BlackBerry®
Wireless Handheld

User Guide

User Guide, BlackBerry 7520 Wireless Handheld ™

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Enterprise activation

- About enterprise activation
- Activate the handheld over the wireless network

About enterprise activation

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

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

If you do not have access to BlackBerry Enterprise Server version 4.0, refer to the printed documentation that accompanied your handheld for more information on integrating your handheld with an email account.

Notes:

If the handheld has not yet been activated, or you are upgrading your software, **Enterprise Activation** might appear on the Home screen. Click **Enterprise Activation** to verify the status of the activation.

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

Activate the handheld over the wireless network

In the handheld options, click **Enterprise Activation.** Type your corporate email address and the password provided to you by your system administrator. Click the trackwheel. Click **Activate.**

Related topic

- Why are some messages already on my handheld?

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
- Save a copy of messages sent from the handheld
- Add an email signature
- Set an out of office reply
- Create an email filter
- Set folder redirection
- 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.**

Note:

To view sent messages, in the messages list, click the trackwheel. Click **View Folder.** Click **Sent Items.** 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.**

Save a copy of messages sent from the handheld

Set this option to save messages sent from your handheld in the **Sent Items** folder of your mailbox.

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

Note:

Set the save copy option for each message service on your handheld.

Related topic

- View filed messages

About email signatures

The signature is added to your email messages after you send them. It does not appear on your handheld when you compose the email message.

To add a signature to messages sent from your handheld, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 4.0. Alternatively, you can add a signature in the BlackBerry Desktop Software.

Note:

Set an email signature for each message service on your handheld.

Add an email signature

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

Related topic

- About email signatures

About out of office reply

The out of office reply is automatically sent to your contacts the first time that the contact sends you an email message.

To set an out of office reply from your handheld, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 4.0. Alternatively, you can set an out of office reply in your mailbox.

Note:

Set an out of office reply for each message service on your handheld.

Set an out of office reply

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

Related topic

- About out of office reply

About email filters

You create filters to specify which email messages are forwarded to your handheld and which messages remain in your mailbox. To forward messages to your handheld, select **Forward with Level 1 Notification** (sends messages with higher priority) or **Forward header only** (sends messages with only the **To, Sent, From,** and **Subject** fields).

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

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

To create email filters on your handheld, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 4.0. Alternatively, you can use the BlackBerry Desktop Software to create email filters.

Note:

Set email filters for each message service on your handheld.

Create an email filter

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

Notes:

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

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

Related topics

- About email filters
- Use email filters
- Create a filter quickly

Use email filters

Click a filter. Perform one of the following actions:

- Enable filter
- Disable filter
- View
- Edit
- Delete
- Move up
- Move down

Create a filter quickly

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

- Create a filter based on the sender: Click **Filter Sender.**
- Create a filter based on the subject: Click **Filter Subject.**

Add a title and save the filter.

About folder redirection

If rules within your mailbox direct new messages into different folders, you must specify which desktop email folders should forward messages to your handheld.

To set folder redirection, your handheld must be integrated with an email account using the BlackBerry Enterprise Server version 4.0. Alternatively, you can use the BlackBerry Desktop Software to specify folder redirection settings.

Note:

Set folder redirection for each message service on your handheld.

Set folder redirection

1. In the messages options, click **Email Settings.**
2. Click the trackwheel.
3. Click **Folder Redirection.**
4. Select the check boxes.
5. Click the trackwheel.
6. Click **Save.**

Notes:

Verify that you selected the **Inbox.** If you do not select the **Inbox,** email messages are not forwarded from this folder.

To specify all of your folders for redirection, including your **Sent Items** folder, select the **Select All** check box. All email messages sent from your mailbox also appear on your handheld.

Related topics

- About folder redirection
- View filed messages
- How do I make changes to the folders on my handheld?

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

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.**

Note:

If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0, your PIN is displayed on the Enterprise Activation screen.

