If your BlackBerry® device is integrated with more than one email account, you might be able to start a search from the message list for a specific email account. The device searches only for messages in that list. To search all email accounts for messages with a specific subject, search from the main messages list.

Search for PIM items

1. In the search program, in the **Text** field, type text to search for.
2. In the **Name** field, type a contact name to search for.
3. Select one or more programs.
4. Click the trackwheel.
5. Click **Search**.

Notes:

If you type more than one word in the Text or Name field, all the words must appear for the search to be successful.

File attachments are not searched when you search PIM items.

Related topic

[How do I search for text in a file attachment? \(See page 122.\)](#)

Search shortcuts

To search for text in a specific program, in the program, click the trackwheel. Click **Find**. Type the text.

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

To stop a search that is in progress, press the **Escape** button.

Attachments

About attachments

Open a file attachment

Open embedded content

View tables in attachments

View attachment information

Navigate spreadsheet attachments

Navigate image attachments

View presentations

Navigate presentation attachments

Manage vCard address book attachments

Attachments shortcuts

Attachments – frequently asked questions

About attachments

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

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later, you can view .wmf files on your device.

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

Related topic

Can I view file attachments on my device? (See page 121.)

Open a file attachment

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

Note:

To reopen an image attachment quickly, in the message, click the attachment image. Click **Open Attachment**.

Open embedded content

In an attachment, click a content link. Click **Retrieve**. To return to the attachment, press the **Escape** button.

Examples of embedded content include tables, images, footnotes, text boxes, or comments.

View tables in attachments

To preview a table that is embedded in a document, click the table link. Click **Retrieve**.

To view the full table in the table preview, click the **Table Link** link. Click **Retrieve**.

View attachment information

To view the size, author, publication date, and other information about the attachment, open the attachment. Click the file name. Perform one of the following actions:

- If you have opened the complete file attachment, click **View Info**.
- If you have not opened the complete file attachment, click **Retrieve Info**.

Navigate spreadsheet attachments

To scroll horizontally in a spreadsheet, hold the **Alt** key and roll the trackwheel.

To move to a specific cell in a spreadsheet, click the trackwheel. Click **Go to Cell**. Type the cell coordinates. Click the trackwheel.

To display the contents of a cell in a spreadsheet, click the trackwheel. Click **View Cell**.

To view the previous worksheet in a workbook, click the trackwheel. Click **Prev Sheet**.

To view the next worksheet in a workbook, click the trackwheel. Click **Next Sheet**. If the next worksheet has not yet been retrieved, in the attachment, click the trackwheel. Click **More**.

To switch to a different worksheet in a workbook, click the trackwheel. Click **Table of Contents**. In the table of contents, click a worksheet. Perform one of the following actions:

- If the worksheet has been retrieved (underlined with a solid line), click **View**.
- If the worksheet has not been retrieved (underlined with a dashed line), click **Retrieve**.

To view all the worksheets in the table of contents, click the trackwheel. Click **More**.

Navigate image attachments

To pan horizontally across an image, hold the **Alt** key and roll the trackwheel.

To zoom into or out of an image, click the trackwheel. Click **Zoom In** or **Zoom Out**.

To zoom to the original image size, click the trackwheel. Click **Zoom 1:1**.

To turn an image 90 degrees in a clockwise direction, click the trackwheel. Click **Rotate**.

To view an image in more detail after zooming in, click the trackwheel. Click **Enhance**.

To view an image at a higher resolution, click the trackwheel. Click **Full Image**.

To view the previous page in a multiple-page image, click the trackwheel. Click **Prev Page**.

To view the next page in a multiple-page image, click the trackwheel. Click **Next Page**. If the next page has not yet been retrieved, in the attachment, click the trackwheel. Click **More**.

To switch to a different page in a multiple-page image, click the trackwheel. Click **Table of Contents**. In the table of contents, click a page. Perform one of the following actions:

- If the page has been retrieved (underlined with a solid line), click **View**.
- If the page has not been retrieved (underlined with a dashed line), click **Retrieve**.

To view all the pages in the table of contents, click the trackwheel. Click **More**.

View presentations

To view a Microsoft® PowerPoint® presentation in its original format, in the presentation, click the trackwheel. Click **View Slides**.

To view a PowerPoint presentation as a slide show, in the presentation, click the trackwheel. Click **Slide Show**.

To view only text in a PowerPoint presentation, in the presentation, click the trackwheel. Click **View Text**.

To view both text and slides, in the presentation, click the trackwheel. Click **View Both**.

Note:

To view more than the text of a PowerPoint presentation, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

Related topic

Navigate presentation attachments (See page 29.)

Navigate presentation attachments

To view the next slide in a presentation, click the trackwheel. Click **Next Slide**.

To view the previous slide in a presentation, click the trackwheel. Click **Prev Slide**.

To stop a slide show, click the trackwheel. Click **Close**.

To zoom, rotate, enhance, or save a slide, in slide view or text and slide view, click a slide. Click **View**. Click the trackwheel. Click a menu item.

Note:

You can only navigate presentation attachments if your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

About vCard address book attachments

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

Manage vCard address book attachments

To view a vCard® attachment, in an open message, click the attachment. Click **View Attachment**.

To add the contact information to your address book, in an address book attachment, click the trackwheel. Click **Add to Address Book**.

To update contact information, in an address book attachment, click the trackwheel. Click **Update Address**.

Related topic

About vCard address book attachments (See page 29.)

Attachments shortcuts

To switch between viewing the generated table of contents and the full content for a document attachment, press **V**.

To switch to a different worksheet in a spreadsheet attachment, press **V**. Select a worksheet. Press the **Enter** key.

To change the column size, press **W**.

To turn on or turn off column and row labels, press **H**.

To move to a specific cell, press **G**.

To display the contents of a cell, press the **Space** key.

To zoom into an image, press **I**. To continue zooming into an image, hold the **Left Shift** key and roll the trackwheel.

To zoom out of an image, press **O**. To continue zooming out of an image, hold the **Left Shift** key and roll the trackwheel.

To zoom to the original image size, press **W**.

To rotate an image, press **R**.

To view the next slide in a presentation, press **N**.

To view the previous slide in a presentation, press **P**.

To view a presentation as a slide show, press **S**.

To stop a slide show, hold the **Escape** button.

To move between presentation views, in a presentation, press **M**.

Synchronizing data

About email reconciliation

Turn on wireless email reconciliation

Reconcile deleted messages

About PIM synchronization

Turn on wireless PIM synchronization

Synchronization – frequently asked questions

About email reconciliation

If you turn on email reconciliation, any messages that you file or delete on your BlackBerry® device should also be filed or deleted in your desktop email program. Likewise, any changes that you make to messages in your desktop email program should be reflected on your device.

If your device integration option supports wireless email reconciliation, changes are reconciled over the wireless network.

If your device integration option does not support wireless email reconciliation, changes can be reconciled using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information about manual email reconciliation.

Related topic

[Can I reconcile email messages over the wireless network? \(See page 125.\)](#)

Turn on wireless email reconciliation

In the messages options, click **Email Reconciliation**. Set the **Wireless Reconcile** field to **On**. Click the trackwheel. Click **Save**.

Note:

Set the wireless reconcile option for each email account that is integrated with your BlackBerry® device.

Related topic

[Can I reconcile email messages over the wireless network? \(See page 125.\)](#)

Reconcile deleted messages

To set how deleted messages are reconciled between your BlackBerry® device and desktop email program, in the messages options, click **Email Reconciliation**. Set the **Delete On** field. Click the trackwheel. Click **Save**.

Note:

Set the email reconciliation option for each email account that is integrated with your device.

Related topic

[Delete multiple messages at one time \(See page 11.\)](#)

About PIM synchronization

You can synchronize personal information management (PIM) items such as tasks, memos, contacts, and calendar entries so that the entries on your BlackBerry® device and in your desktop email program are similar.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later and wireless PIM synchronization is turned on, PIM items should be synchronized over the wireless network. You can turn wireless PIM synchronization on and off using the device.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 2.1 or later and wireless calendar synchronization is enabled, calendar entries should be synchronized over the wireless network. You can synchronize all other PIM items using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information about synchronizing PIM items manually or configuring wireless calendar synchronization using the BlackBerry Desktop Software.

Related topic

[Can I synchronize PIM items over the wireless network? \(See page 125.\)](#)

Related topic

[Can I synchronize PIM items over the wireless network? \(See page 125.\)](#)

Turn on wireless PIM synchronization

In the tasks, memo, address book, or calendar options, set the **Wireless Synchronization** field to **Yes**. Click the trackwheel. Click **Save**.

If the Wireless Synchronization option does not appear on the BlackBerry® device, you can set wireless calendar synchronization using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Notes:

If you have been using your device with wireless PIM synchronization turned off or you are turning on wireless PIM synchronization for the first time, synchronize your device using the BlackBerry Desktop Software before you turn on wireless PIM synchronization.

If you turn on wireless PIM synchronization on the device, you cannot synchronize PIM items using the BlackBerry Desktop Software.

Backing up and restoring device data

About backing up and restoring device data

Restore device data

5. Click **Activate**.

About backing up and restoring device data

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, settings on your device that are not saved in your desktop email program should be backed up over the wireless network. These settings include fonts, bookmarks, and other device settings. Information that is saved as part of personal information management (PIM) synchronization or wireless email reconciliation is not backed up.

If you are using the BlackBerry Desktop Software with your device, you can back up and restore your device data using the Backup and Restore tool. See the *BlackBerry Desktop Software Online Help* for more information about backing up and restoring device data manually.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later and your device data is lost or erased, you should be able to restore your device data (but not message data) using enterprise activation.

Restore device data

1. In the device options, click **Advanced Options**.
2. Click **Enterprise Activation**.
3. Type your corporate email address and the password supplied by your system administrator.
4. Click the trackwheel.

Typing

About AutoText

Use AutoText

Create AutoText entries

Manage AutoText entries

Cut or copy text

Paste text

Turn on tones when pressing keys

Set the cursor speed

Typing shortcuts

Typing – frequently asked questions

About AutoText

AutoText is designed to replace specific text that you type with the appropriate AutoText entry. Use AutoText to correct spelling and to replace abbreviations with complete words.

Your BlackBerry® device has built-in AutoText entries that correct common mistakes. For example, AutoText changes **hte** to **the**.

You can create AutoText entries for your common typing mistakes or for abbreviations. For example, you might create an AutoText entry that replaces **ttyl** with **talk to you later**.

Use AutoText

To use AutoText, type an AutoText entry. Press the **Space** key.

Related topics

About AutoText (See page 35.)

Create AutoText entries (See page 35.)

Turn off AutoText for SMS messages (See page 36.)

Create AutoText entries

1. In the device options, click **AutoText**.
2. Click the trackwheel.
3. Click **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, type the text that should appear.
6. In the **Using** field, set whether the entry is capitalized exactly as typed (Specified Case) or whether the entry is capitalized according to its context (SmartCase).
7. Set the language.
8. Click the trackwheel.
9. Click **Save**.

Related topic

What is the Insert Macro menu item? (See page 36.)

Turn off AutoText for SMS messages (See page 36.)

Manage AutoText entries

In the device options, click **AutoText**. Click an AutoText entry. Perform one of the following actions:

- **Edit**
- **Delete**

Related topic

Turn off AutoText for SMS messages (See page 36.)

Turn off AutoText for SMS messages

In the device options, click **SMS**. Set the **Disable AutoText** field to **Yes**. Click the trackwheel. Click **Save**.

Cut or copy text

1. Click the trackwheel.
2. Click **Select**.
3. Select text.
4. Click the trackwheel.
5. Click **Cut** or **Copy**.

Paste text

Place the cursor where you want to insert the cut or copied text. Click the trackwheel. Click **Paste**.

Related Topic

Copy and paste calculations (See page 71.)

Turn on tones when pressing keys

In the device options, click **Screen/Keyboard**. Set the **Key Tone** field to **On**. Click the trackwheel. Click **Save**.

Set the cursor speed

In the device options, click **Screen/Keyboard**. Set the **Key Rate** field. Click the trackwheel. Click **Save**.

Typing shortcuts

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

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

To type the alternate character on a key, hold the **Alt** key and press the character key.

To type a symbol, press the **Symbol** key. Click a symbol.

To type an accented or special character, hold the letter key and roll the trackwheel.

To insert a currency symbol, press the **Currency** key.

To turn on CAP lock, press the **Alt** key + the **Right Shift** key.

To turn on NUM lock, press the **Right Shift** key + the **Alt** key.

To turn off NUM lock or CAP lock, press the **Right Shift** key.

To type a number in a number field, press a number key. You do not need to press the **Alt** key.

To type a letter in a number field, hold the number key until the letter appears.

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

Typing – frequently asked questions

What is the Insert Macro menu item?

How do I undo an AutoText change?

Why can't I use shortcuts on the Home screen?

How do I change the currency symbol that appears when I press the Currency key?

What is the Insert Macro menu item?

The Insert Macro menu item enables you to insert common variables, such as the current date or current time, into your AutoText entries.

How do I undo an AutoText change?

If you type text and the AutoText feature automatically replaces it, you can undo the change by pressing the **Backspace/Delete** key twice.

Why can't I use shortcuts on the Home screen?

The Dial From Home Screen option overrides using shortcuts on the Home screen, in favor of making calls. To use shortcuts, in the general phone options, set the **Dial From Home Screen** field to **No**.

How do I change the currency symbol that appears when I press the Currency key?

In the device options, click **Screen/Keyboard**. Set the **Currency Key** field.

Phone

Find your phone number

Make phone calls

Make emergency calls

Make calls using speed dial

Check voice mail

Answer calls

Mute calls

Place calls on hold

Adjust the phone volume

Turn on and off speakerphone

Alternate between two calls

Use other programs during calls

Dial using letters

Make conference calls

Assign speed dial numbers to keys

Log calls

Block calls

Forward calls

Set call waiting

Set default country and area codes

Set corporate extension dialing

Set voice mail options

Set the TTY option

Set the default call volume

Turn on fixed dialing

Reset call timers

Phone shortcuts

Phone — frequently asked questions

Find your phone number

In the phone, the My Number field displays your phone number.

Make phone calls

In the phone, type a phone number or select a contact. Press the **Send** key. To end the call, press the **End** key.

Notes:

If the contact that you want to call is not listed, click the trackwheel. Click **Call From Address Book** to select a contact from your address book.

You can also make a call on the Home screen. Type the number and press the **Send** key.

Related topics

Add pauses or waits (See page 59.)

Can I use the phone when the device or keyboard is locked? (See page 129.)

Make emergency calls

You should be able to make emergency calls even if your BlackBerry® device is locked or the SIM card is not inserted. If your device is not connected to the wireless network, it should connect automatically when the emergency call is initiated. If you are outside of a wireless network coverage area and the SOS coverage indicator appears, you can only call emergency numbers.

To make an emergency call, perform one of the following actions:

- **Unlocked keyboard or device:** In the phone, type the emergency number. Press the **Send** key.
- **Locked keyboard or device:** Click the trackwheel. Click **Emergency Call**. Click **Yes**.

Note:

Emergency calls can only be made to official emergency access numbers, for example 911 in North America, or 112 in the European Union and other countries.

Make calls using speed dial

In the phone, hold the key that is assigned to the contact or phone number.

Note:

You can also use speed dial to make a phone call on the Home screen or in the messages list.

Related topics

[Assign speed dial numbers to keys \(See page 41.\)](#)

[Change speed dial numbers \(See page 42.\)](#)

Check voice mail

In the phone, click the trackwheel. Click **Call Voicemail**.

Answer calls

To answer a call, click **Answer**. If you do not want to answer a call, click **Ignore**.

If you are already connected to a call and you receive another call, perform one of the following actions:

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

- To end all current calls and answer the incoming call during a conference call, click **Answer - Drop All**.

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

Note:

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

Related topics

[Can I use the phone when the device or keyboard is locked? \(See page 129.\)](#)

[Use Bluetooth wireless technology during a call \(See page 74.\)](#)

Mute calls

To mute a call, press the **Mute** button. Press the **Mute** button again to turn mute off.

Place calls on hold

To place a call on hold, click the trackwheel. Click **Hold**. To resume the call, click the trackwheel. Click **Resume**.

