BlackBerry Wireless Handheld
Version 4.1

User Guide
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Contents

1 Enterprise activation .............................................................................................................. 9
2 Email messages ...................................................................................................................... 11
3 PIN messages ............................................................................................................................ 17
4 SMS messages ......................................................................................................................... 19
5 MMS messages ......................................................................................................................... 21
6 Search ........................................................................................................................................ 23
7 Attachments .............................................................................................................................. 25
8 Synchronizing data .................................................................................................................... 29
9 Backing up and restoring device data .......................................................................................... 31
10 Typing ...................................................................................................................................... 33
11 Phone ...................................................................................................................................... 37
12 Browser .................................................................................................................................... 45
13 Downloading ............................................................................................................................. 49
14 Contacts .................................................................................................................................. 51
15 Calendar ................................................................................................................................. 55
16 Tasks ....................................................................................................................................... 59
17 Memos ................................................................................................................................. 61
<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>Alarm</td>
<td>63</td>
</tr>
<tr>
<td>19</td>
<td>Calculator</td>
<td>65</td>
</tr>
<tr>
<td>20</td>
<td>Bluetooth</td>
<td>67</td>
</tr>
<tr>
<td>21</td>
<td>Date and time</td>
<td>69</td>
</tr>
<tr>
<td>22</td>
<td>Profiles</td>
<td>71</td>
</tr>
<tr>
<td>23</td>
<td>Screen display</td>
<td>75</td>
</tr>
<tr>
<td>24</td>
<td>Language</td>
<td>79</td>
</tr>
<tr>
<td>25</td>
<td>Power and battery</td>
<td>81</td>
</tr>
<tr>
<td>26</td>
<td>Network coverage</td>
<td>83</td>
</tr>
<tr>
<td>27</td>
<td>Security</td>
<td>85</td>
</tr>
<tr>
<td>28</td>
<td>Third-party program control</td>
<td>91</td>
</tr>
<tr>
<td>29</td>
<td>BrickBreaker</td>
<td>95</td>
</tr>
<tr>
<td>30</td>
<td>Service books</td>
<td>97</td>
</tr>
<tr>
<td>31</td>
<td>Frequently asked questions</td>
<td>99</td>
</tr>
<tr>
<td>32</td>
<td>General — frequently asked questions</td>
<td>101</td>
</tr>
<tr>
<td>33</td>
<td>Email and PIN messages — frequently asked questions</td>
<td>103</td>
</tr>
<tr>
<td>34</td>
<td>SMS messages — frequently asked questions</td>
<td>109</td>
</tr>
<tr>
<td>35</td>
<td>MMS messages — frequently asked questions</td>
<td>111</td>
</tr>
<tr>
<td>36</td>
<td>Attachments — frequently asked questions</td>
<td>113</td>
</tr>
<tr>
<td>Page</td>
<td>Section</td>
<td>Page Number</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>37</td>
<td>Synchronization — frequently asked questions</td>
<td>117</td>
</tr>
<tr>
<td>38</td>
<td>Phone — frequently asked questions</td>
<td>121</td>
</tr>
<tr>
<td>39</td>
<td>Browser — frequently asked questions</td>
<td>123</td>
</tr>
<tr>
<td>40</td>
<td>Contacts — frequently asked questions</td>
<td>127</td>
</tr>
<tr>
<td>41</td>
<td>Calendar — frequently asked questions</td>
<td>129</td>
</tr>
<tr>
<td>42</td>
<td>Bluetooth — frequently asked questions</td>
<td>131</td>
</tr>
<tr>
<td>43</td>
<td>Security — frequently asked questions</td>
<td>133</td>
</tr>
<tr>
<td>44</td>
<td>Shortcuts</td>
<td>135</td>
</tr>
<tr>
<td>45</td>
<td>Legal notice</td>
<td>137</td>
</tr>
<tr>
<td></td>
<td>Index</td>
<td>139</td>
</tr>
</tbody>
</table>
Enterprise activation

About enterprise activation

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

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

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

Activate the device over the wireless network

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

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

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

Related topic
Why are some messages already on my device? (See page 104.)

Verify activation status

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

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

Open messages
Send email messages
Save draft messages
Add multiple contacts to a message
Set the importance level
Resend sent messages
Resend pending messages
Manage messages
File messages
View filed messages
Delete multiple messages at one time
Mark messages as opened or unopened
Search the messages list
Save a copy of messages sent from the device
Add an auto signature
Set an out-of-office reply
Create filters
Set folder redirection
Messages shortcuts
Email and PIN messages — frequently asked questions

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

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

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

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

Related topic
Search for contacts in your company address book (See page 53.)
Save draft messages
To save a draft of a message, click the trackwheel. Click Save Draft.

Add multiple contacts to a message
To add multiple contacts to a message, in a blank To or CC field, type an email address, PIN number, or a contact name.
To add a blind carbon copy (BCC) recipient, click the trackwheel. Click Add Bcc.
To attach a contact to a message, click the trackwheel. Click Attach Address.

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

Resend sent messages
To change the text in a sent message and resend it, in the open message, click the trackwheel. Click Edit. Change the text. Send the message.
To change the recipient of a sent message and resend it, in the open message, click the trackwheel. Click Edit. Click a contact. Click Change Address. Click a new contact. Send the message.
To resend your message to the same contact, in the open message, click the trackwheel. Click Resend.

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

Manage messages
Open a message. Click the trackwheel. Click one of the following menu items:
• Save
• Reply
• Forward
• Forward As
• Reply To All
• Delete

Notes:
To remove the original message from a reply, click the trackwheel. Click Delete Original Text.
If your BlackBerry® device is integrated with more than one email account, you might be able to manage messages from the message list for a specific email account.

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

Notes:
To expand a folder, click a folder with a plus sign (+) beside it. Click Expand.
To collapse a folder, click a folder with a minus sign (-) beside it. Click Collapse.
2: Email messages

Related topics
Can I file messages? (See page 105.)
View filed messages (See page 13.)

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

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

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

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

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

Related topic
Reconcile deleted messages (See page 29.)

Mark messages as opened or unopened
To change the status of a message, click a message. Click Mark Opened or Mark Unopened.

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

Save a copy of messages sent from the device
In the messages options, click Email Settings. Set the Save Copy In Sent Folder field to Yes. Click the trackwheel. Click Save.

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

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

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

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

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

Related topic
About auto signatures (See page 13.)
About out-of-office replies
The out-of-office reply should be sent automatically to a contact the first time that contact sends you an email message.
To set an out-of-office reply on your BlackBerry® device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

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

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

Related topic
About out-of-office replies (See page 14.)

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

If the message does not meet any filter criteria and should not be forwarded, set the If no filters apply, send email to handheld field to No.
Filters are applied to messages based on the order in which they appear. If you create multiple filters that could apply to the same message, you must decide which one should be applied first by placing that filter higher in the list.
To create filters on your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

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

Notes:
To add a contact to the From or Sent to fields, click the trackwheel. Click Select Name. Click a name. Click Continue.
To make the filter detect messages from multiple contacts, use semicolons to separate contacts in the From or Sent to fields.
You can also use the BlackBerry Desktop Software to create filters. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to create filters.

Related topics
About filters (See page 14.)
Manage filters (See page 15.)
Create filters quickly (See page 15.)
**Manage filters**
Click a filter. Perform one of the following actions:

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

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

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

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

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

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

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

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

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

**Related topics**
About folder redirection (See page 15.)
How do I stop messages that are sent from my desktop email program from appearing on my device? (See page 107.)
How do I make changes to the folders on my device? (See page 107.)

**Messages shortcuts**
To open a selected message, press the Enter key.
To compose a message from the messages list, press C.
To reply to a message, press R.
To forward a message, press F.
To reply to all, press L.
To file a message, press I.
To search for text within a message, press S. To search for the next occurrence of the text, press S again.
To move down a page, press the Space key.
To move up a page, press the Shift key + the Space key.
User Guide

To view sent messages or call logs for outgoing phone calls, in a messages list, press the Alt key + O.
To view received messages or call logs for incoming phone calls, in a messages list, press the Alt key + I.
To view voice mail messages, in a messages list, press the Alt key + V.
To move to the next unopened item, press U.
To move to the next related message, press J.
To move to the previous related message, press K.
To mark a message as opened or unopened, press the Alt key + U.
To move to the last cursor position in a received message, press G.
To view the address of a sender or a recipient, in the To or From field of a received message, select a name. Press Q. To show the display name again, press Q.
PIN messages

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

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

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

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

Manage PIN messages
Open a message. Click the trackwheel. Click one of the following menu items:
• Save
• Reply
• Forward
• Forward As
• Reply To All
• Delete

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

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

Find your PIN
In the device options, click Status.
User Guide

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

About SMS messages
Find your SMS number
Type an SMS number
Open SMS messages
Send SMS messages
Add contacts to SMS messages
Save draft messages
Manage SMS messages
Resend sent SMS messages
Delete multiple messages at one time
Mark messages as opened or unopened
Search the messages list
Messages shortcuts
SMS messages — frequently asked questions

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

Type an SMS number
Contact your service provider for more information about SMS number format. Your service provider might require that all SMS numbers include the area code and other prefixes.

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

Related topic
About smart dialing (See page 42.)

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

Send SMS messages
1. In a messages list, click the trackwheel.
2. Click Compose SMS.
3. Click [Use Once].
4. Click SMS.
5. Click Phone.
6. Type an SMS-compatible phone number.

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

Note:
If your BlackBerry® device supports sending SMS messages to email addresses, you can also send SMS messages to contacts who have email addresses.
7. Click the trackwheel.
8. Click Continue.
9. Type a message.
10. Click the trackwheel.
11. Click Send.

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

If your BlackBerry® device supports sending SMS messages to email addresses, you can select the destination address as an email address after you click **[Use Once]**.

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

**Related topic**
Why can't I send SMS messages? (See page 109.)

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

**Note:**
You can send an SMS message to up to ten recipients.

**Related topic**
Type an SMS number (See page 19.)

**Manage SMS messages**
Open a message. Click the trackwheel. Click one of the following menu items:
- Save
- Reply
- Forward
- Forward As
- Delete

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

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

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

About MMS messages
Find your MMS number
Open MMS messages
Send MMS messages
Send MMS messages from the browser, pictures list, or calendar
Save draft messages
Add multiple contacts to a message
Set the importance level
Set delivery and read notification
Manage MMS message attachments
Messages shortcuts
Manage MMS messages

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

Open MMS messages
An unopened MMS message appears in a messages list with a closed italic envelope icon. After you open the message, the closed italic envelope changes to an open italic envelope.
If MMS content does not appear when you open the message, click the trackwheel. Click Retrieve.

Send MMS messages
1. In a messages list, click the trackwheel.
2. Click Compose MMS.
3. Click [Use Once].
4. Click MMS.
5. Select a send method.
6. Type an MMS-compatible phone number or an email address.
7. Click the trackwheel.
8. Click Continue.
9. Type a message.
10. Click the trackwheel.
11. Click Attach Address, Attach Appointment, Attach Picture, or Attach Audio.
12. Click a contact, appointment, image, or audio file.
13. Click Continue.

About MMS messages
With an MMS-compatible number, you can send and receive multimedia message service (MMS) messages. An MMS-compatible number is a phone number that your service provider enables for MMS.
If your service provider supports MMS, you can send MMS messages that contain .jpg, .gif, .wbmp, .png, .smil, .midi, .vcf (vCard®), or .vcs (vCalendar®) content and receive MMS messages that contain .jpg, .gif, .wbmp, .png, .midi, .txt, .vcf, .vcs, or .smil content.
You can add one or more images that are not copyright protected to an MMS message, but the message cannot exceed 300 KB.
You can only send non recurring appointments in MMS messages. If you attach a meeting, the attendees are removed.
14. Click the trackwheel.
15. Click Send.

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

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

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

**Related topic**
Can I send and receive MMS messages? (See page 111.)

---

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

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

**Set delivery and read notification**

1. When composing an MMS message, click the trackwheel.
2. Click Options.
3. Set the Confirm Delivery and Confirm Read fields.
4. Click the trackwheel.
5. Click Save.

**Manage MMS message attachments**

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

- Save
- Add To Calendar
- Add Contact

**Notes:**
Images are saved in the pictures list.
To play an audio file, click Play. Roll the trackwheel to increase or decrease the volume. To stop playing the file, click the trackwheel.

**Manage MMS messages**

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

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

**Notes:**
When you reply to an MMS message, the previous message is not included.
You cannot edit the content of an MMS message that you forward. You can only forward an MMS message if the content is not copyright protected.
Additional options might also be available if the message contains .smil content.
Search

About search
Search the messages list
Recall searches
Manage saved searches
Search for messages from a specific contact
Search for messages with a specific subject
Search for PIM items
Search shortcuts

About search
In a messages list, you can search using criteria that you set and you can save the search criteria for future use. You can also search for contacts or search for all messages that contain the same subject.
You can use the search program to search messages and personal information management (PIM) items, such as tasks, memos, contacts, and calendar entries, on your BlackBerry® device. You can also manage PIM items from the search results list.

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

Notes:
To save a search after setting the search criteria, click the trackwheel. Click Save. Add a title and a shortcut key for your search. Click the trackwheel. Click Save.
If your BlackBerry® device is integrated with more than one email account, and you want to search for messages in a specific email account, set the Service field.

Related topics
Recall searches (See page 23.)
Manage saved searches (See page 23.)
Search for messages from a specific contact (See page 24.)
Search for messages with a specific subject (See page 24.)
Search for PIM items (See page 24.)

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

Manage saved searches
In the list of saved searches, click a search. Click one of the following menu items:
• Select Search
• Edit Search
• Delete Search
Note: To view the criteria of your last search quickly, in the list of searches, click the trackwheel. Click Last.

Related topic
Recall searches

Search for messages from a specific contact
To search for all messages received from a specific sender, in a messages list, click a message. Click Search Sender.
To search for all messages sent to a specific recipient, in a messages list, click a message. Click Search Recipient.

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

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

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

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

Notes:
If you type more than one word in the Text or Name field, all the words must appear for the search to be successful.
File attachments are not searched when you search PIM items.

Related topic
How do I search for text in a file attachment? (See page 114.)

Search shortcuts
To search for text in a specific program, in the program, click the trackwheel. Click Find. Type the text.
To search for a contact, in a list of contacts, type the contact name or initials separated by a space.
To stop a search that is in progress, press the Escape button.
About attachments
You can view several types of file attachments on your BlackBerry® device, including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, .vcf, and .xls files. You can also view .bmp, .gif, .jpg, .png, and .tif image attachments.
If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later, you can view .wmf files on your device.
In a messages list, a paper clip icon appears beside messages with attachments.

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

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

Open embedded content
In an attachment, click a content link. Click Retrieve. To return to the attachment, press the Escape button. Examples of embedded content include tables, images, footnotes, text boxes, or comments.

View tables in attachments
To preview a table that is embedded in a document, click the table link. Click Retrieve.
To view the full table in the table preview, click the Table Link link. Click Retrieve.
View attachment information
To view the size, author, publication date, and other information about the attachment, open the attachment. Click the file name. Perform one of the following actions:
• If you have opened the complete file attachment, click View Info.
• If you have not opened the complete file attachment, click Retrieve Info.

Navigate spreadsheet attachments
To scroll horizontally in a spreadsheet, hold the Alt key and roll the trackwheel.
To move to a specific cell in a spreadsheet, click the trackwheel. Click Go to Cell. Type the cell coordinates. Click the trackwheel.
To display the contents of a cell in a spreadsheet, click the trackwheel. Click View Cell.
To view the previous worksheet in a workbook, click the trackwheel. Click Prev Sheet.
To view the next worksheet in a workbook, click the trackwheel. Click Next Sheet. If the next worksheet has not yet been retrieved, in the attachment, click the trackwheel. Click More.
To switch to a different worksheet in a workbook, click the trackwheel. Click Table of Contents. In the table of contents, click a worksheet. Perform one of the following actions:
• If the worksheet has been retrieved (underlined with a solid line), click View.
• If the worksheet has not been retrieved (underlined with a dashed line), click Retrieve.
To view all the worksheets in the table of contents, click the trackwheel. Click More.