Send a PIN message

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

SMS messages

- About SMS messages
- Find your SMS number
- Open an SMS message
- Manage messages
- SMS messages – frequently asked questions

About SMS messages

With an SMS-compatible phone number, you can receive short message service (SMS) messages. An SMS-compatible number is a phone number (work, home, mobile, or pager) that your service provider has enabled for SMS.

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.

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.

Manage messages

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

- Save
- Delete

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.

You can also configure wireless email reconciliation options using the handheld.

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 the BlackBerry Enterprise Server™ version 4.0 and wireless PIM synchronization is enabled, PIM items are synchronized over the wireless network automatically. You can turn wireless PIM synchronization on and off using the handheld.

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*.

Related topic

- Can I synchronize PIM items over the wireless network?

Set wireless PIM synchronization

If you have been using your handheld with wireless PIM synchronization disabled or are enabling wireless PIM synchronization for the first time, synchronize your handheld using the desktop software before you enable wireless PIM synchronization.

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

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

Note:

If you enable wireless PIM synchronization on the handheld, you cannot synchronize PIM items using the desktop software.

Related topic

- Can I synchronize PIM items over the wireless network?

Backing up and restoring handheld data

- About backing up handheld data
- About restoring handheld data

About backing up handheld data

If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0, settings on your handheld that would not be saved in your desktop email program are backed up over the wireless network automatically. These settings include fonts, bookmarks, and other handheld settings. Any information saved as part of personal information management synchronization or wireless email reconciliation is not backed up.

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 your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0 and your handheld data is lost or erased, it can be restored to your handheld using enterprise activation. In the handheld options, click **Enterprise Activation.** Type your corporate email address and the password supplied by your system administrator. Click the trackwheel. Click **Activate.**

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

- Use AutoText
- Create an AutoText entry
- Change AutoText entries
- Cut or copy text
- Paste text
- Typing tips
- Enable tones when pressing keys
- Set the cursor speed
- Typing — frequently asked questions

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 **ttyl** 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

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.**

Typing tips

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

To insert a symbol, press the **Symbol** key.

To insert an accent, hold a letter and roll the trackwheel.

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

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

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

Enable tones when pressing keys

In the handheld options, click **Screen/Keyboard.** Set the **Key Tone** field to **On.** Save your changes.

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

- What is the Insert Macro menu item?
- Why can't I use shortcuts on the Home screen?

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.

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

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

Phone

- Find your phone number
- Make a phone call
- Make an emergency call
- About A-GPS support
- Acquire the GPS position of your handheld
- Use speed dial
- Check your voice mail
- Answer a call
- Mute a call or place a call on hold
- Adjust the phone volume
- Use the speaker during a call
- Phone features
- Dial using letters
- Make a three-way call
- Assign a speed dial letter
- Change speed dial assignments
- Log calls
- Use call logs
- Forward calls
- Set call waiting
- Set default country and area codes
- Set corporate extension dialing
- Set voice mail options
- Set the TTY option
- Set the default call volume
- Reset call timers
- Phone — frequently asked questions

Find your phone number

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

Make a phone call

1. In the phone, type a phone number or select a contact.
2. Press the **Enter** key.
3. To end the call, hold the **Escape** button.

Notes:

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

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

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 **Enter** key.
- **Locked keyboard or handheld:** Click the trackwheel. Click **Emergency Call**. Click **Yes.**

Related topics

- About A-GPS support

About A-GPS support

Depending on your handheld version or service provider, your handheld might be enabled with Assisted Global Positioning System (A-GPS) support.

If your handheld is enabled with A-GPS support, when you make an emergency call from your handheld, an emergency operator can estimate your approximate location (subject to A-GPS limitations).

Warning:

In an emergency, always provide detailed information about your location to the emergency operator. Because of certain limitations in A-GPS technology and emergency infrastructure, the emergency operator might not be able to estimate your location using only A-GPS information.