Adjust the phone volume

To increase the volume, during a call, roll the trackwheel up. To decrease the volume, roll the trackwheel down.

Turn on and off speakerphone

To turn on speakerphone, during a call, press the **Speakerphone** key.

To turn off speakerphone, during a call, press the **Speakerphone** key again.

Warning:

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

Related topic

Use Bluetooth wireless technology during a call (See page 74.)

Alternate between two calls

To alternate between two connected calls, click the trackwheel. Click **Swap**.

Use other programs during calls

To use other device programs during a call, click the trackwheel. Click **Home Screen**.

Note:

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

Dial using letters

To type letters when dialing a phone number, press the **Alt** key. Type the letter.

To type multiple letters during a call, press the **Right Shift** key + the **Alt** key. Type letters. To type numbers again, press the **Right Shift** key.

Note:

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

Make conference calls

1. During a call, press the **Send** key.
2. Type a phone number or click a contact.
3. Press the **Send** key.

4. During the second call, click the trackwheel.
5. Click **Join**.

Note:

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

Related topics

Manage contacts during a conference call (See page 41.)

Place calls on hold (See page 40.)

Manage contacts during a conference call

To speak privately with one contact, click the trackwheel. Click **Split Call**.

To disconnect one contact from a conference call, click the trackwheel. Click **Drop Call**. Select a contact. Click the trackwheel.

To disconnect from a conference call without disconnecting your contacts, click the trackwheel. Click **Transfer**.

Assign speed dial numbers to keys

1. In the phone, click the trackwheel.
2. Click **View Speed Dial List**.
3. Click an unassigned key.
4. Click **New Speed Dial**.
5. Click a contact.
6. Click **Add Speed Dial To <contact name>**.

Note:

To assign a contact or phone number from the phone to a speed dial key, select a contact or phone number. Hold an unassigned key. Click **OK**.

Related topic

[Change speed dial numbers \(See page 42.\)](#)

Change speed dial numbers

In the phone, click the trackwheel. Click **View Speed Dial List**. Click a contact or phone number. Perform one of the following actions:

- To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact. Click **Add Speed Dial To <contact name>**.
- To assign the contact to a different speed dial key, click **Move**. Roll the trackwheel to move the contact. Click the trackwheel.
- To delete a contact from the speed dial list, click **Delete**.

About call logs

Call logs appear when you open the phone. Missed call logs also appear in the messages list.

Log calls

To set whether call logs appear in the messages list, in the phone options, click **Call Logging**. Select the call log type that you want to appear in the messages list. Press the **Space** key.

If you do not want any call logs to appear in the messages list, select **None**. Press the **Space** key.

Related topics

[About call logs \(See page 42.\)](#)

[Manage call logs \(See page 42.\)](#)

[Can I set the phone to display frequently called numbers? \(See page 131.\)](#)

[How do I change how long messages and phone call logs remain in the messages list? \(See page 114.\)](#)

Manage call logs

In the phone, or in the messages list, open a call log. Click the trackwheel. Perform one of the following actions:

- To add notes to the call log, click **Add Notes**.
- To edit call log notes, click **Edit Notes**.
- To forward call log notes, click **Forward**.
- To delete call log notes, in the open call log, click the trackwheel. Click **Edit Notes**. Click the trackwheel. Click **Clear Field**.

Block calls

1. In the phone options, click **Call Barring**.
2. Click the trackwheel.
3. Click **Enable**.
4. Click the trackwheel.
5. Click **Save**.

Related topics

[Change the call blocking password \(See page 42.\)](#)

[Can I block calls? \(See page 130.\)](#)

Change the call blocking password

1. In the phone options, click **Call Barring**.
2. Click the trackwheel.
3. Click **Change Password**.
4. Type your current password.
5. Click the trackwheel.
6. Type your new password.
7. Click the trackwheel.
8. Type your new password again.
9. Click the trackwheel.

Related topic

[Can I block calls? \(See page 130.\)](#)

Forward calls

1. In the phone options, click **Call Forwarding**.
2. Click the type of calls to forward.
3. Click **Do Not Forward** or the current forwarding phone number.
4. Click **Change Number**.
5. Click a forwarding phone number.
6. Click the trackwheel.
7. Click **Save**.

Note:

Before you enable call forwarding, verify that you have call forwarding phone numbers added. Depending on your SIM card, the phone numbers for your call forwarding profiles might already be specified. You might not be able to change them or add new ones. Contact your service provider for more information.

Related topics

Add call forwarding phone numbers (See page 43.)

Delete call forwarding phone numbers (See page 43.)

Can I use call forwarding? (See page 130.)

How do I edit the phone number to which my calls are forwarded? (See page 130.)

Add call forwarding phone numbers

1. On the Call Forwarding screen, click a type of calls to forward.
2. Click **New Number**.
3. Type a phone number.
4. Press the **Enter** key.
5. Click the trackwheel.
6. Click **Close**.

Related topic

How do I edit the phone number to which my calls are forwarded? (See page 130.)

Delete call forwarding phone numbers

On the Call Forwarding screen, click the current call forwarding number. Click **Edit Numbers**. Click a phone number. Click **Delete**.

Related topic

How do I edit the phone number to which my calls are forwarded? (See page 130.)

Set call waiting

In the phone options, click **Call Waiting**. Set the **Call Waiting Enabled** field to **Yes**. Click the trackwheel. Click **Save**.

Related topic

Can I use call waiting? (See page 130.)

About smart dialing

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

If you call a corporation frequently, you can also set your smart-dialing options so that you do not have to type the main number for the corporation. To call a contact in the corporation, you only need to press the **Alt** key + the **8** key and type the extension number.

Set default country and area codes

1. In the phone options, click **Smart Dialing**.
2. Set the **Country Code** and **Area Code** fields.

3. In the **National Number Length** field, set the default length for phone numbers in your country.
4. Click the trackwheel.
5. Click **Save**.

Note:

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

Warning:

If you roam to another country and you change your smart-dialing options, phone numbers for contacts in your address book might not be dialed correctly.

Related topic

[About smart dialing \(See page 43.\)](#)

Set corporate extension dialing

1. In the phone options, click **Smart Dialing**.
2. In the **Number** field, type the main phone number for a corporation.
3. Set how long the BlackBerry® device waits before dialing an extension.
4. In the **Extension Length** field, set the default length for extensions.
5. Click the trackwheel.
6. Click **Save**.

Related topic

[About smart dialing \(See page 43.\)](#)

Set voice mail options

In the phone options, click **Voicemail**. Type a voice mail access number and any additional numbers, such as a password or extension. Click the trackwheel. Click **Save**.

Notes:

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

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

About TTY

You can use text telephone (TTY) to make calls to, and receive calls from, other TTY devices. If you connect your BlackBerry® device to a TTY device, calls that you receive on your device are converted to text.

When TTY is enabled, an indicator appears in the device status section of the screen.

Note:

The TTY option is only available on some BlackBerry® devices. Contact your service provider for more information.

Set the TTY option

In the phone options, click **TTY**. Set the **TTY Mode** field. Click the trackwheel. Click **Save**.

Related topics

[About TTY \(See page 44.\)](#)

[Can I use a TTY device with my device? \(See page 131.\)](#)

About default call volume

You can specify a default volume level that is used for all calls, even if you adjusted the volume during a previous call.

Set the default call volume

In the phone options, click **General Options**. Set the **Default Call Volume** field. Click the trackwheel. Click **Save**.

Related topic

[About default call volume \(See page 44.\)](#)

About fixed dialing

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

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

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

Turn on fixed dialing

1. In the phone options, click **FDN Phone List**.
2. Click the trackwheel.
3. Click **Enable FDN mode**.
4. Type the PIN2 code provided by your service provider.
5. Click the trackwheel.

Related topics

[About fixed dialing \(See page 45.\)](#)

[Add contacts to the FDN list \(See page 45.\)](#)

[Manage fixed dialing entries \(See page 45.\)](#)

[Can I use FDN mode on my device? \(See page 130.\)](#)

Add contacts to the FDN list

1. In the phone options, click **FDN Phone List**.
2. Click the trackwheel.
3. Click **New**.

4. Type the PIN2 code provided by your service provider.
5. Click the trackwheel.
6. Type a name and a phone number.
7. Click the trackwheel.
8. Click **Save**.

Related topic

[Can I use FDN mode on my device? \(See page 130.\)](#)

Manage fixed dialing entries

On the FDN list, click a contact. Click one of the following menu items:

- **Edit**
- **Delete**

Reset call timers

1. In the phone, click the trackwheel.
2. Click **Status**.
3. Click **Last Call** or **Total Calls**.
4. Click **Clear Timer**.
5. Click the trackwheel.
6. Click **Save**.

Phone shortcuts

To open the phone, press the **Send** key.

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

To call a selected contact or phone number, press the **Send** key.

To call a speed dial number, hold the assigned key.

To add an extension to a phone number, press the **Alt** key + the **8** key. Type the extension number.

To show the last number that you typed, press the **Space** key + the **Enter** key. Press the **Enter** key again to dial the number.

To call your voice mail access number, hold **1**.

To type letters in phone numbers, hold the **Alt** key and type letters.

To mute a call, press the **Mute** button. To turn off mute, press the **Mute** button again.

To turn on speakerphone, during a call, press the **Speakerphone** key. To turn off speakerphone, press the **Speakerphone** key again.

To change the volume during a call, roll the trackwheel.

To move to the top of the call log list in the phone, press the **Space** key.

To insert a wait when typing a phone number, press **B**.

To insert a pause when typing a phone number, press **N**.

Browser

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About the browser

Your BlackBerry® device supports multiple browser types. Depending on your service provider and your integration option, more than one browser might appear. Your service provider might also change the browser name to reflect available services.

Use the WAP Browser on your device to view WML web pages.

Use the BlackBerry Browser to view HTML web pages. If your device is integrated with an account that uses the BlackBerry Enterprise Server™, the BlackBerry Browser also enables you to view your corporate intranet. Contact your system administrator for more information.

Use the Internet Browser, which is available from some service providers, to view HTML web pages. Contact your service provider for more information about Internet Browser support.

Go to web pages

1. In the browser, click the trackwheel.
2. Click **Go To**.
3. Type a web address.
4. Click the trackwheel.
5. Click **OK**.

Notes:

To insert a period, press the **Space** key.

To insert a slash mark (/), press the **Shift** key + the **Space** key.

The Go To dialog box tracks the web addresses that you type. To go to a web page on the list, click the web address. Click **OK**.

Use the browser

To select text and images as you scroll through a web page, click the trackwheel. Click **Select Mode**.

To select only links and fields as you scroll through a web page, click the trackwheel. Click **View Mode**.

To open the browser and display a list of useful bookmarks provided by your service provider, press the **Convenience** key.

To follow a link, click the link. Click **Get Link**.

To stop loading a web page, click the trackwheel. Click **Stop**.

To view the previous web page in the history, click the trackwheel. Click **Back**.

To view the next web page in the history, click the trackwheel. Click **Forward**.

To go to your home page, click the trackwheel. Click **Home**.

To view a list of the last 20 web pages that you visited, click the trackwheel. Click **History**.

To refresh the current web page, click the trackwheel. Click **Refresh**.

To view the address for the current web page, click the trackwheel. Click **Page Address**.

To view the address for a link, click the link. Click **Link Address**.

To view the address for an image, click the image. Click **Image Address**.

To move the browser to the background to use another program, click the trackwheel. Click **Hide**.

To close the browser, click the trackwheel. Click **Close**.

View images

To set how images load in your browser, in the browser options, click **Browser Configuration**. To load images while the page is loading, set the **Show Images** field. To show image placeholders if images do not load, set the **Show Image Placeholders** field to **Yes**. Click the trackwheel. Click **Save**.

To load some images after the web page is loaded, click the trackwheel. Click **More Images**. To load all the images, click the trackwheel. Click **All Images**.

To view an image on its own page, click the image. Click **Full Image**. To return to the web page, click the trackwheel. Click **Back**.

Related topic

Navigate images (See page 48.)

Navigate images

To pan horizontally across an image, hold the **Alt** key and roll the trackwheel.

To zoom into or out of an image, click the trackwheel. Click **Zoom In** or **Zoom Out**.

To zoom to the original image size, click the trackwheel. Click **Zoom 1:1**.

To turn an image 90 degrees in a clockwise direction, click the trackwheel. Click **Rotate**.

Note:

You can navigate full images or images in the pictures list.

Copy links, images, or web page addresses

On a web page, click a link or image. Click **Link Address**, **Image Address**, or **Page Address**. Click **Copy Address**.

To paste the address, place the cursor where you want to insert the copied text. Click the trackwheel. Click **Paste**.

Related topic

How do I select images and text on a web page? (See page 134.)

Send links or images in email messages

1. On a web page, click a link or image.
2. Click **Link Address** or **Image Address**.
3. Click **Send Address**.
4. In the **To** field, type an email address or a contact name.

5. Type a message.
6. Click the trackwheel.
7. Click **Send**.

Note:

To send a web page address in a message, on the web page, click the trackwheel. Click **Send Address**. Type an email address or a contact name. Send the message.

Related topic

How do I select images and text on a web page? (See page 134.)

Save images

You can save .jpeg, .png, .gif, and .bmp web page images in the pictures list. On a web page, click an image. Click **Save Image**. After the image is saved in the pictures list, click the trackwheel. Click **Save**.

Note:

Depending on your service provider, you might not be able to save images.

Related topics

Set the Home screen background image (See page 82.)

Navigate images (See page 48.)

How do I select images and text on a web page? (See page 134.)

Manage saved images

In the pictures list, click an image. Click one of the following menu items:

- **Open**
- **Delete**

View files

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later, you can view .doc, .pdf, .ppt, .txt, .wpd, and .xls file types in the browser. On a web page, click the file link. Click **Get Link**.

Save web page requests

While a web page is loading, you can save the web page request in the messages list. Saving the request to the messages list enables you to use other programs while you are waiting for the web page to load. Click the trackwheel. Click **Save Request**.

You can also save a web page that has finished loading in the messages list. Saving a fully loaded web page enables you to open the text on the web page at any time. On the web page, click the trackwheel. Click **Save Page**.

Note:

A saved web page displays content that was current at the time that the web page was saved. To update the content on a saved page, click the trackwheel. Click **Refresh**.

Create bookmarks

On a web page, click the trackwheel. Click **Add Bookmark**.

Manage bookmarks

In the bookmarks list, click a bookmark. Click one of the following menu items:

- **Edit Bookmark**
- **Delete Bookmark**

Related topic

Organize bookmarks into folders (See page 50.)

Organize bookmarks into folders

In the bookmarks list, click a folder. Perform one of the following actions:

- To add a folder, click **Add Subfolder**.
- To open a bookmark folder with subfolders, click **Expand**.
- To close a bookmark folder with subfolders, click **Collapse**.
- To rename a folder that you added, click the trackwheel. Click **Rename Folder**.
- To move a bookmark into a folder, click the bookmark. Click **Move Bookmark**. Roll the trackwheel to move the bookmark. Click the trackwheel.

Clear browser caches

In the browser options, click **Cache Operations**. Click the button for a type of cache.

About TLS

Transport Layer Security (TLS) is designed to provide additional authentication and security when you browse web pages using the BlackBerry Browser.

Related topic

[How do I set BlackBerry Browser security options? \(See page 135.\)](#)

About WTLS

Wireless Transport Layer Security (WTLS) is the WAP Browser security layer that is designed to provide security for WAP services.

Related topic

[How do I set WAP Browser security options? \(See page 135.\)](#)

Browser shortcuts

To return to the last page that you viewed, press the **Escape** button.

To insert a period in the Go To dialog box, press the **Space** key.

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

To go to the home page, press **H**.

To edit a web address in the Go To dialog box, hold the **Alt** key and roll the trackwheel. In the Go To field, edit the text. Click the trackwheel. Click **OK**.

To open the bookmarks screen, press **K**.

To add a bookmark, press **A**.

To refresh a web page, press **R**.

To search for a word on a page, press **F**. To find the next instance of a word on a page, press **V**.

To view the history, press **I**.

To move to the next page in the history, press **N**.

To move to the previous page in the history, press the **Backspace/Delete** key.

