BlackBerry Wireless Handheld™ Getting Started Guide

Headset jack

Earpiece

Notification LED

Phone button
Open the phone screen

Trackwheel
Select or click an item

Escape button
Exit a screen

Backspace key

Alt key
Type the alternate character on a key

Enter key

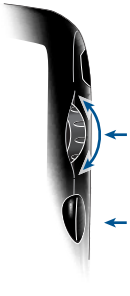
Symbol key
Open the symbol list

Power button
Backlighting

Left Shift key

Right Shift key

Data/charging port



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

Click (press) the trackwheel to view the menu on most screens and to select items on the screen.

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

Hold the Escape button to end a phone call.

Tips

Phone

Open the phone or make a phone call	Press the **Phone** button
End a call from the Active Call screen	Hold the **Escape** button
Mute a call from the Active Call screen	Press the **Phone** button
Change the volume during a call	Roll the trackwheel
Dial a letter in a phone number	Press + the letter key
Call voice mail	Hold W
Assign speed dial to a letter	Hold the letter > Type a phone number
Type a phone number extension	Press + X > Type the extension number
Mute a call using a headset	Press the headset button
End a call using a headset	Hold the headset button

Browser

Open the home page	Press H
Open the browser bookmarks screen	Press K
Add a bookmark	Press A
Refresh a web page	Press R
Search a web page	Press F
Page down	Press SPACE
Go back a page	Press the **Escape** button
Stop a web page from loading	Press the **Escape** button
Go to a specific web page	Press G
Exit the browser	Hold the **Escape** button

Messages

Compose from the messages list	Press C
Reply to sender	Press R
Reply to all	Press L
Forward a message	Press F
Go to the next date	Press N
Go to the previous date	Press P
Go to the next unread message	Press U
View sent messages	Press + O
View received messages	Press + I
View SMS messages	Press + S
View voice mail messages	Press + V
Page up in an open message	Press + ↵
Page down in an open message	Press ↵

Calendar*

Change to Agenda format	Press A
Change to Day format	Press D
Change to Week format	Press W
Change to Month format	Press M
Move to the next day, week, or month	Press N
Move to the previous day, week, or month	Press P
Move to the current date	Press T
Move to a specific date	Press G

*Set the **Enable Quick Entry** field to **No** to use these shortcuts in Day format.

Navigating your handheld

Lock the handheld	Set a password > Click the **Lock** icon
Lock the keyboard	Click the **Keyboard Lock** icon (only available if you have not set a password)
Move the cursor	Roll the trackwheel *or* Press + roll the trackwheel
Return to previous screen	Press the **Escape** button
Click an item	Highlight the item > Click the trackwheel
Select multiple items	Hold + roll the trackwheel
Go to the top of a screen	Press
Go to the bottom of a screen	Press
Turn on/off the handheld	Hold
Turn on/off backlighting	Press

Typing and editing

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

Wireless network coverage

To turn the wireless radio on or off, click **Turn Wireless On** / **Turn Wireless Off**.

Wireless coverage	
No wireless coverage	
Emergency calls	SOS

	GPRS	gprs	GSM
Emergency calls	●	●	●
SMS messages	●	●	●
Phone	●	●	●
Email and PIN messages	●		
Browser	●		

Status indicators

	battery power
	low battery power
	charging
	roaming
	Home Zone
	receiving data
	transmitting data
	service book waiting
	alarm set
TTY	TTY enabled
	voice mail message
	Number lock on
	Shift lock on
	Alt mode on

How do I...

Make a phone call

1. In the phone, type a phone number.
2. Click the trackwheel.
3. Click **Call**.
4. To end the call, hold the **Escape** button.

Add a contact

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

Send a text (SMS) message

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

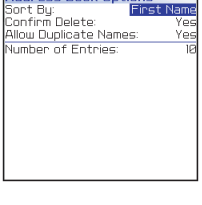
Send an email message

1. In the messages list, click the trackwheel.
2. Click **Compose Email**.
3. Click **[Use Once]**.
4. Click **Email**.
5. In the **Email** field, type an email address.
6. Click the trackwheel.
7. Click **Continue**.
8. In the **Subject** field, type a subject.
9. Press the **Enter** key.
10. Type a message.
11. Click the trackwheel.
12. Click **Send**.