Navigate image attachments
To pan horizontally across an image, hold the Alt key and roll the trackwheel.
To zoom into or out of an image, click the trackwheel. Click Zoom In or Zoom Out.
To zoom to the original image size, click the trackwheel. Click Zoom 1:1.
To turn an image 90 degrees in a clockwise direction, click the trackwheel. Click Rotate.
To view an image in more detail after zooming in, click the trackwheel. Click Enhance.
To view an image at a higher resolution, click the trackwheel. Click Full Image.
To view the previous page in a multiple-page image, click the trackwheel. Click Prev Page.
To view the next page in a multiple-page image, click the trackwheel. Click Next Page. If the next page has not yet been retrieved, in the attachment, click the trackwheel. Click More.
To switch to a different page in a multiple-page image, click the trackwheel. Click Table of Contents. In the table of contents, click a page. Perform one of the following actions:
• If the page has been retrieved (underlined with a solid line), click View.
• If the page has not been retrieved (underlined with a dashed line), click Retrieve.
To view all the pages in the table of contents, click the trackwheel. Click More.

View presentations
To view a Microsoft® PowerPoint® presentation in its original format, in the presentation, click the trackwheel. Click View Slides.
To view a PowerPoint presentation as a slide show, in the presentation, click the trackwheel. Click Slide Show. If a slide is not downloaded automatically, click the trackwheel. Click Retrieve.
To view only text in a PowerPoint presentation, in the presentation, click the trackwheel. Click View Text.
To view both text and slides, in the presentation, click the trackwheel. Click View Both.
Note:
To view more than the text of a PowerPoint presentation, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

Related topic
Navigate presentation attachments (See page 27.)

Navigate presentation attachments
To view the next slide in a presentation, click the trackwheel. Click Next Slide.
To view the previous slide in a presentation, click the trackwheel. Click Prev Slide.
To stop a slide show, click the trackwheel. Click Close.
To zoom, rotate, enhance, or save a slide, in slide view or text and slide view, click a slide. Click View. Click the trackwheel. Click a menu item.

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

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

Manage vCard address book attachments
To view a vCard® attachment, in an open message, click the attachment. Click View Attachment.
To add the contact information to your address book, in an address book attachment, click the trackwheel. Click Add to Address Book.
To update contact information, in an address book attachment, click the trackwheel. Click Update Address.

Related topic
About vCard address book attachments (See page 27.)

Attachments shortcuts
To switch between viewing the generated table of contents and the full content for a document attachment, press V.
To switch to a different worksheet in a spreadsheet attachment, press V. Select a worksheet. Press the Enter key.
To change the column size, press W.
To turn on or turn off column and row labels, press H.
To move to a specific cell, press G.
To display the contents of a cell, press the Space key.
To zoom into an image, press I. To continue zooming into an image, hold the Left Shift key and roll the trackwheel.
To zoom out of an image, press O. To continue zooming out of an image, hold the Left Shift key and roll the trackwheel.
To zoom to the original image size, press W.
To rotate an image, press R.
To view the next slide in a presentation, press N.
To view the previous slide in a presentation, press P.
To view a presentation as a slide show, press S.
To stop a slide show, hold the Escape button.
User Guide

To move between presentation views, in a presentation, press M.
Synchronizing data

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

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

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

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

Related topic
Can I reconcile email messages over the wireless network? (See page 117.)

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

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

Related topic
Delete multiple messages at one time (See page 13.)

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

Turn on wireless email reconciliation
In the messages options, click Email Reconciliation. Set the Wireless Reconcile field to On. Click the trackwheel. Click Save.
If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later and wireless PIM synchronization is turned on, PIM items should be synchronized over the wireless network. You can turn wireless PIM synchronization on and off using the device.

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

**Related topic**

Can I synchronize PIM items over the wireless network? (See page 117.)

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**Turn on wireless PIM synchronization**

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

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

**Notes:**

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

If you turn on wireless PIM synchronization on the device, you cannot synchronize PIM items using the BlackBerry Desktop Software.
Backing up and restoring device data

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

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

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

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

About AutoText
Use AutoText
Create AutoText entries
Manage AutoText entries
Cut or copy text
Paste text
Turn on tones when pressing keys
Set the cursor speed
Typing shortcuts
Typing — frequently asked questions

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

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

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

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

Related topics
About AutoText (See page 33.)

Create AutoText entries (See page 33.)

Turn off AutoText for SMS messages (See page 34.)

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

Related topic
What is the Insert Macro menu item? (See page 34.)

Turn off AutoText for SMS messages (See page 34.)

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

- Edit
- Delete

Related topic
Turn off AutoText for SMS messages (See page 34.)
User Guide

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

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

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

**Related Topic**
Copy and paste calculations (See page 65.)

**Turn on tones when pressing keys**
In the device options, click **Screen/Keyboard**. Set the **Key Tone** field to **On**. Click the trackwheel. Click **Save**.

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

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

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

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

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

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

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

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

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

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

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

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

**Typing — frequently asked questions**
What is the **Insert Macro** menu item?
How do I undo an AutoText change?
Why can't I use shortcuts on the **Home** screen?

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

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

**Why can't I use shortcuts on the **Home** screen?**
The **Dial From Home Screen** option overrides using shortcuts on the **Home** screen, in favor of making calls. To use shortcuts, in the general phone options, set the **Dial From Home Screen** field to **No**.
Note:
Depending on your theme, a programs list might be available. If your theme uses a programs list, shortcuts can be used in the programs list, even if the Dial From Home Screen field is set to Yes.
User Guide
Phone

Find your phone number
Make phone calls
Make emergency calls
Turn on A-GPS support
Change the privacy setting for location-based services
Acquire the GPS position of your device
Make calls using speed dial
Check voice mail
Answer calls
Alternate between calls
Mute calls
Adjust the phone volume
Use other programs during calls
Dial using letters
Make three-way calls
Assign speed dial numbers to keys
Log calls
Forward calls
Set automatic volume control
Set default country and area codes
Set corporate extension dialing
Set voice mail options
Set the TTY option
Set the default call volume
Set voice privacy change alert
Reset call timers

Phone shortcuts
Phone — frequently asked questions

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

Make phone calls
In the phone, type a phone number or select a contact. Press the Enter key. 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 From Address Book to select a contact from your address book.
You can also make a call on the Home screen. Type the number and press the Enter key.

Related topics
Add pauses or waits (See page 53.)
Can I use the phone when the device or keyboard is locked? (See page 121.)

Make emergency calls
You should be able to make emergency calls even if your BlackBerry® device is locked. If your device is not connected to the wireless network, it should connect automatically when the emergency call is initiated.
To make an emergency call, perform one of the following actions:
• Unlocked keyboard or device: In the phone, type the emergency number. Press the Enter key.
• Locked keyboard or device: Click the trackwheel. Click Emergency Call. Click Yes.

Note:
Emergency calls can only be made to official emergency access numbers, for example 911 in North America.

Related topics
Turn on A-GPS support (See page 38.)
About Emergency Callback Mode (See page 39.)

About A-GPS support
Depending on your service provider, your BlackBerry® device might be enabled with Assisted Global Positioning System (A-GPS) support.
If your device is enabled with A-GPS support, an emergency operator should be able to estimate your location when you make an emergency call or when your device is in Emergency Callback Mode.

Turn on A-GPS support
In the device options, click Location Based Services. Perform one of the following actions:
• To turn on and off A-GPS support for emergencies, set the GPS Services field to 911 Only/Location Off or Location Off/Location On.
• To enable an operator to estimate your location at other times (subject to A-GPS limitations), set the GPS Services field to Location On.

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.

Note:
The options present on your BlackBerry® device to turn on and off A-GPS support might differ slightly depending on your service provider.

Related topics
About A-GPS support (See page 38.)
About Emergency Callback Mode (See page 39.)

About location-based services
The privacy setting for location-based services controls whether programs on your device can use the GPS position of your BlackBerry® device. For example, a program could use the GPS position of your device to give you driving directions. Contact your service provider for the availability of location-based services.

Change the privacy setting for location-based services
To set the privacy level for location-based services on your BlackBerry® device, in the device options, click Location Based Services. Perform one of the following actions:
• To be prompted each time a location-based service program wants to use the GPS position of your device, set the Privacy Setting field to By Permission. Click the trackwheel. Click Save.
• To prevent location-based service programs from using the GPS position of your device, set the Privacy Setting field to Restricted. Click the trackwheel. Click Save.
• To allow location-based service programs to use the GPS position of your device, set the Privacy Setting field to Unrestricted. Click the trackwheel. Click Save.

**Notes:**
Contact your service provider for more information on the availability of location-based services privacy settings.

If you set the privacy level for location-based services on your device to By Permission or Restricted, and you make an emergency call from your device, an emergency operator should still be able to estimate your approximate location (subject to A-GPS limitations).

**Related topics**
- About location-based services (See page 38.)
- Acquire the GPS position of your device (See page 39.)

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

**Notes:**
Contact your service provider for the availability of the GPS positioning service.

If you cannot acquire your BlackBerry satellite position by clicking Refresh GPS, try again when your BlackBerry device is exposed to a wide area of open sky.

**Related topics**
- About A-GPS support (See page 38.)
- About location-based services (See page 38.)

**Change the privacy setting for location-based services**
(See page 38.)

**About Emergency Callback Mode**
When you end an emergency call, the BlackBerry® device enters Emergency Callback Mode. This mode enables the operator to call you back or determine your approximate location. Depending on your service provider, Emergency Callback Mode is active for five minutes or is canceled when you make a non-emergency call.

In Emergency Callback Mode, you cannot send and receive messages or browse web pages.

Your device exits Emergency Callback Mode at any time if you make a non-emergency call.

**Note:**
To exit Emergency Callback Mode manually, click the trackwheel. Click Exit Emergency Callback Mode.

**Make calls using speed dial**
In the phone, hold the key that is assigned to the contact or phone number.

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

**Related topics**
- Assign speed dial numbers to keys (See page 40.)
- Change speed dial numbers (See page 41.)

**Check voice mail**
In the phone, click the trackwheel. Click Call Voicemail.

**Related topic**
- Set voice mail options (See page 43.)
**Answer calls**
To answer a call, click Answer. If you do not want to answer a call, click Ignore.
If you are already connected to a call and you receive another call, click Answer - Hold Current.
To end a call, hold the Escape button.

**Related topics**
Can I use the phone when the device or keyboard is locked? (See page 121.)
Use Bluetooth wireless technology during a call (See page 68.)

**Alternate between calls**
During a call, if you receive an incoming call, click Answer - Hold Current. Click the trackwheel. Click Flash to alternate between calls.

**Notes:**
You must subscribe to a call waiting service to alternate between calls.
You can also press the Enter key to alternate between calls.

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

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

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

**Note:**
If you switch to a different program and you want to end the phone call, click the trackwheel. Click End Call.

**Dial using letters**
To type letters in phone numbers, press the Alt key. Type the letter.
To type multiple letters, press the Right Shift key + the Alt key. Type letters. To dial numbers again, press the Right Shift key.

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

**Make three-way calls**
1. During a call, click the trackwheel.
2. Click 3-Way Call.
3. Type a phone number or click a contact.
4. Press the Enter key twice.
5. During the second call, click the trackwheel.
6. Click Flash.

**Notes:**
The Active Call screen shows that you are only connected to the second contact even though you are connected to both calls.
To disconnect from the second contact, click the trackwheel. Click Flash.

**Related topic**
Can I make three-way calls? (See page 122.)

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

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

Related topic
Change speed dial numbers (See page 41.)

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

• To change the contact that is assigned to a speed dial key, click Edit. Click a new contact. Click Add Speed Dial To <contact name>.

• To assign the contact to a different speed dial key, click Move. Roll the trackwheel to move the contact. Click the trackwheel.

• To delete a contact from the speed dial list, click Delete.

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

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

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

Related topics
About call logs
Manage call logs (See page 41.)
Can I set the phone to display frequently called numbers? (See page 122.)
How do I change how long messages and phone call logs remain in a messages list? (See page 106.)

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

• To add notes to the call log, click Add Notes.

• To edit call log notes, click Edit Notes.

• To forward call log notes, click Forward.

To delete call log notes, in the open call log, click the trackwheel. Click Edit Notes. Click the trackwheel. Click Clear Field.

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

Note:
Before you enable call forwarding, verify that your service provider supports this feature, and that you have call forwarding phone numbers added. Contact your service provider for more information.
Related topics
Add call forwarding phone numbers (See page 42.)
Delete call forwarding phone numbers (See page 42.)
Can I use call forwarding? (See page 122.)
How do I edit the phone number to which my calls are forwarded? (See page 122.)

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

Related topic
How do I edit the phone number to which my calls are forwarded? (See page 122.)

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

Related topic
How do I edit the phone number to which my calls are forwarded? (See page 122.)

About automatic volume control
Automatic volume control is designed to adjust the volume on your BlackBerry® device when you are using the phone in a noisy environment.

Set automatic volume control
In the phone options, click Enhanced Audio. Set the Automatic Volume Control field. Click the trackwheel. Click Save.

Related topic
About automatic volume control (See page 42.)

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

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

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

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

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

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

**Related topic**

About smart dialing (See page 42.)

**Set voice mail options**

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

**Notes:**

If your BlackBerry® device is provisioned for voice mail, the voice mail access number might already appear on the screen. Contact your service provider for more information about voice mail for your device. If your device is not provisioned for voice mail, you can type the access number for a different voice mail system.

**About TTY**

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

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

**Note:**

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

**Set the TTY option**

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

**Related topics**

About TTY (See page 43.)
Can I use a TTY device with my device? (See page 122.)

**About default call volume**

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

**Set the default call volume**

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

**Related topic**

About default call volume (See page 43.)

**About voice privacy**

Depending on your service provider, your BlackBerry® device might support a voice privacy service. Depending on the status of the wireless network, the voice privacy status might change during a phone call. If voice privacy is active, a small "P" icon appears on the Active Call screen and in the device status section of the screen.
You can set whether you receive notification when there is a change in voice privacy service during a call.

**Set voice privacy change alert**
In the phone options, click Sounds. Set the Privacy Alert field. Click the trackwheel. Click Save.

**Related topic**
About voice privacy (See page 43.)

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

**Phone shortcuts**
To open the phone, press the Phone button or press the Space key.
To end a call from the Active Call screen, hold the Escape button.
To call a selected contact or phone number, press the Enter key.
To call a speed dial number, hold the assigned key.
To add an extension to a phone number, press the Alt key + the 8 key. Type the extension number.
To show the last number that you typed, press the Space key + the Enter key. Press the Enter key again to dial the number.
To call your voice mail access number, hold 1.
To type letters in phone numbers, hold the Alt key and type letters.
To mute a call, press the Phone button. To turn off mute, press the Phone button again.

To change the volume during a call, roll the trackwheel.
To move to the top of the call log list in the phone, press the Space key.
To insert a wait when typing a phone number, press B.
To insert a pause when typing a phone number, press N.
Browser

About the browser
Go to web pages
Use the browser
View images
Navigate images
Copy links, images, or web page addresses
Send links or images in email messages
Save images
Manage saved images
View files
Save web page requests
Create bookmarks
Manage bookmarks
Clear browser caches
About WTLS
Browser shortcuts
Browser — frequently asked questions

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

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

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

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

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

Notes:
To insert a period, press the Space key.
To insert a slash mark (/), press the Shift key + the Space key.
The Go To dialog box tracks the web addresses that you type. To go to a web page on the list, click the web address. Click OK.

Use the browser
To select text and images as you scroll through a web page, click the trackwheel. Click Select Mode.
To select only links and fields as you scroll through a web page, click the trackwheel. Click View Mode.
To follow a link, click the link. Click Get Link.
To stop loading a web page, click the trackwheel. Click Stop.
To view the previous web page in the history, click the trackwheel. Click Back.
To view the next web page in the history, click the trackwheel. Click Forward.
To go to your home page, click the trackwheel. Click Home.
To view a list of the last 20 web pages that you visited, click the trackwheel. Click History.
To refresh the current web page, click the trackwheel. Click Refresh.
To view the address for the current web page, click the trackwheel. Click Page Address.
To view the address for a link, click the link. Click Link Address.
To view the address for an image, click the image. Click Image Address.
To move the browser to the background to use another program, click the trackwheel. Click Hide.
To close the browser, click the trackwheel. Click Close.

**View images**
To set how images load in your browser, in the browser options, click Browser Configuration. To load images while the page is loading, set the Show Images field.
To show image placeholders if images do not load, set the Show Image Placeholders field to Yes. Click the trackwheel. Click Save.
To load some images after the web page is loaded, click the trackwheel. Click More Images. To load all the images, click the trackwheel. Click All Images.
To view an image on its own page, click the image. Click Full Image. To return to the web page, click the trackwheel. Click Back.

**Navigate images**
To pan horizontally across an image, hold the Alt key and roll the trackwheel.
To zoom into or out of an image, click the trackwheel. Click Zoom In or Zoom Out.
To zoom to the original image size, click the trackwheel. Click Zoom 1:1.
To turn an image 90 degrees in a clockwise direction, click the trackwheel. Click Rotate.