To view, copy, or send the address for a link, press **L**.

To view, copy, or send the address for a page, press **P**.

To view more images, press **M**.

To view all images, press **Q**.

To open the browser options, press **O**.

To move down a page, press the **Space** key.

To move up a page, press the **Shift** key + the **Space** key.

To save a web page to the messages list, press **S**.

To view a file link, press the **Enter** key.

To stop a web page from loading, press the **Escape** button.

To move to a specific web page, press **G**.

To move between full-screen mode and normal mode, press **U**.

To move the browser to the background to use another program, press **D**.

To close the browser, hold the **Escape** button.

Downloading

[Download programs](#)

[Manage programs](#)

[Prevent third-party programs from transmitting data](#)

[Download ring tones](#)

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[Download background images](#)

[Download themes](#)

[About browser push](#)

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[Downloading – frequently asked questions](#)

Download programs

On a web page, click a link for a program. Click **Get Link**. Click **Download**. Click **OK**.

Related topics

[Why did a new program appear on my device? \(See page 54.\)](#)

[Legal notice \(See page 147.\)](#)

Manage programs

To view a list of programs that are currently loaded on your BlackBerry® device, in the device options, click **Advanced Options**. Click **Applications**.

To view details for a third-party program, on the Applications screen, click the program. Click **Properties**.

To delete a third-party program, click the program. Click **Delete**.

Related topic

[Legal notice \(See page 147.\)](#)

Download ring tones

1. On a web page, click a .mid, .mp3, or .wav file link.
2. Click **Get Link**.
3. Click **Menu**.
4. Click **Save**.
5. Type a name for the ring tone.
6. Click **OK**.

Notes:

Depending on your service provider, you might not be able to save ring tones.

Your service provider might have supplied a link to a preferred vendor of ring tones. In the profiles list, click the trackwheel. Click **Show Tunes**. Click the trackwheel. Click **Download Tunes**.

Related topics

[Can I listen to a ring tone before I download it? \(See page 55.\)](#)

[Manage ring tones \(See page 77.\)](#)

[About profiles \(See page 77.\)](#)

[Legal notice \(See page 147.\)](#)

About browser push

Browser push is designed to enable you to receive content on your BlackBerry® device from web applications without requesting it. For example, you can receive updates or notifications for weather, stock quotes, or news.

You can turn on browser push for your WAP Browser, your BlackBerry Browser, or both browser types. You can also set which hosts provide this information to you.

Set notification for different types of browser push information, including service load information (web pages or applications), service indication information (web page addresses or messages), or other types of information.

When you receive a notification, an icon should appear in the messages list.

If you set the browser push notification to Prompt, a dialog box appears when you receive a notification.

If you set the browser push notification to Auto, a dialog box might also appear, if specified by the sender.

If you set the browser push notification to Reject, you receive no additional notification.

Turn on browser push

1. In the device options, click **Advanced Options**.
2. Click **Browser Push**.
3. Select one or more of the check boxes.
4. Set the options for browser push notification types.
5. Click the trackwheel.
6. Click **Save**.

Note:

If you turn on browser push notification for your WAP Browser, you can also select the Allow WAP Push Applications check box.

Related topics

[About browser push \(See page 54.\)](#)

[About the browser \(See page 47.\)](#)

Downloading – frequently asked questions

[Why can't I load new programs onto my device?](#)

[Why did a new program appear on my device?](#)

[What software version do I have on my device?](#)

[Can I listen to a ring tone before I download it?](#)

Why can't I load new programs onto my device?

Verify that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Your device must also have sufficient available memory to load a program.

If the program still does not load and your device is integrated with an account that uses the BlackBerry Enterprise Server™, certain programs might not be available to you. Contact your system administrator for more information.

Why did a new program appear on my device?

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, your system administrator can send selected programs over the wireless network. Contact your system administrator for more information.

Can I listen to a ring tone before I download it?

Yes. On a web page, click a ring tone link. Click **Get Link**.

To preview the ring tone, click **Play**.

To stop listening to the ring tone, click **Stop**.

Contacts

Add contacts

Manage contacts

Create mailing lists

Manage mailing lists

Manage contacts in mailing lists

Add a phone tune for a contact

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Add pauses or waits

Search for contacts in your company address book

Search for PIM items

Contacts — frequently asked questions

Add contacts

1. In the address book, click the trackwheel.
2. Click **New Address**.
3. Type the contact information.
4. Click the trackwheel.
5. Click **Save**.

Note:

To add a contact from a message, memo, call log, or web page, click the contact. Click **Add to Address Book**. Type any additional information. Click the trackwheel. Click **Save**.

Manage contacts

Click a contact. Click one of the following menu items:

- **View**
- **Edit**
- **Delete**

Related topic

Share your address book with a paired Bluetooth-enabled device (See page 74.)

Create mailing lists

1. In the address book, click the trackwheel.
2. Click **New Group**.
3. Type a name for the mailing list.
4. Click the trackwheel.
5. Click **Add Member**.
6. Click a contact.
7. Click **Continue**.
8. Repeat steps 4 to 7 to add other contacts to the mailing list.
9. Click the trackwheel.
10. Click **Save Group**.

Note:

If you create a mailing list, it is not copied to or from your desktop email program.

Manage mailing lists

Click a mailing list. Click one of the following menu items:

- **View Group**
- **Edit Group**
- **Delete Group**

Manage contacts in mailing lists

Click a contact. Click one of the following menu items:

- **View Member**
- **Change Member**
- **Delete Member**
- **Add Member**

Note:

When you delete members from a group or delete a group, the contacts remain in the address book.

About custom phone tunes

You can add a custom phone tune for a contact without changing other notifications.

Custom phone tune settings appear in both the address book and the profiles list. When you add a custom phone tune to a contact, a new profile exception appears in the profiles list as "Calls From <contact>." Profile exceptions are shared between the address book and the profiles list and changes made in one program are made in the other program.

Add a phone tune for a contact

1. In the address book, click a contact.
2. Click **Edit**.
3. Click the trackwheel.
4. Click **Add Custom Phone Tune**.
5. Set a phone tune.
6. Click the trackwheel.
7. Click **Save**.

Related topic

[About custom phone tunes \(See page 58.\)](#)

[Create profile exceptions \(See page 78.\)](#)

About categories

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

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

Categories are shared between the address book, the task list, and the memos list and changes that are made in one program are made in all programs.

Create categories

1. In the address book, task list, or memos list, click the trackwheel.
2. Click **Filter**.
3. Click the trackwheel.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key.
7. Click the trackwheel.
8. Click **Close**.

Related topic

[About categories \(See page 58.\)](#)

Apply categories to contacts, tasks, or memos

1. When creating or editing a contact, task, or memo, click the trackwheel.
2. Click **Categories**.
3. Select a category.
4. Press the **Space** key.
5. Click the trackwheel.
6. Click **Save**.

Sort contacts, tasks, or memos by category

In the address book, task list, or memos list, click the trackwheel. Click **Filter**. Select a category. Press the **Space** key.

Note:

To view your full list of contacts again, click the trackwheel. Click **Filter**. Clear the check box beside the selected category.

Delete categories

In the address book, task list, or memos list, click the trackwheel. Click **Filter**. Click a category. Click **Delete**.

Note:

When you delete a category, the category is deleted, but any contacts, tasks, or memos to which the category applied are not deleted.

About pauses and waits

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

Add pauses or waits

When creating or editing a contact, in a phone number field, click the trackwheel. Click **Add Wait** or **Add Pause**. Type the additional numbers.

Related topic

[About pauses and waits \(See page 59.\)](#)

About remote address book search

To find and add contacts from your company address book, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.5 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®. Contact your system administrator for more information.

Search for contacts in your company address book

In the address book, click the trackwheel. Click **Lookup**. Type the name of a contact. Click the trackwheel.

Note:

You can also type part of a contact name to widen the search results.

Related topics

[About remote address book search \(See page 59.\)](#)

[Manage remote address book search results \(See page 59.\)](#)

Manage remote address book search results

In the remote address book search results, click a contact. Perform one of the following actions:

- To add a contact to your address book, click **Add**.
- To add all the contacts found during the search, click **Add All**.
- To view information for a contact, click **View**.
- To delete a contact from the search results, click **Delete**.
- To delete the search results, click **Delete Lookup**.
- To start a new search, click **Lookup**.

Calendar

About the calendar

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Schedule appointments

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Calendar shortcuts

Calendar — frequently asked questions

About the calendar

In the BlackBerry® device calendar, you can view your appointments and meetings in one of four views. Day, Week, and Month views show all your appointments for the selected time period. Agenda view shows all your scheduled appointments in a list.

Change the calendar view

To change to another calendar view (Day, Week, Month, or Agenda), click the trackwheel. Click a view.

To change the default view that appears when you open the calendar, in the calendar options, set the **Initial View** field. Click the trackwheel. Click **Save**.

Navigate the calendar

To go to a specific date, click the trackwheel. Click **Go to Date**. Set the date. Click the trackwheel.

To go to the current date, click the trackwheel. Click **Today**.

To move forward or back by a time period, click the trackwheel. Click **Prev** or **Next**.

Schedule appointments

1. In the calendar, click the trackwheel.
2. Click **New**.
3. Type the appointment details.
4. If the appointment is recurring, set how frequently it should recur.
5. Click the trackwheel.
6. Click **Save**.

Notes:

If your appointment recurs, perform the following actions:

Set the **Every** field to change the frequency of the appointment. For example, to set an appointment to recur every three days, set the **Every** field to **3**.

Select the **Relative Date** check box for the appointment to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly appointment should recur. To select a day, press the **Space** key.

Related topics

Change the default reminder time for appointments and meetings (See page 62.)

About power off and reminders (See page 87.)

Schedule appointments quickly

In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes**. In Day view, beside the start time, type the subject of the appointment. Type a location in parentheses. Click the trackwheel.

Note:

To change the start and end times, after typing the location, hold the **Shift** key and roll the trackwheel. To change the end time only, roll the trackwheel.

Related topics

Change the default reminder time for appointments and meetings (See page 62.)

About power off and reminders (See page 87.)

Change the default reminder time for appointments and meetings

In the calendar options, set the **Default Reminder** field to the amount of time before the appointment that the BlackBerry® device should remind you. The default is 15 minutes.

Related topics

About power off and reminders (See page 87.)

Can I set a snooze time for task and calendar reminders? (See page 140.)

What is dismissed if I click Dismiss All in a reminder? (See page 140.)

Schedule meetings

1. In the calendar, click the trackwheel.

2. Click **New**.

3. Type the meeting details.

4. If the meeting is recurring, set how frequently it should recur.

5. Click the trackwheel.

6. Click **Invite Attendee**.

7. Click a contact.

8. Click **Invite**.

9. Repeat steps 5 to 8 to add other contacts to your meeting.

10. Click the trackwheel.

11. Click **Save**.

Notes:

If your meeting recurs, perform the following actions:

Set the **Every** field to change the frequency of the appointment. For example, to set an appointment to recur every three days, set the **Every** field to **3**.

Select the **Relative Date** check box for the appointment to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly appointment should recur. To select a day, press the **Space** key.

Related topics

Change the default reminder time for appointments and meetings (See page 62.)

About power off and reminders (See page 87.)

Manage appointments and meetings

To view your list of appointments, in Month view, click a day. Click **View Appts**.

To view or change details for an appointment or meeting, click the appointment or meeting. Click **Open**.

To delete an appointment or meeting, click the appointment or meeting. Click **Delete**.

Respond to meeting invitations

In an open meeting invitation, click the trackwheel. Click one of the following menu items:

- **Accept** or **Accept with comments**
- **Tentative** or **Tentative with comments**
- **Decline** or **Decline with comments**

Notes:

To check your calendar when replying to a meeting invitation, click the trackwheel. Click **View Calendar**.

If you delete a meeting invitation from the messages list before you accept or decline it, the meeting is deleted from your desktop calendar.

Manage meeting participants

Open a meeting. In an **Accepted** or **Declined** field, click a contact. Click one of the following menu items:

- **Invite Attendee**
- **Change Attendee**
- **Remove Attendee**

Calendar shortcuts

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

To change to Agenda view, press **A**.

To change to Day view, press **D**.

To change to Week view, press **W**.

To change to Month view, press **M**.

To move to the current date, press **T**.

To move to a specific date, press **G**.

To create an appointment, press **C**.

To move to the next day, week, or month, press the **Space** key.

To move to the previous day, week, or month, press the **Shift** key + the **Space** key.

To move the cursor horizontally in Week view, hold the **Alt** key and roll the trackwheel.

To move the cursor vertically in Month view, hold the **Alt** key and roll the trackwheel.

Tasks

Create tasks

Manage tasks

Change task status

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Search for PIM items

Tasks — frequently asked questions

Create tasks

1. In the task list, click the trackwheel.
2. Click **New**.
3. Type the task details.
4. Set a due date for the task.
5. If the task is recurring, set how frequently it should recur.
6. Click the trackwheel.
7. Click **Save**.

Notes:

If your task recurs, perform the following actions:

Set the **Every** field to change the frequency of the task. For example, to set a task to recur every three days, set the **Every** field to **3**.

Select the **Relative Date** check box for the task to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly task should recur. To select a day, press the **Enter** key.

Manage tasks

Click a task. Click one of the following menu items:

- **Open**
- **Delete**
- **Delete Completed**
- **Mark Completed**
- **Mark In Progress**
- **Hide Completed**

Change task status

To change the status for a task to **Waiting** or **Deferred**, open the task. Edit the **Status** field.

Tasks — frequently asked questions

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

Can I change how my contacts or tasks display?

Can I clear all the categories that apply to a contact, task, or memo?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

Can I set a snooze time for task and calendar reminders?

What is dismissed if I click Dismiss All in a reminder?

Can I show tasks in the device calendar?

Memos

Write memos

Manage memos

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Search for PIM items

Memos – frequently asked questions

Can I clear all the categories that apply to a contact, task, or memo?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

Write memos

1. In the memos list, click the trackwheel.
2. Click **New**.
3. Type a title.
4. Type the body of the memo.
5. Click the trackwheel.
6. Click **Save**.

Manage memos

Click a memo. Click one of the following menu items:

- **View**
- **Edit**
- **Delete**

Memos – frequently asked questions

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

Alarm

Set the alarm

Silence the alarm

Turn off the alarm

Alarm – frequently asked questions

Set the alarm

1. In the alarm, set the **Daily Alarm** field to **On**.
2. Set the time when the alarm should sound.
3. Set whether to snooze the alarm and the length of the snooze.
4. Set a type of notification for the alarm.
5. Click the trackwheel.
6. Click **Save**.

When you set the alarm, a bell icon appears beside the date in the device status section of the screen.

Related topic

About power off and reminders (See page 87.)

Silence the alarm

Press any key. If snooze is enabled, in the Daily Alarm dialog box, click **Snooze**.

Turn off the alarm

In the alarm, set the **Daily Alarm** field to **Off**.

Alarm – frequently asked questions

Why didn't my alarm notify me on a Saturday or Sunday?

How do I change the alarm volume?

What is the escalating volume level?

Why didn't my alarm notify me on a Saturday or Sunday?

In the alarm, verify that the **Active on Weekends** field is set to **Yes**. If this field is set to **No**, your alarm does not notify you on Saturdays or Sundays.

How do I change the alarm volume?

In the alarm, set the **Volume** field.

When you set the volume, you can also customize the notification, including the tune and the number of times that the tune plays.

Calculator

Use the calculator memory

Copy and paste calculations

Convert measurements

Calculator shortcuts

Use the calculator memory

To store a number in the memory, type a number. Press **K**.

To recall the number in the memory, press **J**.

To delete the number in the memory, press **H**.

To add to the number that is currently stored in the memory, type a number. Press **L**.

To subtract from the number that is currently stored in the memory, type a number. Press **O**.

Copy and paste calculations

Click the trackwheel. Click **Copy**.

To paste the calculation back into the calculator display or into another program, click the trackwheel. Click **Paste**.

Convert measurements

In the calculator, type a number. Click the trackwheel. Perform one of the following actions:

- To convert the number from imperial to metric, click **To Metric**.
- To convert the number from metric to imperial, click **From Metric**. Click a conversion type.