Related topics

- Acquire the GPS position of your handheld

Acquire the GPS position of your handheld

Your BlackBerry Global Positioning System (GPS) location is determined using information from GPS satellites, and is expressed as longitude and latitude. To acquire your BlackBerry satellite position, in the handheld options, click **Location Based Services.** Click the trackwheel and click **Refresh GPS.**

Note:

If you are unable to acquire your BlackBerry satellite position by clicking **Refresh GPS,** try again when you are out of doors and your handheld is exposed to a wide area of open sky.

Use speed dial

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

Note:

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

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.

To end the call, hold the **Escape** button.

Related topic

- Can I use the phone when the handheld or keyboard is locked?
- Use Bluetooth® wireless technology during a call

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.

Use the speaker during a call

Press the **Symbol** key to switch between the speaker and earpiece 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 a letter during a call, press the **Alt** key. Type the letter.

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

1. During a call, click the trackwheel.
2. Click **New Call.**
3. Type a phone number or click a contact.
4. Click the trackwheel.
5. Click **Call.**
6. During the second call, click the trackwheel.
7. Click **Join.**

Note:

To use this feature your SIM card must be provisioned for three-way calling. Contact your service provider for more information.

Assign a speed dial letter

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

Related topic

- Assign a speed dial number to a contact in your address book

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

1. In the phone, click the trackwheel.
2. Click **View Speed Dial List.**
3. Select an unassigned letter.
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 letter:** Click the contact. Click **Edit.** Click a new contact. Click **Speed Dial <contact name>.**
- **Assign the contact to a different speed dial letter:** Click the contact. Click **Move.** Click a different speed dial letter.
- **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 phone call log, click the trackwheel. Click **Edit Notes.** Click the trackwheel. Click **Clear Field.**

Note:

You cannot make notes in Direct Connect call logs.

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.**

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 **Alt** key + the **8** key and type the extension number.

Set default country and area codes

1. In the phone options, click **Smart Dialing.**
2. Set the **Country Code** and **Area Code** fields.
3. In the **National Number Length** field, set the default length for phone numbers in your country.
4. Click the trackwheel.
5. Click **Save.**

Note:

When 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. Contact your service provider for more information on voice mail for your SIM card.

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

About TTY

You can use text telephone (TTY) to make calls to, and receive calls from, other TTY devices. If you connect your 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

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.**

Direct Connect

- Find your Direct Connect number
- Send a call alert
- Join a Talkgroup
- Make a Direct Connect call
- Call a Talkgroup
- Respond to a Direct Connect call
- Respond to a group call
- Respond to a call alert
- Queue a call alert
- Reset Direct Connect call timers
- Direct Connect – frequently asked questions

Find your Direct Connect number

In the phone, click the trackwheel. Click **Status.** Your Direct Connect number (DC#) appears in the format: **AreaID*NetworkID*MemberID.**

Send a call alert

1. In the phone, type a Direct Connect number (**AreaID*NetworkID*MemberID**).
2. Click **Alert.**
3. Press the **Push to Talk** button.

Join a Talkgroup

1. In the phone, type **#** and the Talkgroup number.
2. Click **Join.**

Make a Direct Connect call

1. In the phone, type a Direct Connect number (**AreaID*NetworkID*MemberID**) or select a contact listed.
2. Hold the **Push to Talk** button to speak to your contact.
3. Release the **Push to Talk** button to listen to your contact.
4. To end the call, hold the **Escape** button. If you wait for a short period of time, the call ends automatically.

Note:

If the contact that you want to call is not listed, click the trackwheel. Click **Call By Name** to select a contact from your address book. Press the **Push to Talk** button to call your contact.

Call a Talkgroup

1. In the phone, type **#** and the number of a Talkgroup that you have joined or select a Talkgroup number listed.
2. Hold the **Push to Talk** button to speak to your Talkgroup.
3. Release the **Push to Talk** button to listen to your Talkgroup.
4. To end the group call, hold the **Escape** button. If you wait for a short period of time, the call ends automatically.