Set a password

1. In the handheld options, click **Security**.
2. Set the **Password** field to **Enabled**.
   - Set the other fields on the screen (optional).
3. Click the trackwheel.
4. Click **Save**.
5. Type a password.
6. Press the **Enter** key.
7. Type the password again.
8. Press the **Enter** key.

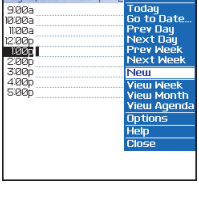
Fields



Press the **Space** key to change the value in a field.

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

Menus



Click the trackwheel to view the menu.

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

Contents

Where can I find more information?

On the handheld

- On the menu, click **Help** to see help topics associated with the application that you are using.
- On any Help screen, click the trackwheel. Click **Index** to see a list of additional help topics.

In the BlackBerry Desktop Software

- On the **Help** menu, click **Desktop Help Contents** to view the *Handheld User Guide* or the *BlackBerry Desktop Software Online Help*.

In your BlackBerry Web Client account using a desktop browser

- On the menu bar, click **Help** to view the *BlackBerry Web Client Online Help*.

Setting up your handheld **2**

Insert the SIM card 2

Insert the battery 2

Charge the battery 2

Turn wireless on 3

Set up email 4

Setting up for email using BlackBerry Enterprise Server **5**

Use enterprise activation 5

Use the BlackBerry Desktop Software 5

Setting up for email using BlackBerry Web Client **6**

Create an account 6

Synchronize your handheld data 6

Frequently asked questions **7**

©2004 Research In Motion Limited. All rights reserved. Published in Canada. PRINTSPEC-004. MAT-08074-001

Setting up your handheld

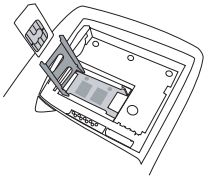
Insert the SIM card

Your SIM card contains important information about your wireless service. Your SIM card might be inserted already.

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

1. Press the battery cover release button.

2. Slide off the battery cover.
3. If the battery is inserted, remove it.
4. Slide the SIM card holder toward its hinge to unlock it.
5. Lift the SIM card holder.
6. Remove your SIM card from its packaging.
7. Insert the SIM card into the holder so that the notches align.

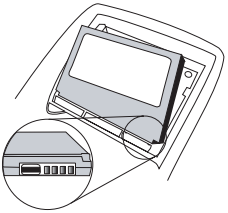


8. Close the SIM card holder.
9. Slide the SIM card holder away from its hinges to lock it.

Insert the battery

Warning: Use only the battery that Research In Motion specifies for use with your handheld. Refer to the *Safety and Product Information* booklet that accompanied your handheld for more information on using the battery safely.

1. Press the battery cover release button.
2. Slide off the battery cover.
3. Insert the battery so that the connectors align.



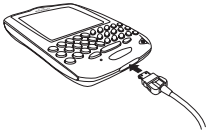
4. Replace the battery cover. If the battery is charged, your handheld turns on and a dialog box appears.
5. Click **OK**.

If the date and time are incorrect, see "How do I correct the date and time?" on page 7 for more information.

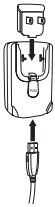
Charge the battery

Using the travel charger

1. Connect the wide end of the USB cable to your handheld.



2. Connect the narrow end of the USB cable to the power adapter.
3. Slide the appropriate attachment piece into the power adapter.



4. Plug the power adapter into a power outlet.
5. Charge the battery to full power (approximately 3 to 4 hours).

Using the computer

To charge your handheld battery using the computer, the following system requirements must be met:

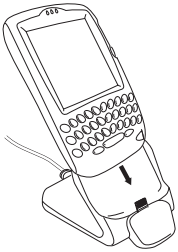
- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later
- Windows®98, Windows ME, Windows 2000, or Windows XP
- Available USB port
- BlackBerry Desktop Software or BlackBerry Handheld Manager must be installed to obtain the required USB driver on your computer. See "Setting up for email using BlackBerry Enterprise Server" on page 5 or "Setting up for email using BlackBerry Web Client" on page 6 for more information.

