



# **BlackBerry® 7100 Series**

**User Guide**

User Guide, BlackBerry® 7100 Series

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# Phone

- Find your phone number
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- Set the default call volume
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## Find your phone number

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

## Make a call

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

### Notes:

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

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

### Related topics

- Add a pause or wait
- Can I use the phone when the handheld or keyboard is locked?

## Make an emergency call

You can make an emergency call even if the SIM card is not inserted or the radio is off.

Perform one of the following actions:

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

## Use speed dial

In the phone, press and hold the number 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.

## Check your voice mail

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

## Answer a call

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

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

- Click **Answer - Drop Current** to end your current call and answer the incoming call.
- Click **Answer - Hold Current** to place the current call on hold and answer the incoming call.
- Click **Answer - Drop All** to end all current calls and answer the incoming call during a conference call.

To end the 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 receive another call, press the **Send** key to place the current call on hold and answer the incoming call.

### Related topic

- Can I use the phone when the handheld or keyboard is locked?

## Mute a call or place a call on hold

To mute a call, click the trackwheel. Click **Mute**. To turn mute off, click the trackwheel. Click **Turn Mute Off**.

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

## Adjust the phone volume

During a call, roll the trackwheel up to increase the volume or roll the trackwheel down to decrease the volume.

## Turn the speaker on and off

To turn the speaker on, during a call, click the trackwheel. Click **Activate Speakerphone**.

To turn off the speaker, click the trackwheel. Click **Activate Handset**.

### Warning:

Do not hold the handheld near your ear while using the speaker. Hearing damage can occur. For more information on using the speaker safely, refer to the *BlackBerry Safety Information Booklet*.

### Related topic

- Use Bluetooth® wireless technology during a call

## Phone features

During a call, your handheld has all the functions that are available to a regular phone, such as hold and mute.

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

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

## Dial using letters

To type letters in phone numbers, use the multi-tap input method. Hold the **Alt** key. Press the key once to type the first letter on the key, or press the key twice to type the second letter on the key.

### Note:

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

## Make a conference call

1. During a call, press the **Send** key.
2. Type a phone number or select a contact.
3. Press the **Send** key.
4. During the second call, click the trackwheel.
5. Click **Join**.

### Note:

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

### Related topic

- Manage contacts during a conference call

## Manage contacts during a conference call

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

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

To disconnect from a conference call while leaving the other parties connected, click the trackwheel. Click **Transfer**.

## Assign a speed dial number

In the phone, select a contact or phone number. Press and hold any unassigned number key. Click **OK**.

### Related topic

- Assign speed dial to a contact in your address book

## Assign speed dial to a contact in your address book

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

## Change speed dial assignments

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

- **Change the contact assigned to a speed dial number:** Click the contact. Click **Edit**. Click a new contact. Click **Speed Dial <contact name>**.
- **Assign the contact to a different speed dial number:** Click the contact. Click **Move**. Click a different speed dial number.
- **Remove a contact from the speed dial list:** Click the contact. Click **Delete**.

## Log calls

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

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 topic

- Can I set the phone to display frequently called numbers?

## Use call logs

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

- Add Notes
- Edit Notes
- Forward

To delete 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 block password
- Can I block calls?

## Change the call block 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?

## Forward calls

1. In the phone options, click **Call Forwarding**.
2. Select the type of calls that you want to forward.
3. Press the **Space** key.
4. Select **Do Not Forward** or the current forwarding phone number.
5. Click the trackwheel.
6. Click **Change Number**.
7. Select a forwarding phone number from the list.
8. Click the trackwheel.
9. Click **Save**.

## Note:

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

## Related topics

- Can I use call forwarding?
- Add a call forwarding phone number
- Delete call forwarding phone numbers
- How do I edit the phone number to which my calls are forwarded?



## Add a call forwarding phone number

1. In a call forwarding profile, click **Do Not Forward**.
2. Click **Edit Numbers**.
3. Click the trackwheel.
4. Click **New Number**.
5. Type the phone number and click the trackwheel.
6. Click the trackwheel.
7. Click **Close**.

### Related topic

- How do I edit the phone number to which my calls are forwarded?

## Delete call forwarding phone numbers

1. In a call forwarding profile, click the phone number to which your calls are currently being forwarded.
2. Click **Edit Numbers**.
3. Click the phone number that you want to delete from the list.
4. Click **Delete**.

### Related topic

- How do I edit the phone number to which my calls are forwarded?

## Set call waiting

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

### Related topic

- Can I use call waiting?

## About smart dialing

You can specify default country and area codes so that any numbers 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 **X** 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 calculating 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.

### Related topic

- About smart dialing

## Set corporate extension dialing

1. In the phone options, click **Smart Dialing**.
2. In the **Number** field, type the main phone number for the corporation.
3. Set how long the handheld waits before dialing extensions.
4. Set the default length for extensions.
5. Click the trackwheel.
6. Click **Save**.

## Related topic

- About smart dialing

## Set voice mail options

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

### Notes:

If your SIM card is provisioned for voice mail, the voice mail access number might already be completed. For more information on voice mail for your SIM card, contact your service provider

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 handheld to a TTY device, calls that you receive on your handheld are converted to text.

### Note:

The TTY option is only available with certain BlackBerry Wireless Handhelds.

## Set the TTY option

1. In the phone options, click **TTY**.
2. Set the **TTY Mode** field.
3. Click the trackwheel.
4. Click **Save**.

## Related topics

- About TTY

- Can I use a TTY device with my handheld?

## About default call volume

You can specify a default volume level for any call, regardless of whether you adjusted the volume during a previous call.

## Set the default call volume

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

## Related topic

- About default call volume

## About fixed dialing

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

### Notes:

Your handheld 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.

## Use 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
- Add a contact to the FDN list
- Change fixed dialing entries
- Can I use FDN mode on my handheld?

## Add a contact 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 handheld?

## Change fixed dialing entries

On the FDN list, click a contact. Perform one of the following actions:

- 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**.



# Email messages

- Open a message
- Send an email message
- Save draft messages
- Add contacts to a message
- Set the importance level
- Change sent messages
- Manage messages
- File messages
- View filed messages
- Delete multiple messages at one time
- Mark a message as opened or unopened
- Search the messages list
- Search the handheld
- Email and PIN messages — frequently asked questions

## Open a message

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

## Send an email message

1. In the messages list, click the trackwheel.
2. Click **Compose Email**.
3. Click **[Use Once]**.
4. Click **Email**.
5. Type an email address.
6. Click the trackwheel.
7. Click **Continue**.
8. Type a message.

9. Click the trackwheel.
10. Click **Send**.

### Notes:

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

If your handheld is integrated with multiple email services, you can select the service from which your message should be sent. At the top of the message, in the **Using** field, press the **Space** key until the preferred service appears. All subsequent messages are also sent from this service.

## Save draft messages

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

## Add contacts to a message

To send a message to multiple contacts, click the trackwheel. Click **Add To**, **Add Cc**, or **Add Bcc**.

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

## Set the importance level

When composing a message, click the trackwheel. Click **Options**. Set the **Importance** field to **High** or **Low**. Save your changes.

## Change sent messages

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

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

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

## Manage messages

Open a message. Click the trackwheel. Perform one of the following actions:

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

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

## 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?
- View filed messages

## 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**.

To view messages within 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 a series of messages. Press the **Delete** key.

To delete sent and received messages prior to and including a date, click a date. Click **Delete Prior**.

### Note:

When you reconcile your handheld with your mailbox, any messages that you deleted from your handheld using the **Delete Prior** option are not deleted from your mailbox.

### Related topic

- Reconcile deleted messages

## Mark a message 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**.

# PIN messages

- About PIN messages
- Find your PIN
- Open a message
- Send a PIN message
- Save draft messages
- Add contacts to a message
- Change sent messages
- Manage messages
- Delete multiple messages at one time
- Mark a message as opened or unopened
- Search the messages list
- Search the handheld
- Email and PIN messages – frequently asked questions

3. Click **[Use Once]**.
4. Click **PIN**.
5. Type a PIN 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 PIN**.

## About PIN messages

A personal identification number (PIN) uniquely identifies each BlackBerry handheld on the network. If you know the PIN of another BlackBerry handheld 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, a **D** appears with a check mark in the messages list.

## Find your PIN

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

## Send a PIN message

1. In the messages list, click the trackwheel.
2. Click **Compose PIN**.





# SMS messages

- About SMS messages
- Find your SMS number
- Type an SMS number
- Open an SMS message
- Send an SMS message
- Save draft messages
- Manage messages
- Resend an SMS message
- Enable cell broadcast messages
- Manage cell broadcast channels
- Delete multiple messages at one time
- Mark a message as opened or unopened
- Search the messages list
- Search the handheld
- Leave SMS messages on the SIM card
- 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 (work, home, mobile, or pager) that your service provider enables for SMS.

You can send SMS messages to contacts who have SMS-compatible phone numbers.

## Find your SMS number

In the phone, the **My Number** field displays your phone number. If your handheld 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, set your smart-dialing options to avoid typing the country code and area code.

### Related topic

- About smart dialing

## Open an SMS message

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 an SMS message

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**.

## Manage messages

Open a message. Click the trackwheel. Perform one of the following actions:

- Save
- Reply
- Forward
- Delete

To remove the history from an SMS message, when replying, click the trackwheel. Click **Remove History**.

## Resend an SMS message

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

## About cell broadcast messages

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

## Enable cell broadcast messages

To enable cell broadcasting, in the handheld options, click **SMS**. Set the **Cell Broadcasting Service** field to **On**.

### Related topic

- About cell broadcast messages

## Manage cell broadcast channels

The cell broadcast channels that you subscribe to determine the kind of information messages that you receive. In the handheld options, click **SMS**. Select a channel from the list. Click the trackwheel. Perform one of the following actions:

- To receive messages from a new channel, click **Add Channel**.
- To specify a preferred name for the selected channel, click **Set Nickname**.
- To stop receiving messages from the selected channel, click **Disable**.
- To remove the selected channel, click **Delete Channel**.

### Note:

To specify the languages in which you would like to receive cell broadcast messages, scroll down the list and select a cell broadcast language. Click the trackwheel. Click **Enable** or **Disable**.

### Related topic

- About cell broadcast messages

# Search

- About search
- Search the messages list
- Search the handheld

## About search

You can search the messages list using criteria that you set and save those searches for future use. You can also search for contacts or search for all messages containing the same subject.

You can also search the handheld to find content across all programs. With the global search, files which appear in the search results can be used just as they would in the original program. For example, you can manage email messages in your search results the same way that you would in the messages 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 **Save**.
6. Add a name and a shortcut key for your search.
7. Click the trackwheel.
8. Click **Save**.

