

Getting Started Guide

BlackBerry 8700c Wireless Handheld™ from Cingular



Status indicators

full battery power	voice mail message	placed call	message includes attachment
low battery power	Bluetooth radio on	missed call	SMS or MMS message
charging	Bluetooth connection	received call	system busy
roaming	Number mode on	sent message	notification LED
Home zone	Shift (Cap) mode on	message sending	low battery LED
receiving data	Alt mode on	message not sent	wireless coverage LED
transmitting data	saved web page	read message	Bluetooth connection LED
service book waiting		unread message	
alarm set		filed message	

Wireless network coverage

You must connect to the wireless network to begin using many BlackBerry device features. To connect to or disconnect from the wireless network, click **Turn Wireless On/Turn Wireless Off**.

Indicators on the Home screen show the wireless coverage level for the area in which you are using your device. A low level of wireless coverage might limit the use of some device features, as shown in the chart below.

		EDGE	GPRS	edge	GPRS	GSM
EDGE	Full wireless coverage with high-speed data	●	●	●	●	●
GPRS	Full wireless coverage	●	●	●	●	●
X	No wireless coverage	●	●			
OFF	Wireless is turned off	●	●			
SOS	Emergency calls only	●				
	Emergency calls	●	●	●	●	●
	Phone	●	●	●	●	●
	SMS messages	●	●	●	●	●
	Email and PIN	●	●			
	Browser	●	●			
	High-speed data	●				

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Welcome to BlackBerry!

Whether you plan to use your BlackBerry 8700c Wireless Handheld™ from Cingular for business or personal productivity, you have made an excellent choice! With push email delivery, phone, web, organizer features and more, the BlackBerry® solution is designed to keep you connected to the people, data, and resources that you need every day.

Take a moment to read this guide — it provides important setup information to help you get the most from your BlackBerry device. This guide includes instructions on how to set up and turn on the device, connect to the wireless network, and set up your supported email accounts. You can also choose to install the BlackBerry® Desktop Software so that you can connect your device to your computer for data synchronization and charging.

Where can I find more information?

You can find a detailed user guide on the CD that is included in the box with your BlackBerry device. The user guide is also only a few clicks away on your device. To view the user guide on your device, on the Home screen, use the trackwheel to scroll to the **Help** icon and click (press) the trackwheel to select it. The trackwheel is located on the right side of your device.

When using a particular program on the device, you can click the trackwheel to view the menu, and then click **Help** to see the help topics that are associated with the program that you are using.

Before getting started

Please take a moment to look through your BlackBerry 8700c™ sales package. Be sure that the following components are included:

- BlackBerry 8700c
- Battery
- AC power adapter
- USB cable
- Hands-free headset
- BlackBerry 8700c holster
- BlackBerry Desktop Software CD (includes user guide)
- *BlackBerry Safety and Product Information* booklet
- *BlackBerry Software License Agreement and Warranty* booklet

A Cingular store representative will provide you with a Cingular SIM card and activate your BlackBerry data plan. BlackBerry data plan options are available to support unlimited domestic and international use.

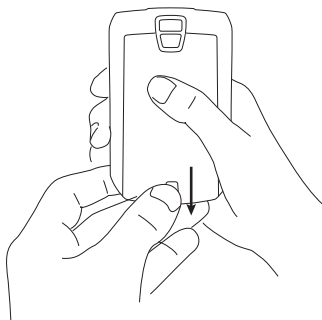
Setting up your device

Step one: Insert your Cingular SIM card

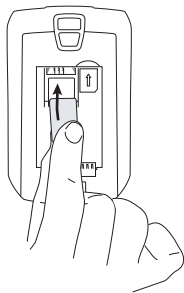
Your SIM card contains important information about your wireless service. Your SIM card might be inserted already if you did not obtain your BlackBerry device from a retail store.

Warning: Turn off your device before you insert or remove the SIM card. Do not scratch, bend, or expose the SIM card to static electricity or wet conditions.

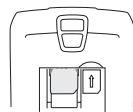
1. Press the battery cover release button.



2. Slide off the battery cover.
3. If the battery is inserted, remove it.
4. Hold the SIM card with the metal contacts facing down so that the notched corner of the card is on the bottom right.



5. Slide the SIM card into the holder so that it lies flat below the metal guide.
6. Continue to slide the SIM card into the holder until it stops. One end of the SIM card should be slightly hidden below the plastic casing on your device.

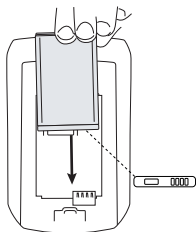


Note: To remove the SIM card, press down lightly on the SIM card and slide it out of the holder.

Step two: Insert the battery

Warning: Use only the battery that Research In Motion® specifies for use with your BlackBerry device. Using any other battery might invalidate any warranty provided with your device and might present a risk of fire or explosion. See the *BlackBerry Safety and Product Information* booklet that accompanied your device for more information about using the battery safely.

1. Insert the battery so that the connectors on the battery align with the connectors in the battery compartment on your device.



2. Replace the battery cover.
3. If the battery is charged, your device turns on and the confirm date and time dialog box appears.
 - If the date and time are incorrect, click **Edit**. See “Set the date and time” on page 21 for more information.
 - If the date and time are correct, click **OK**.

Step three: Charge the battery

1. Connect the small end of the AC power adapter cord to your BlackBerry device.



2. Plug the AC power adapter into an electrical outlet.
3. Charge the battery to full power. The battery power level indicator is on the Home screen in the top right corner.

Note: If you choose to install the BlackBerry Desktop Software, you can also charge your device by connecting it to your computer using the USB cable. See “Can I charge my device by connecting it to my computer?” on page 25 for more information.