Note:

If the Talkgroup that you want to call is not listed, click the trackwheel. Click **Call By Name** to select a contact from your address book that is associated with a Talkgroup. Press the **Push to Talk** button to call your contact.

Respond to a Direct Connect call

1. Hold the **Push to Talk** button to speak to your contact.

2. Release the **Push to Talk** button to listen to your contact.

Respond to a group call

1. Hold the **Push to Talk** button to speak to your Talkgroup.
2. Release the **Push to Talk** button to listen to your Talkgroup.

Respond to a call alert

1. Press the **Push to Talk** button.
2. Hold the **Push to Talk** button to speak to your contact.
3. Release the **Push to Talk** button to listen to your contact.

Queue a call alert

In the Alert From dialog box, click **Queue.** The call alert appears in the messages list as an unopened message.

Reset Direct Connect call timers

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

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 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

- Use 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*.

If your handheld is integrated with an email account using a BlackBerry Enterprise Server and you are not using the BlackBerry Desktop Software, contact your system administrator for information on using WTLS on your handheld.

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

- Why did a new program appear on my handheld?
- 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 file link.
2. Click **Get Link.**
3. Click **Save.**
4. Type a name for the tone.
5. Click **Save.**
6. Click **OK.**

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 programs onto my handheld?
- Why did a new program appear on 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 programs 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.

Why did a new program appear on my handheld?

If your handheld is integrated with an email account using BlackBerry Enterprise Server version 4.0, your system administrator can provision selected programs over the wireless network. 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

1. In the handheld options, click **Date/Time.**
2. Set the date and time.
3. Click the trackwheel.
4. Click **Save.**

Note:

To set the date and time from 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
- Use a screen saver
- Set the Home screen background image
- Set the font

Use the handheld in the dark

To turn on the backlighting, press the **Power** button. If you do not use your handheld for a period of time, the backlighting turns off automatically. To turn off backlighting manually, press the **Power** button.

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.** Set the **Backlight Brightness** field.

If your handheld screen is always difficult to read, adjust the contrast for the screen. In the handheld options, click **Screen/Keyboard.** Set the **Screen Contrast** field.

Note:

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

The **Screen Contrast** field is only available on BlackBerry Wireless Handhelds with monochrome screens.

Use 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.

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.**

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 10 to 15 minutes 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

Remove and reinsert the battery.

Network coverage

- Turn the wireless radio on and off
- How do I register my handheld with the network?

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.**

How do I register my handheld with the network?

When you turn on the wireless radio for the first time or load new applications, your handheld automatically registers with the wireless network. To register your handheld manually, in the handheld options, click **Host Routing Table.** Click the trackwheel. Click **Register Now.**

Security

- 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.

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 4.0, you can regenerate encryption keys from the handheld. In the security options, select a current service. Click the trackwheel. Click **Regenerate Encryption Key.**

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
- over the wireless network when your system administrator makes a change on the BlackBerry Enterprise Server
- 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?
- Email and PIN messages — frequently asked questions
- SMS messages — frequently asked questions
- Attachments — frequently asked questions
- Phone — frequently asked questions
- Direct Connect — 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
- 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.

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 restrict the types of email messages that are sent to my handheld?
- How do I create a generic filter?
- Why are some messages sent to my handheld even though I have created a filter?
- Why can't I specify some folders from which email messages are redirected?
- How do I make changes to the folders on my 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.

If you are not receiving email messages, verify that filters, which restrict the messages that are sent to your handheld, are not enabled. For more information, see:

"Use email filters"

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.

If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0, in the messages options, click **Email Settings.** Verify that the **Redirect to handheld** field is set to **Yes.** If you have configured specific folders to redirect email messages to your handheld, on the Folder Redirection screen, verify that the correct folders from which email is redirected are 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.

If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0, a number of your recent email messages might also appear on your handheld when you turn on your handheld radio for the first time. For more information, contact your system administrator.