### Note:

You can search without saving the details for the search. After you set the criteria, click the trackwheel. Click **Search**.

## Related topics

- Use saved searches

- Search for a specific contact
- Search for a subject

## Use saved searches

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

Click a search. Perform one of the following actions:

- View
- Edit
- Delete

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

## Search for a specific contact

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

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

## Search for a subject

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

## Search the handheld

1. In the search program, type text in the **Text** field to search the records on your handheld.
2. In the **Name** field, type text to search using the names of contacts in your address book, calendar, or messages list.
3. Select the check boxes for the programs to search.
4. Click **Search**.

**Notes:**

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

File attachments are not searched when you search across the handheld programs.

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 topic**

- How do I search for text within a file attachment?

# Attachments

- About attachments
- Use address book attachments
- Open a file attachment
- Open an image attachment
- Navigate attachments
- Attachments – frequently asked questions

## About attachments

Address book attachments enable recipients of your messages to view and add contacts to their handheld address books. When you open a message that contains an address book attachment, a book icon appears at the bottom of the message with the name of the attached contact.

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

A message with a file attachment appears in the messages list with a paperclip icon.

### Related topic

- Can I view file attachments on my handheld?

## Use address book attachments

To view an address book attachment, in an open message, click the trackwheel. Click **View Attachment**.

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

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

## Open a file attachment

1. Place your cursor in the name of the file attachment.
2. Click the trackwheel.
3. Click **Open Attachment**.
4. Select **Table of Contents** to open an automatically generated table of contents for the file attachment, or select **Full Content** to open the complete file attachment.
5. Click the trackwheel.
6. Click **Retrieve**.

## Open an image attachment

1. Place your cursor in the name of the image attachment.
2. Click the trackwheel.
3. Click **View Attachment**.

## Navigate attachments

To open content that is embedded within a document or spreadsheet, click a content link. Click **Retrieve**. Examples of embedded content include tables, images, footnotes, text boxes, or comments. Press the **Escape** button to return to the main attachment content.

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

To move to a specific cell within a spreadsheet, click the trackwheel. Click **Go to Cell**. Type the cell co-ordinates and click the trackwheel.

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

To switch to a different worksheet in a spreadsheet, click the trackwheel. Click **Select Worksheet**. Click a worksheet.

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

To view the next worksheet in a spreadsheet, click the trackwheel. Click **Next Sheet**.

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 **Enlarge Area**.

# Synchronizing data

- About email reconciliation
- Set wireless email reconciliation
- Reconcile deleted messages
- About PIM synchronization
- Set wireless PIM synchronization
- Synchronization – frequently asked questions

## About email reconciliation

Email reconciliation means that any message you file or delete on your handheld will also be filed or deleted in your mailbox. Likewise, any changes that you make to messages in your mailbox are reflected on your handheld.

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

If your handheld integration option does not support wireless email reconciliation, changes are reconciled using the BlackBerry Desktop Software. For more information on manual email reconciliation, refer to the *BlackBerry Desktop Software Online Help*.

### Related topic

- Can I reconcile email messages over the wireless network?

## Set wireless email reconciliation

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

### Note:

Set the **Wireless Reconcile** option for each message service on your handheld.

### Related topic

- Can I reconcile email messages over the wireless network?

## Reconcile deleted messages

To set how deleted messages are reconciled between your handheld and mailbox, in the messages options, click **Email Reconciliation**. Set the **Delete On** field.

### Note:

Set the **Email Reconciliation** option for each message service on your handheld.

### Related topic

- Delete multiple messages at one time

## 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 handheld and in your desktop email program are identical.

If your handheld is integrated with an email account using a BlackBerry Enterprise Server™ version 2.1 or later and wireless calendar synchronization is enabled, you can synchronize your calendar entries over the wireless network. You can synchronize all other PIM items using the BlackBerry Desktop Software. For more information on synchronizing PIM items manually or configuring wireless calendar synchronization using the desktop software, refer to the *BlackBerry Desktop Software Online Help*.

## Set wireless PIM synchronization

You can set wireless calendar synchronization using the BlackBerry Desktop Software. For more information, refer to the *BlackBerry Desktop Software Online Help*.



# Backing up and restoring handheld data

- About backing up handheld data
- About restoring handheld data

## About backing up handheld data

If you are using the BlackBerry Desktop Software with your handheld, you can back up your handheld data using the Backup and Restore tool. For more information on manual handheld data backup, refer to the *BlackBerry Desktop Software Online Help*.

## About restoring handheld data

If you are using the BlackBerry Desktop Software with your handheld and you have a backup of your handheld data on your computer, you can restore the data using the Backup and Restore tool. For more information on restoring handheld data manually, refer to the *BlackBerry Desktop Software Online Help*.



# Typing

- Type text
- Cut or copy text
- Paste text
- Use AutoText
- Create an AutoText entry
- Change AutoText entries
- Add an entry to the custom word list
- Change custom word list entries
- Clear the custom word list
- Set the cursor speed
- Typing – frequently asked questions

## Type text

To type in most fields, use the assisted typing input method. Press each letter key once until you have typed an entire word. When you use assisted typing technology, the letters on the screen will change automatically until the word is complete.

For example, to type the word **run**, press **RE + UI + BN**, and press the **Space** key.

If you type all of the letters in a word and the word does not appear correctly, or if more than one word is available for the keys that you pressed, use the list to build any desired word.

- Press the **Next** key to move through selections in the list. You can also roll the trackwheel to move forward and back in the list.
- Press the **Enter** key or click the trackwheel to choose a selection from the list and continue typing the same word.
- Press the **Space** key to choose a selection from the list and begin typing a new word.

- Press the **Backspace** key to delete letters that you have typed.

## Related topic

- Typing

## Cut or copy text

Click the trackwheel. Click **Select**. Select content. Click the trackwheel. Click **Cut** or **Copy**.

## Paste text

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

## Use AutoText

AutoText automatically replaces text that you type. Use AutoText to correct spelling and to replace abbreviations with complete words.

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

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

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

## Create an AutoText entry

1. In the handheld 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 to 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?

## Change AutoText entries

To view your AutoText entries, in the handheld options, click **AutoText**.

Click an AutoText entry. Perform one of the following actions:

- Edit
- Delete

## About the custom word list

Your handheld enables you to type most words and letter combinations by presenting the combinations in a list below the text. If you type a word or letter combination that your handheld does not recognize, it is automatically added to the custom word list so that it will appear correctly in the list when you type. You can also manually add entries to the custom word list.

#### Note:

To set the custom word list so that new words are not added automatically, in the handheld options, click **Language**. Click **Input options**. Set the **Auto word learning** field to **Off**.

## Add an entry to the custom word list

1. In the handheld options, click **Language**.
2. Click **Input options**.

3. Click the trackwheel.
4. Click **Custom word list**.
5. Click the trackwheel.
6. Click **New**.
7. Type a word or letter combination.
8. Click the trackwheel.
9. Click **Save**.

#### Related topic

- About the custom word list

## Change custom word list entries

1. In the handheld options, click **Language**.
2. Click **Input options**.
3. Click the trackwheel.
4. Click **Custom word list**.
5. Click the trackwheel.
6. Click **Edit** or **Delete**.

## Clear the custom word list

To delete all entries in the custom dictionary, in the handheld options, click **Language**. Click **Input options**. Click **Clear learning cache**. Click **Yes**.

## Set the cursor speed

In the handheld options, click **Screen/Keyboard**. Set the **Key Rate** field to **Slow** or **Fast**. Save your changes.

## Typing – frequently asked questions

- Can I turn off address book name recognition when I type?
- Can I change the order of items that appear in the list when I type?
- How do I type a word that my handheld does not recognize?

- Can I change the input method for my handheld?
- What is the Insert Macro menu item?
- How do I undo an AutoText change?

## Can I turn off address book name recognition when I type?

Your handheld recognizes the names in your address book when you type them. If you want to stop your handheld from recognizing the names in your address book, in the handheld options, click **Language**. Click **Input options**. Set the **Use address book as data source** field to **Off**.

## Can I change the order of items that appear in the list when I type?

Yes. When you type a series of keys, the most frequently chosen words or letter combinations appear first in the list. To set your handheld so that frequently chosen items do not appear first, in the handheld options, click **Language**. Click **Options**. Set the **Frequency learning** field to **No**.

## How do I type a word that my handheld does not recognize?

Use the list to help you type a series of letters such as an unrecognized word, acronym, or web address. Press the first letter key once. Press the **Next** key to select a letter from the list. Press the subsequent letter key in the word. Press the **Next** key to select the correct letter combination from the list. Continue to type and select the correct letters until the text that you want to type displays in the list. Press the **Enter** key to select from the list.

## Can I change the input method for my handheld?

Yes. Your handheld uses the assisted typing input method in most text fields and the multi-tap input method in phone number and password fields.

To switch between input methods when you are typing, hold **\***.

To set your handheld to use the multi-tap input method in all fields, in the handheld options, click **Language**. Set the **Input Method** field to **<Language> Multitap**.

To set your handheld to use the assisted typing input method in most fields except the password and number fields, in the handheld options, click **Language**. Set the **Input Method** to **<Language>**.

## What is the Insert Macro menu item?

Use the **Insert Macro** menu item 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 an AutoText entry but do not want it to change to the associated text, press the **Backspace** key twice to undo the AutoText change.



# Browser

- About the browser
- Go to a web page
- Use the browser
- View images
- Copy a link, image, or web page address
- Send a link or image in an email message
- Save an image
- Manage saved images
- Save web page requests
- Create a bookmark
- Change bookmarks
- Clear the browser caches
- About TLS
- About WTLS
- Browser – frequently asked questions

## About the browser

Your handheld 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.

The WAP Browser on your handheld is optimized for viewing WML web pages.

The BlackBerry Browser is optimized for viewing HTML web pages. If your handheld is integrated with an email account using the BlackBerry Enterprise Server, the BlackBerry Browser also enables you to view your corporate intranet. For more information, contact your system administrator.

The Internet Browser, available from some service providers, is also optimized for viewing HTML web pages. For more information on Internet Browser support, contact your service provider.

## Go to a web page

In the browser, click the trackwheel. Click **Go To**. Type a web address. 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, select the web address and click the trackwheel.

## Use the browser

Navigate web pages using your handheld browser the same way that you navigate using a desktop browser.

To open the browser and display a list of useful bookmarks made available 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, 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**.

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

If you set the **Show Images** field to **No**, images are not loaded when you load the web page. To load some of the images after the web page is loaded, click the trackwheel. Click **More Images**. To load all the images, click the trackwheel. Click **All Images**.