Step four: Connect to the Cingular Wireless network






If the power is off, press the **Power** button on the top left of your BlackBerry device. Your device is designed to connect to the wireless network automatically.

To connect to the wireless network successfully, your Cingular BlackBerry data service plan must be active, and you must be in a wireless network coverage area.

To connect or disconnect from the wireless network, on the Home screen, use the trackwheel to scroll to the **Turn Wireless On/Turn Wireless Off** icon and click (press) the trackwheel to select it. When your device is not connected to the wireless network, the word **OFF** appears in the top right corner of the Home screen. You can continue to use features that do not require a connection to the wireless network. For example, you can type and save draft email messages, manage tasks, or use the calculator.

About wireless network coverage

Indicators on the Home screen show the wireless coverage level for the area in which you are using your BlackBerry device.

EDGE 	Full wireless coverage with high-speed data
GPRS 	Full wireless coverage
	No wireless coverage
	Wireless is turned off
	Emergency calls only
EDGE	Emergency calls, phone, SMS messages, email messages, PIN messages, browser, high-speed data
GPRS	Emergency calls, phone, SMS messages, email messages, PIN messages, browser

edge	Emergency calls, phone, SMS messages
gprs	Emergency calls, phone, SMS messages
GSM	Emergency calls, phone, SMS messages

Exploring your programs

Explore the many useful programs that your BlackBerry 8700c has to offer. You can access the frequently used programs listed in this section on the Home screen of your device.



BlackBerry 8700c Home screen



Click **Messages** to view the messages list, compose new email, SMS, or PIN messages, and set options for messages.



Click **Enterprise Activation** to set up for email using BlackBerry Enterprise Server™ if your system administrator has provided you with a unique enterprise activation password.



Click **Individual Email Activation** to set up or log in to your BlackBerry® Internet Service™ account.



Click **Cingular Browser (Media Net or mMode)** to access content from the Cingular portal or to download items and visit web pages that are designed for wireless browsers.

Click **Internet Browser** to visit HTML web pages that you might normally visit using your computer. You can also use the Internet Browser to download items.

If you have an account that uses the BlackBerry Enterprise Server, your system administrator might enable the BlackBerry Browser. Click **BlackBerry Browser** to visit web pages on your corporate intranet.



Click **Applications** to access the MemoPad, Pictures, Search, and Password Keeper programs.



Click **Profiles** to set and edit notification preferences for email messages, phone, calendar or task reminders, and browser.



Click **Settings** to access the main list of device options as well as settings for Bluetooth™ technology, screen and keyboard, network and more.



Click **Help** to view the main list of help topics, shortcuts, and frequently asked questions.

Additional programs appear on the Home screen, including the **Address Book**, **Calendar**, **Tasks**, and **Calculator**.

Choosing your email solution

Now that you have completed setting up your BlackBerry device, you can begin sending and receiving email messages. To do this, you need to integrate your device with a supported email account using either BlackBerry Internet Service or BlackBerry Enterprise Server.

BlackBerry Internet Service email

BlackBerry Internet Service is complimentary with your purchase of a BlackBerry device and BlackBerry data plan from Cingular. You can set up your BlackBerry Internet Service account to send and receive messages on your device from up to ten supported corporate or Internet email accounts.

Use this email solution if one or more of the following situations apply:

- You want to send and receive messages from a corporate Microsoft® Outlook® or IBM® Lotus Notes® email account that resides on a Microsoft Exchange or IBM Lotus® Domino® email server
- You do not require wireless synchronization of email messages and personal information management (PIM) data but find that synchronization of PIM data using a computer is acceptable.
- You want to send and receive email messages on your device from one or more existing supported Internet (POP3 or IMAP4) email accounts.
- You want to set up a new wireless email account for use with your device.

If this email solution applies to you, see "Setting up for email using BlackBerry Internet Service" on page 11 for more information.

BlackBerry Enterprise Server email

If your company has purchased a BlackBerry Enterprise Server, you might be able to use this email solution to access your corporate email and synchronize data over the wireless network.

Use this email solution if all the following situations apply:

- You want to receive messages from a corporate Microsoft Outlook, IBM Lotus Notes, or Novell® GroupWise® email account that resides on a Microsoft Exchange, IBM Lotus Domino, or Novell GroupWise email server.
- You require advanced synchronization of email messages and PIM data.
- A system administrator has confirmed that you are permitted to use the BlackBerry Enterprise Server.

If this email solution applies to you, see "Setting up for email using BlackBerry Enterprise Server" on page 17 for more information.

Setting up for email using BlackBerry Internet Service

With BlackBerry Internet Service, you can set up for email using either the BlackBerry device itself or a computer with an Internet browser.

Note: If you intend to set up a corporate Microsoft Outlook or IBM Lotus Notes email account that resides on a Microsoft Exchange or IBM Lotus Domino email server, you should use your computer to set up BlackBerry Internet Service because you might be prompted to install the BlackBerry Mail Connector program on your computer as part of the setup process. See “Set up email using a computer” on page 12 for more information.

Set up email using the device

1. Verify that your BlackBerry device is connected to the wireless network and that you are in a wireless coverage area.
2. On the Home screen, scroll to and click **Individual Email Activation**.
3. Click **Create New Account**.
4. Click **Continue**.
5. Read the legal terms and conditions carefully. Perform one of the following actions:
 - To decline the legal terms and conditions and stop the setup process, click **I Disagree**.
 - To accept the legal terms and conditions and continue the setup process, click **I Agree**.
6. Type the following information in the Account Setup screen:
 - **User ID:** Type a personal user ID for your BlackBerry Internet Service account. This user ID will be your login name and the

first part of the default email address for your device (for example, *userID@mycingular.blackberry.net*).