**Copy links, images, or web page addresses**
On a web page, click a link or image. Click Link Address, Image Address, or Page Address. Click Copy Address.
To paste the address, place the cursor where you want to insert the copied text. Click the trackwheel. Click Paste.

**Related topic**
How do I select images and text on a web page? (See page 124.)

**Send links or images in email messages**
1. On a web page, click a link or image.
2. Click Link Address or Image Address.
3. Click Send Address.
4. In the To field, type an email address or a contact name.
5. Type a message.
6. Click the trackwheel.
7. Click Send.
Note:
To send a web page address in a message, on the web page, click the trackwheel. Click **Send Address**. Type an email address or a contact name. Send the message.

**Related topic**
How do I select images and text on a web page? (See page 124.)

**Save images**
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**. After the image is saved in the pictures list, click the trackwheel. Click **Save**.

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

**Related topics**
Set a screen saver (See page 75.)
Set the Home screen background image (See page 76.)
Navigate images (See page 46.)
How do I select images and text on a web page? (See page 124.)

**Manage saved images**
In the pictures list, click an image. Click one of the following menu items:
- **Open**
- **Delete**

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

**Save web page requests**
While a web page is loading, you can save the web page request in a 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 a messages list. Saving a fully loaded web page enables you to open the text on the web page at any time. On the web page, click the trackwheel. Click **Save Page**.

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

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

**Manage bookmarks**
In the bookmarks list, click a bookmark. Click one of the following menu items:
- **Edit Bookmark**
- **Delete Bookmark**

**Related topic**
Organize bookmarks into folders (See page 48.)
Organize bookmarks into folders
In the bookmarks list, click a folder. Perform one of the following actions:
• To add a folder, click Add Subfolder.
• To open a bookmark folder with subfolders, click Expand.
• To close a bookmark folder with subfolders, click Collapse.
• To rename a folder that you added, click the trackwheel. Click Rename Folder.
• To move a bookmark into a folder, click the bookmark. Click Move Bookmark. Roll the trackwheel to move the bookmark. Click the trackwheel.

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

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

Related topic
How do I set WAP Browser security options? (See page 125.)

Browser shortcuts
To return to the last page that you viewed, press the Escape button.
To insert a period in the Go To dialog box, press the Space key.
To insert a slash mark (/) in the Go To dialog box, press the Shift key + the Space key.
To go to the home page, press H.

To edit a web address in the Go To dialog box, hold the Alt key and roll the trackwheel. In the Go To field, edit the text. Click the trackwheel. Click OK.
To open the bookmarks screen, press K.
To add a bookmark, press A.
To refresh a web page, press R.
To search for a word on a page, press F. To find the next instance of a word on a page, press V.
To view the history, press I.
To move to the next page in the history, press N.
To move to the previous page in the history, press the Backspace/Delete key.
To view, copy, or send the address for a link, press L.
To view, copy, or send the address for a page, press P.
To view more images, press M.
To view all images, press Q.
To open the browser options, press O.
To move down a page, press the Space key.
To move up a page, press the Shift key + the Space key.
To save a web page to the messages list, press S.
To view a file link, press the Enter key.
To stop a web page from loading, press the Escape button.
To move to a specific web page, press G.
To move between full-screen mode and normal mode, press U.
To move the browser to the background to use another program, press D.
To close the browser, hold the Escape button.
Downloading

Download programs
Manage programs
Prevent third-party programs from transmitting data
Download ring tones
Manage ring tones
Download background images
Download themes
About browser push
Turn on browser push
Downloading — frequently asked questions

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

**Related topics**
Why did a new program appear on my device? (See page 50.)
Legal notice (See page 137.)

**Manage programs**
To view a list of programs that are currently loaded on your BlackBerry® device, in the device options, click Advanced Options. Click Applications.
To view details for a third-party program, on the Applications screen, click the program. Click Properties.
To delete a third-party program, click the program. Click Delete.

**Related topic**
Legal notice (See page 137.)

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

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

**Related topics**
Can I listen to a ring tone before I download it? (See page 50.)
Manage ring tones (See page 71.)
About profiles (See page 71.)
Legal notice (See page 137.)

**About browser push**
Browser push is designed to enable you to receive content on your BlackBerry® device from web applications without requesting it. For example, you can receive updates or notifications for weather, stock quotes, or news.
You can turn on browser push for your WAP Browser, your BlackBerry Browser, or both browser types. You can also set which hosts provide this information to you.

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

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

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

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

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

**Turn on browser push**

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

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

**Related topics**
- About browser push (See page 49.)
- About the browser (See page 45.)

**Downloading – frequently asked questions**

**Why can't I load new programs onto my device?**
Verify that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

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

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

**Why did a new program appear on my device?**
If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, your system administrator can send selected programs over the wireless network. Contact your system administrator for more information.

**Can I listen to a ring tone before I download it?**
Yes. On a web page, click a ring tone file link. Click **Get Link**.

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

Add contacts
Manage contacts
Create mailing lists
Manage mailing lists
Manage contacts in mailing lists
Add a phone tone for a contact
Create categories
Apply categories to contacts, tasks, or memos
Sort contacts, tasks, or memos by category
Delete categories
Add pauses or waits
Search for contacts in your company address book
Search for PIM items
Contacts — frequently asked questions

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

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

Manage contacts
Click a contact. Click one of the following menu items:
• View
• Edit
• Delete

Related topic
Share your address book with a paired Bluetooth-enabled device (See page 68.)

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

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

Manage mailing lists
Click a mailing list. Click one of the following menu items:
User Guide

• View Group
• Edit Group
• Delete Group

Manage contacts in mailing lists
Click a contact. Click one of the following menu items:
• View Member
• Change Member
• Delete Member
• Add Member

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

About custom phone tunes
You can add a custom phone tune for a contact without changing other notifications.
Custom phone tune settings appear in both the address book and the profiles list. When you add a custom phone tune to a contact, a new profile exception appears in the profiles list as “Calls From <contact>.” Profile exceptions are shared between the address book and the profiles list and changes made in one program are made in the other program.

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

Related topic
About custom phone tunes (See page 52.)
Create profile exceptions (See page 72.)

About categories
You can create categories in which to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.
Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes® as your desktop email program, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in your desktop email program.
Categories are shared between the address book, the task list, and the memos list and changes that are made in one program are made in all programs.

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

Related topic
About categories (See page 52.)
Apply categories to contacts, tasks, or memos
1. When creating or editing a contact, task, or memo, click the trackwheel.
2. Click Categories.
3. Select a category.
4. Press the Space key.
5. Click the trackwheel.
6. Click Save.

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

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

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

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

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

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

Related topic
About pauses and waits (See page 53.)

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

Search for contacts in your company address book
In the address book, click the trackwheel. Click Lookup. Type the name of a contact. Click the trackwheel.

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

Related topics
About remote address book search (See page 53.)
Manage remote address book search results (See page 53.)

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

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

About the calendar
Change the calendar view
Navigate the calendar
Schedule appointments
Schedule appointments quickly
Schedule meetings
Manage appointments and meetings
Respond to meeting invitations
Manage meeting participants
Search for PIM items
Calendar shortcuts
Calendar — frequently asked questions

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

Change the calendar view
To change to another calendar view (Day, Week, Month, or Agenda), click the trackwheel. Click a view.
To change the default view that appears when you open the calendar, in the calendar options, set the Initial View field. Click the trackwheel. Click Save.

Navigate the calendar
To go to a specific date, click the trackwheel. Click Go to Date. Set the date. Click the trackwheel.
To go to the current date, click the trackwheel. Click Today.
To move forward or back by a time period, click the trackwheel. Click Prev or Next.

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

Notes:
If your appointment recurs, perform the following actions:
Set the Every field to change the frequency of the appointment. For example, to set an appointment to recur every three days, set the Every field to 3.
Select the Relative Date check box for the appointment to recur on a relative date (for example, on the last Friday of each month).
In the Days field, set the days on which the weekly appointment should recur. To select a day, press the Space key.
Schedule appointments quickly
In the calendar options, verify that the Enable Quick Entry field is set to Yes. In Day view, beside the start time, type the subject of the appointment. Type a location in parentheses. Click the trackwheel.

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

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

Schedule meetings
1. In the calendar, click the trackwheel.

2. Click New.
3. Type the meeting details.
4. If the meeting is recurring, set how frequently it should recur.
5. Click the trackwheel.
6. Click Invite Attendee.
7. Click a contact.
8. Click Invite.
9. Repeat steps 5 to 8 to add other contacts to your meeting.
10. Click the trackwheel.
11. Click Save.

Notes:
If your meeting recurs, perform the following actions:
Set the Every field to change the frequency of the appointment. For example, to set an appointment to recur every three days, set the Every field to 3.
Select the Relative Date check box for the appointment to recur on a relative date (for example, on the last Friday of each month).
In the Days field, set the days on which the weekly appointment should recur. To select a day, press the Space key.

Related topics
Change the default reminder time for appointments and meetings (See page 56.)
About power off and reminders (See page 81.)
Can I set a snooze time for task and calendar reminders? (See page 130.)
What is dismissed if I click Dismiss All in a reminder? (See page 130.)

Manage appointments and meetings
To view your list of appointments, in Month view, click a day. Click View Appts.
To view or change details for an appointment or meeting, click the appointment or meeting. Click Open.
To delete an appointment or meeting, click the appointment or meeting. Click Delete.

**Respond to meeting invitations**
In an open meeting invitation, click the trackwheel. Click one of the following menu items:
- Accept or Accept with comments
- Tentative or Tentative with comments
- Decline or Decline with comments

**Notes:**
To check your calendar when replying to a meeting invitation, click the trackwheel. Click View Calendar.
If you delete a meeting invitation from the messages list before you accept or decline it, the meeting is deleted from your desktop calendar.

**Manage meeting participants**
Open a meeting. In an Accepted or Declined field, click a contact. Click one of the following menu items:
- Invite Attendee
- Change Attendee
- Remove Attendee

**Calendar shortcuts**
For these shortcuts to work in Day view, in the calendar options, set the Enable Quick Entry field to No.
To change to Agenda view, press A.
To change to Day view, press D.
To change to Week view, press W.
To change to Month view, press M.
To move to the current date, press T.
To move to a specific date, press G.
To create an appointment, press C.
To move to the next day, week, or month, press the Space key.
To move to the previous day, week, or month, press the Shift key + the Space key.
To move the cursor horizontally in Week view, hold the Alt key and roll the trackwheel.
To move the cursor vertically in Month view, hold the Alt key and roll the trackwheel.
Tasks

Create tasks
Manage tasks
Change task status
Create categories
Apply categories to contacts, tasks, or memos
Sort contacts, tasks, or memos by category
Delete categories
Search for PIM items
Tasks — frequently asked questions

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

Notes:
If your task recurs, perform the following actions:
Set the Every field to change the frequency of the task. For example, to set a task to recur every three days, set the Every field to 3.
Select the Relative Date check box for the task to recur on a relative date (for example, on the last Friday of each month).

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

Manage tasks
Click a task. Click one of the following menu items:
• Open
• Delete
• Delete Completed
• Mark Completed
• Mark In Progress
• Hide Completed

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

Tasks — frequently asked questions
Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?
Can I change how my contacts or tasks display?
Can I clear all the categories that apply to a contact, task, or memo?
How do I know how many contacts, calendar entries, tasks, or memos I have saved?
Can I set a snooze time for task and calendar reminders?
What is dismissed if I click Dismiss All in a reminder?
Can I show tasks in the device calendar?
Memos

Write memos
Manage memos
Create categories
Apply categories to contacts, tasks, or memos
Sort contacts, tasks, or memos by category
Delete categories
Search for PIM items
Memos — frequently asked questions

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

Manage memos
Click a memo. Click one of the following menu items:
• View
• Edit
• Delete

Memos — frequently asked questions
Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?
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?
User Guide
Alarm

Set the alarm
Silence the alarm
Turn off the alarm
Alarm — frequently asked questions

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

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

Related topic
About power off and reminders (See page 81.)

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

How do I change the alarm volume?
In the alarm, set the Volume field. When you set the volume, you can also customize the notification, including the tune and the number of times that the tune plays.

What is the escalating volume level?

Why didn’t my alarm notify me on a Saturday or Sunday?
In the alarm, verify that the Active on Weekends field is set to Yes. If this field is set to No, your alarm does not notify you on Saturdays or Sundays.
Calculator

Use the calculator memory
Copy and paste calculations
Convert measurements
Calculator shortcuts

Use the calculator memory
To store a number in the memory, type a number. Press K.
To recall the number in the memory, press J.
To delete the number in the memory, press H.
To add to the number that is currently stored in the memory, type a number. Press L.
To subtract from the number that is currently stored in the memory, type a number. Press O.

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

Convert measurements
In the calculator, type a number. Click the trackwheel. Perform one of the following actions:
• To convert the number from imperial to metric, click To Metric.
• To convert the number from metric to imperial, click From Metric. Click a conversion type.

Calculator shortcuts
To add, press I.
To add, press O.
To subtract, press U.
To subtract, press L.
To multiply, press A.
To divide, press G.
To clear the screen, press Y.
To clear the last entry, press T.
To find the square root, press V.
To use the percent function, press B.
To add a number to the memory, type the number and press L.
To recall the memory, press J.
To replace the memory, type a number and press K.
To clear the memory, press H.
To display the result of your calculation, press the Enter key.
User Guide
Bluetooth

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

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

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

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

Notes:
Verify that the Bluetooth-enabled device that you want to pair with is in the correct mode for pairing. The names of Bluetooth-enabled devices with which you have already paired appear in the list of paired Bluetooth-enabled devices. They do not appear in the list of Bluetooth-enabled devices that appears when you click Add Device.

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

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

Manage paired Bluetooth-enabled devices
Set how your BlackBerry device appears to other Bluetooth-enabled devices
Use Bluetooth wireless technology during a call
Share your address book with a paired Bluetooth-enabled device

Bluetooth — frequently asked questions
Manage paired Bluetooth-enabled devices

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

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

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

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

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

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

Use Bluetooth wireless technology during a call

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

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

Share your address book with a paired Bluetooth-enabled device

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

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

Set the date and time
Why is the time on my device incorrect?

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

Note:
Depending on your service provider, multiple date and time sources might be available.
• To use the wireless network as the date and time source, set the Date/Time Source field to Network.
• To use the BlackBerry® network as the date and time source, set the Date/Time Source field to BlackBerry.
• To set the date and time yourself, set the Date/Time Source field to Off. Set the other fields on the Date/Time screen.

Why is the time on my device incorrect?
If you have traveled to a different time zone, set the Time Zone field to display the correct time zone.
Profiles

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

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

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

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

Manage notification profiles
Click a profile. Click one of the following menu items:
- Edit
- Delete

Manage ring tones
In the profiles list, click a profile. Click Show Tunes.
Click a ring tone. Click one of the following menu items:
- Play
- Delete
- Volume

Profiles — frequently asked questions

Note:
To change the current notification profile quickly, select a profile. Press the Space key.
Notes:
The Volume option only sets how loud or quiet the tune plays when you listen to it in the list. To change the volume for your notification, edit the profile.
You can only delete downloaded ring tones.

About custom notification
You can create exceptions to notification profiles to receive different notification for incoming messages and phone calls from specific contacts. For example, you can create a profile exception that uses the Loud profile when you receive messages and phone calls from specific contacts, regardless of the active profile.
Profile exceptions are applied based on the order in which they appear. If you create multiple profile exceptions that include the same contact, you must decide which one to apply first by placing that profile exception higher in the list.
The BlackBerry® device has a preset profile exception for important calls. You can add contacts to this profile exception, or you can delete it.

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

Notes:
You can add multiple contacts to a profile exception. In the From field, click the trackwheel. Click Add Name.
To add a custom tune for phone calls, select the Custom Phone Tune check box. Set a phone tune.
If you set the Use Profile field to Active Profile and you do not change the Custom Phone Tune field, the profile exception has no effect.

Related topics
About custom notification (See page 72.)
Manage profile exceptions (See page 72.)
Add a phone tune for a contact (See page 52.)

Manage profile exceptions
In the profiles list, click a profile exception. Perform one of the following actions:
• To edit a profile exception, click Edit.
• To move a profile exception higher or lower in the list, click the profile exception. Click Move. Roll the trackwheel to move the profile exception. Click the trackwheel.
• To see the list of available tunes, click Show Tunes.
• To delete a profile exception, click Delete.