## Copy a link, image, or web page address

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

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

## Send a link or image in an email message

1. On a web page, click a link or image.
2. Click **Link Address** or **Image Address**.
3. Click **Send Address**.
4. Click a contact.
5. Click **Email <contact>**.
6. Send your message.

### Note:

To send a web page address in an email message, on the web page, click the trackwheel. Click **Send Address**. Click a contact. Click **Email <contact>**. Send your message.

## Save an image

You can save .jpeg, .png, .gif, and .bmp web page images in the pictures list. Saving an image in the pictures list enables you to set the image as a screen saver, or open the image at any time. On a web page, click an image. Click **Save Image**. Save your changes.

### Notes:

The **Save Image** field is only available for BlackBerry Wireless Handhelds with color screens.

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



## Related topics

- Set a screen saver
- Set the Home screen background image

## Manage saved images

In the pictures list, click an image. Perform one of the following actions:

- Open
- Delete

## 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 the web page was saved. To update the content on a saved page, click the trackwheel. Click **Refresh**.

## Create a bookmark

Navigate to the web page that you want to bookmark. Click the trackwheel. Click **Add Bookmark**.

## Change bookmarks

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

- Edit Bookmark

- Delete Bookmark

## Related topic

- Organize bookmarks into folders

## Organize bookmarks into folders

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

- **Add a folder:** Click **Add Subfolder**.
- **Open a bookmark folder with subfolders:** Click **Expand**.
- **Close a bookmark folder with subfolders:** Click **Collapse**.
- **Rename a folder:** Click the trackwheel. Click **Rename Folder**.

To move a bookmark into a folder, click a bookmark. Click **Move Bookmark**. Roll the trackwheel to the new location. Click the trackwheel.

## Clear the browser caches

In the browser options, click **Cache Operations**. Click the trackwheel. Click the button for the type of cache that you want to clear.

## About TLS

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

If you are using the BlackBerry Desktop Software, you can load TLS using the Application Loader tool. For more information on TLS, or on loading optional programs, refer to the *BlackBerry Desktop Software Online Help* or contact your system administrator.

## Related topic

- What options can I set for BlackBerry Browser security?

## About WTLS

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

If you are using the BlackBerry Desktop Software, you can load WTLS using the Application Loader tool. For more information on loading optional programs, refer to the *BlackBerry Desktop Software Online Help*.

### Related topic

- What options can I set for WAP Browser security?

# Downloading

- Download an application
- Manage applications
- Prevent third-party applications from transmitting data
- Download a ring tone
- Manage downloaded ring tones
- Enable browser push
- Downloading – frequently asked questions

## Download an application

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

### Related topics

- Legal notice

## Manage applications

To view a list of applications, in the handheld options, click **Applications**.

To view details for any third-party applications, click an application. Click **Properties**.

To delete a third-party application, click an application. Click **Delete**.

### Related topic

- Legal notice

## Download a ring tone

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

6. Click **OK**.

### Note:

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

### Related topics

- Can I listen to a ring tone before I download it?
- Manage downloaded ring tones
- Set profiles
- Legal notice

## About browser push

Browser push enables you to receive content from web applications without requesting it. For example, you can receive updates or notifications for weather, stock quotes, or news.

You can enable 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 email messages), or other types of information.

When you receive a notification, an icon appears in the messages list. Depending on how you configure browser push, other notifications might also appear.

### Notes:

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 **Prompt**, a dialog box always appears.

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

## Enable browser push

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

### Note:

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

### Related topic

- About browser push

## Downloading – frequently asked questions

- Why can't I load a new program onto my handheld?
- What software version do I have on my handheld?
- Can I listen to a ring tone before I download it?

## Why can't I load a new program onto my handheld?

Verify that your handheld radio is turned on and that you are within an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

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

If the program still does not load and your handheld is integrated with an email account using a BlackBerry Enterprise Server, certain programs might not be available to you. For more information, contact your system administrator.

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

Yes. On a web page, click the .mid file link. Click **Get Link**. To preview the ring tone, click the **Play** button. To stop listening to the ring tone, click the **Stop** button.

# Contacts

- Add a contact
- Manage contacts
- Create a mailing list
- Manage mailing lists
- Create a category
- Apply categories to contacts
- View contacts by category
- Delete categories
- Add a pause or wait
- Add contacts from your company address book
- Contacts – frequently asked questions

## Add a contact

In the address book, click the trackwheel. Click **New Address**. Type the contact information.

### Note:

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

## Manage contacts

Click a contact. Perform one of the following actions:

- View
- Edit
- Delete

## Create a mailing list

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. Click the trackwheel.
9. Click **Save Group**.

## Manage mailing lists

To manage mailing lists, click a mailing list. Perform one of the following actions:

- View Group
- Edit Group
- Delete Group

To manage contacts in a mailing list, click a contact. Perform one of the following actions:

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

### Note:

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

## About categories

You create categories in which to group your contacts. You can also narrow the contacts displayed in the address book based on categories.

More than one category can apply to a contact. Category names are not case sensitive.

Categories are shared between the address book, the task list, and the memos list. Therefore, category changes made in the address book are also made in the memos list and task list.

## Create a category

1. In the address book, click the trackwheel.
2. Click **Filter**.
3. Click the trackwheel.
4. Click **New**.
5. Type a name for the category.
6. Click the trackwheel.

### Related topic

- About categories

## Apply categories to contacts

When creating or editing a contact, click the trackwheel. Click **Categories**. To select the categories that apply to the contact, press the **Space** key. Save your changes.

## View contacts by category

To view all contacts within a category, in the address book, click the trackwheel. Click **Filter**. Select a category. Press the **Space** key.

To view all contacts again, click the trackwheel. Click **Filter**. To clear the check boxes beside any selected categories, press the **Space** key.

## Delete categories

In the address book, click the trackwheel. Click **Filter**. Click a category. Click **Delete**. The category is deleted, but any contacts that applied to the category remain in the address book.

## Add a pause or wait

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

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

## About remote address book search

To find and add contacts from your company address book, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 3.5 or later for Microsoft® Exchange, or BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®. For more information, contact your system administrator.

## Add contacts from your company address book

1. In the address book, click the trackwheel.
2. Click **Lookup**.
3. Type the name of the contact.
4. Click the trackwheel.
5. After the search is complete, click the trackwheel.
6. Click **View Lookup**.
7. Click a contact.
8. Click **Add**.

### Notes:

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

To add all the contacts found during the search, click **Add All**.

## Related topics

- About remote address book search
- Manage remote address book search results

## Manage remote address book search results

To view information for a contact, in the search results, click a contact. Click **View**.

To delete a contact from the search results, click the trackwheel. Click **Delete**.

To delete the search results, click the trackwheel. Click **Delete Lookup**.





# Calendar

- About the calendar
- Change the calendar view
- Use the calendar
- Schedule an appointment
- Schedule an appointment quickly
- Schedule a meeting
- Manage appointments and meetings
- Respond to meeting invitations
- Change meeting participants
- Calendar – frequently asked questions

## About the calendar

With the handheld calendar, you can view your appointments and meetings in one of four views. Day, Week, and Month views show all of your appointments for the selected time period, while Agenda view shows all of 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 when you open the calendar, click **Options**. Set the **Initial View** field.

## Use the calendar

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

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 an appointment

1. In the calendar, click the trackwheel.
2. Click **New**.
3. Type the appointment details.
4. Set whether the appointment should recur.
5. Click the trackwheel.
6. Click **Save**.

### Notes:

If your appointment recurs:

Set the **Every** field to change the frequency or 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, set an appointment to recur on the last Friday of each month, or on the 28th of each month.

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

### Related topics

- Change the default reminder time
- About power off and reminders

## Schedule an appointment quickly

1. In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes**.
2. In Day view, beside the start time, type the subject of the appointment.

3. Type a location in parentheses.
4. To change the start and end times, hold the **Right Shift** key and roll the trackwheel.
5. Click the trackwheel.

### Related topics

- Change the default reminder time
- About power off and reminders

## Change the default reminder time

In the calendar options, set the **Default Reminder** field to the amount of time before the appointment that the handheld reminds you. The default is 15 minutes.

### Related topic

- About power off and reminders

## Schedule a meeting

1. In the calendar, click the trackwheel.
2. Click **New**.
3. Type the meeting details.
4. Set whether the meeting should recur.
5. Click the trackwheel.
6. Click **Invite Attendee**.
7. Click a contact.
8. Click **Invite**.
9. Click the trackwheel.
10. Click **Save**.

### Notes:

If your meeting recurs:

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, set an appointment to recur on the last Friday of each month, or on the 28th of each month.

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

### Related topics

- Change the default reminder time
- About power off and reminders

## Manage appointments and meetings

In Month view, to view your list of appointments, click a day. Click **View Appts**.

To view or change the appointment or meeting details, click the appointment or meeting. Click **Open**. If you change a meeting, you are prompted to notify the contacts invited to the meeting.

To delete an appointment or meeting, click the appointment or meeting. Click **Delete**. If you delete a meeting, you are prompted to notify the contacts invited to the meeting.

## Respond to meeting invitations

In an open meeting invitation, click the trackwheel. Perform one of the following actions:

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

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

**Note:**

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

**Change meeting participants**

Open the meeting. In an **Accepted** or **Declined** field, click a contact. Perform one of the following actions:

- Invite Attendee
- Change Attendee
- Remove Attendee



# Tasks

- Create a task
- Use tasks
- Change task status
- Create a category
- Apply categories to tasks
- View tasks by category
- Delete categories
- Tasks – frequently asked questions

## Create a task

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. Set whether the task should recur.
6. Click the trackwheel.
7. Click **Save**.

### Notes:

If your task recurs:

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, set a task to recur on the last Friday of each month, or on the 28th 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.

## Use tasks

Click a task. Perform one of the following actions:

- Open
- Mark Completed
- Mark In Progress
- Delete
- Delete Completed

## Change task status

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

## About categories

You create categories in which to group your tasks. You can also narrow the tasks displayed in the task list based on categories.

Category names are not case sensitive. More than one category can apply to a task. If you use Lotus Notes® as your desktop email program, you can apply more than one category to a task on your handheld, but only one category will synchronize with the task in your desktop email program.

Categories are shared between the address book, the task list, and the memos list. Therefore, category changes made in the task list are also made in the address book and the memos list.

## Create a category

1. In the task list, click the trackwheel.
2. Click **Filter**.
3. Click the trackwheel.
4. Click **New**.
5. Type a name for the category.

6. Click the trackwheel.

### Related topic

- About categories

## Apply categories to tasks

When creating or editing a task, click the trackwheel. Click **Categories**. To select the categories that apply to the task, press the **Space** key. Save your changes.

## View tasks by category

To view all tasks within a category, in the task list, click the trackwheel. Click **Filter**. Select a category. Press the **Space** key.