- **Friendly Name:** Type the name that you want to appear in the From field of messages that you send. If you do not type a name, the default email address for your device appears in the From field.
- **Password:** Type a personal login password. Passwords must contain between 4 and 16 characters. Passwords are case sensitive and cannot contain accented characters.
- **Re-enter Password:** Retype your personal login password.

Note: Write down your user ID and password and keep the information in a safe place. You must type this information every time that you log in to manage your BlackBerry Internet Service account.

7. Select a secret question.
If you forget your password, you are prompted with this question.
8. Type an answer to your secret question.
9. Click **Submit**.
10. Click **Done**.
11. Perform one of the following actions:
 - To receive email messages on your device from other supported accounts, click **Add Account**.
 - To log in to your *userID@mycingular.blackberry.net* account without adding other supported email accounts, click **Continue**.

12. If you clicked **Add Account**, type the information for the supported account that you want to add.
 - **Email Address:** Type the full email address of the supported account (for example, *yourname@emailprovider.com*).
 - **User Name:** Type the login ID (for example, *yourname*).
 - **Password:** Type the password used to access this supported account.
 - **Re-enter Password:** Retype the password.
13. Click **Submit**.

Note: Depending on the account that you add, you might be prompted to select an account type (for example, Internet service provider email, Microsoft Outlook/Microsoft Exchange, Lotus Notes/IBM Lotus Domino) and asked to provide additional information (for example, mail server, port number, Outlook Web Access URL, iNotes™ URL, or mailbox name).

Log in to your BlackBerry Internet Service account using the device

Log in to your BlackBerry Internet Service account to manage settings and message options.

1. Verify that your BlackBerry device is connected to the wireless network and that you are in a wireless coverage area.
2. On the Home screen, scroll to and click **Individual Email Activation**.
3. On the login screen, type your BlackBerry Internet Service user ID and password.
4. Click **Submit**.

After you are logged into your BlackBerry Internet Service account, you can perform the following account management tasks:

- send a service book to reactivate your account

- change your password
- change the Sent from address
- set options for sent messages
- switch to a new BlackBerry device
- add or modify other supported email accounts

Set up email using a computer

1. Verify that the computer is connected to the Internet.
2. In the URL address field of the Internet browser on your computer, type **www.cingular.com/blackberrystart**.
3. On the Welcome to BlackBerry screen, click **Create New Account**.
4. Type the personal information number (PIN) and international mobile equipment identity (IMEI) number for your device.

Note: To find your PIN and IMEI, on the Home screen, scroll to and click **Settings**. On the Settings screen, scroll to and click **Options**. In the device options, scroll to and click **Status**. You can also find your PIN and IMEI on the side of the device packaging box.

5. Click **Submit**.
6. Read the legal terms and conditions carefully. Perform one of the following actions:
 - To decline the legal terms and conditions and stop the setup process, click **I Disagree**.
 - To accept the legal terms and conditions and continue the setup process, click **I Agree**.
7. On the Account Setup screen, type the following information:

- **User ID:** Type a personal user ID for your BlackBerry Internet Service account. This user ID will be your login name and the first part of the default email address for your device (for example, *userID@mycingular.blackberry.net*).
- **Friendly Name:** Type the name that you want to appear in the From field of messages that you send. If you do not type a name, the default email address for your device appears in the From field.
- **Password:** Type a personal login password. Passwords must contain between 4 and 16 characters. Passwords are case-sensitive and cannot contain accented characters.
- **Re-enter Password:** Retype your personal login password.

Note: Write down your user ID and password and keep the information in a safe place. You must type this information every time you log in to manage your BlackBerry Internet Service account.

8. Select a secret question.
If you forget your password, you are prompted with this question.
9. Type an answer to your secret question.
10. Click **Submit**.
11. Click **Done**.
12. Perform one of the following actions:
 - To receive email messages on your device from other supported accounts, click **Add Account**.
 - To log in to your *userID@mycingular.blackberry.net* account without adding other supported email accounts, click **Continue**.

13. If you clicked **Add Account**, type the information for the supported account that you want to add.
 - **Email Address:** Type the full email address of the supported account (for example, *yourname@emailprovider.com*).
 - **User Name:** Type the login ID (for example, *yourname*).
 - **Password:** Type the password used to access this supported account.
 - **Re-enter Password:** Retype the password.

14. Click **Submit**.

Notes: Depending on the account that you add, you might be prompted to select an account type (for example, Internet service provider email, Microsoft Outlook/Microsoft Exchange, Lotus Notes/IBM Lotus Domino) and asked to provide additional information (for example, mail server, port number, Outlook Web Access URL, iNotes™ URL, or mailbox name). You might also be prompted to install the BlackBerry Mail Connector program.

To receive BlackBerry Internet Service support using live chat with a Cingular Wireless Technical Support representative, go to <http://forums.cingular.com/>. In the Quick Links section, click **Register**.

Log in to your BlackBerry Internet Service account using a computer

Log in to your BlackBerry Internet Service account using a computer to manage additional settings and message options.

1. Verify that the computer is connected to the Internet.
2. In the URL address field of the Internet browser on your computer, type www.cingular.com/blackberrystart.

3. On the login screen, type your BlackBerry Internet Service user ID and password.
4. Click **Login**.

After you have logged into your BlackBerry Internet Service account, you can perform the following account management tasks:

- send a service book to reactivate your account
- change your password
- change the Sent from address
- set options for sent messages
- switch to a new BlackBerry device
- add or modify other supported email accounts
- set auto-aging limits for the mailbox
- set an out-of-office reply

Note: If you have questions about BlackBerry Internet Service, click **Help** on the menu bar to view the *BlackBerry Internet Service Online Help*.