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

Manage contacts in profile exceptions
In a profiles exception, in the From field, click a contact. Click one of the following menu items:
• Change Name
Silence your device
To silence your BlackBerry® device, in the profiles list, select the Quiet profile.
To receive only vibrate notification, in the profiles list, select the Vibrate profile.
To turn off all notification, including profile exceptions and LED notification, in the profiles list, select the Off profile.

Related topic
Silence the alarm (See page 63.)

Profiles — frequently asked questions
What is the escalating volume level?
Why isn’t the ring tone being played the number of times that I have set?
For phone calls, the number of times that the BlackBerry® device sounds or vibrates is not determined by the number of beeps that you set in your notification profile. The device sounds or vibrates until the caller or the network ends the connection.

Why am I not receiving notification for incoming calls or received messages?
In the profiles list, verify that the Off profile is not enabled. If this profile is enabled, all notification is turned off, including profile exceptions and LED notification.
If you set the Custom Phone Tune field to MUTE, you do not receive notification for calls from the contacts that the exception applies to.

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

Why can I not edit all the fields for a Calls From profile exception?
Calls From profile exceptions appear in the profiles list when you add a custom phone tune from the address book. Because these exceptions are for phone calls only, you can only edit the Custom Phone Tune field.

What is the escalating volume level?
If you use the escalating volume level, the notification volume level consistently increases until the BlackBerry® device reaches the loudest volume level.
**Can I set one phone tune for all my profiles?**

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

**Can I be notified of other items during a call?**

Yes. In the profiles list, click a profile. Click *Edit*. Click an item. Click *Edit*. Set the *Notify me during calls* field to *Yes*.

**Note:**

Depending on your BlackBerry® device, you might not be able to set the *Notify me during calls* field for all items.
Screen display

Turn on and off backlighting
Set how long backlighting remains on
Set the display language
Set a screen saver
Set the Home screen background image
Download background images
Set the font
About themes
Apply a theme to your device
Delete themes
Download themes
Organize the programs list
Show only the unread messages indicator on the Home screen
Hide program names on the Home screen

About backlighting
The screen and keyboard on your BlackBerry® device are designed to be lit so that you can use your device in various lighting levels.
If you do not use your device for a period of time, the backlighting should turn off automatically.

Turn on and off backlighting
To turn on backlighting, press the Power button once.
To increase the brightness of the backlighting, press the Power button again.
To turn off backlighting manually, press the Power button.

Related topic
About backlighting (See page 75.)

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

Related topics
About backlighting (See page 75.)
Turn on and off backlighting (See page 75.)

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

Note:
You can set an image that you saved in the pictures list as your screen saver. In the pictures list, click an image. Click Set As Standby Screen. Save your changes.
Set the Home screen background image
In the pictures list, click an image. Click Set As Home Screen Image.

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

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

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

Apply a theme to your device
In the device options, click Theme. Click a theme. Click Activate.

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

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

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

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

Organize the programs list
If your theme uses a programs list, you can move or hide applications in the list.

In the device options, click Home Screen. Click Organize Applications. Perform one of the following actions:

• To move an icon in the programs list, click the icon. Click Move Application. Roll the trackwheel to move the icon. Click the trackwheel. Click Complete Move.

• To hide an icon in the programs list, click the icon. Click Hide Application.

• To show a hidden icon in the programs list, click a crossed-out icon. Click Show Application.

• To reset the list, click the trackwheel. Click Revert to Defaults.

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

Related topic
Save images (See page 47.)

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

Note:
For large fonts, set the Antialias mode field.
Show only the unread messages indicator on the Home screen

Depending on your theme, you might be able to hide the unread messages count displayed with the unread messages indicator on the Home screen.

In the device options, click Home Screen. Clear the Show number of unread messages checkbox. Click the trackwheel. Click Save.

Hide program names on the Home screen

Depending on your theme, you might be able to hide the program name that is displayed when you scroll over icons on the Home screen.

In the device options, click Home Screen. Clear the Show application names checkbox. Click the trackwheel. Click Save.
Language

Set the display language
Set the input language
Add or remove a display language
Why do some characters not appear correctly on my device?

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

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

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

Related topics
About the input language (See page 79.)
Set the display language (See page 79.)

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

Why do some characters not appear correctly on my device?
If your BlackBerry® device is integrated with the BlackBerry Enterprise Server™ and the BlackBerry Enterprise Server does not support the characters, the characters do not appear correctly when you use the BlackBerry Browser or open an attachment. Contact your system administrator for more information.
If your device is integrated with the BlackBerry Internet Service™, contact your service provider for more information about supporting characters on your device.
Power and battery

About power off and reminders
Set the device to turn on and off automatically
Check the battery level
Extend battery life
Reset the device

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

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

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

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

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

Set the device to turn on and off automatically
1. In the device options, click Auto On/Off.
2. Set the Weekday field to Enabled.
3. Specify the times when the BlackBerry® device should turn on and off on weekdays.
4. Set the Weekend field to Enabled.
5. Specify the times when the device should turn on and off on weekends.
6. Click the trackwheel.
7. Click Save.

Related topic
About power off and reminders (See page 81.)

Check the battery level
In the device options, click Status.

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

Disconnect from the wireless network when you are not in a wireless coverage area.
Delete the original message when you send a reply.
Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.
Charge your device regularly.

Related topics
Set the device to turn on and off automatically (See page 81.)
Manage messages (See page 12.)
Add multiple contacts to a message (See page 12.)
Reset the device
Remove and reinsert the battery.
Network coverage

Connect to the wireless network

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

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

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

Network coverage — frequently asked questions

How do I select a network when traveling?
To scan for the most appropriate network, in the device options, click Network. Set Network Selection Mode to Automatic. If you do not want your BlackBerry® device to select a roaming system, set Network Selection Mode to Home Only.
Contact your service provider for more information about roaming.

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

How do I set the wireless network connection speed for my device?
In the device options, click Network. Set the Network Selection Mode field. By default, Automatic is selected. Your device connects to the wireless network at whatever network speed is available.

Notes:
Depending on your service provider, you might not be able to set the Network Selection Mode field. Contact your service provider for more information.
Security

Set a device password
Lock and unlock the device
Lock and unlock the keyboard
Protect your device content
Compress device data
Regenerate encryption keys
Store passwords
Create random passwords
Manage passwords
Copy passwords
Verify security software
Clear the device
Set owner information
Third-party program control
Security — frequently asked questions

About the device password
If you type your BlackBerry® device password incorrectly five times, you must type blackberry before you can continue. The next time that you type your password, and on subsequent password attempts, the characters that you type are displayed.

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

If your device is integrated with an account that uses the BlackBerry Enterprise Server™, you might not be able to change some security settings. Contact your system administrator for more information.

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

Related topics
About the device password (See page 85.)
Change the device password (See page 85.)
Turn off the device password (See page 86.)

Change the device password
1. In the device options, click Security Options.
2. Click General Settings.
3. Click the trackwheel.
4. Click Change Password.
5. Type your current device password.
6. Click the trackwheel.
7. Type a new device password.
8. Click the trackwheel.
9. Retype the new device password.
10. Click the trackwheel.
Related topics
About the device password (See page 85.)
Turn off the device password (See page 86.)

Turn off the device password
1. In the device options, click Security Options.
2. Click General Settings.
3. Set the Password field to Disabled.
4. Click the trackwheel.
5. Click Save.
6. Type the device password.
7. Click the trackwheel.

Note:
If your BlackBerry® device is integrated with a corporate email account, you might not be able to turn off the device password. Contact your system administrator for more information.

Related topic
About the device password (See page 85.)

Lock and unlock the keyboard
To lock the BlackBerry® device keyboard, on the Home screen, click Keyboard Lock.

To unlock the keyboard, double-click the trackwheel.

Related topic
About keyboard lock (See page 86.)

About content protection and compression
Content protection is designed to encrypt your BlackBerry® device data. When your device is password locked, an open lock in the device status section of the screen indicates that encryption is in progress. A closed lock indicates that encryption is complete. After you type your device password, data on your device is decrypted as you access it.

To use content protection, you must set a device password.

Content compression is designed to reduce the size of the data that is stored on your device and to maintain the integrity of that data.

Protect your device content
1. In the device options, click Security Options.
2. Click General Settings.
3. Set the Content Protection field to Enabled.
4. Click the trackwheel.
5. Click Save.
6. Type your device password.
7. Click the trackwheel.

Related topic
About content protection and compression (See page 86.)

About keyboard lock
If you do not set a device password, you can lock your keyboard to prevent accidentally placing calls or typing characters.
Compress device data
1. In the device options, click Security Options.
2. Click General Settings.
3. Set the Content Compression field to Enabled.
4. Click the trackwheel.
5. Click Save.
6. If you have set a device password, type your password.
7. Click the trackwheel.

Related topic
About content protection and compression (See page 86.)

About encryption keys
If your device is integrated with an account that uses the BlackBerry Enterprise Server™ or BlackBerry Desktop Redirector, encryption keys protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and the device. Encryption keys should be generated automatically, but you can manually regenerate keys at any time.

Regenerate encryption keys
In the device options, click Security Options. Click General Settings. Click a current service. Click Regenerate Encryption Key.

Related topics
About encryption keys (See page 87.)
Can I regenerate encryption keys from my device? (See page 133.)

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

Use the password keeper to generate random passwords that contain letters, numbers, and symbols. The first time that you open the password keeper, you must create a password keeper password. The password keeper is designed to encrypt your passwords. Passwords should be decrypted when you type the password keeper password.

Warning:
The password keeper is designed to keep passwords that are stored in the password keeper; however, if you copy a password, you can paste it into other programs on the BlackBerry® device. While the password is copied on the clipboard, it is not encrypted.

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

Related topic
About the password keeper (See page 87.)

Create random passwords
1. In the password keeper, click the trackwheel.
2. Click New.
3. Type a title for the password.
4. Click the trackwheel.
5. Click Random Password.
6. Type any additional password information.
7. Click the trackwheel.
8. Click Save.

Related topics
About the password keeper
Store passwords

Manage passwords
In the password keeper, click a password. Click one of the following menu items:
• View
• Edit
• Delete

Related topic
Change the password keeper password (See page 88.)

Change the password keeper password
1. In the password keeper, type your current password keeper password.
2. Click OK.
3. Click the trackwheel.
4. Click Change password.
5. Type a new password keeper password.
6. Retype the new password keeper password.
7. Click OK.

Copy passwords
In the password keeper, click a password. Click Copy to Clipboard.
To clear the password from the clipboard, in the password keeper, click the trackwheel. Click Clear Clipboard.
To paste the password, place the cursor where you want to insert it. Click the trackwheel. Click Paste.

Warning:
Passwords copied to or from the clipboard are not encrypted.

About security self tests
The security self tests program is designed to verify that security software is implemented properly on your BlackBerry® device. The tests should run automatically when your device restarts.

Verify security software
In the device options, click Security Options. Click General Settings. Click the trackwheel. Click Verify Security Software.

Related topic
About security self tests (See page 88.)

Clear the device

Warning:
This procedure stops all services and removes all data, including passwords and encryption keys, from the BlackBerry® device. Before you clear your device, verify that a backup copy of your data is available.
1. In the device options, click Security Options.
2. Click General Settings.
3. Click the trackwheel.
4. Click Wipe Handheld.
5. Click Continue.
6. Type blackberry.

Related topic
How do I restore my device after clearing it? (See page 133.)
Set owner information
In the device options, click Owner. Type your contact information. Click the trackwheel. Click Save.

Note:
Owner information appears on the screen when you lock your BlackBerry® device.
User Guide
Third-party program control

Prevent third-party programs from transmitting data
Set permissions for third-party programs
Control external connections
Control connections with the device
Control access to personal information
Security — frequently asked questions

About firewall settings
If you have third-party programs on your BlackBerry® device, the firewall option is designed to prevent these programs from transmitting data without your knowledge.

Related topic
Legal notice (See page 137.)

Prevent third-party programs from transmitting data
When a third-party program on your BlackBerry® device attempts to transmit data, a dialog box appears. Accept or deny the connection request.
To reset the firewall settings, in the device options, click Security Options. Click Firewall. Click the trackwheel. Click Reset Settings.

Related topics
About firewall settings (See page 91.)
Legal notice (See page 137.)

About permissions for third-party programs
You can set whether third-party programs on your BlackBerry® device can use data or connections from other programs. For example, a third-party program might use data from personal information management (PIM) programs or connections from programs such as the phone.
On the Permissions screen, if you set a permission field to Allow, you are granting third-party programs access to that program or connection.
If you set a permission field to Prompt, you are prompted whenever a third-party program requests access to that program or connection.
If you set a permission field to Deny, access to that program or connection by third-party programs is designed to be blocked.
If programs or connections within a group have different permission values, the permission field for the group is Custom.

Related topic
About firewall settings (See page 91.)
Set permissions for third-party programs

Warning:
Setting permissions for third party programs can significantly affect the operation of third-party programs on your BlackBerry® device. If you are unsure about how changing these settings might affect the operation of third party programs on your device, contact your system administrator or service provider for more information.

1. In the device options, click Advanced Options.
2. Click Applications.
3. Click the trackwheel.
4. Click Edit Permissions.
5. Perform one of the following actions:
   • To control whether third-party programs can make an external connection from your device, set the Connections group permission field.
   • To control whether third-party programs can communicate with other programs on your device, set the Interactions group permission field.
   • To control whether third-party programs can access personal information from programs on your device, set the User Data group permission field.
6. Click the trackwheel.
7. Click Save.
8. Click Reset Now.

Notes:
To expand a folder, click a folder with a plus sign (+) beside it. Click Expand.
To collapse a folder, click a folder with a minus sign (-) beside it. Click Collapse.

Related topics
About permissions for third-party programs (See page 91.)
Control external connections (See page 92.)
Control connections with the device (See page 93.)
Control access to personal information (See page 93.)
About firewall settings (See page 91.)

Control external connections
1. In the device options, click Advanced Options.
2. Click Applications.
3. Click the trackwheel.
4. Click Permissions.
5. In the Connections group, set the following fields:
   • To control whether third-party programs can use physical connections to your BlackBerry® device, such as a USB cable or RS-232 cable, set the USB/Serial field.
   • To control whether third-party programs can use wireless connections that your device has established with other Bluetooth™-enabled devices, set the Bluetooth field.
   • To control whether third-party programs can make phone calls or access call logs, set the Phone field.
   • To control whether third-party programs can use the GPS position of your device, set the Location (GPS) field.
   • To control whether third-party programs can access the Internet or your corporate intranet...
through your corporation’s network, set the **Company Network** field.

- To control whether third-party programs can access the Internet through your service provider, set the **Carrier Internet** field.

### Related topics

- Set permissions for third-party programs (See page 92.)
- Control connections with the device (See page 93.)
- Control access to personal information (See page 93.)

### Control connections with the device

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click the trackwheel.
4. Click **Permissions**.
5. In the **Interactions** group, set the following fields:
   - To control whether third-party programs can communicate with other programs on your BlackBerry® device, such as the device runtime store, persistent store, and global events, set the **Interprocess Communications** field.
   - To control whether third-party programs can simulate actions, such as the pressing of a key or button on your device, and send those simulated actions to the program that you are currently using, set the **Event Injection** field.
   - To control whether third-party programs can register a filter with the browser to handle content from a domain such as a custom-encoded document, set the **Browser Filters** field.
   - To control whether third-party programs can be used by your device as a source for customized themes, set the **Theme Data** field.

### Related topics

- Set permissions for third-party programs (See page 92.)
- Control external connections (See page 92.)
- Control access to personal information (See page 93.)

### Control access to personal information

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click the trackwheel.
4. Click **Permissions**.
5. In the **User Data** group, set the following fields:
   - To control whether third-party programs can access email messages, SMS messages, or PIN messages, set the **Email** field.
   - To control whether third-party programs can access personal information management (PIM) items, such as tasks, memos, contacts, and calendar entries, set the **PIM** field.
   - To control whether third-party programs can access the key store, set the **Keystore** field. If you allow third-party programs to access the key store, you must type the key store password when a third-party program attempts to access private contents of the key store.
   - To control whether third-party programs can access the key store with password caching turned on, set the **Keystore Medium Security** field.

### Related topics

- Set permissions for third-party programs (See page 92.)
- Control external connections (See page 92.)
- Control connections with the device (See page 93.)
BrickBreaker

About BrickBreaker

The object of this game is to destroy bricks using a paddle and a ball. To move the paddle, roll the trackwheel. To release the ball when in catch mode, or to shoot the laser or gun, press the Space key.