To view all tasks again, click the trackwheel. Click **Filter**. To clear the check boxes beside any selected categories, press the **Space** key.

## Delete categories

In the task list, click the trackwheel. Click **Filter**. Click a category. Click **Delete**. The category is deleted, but any tasks applied to the category remain in the tasks list.

## 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, tasks, or memos are displayed?
- 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?

# Memos

- Write a memo
- Use memos
- Create a category
- Apply categories to memos
- View memos by category
- Delete categories
- Memos – frequently asked questions

## Write a memo

In the memos list, click the trackwheel. Click **New**. Type a title. Type the body of the memo.

## Use memos

Click a memo. Perform one of the following actions:

- View
- Edit
- Delete

## About categories

You create categories in which to group your memos. You can also narrow the memos displayed in the memos list based on categories.

Category names are not case sensitive. More than one category can apply to a memo.

Categories are shared between the address book, the task list, and the memos list. Therefore, category changes made in the memos list are also made in the address book and the task list.

## Create a category

1. In the memos list, click the trackwheel.
2. Click **Filter**.

3. Click the trackwheel.
4. Click **New**.
5. Type a name for the category.
6. Click the trackwheel.

## Related topic

- About categories

## Apply categories to memos

When creating or editing a memo, click the trackwheel. Click **Categories**. To select the categories that apply to the memo, press the **Space** key. Save your changes.

## View memos by category

To view all memos within a category, in the memos list, click the trackwheel. Click **Filter**. Select a category. Press the **Space** key.

To view all memos again, click the trackwheel. Click **Filter**. To clear the check boxes beside any selected categories, press the **Space** key.

## Delete categories

In the memos list, click the trackwheel. Click **Filter**. Click a category. Click **Delete**. The category is deleted, but any memos applied to the category remain in the memos list.

## Memos – 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, tasks, or memos are displayed?
- 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?



# Alarm

- Set the alarm
- Set the alarm volume
- 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 the 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 handheld status section of the screen.

## Related topic

- About power off and reminders

## Set the alarm volume

When you set the alarm, you can specify the type of notification, including the tune, the volume level, and the number of times that the tune plays.

## 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?
- What is the escalating volume level?
- Can I set a snooze feature for my alarm?

## 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 sound on Saturdays or Sundays.

## Can I set a snooze feature for my alarm?

Yes. In the alarm, change the **Snooze** field from **Off** to a number. When the alarm sounds, press any key to snooze it for the specified amount of time.



# Calculator

- Use the calculator memory
- Convert measurements

## Use the calculator memory

To store a number in the memory, type a number. Click **M+**.

To recall the memory, click **MR**.

To delete the memory, click **MC**.

To replace the memory, type a number. Click **MS**.

## Convert measurements

In the calculator, type a number. Click **Menu**. 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.



# Bluetooth®

- About Bluetooth®
- Turn the Bluetooth® radio on and off
- Pair with another Bluetooth® device
- Manage paired devices
- Set handheld Bluetooth® identification
- Use Bluetooth® wireless technology during a call
- Bluetooth® – frequently asked questions

## About Bluetooth®

Bluetooth wireless technology enables your handheld to establish wireless connections with other devices in your area. Use your handheld Bluetooth radio to connect your handheld with other Bluetooth wireless technology-enabled devices such as a handsfree car kit or wireless headset.

## Turn the Bluetooth® radio on and off

To turn on the Bluetooth radio, in the handheld options, click **Bluetooth**. Select **Enable Bluetooth** and click the trackwheel.

To turn off the Bluetooth radio, in the handheld options, click **Bluetooth**. Select **Disable Bluetooth** and click the trackwheel.

## About Bluetooth® pairings

Pairing your handheld with another Bluetooth wireless technology-enabled device establishes an association that enables a wireless connection when your handheld is within range of the other device (a typical range is approximately 10 meters).

After you pair with a device, you can set your handheld to connect with that device without prompting you.

## Pair with another Bluetooth® device

1. In the handheld options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Add Device**.
4. Click the name of the device with which you want to pair.
5. Authenticate the device you want to pair with by typing a passkey in the **Enter passkey for <device name>** field.
6. Type the same passkey on the device to which you are pairing.

### Notes:

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

The names of devices with which you have already paired appear in the list of paired devices; however, they will not appear in the list of available devices that appears when you click **Add Device**.

### Related topic

- About Bluetooth® pairings

## Manage paired devices

In the list of paired devices, click a paired device. Click **Delete Device** to remove the device from the list of paired devices or click **Device Properties** to perform one of the following actions:

- Edit the paired device name.
- Set whether the paired device can connect with your handheld without prompting.

- Set whether Bluetooth® connections with your handheld are encrypted.

## Set handheld Bluetooth® identification

You can set how your handheld is represented on devices with which it is paired.

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

- In the **Device Name** field, type the name of your handheld.
- In the **Discoverable** field, set whether your handheld can be found by other Bluetooth wireless technology-enabled devices.

## Use Bluetooth® wireless technology during a call

1. Verify that your handheld Bluetooth radio is turned on and your handheld is paired with the device you want to use.
2. During a call, click the trackwheel. Click **Activate <Bluetooth device>**.

### Note:

If your handheld can not connect with the paired device, a dialog box notifies you that the connection cannot be made and the call does not use the paired device.

### Related topic

- About Bluetooth® pairings

# Date and time

- Set the date and time
- Can I set the time automatically on my handheld?

## Set the date and time

In the handheld options, click **Date/Time**. Set the date and time. Save your changes.

### Note:

To set the date and time in the alarm, click the trackwheel. Click **Change Date/Time**.

## Can I set the time automatically on my handheld?

Yes, depending on your service provider, you might be able to request the date and time from the wireless network. In the handheld options, click **Date/Time**. Click the trackwheel. Click **Copy Network Time**.





# Profiles

- Set profiles
- Create a notification profile
- Use notification profiles
- Manage downloaded ring tones
- Silence your handheld
- Set the alarm
- Set the alarm volume
- What is the escalating volume level?

## Set profiles

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

The handheld has five preset notification profiles: Quiet, Loud, Vibrate, Default, and Phone Only. You can edit these default profiles, but you cannot delete them.

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 a notification profile

1. In the profiles list, click the trackwheel.
2. Click **New**.
3. Type a name for the profile.
4. Click an item.
5. Click **Edit**.

6. Set how you want to be notified for that item.
7. Click the trackwheel.
8. Click **Save**.
9. Click the trackwheel.
10. Click **Save**.

## Use notification profiles

Click a profile. Perform one of the following actions:

- Edit
- Delete

## Manage downloaded ring tones

In the profiles list, click a profile. Click **Show Tunes**. Click a ring tone.

Perform one of the following actions:

- Listen to the ring tone
- Delete the ring tone

## Silence your handheld

To silence your handheld, in the profiles list, enable the **Quiet** profile.

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

To turn notification back on, in the profiles list, select a different profile. Press the **Space** key.

## Related topic

- Silence the alarm

## **What is the escalating volume level?**

If you use the escalating volume level, the notification volume level consistently increases until the handheld reaches the loudest volume level.

# Screen display

- Use the handheld in the dark
- Set the display language
- Set a screen saver
- Set the Home screen background image
- Set the font
- Set a theme for your handheld
- Delete themes

## Use the handheld in the dark

If you do not use your handheld for a period of time, the backlighting turns off automatically.

To set how long the backlighting stays on if you do not use your handheld, in the handheld options, click **Screen/Keyboard**. Set the **Backlight Timeout** field.

Adjust the brightness for the backlighting. In the handheld options, click **Screen/Keyboard**. Change the **Backlight Brightness** field.

### Note:

The **Backlight Brightness** field is only available on some BlackBerry Wireless Handhelds with color screens.

## Set a screen saver

1. In the handheld options, click **Screen/Keyboard**.
2. Set the **Standby Screen** field to **Enabled**.
3. In the **Standby Timeout** field, set the amount of time before the screen saver appears.
4. Click the trackwheel.
5. Click **Save**.

You can set an image that you saved from a web page as your screen saver. In the pictures list, click an image. Click **Set As Standby Screen**. Save your changes.

### Note:

The screen saver is only available for BlackBerry Wireless Handhelds with color screens.

### Related topic

- Save an image

## Set the Home screen background image

You can set an image that you saved from a web page as your Home screen background. 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**.

### Note:

The Home screen background setting is only available for BlackBerry Wireless Handhelds with color screens.

### Related topic

- Save an image

## Set the font

1. In the handheld options, click **Screen/Keyboard**.
2. Set the **Font Family**, **Font Size**, and **Font Style** fields.
3. For large fonts, set the **Antialias mode** field.
4. Click the trackwheel.

5. Click **Save**.

**Note:**

Setting a specific font family is only available for BlackBerry Wireless Handhelds with color screens.

## Set a theme for your handheld

On some BlackBerry Wireless Handhelds with color screens, you set themes to control the appearance of items such as applications, indicators, words, and icons. Themes might be pre-loaded on your handheld, or you can download themes in .cod format.

In the handheld options click **Theme**. Click a theme name. Click **Activate**.

**Note:**

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

## Delete themes

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

**Note:**

You might not be able to delete themes that are pre-loaded on your handheld.

# Language

- Set the display language
- Set the input language
- Add or remove a display language

## Set the display language

1. In the handheld options, click **Language**.
2. In the **Language** field, select a preferred language.
3. Click the trackwheel.
4. Click **Save**.

## Set the input language

You can set your handheld input method to the language in which you prefer to type without changing the display language. This will change Auto-text and other typing settings to the selected language.

1. In the handheld options, click **Language**.
2. In the **Input method** field, select a preferred language.
3. Click the trackwheel.
4. Click **Save**.

### Note:

The input method field also controls whether your handheld uses the multi-tap or the assisted typing input method.

### Related topic

- Can I change the input method for my handheld?

## Add or remove a display language

If your handheld software supports multiple languages, you can add and remove languages using the Application Loader tool in the BlackBerry Desktop Software. For more information on adding and removing handheld software components, refer to the *BlackBerry Desktop Software Online Help*.



# Power and battery

- Turn the handheld on and off automatically
- Keep the battery at a full charge
- Check the battery level
- Extend battery life
- Reset the handheld

## About power off and reminders

If you turn off your handheld using the **Power** button, or by clicking **Turn Power Off** on the Home screen and selecting **Turn Off**, your handheld turns itself on at the following times:

- when the alarm turns on
- when the handheld is set to turn on automatically.

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

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

### Note:

Depending on your theme, the location and name for the **Turn Power Off** icon might change. For more information on the differences for your theme, refer to the printed documentation that accompanied your handheld.