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 restrict the types of email messages that are sent to my handheld?

You can create email filters to send only specific email messages to your handheld. For more information, see:

"Create an email filter".

To stop messages that do not meet any filter criteria from being sent to your handheld, in the message options, click **Email Filters.** Set the **If no filters apply, send email to handheld** field to **No.**

How do I create a generic filter?

To create a generic filter, use wildcards when specifying the contacts to which the filter applies. In the **From** field, specify part of the sender' s address and use an asterisk (*) in place of the remaining part.

Why are some messages sent to my handheld even though I have created a filter?

A filter must be enabled before it applies to your messages. In the email filters messages options, verify that the check boxes beside all of the filters that you want to apply to your messages are enabled. Verify that the filters are in the correct order so they can be applied to your messages properly.

Why can't I specify some folders from which email messages are redirected?

On the Folder Redirection screen, if the check boxes beside the folder names appear with broken borders, those folders are not enabled for redirection. If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0, the folders are enabled automatically after a short period of time. To manually enable all folders for redirection, on the Email Reconciliation screen, set the **Wireless Reconcile** field to **Off.** Save your changes. Open the Email Reconciliation screen again and set the **Wireless Reconcile** field to **On.** Save your changes.

How do I make changes to the folders on my 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.

If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0, in the messages options, click Email Settings. Set the **Send Email To Handheld** field to **No.**

SMS messages – frequently asked questions

- 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?

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. Contact your service provider for more information.

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.

If you have not retrieved all of the text for a file attachment, the server side search dialog box appears. If you want to search the remaining text in the attachment, click **Yes.** If the search term is found, the content is retrieved automatically.

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 4.0, verify that wireless synchronization is enabled in the tasks, memo, address book, and calendar options.

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 enable wireless PIM synchronization, the information in your desktop email program automatically takes precedence over the data on your handheld when a conflict occurs. If you disable wireless PIM synchronization and make changes to a PIM entry in your desktop email program and on the handheld, the conflicting information on the handheld is replaced by the

information in your desktop email program when you enable wireless PIM synchronization again. If you want to manually select how conflicts are handled, synchronize your handheld using the desktop software before you enable wireless PIM synchronization.

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*.

Note:

Even if you have enabled wireless email redirection or folder redirection on your handheld, you must use the desktop software with personal folders.

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.

Phone – frequently asked questions

- Why can I not make calls?
- Why am I no longer receiving calls?
- How do I make calls from the Home screen?
- Can I use the phone when the handheld or keyboard is locked?
- Can I use call forwarding?
- How do I edit the phone number to which my calls are forwarded?
- 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?
- How do I hide my phone number 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.

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 forwarding is not enabled.

How do I make calls from the Home screen?

In the phone options, click **General Options.** Verify that the **Dial From Home Screen** field is set to **Yes.** You can make calls from this screen, but you cannot use Home screen shortcuts.

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

If your handheld is integrated with a corporate email account, you might be able to make calls when your handheld is locked. For more information, contact your system administrator.

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.

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 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.

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

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.**

How do I hide my phone number in the phone?

In the phone options, click **General Options.** Set the **Show My Number** field to **No.**

Direct Connect – frequently asked questions

- Can I use the speaker by default?
- Can I silence incoming Direct Connect calls?
- How do I set my current Talkgroup?
- What is a group call?
- What is a call alert?

Can I use the speaker by default?

Yes. In the phone options, click **Push To Talk.** Set the **Speakerphone** field to **On.**

Can I silence incoming Direct Connect calls?

In the phone options, click **Push To Talk.** Set the **Silence DC Call Alerts** field to **Yes.**

How do I set my current Talkgroup?

In the phone options, click **Push To Talk.** Set the **Current Talkgroup Area** field. If you want to talk with group members in any service area, select **Wide Area.** If you want to talk with group members in your current service area, select **Local Area.**

What is a group call?