During the game, the following capsules fall from the bricks that you destroy:

- **Long** makes the paddle longer.
- **Slow** slows down the speed of the ball.
- **Gun** enables you to shoot three bullets at the bricks. A bullet can destroy unbreakable bricks.
- **Laser** enables you to shoot unlimited laser beams at the bricks.
- **Multi** puts four balls in play.
- **Catch** enables you to catch and hold the ball.
- **Flip** changes the direction of the paddle.
- **Wrap** enables you to move the paddle beyond the edge of the screen.
- **Bomb** destroys the next brick that you hit and damages nearby bricks.
- **Life** gives you an additional life.

BrickBreaker scoring

- Catching a capsule: 50 points
- Shooting a brick with the gun: 50 points
- Hitting a brick with the ball: 10 points
- Shooting a brick with the laser: 5 points
- Damaging a brick with a bomb: 5 points

How do I set the speed of the paddle?

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

How do I accelerate the paddle?

To accelerate the paddle as you roll the trackwheel, in the BrickBreaker options, select the Paddle Acceleration check box.

Can I change the volume for the game?

Yes. In the BrickBreaker options, set the Volume field.
Can I submit my scores to the BrickBreaker high score web site?
Yes. In the BrickBreaker options, type a user name and password. If you beat your previous high score, you can submit your name and score to the public high score web site. Unsubmitted high scores can be submitted at any time. In BrickBreaker, click the trackwheel. Click Send High Score.

How do I check the BrickBreaker high score web site?
In BrickBreaker, click the trackwheel. Click High Scores.

Why are the bricks descending?
After you hit the ball with your paddle 50 times on any level, the bricks descend one space every few seconds.
Service books

About service books
Service books determine which services are available on your BlackBerry® device. If your device is integrated with an account that uses the BlackBerry Enterprise Server™, your system administrator can send service books to your device that determine whether features such as remote address lookup and wireless calendar synchronization are available.

Receive new service books
Service books arrive on your BlackBerry® device in one of the following ways:

- over the wireless network from your service provider or system administrator
- through the BlackBerry Desktop Software when you connect your device to your computer

Accept new service books
Service books should be accepted automatically by your BlackBerry® device. If a new service book is available and it is not accepted automatically, a book icon appears in the device status section of the screen. To accept the service book manually, in the device options, click Advanced Options. Click Service Book. Click the new service book. Click Accept.

Manage service books
In the device options, click Advanced Options. Click Service Book. Click a service book. Click one of the following menu items:

- View
- Delete

Restore deleted service books
In the device options, click Advanced Options. Click Service Book. Click the trackwheel. Click Undelete.
Frequently asked questions

General — frequently asked questions
Email and PIN messages — frequently asked questions
SMS messages — frequently asked questions
MMS messages — frequently asked questions
Attachments — frequently asked questions
Synchronization — frequently asked questions
Typing — frequently asked questions
Phone — 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
Alarm — frequently asked questions
Bluetooth — frequently asked questions
Network coverage — frequently asked questions
Security — frequently asked questions
General — frequently asked questions

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

Depending on your service provider plan or the type of account that you are using, some features might not be available on your BlackBerry® device. Also, your device might not have been provisioned for certain features by your system administrator. Contact your system administrator or service provider for more information.

What software version do I have on my device?

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

Why is there a flashing light on my device?

The notification LED on the top of your BlackBerry® device flashes different colors to indicate various states.

Can I determine how much memory each database on my device is using?

A red light indicates that a new message has arrived and your current profile is set to notify you using the LED.

Yes. In the device options, click Status. Click the trackwheel. Click Database Sizes. The Database Sizes screen displays the number of entries and the amount of memory used by each database that is synchronized with your BlackBerry® device.
Email and PIN messages — frequently asked questions

How do I compose an email or PIN message from the To screen?

Why can’t I send messages?

Why can’t I receive messages?

Why is the menu item for sending a message not available?

Why does the letter D appear beside sent PIN messages?

Can I stop a message from being sent?

Why are some messages already on my device?

How do I create and use links in messages?

Why is “More available” appearing at the end of my message?

Can I file messages?

Can I hide sent messages?

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

Why is there a different icon beside some items in a messages list?

Why are call logs appearing in a messages list?

How do I show more of a subject line for my messages?

How do I identify received PIN messages as high priority?

Can I remove the prompt that appears before I delete messages?

Why were some of my messages deleted from the device?

How do I change how long messages and phone call logs remain in a messages list?

How do I restrict the types of email messages that are sent to my device?

How do I create a generic filter?

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

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

How do I make changes to the folders on my device?

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

How do I stop messages that are sent from my desktop email program from appearing on my device?

Can I change the default email account that is used when I send messages from the main messages list?

How do I compose an email or PIN message from the To screen?

To compose a message from the To screen, click [Use Once]. Click Email or PIN. Type an email address or a PIN. Click the trackwheel. Click Continue.

To add multiple recipients to your message, click the trackwheel. Click Add To, Add Cc, or Add Bcc.
Why can't I send messages?
Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.
If you send a message and you are not in a wireless coverage area, the device sends the message when you return to a wireless coverage area.

Why can't I receive messages?
Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.
Verify that email redirection to your device is turned on. If you are using the BlackBerry Desktop Software, in the Redirector Settings tool, verify that the Redirect incoming messages to your handheld check box is selected.
If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, in the messages options, click Email Settings. Verify that the Send Email To Handheld field is set to Yes. If you have configured specific folders to redirect email messages to your device, on the Folder Redirection screen, verify that the correct folders from which email is redirected are selected.
Verify that filters, which restrict the email messages that are sent to your device, are not enabled.
See "Manage filters" on page 15 for more information.

Why does the letter D appear beside sent PIN messages?
When a PIN message has been delivered to a BlackBerry® device, a D appears beside the check mark in a messages list.

Can I stop a message from being sent?
Yes, provided that you are not in a wireless coverage area or that your BlackBerry® device is not connected to the wireless network. If a clock icon appears beside the message, delete the message to stop it from being sent.
If you are in a wireless coverage area and your device is connected to the wireless network, messages should be sent automatically, so you cannot stop the message from being sent.

Why are some messages already on my device?
When you first receive your BlackBerry® device and every time that you update the BlackBerry Handheld Software, several welcome messages appear. These messages provide information and tips for using the device.
If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, recent messages might also appear on your device when you connect to the wireless network for the first time. Contact your system administrator for more information.

Why is the menu item for sending a message not available?
If you do not have an email address or PIN saved for your contact, the option to send a message to that contact does not appear. In the address book, add an email address or a PIN number for your contact.
How do I create and use links in messages?
Links appear in your messages as underlined text. Messages can contain links to various items such as phone numbers, web sites, and email addresses. When you receive a message that contains a link, click the link. In the menu, click the menu items that apply to the type of link selected.
The BlackBerry® device should automatically recognize most linkable items as links. To create a link for a PIN, type `pin:` before typing the PIN number.

Why is “More available” appearing at the end of my message?
Long messages are sent to your BlackBerry® device in sections. As you read the first section, the next section should be sent to your device automatically, if you are in a wireless coverage area. However, it might take several seconds before your device receives the next section.
To send only the first section of long messages to your device, in the messages options, click General Options. Set the Auto More field to No. The next time that you receive a long message, “More available” appears at the bottom. To request more of the message, click the trackwheel. Click More. To view the rest of the message, click More All.

Can I file messages?
Yes. If you have turned on wireless email reconciliation for your BlackBerry® device, any messages that you file on your device are also filed in your desktop email program.
If your device is not enabled for wireless email reconciliation, your device must be integrated with an account that uses the BlackBerry Desktop Redirector or the BlackBerry Enterprise Server™ to file messages. You must perform an initial email reconciliation with the BlackBerry Desktop Software so that the folders in your desktop email program appear on your device. See the BlackBerry Desktop Software Online Help for more information about configuring email reconciliation manually.

Can I hide sent messages?
Yes. In the messages options, click General Options. Set the Hide Sent Messages field to Yes.

Note:
To view sent messages, in a messages list, click the trackwheel. Click View Folder. Click Sent Items. Click Select Folder.

Why can’t I see a new message in a messages list even though I received notification?
If email messages are sent to your BlackBerry® device from specific desktop email program folders and, in the general messages options, you set the Hide Filed Messages option to Yes, new messages that are sent to your device should be filed automatically, and might not appear in a messages list. To view all your messages, set the Hide Filed Messages field to No.

Why is there a different icon beside some items in a messages list?
Different icons are used in a messages list to indicate message status, saved web pages, call logs, messages with attachments, and so on. See the printed documentation that accompanied your BlackBerry® device for more information about message status indicators.
Why are call logs appearing in a messages list?
When you make or receive a call, the BlackBerry® device creates a call log that contains information about the call. To stop call logs from appearing in a messages list, in the phone options, click Call Logging. Set the Show These Call Log Types In Message List field to None.

How do I show more of a subject line for my messages?
To show more of the subject line for your messages, you can hide the time that the message was received and the name of the sender or recipient of the message. In the messages options, click General Options. Set the Display Time and Display Name fields to No.

How do I identify received PIN messages as high priority?
In the messages options, click General Options. Set the Make PIN Messages Level 1 field to Yes.

Can I remove the prompt that appears before I delete messages?
Yes. In the messages options, click General Options. Set the Confirm Delete option to No.

Why were some of my messages deleted from the device?
If your BlackBerry® device memory is full, your device deletes the oldest messages from the messages list to accommodate new ones. It does not delete saved messages.

If you have turned on wireless email reconciliation, messages that you delete in your desktop email program are also deleted on your device. Messages that you delete on your device are also deleted in your desktop email program.

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

How do I change how long messages and phone call logs remain in a messages list?
To change the number of days that your BlackBerry® device keeps messages and call logs in a messages list, in the message options, click General Options. Set the Keep Messages field.

Messages that are sent to your device that are older than the number of days that you specify in the Keep Messages field are deleted from your device. The messages can be restored, however, if you set the Keep Messages field to a longer period of time. When you increase the amount of time in this field, any messages that are sent to your device during that period of time appear in a messages list.

How do I restrict the types of email messages that are sent to my device?
You can create filters to send only specific email messages to your BlackBerry® device. See "Create filters" on page 14 for more information.

To stop messages that do not meet any filter criteria from being sent to your device, in the message options, click Email Filters. Set the If no filters apply, send email to handheld field to No.
How do I create a generic filter?
To create a generic filter, use an asterisk (*) when specifying the contacts to which the filter applies. In the messages options, click Email Filters. In the From field, specify part of the sender's address and use an asterisk (*) in place of the remaining part.

Why are some messages sent to my device even though I have created a filter?
Filters must be enabled before they apply to your messages. In the messages options, click Email Filters. Verify that the check boxes beside all the filters that you want to apply to your messages are enabled. Verify that the filters are in the correct order so they can be applied to your messages properly.

Why can't I specify some folders from which email messages are redirected?
On the Folder Redirection screen, folders with check boxes that have broken borders are not enabled for redirection. If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, the folders should be enabled automatically after a short period of time. To enable all folders manually for redirection, in the messages options, click Email Settings. Click the trackwheel. Click Folder Redirection. On the Email Reconciliation screen, set the Wireless Reconcile field to Off. Save your changes. Open the Email Reconciliation screen again and set the Wireless Reconcile field to On. Save your changes.

How do I make changes to the folders on my device?
You cannot add, edit, or delete folders from your BlackBerry® device. To add, edit, or delete a folder, change it in your desktop email program and reconcile your email messages with your device.
If your device is enabled for wireless email reconciliation, changes that you make to the folders in your desktop email program should be synchronized with your device over the wireless network.
If your device is not enabled for wireless email reconciliation, reconcile your email manually using the BlackBerry Desktop Software. See the BlackBerry Desktop Software Intellisync Online Help for more information.

How do I stop email messages from being sent to my device?
If you are using the BlackBerry Desktop Software, in the Redirector Settings tool, clear the Redirect incoming messages to your handheld check box.
If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, in the messages options, click Email Settings. Set the Send Email To Handheld field to No.

How do I stop messages that are sent from my desktop email program from appearing on my device?
In the messages options, click Email Settings. Click the trackwheel. Click Folder Redirection. Clear the check box beside the Sent Items folder.

Can I change the default email account that is used when I send
messages from the main messages list?

Yes. If your BlackBerry® device is integrated with more than one email account, you might be able to set which email account is used by default when you send messages from the main messages list. In the device options, click Advanced Options. Click Message Services. Set the Messaging (CMIME) field.
SMS messages — frequently asked questions

Why can't I send SMS messages?
Can I verify that my SMS message has reached its recipients?
How do I display more items in an SMS message thread?
Can I hide sent messages?
Can I remove the prompt that appears before I delete messages?
Why were some of my messages deleted from the device?
Why aren't all the SMS options described appearing on my device?
What are the Priority and Callback Number fields in the SMS options?
How do I change how long messages and phone call logs remain in a messages list?

Can I verify that my SMS message has reached its recipients?
Yes. In the device options, click SMS. Set the Delivery Reports field to On.
When your SMS message reaches its recipient, a D appears beside the check mark in a messages list.
Contact your service provider to find out whether this feature is available on your network.

How do I display more items in an SMS message thread?
In the device options, click SMS. In the Number Of Previous Items field, set the number of SMS messages to display.

Can I hide sent messages?
Yes. In the messages options, click General Options. Set the Hide Sent Messages field to Yes.

Notes:
If you set the Hide Sent Messages field to Yes, and you open an SMS message that is part of a thread, the sent messages appear in the thread.
To view all sent SMS messages, in a messages list, click the trackwheel. Click View Folder. Click SMS Outbox. Click Select Folder.
Why were some of my messages deleted from the device?
If your BlackBerry® device memory is full, your device deletes the oldest messages from the messages list to accommodate new ones. It does not delete saved messages.

Why aren't all the SMS options described appearing on my device?
Depending on your service provider plan, some SMS message options might not be available on your BlackBerry® device. Contact your service provider for more information.

What are the Priority and Callback Number fields in the SMS options?
The Priority field specifies the priority level for your SMS messages.
The Callback Number field specifies the callback number that appears in your SMS messages.
MMS messages — frequently asked questions

Can I send and receive MMS messages?
Yes, if your service provider plan includes MMS messages and your BlackBerry® device is provisioned for the service. Contact your service provider for more information.

Can I specify when my device should receive MMS messages?
Yes. In the device options, click MMS. To set when your BlackBerry® device communicates with the Multimedia Messaging Service Centre (MMSC), set the Multimedia Reception field.
To set when your BlackBerry device receives MMS messages, set the Automatic Retrieval field.

Can I hide sent messages?
Yes. In the device options, click MMS. To hide sent messages, select the Reject Anonymous Messages check box.

Can I filter unwanted MMS messages?
Yes. In the device options, click MMS. In the Message Filtering section, select the Reject Anonymous Messages check box or the Reject Advertisements check box.

Can I configure notification for all MMS messages?
Yes. You can set delivery reports, which notify you and a sender when an MMS message has been received or read. To set delivery reports, in the device options, click MMS. In the Notifications section, set the notification options.
To set whether delivery reports are sent when they are requested by a sender, set the Allow Delivery Confirmation and Allow Read Confirmation options.
To set whether you request delivery reports when you send MMS messages, set the Confirm Delivery and Confirm Read options.

Can I pause, resume, or restart a slideshow presentation?
Yes. In an open message, click the trackwheel. Click Pause, Resume, or Restart.
Can I view the size of my MMS messages before I send them?
Yes. In the open message, click the trackwheel. Click Options.
Attachments — frequently asked questions

Can I view file attachments on my device?
How do I view password-protected file attachments?
Can I set the amount of memory that my device uses for file attachments?
How do I change how file attachments are displayed?
How do I view cell contents in spreadsheet attachments?
Why can't I view presentation slides?
Why is "More available" appearing at the end of my file attachment?
How do I search for text in a file attachment?
What does skipped content mean?
Can I view tracked changes in document attachments?
Why do some characters not appear correctly on my device?

Can I view file attachments on my device?
Yes, if attachment viewing is enabled for your BlackBerry® device. When you receive a message with an attachment, click the trackwheel. If Open Attachment appears in the menu, you can view attachments on your device. If Open Attachment does not appear in the menu, your device might not be enabled for attachment viewing.

To view document and spreadsheet attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.6 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®, or the BlackBerry Internet Service™.
To view .zip, .htm, or .html attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server version 3.6 Service Pack 1 or later for Microsoft Exchange, BlackBerry Enterprise Server version 2.2 Service Pack 1 or later for IBM Lotus Domino, BlackBerry Enterprise Server version 4.0 or later for Novell GroupWise, or the BlackBerry Internet Service.
To view image attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later or the BlackBerry Internet Service.

Contact your system administrator or service provider for more information.