## Turn the handheld on and off automatically

1. In the handheld options, click **Auto On/Off**.
2. Set the **Weekday** field to **Enabled**.
3. Specify the times that the handheld should turn on and off on weekdays.

4. Set the **Weekend** field to **Enabled**.
5. Specify the times that the handheld should turn on and off on weekends.
6. Click the trackwheel.
7. Click **Save**.

### Related topic

- About power off and reminders

## Keep the battery at a full charge

Charge your handheld for approximately 1 to 2 hours each day.

## Check the battery level

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

## Extend battery life

Use the Auto On/Off feature.

Turn off the radio when you are not in an area of wireless coverage.

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 handheld regularly.

## Reset the handheld

Press the **Alt** key + the **Shift** key + the **Backspace** key or remove and reinsert the battery.





# Network coverage

- Turn the wireless radio on and off
- Add a network to the preferred network list
- Scan for a network to add to the preferred network list
- Manage the preferred network list
- Network coverage – frequently asked questions

## Turn the wireless radio on and off

To turn on the wireless radio, on the Home screen, click **Turn Wireless On**.

To turn off the wireless radio, on the Home screen, click **Turn Wireless Off**.

### Note:

Depending on your theme, the location and name for the **Turn Wireless On** and **Turn Wireless Off** icons might change. For more information on the differences for your theme, refer to the printed documentation that accompanied your handheld.

## About the preferred network list

Create a list of preferred networks to specify which networks are scanned first when you are traveling.

Your handheld attempts to connect to the preferred networks based on the order in which they appear in your preferred network list. If no network in the list is available, your handheld automatically roams to an appropriate network.

When adding networks to your preferred network list, you can scan for, and add, a network that is available in your current area, or you can add a network that is already known to the handheld.

### Note:

You might not be able to create a list of preferred networks. For more information, contact your service provider.

## Add a network to the preferred network list

If you add a network manually, you must know the network mobile country code (MCC) and mobile network code (MNC).

1. In the handheld options, click **Network**.
2. Click the trackwheel.
3. Click **My Preferred Network List**.
4. Click the trackwheel.
5. Click **Add Network**.
6. Set the priority for this network in your list of preferred networks.
7. Type the network MCC and MNC.
8. Click the trackwheel.
9. Click **Save**.

### Notes:

The handheld completes the **Name** field if the MCC and MNC are recognized.

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

### Related topic

- About the preferred network list

## Scan for a network to add to the preferred network list

1. In the handheld options, click **Network**.
2. Click the trackwheel.
3. Click **My Preferred Network List**.
4. Click the trackwheel.
5. Click **Add Network**.
6. Click the trackwheel.
7. Click **Select From Available Networks**.
8. Select the network that you want to add.
9. Click the trackwheel.
10. Click **Select**.

### Related topic

- About the preferred network list

## Manage the preferred network list

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

- Edit
- Delete

### Note:

You cannot edit the name for a network in the preferred network list.

## Network coverage – frequently asked questions

- How do I select a network when traveling?
- How do I register my handheld with the network?
- How do I change the order of the networks in the preferred network list?

## How do I select a network when traveling?

In most cases when you are traveling, your handheld automatically roams to an appropriate network.

If you have a preferred network list, your handheld will scan first for networks that are available in the list.

If your handheld continues to display limited level of wireless coverage, you can attempt to improve the level of wireless coverage by selecting a different network. In the handheld options, click **Network**. Set the **Selection Mode** field to **Manual**. Click the **Scan for Available Networks** button. 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. For more information on roaming and the preferred networks on which your handheld can roam, contact your service provider.

### Note:

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

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

## How do I register my handheld with the network?

When you select a different network or load new programs, your handheld automatically registers with the network. To register your handheld manually, in the handheld options, click **Host Routing Table**. Click the trackwheel. Click **Register Now**.

## How do I change the order of the networks in the preferred network list?

To change the order of the networks listed in your preferred network list, select the network that you want to move higher in the list. Click the trackwheel. Click **Edit**. Change the priority for the network and save your changes. Edit the priority for the other networks until the preferred network list is in the desired order.



# SIM card

- About the SIM card phone book
- Add a SIM card contact
- Add SIM card contacts to your address book
- Manage SIM card contacts
- Leave SMS messages on the 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 contacts stored in your address book. If you use a different SIM card in your handheld, the contacts in your SIM card phone book change. However, the contacts in your address book are always available. 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. For more information, contact your service provider.

## Add a SIM card contact

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

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel.
4. Click **Copy All To Address Book**.

### Notes:

If you attempt to copy a SIM card contact with a phone number matching that of a contact already listed in the address book, the SIM card contact will not be copied.

If you attempt to copy a SIM card contact with a name matching that of a contact already listed in the address book, the SIM card contact will be copied regardless of whether your address book is configured to allow duplicate names.

## Manage SIM card contacts

Click a SIM card phone book contact. Perform one of the following actions:

- Edit
- Delete

## Leave SMS messages on the SIM card

When you change SIM cards, any SMS messages saved on the SIM card are imported onto your handheld. You can set the handheld SMS options to keep those messages on the SIM card after they appear on the handheld.

In the handheld options, click **SMS**. Set the **Leave messages on SIM card** field to **Yes**. Click the trackwheel. Click **Save**.

## Set SIM card security

1. In the handheld options, click **SIM Card**.
2. Click the trackwheel.
3. Click **Enable Security**.
4. Type your SIM card PIN code.
5. Click the trackwheel.

### Notes:

Your service provider must provide you with a SIM card PIN code to set SIM card security.

If you type the SIM card PIN code incorrectly three times, your SIM card does not function. For more information, contact your service provider.

## Change the SIM card PIN code

To change the SIM card PIN code, SIM card security must be enabled.

1. In the handheld options, click **SIM Card**.
2. Click the trackwheel.
3. Click **Change PIN Code**.
4. Type the current SIM card PIN code.
5. Click the trackwheel.
6. Type a new SIM card PIN code.
7. Click the trackwheel.
8. Type the new SIM card PIN code again.

# Security

- Type passwords
- Set a handheld password
- Lock the handheld
- Lock the keyboard
- Protect your handheld content
- Reduce handheld content size
- Regenerate encryption keys
- Store a password
- Create a random password
- Use the password keeper
- Copy a password
- Verify security software
- Prevent third-party applications from transmitting data
- Clear the handheld
- Set owner information
- Security – frequently asked questions

## About the handheld password

If you type your handheld password incorrectly five times, you must type **blackberry** before you can continue. On subsequent password attempts, the characters that you type are displayed.

If you type your handheld password ten times incorrectly, all information is erased from your handheld for security reasons.

If your handheld is integrated with an email account using a BlackBerry Enterprise Server, some security settings might differ. For more information, contact your system administrator.

## Type passwords

To type a password, use the multi-tap input method. Press the key once to type the first letter on the key, or press the key twice to type the second letter on the key. If your password contains capital letters, hold the letter key. Press the **Next** key to select a letter from the list. Press the **Enter** key to lock in the selected letter and continue typing. When you have finished typing your password, press the **Enter** key.

## Set a handheld password

1. In the handheld options, click **Security**.
2. Set the **Password** field to **Enabled**.
3. Set the security options.
4. Click the trackwheel.
5. Click **Save**.
6. Type a handheld password.
7. Click the trackwheel.
8. Retype the handheld password.
9. Click the trackwheel.

## Related topics

- About the handheld password
- Change the handheld password
- Disable the handheld password

## Change the handheld password

1. In the handheld options, click **Security**.
2. Click the trackwheel.
3. Click **Change Password**.
4. Type your current handheld password.
5. Click the trackwheel.

6. Type a new handheld password.
7. Click the trackwheel.
8. Retype the new handheld password.
9. Click the trackwheel.

#### Related topics

- About the handheld password
- Disable the handheld password

### Disable the handheld password

1. In the handheld options, click **Security**.
2. Set the **Password** field to **Disabled**.
3. Click the trackwheel.
4. Click **Save**.
5. Type the handheld password.
6. Click the trackwheel.

#### Related topic

- About the handheld password

### Lock the handheld

With a handheld password set, on the Home screen, click **Lock**.

To unlock your handheld, on the Lock screen, roll the trackwheel. In the Enter password dialog box, type your password.

#### Related topic

- About the handheld password

### About keyboard lock

If you do not set a handheld password, you can lock your keyboard to prevent accidentally placing calls or typing characters.

### Lock the keyboard

On the Home screen, click **Keyboard Lock**.

To unlock the keyboard, double-click the trackwheel.

#### Related topic

- About keyboard lock

### About content protection and compression

Content protection encrypts your handheld data. When your handheld is password locked, an open lock in the handheld status section of the screen indicates that encryption is in progress. A closed lock indicates that encryption is complete. After you type your handheld password, data on your handheld is decrypted as you access it.

To use content protection, you must have a handheld password enabled.

Content compression reduces the size of the data stored on your handheld while maintaining the integrity of that data.

### Protect your handheld content

1. In the handheld options, click **Security**.
2. Set the **Content Protection** field to **Enabled**.
3. Click the trackwheel.
4. Click **Save**.
5. Type your handheld password.
6. Click the trackwheel.

#### Note:

If you have not enabled your handheld password before you enable content protection, you are prompted to set a handheld password when you save the security settings.

#### Related topic

- About content protection and compression



## Reduce handheld content size

1. In the handheld options, click **Security**.
2. Set the **Content Compression** field to **Enabled**.
3. Click the trackwheel.
4. Click **Save**.
5. If you have enabled a handheld password, type your password.
6. Click the trackwheel.

### Related topic

- About content protection and compression

## About encryption keys

If your handheld is integrated with an email account using the BlackBerry Enterprise Server or BlackBerry Desktop Redirector, encryption keys protect data as it travels between your BlackBerry Enterprise Server or BlackBerry Desktop Redirector and the handheld. Encryption keys are generated automatically, but you can manually regenerate keys at any time.

## Regenerate encryption keys

If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 3.6 or earlier for Microsoft® Exchange, the BlackBerry Enterprise Server version 2.2 or earlier for IBM® Lotus® Domino®, or if you use the BlackBerry Desktop Redirector to forward email to your handheld, update the encryption keys using the BlackBerry Desktop Software. For more information, refer to the *BlackBerry Desktop Software Online Help*.

### Related topic

- About encryption keys

## About the password keeper

Use the password keeper to create and store all of your passwords. The password keeper is locked with a single password, so you can maintain all your passwords in one place.

You can use the password keeper to generate random passwords containing letters, numbers, and symbols.

The first time that you open the password keeper, you must create a password keeper password. Information in the password keeper is encrypted and is only decrypted when you type this password.