Install the BlackBerry Desktop Software for personal data synchronization

Install the BlackBerry Desktop Software to perform any of the following actions:

- synchronize personal information management (PIM) data such as contacts, tasks, and appointments
- back up and restore BlackBerry device data
- load new programs on the device such as updated system software, games, and third-party personal information management programs
- charge your device using your computer

To install the desktop software, the following system requirements apply:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later
 - Windows®98*, Windows ME, Windows 2000, or Windows XP
 - Available USB port
- *If you use Windows 98 (not Windows 98 Second Edition), you must download the DCOM 98 version 1.3 update from www.microsoft.com/com/default.msp for the USB driver to operate as expected.
1. Insert the BlackBerry Desktop Software installation CD into the CD drive on your computer.
 2. Complete the on-screen instructions.
 - Select **BlackBerry Internet Service** as your account integration option.
 3. When the installation is complete, connect the smaller end of the USB cable to your device.
 4. Connect the larger end of the USB cable to an available USB port on your computer.
 5. On the taskbar, click **Start**.
 6. Click **Programs > BlackBerry > Desktop Manager**.

Notes: To find more information about the features of the BlackBerry Desktop Software, click **Help > Desktop Help Contents**.

If you use the BlackBerry Desktop Software to load third party programs onto your device, your use of third party software shall be governed by and subject the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty, or guarantee

whatsoever in relation to the third party products or services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

Setting up for email using BlackBerry Enterprise Server

Your system administrator might set up your BlackBerry device for email on your behalf, or you might need to integrate your device with a supported email account yourself using one of two methods.

Set up email using enterprise activation on the device

If a system administrator has provided you with a unique enterprise activation password, you can integrate your supported email account using your BlackBerry device.

1. Verify that your device is connected to the wireless network and that you are in a wireless coverage area.
2. On the Home screen, scroll to and click **Enterprise Activation**.
3. Type your supported corporate email account address.
4. Type the enterprise activation password provided by your system administrator.
5. Click **Activate**.

Note: Your system administrator might request that you install the BlackBerry Device Manager program (found on the BlackBerry Desktop Software CD) on your computer to reduce the amount of data that is sent over the wireless network when your device is connected to your computer.

Set up email using the BlackBerry Desktop Software

If your system administrator does not provide you with a unique enterprise activation password, you can install the BlackBerry Desktop Software on your computer to integrate your device with your supported email account.

To install the BlackBerry Desktop Software, the following system requirements apply:

- Intel-compatible 486 or higher computer that is compliant with USB 1.1 or later
- Windows 98*, Windows ME, Windows 2000, or Windows XP
- Available USB port

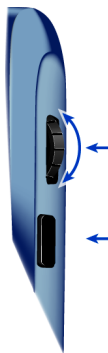
*If you use Windows 98 (not Windows 98 Second Edition), you must download the DCOM 98 version 1.3 update from www.microsoft.com/com/default.msp for the USB driver to operate as expected.

1. Insert the BlackBerry Desktop Software Installation CD into the CD drive on your computer.
2. Complete the on-screen instructions.
 - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your account integration option.
 - Select **BlackBerry Enterprise Server** as your email redirection option.
3. When the installation is complete, connect the smaller end of the USB cable to your device.
4. Connect the larger end of the USB cable to an available USB port on your computer.
5. On the taskbar, click **Start**.
6. Select **Programs > BlackBerry > Desktop Manager**.
 - When you are prompted to generate an encryption key, complete the on-screen instructions.

Note: To find out more information about the BlackBerry Desktop Software, click **Help > Desktop Help Contents**.

How do I...

Navigate screens



Roll the trackwheel to move the cursor and highlight items on the screen.

Click (press) the trackwheel to select an icon or to open a pull-down menu within a program and select items.

Press the **Escape** button to exit a screen, cancel an action, or go back one page in the browser.

Change values in fields

To change the value of a field, for example in an options screen, scroll to the field and click the trackwheel. Click **Change Option**. The available values appear in a list. Scroll to a value and click the trackwheel.

Make phone calls

On the Home screen, type a phone number. Press the **Send** key. To end the call, press the **End** key.

Notes: Press the **Send** key on any screen to open the phone program.

Select a contact, call log, or phone number link on any screen and press the **Send** key to make a call.

To switch between the speakerphone and earpiece during a call, press the **Speakerphone** key. The **Speakerphone** key is located on the bottom right of the keyboard.

Send email messages

Before you can send and receive email messages, you must first integrate your BlackBerry device with a supported email account. See "Choosing your email solution" on page 9 for more information.

1. On the Home screen, scroll to and click **Messages**.
2. In the messages list, click the trackwheel.
3. Scroll to and click **Compose Email**.
4. In the **To** field, type an email address or contact name
5. Click the trackwheel.
6. Scroll to the **Subject** field and type a subject.
7. Scroll down and type a message.
8. Click the trackwheel.
9. Click **Send**.

Note: If your device is integrated with more than one supported 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.

Send 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.

Note: To find your PIN, in the device options, click **Status**.

1. On the Home screen, scroll to and click **Messages**.
2. In the messages list, click the trackwheel.

3. Scroll to and click **Compose PIN**.
4. In the **To** field, type a PIN or contact name.
5. Click the trackwheel.
6. Scroll to the **Subject** field and type a subject.
7. Scroll down and type a message.
8. Click the trackwheel.
9. Click **Send**.

Send SMS (text) messages

1. On the Home screen, scroll to and click **Messages**.
2. In the messages list, click the trackwheel.
3. Scroll to and click **Compose SMS**.
4. Scroll to and click **[Use Once]** or select a contact from the list.
5. Click **SMS**.
6. Type an SMS-compatible phone number.
7. Click the trackwheel.
8. Click **Continue**.
9. Type a message.
10. Click the trackwheel.
11. Click **Send**.