Calculator shortcuts

To add, press **I**.

To subtract, press **U**.

To multiply, press **A**.

To divide, press **G**.

To clear the screen, press **Y**.

To clear the last entry, press **T**.

To find the square root, press **V**.

To use the percent function, press **B**.

To add a number to the memory, type the number and press **L**.

To recall the memory, press **J**.

To replace the memory, type a number and press **K**.

To clear the memory, press **H**.

To display the result of your calculation, press the **Enter** key.

Bluetooth

About Bluetooth wireless technology

Turn on or off the Bluetooth radio

Pair with another Bluetooth-enabled device

Manage paired Bluetooth-enabled devices

Set how your BlackBerry device appears to other Bluetooth-enabled devices

Use Bluetooth wireless technology during a call

Share your address book with a paired Bluetooth-enabled device

Bluetooth — frequently asked questions

About Bluetooth wireless technology

Bluetooth® wireless technology is designed to enable your BlackBerry® device to establish wireless connections with other Bluetooth-enabled devices, such as a handsfree car kit or wireless headset, in close proximity.

Turn on or off the Bluetooth radio

To turn on the Bluetooth® radio, in the device options, click **Bluetooth**. Click the trackwheel. Click **Enable Bluetooth**.

To turn off the Bluetooth radio, in the device options, click **Bluetooth**. Click the trackwheel. Click **Disable Bluetooth**.

About Bluetooth pairings

When you pair your BlackBerry® device with another Bluetooth®-enabled device, you should be able to connect to the other Bluetooth-enabled device over the wireless network when it is within range of your BlackBerry device (a typical range is approximately 10 meters).

After you pair with a Bluetooth-enabled device, you can set your BlackBerry device to connect with that Bluetooth-enabled device without prompting you.

Pair with another Bluetooth-enabled device

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Add Device**.
4. Click the name of a Bluetooth®-enabled device.
5. In the **Enter passkey for <device name>** field, type a passkey.
6. Type the same passkey on the Bluetooth-enabled device to which you are pairing.

Notes:

Verify that the Bluetooth-enabled device that you want to pair with is in the correct mode for pairing.

The names of Bluetooth-enabled devices with which you have already paired appear in the list of paired Bluetooth-enabled devices. They do not appear in the list of Bluetooth-enabled devices that appears when you click Add Device.

Related topic

About Bluetooth pairings (See page 73.)

Manage paired Bluetooth-enabled devices

In the list of paired Bluetooth®-enabled devices, click a paired Bluetooth-enabled device. Click **Device Properties**. Perform one of the following actions:

- Edit the paired Bluetooth-enabled device name.
- Set whether the paired Bluetooth-enabled device can connect with your BlackBerry® device without prompting.
- Set whether Bluetooth connections with your BlackBerry device are encrypted.

Note:

To remove a Bluetooth-enabled device from the list of paired Bluetooth-enabled devices, click a Bluetooth-enabled device. Click **Delete Device**.

Set how your BlackBerry device appears to other Bluetooth-enabled devices

In the Bluetooth® options, perform one of the following actions:

- In the **Device Name** field, type the name of your BlackBerry® device.
- In the **Discoverable** field, set whether your BlackBerry device is available for pairing with other Bluetooth-enabled devices.

Use Bluetooth wireless technology during a call

1. Verify that the Bluetooth® radio is turned on and that your BlackBerry® device is paired with a Bluetooth-enabled device.

2. During a call, click the trackwheel. Click **Activate <Bluetooth device>**.

Related topic

About Bluetooth pairings (See page 73.)

Share your address book with a paired Bluetooth-enabled device

In the Bluetooth® options, in the **Address Book Transfer** field, perform one of the following actions:

- To share all the contacts in your BlackBerry® device address book, select **All Entries**.
- To share contacts that you have had contact with recently over the phone, select **Hotlist Only**.

Date and time

Set the date and time

Why is the time on my device incorrect?

Set the date and time

1. In the device options, click **Date/Time**.
2. Set the **Time Zone** field.
3. In the **Date/Time Source** field, set a date and time source.
4. Click the trackwheel.
5. Click **Update Time**.
6. Click the trackwheel.
7. Click **Save**.

Note:

Depending on your service provider, multiple date and time sources might be available.

- To use the wireless network as the date and time source, set the **Date/Time Source** field to **Network**.
- To use the BlackBerry® network as the date and time source, set the **Date/Time Source** field to **BlackBerry**.
- To set the date and time yourself, set the **Date/Time Source** field to **Off**. Set the other fields on the Date/Time screen.

Why is the time on my device incorrect?

If you have traveled to a different time zone, set the Time Zone field to display the correct time zone.

If you have set the Date/Time Source field to Network, the device might have the incorrect time. Try setting the **Date/Time Source** field to **BlackBerry**.

If you have set the Date/Time Source field to Network or BlackBerry, you can update the time. On the Date/Time screen, click the trackwheel. Click **Update Time**.

Profiles

About profiles

Enable profiles

Create notification profiles

Manage notification profiles

Manage ring tones

Create profile exceptions

Manage profile exceptions

Manage contacts in profile exceptions

Add a phone tune for a contact

Silence your device

Set the alarm

Profiles — frequently asked questions

About profiles

Notification profiles are designed to alert you of appointment and task reminders, and incoming messages, calls, and browser content. You can create a profile that specifies which sounds to use, whether to notify you when the BlackBerry® device is in or out of the holster, and what volume level to use. You can use different sounds for each type of item.

The device has six preset notification profiles: Loud, Vibrate, Quiet, Normal, Phone Only, and Off. You can edit these default profiles, except for the Off profile. You cannot delete them.

Enable profiles

In the profiles list, click a notification profile. Click **Enable**.

Note:

To change the current notification profile quickly, select a profile. Press the **Space** key.

Create notification profiles

1. In the profiles list, click the trackwheel.
2. Click **New Profile**.
3. Type a name for the profile.
4. Click an item.
5. Click **Edit**.
6. Set how you want to receive notification for that item.
7. Click the trackwheel.
8. Click **Save**.
9. Click the trackwheel.
10. Click **Save**.

Manage notification profiles

Click a profile. Click one of the following menu items:

- **Edit**
- **Delete**

Manage ring tones

In the profiles list, click a profile. Click **Show Tunes**. Click a ring tone. Click one of the following menu items:

- **Play**
- **Delete**
- **Volume**

Notes:

The Volume option only sets how loud or quiet the tune plays when you listen to it in the list. To change the volume for your notification, edit the profile.

You can only delete downloaded ring tones.

About custom notification

You can create exceptions to notification profiles to receive different notification for incoming messages and phone calls from specific contacts. For example, you can create a profile exception that uses the Loud profile when you receive messages and phone calls from specific contacts, regardless of the active profile.

Profile exceptions are applied based on the order in which they appear. If you create multiple profile exceptions that include the same contact, you must decide which one to apply first by placing that profile exception higher in the list.

The BlackBerry® device has a preset profile exception for important calls. You can add contacts to this profile exception, or you can delete it.

Create profile exceptions

1. In the profiles list, click the trackwheel.
2. Click **New Exception**.
3. In the **Exception** field, type a name for the profile exception.
4. In the **From** field, click the trackwheel.
5. Click **Add Name**.
6. Click a contact.
7. Click **Continue**.
8. In the **Use Profile** field, set the profile on which the exception should be based.
9. Click the trackwheel.
10. Click **Save**.

Notes:

You can add multiple contacts to a profile exception. In the **From** field, click the trackwheel. Click **Add Name**.

To add a custom tune for phone calls, select the **Custom Phone Tune** check box. Set a phone tune.

If you set the Use Profile field to Active Profile and you do not change the Custom Phone Tune field, the profile exception has no effect.

Related topics

[About custom notification \(See page 78.\)](#)

[Manage profile exceptions \(See page 78.\)](#)

[Add a phone tune for a contact \(See page 58.\)](#)

Manage profile exceptions

In the profiles list, click a profile exception. Perform one of the following actions:

- To edit a profile exception, click **Edit**.
- To move a profile exception higher or lower in the list, click the profile exception. Click **Move**. Roll the trackwheel to move the profile exception. Click the trackwheel.
- To see the list of available tunes, click **Show Tunes**.
- To delete a profile exception, click **Delete**.

Note:

To turn off a profile exception, select the exception. Press the **Space** key. To turn on the profile exception again, press the **Space** key.

Manage contacts in profile exceptions

In a profiles exception, in the **From** field, click a contact. Click one of the following menu items:

- **Change Name**

- **Delete Name**

Silence your device

To silence your BlackBerry® device, in the profiles list, select the Quiet profile.

To receive only vibrate notification, in the profiles list, select the Vibrate profile.

To turn off all notification, including profile exceptions and LED notification, in the profiles list, select the Off profile.

Related topic

Silence the alarm (See page 69.)

Profiles – frequently asked questions

What is the escalating volume level?

Why isn't the ring tone being played the number of times that I have set?

Why am I not receiving notification for incoming calls or received messages?

How do I set custom notification for messages from a specific contact?

Why can I not edit all the fields for a Calls From profile exception?

Can I set one phone tune for all my profiles?

What is the escalating volume level?

If you use the escalating volume level, the notification volume level consistently increases until the BlackBerry® device reaches the loudest volume level.

Why isn't the ring tone being played the number of times that I have set?

For phone calls, the number of times that the BlackBerry® device sounds or vibrates is not determined by the number of beeps that you set in your notification profile. The device sounds or vibrates until the caller or the network ends the connection.

Why am I not receiving notification for incoming calls or received messages?

In the profiles list, verify that the Off profile is not enabled. If this profile is enabled, all notification is turned off, including profile exceptions and LED notification.

If you set the Custom Phone Tune field to MUTE, you do not receive notification for calls from the contacts that the exception applies to.

How do I set custom notification for messages from a specific contact?

In the profiles list, create a new notification profile that sets the tune that you want to use for your messages. Create a profile exception for the contact and set the Use Profile field to the new notification profile.

Why can I not edit all the fields for a Calls From profile exception?

Calls From profile exceptions appear in the profiles list when you add a custom phone tune from the address book. Because these exceptions are for phone calls only, you can only edit the Custom Phone Tune field.

Can I set one phone tune for all my profiles?

Yes. In the profiles list, click the trackwheel. Click **Show Tunes**. Click a phone tune. Click **Set As Phone Tune**.

Screen display

Turn off automatic backlighting adjustment

Set how long backlighting remains on

Turn on and off the device screen

Adjust the brightness of the backlighting

Set the display language

Set the Home screen background image

Download background images

Set the font

Set Convenience keys

About themes

Apply a theme to your device

Delete themes

Download themes

About backlighting

The screen and keyboard on your BlackBerry® device are designed to be lit so that you can use your device in various lighting levels.

The device is also designed to adjust the backlighting level automatically as the lighting level in your environment changes.

Turn off automatic backlighting adjustment

To stop your BlackBerry® device from adjusting the backlighting level automatically, in the device options, click **Screen/Keyboard**. Set the **Automatic Backlight** field to **No**. Click the trackwheel. Click **Save**.

Related topic

About backlighting (See page 81.)

Set how long backlighting remains on

To set how long backlighting stays on if you do not use your BlackBerry® device, in the device options, click **Screen/Keyboard**. Set the **Backlight Timeout** field. Click the trackwheel. Click **Save**.

Related topics

About backlighting (See page 81.)

Adjust the brightness of the backlighting (See page 81.)

Turn on and off the device screen

To turn on the screen, roll the trackwheel or press a key. When your BlackBerry® device is not used for a period of time, the screen turns off to conserve battery power.

Related topics

About backlighting (See page 81.)

Adjust the brightness of the backlighting (See page 81.)

Adjust the brightness of the backlighting

In the device options, click **Screen/Keyboard**. Set the **Backlight Brightness** field. Click the trackwheel. Click **Save**.

To increase the brightness of the backlighting temporarily, press the **Power** button.

Related topic

About backlighting (See page 81.)

Set the Home screen background image

In the pictures list, click an image. Click **Set As Home Screen Image**.

To clear the Home screen background, in the pictures list, click the trackwheel. Click **Reset Home Screen Image**.

Related topic

Save images (See page 49.)

Download background images

Your service provider might have supplied a link to a preferred vendor of background images. In the pictures list, click the trackwheel. Click **More Images**.

Related topic

Save images (See page 49.)

Set the font

In the device options, click **Screen/Keyboard**. Set the font information. Click the trackwheel. Click **Save**.

Note:

For large fonts, set the **Antialias mode** field.

About Convenience keys

By default, the front Convenience key opens a list of browser bookmarks made available by your service provider. The side Convenience key opens the profiles list. You can set which program each of these keys opens. See the printed documentation that accompanied your device for more information about locating the Convenience keys.

Set Convenience keys

In the device options, click **Screen/Keyboard**. Set the **Convenience Key Opens** fields.

Note:

If the program set in the **Convenience Key Opens** field is removed from your BlackBerry® device, when you press the **Convenience** key, nothing happens.

Related topic

About Convenience keys (See page 82.)

About themes

Depending on your service provider, you might be able to set a theme on your BlackBerry® device that changes how items such as programs, indicators, words, and icons appear. Themes might be preloaded on your device, or you might be able to download themes that are in .cod file format.

Apply a theme to your device

In the device options, click **Theme**. Click a theme. Click **Activate**.

Note:

To activate a theme quickly, select a theme. Press the **Space** key.

Delete themes

In the device options, click **Theme**. Click a theme. Click **Delete**.

Note:

You might not be able to delete themes that are preloaded on your BlackBerry® device.

Download themes

Your service provider might have supplied a link to a preferred vendor of themes. In the device options, click **Theme**. Click the trackwheel. Click **More Themes**.

Language

Set the display language

Set the input language

Add or remove a display language

Why do some characters not appear correctly on my device?

Set the display language

In the device options, click **Language**. In the **Language** field, click a language. Click **Save**.

About the input language

You can set an input language to use when you type. This setting is different from the display language. When you set an input language, AutoText and other typing settings change to the selected language.

Set the input language

In the device options, click **Language**. In the **Input method** field, click a language. Click **Save**.

Related topics

[About the input language \(See page 85.\)](#)

[Set the display language \(See page 85.\)](#)

Add or remove a display language

If your BlackBerry® Handheld Software supports multiple languages, you can add and remove languages using the Application Loader tool in the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Why do some characters not appear correctly on my device?

If your BlackBerry® device is integrated with the BlackBerry Enterprise Server™ and the BlackBerry Enterprise Server does not support the characters, the characters do not appear correctly when you use the BlackBerry Browser or open an attachment. Contact your system administrator for more information.

If your device is integrated with the BlackBerry Internet Service™, contact your service provider for more information about supporting characters on your device.

Power and battery

About power off and reminders

Set the device to turn on and off automatically

Check the battery level

Extend battery life

Reset the device

About power off and reminders

If you turn off your BlackBerry® device by pressing the Power button, or by clicking Turn Power Off on the Home screen and selecting Turn Off, your device should turn itself on at the following times:

- when the alarm turns on
- when the device is set to turn on automatically

To turn on your device when calendar reminders occur, set the device to turn on and off automatically.

If you turn off your device by clicking Turn Power Off on the Home screen and selecting Full Power Off, your device does not turn on until you press the Power button.

Note:

Depending on your theme, the location and name for Turn Power Off might change. See the printed documentation that accompanied your device for more information about the differences for your theme.

Set the device to turn on and off automatically

1. In the device options, click **Auto On/Off**.
2. Set the **Weekday** field to **Enabled**.

3. Specify the times when the BlackBerry® device should turn on and off on weekdays.
4. Set the **Weekend** field to **Enabled**.
5. Specify the times when the device should turn on and off on weekends.
6. Click the trackwheel.
7. Click **Save**.

Related topic

[About power off and reminders \(See page 87.\)](#)

Check the battery level

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

Extend battery life

Set the BlackBerry® device to turn on and off automatically.

Disconnect from the wireless network when you are not in a wireless coverage area.

Delete the original message when you send a reply.

Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.

Charge your device regularly.

Related topics

[Set the device to turn on and off automatically \(See page 87.\)](#)

[Manage messages \(See page 10.\)](#)

[Add multiple contacts to a message \(See page 10.\)](#)

Reset the device

Remove and reinsert the battery.