### Note:

Passwords stored in the password keeper are encrypted; however, if you copy a password, you can paste it into other applications on the handheld. While the password is copied on the clipboard, it is not encrypted.

## Store a password

1. In the password keeper, click the trackwheel.
2. Click **New**.
3. Type the information for the password.
4. Click the trackwheel.
5. Click **Save**.

### Related topic

- About the password keeper

## Create a random password

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**.

## Use the password keeper

Click a password entry. Perform one of the following actions:

- View
- Edit
- Delete

To change your password keeper password, click the trackwheel. Click **Change password**. Click **Yes**. Type your new password. Confirm your new password. Click **Ok**.

## Copy a password

In the password keeper, select a password entry. Click the trackwheel. 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 the clipboard are not encrypted.

## About security self tests

The security self tests program verifies that security software is implemented properly on your handheld. The tests run automatically when your handheld restarts.

## Verify security software

In the handheld options, click **Security**. Click the trackwheel. Click **Verify Security Software**.

### Related topic

- About security self tests

## About firewall settings

If you have third-party applications on your handheld, the firewall option prevents these applications from transmitting data without your knowledge.

### Related topic

- Legal notice

## Prevent third-party applications from transmitting data

When a third-party application on your handheld attempts to transmit data, a dialog box appears on your screen. Accept or deny the connection request.

To reset the firewall settings at any time, in the handheld options, click **Firewall**. Click the trackwheel. Click **Reset Settings**.

### Related topics

- About firewall settings
- Legal notice

## Clear the handheld

### Warning:

Performing this procedure disables all services and removes all data, including passwords and encryption keys, from the handheld. Before clearing your handheld, verify that a backup copy of your data is available.

1. In the handheld options, click **Security**.
2. Click the trackwheel.
3. Click **Wipe Handheld**.
4. Click **Continue**.
5. Type **blackberry**.

## Related topic

- How do I restore my handheld after clearing it?

## Set owner information

In the handheld options, click **Owner**. Type your contact information. Click the trackwheel. Click **Save**.

### Note:

Owner information appears on the screen when you lock your handheld.



# BrickBreaker

- Play BrickBreaker
- How do I set the speed of the paddle?
- How do I set the paddle to accelerate as I roll the trackwheel?

## Play 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.
- **Laser** enables you to shoot unlimited laser beams at the bricks.
- **Multi** multiplies the number of balls.
- **Catch** enables you to catch and hold the ball.
- **Skip** advances you to the next level.
- **Flip** changes the direction of the paddle.
- **1-up** gives you an additional life.

## How do I set the speed of the paddle?

In the BrickBreaker options, set the **Paddle Movement Speed** field.

## How do I set the paddle to accelerate as I roll the trackwheel?

In the BrickBreaker options, set the **Paddle Acceleration** field.



# Service books

- About service books
- Receive new service books
- Accept a new service book
- Manage service books
- Restore a deleted service book

## About service books

Service books determine which services are available on your handheld. If your handheld is integrated with an email account using a BlackBerry Enterprise Server, your system administrator can send service books that determine whether features such as remote address lookup and wireless calendar synchronization are available.

## Receive new service books

Service books arrive on your handheld in one of the following ways:

- over the wireless network from your service provider
- through the BlackBerry Desktop Software when you connect your handheld to your computer

## Accept a new service book

Service books should be automatically accepted by your handheld. If a new service book is available and it is not automatically accepted, a book icon appears in the handheld status section of the screen.

To accept the service book manually, in the handheld options, click **Service Book**. Click the new service book. Click **Accept**.

## Manage service books

In the handheld options, click **Service Book**. Click a service book. Perform one of the following actions:

- View
- Delete

## Restore a deleted service book

In the handheld options, click **Service Book**. Click the trackwheel. Click **Undelete**.





# Frequently asked questions

- Why are some of the features described not available on my handheld?
- What software version do I have on my handheld?
- Phone – frequently asked questions
- Email and PIN messages – frequently asked questions
- SMS messages – frequently asked questions
- Attachments – frequently asked questions
- Browser – frequently asked questions
- Downloading – frequently asked questions
- Contacts – frequently asked questions
- Calendar – frequently asked questions
- Tasks – frequently asked questions
- Memos – frequently asked questions
- Synchronization – frequently asked questions
- Typing – frequently asked questions
- Alarm – frequently asked questions
- Bluetooth® – frequently asked questions
- Network coverage – frequently asked questions
- Security – frequently asked questions

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

Depending on your service provider plan or the type of email account that you are using, some features might not be available on your handheld. In addition, your handheld might not have been provisioned for certain features by your system administrator. For more information, contact your service provider or system administrator.

## What software version do I have on my handheld?

To view handheld information such as your handheld type, software version, and copyright information, in the handheld options, click **About**. To return to the handheld options, press the **Escape** button twice.



# Phone – frequently asked questions

- Why can I not make calls?
- Why am I no longer receiving calls?
- How do I hide my handheld phone number from a contact when making a call?
- Can I use the phone when the handheld or keyboard is locked?
- How do I format conference call numbers in my 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 handheld?
- Can I use a TTY device with my handheld?
- Can I set the phone to display frequently called numbers?
- How do I stop my handheld from answering or ending calls automatically?
- Can I change how my phone number appears in the phone?

## Why can I not make calls?

Verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

If you still cannot make calls, verify that fixed dialing number mode is not enabled. To disable FDN mode, in the phone options, click **FDN Phone List**. Click the trackwheel. Click **Disable FDN mode**.

## Why am I no longer receiving calls?

Verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

If you still cannot receive calls, verify that call blocking or call forwarding is not enabled.

## How do I hide my handheld 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 use the phone when the handheld or keyboard is locked?

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 handheld is password-locked, you can answer the call, but your handheld remains password-locked during the call. You can perform regular phone actions, such as mute and hold. When you end the call, the handheld remains password-locked.

## How do I format conference call numbers in my 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 bridge number. Perform one of the following actions:

- Type **X** and add the access code as an extension.

- Type a comma before typing the access code. The comma represents a 2-second pause. You can insert multiple pauses.
- Type an exclamation point before typing the access code. The exclamation point represents a wait.

#### Note:

If you use a pause or a wait, you must type **Tel:** directly before the main bridge 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. For more information, contact your service provider.

You can block either all incoming calls or incoming calls only when you are roaming.

You can also block all outgoing calls, all international outgoing calls, or all international outgoing calls when you are roaming.

### Can I use call forwarding?

Yes, if your service provider plan includes call forwarding and your SIM card is provisioned for the service. For more information, contact your service provider.

### How do I edit the phone number to which my calls are forwarded?

To make changes to a call forwarding phone number that you have added, delete the current phone number and add 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. For more information, contact your service provider.

### Can I use FDN mode on my handheld?

Yes, if your SIM card is provisioned for the service. Your service provider must also provide you with a SIM card PIN2 code. For more information, contact your service provider.

### Can I use a TTY device with my handheld?

Yes, if your service provider supports TTY devices. The TTY device must operate at 45.45 bps, and you must insert the TTY device connector into your handheld headset jack. If you use an RJ-11 connector, you must use an adapter to connect the TTY device to your handheld.

TTY is only available on some BlackBerry Wireless Handhelds.

### 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.

#### Note:

If a call log screen appears on your handheld, the **Phone List View** field does not change the view of the call log screen.

## How do I stop my handheld from answering or ending calls automatically?

If you use a holster with your handheld, you can set how calls are handled when you insert or remove your handheld from the holster.

To stop your handheld 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 handheld 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 handheld options, click **SIM Card**. Click the trackwheel. Click **Edit SIM Phone Number**. Edit your phone number and save your changes.

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 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**.



# Email and PIN messages – frequently asked questions

- Why can't I send email or PIN messages?
- Why can't I receive email or PIN messages?
- Why is the menu option to send an email or PIN message not available?
- Can I verify that an email or PIN message has reached its recipient?
- Can I stop an email message from being sent?
- Why are some messages already on my handheld?
- How do I create and use links in messages?
- Why is "More available" appearing at the end of my message?
- Can I file 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?
- How do I show more of a subject line for my email and PIN 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 handheld?
- How do I change how long messages remain in the messages list?
- How do I make changes to the folders on my handheld?

- How do I stop email messages from being sent to my handheld?

## Why can't I send email or PIN messages?

Verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

If you send a message and you are not in an area of sufficient wireless coverage, the handheld sends the message when you return to an area of sufficient wireless coverage.

## Why can't I receive email or PIN messages?

Verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

Verify that email redirection to your handheld is enabled. 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.

## Why is the menu option to send an email or PIN message not available?

If you do not have an email address or PIN saved for your contact, the option to send an email or PIN message to that contact does not appear. In the address book, add an email address or a PIN number for your contact.

## Can I verify that an email or PIN message has reached its recipient?

Yes. To receive email message confirmation, if your handheld is integrated with an email account using a BlackBerry Enterprise Server, type **<confirm>** before the subject of your message.

For PIN messages, when the message has been delivered to a handheld, a **D** appears beside the check mark in the messages list.

## Can I stop an email message from being sent?

Yes, if the handheld radio is turned off or you are in an area of insufficient wireless coverage. If a clock icon appears beside the message, delete the message to stop it from being sent.

If the radio is turned on and you are in an area of sufficient wireless coverage, any pending messages are sent immediately, so you cannot stop the message from being sent.

## Why are some messages already on my handheld?

When you first receive your handheld and every time that you update the software, several welcome messages appear. These messages provide information and tips for using the handheld.

## 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 containing a link, click the link. In the menu, click the actions that apply to the type of link selected.

The handheld automatically recognizes most 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 handheld in sections. As you read the first section, the next section is sent to your handheld automatically, if you are in an area of sufficient wireless coverage. However, it might take several seconds before your handheld receives the next section.

To send only the first section of long messages to your handheld, 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 enabled wireless email reconciliation for your handheld, any messages that you file on your handheld are also filed in your mailbox.

If your handheld is not enabled for wireless email reconciliation, your handheld must be integrated with an email account using the BlackBerry Desktop Redirector or BlackBerry Enterprise Server to file messages. You must perform an initial email reconciliation with the BlackBerry Desktop Software so that the folders in your mailbox appear on your handheld. For more information on configuring manual email reconciliation, refer to the *BlackBerry Desktop Software Online Help*.



## Why can't I see a new message in the messages list even though I received notification?

If email messages are sent to your handheld from specific mailbox folders and, in the general messages options, you set the **Hide Filed Messages** option to **Yes**, a new message sent to your handheld is filed automatically, and it might not appear in the messages list. To view all of 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 various items, such as message status, saved web pages, call logs, and email messages with attachments.

When you make or receive a call, the handheld creates a call log containing information about the call. To disable call logs, in the phone options, click **Call Logging**. Set the **Show Logs In Message List** field to **No**.