Add contacts directly to your address book

1. On the Home screen, scroll to and click **Address Book**.
2. In the address book, click the trackwheel.
3. Scroll to and click **New Address**.
4. Type the contact information.
5. Click the trackwheel.
6. Click **Save**.

Add SIM card contacts to your address book

If you have saved contact information on your Cingular SIM card, you can copy that information into the Address Book program on your BlackBerry device.

1. On the Home screen, scroll to and click **Address Book**.
2. In the address book, click the trackwheel.
3. Scroll to and click **SIM Phone Book**.
4. Click the trackwheel.
5. Click **Copy All To Address Book**.

Add contacts from your computer

If you have saved contacts in a supported PIM program such as Microsoft Outlook, and you have installed the BlackBerry Desktop Software, you can copy these contacts into the Address Book program on your BlackBerry device.

1. Connect your device to your computer using the USB cable.
2. On your computer, on the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
3. Click **Intellisync**.
4. Click **Configure PIM**.

For more information about how to synchronize PIM data, on the Configure PIM screen, click **Help**.

Note: If you have set up email using BlackBerry Enterprise Server, your contact list might synchronize over the wireless network. For more information, on the Home screen of your device, click **Help > Synchronizing data**.

Go to web pages

1. On the Home screen, scroll to and click a browser icon.

2. In the browser, click the trackwheel.
3. Click **Go To**.
4. Type a web address.
5. Click the trackwheel.
6. 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**.

Set a device password

1. On the Home screen, scroll to and click **Settings**.
2. On the Settings screen, scroll to and click **Options**.
3. In the device options, scroll to and click **Security Options**.
4. Click **General Settings**.
5. Set the **Password** field to **Enabled**.
6. Set the other security options.
7. Click the trackwheel.
8. Click **Save**.
9. Type a device password.
10. Click the trackwheel.
11. Retype the device password.
12. Click the trackwheel.

Lock and unlock the device

With a device password set, on the Home screen, scroll to and click **Lock**.

To unlock your device, on the Lock screen, roll the trackwheel. Click **Unlock**. Type your password. Press the **Enter** key.

Note: When the device is locked, it is designed to enable you to make an emergency call without dialing the emergency access number. Click **Emergency Call**. Click **Yes**.

Set the date and time

1. On the Home screen, scroll to and click **Settings**.
2. On the Settings screen, scroll to and click **Options**.
3. In the device options, scroll to and click **Date/Time**.
4. Set the **Time Zone** field.
5. In the **Date/Time Source** field, set a date and time source.
6. Click the trackwheel.
7. Click **Update Time**.
8. Click the trackwheel.
9. Click **Save**.

Note: To set the date and time yourself, set the **Date/Time Source** field to **Off**. Set the other fields on the Date/Time screen to display the correct date and time. Save your changes.

Enable profiles

1. On the Home screen, scroll to and click **Profiles**.
2. In the profiles list, scroll to and click a notification profile.
3. Click **Enable**.

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

Create new profiles

1. On the Home screen, scroll to and click **Profiles**.
2. In the profiles list, click the trackwheel.

3. Click **New Profile**.
4. Type a name for the profile.
5. Scroll to and click a program.
6. Click **Edit**.
7. Set how you want to receive notification for that program.
8. Click the trackwheel.
9. Click **Save**.
10. Click the trackwheel.
11. Click **Save**.

Turn on or off Bluetooth technology

1. On the Home screen, scroll to and click **Settings**.
2. On the Setting screen, scroll to and click **Options**.
3. In the device options, scroll to and click **Bluetooth**.
4. Click the trackwheel.
5. Click **Enable Bluetooth** or **Disable Bluetooth**.

Pair with another Bluetooth-enabled accessory

1. Verify that Bluetooth technology is turned on. When Bluetooth technology is turned on, the Bluetooth indicator appears on the Home screen near the time.
2. Verify that the Bluetooth-enabled accessory that you want to pair with is in the correct mode for pairing.
3. On the Home screen, scroll to and click **Settings**.
4. On the Settings screen, scroll to and click **Options**.

5. In the device options, scroll to and click **Bluetooth**.
6. Click the trackwheel.
7. Click **Add Device**.
8. Click a Bluetooth-enabled accessory.
9. In the **Enter passkey for <accessory name>** field, type a passkey.
10. Type the same passkey on the Bluetooth-enabled accessory to which you are pairing.

Note: The names of Bluetooth-enabled accessories 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**.

Set a Bluetooth-enabled accessory as trusted

If you do not want to see a prompt each time that your BlackBerry device connects with a paired Bluetooth-enabled accessory, you can set the accessory to be trusted.

1. On the Home screen, scroll to and click **Settings**.
2. On the Settings screen, scroll to and click **Options**.
3. In the device options, scroll to and click **Bluetooth**.
4. In the paired devices list, click a paired Bluetooth-enabled accessory.
5. Click **Device Properties**.
6. Set the **Trusted** field to **Yes**.
7. Click the trackwheel.
8. Click **Save**.

Set Convenience keys

You can program two convenience keys as a fast and easy way to open your favorite programs.

1. On the Home screen, scroll to and click **Settings**.
2. On the Settings screen, scroll to and click **Options**.
3. In the device options, scroll to and click **Screen/Keyboard**.
4. Set the **Convenience Key Opens** fields to the desired program.
5. Click the trackwheel.
6. Click **Save**.

Find help with other features

To access a list of help topics that are associated with the program that you are using, while in a program, click the trackwheel. Click **Help**.

To open the main list of topics for all programs, while in any program, click the trackwheel. Click **Help**. On the Help screen, click the trackwheel. Click **Index**.

Frequently asked questions

Why does my device not turn on?

The power might be off. Press the **Power** button. The power button is located on the top left of your BlackBerry device.