Network coverage

Connect to the wireless network

Add networks to the preferred network list

Scan for networks to add to the preferred network list

Manage the preferred network list

Network coverage — frequently asked questions

Connect to the wireless network

To connect to the wireless network, verify that you are in a wireless network coverage area. On the Home screen, click **Turn Wireless On**.

Notes:

To disconnect from the wireless network, on the Home screen, click **Turn Wireless Off**. When your device is not connected to the wireless network, you can continue to use the features that do not require a connection to the wireless network, such as managing tasks or using the calculator. You should disconnect from the wireless network in certain places, such as on an airplane. See the *BlackBerry Safety Information Booklet* for more information.

Depending on your theme, the location and name for **Turn Wireless On** and **Turn Wireless Off** might change. See the printed documentation that accompanied your device for more information.

About the preferred network list

Create a list of preferred networks. These networks are scanned first when you are traveling.

Your BlackBerry® device attempts to connect to a preferred network based on the order in which the networks appear in your preferred network list. If no network in the list is available, your device automatically roams to an available network.

Note:

You might not be able to create a list of preferred networks. Contact your service provider for more information.

Add networks to the preferred network list

1. In the device options, click **Network**.
2. Click the trackwheel.
3. Click **My Preferred Network List**.
4. Click the trackwheel.
5. Click **Add Network**.
6. Click **Manual Entry**.
7. Set the priority for the network.
8. Type the network mobile country code (MCC) and mobile network code (MNC).
9. Click the trackwheel.
10. Click **Save**.

Notes:

The device completes the Name field if the MCC and MNC are recognized by your device.

If you do not know the MCC and MNC for the network, you can add the network from the list of networks that are already known to the device. When adding a network, click the trackwheel. Click **Select From Known Networks**. Click a network. Click **Select Network**.

Related topic

[About the preferred network list \(See page 89.\)](#)

Scan for networks to add to the preferred network list

1. In the device options, click **Network**.
2. Click the trackwheel.
3. Click **My Preferred Network List**.
4. Click the trackwheel.
5. Click **Add Network**.
6. Click **Select From Available Networks**.
7. Select a network.
8. Click the trackwheel.
9. Click **Select Network**.

Related topic

[About the preferred network list \(See page 89.\)](#)

Manage the preferred network list

In the preferred network list, click a network. Perform one of the following actions:

- To view the details of a network in the list, click **View**.
- To move a network higher or lower in the list, click the network. Click **Move**. Roll the trackwheel where you want to move the network. Click the trackwheel. Save the changes.
- To delete a network from the preferred network list, click **Delete**. Save the changes.

Network coverage — frequently asked questions

[How do I select a network when traveling?](#)

[How do I register my device with the network?](#)

How do I select a network when traveling?

In most cases, your BlackBerry® device automatically roams to an appropriate network.

If you have a preferred network list, your device scans first for networks in the list.

If your device continues to display a limited level of wireless coverage, you can attempt to improve the level of wireless coverage by selecting a different network. To select a network manually, in the device options, click **Network**. Set the **Selection Mode** field to **Manual**. Click **Scan for Available Networks**. In the networks list, click a network. Click **Select Network**.

Your SIM card must be provisioned for roaming services before you can select a different network. Contact your service provider for more information about roaming.

Notes:

Your device connects to the selected network and remains connected to it until you select your home network again, or until you select another network.

To reconnect to your home network, in the device options, click **Network**. Set the **Network Selection Mode** field to **Automatic**.

How do I register my device with the network?

When you select a different network or load new programs, your BlackBerry® device should register with the network automatically. To register your device manually, in the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.

SIM card

About the SIM card phone book

Add SIM card contacts

Add SIM card contacts to your address book

Manage SIM card contacts

Leave SMS messages on a SIM card

Set SIM card security

Change the SIM card PIN code

About the SIM card phone book

Your SIM card phone book gives you access to the contacts that are saved on your SIM card. The SIM card phone book is different from the BlackBerry® device address book. If you use a different SIM card in your device, the contacts in your SIM card phone book change.

You can add contacts from your SIM card phone book to your address book.

You can add abbreviated dialing number (ADN) entries to your SIM card phone book, and view ADN entries and service dialing number (SDN) entries. ADN entries appear in plain text and SDN entries appear in bold.

You can create or edit SIM card contacts if your SIM card is provisioned for a SIM card phone book. Contact your service provider for more information.

Add SIM card contacts

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel.

4. Click **New**.
5. Type the contact information.
6. Click the trackwheel.
7. Click **Save**.

Add SIM card contacts to your address book

In the address book, click the trackwheel. Click **SIM Phone Book**. Click the trackwheel. Click **Copy All To Address Book**.

Notes:

If you attempt to copy a SIM card contact with a phone number that matches that of a contact that is already listed in the address book, the SIM card contact is not copied.

If you attempt to copy a SIM card contact with a name that matches that of a contact that is already listed in the address book, the SIM card contact is copied even if in the address book options the Allow Duplicate Names field is set to No.

Manage SIM card contacts

Click a SIM card phone book contact. Click one of the following menu items:

- **Edit**
- **Delete**

Leave SMS messages on a SIM card

In the device options, click **SMS**. Set the **Leave Messages On SIM Card** field to **Yes**. Click the trackwheel. Click **Save**.

Note:

If you set the Leave Messages On SIM Card field to No, any imported messages are removed from the SIM card after they appear in the messages list. If you change SIM cards, any SMS messages that are saved on the new SIM card are imported to your BlackBerry® device, and then they are removed from the SIM card.

Set SIM card security

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Click the trackwheel.
4. Click **Enable Security**.
5. Type your SIM card PIN code.
6. Click the trackwheel.

Notes:

Your service provider must provide you with a SIM card PIN code before you can set SIM card security.

If you type the SIM card PIN code incorrectly three times, your SIM card does not function. Contact your service provider for more information.

Change the SIM card PIN code

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Click the trackwheel.
4. Click **Change PIN2 Code**.
5. Type the current SIM card PIN code.
6. Click the trackwheel.
7. Type a new SIM card PIN code.

8. Click the trackwheel.
9. Type the new SIM card PIN code again.

Note:

To change the SIM card PIN code, SIM card security must be enabled.

Security

Set a device password

Lock and unlock the device

Lock and unlock the keyboard

Protect your device content

Compress device data

Regenerate encryption keys

Store passwords

Create random passwords

Manage passwords

Copy passwords

Verify security software

Clear the device

Set owner information

Third-party program control

Security – frequently asked questions

About the device password

If you type your BlackBerry® device password incorrectly five times, you must type **blackberry** before you can continue. The next time that you type your password, and on subsequent password attempts, the characters that you type are displayed.

If you type your device password incorrectly ten times, all information is erased from your device for security reasons.

If your device is integrated with an account that uses the BlackBerry Enterprise Server™, you might not be able to change some security settings. Contact your system administrator for more information.

Set a device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Password** field to **Enabled**.
4. Set the other security options.
5. Click the trackwheel.
6. Click **Save**.
7. Type a device password.
8. Click the trackwheel.
9. Retype the device password.
10. Click the trackwheel.

Related topics

About the device password (See page 93.)

Change the device password (See page 93.)

Turn off the device password (See page 94.)

Change the device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Click the trackwheel.
4. Click **Change Password**.
5. Type your current device password.
6. Click the trackwheel.
7. Type a new device password.
8. Click the trackwheel.
9. Retype the new device password.
10. Click the trackwheel.

Related topics

[About the device password \(See page 93.\)](#)

[Turn off the device password \(See page 94.\)](#)

Turn off the device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Password** field to **Disabled**.
4. Click the trackwheel.
5. Click **Save**.
6. Type the device password.
7. Click the trackwheel.

Note:

If your BlackBerry® device is integrated with a corporate email account, you might not be able to turn off the device password. Contact your system administrator for more information.

Related topic

[About the device password \(See page 93.\)](#)

Lock and unlock the device

To lock the BlackBerry® device, with a device password set, on the Home screen, click **Lock**.

To unlock your device, on the Lock screen, roll the trackwheel. Click **Unlock**. Type your password. Press the **Enter** key.

Related topic

[About the device password \(See page 93.\)](#)

About keyboard lock

If you do not set a device password, you can lock your keyboard to prevent accidentally placing calls or typing characters.

Lock and unlock the keyboard

To lock the BlackBerry® device keyboard, on the Home screen, click **Keyboard Lock**.

To unlock the keyboard, double-click the trackwheel.

Related topic

[About keyboard lock \(See page 94.\)](#)

About content protection and compression

Content protection is designed to encrypt your BlackBerry® device data. When your device is password locked, an open lock in the device status section of the screen indicates that encryption is in progress. A closed lock indicates that encryption is complete. After you type your device password, data on your device is decrypted as you access it.

To use content protection, you must set a device password.

Content compression reduces the size of the data that is stored on your device and to maintain the integrity of that data.

Protect your device content

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Content Protection** field to **Enabled**.
4. Click the trackwheel.
5. Click **Save**.
6. Type your device password.
7. Click the trackwheel.

Related topic

[About content protection and compression \(See page 94.\)](#)

Compress device data

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Content Compression** field to **Enabled**.
4. Click the trackwheel.
5. Click **Save**.
6. If you have set a device password, type your password.
7. Click the trackwheel.

Related topic

[About content protection and compression \(See page 94.\)](#)

About encryption keys

Encryption keys are used if your BlackBerry® device is integrated with an account that uses the BlackBerry Enterprise Server™ or BlackBerry Desktop Redirector. Encryption keys are designed to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and the device. Encryption keys should be generated automatically, but you can regenerate keys manually at any time.

Regenerate encryption keys

In the device options, click **Security Options**. Click **General Settings**. Click a current service. Click **Regenerate Encryption Key**.

Related topics

[About encryption keys \(See page 95.\)](#)

[Can I regenerate encryption keys from my device? \(See page 143.\)](#)

About the password keeper

Use the password keeper to create and store all your passwords. The password keeper is locked with a single password, so you can store all your passwords in one place.

Use the password keeper to generate random passwords that contain letters, numbers, and symbols.

The first time that you open the password keeper, you must create a password keeper password. The password keeper is designed to encrypt your passwords. Passwords should be decrypted when you type the password keeper password.

Warning:

The password keeper is designed to keep passwords that are stored in the password keeper; however, if you copy a password, you can paste it into other programs on the BlackBerry® device. While the password is copied on the clipboard, it is not encrypted.

Store passwords

1. In the password keeper, click the trackwheel.
2. Click **New**.
3. Type password information.
4. Click the trackwheel.
5. Click **Save**.

Related topic

[About the password keeper \(See page 95.\)](#)

Create random passwords

1. In the password keeper, click the trackwheel.
2. Click **New**.
3. Type a title for the password.
4. Click the trackwheel.
5. Click **Random Password**.
6. Type any additional password information.

7. Click the trackwheel.
8. Click **Save**.

Related topics

[About the password keeper](#)

[Store passwords](#)

Manage passwords

In the password keeper, click a password. Click one of the following menu items:

- **View**
- **Edit**
- **Delete**

Related topic

[Change the password keeper password \(See page 96.\)](#)

Change the password keeper password

1. In the password keeper, type your current password keeper password.
2. Click **OK**.
3. Click the trackwheel.
4. Click **Change password**.
5. Type a new password keeper password.
6. Retype the new password keeper password.
7. Click **OK**.

Copy passwords

In the password keeper, click a password. Click **Copy to Clipboard**.

To clear the password from the clipboard, in the password keeper, click the trackwheel. Click **Clear Clipboard**.

To paste the password, place the cursor where you want to insert it. Click the trackwheel. Click **Paste**.

Warning:

Passwords copied to or from the clipboard are not encrypted.

About security self tests

The security self tests program is designed to verify that security software is implemented properly on your BlackBerry® device. The tests should run automatically when your device restarts.

Verify security software

In the device options, click **Security Options**. Click **General Settings**. Click the trackwheel. Click **Verify Security Software**.

Related topic

[About security self tests \(See page 96.\)](#)

Clear the device

Warning:

This procedure stops all services and removes all data, including passwords and encryption keys, from the BlackBerry® device. Before you clear your device, verify that a backup copy of your data is available.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Click the trackwheel.
4. Click **Wipe Handheld**.
5. Click **Continue**.
6. Type **blackberry**.

Related topic

[How do I restore my device after clearing it? \(See page 143.\)](#)

Set owner information

In the device options, click **Owner**. Type your contact information. Click the trackwheel. Click **Save**.

Note:

Owner information appears on the screen when you lock your BlackBerry® device.

Third-party program control

Prevent third-party programs from transmitting data

Set permissions for third-party programs

Control external connections

Control connections with the device

Control access to personal information

Security – frequently asked questions

About firewall settings

If you have third-party programs on your BlackBerry® device, the firewall option is designed to prevent these programs from transmitting data without your knowledge.

Related topic

Legal notice (See page 147.)

Prevent third-party programs from transmitting data

When a third-party program on your BlackBerry® device attempts to transmit data, a dialog box appears. Accept or deny the connection request.

To reset the firewall settings, in the device options, click **Security Options**. Click **Firewall**. Click the trackwheel. Click **Reset Settings**.

Related topics

About firewall settings (See page 99.)

Legal notice (See page 147.)

About permissions for third-party programs

You can set whether third-party programs on your BlackBerry® device can use data or connections from other programs. For example, a third-party program might use data from personal information management (PIM) programs or connections from programs such as the phone.

On the Permissions screen, if you set a permission field to Allow, you are granting third-party programs access to that program or connection.

If you set a permission field to Prompt, you are prompted whenever a third-party program requests access to that program or connection.

If you set a permission field to Deny, access to that program or connection by third-party programs is designed to be blocked.

If programs or connections within a group have different permission values, the permission field for the group is Custom.

Related topic

About firewall settings (See page 99.)

Set permissions for third-party programs

Warning:

Setting permissions for third party programs can significantly affect the operation of third-party programs on your BlackBerry® device. If you are unsure about how changing these settings might affect the operation of third party programs on your device, contact your system administrator or service provider for more information.

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click the trackwheel.
4. Click **Permissions**.
5. Perform one of the following actions:
 - To control whether third-party programs can make an external connection from your device, set the **Connections** group permission field.
 - To control whether third-party programs can communicate with other programs on your device, set the **Interactions** group permission field.
 - To control whether third-party programs can access personal information from programs on your device, set the **User Data** group permission field.
6. Click the trackwheel.
7. Click **Save**.
8. Click **Reset Now**.

Notes:

To expand a folder, click a folder with a plus sign (+) beside it. Click **Expand**.

To collapse a folder, click a folder with a minus sign (-) beside it. Click **Collapse**.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, some settings might appear differently than the settings described. Contact your system administrator for more information.

Related topics

[About permissions for third-party programs \(See page 99.\)](#)

[Control external connections \(See page 100.\)](#)

[Control connections with the device \(See page 101.\)](#)

[Control access to personal information \(See page 101.\)](#)

[About firewall settings \(See page 99.\)](#)

Control external connections

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click the trackwheel.
4. Click **Permissions**.
5. In the **Connections** group, set the following fields:
 - To control whether third-party programs can use physical connections to your BlackBerry® device, such as a USB cable or RS-232 cable, set the **USB/Serial** field.
 - To control whether third-party programs can use wireless connections that your device has established with other Bluetooth™-enabled devices, set the **Bluetooth** field.
 - To control whether third-party programs can make phone calls or access call logs, set the **Phone** field.
 - To control whether third-party programs can use the GPS position of your device, set the **Location (GPS)** field.
 - To control whether third-party programs can access the Internet or your corporate intranet

through your corporation's network, set the **Company Network** field.

- To control whether third-party programs can access the Internet through your service provider, set the **Carrier Internet** field.

Related topics

Set permissions for third-party programs (See page 100.)

Control connections with the device (See page 101.)

Control access to personal information (See page 101.)