Note: If you use Windows 98 (not Windows 98 Second Edition), you must download an update from `http://www.microsoft.com/com/dcom/dcom98/dcom1_3.asp` for the USB driver to operate as expected.

1. Connect the USB cable to an available port on your computer.

   Note: If you connect your handheld to the computer using a USB hub, the hub must be self powered.

2. Insert the handheld into the cradle.



3. Charge the battery to full power (approximately 3 to 4 hours).

Turn wireless on

Your handheld connects to the wireless network using an internal radio.

When your SIM card is inserted and the battery is charged, turn on the radio in an area of wireless coverage.

See the inside front cover of this guide for information on wireless coverage levels and the wireless radio.

Note: If you use BlackBerry Web Client, the account setup process might begin automatically the first time that you turn on the wireless radio. See "Setting up for email using BlackBerry Web Client" on page 6 for more information.

Set up email

To begin using email on your handheld, you must integrate with an email account using one of the setup options listed in the next sections of this guide.

Setting up for email using BlackBerry Enterprise Server

Use this option if both of the following situations apply:

- you want to receive email from your corporate Microsoft® Outlook® or IBM® Lotus Notes® email account
- a system administrator is managing a BlackBerry Enterprise Server within your company

To use this option, the following system requirements must be met:

- Microsoft Outlook (Workgroup installation) with an email account on a Microsoft® Exchange Server version 5.5 or later
- Lotus Notes version 4.6 or later, with an email account on an IBM® Lotus Domino® Server version 4.6 or later

Note: If your handheld is not enabled on a BlackBerry Enterprise Server, but you want to use a corporate Microsoft Outlook email account with your handheld, you can set up for email using the BlackBerry Desktop Redirector. See " What is the BlackBerry Desktop Redirector?" on page 7 for more information.

Use enterprise activation

If enterprise activation appears on your handheld and your handheld is enabled on a BlackBerry Enterprise Server version 4.0, you can integrate your handheld with your email account over the wireless network.

1. Verify that your handheld wireless radio is on and that you are in an area of wireless coverage.
2. On the handheld, click **Enterprise Activation**.
3. Type your corporate email address.
4. Type the password provided by your system administrator.
5. Click **Activate**.

Note: Your system administrator might request that you install the BlackBerry Handheld Manager program on your computer to reduce the amount of data that is transmitted over the wireless network when your handheld is connected to your computer. If you install the BlackBerry Handheld Manager program, you do not need to install the BlackBerry Desktop Software.

Use the BlackBerry Desktop Software

If enterprise activation does not appear on your Home screen, or if your handheld is not enabled on a BlackBerry Enterprise Server version 4.0, you can install the desktop software to integrate your handheld with your email account.

1. Insert the BlackBerry Desktop Software Installation CD into your CD-ROM drive.
2. Complete the on-screen instructions.
   - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your email integration option.
   - Select **BlackBerry Enterprise Server** as your email redirection option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start.**
5. Select **Programs > BlackBerry > Desktop Manager**.
   - When you are prompted to generate an encryption key, follow the on-screen instructions.

Setting up for email using BlackBerry Web Client

Use this setup option if one or more of the following situations apply:

- you purchased your handheld in a store
- you want to set up a new email account for your handheld
- you want to set up an existing email account for your handheld

Create an account

Consult your service provider's documentation for more information on setting up the BlackBerry Web Client.

Synchronize your handheld data

Install the BlackBerry Desktop Software to synchronize and back up handheld personal information management (PIM) data such as contacts and appointments, or to reconcile the status of email messages.

1. Insert the BlackBerry Desktop Software Installation CD into your CD-ROM drive.
2. Complete the on-screen instructions.
   - Select **BlackBerry Web Client** as your email integration option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start**.
5. Click **Programs** > **BlackBerry** > **Desktop Manager**.