## How do I show more of a subject line for my email and PIN messages?

If you want 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 handheld?

If your handheld memory is full, your handheld deletes the oldest messages from the messages list to accommodate new ones. It will not delete saved messages.

If you have enabled wireless email reconciliation, messages that you delete in your mailbox are also deleted on your handheld. Messages that you delete on your handheld are also deleted in your mailbox.

If you deleted multiple messages using **Delete Prior**, the messages are only deleted from your handheld.

## How do I change how long messages remain in the messages list?

To change the number of days your handheld will keep messages on the messages list, in the message options, click **General Options**. Set the **Keep Messages** field.

Messages sent to your handheld that are older than the number of days that you specify in the **Keep Messages** field are removed from your handheld. 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 sent to your handheld during that period of time appear in the messages list.

## How do I make changes to the folders on my handheld?

You cannot add, edit, or delete folders from your handheld. To add, edit, or delete the folder, change it in your mailbox and reconcile your email with your handheld.

If your handheld is enabled for wireless email reconciliation, changes that you make to the folders in your mailbox are synchronized with your handheld over the wireless network.

If your handheld is not enabled for wireless email reconciliation, reconcile your email manually using the BlackBerry Desktop Software. For more information, refer to the *BlackBerry Desktop Software Intellisync Online Help*.

## **How do I stop email messages from being sent to my handheld?**

If you are using the BlackBerry Desktop Software, in the Redirector Settings tool, clear the **Redirect incoming messages to your handheld** check box.

# 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 set how SMS messages display?
- Can I remove the prompt that appears before I delete messages?
- Why were some of my messages deleted from the handheld?
- Why aren't all of the SMS options described appearing on my handheld?
- What are the Validity Period, Sent As, and Network to Send Over fields in the SMS options?
- How do I change how long messages remain in the messages list?

## Why can't I send SMS messages?

Verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

If you send a message and you are not in an area of sufficient wireless coverage, the handheld sends the message when you return to an area of sufficient wireless coverage.

Verify that fixed dialing number mode is not enabled. To disable FDN mode, 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. For more information, contact your service provider.

## Can I verify that my SMS message has reached its recipients?

Yes. In the handheld 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 handheld options, click **SMS**. In the **Number of Previous Items** field, set how many previous SMS messages from the thread should appear.

### Note:

If, in the handheld options on the **SMS** screen, you have set the **SMS View** field to **Conversational**, all of the messages in the thread display by default.

## Can I set how SMS messages display?

Yes. In the handheld options, click **SMS**.

If you want SMS messages within a thread to display as separate entries in the message list, set the **Message List** option to **Show all**.

If you want to change the format of SMS messages so that you can type a response in the same screen that you view the message, set the **SMS View** field to **Conversational**.

To send a message in the conversational SMS view, type text at the bottom of the SMS screen and press the **Enter** key to send the message. You can also click the trackwheel to view more options in the menu.

### **Why were some of my messages deleted from the handheld?**

If your handheld memory is full, your handheld deletes the oldest messages from the messages application to accommodate new ones. It will not delete saved messages.

### **Why aren't all of the SMS options described appearing on my handheld?**

Depending on your service provider plan, some SMS message options might not be available on your handheld. For more information, contact your service provider.

### **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 sets how to send your SMS messages, and the **Network to Send Over** field sets the type of network through which your SMS messages are sent.

# Attachments – frequently asked questions

- Can I view file attachments on my handheld?
- Why are some file attachment features not available on my handheld?
- How do I view password-protected file attachments?
- How do I view information about attached files?
- Can I set the amount of memory that my handheld uses for file attachments?
- How do I change how file attachments are displayed?
- How do I view cell contents in spreadsheet attachments?
- Why is "More available" appearing at the end of my file attachment?
- How do I search for text within a file attachment?
- What does skipped content mean?
- Can I see tracked changes in document attachments?

## Can I view file attachments on my handheld?

Yes, if attachment viewing is enabled for your handheld. When you receive a message with an attachment, click the trackwheel. If **Open Attachment** appears in the menu, you can view attachments on your handheld.

If **Open Attachment** does not appear in the menu, your handheld might not be enabled for attachment viewing.

To view document and spreadsheet attachments, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 3.6 or later for Microsoft® Exchange, the BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or the BlackBerry Web Client.

To view .zip, .htm, or .html attachments, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 3.6 Service Pack 1 or later for Microsoft® Exchange, the BlackBerry Enterprise Server version 2.2 Service Pack 1 or later for IBM® Lotus® Domino®, or the BlackBerry Web Client.

To view image attachments, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 4.0 or the BlackBerry Web Client version 1.9.

For more information, contact your system administrator or service provider.

## Why are some file attachment features not available on my handheld?

If your BlackBerry Wireless Handheld has 8 MB of memory, some image attachment viewing features are not available.

## 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, select the file name. Click the trackwheel. Click **Password**. Type the password. Click the trackwheel.

## How do I view information about attached files?

To view the file size, title, and other information about an attached file without retrieving the file, on the Attachment screen, select the file name. Click the trackwheel. Click **Retrieve Info**.

## Can I set the amount of memory that my handheld uses for file attachments?

Yes. In the attachment 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. You can only set the Font Family field on BlackBerry Wireless Handhelds with color screens.

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**. All the cells for that column expand to the size of the cell with the longest content.

To change the column size for all of the columns in a spreadsheet, click the unmarked column label in the top left corner of the screen. Click the preferred size.

To change the default column size for all spreadsheet attachments, open the attachment options. Set the **Column Width** field to **Large**.

## Why is "More available" appearing at the end of my file attachment?

Long attachments are sent to your handheld in sections. As you read the first section, the next section is sent to your handheld automatically, if you are in an area of sufficient wireless coverage. However, it might take several seconds before your handheld receives the next section.

To send only the first section of long attachments to your handheld, 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 within 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.

To view the text on your handheld, verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

## What does skipped content mean?

The skipped content bar appears in a document attachment when more content is available but has not been retrieved. To retrieve skipped content, click the skipped content bar. Click **More**.

## Can I see tracked changes in document attachments?

Some document formats enable editors to track changes in a document. With tracked changes showing, new and deleted text is displayed in the document. To view tracked changes, 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 handheld and mailbox?
- Why are some of my email messages not reconciling over the wireless network?
- Can I reconcile with my personal folders?
- Can I remotely empty the deleted messages folder on my computer?

## Can I reconcile email messages over the wireless network?

Yes. If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 3.6 or later for Microsoft® Exchange, or the BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, verify that wireless email reconciliation is enabled in the messages options.

If your handheld is integrated with an email account using the BlackBerry Web Client, and your service provider supports wireless email reconciliation, verify that you have enabled wireless email reconciliation in the messages options.

## Can I synchronize PIM items over the wireless network?

If your handheld is integrated with an email account using the 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. For more information on setting wireless calendar synchronization, refer to the *BlackBerry Desktop Software Online Help*.

Your handheld radio must be on and you must be in an area of sufficient wireless coverage for PIM items to synchronize over the wireless network. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

## How do I handle conflicts between my handheld and mailbox?

A conflict might occur if you edit the same item on both your handheld and mailbox before synchronization takes place.

If you enable wireless email reconciliation, you can set whether the handheld or mailbox takes precedence when a conflict occurs. In the messages options, click **Email Reconciliation**. Set the **On Conflict** field to the preferred option. You can set this option for each message service on your handheld.

If you use the BlackBerry Desktop Software to enable wireless calendar synchronization, you can adjust the calendar conflict resolution settings in the desktop software. For more information, refer to the *BlackBerry Desktop Software Online Help*.

## Why are some of my email messages not reconciling over the wireless network?

If you are not in an area of sufficient wireless coverage, your email messages will not be reconciled over the wireless network. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

If you are in an area of sufficient wireless coverage and you want to initiate email reconciliation from the handheld, in the messages list, click the trackwheel. Click **Reconcile Now**.

## Can I reconcile with my personal folders?

Yes. If you are a Microsoft® Exchange user, and you use personal folders, you can only reconcile email messages with personal folders using the BlackBerry Desktop Software. For more information, refer to the *BlackBerry Desktop Software Online Help*.

## Can I remotely empty the deleted messages folder on my computer?

Yes. In the messages options, click **Email Reconciliation**. Click the trackwheel. Click **Purge Deleted Items**. Click **Yes**.

To use this feature, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 3.6 or later for Microsoft® Exchange, and wireless email reconciliation must be enabled. Verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

# Browser – frequently asked questions

- Why are there no browsers available on my handheld?
- Can I use the BlackBerry Browser?
- 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?
- What is the Available Offline check box that appears when I'm adding a bookmark?
- Why did the web page form not submit?
- How do I use the browser queue?
- How do I control when scripts are run on my handheld?
- How do I change which browser opens when I click a link in an open email message?
- On my browser home page, when I hold the Escape button, the application closes. Can I change this?
- What options can I set for WAP Browser security?
- What options can I set for BlackBerry Browser security?

## Why are there no browsers available on my handheld?

Verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

Depending on your service provider or your theme, the location and name for your handheld browsers might change.

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

## Can I use the BlackBerry Browser?

Yes, if your handheld is integrated with an email account using the BlackBerry Enterprise Server version 3.5 or later for Microsoft® Exchange or the BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®. For more information on the BlackBerry Browser, contact your system administrator.

## 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 your 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**. In the **Content Mode** field, set the type of content that the browser accepts. Save your 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.

## What is the Available Offline check box that appears when I'm adding a bookmark?

The **Available Offline** check box enables you to view the web page when you are not connected to the wireless network or when you are outside an area of wireless coverage. 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.

## Why did the web page form not submit?

Verify that your handheld radio is turned on and that you are in an area of sufficient wireless coverage. For more information on wireless coverage levels, refer to the printed documentation that accompanied your handheld.

## How do I use the browser queue?

The browser queue lists all of the forms submitted when you were not within an area of sufficient wireless coverage.

To view a form in the queue, in the browser options, click **Offline Queues**. Click a form. Click **Get Link**.

To delete a form in the queue, click the form. Click **Delete**.

## How do I control when scripts are run on my handheld?

In the browser options, click **General Properties**. Select the **Prompt Before Running WML Scripts** check box. You are prompted before browser scripts are run.

## How do I change which browser opens when I click a link in an open email message?

In the handheld options, click **Browser**. Set the **Default Browser Configuration** to the browser to use when you click links.

## On my browser home page, when I hold the Escape button, the application closes. Can I change this?

Yes. In the browser options, click **General Properties**. Select the **Prompt Before Closing Browser On Escape** check box. You receive a prompt before the browser closes.