Control connections with the device

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click the trackwheel.
4. Click **Permissions**.
5. In the **Interactions** group, set the following fields:
 - To control whether third-party programs can communicate with other programs on your BlackBerry® device, such as the device runtime store, persistent store, and global events, set the **Interprocess Communications** field.
 - To control whether third-party programs can simulate actions, such as the pressing of a key or button on your device, and send those simulated actions to the program that you are currently using, set the **Event Injection** field.
 - To control whether third-party programs can register a filter with the browser to handle content from a domain such as a custom-encoded document, set the **Browser Filters** field.
 - To control whether third-party programs can be used by your device as a source for customized themes, set the **Theme Data** field.

Related topics

Set permissions for third-party programs (See page 100.)

Control external connections (See page 100.)

Control access to personal information (See page 101.)

Control access to personal information

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click the trackwheel.
4. Click **Permissions**.
5. In the **User Data** group, set the following fields:
 - To control whether third-party programs can access email messages, SMS messages, or PIN messages, set the **Email** field.
 - To control whether third-party programs can access personal information management (PIM) items, such as tasks, memos, contacts, and calendar entries, set the **PIM** field.
 - To control whether third-party programs can access the key store, set the **Keystore** field. If you allow third-party programs to access the key store, you must type the key store password when a third-party program attempts to access private contents of the key store.
 - To control whether third-party programs can access the key store with password caching turned on, set the **Keystore Medium Security** field.

Related topics

Set permissions for third-party programs (See page 100.)

Control external connections (See page 100.)

Control connections with the device (See page 101.)

BrickBreaker

About BrickBreaker

BrickBreaker scoring

How do I set the speed of the paddle?

How do I accelerate the paddle?

Can I change the volume for the game?

Can I submit my scores to the BrickBreaker high score web site?

How do I check the BrickBreaker high score web site?

Why are the bricks descending?

About BrickBreaker

The object of this game is to destroy bricks using a paddle and a ball. To move the paddle, roll the trackwheel. To release the ball when in catch mode, or to shoot the laser or gun, press the **Space** key.

During the game, the following capsules fall from the bricks that you destroy:

- **Long** makes the paddle longer.
- **Slow** slows down the speed of the ball.
- **Gun** enables you to shoot three bullets at the bricks. A bullet can destroy unbreakable bricks.
- **Laser** enables you to shoot unlimited laser beams at the bricks.
- **Multi** puts four balls in play.
- **Catch** enables you to catch and hold the ball.
- **Flip** changes the direction of the paddle.
- **Wrap** enables you to move the paddle beyond the edge of the screen.

- **Bomb** destroys the next brick that you hit and damages nearby bricks.
- **Life** gives you an additional life.

BrickBreaker scoring

- Catching a capsule: 50 points
- Shooting a brick with the gun: 50 points
- Hitting a brick with the ball: 10 points
- Shooting a brick with the laser: 5 points
- Damaging a brick with a bomb: 5 points

How do I set the speed of the paddle?

In the BrickBreaker options, set the **Paddle Movement Speed** field.

How do I accelerate the paddle?

To accelerate the paddle as you roll the trackwheel, in the BrickBreaker options, select the **Paddle Acceleration** check box.

Can I change the volume for the game?

Yes. In the BrickBreaker options, set the **Volume** field.

Can I submit my scores to the BrickBreaker high score web site?

Yes. In the BrickBreaker options, type a user name and password. If you beat your previous high score, you can submit your name and score to the public high score web site. Unsubmitted high scores can be submitted at any time. In BrickBreaker, click the trackwheel. Click **Send High Score**.

How do I check the BrickBreaker high score web site?

In BrickBreaker, click the trackwheel. Click **High Scores**.

Why are the bricks descending?

After you hit the ball with your paddle 50 times on any level, the bricks descend one space every few seconds.

Service books

About service books

Receive new service books

Accept new service books

Manage service books

Restore deleted service books

About service books

Service books determine which services are available on your BlackBerry® device. If your device is integrated with an account that uses the BlackBerry Enterprise Server™, your system administrator can send service books to your device that determine whether features such as remote address lookup and wireless calendar synchronization are available.

Receive new service books

Service books arrive on your BlackBerry® device in one of the following ways:

- over the wireless network from your service provider or system administrator
- through the BlackBerry Desktop Software when you connect your device to your computer

Accept new service books

Service books should be accepted automatically by your BlackBerry® device. If a new service book is available and it is not accepted automatically, a book icon appears in the device status section of the screen.

To accept the service book manually, in the device options, click **Advanced Options**. Click **Service Book**. Click the new service book. Click **Accept**.

Manage service books

In the device options, click **Advanced Options**. Click **Service Book**. Click a service book. Click one of the following menu items:

- **View**
- **Delete**

Restore deleted service books

In the device options, click **Advanced Options**. Click **Service Book**. Click the trackwheel. Click **Undelete**.

Frequently asked questions

General – frequently asked questions
Email and PIN messages – frequently asked questions
SMS messages – frequently asked questions
MMS messages – frequently asked questions
Attachments – frequently asked questions
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Typing – frequently asked questions
Phone – frequently asked questions
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General – frequently asked questions

Why are some of the features described not available on my device?

What software version do I have on my device?

Why is there a flashing light on my device?

Can I determine how much memory each database on my device is using?

Why are some of the features described not available on my device?

Depending on your service provider plan or the type of account that you are using, some features might not be available on your BlackBerry® device. Also, your device might not have been provisioned for certain features by your system administrator. Contact your system administrator or service provider for more information.

What software version do I have on my device?

To view BlackBerry® device information such as your device type, software version, and copyright information, in the device options, click **About**. To return to the device options, press the **Escape** button twice.

Why is there a flashing light on my device?

The notification LED on the top of your BlackBerry® device flashes different colors to indicate various states.

A red light indicates that a new message has arrived and your current profile is set to notify you using the LED.

Can I determine how much memory each database on my device is using?

Yes. In the device options, click **Status**. Click the trackwheel. Click **Database Sizes**. The Database Sizes screen displays the number of entries and the amount of memory used by each database that is synchronized with your BlackBerry® device.

Email and PIN messages – frequently asked questions

How do I compose an email or PIN message from the To screen?

Why can't I send messages?

Why can't I receive messages?

Why is the menu item for sending a message not available?

Why does the letter D appear beside sent PIN messages?

Can I stop a message from being sent?

Why are some messages already on my device?

How do I create and use links in messages?

Why is "More available" appearing at the end of my message?

Can I file messages?

Can I hide sent messages?

Why can't I see a new message in the messages list even though I received notification?

Why is there a different icon beside some items in the messages list?

Why are call logs appearing in the messages list?

How do I show more of a subject line for my messages?

How do I identify received PIN messages as high priority?

Can I remove the prompt that appears before I delete messages?

Why were some of my messages deleted from the device?

How do I change how long messages and phone call logs remain in the messages list?

How do I restrict the types of email messages that are sent to my device?

How do I create a generic filter?

Why are some messages sent to my device even though I have created a filter?

Why can't I specify some folders from which email messages are redirected?

How do I make changes to the folders on my device?

How do I stop email messages from being sent to my device?

How do I stop messages that are sent from my desktop email program from appearing on my device?

Can I change the default email account that is used when I send messages from the main messages list?

How do I compose an email or PIN message from the To screen?

To compose a message from the To screen, click **[Use Once]**. Click **Email** or **PIN**. Type an email address or a PIN. Click the trackwheel. Click **Continue**.

To add multiple recipients to your message, click the trackwheel. Click **Add To**, **Add Cc**, or **Add Bcc**.

Why can't I send messages?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

If you send a message and you are not in a wireless coverage area, the device sends the message when you return to a wireless coverage area.

Why can't I receive messages?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Verify that email redirection to your device is turned on. If you are using the BlackBerry Desktop Software, in the Redirector Settings tool, verify that the **Redirect incoming messages to your handheld** check box is selected.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, in the messages options, click **Email Settings**. Verify that the **Send Email To Handheld** field is set to **Yes**. If you have configured specific folders to redirect email messages to your device, on the Folder Redirection screen, verify that the correct folders from which email is redirected are selected.

Verify that filters, which restrict the email messages that are sent to your device, are not enabled.

See ["Manage filters" on page 13 for more information](#).

Why is the menu item for sending a message not available?

If you do not have an email address or PIN saved for your contact, the option to send a message to that contact does not appear. In the address book, add an email address or a PIN number for your contact.

Why does the letter D appear beside sent PIN messages?

When a PIN message has been delivered to a BlackBerry® device, a **D** appears beside the check mark in the messages list.

Can I stop a message from being sent?

Yes, provided that you are not in a wireless coverage area or that your BlackBerry® device is not connected to the wireless network. If a clock icon appears beside the message, delete the message to stop it from being sent.

If you are in a wireless coverage area and your device is connected to the wireless network, messages should be sent automatically, so you cannot stop the message from being sent.

Why are some messages already on my device?

When you first receive your BlackBerry® device and every time that you update the BlackBerry Handheld Software, several welcome messages appear. These messages provide information and tips for using the device.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, recent messages might also appear on your device when you connect to the wireless network for the first time. Contact your system administrator for more information.

How do I create and use links in messages?

Links appear in your messages as underlined text. Messages can contain links to various items such as phone numbers, web sites, and email addresses. When you receive a message that contains a link, click the link. In the menu, click the menu items that apply to the type of link selected.

The BlackBerry® device should automatically recognize most linkable items as links. To create a link for a PIN, type **pin:** before typing the PIN number.

Why is “More available” appearing at the end of my message?

Long messages are sent to your BlackBerry® device in sections. As you read the first section, the next section should be sent to your device automatically, if you are in a wireless coverage area. However, it might take several seconds before your device receives the next section.

To send only the first section of long messages to your device, in the messages options, click **General Options**. Set the **Auto More** field to **No**. The next time that you receive a long message, “More available” appears at the bottom. To request more of the message, click the trackwheel. Click **More**. To view the rest of the message, click **More All**.

Can I file messages?

Yes. If you have turned on wireless email reconciliation for your BlackBerry® device, any messages that you file on your device are also filed in your desktop email program.

If your device is not enabled for wireless email reconciliation, your device must be integrated with an account that uses the BlackBerry Desktop Redirector or the BlackBerry Enterprise Server™ to file messages. You must perform an initial email reconciliation with the BlackBerry Desktop Software so that the folders in your desktop email program appear on your device. See the *BlackBerry Desktop Software Online Help* for more information about configuring email reconciliation manually.

Can I hide sent messages?

Yes. In the messages options, click **General Options**. Set the **Hide Sent Messages** field to **Yes**.

Note:

To view sent messages, in the messages list, click the trackwheel. Click **View Folder**. Click **Sent Items**. Click **Select Folder**.

Why can't I see a new message in the messages list even though I received notification?

If email messages are sent to your BlackBerry® device from specific desktop email program folders and, in the general messages options, you set the **Hide Filed Messages** option to **Yes**, new messages that are sent to your device should be filed automatically, and might not appear in the messages list. To view all your messages, set the **Hide Filed Messages** field to **No**.

Why is there a different icon beside some items in the messages list?

Different icons are used in the messages list to indicate message status, saved web pages, call logs, messages with attachments, and so on. See the printed documentation that accompanied your BlackBerry® device for more information about message status indicators.

Why are call logs appearing in the messages list?

When you make or receive a call, the BlackBerry® device creates a call log that contains information about the call. To stop call logs from appearing in the messages list, in the phone options, click **Call Logging**. Set the **Show These Call Log Types In Message List** field to **None**.

How do I show more of a subject line for my messages?

To show more of the subject line for your messages, you can hide the time that the message was received and the name of the sender or recipient of the message. In the messages options, click **General Options**. Set the **Display Time** and **Display Name** fields to **No**.

How do I identify received PIN messages as high priority?

In the messages options, click **General Options**. Set the **Make PIN Messages Level 1** field to **Yes**.

Can I remove the prompt that appears before I delete messages?

Yes. In the messages options, click **General Options**. Set the **Confirm Delete** option to **No**.

Why were some of my messages deleted from the device?

If your BlackBerry® device memory is full, your device deletes the oldest messages from the messages list to accommodate new ones. It does not delete saved messages.

If you have turned on wireless email reconciliation, messages that you delete in your desktop email program are also deleted on your device. Messages that you delete on your device are also deleted in your desktop email program.

If you deleted multiple messages using **Delete Prior**, the messages are only deleted from your device.

How do I change how long messages and phone call logs remain in the messages list?

To change the number of days that your BlackBerry® device keeps messages and call logs in the messages list, in the message options, click **General Options**. Set the **Keep Messages** field.

Messages that are sent to your device that are older than the number of days that you specify in the **Keep Messages** field are deleted from your device. The messages can be restored, however, if you set the **Keep Messages** field to a longer period of time. When you increase the amount of time in this field, any messages that are sent to your device during that period of time appear in the messages list.

How do I restrict the types of email messages that are sent to my device?

You can create filters to send only specific email messages to your BlackBerry® device.

See ["Create filters" on page 12](#) for more information.

To stop messages that do not meet any filter criteria from being sent to your device, in the message options, click **Email Filters**. Set the **If no filters apply, send email to handheld** field to **No**.

How do I create a generic filter?

To create a generic filter, use an asterisk (*) when specifying the contacts to which the filter applies. In the messages options, click **Email Filters**. In the **From** field, specify part of the sender's address and use an asterisk (*) in place of the remaining part.

Why are some messages sent to my device even though I have created a filter?

Filters must be enabled before they apply to your messages. In the messages options, click **Email Filters**. Verify that the check boxes beside all the filters that you want to apply to your messages are enabled. Verify that the filters are in the correct order so they can be applied to your messages properly.

Why can't I specify some folders from which email messages are redirected?

On the Folder Redirection screen, folders with check boxes that have broken borders are not enabled for redirection. If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, the folders should be enabled automatically after a short period of time. To enable all folders manually for redirection, in the messages options, click **Email Settings**. Click the trackwheel. Click **Folder Redirection**. On the Email Reconciliation screen, set the **Wireless Reconcile** field to **Off**. Save your changes. Open the Email Reconciliation screen again and set the **Wireless Reconcile** field to **On**. Save your changes.

How do I make changes to the folders on my device?

You cannot add, edit, or delete folders from your BlackBerry® device. To add, edit, or delete a folder, change it in your desktop email program and reconcile your email messages with your device.

If your device is enabled for wireless email reconciliation, changes that you make to the folders in your desktop email program should be synchronized with your device over the wireless network.

If your device is not enabled for wireless email reconciliation, reconcile your email manually using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Intellisync Online Help* for more information.

How do I stop email messages from being sent to my device?

If you are using the BlackBerry Desktop Software, in the Redirector Settings tool, clear the **Redirect incoming messages to your handheld** check box.

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, in the messages options, click **Email Settings**. Set the **Send Email To Handheld** field to **No**.

How do I stop messages that are sent from my desktop email program from appearing on my device?

In the messages options, click **Email Settings**. Click the trackwheel. Click **Folder Redirection**. Clear the check box beside the Sent Items folder.

Can I change the default email account that is used when I send

messages from the main messages list?

Yes. If your BlackBerry® device is integrated with more than one email account, you might be able to set which email account is used by default when you send messages from the main messages list. In the device options, click **Advanced Options**. Click **Message Services**. Set the **Messaging (CMIME)** field.

SMS messages – frequently asked questions

Why can't I send SMS messages?

Can I verify that my SMS message has reached its recipients?

How do I display more items in an SMS message thread?

Can I hide sent messages?

Can I remove the prompt that appears before I delete messages?

Why were some of my messages deleted from the device?

Why aren't all the SMS options described appearing on my device?

What are the Validity Period, Sent As, and Network to Send Over fields in the SMS options?

How do I change how long messages and phone call logs remain in the messages list?

Why can't I send SMS messages?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

If you send a message and you are not in a wireless coverage area, the device sends the message when you return to a wireless coverage area.

Verify that fixed dialing number mode is not enabled. In the phone options, click **FDN Phone List**. Click the trackwheel. Click **Disable FDN mode**.

If you still cannot send SMS messages, verify that your plan supports sending and receiving SMS messages. Contact your service provider for more information.

Can I verify that my SMS message has reached its recipients?

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

When your SMS message reaches its recipient, a **D** appears beside the check mark in the messages list.

How do I display more items in an SMS message thread?

In the device options, click **SMS**. In the **Number Of Previous Items** field, set the number of SMS messages to display.

Can I hide sent messages?