The battery might not be charged. See "Step three: Charge the battery" on page 5 for more information.

Why does my device not charge?

The battery might not be inserted properly. Remove and reinsert the battery. Verify that the connectors align. See "Step two: Insert the battery" on page 4 for more information.

A connection might not be complete. Verify that the small end of the AC adapter cable is fully inserted into the USB port on the side of your BlackBerry device and that the AC power adapter plug is securely connected to a working electrical outlet. See "Step three: Charge the battery" on page 5 for more information.

If you connect your device to a computer to charge, verify that the computer is turned on. Verify that the small end of the USB cable is fully inserted into the port on the side of your device, and that the large end of the USB cable is securely connected to a free USB port on the computer. If you connect your device to a computer using a USB hub, the hub must be self powered to provide enough power to charge your device.

Can I charge my device by connecting it to my computer?

If you have installed the BlackBerry Desktop Software or the BlackBerry Device Manager on your computer, you can connect your BlackBerry device to the computer to charge the battery.

1. Verify that the computer is turned on.

2. Connect the smaller end of the USB cable to the port on your device.
3. Connect the larger end of the USB cable to an available USB port on your computer.

Note: To find more help with connecting your device to the computer, in the BlackBerry Desktop Software, click **Help** to view the *BlackBerry Desktop Software Online Help*.

Why can I not send or receive email messages?

Verify that your BlackBerry device is connected to the wireless network and that you are in a wireless coverage area. See "Step four: Connect to the Cingular Wireless network" on page 5 for more information.

If you have not set up a supported email account for use with your device, you need to do so before you can send and receive email. See "Choosing your email solution" on page 9 for more information.

If you are using BlackBerry Internet Service, log in to your BlackBerry Internet Service account using a desktop browser. See "Log in to your BlackBerry Internet Service account using a computer" on page 13 for more information.

- Verify that your BlackBerry Internet Service account mailbox has not exceeded its size limit. The space available in your mailbox is displayed in the top center of the Home Page.
- Click **Profile** and click **Send a service book** to reactivate your account.

If you continue to be unable to send and receive messages, reset your device by removing and reinserting the battery.

Note: To find help with sending and receiving email messages, in messages list, click the trackwheel. Click **Help > Email Messages**.

Can I integrate my device with a corporate email account if I do not have access to a BlackBerry Enterprise Server?

If you do not have access to a BlackBerry Enterprise Server, but you want to send and receive messages from a corporate Microsoft Outlook or IBM Lotus Notes email account that resides on a Microsoft Exchange or IBM Lotus Domino mail server, your system administrator might permit you to set up BlackBerry Internet Service to access your corporate email. When you add your corporate email account for use with BlackBerry Internet Service, you might be prompted to install the BlackBerry Mail Connector program on your computer. See "Set up email using a computer" on page 12 for more information.

Alternately, if you use Microsoft Outlook (Workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 or later and your BlackBerry device does not have access to a BlackBerry Enterprise Server, your system administrator might permit you to install the BlackBerry Desktop Redirector on your computer to integrate your device with the email account.

To integrate your device with the email account using the BlackBerry Desktop Redirector, when you install the BlackBerry Desktop Software, select **BlackBerry Desktop Redirector** as your message redirection option. See "Set up email using the BlackBerry Desktop Software" on page 17 for more information.

Note: If you install either BlackBerry Mail Connector or BlackBerry Desktop Redirector, your computer must be on and the installed program must be running to send and receive messages on your device.

Can I set up for email using both the BlackBerry Enterprise Server and BlackBerry Internet Service?

If your system administrator permits email setup using more than one email solution, complete the steps in "Setting up for email using BlackBerry Enterprise Server" on page 17 followed by the steps in "Setting up for email using BlackBerry Internet Service" on page 11.

How do I reset my device?

To reset your BlackBerry device hardware and programs, remove and then reinsert the battery.

How do I clean the screen?

Clean the screen on your BlackBerry device using only a soft dry cloth. Do not use liquid, aerosol cleaners, or solvents on or near your device. Disconnect any cables from the computer and unplug any charging accessories from the electrical outlet before cleaning.

Note: See the *BlackBerry Safety and Product Information* booklet for more information about caring for your device.

Where can I find the latest software updates for my device?

You can find the latest BlackBerry device system software updates and BlackBerry Desktop Software updates online at **www.cingular.com/bbdownloads**.

Where can I buy accessories for my device?

You can buy approved accessories for your BlackBerry device at a Cingular retail store or online at **www.shopblackberry.com**.

Note: Use only those accessories approved by Research In Motion (RIM) for use with your particular device model. Using any accessories not approved by RIM for use with your particular device model might invalidate any approval or warranty applicable to the device and might be dangerous.

Where can I download games and ring tones for my device?

You can download new programs using the Cingular Browser (Media Net or mMode) on your BlackBerry device, or download them using your computer and load them onto your device using the Application Loader tool of the BlackBerry Desktop Software.

Note: Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products or services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

Why are there multiple browser icons on the home screen?

All Cingular customers have the Cingular Browser (Media Net or mMode) and Internet Browser icons on the Home screen. If you see an additional browser on the Home screen, you are a BlackBerry Enterprise Server user and your system administrator has enabled the BlackBerry Browser.

Why can I not use shortcuts on the Home screen?

By default, you can quickly dial phone numbers from the Home screen. To change this setting so that you can use shortcuts on the Home screen, in the phone, click **Options**. Click **General Options**. Set the **Dial From Home Screen** field to **No**. Save your changes.

Why does the screen on my device turn off?

When you do not use your BlackBerry device for a period of time, the screen turns off to conserve battery power. Roll the trackwheel or press any key to turn the screen on again.

Why are some of the features described not available on my device?