Frequently asked questions

Why does my handheld not turn on?

The power is off. Press the **Power** button to turn the power on.

The battery is not charged. See “Charge the battery” on page 2.

Remove and then reinsert the battery.

Why does my handheld not charge?

A connection is not secure. Check that all cables and plugs are fully inserted into ports and power outlets. See " Charge the battery" on page 2 for more information.

The battery is not inserted properly. Reinsert the battery so that the connectors align.

How do I correct 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**.

Why is there a book icon on the Home screen?

A new service book is available on your handheld. Service books determine which services and features are available on your handheld.

1. In the handheld options, click **Service Book**.
2. Click the new service book beside the book icon.
3. Click **Accept**.

Why can I not send or receive email?

Verify that the handheld wireless radio is on and that you are in an area of wireless coverage. See the inside front cover of this guide for more information on the wireless radio and levels of wireless coverage.

Verify that you have integrated your handheld with an email account. See “Setting up for email using BlackBerry Enterprise Server” on page 5.

How do I connect my handheld to the BlackBerry Desktop Software?

If the desktop software is installed on your computer, your handheld should connect to the desktop software automatically when you connect the handheld to the computer. If your handheld does not connect, open the BlackBerry Desktop Software.

1. Click **Options > Connection Settings**.
2. From the drop down list, select the correct port.
3. Click **Connect**.

If the connection problems continue, close the BlackBerry Desktop Software and disconnect the handheld. Open the desktop software again and reconnect the handheld. Verify that all connections are secure.

What is the BlackBerry Desktop Redirector?

If you use Microsoft Outlook (Workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 or later and your handheld is not enabled on a BlackBerry Enterprise Server, you can use the BlackBerry Desktop Redirector to set up email on your handheld.

1. Insert the BlackBerry Desktop Software Installation CD into your CD-ROM drive.
2. Complete the on-screen instructions.
   - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your email integration option.

- Select **BlackBerry Desktop Redirector** as your email redirection option.

3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start**.
5. Click **Programs > BlackBerry > Desktop Manager**.
   - When you are prompted to generate an encryption key, follow the on-screen instructions.

Your computer must be on and the BlackBerry Desktop Redirector must be running to send and receive email on your handheld.

Can I set up email using both BlackBerry Enterprise Server and BlackBerry Web Client?

Yes. Complete the steps in "Setting up for email using BlackBerry Enterprise Server" on page 5 followed by the steps in "Setting up for email using BlackBerry Web Client" on page 6.

How do I reset my handheld?

Only reset your handheld if the handheld does not respond for more than a few minutes, or if your system administrator or service provider has advised you to reset your handheld.

To reset your handheld programs (a soft reset), press the **Alt** key + the **Shift** key + the **Backspace** key.

To reset your handheld hardware and programs (a hard reset), remove and then reinsert the battery.

Customer support

BlackBerry support website:
`www.blackberry.com/support`

©2004 Research In Motion Limited. All Rights Reserved. The BlackBerry and RIM families of related marks, images, and symbols are the exclusive properties of, and trademarks of, Research In Motion Limited (RIM). All other brands and marks are the properties of their respective owners. IBM, Lotus, Domino, and Lotus Notes are trademarks of International Business Machines Corporation in the United States, other countries, or both. Intel is a registered trademark of Intel Corporation or its subsidiaries in the United States and other countries. Microsoft, Outlook, and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries. There are no warranties, express or implied, with respect to the contents of this document, and all information provided herein is provided "as is". In no event shall RIM or its affiliates be liable to any party for any direct, indirect, special, or consequential damages in connection with your use of this document, including, without limitation, loss of business revenue or earnings, lost data, damages caused by delays, lost profits, or a failure to realize expected savings, even if RIM was expressly advised of the possibility of such damages. RIM reserves the right to periodically change information that is contained in this document; however, RIM makes no commitment to provide any such changes in a timely manner or at all. Your handheld might vary from the depictions on this document.

Published in Canada.
PRINTSPEC-005
MAT-08073-001
Model numbers: R6030GE, R6030GN

BlackBerry™