A group call is a call between members of a Talkgroup. To make or receive a group call, you must be a member of the Talkgroup with whom the call is being made and your service provider must support group calls.

Note:

All members of the Talkgroup can speak or listen during a group call, but only one member at a time can speak.

What is a call alert?

A call alert is a notification of an incoming Direct Connect call or group call.

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?
- Can I view web pages that contain JavaScript or animated graphics?
- 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?
- With multiple browsers on my handheld, how do I connect a browser with a Home screen shortcut key?
- How do I change which browser opens when I click a link in an open 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.

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.

Can I view web pages that contain JavaScript or animated graphics?

Yes. Use the BlackBerry Browser to view .html web pages that contain JavaScript or animated graphics. In the browser options, click **General Properties.** Select the **Support JavaScript** check box and set the **Repeat Animations** field. Save your changes.

To view .html web pages containing JavaScript or animated graphics, your handheld must be integrated with an email account using the BlackBerry Enterprise Server 4.0. To view web pages with JavaScript, your handheld must be enabled for JavaScript support. The BlackBerry Browser does not support some style sheets or dynamic HTML. For more information, contact your system administrator.

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.

With multiple browsers on my handheld, how do I connect a browser with a Home screen shortcut key?

In the handheld options, click **Browser.** In the **W hotkey configuration** field, select which WAP Browser opens when you press the **W** key on the Home screen. In the **B hotkey configuration** field, select which BlackBerry Browser opens when you press the **B** key on the Home screen.

You can only change these fields if you have multiple browsers for the same browser type on your handheld. Also, the shortcut keys are only available on the Home screen if, in the general phone options, the **Dial From Home Screen** field is set to **No.**

How do I change which browser opens when I click a link in an open 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 your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0, contact your system administrator to initiate enterprise activation.

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
- Direct Connect
- Browser
- Calendar
- Calculator

Home screen

To use the handheld in the dark, press the **Power** button.

To lock the handheld, set a password. Click **Lock.**

To lock the keyboard, on the Home screen, click **Keyboard Lock.** To unlock the keyboard, double-click the trackwheel.

To move an icon on the Home screen, select 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.

To use shortcut keys to open an application from the Home screen, open the phone options. Click **General Options.** Change the **Dial From Home Screen** field to **No.** The shortcut keys are underlined on the Home screen. You can use these keys, but you cannot make calls from this screen.

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.

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 **T.**

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

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

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

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

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

Typing

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

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

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

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

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

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

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

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

To type 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 number key until the letter appears.

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

Editing text

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 cancel a text selection, press the **Escape** button.

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 **C.**

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

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

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

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

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

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

To move up a page, press the **Alt** key + the **Enter** key.

To view sent messages, in the messages list, press the **Alt** key + **O.**

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

To view SMS messages, in the messages list, press the **Alt** key + **S.**

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

To view Direct Connect call logs, in the messages list, press the **Alt** key + **D.**

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

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

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

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

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

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

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

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

Attachments

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

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

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

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

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

To display the contents of a 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 **I.** To continue zooming into an image, hold the **Left Shift** key and roll the trackwheel.

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

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

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

Phone

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

To end a call, hold the **Escape** button.

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

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

To type an extension, press the **Alt** key + the **8** key. Type the extension number.

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

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

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

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

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

To switch between the speaker and earpiece during a call, press the **Symbol** key.

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

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

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

Direct Connect

To talk to a selected contact or group using Direct Connect, hold the **Push To Talk** button and speak.

To listen to a contact or group during a call, release the **Push To Talk** button.

To alert a selected contact or group, click the trackwheel. Click **Alert.**

If your handheld has a speaker, to switch between the speaker and earpiece during a call, press the **Symbol** key.

Browser

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Calculator

To add, press **I.**

To subtract, press **U.**

To multiply, press **A.**

To divide, press **G.**

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

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

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

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

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

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

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

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

To 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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