If you have integrated your device with an email account using the BlackBerry Enterprise Server, the BlackBerry Enterprise Server version or the policies that are set by your system administrator, might limit the use of certain features.

Contact your system administrator for information about the features associated with the BlackBerry Enterprise Server.

BlackBerry Internet Service - frequently asked questions

What should I do if I have forgotten or lost my password?

1. In the URL address field of the Internet browser on your computer, type **www.cingular.com/blackberrystart**.
2. On the login screen click **Forgot your password?**
3. Type your user ID.
4. Correctly answer your secret question.

The new password is sent to your device as a message that appears in the message list.

If I add a supported email account to BlackBerry Internet Service, will email continue to be delivered to the original email account?

When you add a supported email account to BlackBerry Internet Service, email messages continue to be delivered to the original email account as they were before you added the account to BlackBerry Internet Service. You also see email messages from the account that you have added in the message list on your BlackBerry device and in your BlackBerry Internet Service account, if you log in using a computer.

I have added a supported email account to BlackBerry Internet Service. When I delete a message from that account on my device is it also deleted from the inbox of the original email account?

When you add a supported email account to BlackBerry Internet Service, a link is established between your BlackBerry Internet Service account and the email account that you have added. This link enables you to send and receive email messages from your BlackBerry device using the address of the account that you have added. The device only synchronizes with messages in the BlackBerry Internet Service account. Therefore, if you read, send, or delete a message on your device, the change is reflected in your BlackBerry Internet Service account, but not in the email account that you have added. If you delete an email message directly from the original email account, the change is not reflected in your BlackBerry Internet Service account, or on your device.

What is the BlackBerry Mail Connector?

The BlackBerry Mail Connector is a program that you might need to install on your local computer to enable BlackBerry Internet Service to access and copy messages from your corporate Microsoft Outlook or IBM Lotus Notes email account when the Microsoft Exchange or IBM Lotus Domino mail server is behind a firewall.

When you add a supported email account to the BlackBerry Internet Service, the software is designed to automatically detect whether the BlackBerry Mail Connector is required and to prompt you to install the program.

To install the BlackBerry Mail Connector, the following system requirements must be met:

- Microsoft Outlook 98, Outlook 2000, Outlook 2003 or IBM Lotus Notes 5.0, 6.0, or 6.5 Email account on a Microsoft Exchange Server version 5.5, 2000, or 2003, or an IBM Lotus Domino Server version 6.0, or 6.5
- Microsoft Windows 98, Windows ME, Windows 2000, Windows XP or Windows NT (version 4) Service Pack 6 or later
- Internet and email enabled computer
Persistent Internet connection (Port 443, SSL)
- Microsoft Internet Explorer version 5.5, 6.0 or later

Note: The computer must be on and must have a constant connection to the corporate local area network (LAN) for message delivery to occur.

Why can I not add a third-party email account to the BlackBerry Internet Service?

Verify that the third-party email account supports POP3 or IMAP4.

I use multiple email accounts. How do I set the email address that appears in the From field of messages that I send?

1. Verify that your BlackBerry device is connected to the wireless network and that you are in a wireless coverage area.
2. On the Home screen, scroll to and click **Individual Email Activation**.
3. On the login screen, type your user ID and password.
4. Click **Submit**.
5. In the **Send From Address** option, click the **here** link.
6. On the Sent From Address screen, perform one of the following actions:
 - To use your default BlackBerry Internet Service account as your Sent From Address, select **I want my Sent From Address to be my handheld email address**.
 - To use an address from one of the accounts that you have added, select **I want to choose one of the email accounts I have set up to be my Sent From Address**. Click **Submit**. Select an account.
 - To use another email address, select **I want to customize my Sent From Address setting to use an email address that I'll enter**. Click **Submit**. Type the email address.
7. Click **Submit**.

Note: You can also change the sent from address by logging in to your BlackBerry Internet Service account using a computer. See "Log in to your BlackBerry Internet Service account using a computer" on page 13 for more information.

How do I remove an account that I no longer want to access with my device?

1. Verify that your BlackBerry device is connected to the wireless network and that you are in a wireless coverage area.
2. On the Home screen, scroll to and click **Individual Email Activation**.
3. On the login screen, type your user ID and password.
4. Click **Submit**.
5. Select an email address.

Note: You cannot delete your default email account.

6. Click **Delete**.
7. Click **Yes**.

Note: You can also remove an account by logging into your BlackBerry Internet Service account using a computer. See "Log in to your BlackBerry Internet Service account using a computer" on page 13 for more information.

How do I change the device that I want to use with my BlackBerry Internet Service account?

Your BlackBerry Internet Service account is linked to your particular BlackBerry device. If you switch devices, you need to update the device PIN and the IMEI that is associated with your account.

1. Verify that your new BlackBerry device is connected to the wireless network and that you are in a wireless coverage area.
2. On the Home screen of your new BlackBerry device, scroll to and click **Individual Email Activation**.
3. On the login screen, type your user ID and password.
4. Click **Submit**.
5. Click **Change handheld that works with the accounts listed above**.

6. On the Change Handheld screen, verify that the new device information is correct.
 - **PIN:** personal information number (PIN) for your device
 - **IMEI:** International Mobile Equipment Identity (IMEI) for your device
7. Click **Submit**.
8. Click **Done**.

Note: You can also change the device that you want to use with your BlackBerry Internet Service account by logging in to your BlackBerry Internet Service account using a computer. See "Log in to your BlackBerry Internet Service account using a computer" on page 13 for more information.

Where can I find the PIN and IMEI number for my device?

1. On the Home screen, scroll to and click **Settings**.
2. On the Settings screen, scroll to and click **Options**.
3. In the device options, scroll to and click **Status**. The PIN and IMEI number for your device appear on this screen.