Yes. In the messages options, click **General Options**. Set the **Hide Sent Messages** field to **Yes**.

Notes:

If you set the **Hide Sent Messages** field to **Yes**, and you open an SMS message that is part of a thread, the sent messages appear in the thread.

To view all sent SMS messages, in the messages list, click the trackwheel. Click **View Folder**. Click **SMS Outbox**. Click **Select Folder**.

Why were some of my messages deleted from the device?

If your BlackBerry® device memory is full, your device deletes the oldest messages from the messages list to accommodate new ones. It does not delete saved messages.

Why aren't all the SMS options described appearing on my device?

Depending on your service provider plan, some SMS message options might not be available on your BlackBerry® device. Contact your service provider for more information.

What are the Validity Period, Sent As, and Network to Send Over fields in the SMS options?

The Validity Period field specifies how long the service center should keep your SMS messages if they cannot be delivered to your contacts immediately. The Sent As field specifies how to send your SMS messages. The Network to Send Over field specifies the type of network through which your SMS messages are sent.

MMS messages – frequently asked questions

Can I send and receive MMS messages?

Can I specify when my device should receive MMS messages?

Can I hide sent messages?

Can I filter unwanted MMS messages?

Can I configure notification for all MMS messages?

Can I pause, resume, or restart a slideshow presentation?

Can I view the size of my MMS messages before I send them?

How do I change how long messages and phone call logs remain in the messages list?

Can I send and receive MMS messages?

Yes, if your service provider plan includes MMS messages and your BlackBerry® device is provisioned for the service. Contact your service provider for more information.

Can I specify when my device should receive MMS messages?

Yes. In the device options, click **MMS**. To set when your BlackBerry® device communicates with the Multimedia Messaging Service Centre (MMSC), set the **Multimedia Reception** field.

To set when your BlackBerry device receives MMS messages, set the **Automatic Retrieval** field.

Can I filter unwanted MMS messages?

Yes. In the device options, click **MMS**. In the **Message Filtering** section, select the **Reject Anonymous Messages** check box or the **Reject Advertisements** check box.

Can I configure notification for all MMS messages?

Yes. Use the SMS notification profile to set MMS and SMS message notification options.

You can also set delivery reports, which notify you and a sender when an MMS message has been received or read. To set delivery reports, in the device options, click **MMS**. In the **Notifications** section, set the notification options.

To set whether delivery reports are sent when they are requested by a sender, set the **Allow Delivery Confirmation** and **Allow Read Confirmation** options.

To set whether you request delivery reports when you send MMS messages, set the **Confirm Delivery** and **Confirm Read** options.

Can I pause, resume, or restart a slideshow presentation?

Yes. In an open message, click the trackwheel. Click **Pause**, **Resume**, or **Restart**.

Can I view the size of my MMS messages before I send them?

Yes. In the open message, click the trackwheel. Click **Options**.

Attachments – frequently asked questions

Can I view file attachments on my device?

How do I view password-protected file attachments?

Can I set the amount of memory that my device uses for file attachments?

How do I change how file attachments are displayed?

How do I view cell contents in spreadsheet attachments?

Why can't I view presentation slides?

Why is "More available" appearing at the end of my file attachment?

How do I search for text in a file attachment?

What does skipped content mean?

Can I view tracked changes in document attachments?

Why do some characters not appear correctly on my device?

Can I view file attachments on my device?

Yes, if attachment viewing is enabled for your BlackBerry® device. When you receive a message with an attachment, click the trackwheel. If Open Attachment appears in the menu, you can view attachments on your device. If Open Attachment does not appear in the menu, your device might not be enabled for attachment viewing.

To view document and spreadsheet attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.6 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®, or the BlackBerry Internet Service™.

To view .zip, .htm, or .html attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server version 3.6 Service Pack 1 or later for Microsoft Exchange, BlackBerry Enterprise Server version 2.2 Service Pack 1 or later for IBM Lotus Domino, BlackBerry Enterprise Server version 4.0 or later for Novell GroupWise, or the BlackBerry Internet Service.

To view image attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later or the BlackBerry Internet Service.

Contact your system administrator or service provider for more information.

How do I view password-protected file attachments?

You can only view password-protected .pdf files. If you receive a .pdf file that is password-protected, you must type the password to view the file. On the attachment screen, click the file name. Click **Password**. Type the password. Click the trackwheel.

Can I set the amount of memory that my device uses for file attachments?

Yes. In the open attachment, click the trackwheel. Click **Options**. Set the **Cache Size** field.

How do I change how file attachments are displayed?

Open the full content for a file attachment. Click the trackwheel. Click **Options**.

To change the font for your file attachments, set the **Font Family** and **Font Size** fields.

In document attachments, to use font sizes that reflect those in the original document, set the **Reflect Original Font Sizes** field to **Yes**.

To show a grid when viewing spreadsheet attachments, set the **Show Gridlines** field to **Yes**.

To label spreadsheet columns with letters and label spreadsheet rows with numbers, set the **Display Labels** field.

How do I view cell contents in spreadsheet attachments?

When you select a cell, the contents appear at the top of the screen. If the contents are too long to see, click the cell. Click **View Cell**.

To view the contents of all the cells in a column, click the column label at the top of the screen. Click **Fit**.

To change the column size for all the columns in a spreadsheet, click the unmarked column label in the top left corner of the screen. Click a preferred size.

To change the default column size for all spreadsheet attachments, in the attachment options, set the **Column Width** field to **Large**.

Why can't I view presentation slides?

To view a Microsoft® PowerPoint® presentation in its original format if your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

Why is "More available" appearing at the end of my file attachment?

Long attachments are sent to your BlackBerry® device in sections. As you read the first section, the next section should be sent to your device automatically, if you are in a wireless coverage area. However, it might take several seconds before your device receives the next section.

To send only the first section of long attachments to your device, in the messages options, click **General Options**. Set the **Auto More** field to **No**. The next time that you receive a long attachment, "More available" appears at the bottom. To request more of the file attachment, click the trackwheel. Click **More**. To view the rest of the attachment, click **More All**.

How do I search for text in a file attachment?

In the attachment, click the trackwheel. Click **Find**. Type the text. Click the trackwheel.

To make the Find feature case sensitive when searching, select the **Case Sensitive Search** check box.

If you have not retrieved all the text for a file attachment, a dialog box appears. To search the remaining text in the attachment, click **Yes**. If the search term is found, the content should be retrieved automatically.

To view the text on your BlackBerry® device, verify that you are in a wireless coverage area and that your device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

What does skipped content mean?

The skipped content bar appears in a document attachment when more content is available, but it has not been retrieved. To retrieve skipped content, click the skipped content bar. Click **More**.

Can I view tracked changes in document attachments?

Depending on the document type, you might be able to view tracked changes. In a document attachment, click the trackwheel. Click **Show Changes**. To hide tracked changes, click the trackwheel. Click **Hide Changes**.

Synchronization – frequently asked questions

Can I reconcile email messages over the wireless network?

Can I synchronize PIM items over the wireless network?

How do I handle conflicts between my device and my desktop email program?

Why do some characters in my desktop calendar not appear correctly after synchronization?

Why are some of my email messages not reconciling over the wireless network?

Can I reconcile my personal folders?

Can I empty the deleted messages folder on my computer remotely?

Can I determine how much memory each database on my device is using?

Can I reconcile email messages over the wireless network?

Yes. If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 3.6 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®, verify that wireless email reconciliation is turned on in the messages options.

If your device is integrated with an account that uses the BlackBerry Internet Service™, and your service provider supports wireless email reconciliation, verify that you have turned on wireless email reconciliation in the messages options.

Can I synchronize PIM items over the wireless network?

Yes. If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, verify that wireless synchronization is turned on in the tasks, memo, address book, and calendar options.

If your device is integrated with an account that uses BlackBerry Enterprise Server version 2.1 or later, calendar appointments and meetings might be the only PIM items that can be synchronized over the wireless network. See the *BlackBerry Desktop Software Online Help* for more information about setting wireless calendar synchronization.

You must be in a wireless coverage area and your BlackBerry® device must be connected to the wireless network for PIM items to synchronize over the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

How do I handle conflicts between my device and my desktop email program?

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

If you turn on wireless email reconciliation, set whether the device or desktop email program takes precedence when a conflict occurs. In the messages options, click **Email Reconciliation**. Set the **On Conflicts** field. You can set this option for each email account that is integrated with your device.

If you turn on wireless PIM synchronization, the information in your desktop email program should automatically take precedence over the data on your device when a conflict occurs. If you turn off wireless PIM synchronization and make changes to a PIM entry in your desktop email program and on the device, the conflicting information on the device is replaced by the information in your desktop email program when you turn on wireless PIM synchronization again. If you want to select manually how conflicts are handled, synchronize your device using the BlackBerry Desktop Software before you turn on wireless PIM synchronization.

If you use the BlackBerry Desktop Software to turn on wireless calendar synchronization, you can adjust the calendar conflict resolution settings in the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Why do some characters in my desktop calendar not appear correctly after synchronization?

If you create calendar entries on your BlackBerry® device that contain special accents or characters, and your desktop computer does not support those accents or characters, the characters do not appear in your desktop calendar correctly. On your desktop computer, verify that you have the correct default code page set and that you have proper font support installed on your computer. See your Microsoft® Windows® Online Help for more information about setting the default code page for your computer.

Why are some of my email messages not reconciling over the wireless network?

If you are not in a wireless coverage area, your messages are not reconciled over the wireless network. See the printed documentation that accompanied your BlackBerry® device for more information about wireless coverage levels.

If you are in a wireless coverage area and you want to initiate email reconciliation from the device, in the messages list, click the trackwheel. Click **Reconcile Now**.

Can I reconcile my personal folders?

Yes. If you are a Microsoft® Exchange user, and you use personal folders, you can reconcile email messages with personal folders using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Note:

Even if you have turned on wireless email reconciliation on your BlackBerry® device, you must use the BlackBerry Desktop Software with personal folders.

Can I empty the deleted messages folder on my computer remotely?

Yes. In the messages options, click **Email Reconciliation**. Click the trackwheel. Click **Purge Deleted Items**. Click **Yes**.

To use this feature, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.6 or later for Microsoft® Exchange and wireless email reconciliation must be turned on. Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Phone — frequently asked questions

Why can I not make calls?

Why am I no longer receiving calls?

How do I make calls from the Home screen?

Can I use the phone when the device or keyboard is locked?

How do I format conference call numbers in messages?

Can I block calls?

Can I use call forwarding?

How do I edit the phone number to which my calls are forwarded?

Can I use call waiting?

Can I use FDN mode on my device?

Can I use a TTY device with my device?

How do I hide my device phone number from a contact when making a call?

Can I set the phone to display frequently called numbers?

How do I change how long messages and phone call logs remain in the messages list?

How do I stop my device from answering or ending calls automatically?

Can I change how my phone number appears in the phone?

Why isn't the ring tone being played the number of times that I have set?

Why can I not make calls?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

If you still cannot make calls, verify that fixed dialing number mode is turned off. In the phone options, click **FDN Phone List**. Click the trackwheel. Click **Disable FDN mode**.

Why am I no longer receiving calls?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

If you still cannot receive calls, verify that call blocking and call forwarding are turned off.

How do I make calls from the Home screen?

In the phone options, click **General Options**. Verify that the **Dial From Home Screen** field is set to **Yes**. You can make calls from the Home screen, but you cannot use Home screen shortcuts.

Can I use the phone when the device or keyboard is locked?

The BlackBerry® device is designed to enable you to make emergency calls when your device or keyboard is locked.

See “Make emergency calls” on page 39 for more information on emergency calls.

If your device is integrated with a corporate email account, you might be able to make other phone calls when your device is locked. Contact your system administrator for more information.

If you receive a call when the keyboard is locked, the keyboard unlocks when you answer the call.

If you receive a call when the device is password locked, you can answer the call, but your device remains password locked during the call. You can perform regular phone actions, such as mute and hold. When you end the call, the device remains password locked.

How do I format conference call numbers in messages?

You can format conference call numbers as links in your messages so that recipients can join your conference call quickly.

In your message, type the main conference call bridge phone number. Perform one of the following actions:

- Type **X** and add the access code as an extension.
- To insert a 2-second pause, press the **Alt** key + **N** before you type the access code. You can insert multiple pauses
- To insert a wait, press the **Alt** key + **B** before you type the access code.

Note:

If you use a pause or a wait, you must type **Tel:** directly before the main conference call bridge phone number. Do not type a space between **Tel:** and the number.

Can I block calls?

Yes, if your service provider plan includes call barring and your SIM card is provisioned for the service. Your service provider also must provide you with a default call barring password. Contact your service provider for more information.

You can block all incoming calls or block incoming calls when you are roaming only.

You can also block all outgoing calls, all international outgoing calls, or block all international outgoing calls when you are roaming only.

Can I use call forwarding?

Yes, if your service provider plan includes call forwarding and your SIM card is provisioned for the service. Contact your service provider for more information.

How do I edit the phone number to which my calls are forwarded?

To edit a call forwarding phone number that you have added, delete the current phone number and type a new phone number.

Can I use call waiting?

Yes, if your service provider plan includes call waiting and your SIM card is provisioned for the service. Contact your service provider for more information.

Can I use FDN mode on my device?

Yes, if your SIM card is provisioned for the service. Your service provider must also provide you with a SIM card PIN2 code. Contact your service provider for more information.

Can I use a TTY device with my device?

Yes, if your service provider supports TTY devices. The TTY device must operate at 45.45 bits per second, and you must insert the TTY device connector into your BlackBerry® device headset jack. If you use an RJ-11 connector, you must use an adapter to connect the TTY device to your device.

TTY is only available on some BlackBerry devices.

How do I hide my device phone number from a contact when making a call?

In the phone options, click **General Options**. Set the **Restrict My Identity** field to **Yes**.

Can I set the phone to display frequently called numbers?

Yes. You can set the phone to display a list of frequently or recently called numbers instead of call logs. In the phone options, click **General Options**. Set the **Phone List View** field.

How do I stop my device from answering or ending calls automatically?

If you use a holster with your BlackBerry® device, you can set how calls are handled when you insert or remove your device from the holster.

To stop your device from answering calls automatically when you remove it from the holster, in the phone options, click **General Options**. Set the **Auto Answer Calls** field to **No**.

To stop your device from ending calls automatically when you insert it in the holster, in the phone options, click **General Options**. Set the **Auto End Calls** field to **No**.

Can I change how my phone number appears in the phone?

Yes. Edit your SIM card phone number to change how your phone number appears in the phone. In the device options, click **Advanced Options**. Click **SIM Card**. Click the trackwheel. Click **Edit SIM Phone Number**. Edit your phone number.

If you edit your SIM card phone number, the number that appears in the **My Number** field in the phone changes. Editing the SIM card phone number does not change the actual number that is used to make and receive calls.

You can also hide your phone number so that it does not appear in the phone. In the phone options, click **General Options**. Set the **Show "My Number"** field to **No**.

Browser – frequently asked questions

Why are there no browsers available on my device?

Can I use the BlackBerry Browser?

How do I change my browser settings?

How do I change the browser home page?

How do I change the type of content that the browser accepts?

Can I override the character set encoding of web pages?

Why do some characters not appear correctly on my device?

How do I select images and text on a web page?

What is the Available Offline check box that appears when I'm adding a bookmark?

Can I view web pages that contain JavaScript or animated graphics?

Why did a web page form not submit?

Can I be prompted before scripts are run on my device?

With multiple browsers on my device, how do I connect a browser with a Home screen shortcut key?

How do I change which browser opens when I click a link in an open message?

On my browser home page, when I hold the Escape button, the program closes. Can I change this?

How do I set WAP Browser security options?

How do I set BlackBerry Browser security options?

Why are there no browsers available on my device?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Depending on your service provider or your theme, the location and name for your device browsers might change.

Can I use the BlackBerry Browser?

Yes, if your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 3.5 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®. Contact your system administrator for more information about the BlackBerry Browser.

How do I change my browser settings?

In the browser, click the trackwheel. Click **Options**. Various settings are available on the Browser Configuration, General Properties, and Cache Operations screens.

Note:

You might be restricted from changing your BlackBerry® device browser settings. Contact your system administrator for more information.