How do I view password-protected file attachments?
You can only view password-protected .pdf files. If you receive a .pdf file that is password-protected, you must type the password to view the file. On the attachment screen, click the file name. Click Password. Type the password. Click the trackwheel.
Can I set the amount of memory that my device uses for file attachments?
Yes. In the open attachment, click the trackwheel. Click Options. Set the Cache Size field.

How do I change how file attachments are displayed?
Open the full content for a file attachment. Click the trackwheel. Click Options.
To change the font for your file attachments, set the Font Family and Font Size fields.
In document attachments, to use font sizes that reflect those in the original document, set the Reflect Original Font Sizes field to Yes.
To show a grid when viewing spreadsheet attachments, set the Show Gridlines field to Yes.
To label spreadsheet columns with letters and label spreadsheet rows with numbers, set the Display Labels field.

Why can’t I view presentation slides?
To view a Microsoft® PowerPoint® presentation in its original format, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

Why is “More available” appearing at the end of my file attachment?
Long attachments are sent to your BlackBerry® device in sections. As you read the first section, the next section should be sent to your device automatically, if you are in a wireless coverage area. However, it might take several seconds before your device receives the next section.
To send only the first section of long attachments to your device, in the messages options, click General Options. Set the Auto More field to No. The next time that you receive a long attachment, “More available” appears at the bottom. To request more of the file attachment, click the trackwheel. Click More. To view the rest of the attachment, click More All.

How do I view cell contents in spreadsheet attachments?
When you select a cell, the contents appear at the top of the screen. If the contents are too long to see, click the cell. Click View Cell.
To view the contents of all the cells in a column, click the column label at the top of the screen. Click Fit.
To change the column size for all the columns in a spreadsheet, click the unmarked column label in the top left corner of the screen. Click a preferred size.
To change the default column size for all spreadsheet attachments, in the attachment options, set the Column Width field to Large.

How do I search for text in a file attachment?
In the attachment, click the trackwheel. Click Find. Type the text. Click the trackwheel.
To make the Find feature case sensitive when searching, select the Case Sensitive Search check box.
If you have not retrieved all the text for a file attachment, a dialog box appears. To search the remaining text in the attachment, click Yes. If the search term is found, the content should be retrieved automatically.
To view the text on your BlackBerry® device, verify that you are in a wireless coverage area and that your device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.
What does skipped content mean?
The skipped content bar appears in a document attachment when more content is available, but it has not been retrieved. To retrieve skipped content, click the skipped content bar. Click More.

Can I view tracked changes in document attachments?
Depending on the document type, you might be able to view tracked changes. In a document attachment, click the trackwheel. Click Show Changes. To hide tracked changes, click the trackwheel. Click Hide Changes.
User Guide
Synchronization — frequently asked questions

Can I reconcile email messages over the wireless network?

Can I synchronize PIM items over the wireless network?

How do I handle conflicts between my device and my desktop email program?

Why do some characters in my desktop calendar not appear correctly after synchronization?

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

Can I reconcile my personal folders?

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

Can I determine how much memory each database on my device is using?

If your device is integrated with an account that uses the BlackBerry Internet Service™, and your service provider supports wireless email reconciliation, verify that you have turned on wireless email reconciliation in the messages options.

Can I synchronize PIM items over the wireless network?

Yes. If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, verify that wireless synchronization is turned on in the tasks, memo, address book, and calendar options.

If your device is integrated with an account that uses BlackBerry Enterprise Server version 2.1 or later, calendar appointments and meetings might be the only PIM items that can be synchronized over the wireless network. See the BlackBerry Desktop Software Online Help for more information about setting wireless calendar synchronization.

You must be in a wireless coverage area and your BlackBerry® device must be connected to the wireless network for PIM items to synchronize over the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.
How do I handle conflicts between my device and my desktop email program?

A conflict might occur if you edit the same item on your BlackBerry® device and in your desktop email program before synchronization occurs.

If you turn on wireless email reconciliation, set whether the device or desktop email program takes precedence when a conflict occurs. In the messages options, click Email Reconciliation. Set the On Conflicts field. You can set this option for each email account that is integrated with your device.

If you turn on wireless PIM synchronization, the information in your desktop email program should automatically take precedence over the data on your device when a conflict occurs. If you turn off wireless PIM synchronization and make changes to a PIM entry in your desktop email program and on the device, the conflicting information on the device is replaced by the information in your desktop email program when you turn on wireless PIM synchronization again. If you want to select manually how conflicts are handled, synchronize your device using the BlackBerry Desktop Software before you turn on wireless PIM synchronization.

If you use the BlackBerry Desktop Software to turn on wireless calendar synchronization, you can adjust the calendar conflict resolution settings in the BlackBerry Desktop Software. See the BlackBerry Desktop Software Online Help for more information.

Why do some characters in my desktop calendar not appear correctly after synchronization?

If you create calendar entries on your BlackBerry® device that contain special accents or characters, and your desktop computer does not support those accents or characters, the characters do not appear in your desktop calendar correctly. On your desktop computer, verify that you have the correct default code page set and that you have proper font support installed on your computer. See your Microsoft® Windows® Online Help for more information about setting the default code page for your computer.

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

If you are not in a wireless coverage area, your messages are not reconciled over the wireless network. See the printed documentation that accompanied your BlackBerry® device for more information about wireless coverage levels.

If you are in a wireless coverage area and you want to initiate email reconciliation from the device, in a messages list, click the trackwheel. Click Reconcile Now.

Can I reconcile my personal folders?

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

Note:

Even if you have turned on wireless email reconciliation on your BlackBerry® device, you must use the BlackBerry Desktop Software with personal folders.
Can I empty the deleted messages folder on my computer remotely?

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

To use this feature, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.6 or later for Microsoft® Exchange and wireless email reconciliation must be turned on. Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.
User Guide
Phone — frequently asked questions

Why can I not make calls?
Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Why am I no longer receiving calls?
Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.
If you still cannot receive calls, verify that call forwarding is turned off.

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

Can I use the phone when the device or keyboard is locked?
The BlackBerry® device is designed to enable you to make emergency calls when your device or keyboard is locked.

See "Make emergency calls" on page 37 for more information.
If your device is integrated with a corporate email account, you might be able to make other phone calls when your device is locked. Contact your system administrator for more information.
If you receive a call when the keyboard is locked, the keyboard unlocks when you answer the call.

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 device?

Can I hide my device phone number from a contact when making a call?

Can I set the phone to display frequently called numbers?

How do I change how long messages and phone call logs remain in a messages list?

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

How do I hide my phone number in the phone?

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

Why can I not make calls?
Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.
If you receive a call when the device is password locked, you can answer the call, but your device remains password locked during the call. You can perform regular phone actions, such as mute. When you end the call, the device remains password locked.

**Can I make three-way calls?**
Yes, if you subscribe to a three-way call service. Contact your service provider for more information.

**Can I use call forwarding?**
Yes, if your service provider plan includes call forwarding and your BlackBerry® device is provisioned for the service. Contact your service provider for more information.

**How do I edit the phone number to which my calls are forwarded?**
To edit a call forwarding phone number that you have added, delete the current phone number and type a new phone number.

**Can I use a TTY device with my device?**
Yes, if your service provider supports TTY devices. The TTY device must operate at 45.45 bits per second, and you must insert the TTY device connector into your BlackBerry® device headset jack. If you use an RJ-11 connector, you must use an adapter to connect the TTY device to your device.
TTY is only available on some BlackBerry devices.

**Can I hide my device phone number from a contact when making a call?**
Yes, if your service provider supports the restricted display of phone numbers. In the phone options, click General Options. Set the Restrict My Identity field to Yes.

**Can I set the phone to display frequently called numbers?**
Yes. You can set the phone to display a list of frequently or recently called numbers instead of call logs. In the phone options, click General Options. Set the Phone List View field.

**How do I stop my device from answering or ending calls automatically?**
If you use a holster with your BlackBerry® device, you can set how calls are handled when you insert or remove your device from the holster.
To stop your device from answering calls automatically when you remove it from the holster, in the phone options, click General Options. Set the Auto Answer Calls field to No.
To stop your device from ending calls automatically when you insert it in the holster, in the phone options, click General Options. Set the Auto End Calls field to No.

**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.
Browser — frequently asked questions

Why are there no browsers available on my device?

Can I use the BlackBerry Browser?

How do I change my browser settings?

How do I change the browser home page?

How do I change the type of content that the browser accepts?

Can I override the character set encoding of web pages?

Why do some characters not appear correctly on my device?

How do I select images and text on a web page?

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

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

Why did a web page form not submit?

Can I be prompted before scripts are run on my device?

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

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

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

How do I set WAP Browser security options?

Why are there no browsers available on my device?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

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

Can I use the BlackBerry Browser?

Yes, if your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 3.5 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®. Contact your system administrator for more information about the BlackBerry Browser.

How do I change my browser settings?

In the browser, click the trackwheel. Click Options. Various settings are available on the Browser Configuration, General Properties, and Cache Operations screens.

Note:

You might be restricted from changing your BlackBerry® device browser settings. Contact your system administrator for more information.
How do I change the browser home page?
In the browser options, click Browser Configuration. In the Home Page Address field, change the web page address. Save the changes. Depending on your service provider, you might not be able to change your home page.

How do I change the type of content that the browser accepts?
In the browser options, click Browser Configuration. Set the Content Mode field. Save the changes.

Can I override the character set encoding of web pages?
Yes. On a web page, click the trackwheel. Click Set Encoding. Clear the Auto mode check box. Set the Default Charset field. Click OK. The browser uses the default character set to display all web pages.

How do I select images and text on a web page?
To select text and images that are not links, on a web page, click the trackwheel. Click Select Mode. In select mode, you can scroll through content one line at a time and select images. To switch your browser back to view mode, click the trackwheel. Click View Mode. In view mode, you can scroll through web page content quickly and the cursor only selects links.

What is the Available Offline check box that appears when I’m adding a bookmark?
If you select the Available Offline check box, you can view a web page when your BlackBerry® device is not connected to the wireless network or when you are outside a wireless coverage area. When you view the web page offline, it displays the information that was current when you last viewed the bookmark online. To change this check box, you must create the bookmark again.

Can I view web pages that contain JavaScript or animated graphics?
Yes. Use the BlackBerry® Browser to view HTML web pages that contain JavaScript™ or animated graphics. To view web pages that contain JavaScript, in the browser options, click Browser Configuration. Select the Support JavaScript check box. Save the changes. To view animated graphics, in the browser options, click General Properties. Set the Repeat Animations field. Save the changes.

To view web pages that contain JavaScript or animated graphics using the BlackBerry Browser, your BlackBerry device must be integrated with an email account that uses BlackBerry Enterprise Server™ version 4.0 or later. Contact your system administrator for more information.

Note:
The BlackBerry Browser does not support some style sheets or dynamic HTML.

Why did a web page form not submit?
Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.
Can I be prompted before scripts are run on my device?
Yes. In the browser options, click General Properties. Select the Prompt Before Running WML Scripts check box. You are prompted before browser scripts are run.

With multiple browsers on my device, how do I connect a browser with a Home screen shortcut key?
In the device options, click Advanced Options. Click Browser. In the W hotkey configuration field, select which WAP Browser opens when you press the W key on the Home screen. In the B hotkey configuration field, select which BlackBerry Browser opens when you press the B key on the Home screen.
You can only change these fields if you have multiple browsers for the same browser type on your device. Also, the shortcut keys are only available on the Home screen if, in the general phone options, the Dial From Home Screen field is set to No.

Note:
Depending on your theme, a programs list might be available. If your theme uses a programs list, shortcuts can be used in the programs list, even if the Dial From Home Screen field is set to Yes.

How do I change which browser opens when I click a link in an open message?
In the device options, click Advanced Options. Click Browser. Set the Default browser configuration field. Save the changes.

On my browser home page, when I hold the Escape button, the program closes. Can I change this?
Yes. In the browser options, click General Properties. Select the Prompt Before Closing Browser On Escape check box. A dialog box appears before the browser closes.

How do I set WAP Browser security options?
To set WAP Browser security, in the device options, click Security Options. Click WTLS (Wireless Transport Layer Security). In the Encryption Strength field, set the encryption level for connecting to your WAP gateway. In the Prompt For Server Trust field, set whether a dialog box appears when the BlackBerry® device cannot authenticate a WTLS connection automatically.
Contacts — frequently asked questions

How do I add multiple contacts with the same name to my contact list?
In the address book options, set the Allow Duplicate Names field to Yes. Save the changes.

Can I change how my contacts or tasks display?
Yes. In the address book, tasks, or memo options, set the Sort By field. Save the changes.

What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?
These fields are custom fields where you can add information about your contacts, such as spouse name or nickname. You can set up your BlackBerry Desktop Software to synchronize with these custom fields in your desktop email program.
You can only synchronize the information in a custom field with a text field in your desktop email program. For example, you cannot add a contact’s birthday in a custom field and synchronize it with your desktop email program. The birthday field is a date field in your desktop email program, not a text field.
To change the field name for a custom field, when creating or editing a contact, click the trackwheel. Click Change Field Name.
See the BlackBerry Desktop Software Online Help for more information about synchronizing custom fields with fields in your desktop email program.

Why does the Add Custom Phone Tune option not appear?
The Add Custom Phone Tune option does not appear in the menu if a custom phone tune has already been added for the contact. A Calls From profile exception appears in the profiles list for contacts with a custom phone tune.
How do I change the volume level for the custom phone tune?
Custom phone tunes are based on the active notification profile. When you add a custom phone tune from the address book, the volume for the tune matches the volume that is set in the active notification profile. To create a custom phone tune with a different volume level, in the profiles list, create an exception that is based on a profile that is different from the active profile.

Can I clear all the categories that apply to a contact, task, or memo?
Yes. When editing the contact, task, or memo, click the trackwheel. Click Categories. Click the trackwheel. Click Clear Selection. Save the changes.

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?
Yes. In the address book, calendar, tasks, or memo options, set the Confirm Delete option to No. Save the changes.

How do I know how many contacts, calendar entries, tasks, or memos I have saved?
In the address book, calendar, tasks, or memo options, the Number of Entries field displays how many contacts, calendar entries, tasks, or memos are saved.
Calendar — frequently asked questions

How do I expand the number of hours that are shown in the calendar?
In the calendar options, set the Start Of Day and End Of Day fields. Save the changes.

How do I change the day of the week that displays first when viewing the calendar in Week view?
In the calendar options, set the First Day Of Week field. Save the changes.

How do I scroll through the calendar in each view?
In Day view, roll the trackwheel to move through the hours in a day. Roll the trackwheel to the top of the screen to select a day in the navigation bar. Click the trackwheel to view the selected day. Hold the Alt key and roll the trackwheel to move from one day to the next.
In Week view, roll the trackwheel to move vertically through the hours in a day. Hold the Alt key and roll the trackwheel to move horizontally through the days of the week.
In Month view, roll the trackwheel to move horizontally through the days of the month. Hold Alt and roll the trackwheel to move vertically between weeks.
In Agenda view, roll the trackwheel to move through the appointments. Hold the Alt key and roll the trackwheel to move through days.

Can I synchronize PIM items over the wireless network?

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

How do I expand the number of hours that are shown in the calendar?

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

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

How do I scroll through the calendar in each view?

How do I change how long appointments remain in the device calendar?

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

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

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

Can I show tasks in the device calendar?

Why do some characters in my desktop calendar not appear correctly after synchronization?

Are there any restrictions for using the calendar with Lotus Notes?
Yes. If you are an IBM® Lotus Notes® user, you cannot create appointments that span multiple days. Also, you can only edit the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when editing a recurring appointment or meeting. When editing a recurring meeting that you created, you can also edit the meeting participants.
How do I change how long appointments remain in the device calendar?

To change the number of days that your BlackBerry® device keeps appointments in the calendar, in the calendar options, set the Keep Appointments field. Appointments in your device calendar that are older than the number of days that you specify in the Keep Appointments field are deleted from your device. The appointments can be restored, however, if you set the Keep Appointments field to a longer period of time. When you increase the amount of time in this field, any appointments in your calendar during that period of time appear in your device calendar.

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

Yes. In the tasks or calendar options, set the Snooze field.

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

If Dismiss All appears in a task or calendar reminder, more than one task or calendar reminder is available. If you click Dismiss All, the current reminder and all other reminders of that type are dismissed.

Can I show tasks in the device calendar?

Yes. In the calendar options, set the Show Tasks field to Yes. Save the changes.
Bluetooth — frequently asked questions

How do I connect my BlackBerry device with another Bluetooth-enabled device?
Verify that your Bluetooth® radio is turned on and that your BlackBerry® device is paired with a Bluetooth-enabled device.
In the list of paired Bluetooth-enabled devices, click a device. Click Connect.