## What options can I set for WAP Browser security?

To set WAP Browser security, in the handheld options, click **WTLS**. In the **Encryption Strength** field, set the encryption level for connecting to your WAP gateway. In the **Prompt for Server Trust** field, set whether to prompt for WTLS connection authentications if the handheld cannot authenticate the connection automatically.

## What options can I set for BlackBerry Browser security?

Transport Layer Security (TLS) can apply to the connection from your BlackBerry Enterprise Server to a web server, or it can apply to the entire connection from your handheld to a web server.

To set BlackBerry Browser security, in the handheld options, click **TLS**.

To apply TLS to the connection from your BlackBerry Enterprise Server to a web server, set the **TLS Default** field to **Proxy**. Set the **Allow HTTPS Redirections** field and the **Trusted Hosts** field.

To apply TLS to the entire connection from your handheld to a web server, set the **TLS Default** field to **Handheld**. Set the **Algorithm**, **Server Authentication**, and **Client Authentication** fields.

In the **Algorithm** field, set the type of algorithm, the encryption strength, and whether only Federal Information Processing Standards (FIPS)-approved key algorithms are supported.

In the **Server Authentication** field, set whether to prompt about server security issues. If an item is set to **False**, connections are prevented if a server security issue occurs.

In the **Client Authentication** field, set whether to prompt about client security issues. If an item is set to **False**, connections are 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, tasks, or memos are displayed?
- What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?
- 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**.

## Can I change how my contacts, tasks, or memos are displayed?

Yes. In the address book, tasks, or memo options, change the **Sort By** field.

## What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?

These fields are extra fields where you can add information for your contacts, such as birthdays or anniversaries. You can edit the name of the field for all your contacts and set up your BlackBerry Desktop Software to synchronize with the corresponding field in your desktop email program.

To change the field name for a custom field, click the trackwheel. Click **Change Field Name**.

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

Yes. When editing the contact or memo, click the trackwheel. Click **Categories**. Click the trackwheel. Click **Clear Selection**.

## 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**.

## 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 is shown 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 handheld calendar?
- How do I know how many contacts, calendar entries, tasks, or memos I have saved?

## Are there any restrictions for using the calendar with Lotus Notes®?

Yes. If you are a 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 the series for 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, change the **Start of Day** and **End of Day** fields.

## How do I change the day of the week that is shown first when viewing the calendar in Week view?

In the calendar options, change the **First Day Of Week** field.

## 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 handheld calendar?

To change the number of days your handheld will keep in the calendar, in the calendar options, set the **Keep Appointments** field.

Appointments in your handheld calendar that are older than the number of days that you specify in the **Keep Appointments** field are removed from your handheld. 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 handheld calendar.

# Bluetooth® – frequently asked questions

- How do I connect my handheld with another Bluetooth® device?
- How do I know when my handheld Bluetooth® radio is on?
- What if I can't type a passkey on the Bluetooth device I want to pair with?
- Why does my list of paired devices not appear?
- Can I connect to devices without being prompted?
- Can I prevent devices from discovering my handheld when it is within range?

## How do I connect my handheld with another Bluetooth® device?

Verify that your handheld Bluetooth radio is turned on and your handheld is paired with the device you want to connect with.

In the list of paired devices, select the Bluetooth device you want to connect with and click the trackwheel. Click **Connect**.

## How do I know when my handheld Bluetooth® radio is on?

Bluetooth icons appear on the Home screen if your handheld Bluetooth radio is on or if you are connected with another Bluetooth wireless technology enabled device.

## What if I can't type a passkey on the Bluetooth device I want to pair with?

If the device you are pairing with has no screen where you can type a passkey, the passkey is often hard-coded. Try typing **0000** in the **Enter passkey for <device name>** field on your handheld to pair with the new device.

## Why does my list of paired devices not appear?

Verify that your handheld Bluetooth® radio is turned on and that you have added devices to your paired devices list.

## Can I connect to devices without being prompted?

You can only connect to devices without being prompted if the devices are paired with your handheld. In the paired devices list, click a paired device. Click **Device Properties**. Set the **Trusted** field to **Yes**.

## Can I prevent devices from discovering my handheld when it is within range?

Yes. In the paired devices list, click the trackwheel. Click **Options**. Set the **Discoverable** field to **No**.



# Security – frequently asked questions

- What does the Verifying Security Software dialog box mean when I restart my handheld?
- How do I restore my handheld after clearing it?
- How do I reduce the size of data stored on my handheld?
- How do I prevent passwords from accidentally being copied to the clipboard?
- How do I specify the criteria for randomly generated passwords?
- Why do additional security features appear in the handheld options?
- How do I prevent passwords from appearing on the screen in the password keeper?

## What does the Verifying Security Software dialog box mean when I restart my handheld?

When this dialog box appears, the handheld is verifying that all security software is implemented properly on your handheld. The tests run automatically when your handheld restarts.

## How do I restore my handheld after clearing it?

If you are using the BlackBerry Desktop Software, restore handheld data and services using the Backup and Restore tool. For more information, refer to the *BlackBerry Desktop Software Online Help*.

## How do I reduce the size of data stored on my handheld?

To reduce the size of data stored on your handheld, enable content compression.

## 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**.

## How do I specify the criteria for randomly generated passwords?

In the password keeper options, set the password length and specify whether randomly generated passwords must contain letters, numbers, or symbols.

## Why do additional security features appear in the handheld options?

Additional security options such as **Certificate Servers**, **Certificates**, **Key Stores**, **S/MIME**, or **Memory Cleaning** might be available in the handheld options. You can use these options with the Secure Multipurpose Internet Mail Extensions (S/MIME) Support Package. For more information, refer to the *S/MIME Support Package User Guide Supplement*.

## 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**.



# Tips

- Home screen
- Searching
- Options and fields
- Navigating screens
- Typing
- Editing text
- Messages
- Attachments
- Phone
- Browser
- Calendar
- Calculator

## Home screen

To return to the Home screen from any other screen, press the **End** key.

To lock the handheld, set a password. Hold **\*** or click **Lock**.

To unlock the handheld, press the **Send** key + press **\*** or double click the trackwheel. Type your password.

To lock the keyboard, hold **\*** or click **Lock**.

To unlock the keyboard, press the **Send** key + press **\*** or double click the trackwheel.

To switch between the **Default** and **Vibrate** notification profiles, hold **#**.

To move an icon on the Home screen, select an icon. Hold the **Alt** key and click the trackwheel. Click **Move Application**. Place the icon. Click the trackwheel.

To hide an icon on the Home screen, select an 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 application, hold the **Alt** key and press the **Escape** button. Continue to hold the **Alt** key and select an application. Release the **Alt** key to switch to that application.

## Searching

To search for text, click the trackwheel. Click **Find**. Type the text.

To find a contact, type the contact name or initials separated by a space.

To stop a search in progress, click the **Escape** button.

## Options and fields

To select a check box, press the **Space** key. To clear the 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

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 **1**.

To move to the bottom of a screen, press **7**.

To move down a screen, press **9**.

To move up a screen, press **3**.

To move to the next item, press **2**.

To move to the previous item, press **8**.

## Typing

To type words quickly using the assisted typing input method, type the entire word before you attempt to make a correction.

To scroll down the list that appears when you type, press the **Next** key or roll the trackwheel.

To choose a selected item in the list that appears when you type, press the **Enter** key or click the trackwheel.

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

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

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

To type a symbol, press the **Alt** key + the **Symbol** key. Press the **Symbol** key again to view more symbols. Type the letter shown below the symbol.

To type an accent or special character, hold the letter key and roll the trackwheel. Click a selected character.

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

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

To turn off NUM lock, press the **Alt** key.

To switch between the assisted typing and multi-tap input methods in a text field, hold **\***.

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

To type a letter in a number field, hold the **Alt** key and use the multi-tap input method. Press a letter key once to type the first letter on the key. Press a letter key twice to type the second letter on the key.



To switch between NUM lock and the multi-tap input method in a number or password field, hold the **Shift** key.

To type a password, use the multi-tap input method. Press a letter key once to type the first letter on the key. Press a letter key twice to type the second letter on the key. To type a number in a password field, hold the **Alt** key. Press the number key.

## Editing text

To move the cursor horizontally through a line of text, hold the **Alt** key and roll the trackwheel.

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** 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.

## Messages

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

To compose a message from the messages list, press the comma (,) key.

To reply to a message, press the exclamation point (!) key.

To forward a message, press the period (.) key.

To reply to all, press the question mark (?) key.

To move down a page, press **9**.

To move up a page, press **3**.

To view received messages, in the messages list, press the **Alt** key + **3**.

To view SMS messages, in the messages list, press the **Alt** key + the question mark (?) key.

To view phone call logs, in the messages list, press the **Alt** key + the period (.) key.

To view voice mail messages, in the messages list, press the **Alt** key + **7**.

To move to the last cursor position in a received message, press **5**.

To delete selected messages, press the **Delete** key.

## Attachments

To change the column size, press the exclamation point (!) key.

To move to a specific cell, press **5**.

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

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

To zoom into an image, press **3**. To continue zooming into an image, hold the **Shift** key and roll the trackwheel.

To zoom out of an image, press **9**. To continue zooming out of an image, hold the **Shift** key and roll the trackwheel.

To zoom to the original image size, press **5**.

To rotate an image, press the period (.) key.

## Phone

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

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

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

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

To type an extension, press the **X** key. Type the extension number.

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

To type a letter in a number field, hold the **Alt** key. Press a letter key once to type the first letter on the key, or press a letter key twice to type the second letter on a key.

To turn mute on and off during a call, press the exclamation point (**!**) key.

To switch between the speaker and earpiece during a call, press the period (.) key.

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

To move to the top of the Phone screen while viewing the list of call logs, press the **Space** key.

To insert a wait when typing a phone number, press exclamation point (**!**) key

To insert a pause when typing a phone number, press the comma (,) key.

To insert a + when typing a phone number, hold **0**.

## Browser

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

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 forward slash in the Go To dialog box, press the **Shift** key + the **Space** key.

To edit a web address in the Go To dialog box, hold the **Alt** key and roll the trackwheel. Select an address. Edit the text. Click the trackwheel.

To move to the next page in the history, press **6**.

To move to the previous page in the history, press **4**.

To move down a page, press **9**.

To move up a page, press **3**.

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

To move to a specific web page, press the period (.) key.

To move between full-screen mode and normal mode, press the exclamation point (**!**) key.

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

## Calendar

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

To create an appointment, press the period (.) key.

To move to the next day, week, or month, press **6**.

To move to the previous day, week, or month, press **4**.

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.

## **Calculator**

To scroll vertically, hold the **Alt** key and roll the trackwheel.

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



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