Why is my mailbox full?

Your BlackBerry Internet Service account has a mailbox size limit of 25 MB. To avoid reaching the limit, delete items from your mailbox regularly or set up auto-aging rules for message deletion.

To view the available space in your mailbox or to set up auto-aging rules, log in to your BlackBerry Internet Service account using a computer that is connected to the Internet.

1. In the URL address field of the Internet browser on your computer, type **www.cingular.com/blackberrystart**.
2. On the login screen, type your user ID and password.

3. Click **Login**.
4. Click the **Manage Folders** button.

See the *BlackBerry Internet Service Online Help* for information on managing your BlackBerry Internet Service account by deleting messages.

How do I find more help with my BlackBerry Internet Service account?

Log in to your BlackBerry Internet Service account using a computer at **www.cingular.com/blackberrystart**. On the menu bar at the top of the screen, click **Help** to view the *BlackBerry Internet Service Online Help*.

For support using live chat with a Cingular Wireless Technical Support representative, go to **<http://forums.cingular.com/>** and in the **Quick Links** section, click **Register**.

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Check with your service provider for availability, roaming arrangements, service plans and features.

Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server Software, BlackBerry Desktop Software, BlackBerry Handheld Software and/or BlackBerry or RIM software and may require additional development or third-party products and/or services for access to corporate applications.








BlackBerry 8700c™

Model number: RAT40GW








PRINTSPEC-005

Shortcuts














Phone

Open the phone screen or make a phone call	Press 
End a call	Press 
Turn mute on and off during a call	Press the Mute button on the top of the device
Turn speakerphone on or off during a call	Press 
Change the volume during a call	Roll the trackwheel
Dial a letter in a phone number	Hold  + Press the letter
Open the contact list from the phone screen	Hold 
Redial a number	Press  twice
Call a voice mail access number	Hold 
Assign speed dial to a number key	Hold any key > Type a phone number

Browser






Go back one page	Press the Escape button
Exit the browser	Hold the Escape button
Search for a word on a page	Press 
Open a selected link	Press 
Switch between normal and full-screen view	Press 
Go down one page	Press 
Go up one page	Press  + 
Go to a specific web page	Press 

Message list

Open a selected message	Press 
Compose new message	Press 
Reply to sender	Press 
Reply to all	Press 
Forward message	Press 
Go to messages from the next day	Press 
Go to messages from the previous day	Press 
Go to the next unread message	Press 
File a message	Press 
View sent messages	Press  + 
View received messages	Press  + 

Calendar

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

Go to the next day, week, or month	Press 
Go to the previous day, week, or month	Press 
Schedule an appointment	Press 
Move the cursor horizontally in week view	Hold  + Roll the trackwheel
Move the cursor vertically in month view	Hold  + Roll the trackwheel

Navigating screens



- Lock the device/keyboard** Click **Lock** (set a password for added security)
- Unlock the device/keyboard** Double-click the trackwheel
- Move the cursor vertically/horizontally** Roll the trackwheel/Hold **ALT** + Roll the trackwheel
- Return to the previous screen** Press the **Escape** button
- Return to the Home screen** Press **HOME**
- Click an item** Highlight the item > Click the trackwheel
- Select multiple items** Hold **GAP** + Roll the trackwheel
- Switch between programs** Hold **ALT** + Press the **Escape** button
- Go to the top of a screen** Press **T**
- Go to the bottom of a screen** Press **B**
- Turn on/off the device** Hold the **Power** button

Typing and editing



- Capitalize a letter** Hold the letter
- Insert a period** Press **SPACE** twice
- Type the alternate character on a key** Press **ALT** + the key
- Insert a symbol** Press **SYM**
- Insert an accented character** Hold a letter + Roll the trackwheel
- Select lines of text** Press **GAP** > Roll the trackwheel
- Select individual characters** Hold **GAP** > Roll the trackwheel
- Copy selected text** Press **ALT** + Click the trackwheel or Click the trackwheel > Click **Copy**
- Cut selected text** Press **GAP** + **DEL** or Click the trackwheel > Click **Cut**
- Paste selected text** Press **GAP** + Click the trackwheel or Click the trackwheel > Click **Paste**
- Cancel selection** Press the **Escape** button

Fields

Address Book Options	
Sort By:	First Name
Confirm Delete:	Yes
Allow Duplicate Names:	Yes
Number of Entries:	3

Press **SPACE** to change the value in a field.

Press **ALT** to view all the values that are available in the selected field.

In an option screen, you can also select an option and click the trackwheel. Click **Change Option**. Click a value.

Menus

May 12, 2005 12:21p	
9:00a	Today
10:00a	Go to Date...
11:00a	Prev Day
	Next Day
	Prev Week
	Next Week
12:00p	New
1:00p	View Week
2:00p	View Month
3:00p	View Agenda
4:00p	Options
5:00p	Close

Click the trackwheel to view the menu.

On the menu, click standard menu items such as **New**, **View**, **Edit**, **Delete**, **Save**, **Options**, and **Help**. Additional menu items might appear depending on the item you have selected.

Where can I find more information?

User guide

The user guide is only a few clicks away on your BlackBerry device. To learn more about how to use your device, click **Help**.

In the menu on your device, click **Help** to see the help topics that are associated with the program that you are using.

A detailed user guide can also be found on the CD that is included in the box with your device.

Additional resources

If you use the BlackBerry Internet Service, log in to your account using a desktop browser. On the menu bar, click **Help** to view the *BlackBerry Internet Service Online Help*.

If you use the BlackBerry Desktop Software, on the menu bar click **Help** to find the *BlackBerry Desktop Software Online Help* and the *BlackBerry User Guide*.

To receive support using live chat with a Cingular Wireless Customer support representative, register online at <http://forums.cingular.com/>.