How do I change the browser home page?

In the browser options, click **Browser Configuration**. In the **Home Page Address** field, change the web page address. Save the changes.

Depending on your service provider, you might not be able to change your home page.

How do I change the type of content that the browser accepts?

In the browser options, click **Browser Configuration**. Set the **Content Mode** field. Save the changes.

Can I override the character set encoding of web pages?

Yes. On a web page, click the trackwheel. Click **Set Encoding**. Clear the **Auto mode** check box. Set the **Default Charset** field. Click **OK**. The browser uses the default character set to display all web pages.

How do I select images and text on a web page?

To select text and images that are not links, on a web page, click the trackwheel. Click **Select Mode**. In select mode, you can scroll through content one line at a time and select images. To switch your browser back to view mode, click the trackwheel. Click **View Mode**. In view mode, you can scroll through web page content quickly and the cursor only selects links.

What is the Available Offline check box that appears when I'm adding a bookmark?

If you select the Available Offline check box, you can view a web page when your BlackBerry® device is not connected to the wireless network or when you are outside a wireless coverage area. When you view the web page offline, it displays the information that was current when you last viewed the bookmark online. To change this check box, you must create the bookmark again.

Can I view web pages that contain JavaScript or animated graphics?

Yes. Use the BlackBerry® Browser to view HTML web pages that contain JavaScript™ or animated graphics.

To view web pages that contain JavaScript, in the browser options, click **Browser Configuration**. Select the **Support JavaScript** check box. Save the changes.

To view animated graphics, in the browser options, click **General Properties**. Set the **Repeat Animations** field. Save the changes.

To view web pages that contain JavaScript or animated graphics using the BlackBerry Browser, your BlackBerry device must be integrated with an email account that uses BlackBerry Enterprise Server™ version 4.0 or later. Contact your system administrator for more information.

Note:

The BlackBerry Browser does not support some style sheets or dynamic HTML.

Why did a web page form not submit?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Can I be prompted before scripts are run on my device?

Yes. In the browser options, click **General Properties**. Select the **Prompt Before Running WML Scripts** check box. You are prompted before browser scripts are run.

With multiple browsers on my device, how do I connect a browser with a Home screen shortcut key?

In the device options, click **Advanced Options**. Click **Browser**. In the **W hotkey configuration** field, select which WAP Browser opens when you press the **W** key on the Home screen. In the **B hotkey configuration** field, select which BlackBerry Browser opens when you press the **B** key on the Home screen.

You can only change these fields if you have multiple browsers for the same browser type on your device. Also, the shortcut keys are only available on the Home screen if, in the general phone options, the **Dial From Home Screen** field is set to **No**.

How do I change which browser opens when I click a link in an open message?

In the device options, click **Advanced Options**. Click **Browser**. Set the **Default browser configuration** field. Save the changes.

On my browser home page, when I hold the Escape button, the program closes. Can I change this?

Yes. In the browser options, click **General Properties**. Select the **Prompt Before Closing Browser On Escape** check box. A dialog box appears before the browser closes.

How do I set WAP Browser security options?

To set WAP Browser security, in the device options, click **Security Options**. Click **WTLS** (Wireless Transport Layer Security). In the **Encryption Strength** field, set the encryption level for connecting to your WAP gateway. In the **Prompt For Server Trust** field, set whether a dialog box appears when the BlackBerry® device cannot authenticate a WTLS connection automatically.

How do I set BlackBerry Browser security options?

You can apply Transport Layer Security (TLS) to the connection between the BlackBerry Enterprise Server™ and a web server, or to the connection between your BlackBerry® device and a web server.

To set BlackBerry Browser security, in the device options, click **Security Options**. Click **TLS**.

To apply TLS to the connection between the BlackBerry Enterprise Server and a web server, set the **TLS Default** field to **Proxy**. Set the **Allow HTTPS Redirections** field to **Yes**.

To apply TLS to the entire connection between your device and a web server, set the **TLS Default** field to **Handheld**. Set the fields in the **General**, **Server Authentication**, and **Client Authentication** sections.

To set the algorithm type, the encryption strength, and whether only key algorithms that are approved by Federal Information Processing Standards (FIPS) are supported, set the fields in the **General** section.

To set whether you are prompted about server security issues, set the fields in the **Server Authentication** section. If you set a field to **No**, connections should be prevented if a server security issue occurs.

To set whether you are prompted about client security issues, set the fields in the **Client Authentication** section. If you set a field to **No**, connections should be prevented if a client security issue occurs.

Contacts – frequently asked questions

How do I add multiple contacts with the same name to my contact list?

Can I change how my contacts or tasks display?

What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?

Why does the Add Custom Phone Tune option not appear?

How do I change the volume level for the custom phone tune?

Can I clear all the categories that apply to a contact, task, or memo?

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

How do I add multiple contacts with the same name to my contact list?

In the address book options, set the **Allow Duplicate Names** field to **Yes**. Save the changes.

Can I change how my contacts or tasks display?

Yes. In the address book, tasks, or memo options, set the **Sort By** field. Save the changes.

What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?

These fields are custom fields where you can add information about your contacts, such as spouse name or nickname. You can set up your BlackBerry® Desktop Software to synchronize with these custom fields in your desktop email program.

You can only synchronize the information in a custom field with a text field in your desktop email program. For example, you cannot add a contact's birthday in a custom field and synchronize it with your desktop email program. The birthday field is a date field in your desktop email program, not a text field.

To change the field name for a custom field, when creating or editing a contact, click the trackwheel. Click **Change Field Name**.

See the *BlackBerry Desktop Software Online Help* for more information about synchronizing custom fields with fields in your desktop email program.

Why does the Add Custom Phone Tune option not appear?

The Add Custom Phone Tune option does not appear in the menu if a custom phone tune has already been added for the contact. A Calls From profile exception appears in the profiles list for contacts with a custom phone tune.

How do I change the volume level for the custom phone tune?

Custom phone tunes are based on the active notification profile. When you add a custom phone tune from the address book, the volume for the tune matches the volume that is set in the active notification profile. To create a custom phone tune with a different volume level, in the profiles list, create an exception that is based on a profile that is different from the active profile.

Can I clear all the categories that apply to a contact, task, or memo?

Yes. When editing the contact, task, or memo, click the trackwheel. Click **Categories**. Click the trackwheel. Click **Clear Selection**. Save the changes.

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

Yes. In the address book, calendar, tasks, or memo options, set the **Confirm Delete** option to **No**. Save the changes.

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

In the address book, calendar, tasks, or memo options, the Number of Entries field displays how many contacts, calendar entries, tasks, or memos are saved.

Calendar – frequently asked questions

Can I synchronize PIM items over the wireless network?

Are there any restrictions for using the calendar with Lotus Notes?

How do I expand the number of hours that are shown in the calendar?

How do I change the day of the week that displays first when viewing the calendar in Week view?

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

How do I scroll through the calendar in each view?

How do I change how long appointments remain in the device calendar?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

Can I set a snooze time for task and calendar reminders?

What is dismissed if I click Dismiss All in a reminder?

Can I show tasks in the device calendar?

Why do some characters in my desktop calendar not appear correctly after synchronization?

Are there any restrictions for using the calendar with Lotus Notes?

Yes. If you are an IBM® Lotus Notes® user, you cannot create appointments that span multiple days. Also, you can only edit the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when editing a recurring appointment or meeting. When editing a recurring meeting that you created, you can also edit the meeting participants.

How do I expand the number of hours that are shown in the calendar?

In the calendar options, set the **Start Of Day** and **End Of Day** fields. Save the changes.

How do I change the day of the week that displays first when viewing the calendar in Week view?

In the calendar options, set the **First Day Of Week** field. Save the changes.

How do I scroll through the calendar in each view?

In Day view, roll the trackwheel to move through the hours in a day. Roll the trackwheel to the top of the screen to select a day in the navigation bar. Click the trackwheel to view the selected day. Hold the **Alt** key and roll the trackwheel to move from one day to the next.

In Week view, roll the trackwheel to move vertically through the hours in a day. Hold the **Alt** key and roll the trackwheel to move horizontally through the days of the week.

In Month view, roll the trackwheel to move horizontally through the days of the month. Hold **Alt** and roll the trackwheel to move vertically between weeks.

In Agenda view, roll the trackwheel to move through the appointments. Hold the **Alt** key and roll the trackwheel to move through days.

How do I change how long appointments remain in the device calendar?

To change the number of days that your BlackBerry® device keeps appointments in the calendar, in the calendar options, set the **Keep Appointments** field.

Appointments in your device calendar that are older than the number of days that you specify in the Keep Appointments field are deleted from your device. The appointments can be restored, however, if you set the Keep Appointments field to a longer period of time. When you increase the amount of time in this field, any appointments in your calendar during that period of time appear in your device calendar.

Can I set a snooze time for task and calendar reminders?

Yes. In the tasks or calendar options, set the **Snooze** field.

What is dismissed if I click Dismiss All in a reminder?

If **Dismiss All** appears in a task or calendar reminder, more than one task or calendar reminder is available. If you click **Dismiss All**, the current reminder and all other reminders of that type are dismissed.

Can I show tasks in the device calendar?

Yes. In the calendar options, set the **Show Tasks** field to **Yes**. Save the changes.

Bluetooth – frequently asked questions

How do I connect my BlackBerry device with another Bluetooth-enabled device?

How do I connect my BlackBerry device with my computer?

How do I know when my Bluetooth radio is on?

What if I can't type a passkey on the Bluetooth-enabled device that I want to pair with?

Why does my list of paired Bluetooth-enabled devices not appear?

Can I connect to Bluetooth-enabled devices without being prompted?

Can I prevent Bluetooth-enabled devices from discovering my device when it is within range?

How do I connect my BlackBerry device with another Bluetooth-enabled device?

Verify that your Bluetooth® radio is turned on and that your BlackBerry® device is paired with a Bluetooth-enabled device.

In the list of paired Bluetooth-enabled devices, click a device. Click **Connect**.

How do I connect my BlackBerry device with my computer?

Verify that your Bluetooth® radio is turned on and that your BlackBerry® device is paired with your computer.

In the list of paired Bluetooth-enabled devices, click your computer. Click **Connect**.

See the *BlackBerry Desktop Software Online Help* for more information about connecting your device to your computer using a Bluetooth wireless connection.

How do I know when my Bluetooth radio is on?

Bluetooth® icons appear on the Home screen if your Bluetooth radio is on or if you are connected with another Bluetooth-enabled device.

See the printed documentation that accompanied your device for more information about Bluetooth icons.

What if I can't type a passkey on the Bluetooth-enabled device that I want to pair with?

If the Bluetooth®-enabled device with which you are pairing has no screen where you can type a passkey, the passkey might be hard-coded. Try typing **0000** in the **Enter passkey for <device name>** field on your BlackBerry® device to pair with the new Bluetooth-enabled device.

Why does my list of paired Bluetooth-enabled devices not appear?

Verify that your Bluetooth® radio is turned on and that you have added Bluetooth-enabled devices to the paired Bluetooth-enabled devices list on your BlackBerry® device.

See [“Pair with another Bluetooth-enabled device” on page 73 for more information.](#)

Can I connect to Bluetooth-enabled devices without being prompted?

You can only connect to a Bluetooth®-enabled device without being prompted if the Bluetooth-enabled device is paired with your BlackBerry® device. In the paired Bluetooth-enabled devices list, click a paired Bluetooth-enabled device. Click **Device Properties**. Set the **Trusted** field to **Yes**.

Can I prevent Bluetooth-enabled devices from discovering my device when it is within range?

Yes. In the Bluetooth® paired devices list, click the trackwheel. Click **Options**. Set the **Discoverable** field to **No**.

Security – frequently asked questions

Why does the Verifying Security Software dialog box appear when I restart my device?

How do I restore my device after clearing it?

How do I prevent passwords from accidentally being copied to the clipboard?

Can I regenerate encryption keys from my device?

Why do additional security features appear in the device options?

How do I specify the criteria for random passwords that are generated in the password keeper?

How do I prevent passwords from appearing on the screen in the password keeper?

Why does the Verifying Security Software dialog box appear when I restart my device?

When this dialog box appears, the BlackBerry® device is verifying that all security software is implemented properly on your device. The tests are designed to run automatically when your device restarts.

How do I restore my device after clearing it?

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, contact your system administrator to initiate enterprise activation.

If you are using the BlackBerry Desktop Software, restore device data and services using the Backup and Restore tool. See the *BlackBerry Desktop Software Online Help* for more information.

How do I prevent passwords from accidentally being copied to the clipboard?

In the password keeper options, set the **Allow Clipboard Copy** field to **False**.

Can I regenerate encryption keys from my device?

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later, you can regenerate encryption keys from the device.

If your device is integrated with an account that uses BlackBerry Enterprise Server version 3.6 or earlier for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or earlier for IBM® Lotus® Domino®, or if you use the BlackBerry Desktop Redirector to forward messages to your device, update the encryption keys using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Why do additional security features appear in the device options?

Additional security options such as Certificate Servers, Certificates, Key Stores, S/MIME, and Memory Cleaning might be available. You can use these options with the Secure Multipurpose Internet Mail Extensions (S/MIME) Support Package. See the *S/MIME Support Package User Guide Supplement* for more information.

How do I specify the criteria for random passwords that are generated in the password keeper?

In the password keeper options, set the password length and specify whether randomly generated passwords must contain letters, numbers, or symbols.

How do I prevent passwords from appearing on the screen in the password keeper?

In the password keeper options, set the **Show Password** field to **False**.

Shortcuts

Home screen shortcuts

Options and fields shortcuts

Navigating screens shortcuts

Typing shortcuts

Editing text shortcuts

Messages shortcuts

Search shortcuts

Attachments shortcuts

Phone shortcuts

Browser shortcuts

Calendar shortcuts

Calculator shortcuts

Home screen shortcuts

To return to the Home screen from any other screen, press the **End** key.

To lock the device, set a password. Click **Lock**.

To lock the keyboard, on the Home screen, click **Keyboard Lock**. To unlock the keyboard, double-click the trackwheel.

To move an icon on the Home screen, select the icon. Hold the **Alt** key and click the trackwheel. Click **Move Application**. Roll the trackwheel to move the icon. Click the trackwheel.

To hide an icon on the Home screen, select the icon. Hold the **Alt** key and click the trackwheel. Click **Hide Application**.

To show a hidden icon on the Home screen, hold the **Alt** key and click the trackwheel. Click **Show All**. Hold the **Alt** key and click a crossed-out icon. Click **Hide Application**.

To switch to another program, hold the **Alt** key and press the **Escape** button. Continue to hold the **Alt** key and select a program. Release the **Alt** key to switch to that program.

To use shortcut keys to open a program from the Home screen, open the phone options. Click **General Options**. Change the **Dial From Home Screen** field to **No**. The shortcut keys are underlined on the Home screen. You can use these keys, but you cannot make calls from this screen.

Options and fields shortcuts

To select a check box, press the **Space** key. To clear a check box, press the **Space** key again.

To change an option field, hold the **Alt** key. Click a value.

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

To clear a field, click the trackwheel. Click **Clear Field**.

Navigating screens shortcuts

To move the cursor, roll the trackwheel.

To move the cursor in a different direction, hold the **Alt** key and roll the trackwheel.

To exit a screen or dialog box, press the **Escape** button.

To click an icon or menu item, roll the trackwheel to select the item. Click the trackwheel.

To select multiple items or characters, hold the **Shift** key and roll the trackwheel.

To page up or down in a list, hold the **Alt** key and roll the trackwheel.

To move to the top of a screen, press **T**.

To move to the bottom of a screen, press **B**.

To move down a screen, press the **Space** key.

To move up a screen, press the **Shift** key + the **Space** key.

To move to the next item, press **N**.

To move to the previous item, press **P**.

To delete a selected item, press the **Backspace/**
Delete key.

Editing text shortcuts

To select a line of text, press the **Shift** key and roll the trackwheel.

To select text character by character, hold the **Shift** key and roll the trackwheel.

To cut the selected text, press the **Shift** key + the **Backspace/Delete** key.

To copy the selected text, press the **Alt** key and click the trackwheel.

To paste the selected text, press the **Shift** key and click the trackwheel.

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