How do I connect my BlackBerry device with my computer?
Verify that your Bluetooth® radio is turned on and that your BlackBerry® device is paired with your computer.
In the list of paired Bluetooth-enabled devices, click your computer. Click Connect.

See the BlackBerry Desktop Software Online Help for more information about connecting your device to your computer using a Bluetooth wireless connection.

How do I know when my Bluetooth radio is on?
Bluetooth® icons appear on the Home screen if your Bluetooth radio is on or if you are connected with another Bluetooth-enabled device.
See the printed documentation that accompanied your device for more information about Bluetooth icons.

What if I can't type a passkey on the Bluetooth-enabled device that I want to pair with?
If the Bluetooth®-enabled device with which you are pairing has no screen where you can type a passkey, the passkey might be hard-coded. Try typing 0000 in the Enter passkey for <device name> field on your BlackBerry® device to pair with the new Bluetooth-enabled device.

Why does my list of paired Bluetooth-enabled devices not appear?
Verify that your Bluetooth® radio is turned on and that you have added Bluetooth-enabled devices to the paired Bluetooth-enabled devices list on your BlackBerry® device.
See "Pair with another Bluetooth-enabled device" on page 67 for more information.
**Can I connect to Bluetooth-enabled devices without being prompted?**

You can only connect to a Bluetooth®-enabled device without being prompted if the Bluetooth-enabled device is paired with your BlackBerry® device. In the paired Bluetooth-enabled devices list, click a paired Bluetooth-enabled device. Click **Device Properties**. Set the **Trusted** field to **Yes**.

**Can I prevent Bluetooth-enabled devices from discovering my device when it is within range?**

Yes. In the Bluetooth® paired devices list, click the trackwheel. Click **Options**. Set the **Discoverable** field to **No**.
Security — frequently asked questions

Why does the Verifying Security Software dialog box appear when I restart my device?
When this dialog box appears, the BlackBerry® device is verifying that all security software is implemented properly on your device. The tests are designed to run automatically when your device restarts.

How do I restore my device after clearing it?
If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, contact your system administrator to initiate enterprise activation.
If you are using the BlackBerry Desktop Software, restore device data and services using the Backup and Restore tool. See the BlackBerry Desktop Software Online Help for more information.

How do I prevent passwords from accidentally being copied to the clipboard?
In the password keeper options, set the Allow Clipboard Copy field to False.

Can I regenerate encryption keys from my device?
If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later, you can regenerate encryption keys from the device.
If your device is integrated with an account that uses BlackBerry Enterprise Server version 3.6 or earlier for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or earlier for IBM® Lotus® Domino®, or if you use the BlackBerry Desktop Redirector to forward messages to your device, update the encryption keys using the BlackBerry Desktop Software. See the BlackBerry Desktop Software Online Help for more information.

Why do additional security features appear in the device options?
Additional security options such as Certificate Servers, Certificates, Key Stores, S/MIME, and Memory Cleaning might be available. You can use these options with the Secure Multipurpose Internet Mail Extensions (S/MIME) Support Package. See the S/MIME Support Package User Guide Supplement for more information.

Can I regenerate encryption keys from my device?
How do I specify the criteria for random passwords that are generated in the password keeper?
In the password keeper options, set the password length and specify whether randomly generated passwords must contain letters, numbers, or symbols.

How do I prevent passwords from appearing on the screen in the password keeper?
In the password keeper options, set the Show Password field to False.
Shortcuts

Home screen shortcuts
To use the device in the dark, press the Power button. To lock the device, set a password. Click Lock.
To lock the keyboard, on the Home screen, click Keyboard Lock. To unlock the keyboard, double-click the trackwheel.
To move an icon on the Home screen, select the icon. Hold the Alt key and click the trackwheel. Click Move Application. Roll the trackwheel to move the icon. Click the trackwheel.
To hide an icon on the Home screen, select the icon. Hold the Alt key and click the trackwheel. Click Hide Application.

Options and fields shortcuts
To select a check box, press the Space key. To clear a check box, press the Space key again.
To change an option field, hold the Alt key. Click a value.
To move to an item in a list or menu, type the first letter of the item.
To clear a field, click the trackwheel. Click Clear Field.

Navigating screens shortcuts
To move the cursor, roll the trackwheel.
To move the cursor in a different direction, hold the Alt key and roll the trackwheel.
To exit a screen or dialog box, press the Escape button.
To click an icon or menu item, roll the trackwheel to select the item. Click the trackwheel.
To select multiple items or characters, hold the Shift key and roll the trackwheel.
To page up or down in a list, hold the Alt key and roll the trackwheel.
To move to the top of a screen, press T.
To move to the bottom of a screen, press B.
To move down a screen, press the Space key.
To move up a screen, press the Shift key + the Space key.
To move to the next item, press N.
To move to the previous item, press P.
To delete a selected item, press the Backspace/Delete key.

**Editing text shortcuts**
To select a line of text, press the Shift key and roll the trackwheel.
To select text character by character, hold the Shift key and roll the trackwheel.
To cut the selected text, press the Shift key + the Backspace/Delete key.
To copy the selected text, press the Alt key and click the trackwheel.
To paste the selected text, press the Shift key and click the trackwheel.
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Index

A
accepting
  meeting invitations, 57
  service books, 97
accessibility, default volume, 43
activation, enterprise, 9
adding
  auto signature, 13
  call forwarding number, 42
  call notes, 41
  contacts, 51
  contacts from attachments, 27
  contacts from remote address book search results, 53
  contacts to email messages, 12
  contacts to PIN messages, 12
  contacts to profile exceptions, 72
  contacts to SMS messages, 20
  custom phone tunes, 52
  display language, 79
  meeting invitees, 57
  members to mailing lists, 52
  multiple contacts to filters, 14
  paired Bluetooth-enabled devices, 67
  pauses and waits, 53
  programs, 49
  ring tones, 49
  See also creating
address book
  custom fields, 127
  managing remote search results, 53
  searching remote, 53
  sharing with Bluetooth-enabled device, 68
  updating contacts from attachments, 27
  See also contacts
address book attachments
  about, 25, 27
  adding, 12
  opening, 27
addresses
  image, 46
  link, 46
  web page, 46
alarm
  frequently asked questions, 63
  notification, 63
  reminders and power off, 81
  setting, 63
  silencing, 63
  snooze, 63
  turning off, 63
  volume, 63
  weekend notification, 63
alpha-dialing, 40
animated graphics, viewing, 124
answering calls, 40
appointments
  changing, 56
  deleting, 57
  number of, 128
  opening, 56
  recurring, 55
  scheduling, 55
  scheduling quickly, 56
area codes, setting default, 42
assisted global positioning system
  about, 38
  privacy, 38
  turning on, 38
attachments
  adding contacts from, 27
  MMS messages, 21
  opening, 25
  shortcuts, 27
  updating contacts from, 27
  See also file attachments; address book attachments; images
auto signature
  about, 13
  adding, 13
automatic volume control
  about, 42
  setting, 42
AutoText
  about, 33
creating entries, 33
deleting entries, 33
editing entries, 33
example, 33
inserting macros, 34
specified case and smartcase, 33
turning off for SMS messages, 34
using, 33
viewing entries, 33
available features, 101

B
backlight
configuring, 75
using, 75
backup
about, 31
type of device data backed up, 31
battery
about, 81
extending life, 81
level, 81
Bluetooth
about, 67
about pairings, 67
accessing address book, 68
adding paired devices, 67
connecting with another Bluetooth-enabled device, 131
connecting with your computer, 131
discoverable, 68
editing paired device name, 68
encryption, 68
frequently asked questions, 131
paired devices list, 131
phone, 68
radio, 67
radio icon, 131
removing paired devices, 68
setting BlackBerry device name, 68
trusted device, 68, 132
book icon, See service books
bookmarks
adding folders, 48
available offline, 124
changing, 47
creating, 47
deleting, 47
moving, 48
organizing, 48
renaming folders, 48
BrickBreaker
checking high score site, 96
object, 95
paddle speed, 95
playing, 95
scoring, 95
submitting scores, 96
volume, 95
browser
about, 45
changing content type, 124
changing home page, 124
clearing cache, 48
closing, 46
controlling scripts, 125
frequently asked questions, 123
hiding, 46
home page, 46
JavaScript support, 124
navigating, 45
receiving content from web applications, 49
requirements for using, 123
selecting content, 45, 124
sending images, 46
sending links, 46
sending web page addresses, 47
shortcuts, 48
viewing content, 45, 124
viewing files in, 47
viewing history, 46
viewing images, 46
See also web pages
browser push
about, 49
notification options, 50
turning on, 50

C
cache, browser, 48
calculator
converting measurements, 65
copying calculation, 65
memory, 65
shortcuts, 65
calendar
about, 55
changing default reminder length, 56
changing first day of week, 129
changing views, 55
default view, 55
dismissing all reminders, 130
expanding hours shown, 129
frequently asked questions, 129
navigating, 129
reminders and power off, 81
restrictions for Lotus Notes users, 129
scheduling appointments, 55
scheduling meetings, 56
setting notification for, 71
shortcuts, 57
showing tasks in, 130
snooze, 130
synchronizing, 29
today, 55
tvCalendar attachments, 22
viewing agenda, 55
viewing day, 55
viewing month, 55
viewing next or previous, 55
viewing specific date, 55
viewing week, 55
call forwarding
adding forward number, 42
changing forward number, 122
deleting forward number, 42
requirements for using, 122
setting, 41
call logs
about, 41
adding notes, 41
deleting notes, 41
editing notes, 41
forwarding notes, 41
setting, 41
using, 41
call waiting, 40
calls
alternating between, 40
answering, 40
automatic volume control, 42
default volume, 43
dialing using letters, 40
emergency, 37
emergency callback mode, 39
ending, 37, 40
ignoring, 40
logging, 41
making, 37
making from Home screen, 121
making three-way, 40
making using speed dial, 39
muting, 40
resetting timers, 44
setting notification for, 71
smart dialing, 42
TTY, 43
using Bluetooth during, 68
voice privacy, 43
See also phone
categories
about, 52
applying, 53
clearing all, 128
creating, 52
deleting, 53
sorting contacts by, 53
sorting memos by, 53
sorting tasks by, 53
changing
appointments, 56
bookmarks, 47
browser content type, 124
browser home page, 124
calendar views, 55
contacts in profile exceptions, 72
custom fields, 127
default calendar reminders, 56
device password, 85
default volume, 43
dialing using letters, 40
emergency, 37
equipment recall mode, 39
ending, 37, 40
ignoring, 40
logging, 41
making, 37
making from Home screen, 121
making three-way, 40
making using speed dial, 39
muting, 40
resetting timers, 44
setting notification for, 71
smart dialing, 42
TTY, 43
using Bluetooth during, 68
voice privacy, 43
See also phone
categories
about, 52
applying, 53
clearing all, 128
creating, 52
deleting, 53
sorting contacts by, 53
sorting memos by, 53
sorting tasks by, 53
changing
appointments, 56
bookmarks, 47
browser content type, 124
browser home page, 124
calendar views, 55
contacts in profile exceptions, 72
custom fields, 127
default calendar reminders, 56
device password, 85
default volume, 43
dialing using letters, 40
equipment recall mode, 39
ending, 37, 40
ignoring, 40
logging, 41
making, 37
making from Home screen, 121
making three-way, 40
making using speed dial, 39
muting, 40
resetting timers, 44
setting notification for, 71
smart dialing, 42
TTY, 43
using Bluetooth during, 68
voice privacy, 43
See also phone
sent messages, 12

task status, 59

volume for custom phone tunes, 128
See also editing; setting

checking voice mail, 39

clearing

all categories, 128
browser cache, 48
device data, 88
fields, 135

compressing data size, 87

country codes, setting default, 42

coverage

frequently asked questions, 83
selecting network, 83

creating

AutoText entries, 33
bookmarks, 47
categories, 52
e-mail messages, 11
filters, 14
filters quickly, 15
generic filters, 107
links, 105
mailing lists, 51
MMS messages, 21
PIN messages, 17
profile exceptions, 72
profiles, 71
random passwords, 87
SMS messages, 19
tasks, 59
See also adding
cursor speed, setting, 34
custom fields, 127
custom notification, See profile exceptions; custom phone tunes
custom phone tunes

about, 52
adding, 52
mute, 73
volume, 128
See also profile exceptions; custom notification
customizing, See setting
cutting text, 34

d

declining meeting invitations, 57
default

length of calendar reminder, 56
profiles, 71
deleted items, emptying folder, 119
deleting

appointments, 57
AutoText entries, 33
bookmarks, 47
call forwarding number, 42
call notes, 41
categories, 53
contacts, 51
downloaded ring tones, 71
email messages, 12
filters, 15
images, 47
mailing lists, 51
meetings, 57
memos, 61
MMS messages, 22
multiple messages, 13
original text from reply, 12
over the wireless network, 29
password keeper passwords, 88
PIN messages, 17
prior messages, 13
profile exceptions, 72
profiles, 71
remote address book search results, 53
saved searches, 23
service books, 97
SMS messages, 20
speed dial numbers, 41
tasks, 59
themes, 76
third-party programs, 49
using email reconciliation, 29
See also unlocking

delivery confirmation
for PIN messages, 104
for SMS messages, 109
desktop email program
add out-of-office reply from device, 14
conflicts, 118
device
activating over wireless network, 9
backing up data, 31
changing folders on, 107
resetting, 82
restoring, 31
silencing, 73
turning off automatically, 81
turning on automatically, 81
unlocking, 86
device data
backed up during wireless backup, 31
clearing, 88
reducing size, 87
restoring, 133
device password
about, 85
changing, 85
setting, 85
turning off, 86
dialing
adding pause, 53
adding wait, 53
using letters, 40
See also calls; phone
disconnecting, from wireless network, 83
dismissing all
calendar reminders, 130
task reminders, 130
display
language, 79
options, 75
distribution lists, See mailing lists
downloading
frequently asked questions, 50
images, 76
previewing ring tones, 50
programs, 49
ring tones, 49
themes, 76
draft messages, saving, 12

e
editing
AutoText entries, 33
call notes, 41
contacts, 51
filters, 15
mailing lists, 51
memos, 61
paired Bluetooth-enabled device name, 68
password keeper passwords, 88
profile exceptions, 72
profiles, 71
saved searches, 23
shortcuts, 136
speed dial numbers, 41

See also setting; changing
e-mail messages
adding contacts, 12
adding signature, 13
changing, 12
deleting, 12
filing, 12
filtering, 106
forwarding, 12
frequently asked questions, 103
opening, 11
redirecting from folders, 15, 107, 118
relying, 12
requirements for filing, 105
resending, 12
resending automatically, 12
restricting, 106
saving, 12
saving draft, 12
saving sent, 13
sending, 11
setting importance, 12
stop from sending, 104
viewing filed, 13
viewing longer subject line, 106
See also messages
e-mail reconciliation
about, 29
deleted messages, 29
handling conflicts, 118
over the wireless network, 29
requirements for using, 117
with personal folders, 118
e-mail redirection
frequently asked questions, 104
redirecting from folders, 15, 107
emergency
callback mode, 39
making calls, 37
emptying deleted items folder, 119
encryption keys
about, 87
regenerating, 87
requirements for regenerating from device, 133
ending, calls, 37, 40

enterprise activation, 9
escalating volume, 73
extending battery life, 81

F
file attachments
about, 25
changing display of, 114
frequently asked questions, 113
memory use for, 114
navigating, 27
opening, 25
opening table of contents, 25
presentation attachments, 27
receiving more of long attachments, 114
requirements for viewing, 113
retrieving embedded content, 25
searching within, 114
showing tracked changes, 115
skipped content, 115
supported file formats, 25
viewing in the browser, 47
viewing information about, 26
viewing spreadsheet cells, 114
See also attachments; address book
attachments; images
filing messages, 12, 105
filters
about, 14
adding multiple contacts, 14
based on sender, 15
based on subject, 15
creating, 14
creating generic, 107
creating quickly, 15
frequently asked questions, 107
managing, 15
order of, 14
finding
MMS number, 21
phone number, 37
PIN, 17
SMS number, 19
software version, 101
firewall, 91
folder redirection, setting, 15
folders
adding for bookmarks, 48  
available for email redirection, 107  
changing, 107  
collapsing, 12, 48  
expanding, 12, 48  
redirecting email messages from, 15, 118  
redirecting sent items, 15  
renaming for bookmarks, 48  
viewing filed email messages, 13  
font, setting, 76  
forwarding  
call notes, 41  
calls, 41  
external email messages, 12  
MMS messages, 22  
PIN messages, 17  
SMS messages, 20  
frequently asked questions  
alarm, 63  
automatic wireless backup, 31  
Bluetooth, 131  
browser, 123  
calendar, 129  
contacts, 127  
downloading, 50  
external email messages, 103  
external email redirection, 104  
file attachments, 113  
filters, 107  
general, 101  
memos, 61  
MMS messages, 111  
network, 83  
phone, 121  
profiles, 73  
programs, 50  
security, 133  
SMS messages, 109  
synchronization, 117  
tasks, 59  
typing, 34  
full content, opening, 25

G  
generating new encryption keys, 87  
getting started, 9  
groups, See mailing lists

H  
hiding  
  browser, 46  
  phone number, 122  
  programs, 135  
  sent messages, 105  
  sent SMS messages, 109  
  tracked changes in attachments, 115  
high importance, setting, 12  
home page, viewing, 46

I  
ignoring calls, 40  
images  
  address, 46  
  copying addresses, 46  
  deleting, 47  
  downloading, 76  
  increasing detail in, 26  
  navigating, 46  
  opening, 47  
  panning, 26, 46  
  rotating, 26, 46  
  saving, 47  
  selecting, 45, 124  
  sending from browser, 46  
  showing placeholders on web pages, 46  
  viewing in browser, 46  
  zooming, 26, 46  
See also file attachments; address book attachments; attachments  
importance, setting, 12  
increasing detail in images, 26  
inserting macros in AutoText entries, 34  
invitation, responding to, 57

J  
JavaScript support, 124

K  
key rate, setting, 34  
key tones, turning on, 34  
keyboard lock, 86  
keys, encryption, 87
User Guide

L
language
  adding, 79
  removing, 79
  setting, 79
light
  flashing, 101
  turning on, 75
links
  address, 46
  copying addresses, 46
  creating, 105
  creating for PIN, 105
  selecting, 45, 124
  sending from browser, 46
  using, 105
loading programs, 50
location-based services
  about, 38
  privacy, 38
locking
  device, 86
  keyboard, 86
logging calls, 41

M
mailing lists
  adding members, 52
  changing members, 52
  creating, 51
  deleting, 51
  deleting members, 52
  editing, 51
  viewing, 51
  viewing members, 52
making
  calls, 37
  emergency calls, 37
  three-way calls, 40
marking messages opened and unopened, 13
measurements, converting, 65
meetings
  changing, 56
  changing attendees, 57
  deleting, 57
  inviting attendees, 57
  number of, 128
  opening, 56
  recurring, 56
  removing attendees, 57
  requirements for creating, 117
  responding to invitations, 57
  scheduling, 56
memory
  changing cache size, 114
  database sizes, 101
memos
  applying categories, 53
  clearing all categories, 128
  creating categories, 52
  deleting, 61
  deleting categories, 53
  editing, 61
  number of, 128
  sorting by category, 53
  synchronizing, 29
  viewing, 61
  writing, 61
messages
  changing, 12
  deleting, 106, 110
  deleting multiple, 13
  different icons, 105
  filing, 105
  hiding sent, 105
  marking opened, 13
  marking unopened, 13
  opening from different accounts, 11
  preloaded on device, 104
  receiving more of long messages, 105
  resending, 12
  searching, 23
  searching by recipient, 24
  searching by sender, 24
  searching by service, 23
  searching by subject, 24
  sending from different accounts, 11
  sending images in, 46
  sending links in, 46
  sending web page addresses in, 47
  setting notification for, 71
  setting search criteria, 23
  shortcuts, 15
stop forwarding, 107
MMS messages
   about, 21
   attachments, 21
   deleting, 22
   filtering, 111
   finding number, 21
   forwarding, 22
   frequently asked questions, 111
   image attachments, 22
   notification, 22, 111
   opening, 21
   options, 111
   presentations, 111
   replying, 22
   retrieving, 21
   saving, 22
   sending, 21
   sending from browser, 22
   vCalendar attachments, 22
   vCard attachments, 22
   viewing, 21
   viewing size, 112
   See also messages
moving
   bookmarks, 48
   icons on Home screen, 135
   message filter position, 15
   profile exceptions, 72
   speed dial contacts, 41
multi-media message service, See MMS messages
muting calls, 40

N
navigating
   browser, 45
   calendar, 129
   file attachments, 27
   images, 46
   presentations, 27
   shortcuts, 135
notification
   flashing light, 101
   for browser push, 50
   for MMS messages, 111
   for voice privacy, 44
   setting for programs, 71
   turning off, 73
   See also profiles
numbers
   finding MMS, 21
   finding phone, 37
   finding PIN, 17
   finding SMS, 19

O
opening
   address book attachments, 27
   appointments, 56
   email messages, 11
   embedded content in attachments, 25
   file attachments, 25
   images, 47
   meetings, 56
   messages from different accounts, 11
   MMS messages, 21
   PIN messages, 11
   SMS messages, 19
   tasks, 59
   See also viewing; showing
order, of filters, 14
organizing bookmarks, 48
out-of-office reply
   about, 14
   setting, 14
   turning off automatically, 14
owner information, setting, 89

P
pairings, Bluetooth, 67
panning images, 46
password keeper
   about, 87
   criteria for generating random passwords, 134
   options, 134
passwords
   changing password keeper password, 88
   copying, 88
   creating random, 87
   criteria for random passwords, 134
   deleting in password keeper, 88
   displaying in password keeper, 134
   editing in password keeper, 88
   See also profiles
User Guide

preventing copying, 133
storing, 87
viewing in password keeper, 88
See also device password
pasting text, 34
pause
about, 53
adding, 53
personal folders, reconciling with, 118
personal identification number, See PIN
phone
A-GPS support, 38
alternate between calls, 40
assigning speed dial, 40
automatic volume control, 42
Bluetooth, 68
call waiting, 40
calling corporations, 43
checking voice mail, 39
dialing using letters, 40
dialing using phone number, 39
finding number, 37
for calls, 41
frequently asked questions, 121
including, 121
hiding phone number, 122
location-based services, 38
location-based services, 38
restricting identity, 122
setting default country and area codes, 42
shortcuts, 44
smart dialing, 42
TTY, 43
turning on A-GPS support, 38
using other programs, 40
using speed dial, 39
using when device is locked, 121
voice mail, 43
volume, 40
See also calls
phone book, See address book; contacts
phone calls, See calls
pictures, navigating, 46
PIN messages
about, 17
adding contacts, 12
changing, 12
deleting, 17
forwarding, 17

frequently asked questions, 103
opening, 11
replying, 17
resending, 12
resending automatically, 12
saving, 17
sending, 17
setting as high priority, 106
viewing longer subject line, 106
See also messages
PIN, finding, 17
power
about, 81
turning off, 81
turning off automatically, 81
turning on automatically, 81
presentations
MMS messages, 111
navigating, 27
viewing, 26
preventing, copying passwords, 133
previewing ring tones, 50
priority of messages, setting, 12
privacy
for calls, 43
location-based services, 38
profile exceptions
about, 72
adding contacts to, 72
changing contacts, 72
creating, 72
deleting, 72
deleting contacts, 72
ing, 72
moving, 72
turning off, 72
turning on, 72
profiles
about, 71
alarm, 63
creating, 71
creating exceptions, 72
deleting, 72
ing, 71
enabling, 71
escalating volume, 73
frequently asked questions, 73
See also ring tones

programs
adding, 49
deleting, 49
downloading, 49
frequently asked questions, 50
loading, 50
switching between, 135
third-party and data transmissions, 91
viewing details, 49
viewing list, 49
See also third-party programs
protecting, device content, 86

R
recalling saved searches, 23
recipient, searching by, 24
recurring appointments, See appointments
recurring meetings, See meetings
redirecting email messages, 15, 107
reducing data size, 87
refreshing web pages, 46
registering with the wireless network, 83
reminders
calendar, 56, 130
dismissing all, 130
power off, 81
tasks, 59, 130
remote address book search, 53
removing
display language, 79
meeting invitees, 57
paired Bluetooth-enabled devices, 68
SMS message history, 20
See also deleting
replying
deleting original text, 12
e-mail messages, 12
MMS messages, 22
PIN messages, 17
SMS messages, 20
requirements
browser, 123
call forwarding, 122
e-mail reconciliation, 117
filing messages, 105
regenerating encryption keys from device, 133
three-way calls, 122
TTY, 122
viewing file attachments, 113
wireless PIM synchronization, 117
resending
e-mail messages, 12
pending email messages, 12
pending PIN messages, 12
PIN messages, 12
SMS messages, 20
resetting
call timers, 44
device, 82
restoring
about, 31
deleted service books, 97
device, 133
device data, 31
ring tones
adding, 49
deleting, 71
downloading, 49
listening, 71
previewing, 50
showing, 71
testing, 71
See also profiles
rotating images, 46

S
saving
draft email messages, 12
e-mail messages, 12
images, 47
MMS messages, 22
PIN messages, 17
searches, 23
sent email messages, 13
SMS messages, 20
web page requests, 47
web pages, 47
scheduling
appointments, 55
appointments quickly, 56
meetings, 56
screen
home screen background, 76
lighting, 75
options, 75
saver, 75
scrolling
horizontally in attachments, 27
in opposite direction, 135
through calendar views, 129
search criteria, setting, 23
searches
deleting saved, 23
ing editing saved, 23
recalling saved, 23
saving, 23
viewing last, 24
viewing saved, 23
searching
about, 23
by recipient, 24
by sender, 23
by service, 23
by subject, 24
remote address book, 53
setting search criteria, 23
shortcuts, 24
within attachments, 114
security
additional features, 133
certificate servers, 133
certificates, 133
changing device password, 85
content compression, 86
content protection, 86
encryption keys, 87
firewall settings, 91
frequently asked questions, 133
key stores, 133
locking device, 86
memory cleaning, 133
password keeper, 87
permissions for third-party programs, 92
regenerating encryption keys, 87
S/MIME, 133
self tests, 88, 133
setting third-party program permissions, 91
storing passwords, 87
third-party programs accessing connections with the
device, 93
third-party programs accessing external connections,
92
third-party programs accessing personal information,
93
third-party programs transmitting data, 91
turning off device password, 86
verifying software, 88
WTLS, 48
selecting wireless network, 83
sender
creating filters using, 15
searching by, 24
sending
address book attachments, 12
e-mail messages, 11
images in messages, 46
links in messages, 46
messages from different accounts, 11
MMS messages, 21
MMS messages from calendar, 22
MMS messages from pictures list, 22
PIN messages, 17
SMS messages, 19
web page addresses, 47
sent items
hiding, 105
hiding SMS, 109
redirecting to device, 15
saving, 13
viewing, 13
service books
about, 97
accepting, 97
deleting, 97
receiving, 97
restoring deleted, 97
viewing, 97
service, searching by, 23
setting
alarm, 63
alarm volume, 63
cursor speed, 34
default volume for calls, 43
device password, 85
folder redirection, 15
font, 76
home screen background, 76
importance level of messages, 12
language, 79
out-of-office reply from device, 14
owner information, 89
profiles, 71
screen saver, 75
search criteria, 23
theme, 76
TTY, 43
voice mail options, 43
WTLS, 125
See also editing, changing
short message service, See SMS messages
shortcuts
for attachments, 27
for calculator, 65
for calendar, 57
for changing options, 135
for clearing fields, 135
for editing text, 136
for messages, 15
for navigating screens, 135
for searching, 24
for typing, 34
for using the browser, 48
for using the phone, 44
Home screen shortcuts, 34
using on Home screen, 135
showing
programs, 135
tasks in the calendar, 130
tracked changes, 115
See also viewing
silencing
alarm, 63
device, 73
size, database, 101
skipped content, 115
smart dialing
about, 42
corporate extension dialing, 43
default area code, 42
default country code, 42
smartcase, definition, 33
SMS messages
about, 19
adding contacts, 20
deleting, 20
delivery confirmation, 109
display more items in thread, 109
finding number, 19
forwarding, 20
frequently asked questions, 109
hiding sent, 109
opening, 19
options, 110
removing history, 20
replying, 20
resending, 20
saving, 20
sending, 19
turning off AutoText, 34
typing SMS numbers, 19
See also messages
snooze
setting for alarm, 63
setting for calendar, 130
setting for tasks, 130
using for alarm, 63
software version, 101
sorting, PIM items by category, 53
sounds, See profiles
specified case, definition, 33
speed dial
assigning numbers, 40
assigning to contacts, 40
deleting, 41
editing, 41
moving contacts, 41
using, 39
viewing list, 41
spreadsheet attachments, viewing cell contents, 114
subject
creating filters using, 15
searching by, 24
viewing more of, 106
switching programs, 135
synchronization
frequently asked questions, 117
over the wireless network, 30
synchronizing
calendar, 29
contacts, 29
memos, 29
User Guide

messages, See email reconciliation
tasks, 29

T

table of contents, opening for file attachments, 25
task switcher, 135
tasks
  applying categories, 53
  changing status of, 59
  clearing all categories, 128
  creating, 59
  creating categories, 52
  deleting, 59
  deleting categories, 53
  dismissing all reminders, 130
  frequently asked questions, 59
  number of, 128
  opening, 59
  setting notification for, 71
  showing in the calendar, 130
  snooze, 130
  sorting by category, 53
  synchronizing, 29
text
  cutting or copying, 34
  pasting, 34
  shortcuts for editing, 136
text messages, See SMS messages
text telephone, See TTY
theme
  about, 76
  deleting, 76
  downloading, 76
  setting, 76
third-party programs
  connections on the device, 93
  data transmissions, 91
  external connections, 92
  permissions, 92
  personal information, 93
  setting permissions for, 91
three-way calls
  making, 40
  requirements, 122
timers, resetting, 44
tracked changes, viewing, 115
TTY

about, 43
requirements for using, 122
setting, 43
tunes, See ring tones; profiles
turning off
  alarm, 63
  all notification, 73
  AutoText for SMS messages, 34
  Bluetooth radio, 67
  device automatically, 81
  device password, 86
  filters, 15
  out-of-office reply automatically, 14
  profile exceptions, 72

turning on
  A-GPS support, 38
  alarm snooze, 63
  backlighting, 75
  Bluetooth radio, 67
  browser push, 50
  calendar snooze, 130
  content compression, 87
  content protection, 86
  device automatically, 81
  device password, 85
  filters, 15
  profile exceptions, 72
  tasks snooze, 130
  wireless email reconciliation, 29
  wireless PIM synchronization, 30
typing
  CAP lock, 34
  copy text, 34
  cut text, 34
  frequently asked questions, 34
  Home screen shortcuts, 34
  NUM lock, 34
  paste text, 34
  setting cursor speed, 34
  shortcuts, 34
  SMS numbers, 19
  turning on key tones, 34
  using AutoText, 33

U
unlocking
  device, 86
V

vCard attachments, See address book attachments
version, software, 101
viewing
  animated graphics, 124
  AutoText entries, 33
  contacts, 51
  filed messages, 13
  filters, 15
  images, 46
  information about file attachments, 26
  list of programs, 49
  mailing lists, 51
  memos, 61
  MMS messages, 21
  next and previous web pages, 46
  password keeper passwords, 88
  presentations, 26
  program details, 49
  saved searches, 23
  sent items, 13
  service books, 97
  size of MMS messages, 112
  specific date in calendar, 55
  speed dial list, 41
  spreadsheets, 26
  table of contents of file attachments, 25
  terms of last search, 24
  See also opening, showing

voice mail
  checking, 39
  setting options, 43

voice privacy
  about, 43
  setting notification for, 44

volume
  adjusting for phone, 40
  alarm, 63
  controlling automatically, 42
  custom phone tunes, 128
  escalating, 73
  setting default for calls, 43

W

wait
  about, 53
  adding, 53

web pages
  address, 46
  animated graphics, 124
  canceling requests, 46
  copying addresses, 46
  opening, 45
  refreshing, 46
  saving, 47
  saving requests, 47
  select mode, 45, 124
  sending addresses, 47
  setting notification for, 71
  showing placeholders, 46
  submitting forms, 124
  view mode, 45, 124
  viewing files from, 47
  viewing home page, 46
  viewing images, 46
  viewing next and previous, 46
  See also browser

wireless
  backup, 31
  email reconciliation, 29
  PIM synchronization, 30
  restore, 31
  wireless email reconciliation, turning on, 29

wireless network
  connecting to, 83
  disconnecting from, 83
  frequently asked questions, 83
  registering with, 83
  selecting, 83

wireless PIM synchronization
  about, 30
  requirements, 117
  turning on, 30

wireless transport layer security, See WTLS
workbook, selecting in attachments, 26

WTLS
  about, 48
  setting, 125
User Guide

Z
zoooming images, 46