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Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server Software, BlackBerry Desktop Software,
and/or BlackBerry Handheld Software and may require additional development or third-party products and/or services for access to corporate
applications.
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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 114.)

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.
Phone

Find your phone number
Make phone calls
Make emergency calls
Make calls using speed dial
Check voice mail
Answer calls
Mute calls
Place calls on hold
Adjust the phone volume
Turn on and off speakerphone
Alternate between two calls
Use other programs during calls
Dial using letters
Make conference calls
Assign speed dial numbers to keys
Log calls
Block calls
Forward calls
Set call waiting
Set default country and area codes
Set corporate extension dialing
Set voice mail options
Set the TTY option
Turn on telecoil mode
Set the default call volume
Turn on fixed dialing
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
On the Home screen, type a phone number. Press the Send key. To end the call, press the End key.

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

Related topics
Add pauses or waits (See page 59.)
Can I use the phone when the device or keyboard is locked? (See page 109.)

Make emergency calls
You should be able to make emergency calls even if your BlackBerry® device is locked or the SIM card is not inserted. If your device is not connected to the wireless network, it should connect automatically when the emergency call is initiated. If you are outside of a wireless network coverage area and the SOS coverage indicator appears, you can only call emergency numbers.
To make an emergency call, perform one of the following actions:

- **Unlocked keyboard or device**: In the phone, type the emergency number. Press the Send 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, or 112 in the European Union and other countries.

**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 13.)
Change speed dial numbers (See page 14.)

**Check voice mail**
On the Home Screen, click Voicemail.

**Notes:**
The Voicemail icon is unavailable if no voice mail number is specified in the phone options.

**Related topic**
Set voice mail options (See page 16.)

**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, perform one of the following actions:

- To end your current call and answer the incoming call, click Answer - Drop Current.
- To place the current call on hold and answer the incoming call, click Answer - Hold Current.
- To end all current calls and answer the incoming call during a conference call, click Answer - Drop All.

To end a call, press the End key.

**Note:**
You can also press the Send key to answer a call. If you are already connected to a call and you receive another call, press the Send key to place the current call on hold and answer the incoming call.

**Related topics**
Can I use the phone when the device or keyboard is locked? (See page 109.)
Use Bluetooth wireless technology during a call (See page 74.)

**Mute calls**
To mute a call using the Mute button, press the Mute button. To turn off mute, press the Mute button again.
To mute a call using the trackwheel, click the trackwheel. Click Mute. To turn off mute, click the trackwheel. Click Turn Mute Off.

**Place calls on hold**
To place a call on hold, click the trackwheel. Click Hold. To resume the call, click the trackwheel. Click Resume.
Adjust the phone volume
During a call, roll the trackwheel up to increase the volume or roll the trackwheel down to decrease the volume.

Turn on and off speakerphone
To turn on speakerphone, during a call, click the trackwheel. Click Activate Speakerphone.
To turn off speakerphone, during a call, click the trackwheel. Click Activate Handset.

Warning:
Do not hold the BlackBerry® device near your ear while you use speakerphone. Hearing damage can occur. See the BlackBerry Safety and Product Information Booklet for more information about using speakerphone safely.

Related topic
Use Bluetooth wireless technology during a call (See page 74.)

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

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

Dial using letters
To type letters when dialing a phone number, use the multi-tap input method. Hold the Alt key. To type the first letter on the key, press the key once. To type the second letter on the key, press the key twice.

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

Note:
When you add more than two numbers to a conference call, place the conference call on hold before you call the next phone number or contact.

Related topics
Manage contacts during a conference call (See page 13.)
Place calls on hold (See page 12.)

Manage contacts during a conference call
To speak privately with one contact, click the trackwheel. Click Split Call.
To disconnect one contact from a conference call, click the trackwheel. Click Drop Call. Select a contact. Click the trackwheel.
To disconnect from a conference call without disconnecting your contacts, click the trackwheel. Click Transfer.

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 14.)

### 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 14.)
Can I set the phone to display frequently called numbers? (See page 111.)
How do I change how long messages and phone call logs remain in a messages list? (See page 116.)

### 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.

### Block calls
1. In the phone options, click Call Barring.
2. Click the trackwheel.
3. Click Enable.
4. Click the trackwheel.
5. Click Save.

**Related topics**
Change the call blocking password (See page 14.)
Can I block calls? (See page 110.)

### Change the call blocking password
1. In the phone options, click Call Barring.
2. Click the trackwheel.
3. Click Change Password.
4. Type your current password.
5. Click the trackwheel.
6. Type your new password.
7. Click the trackwheel.
8. Type your new password again.
9. Click the trackwheel.

Related topic
Can I block calls? (See page 110.)

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

Related topics
Add call forwarding phone numbers (See page 15.)
Delete call forwarding phone numbers (See page 15.)
Can I use call forwarding? (See page 110.)
How do I edit the phone number to which my calls are forwarded? (See page 110.)

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 110.)

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 110.)

Set call waiting
In the phone options, click Call Waiting. Set the Call Waiting Enabled field to Yes. Click the trackwheel. Click Save.

Related topic
Can I use call waiting? (See page 110.)

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 X key and type the extension number.

### Set default country and area codes

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

**Note:**
When 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 15.)

### 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 SIM card is provisioned for voice mail, the voice mail access number might already appear on the screen. If your BlackBerry device is configured to enable you to edit the voice mail number on your SIM card, the edits are saved on your SIM card. Contact your service provider for more information about voice mail for your SIM card.

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

### About TTY

You can use text telephone (TTY) to make calls to, and receive calls from, other TTY devices. If you connect your 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 16.)
Can I use a TTY device with my device? (See page 110.)

About telecoil mode
Depending on your BlackBerry® device, you might be able to turn on telecoil mode. In telecoil mode, the magnetic signal of the BlackBerry® device is modified to an appropriate level and frequency response to be picked up by hearing aids that are equipped with telecoils.

When telecoil mode is turned on, an indicator (H-T) appears in the device status section of the screen.

Turn on telecoil mode
Depending on your BlackBerry® device, you might be able to turn on telecoil mode.

In the phone options, click Hearing Aid Mode. Set the Mode Enabled field to Telecoil. Click the trackwheel. Click Save.

Related topics

About telecoil mode (See page 17.)

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 topics

About default call volume (See page 17.)

About fixed dialing
If you enable fixed dialing number (FDN) mode, your device only makes calls to contacts on your FDN list. Your device can dial emergency numbers in FDN mode, even if the numbers are not in the FDN list. If your service provider plan includes SMS, you can also send SMS messages to contacts on your FDN list.

Turn on fixed dialing
1. In the phone options, click FDN Phone List.
2. Click the trackwheel.
3. Click Enable FDN mode.
4. Type the PIN2 code provided by your service provider.
5. Click the trackwheel.

Related topics

About fixed dialing (See page 17.)
Add contacts to the FDN list (See page 17.)
Manage fixed dialing entries (See page 18.)
Can I use FDN mode on my device? (See page 110.)

Add contacts to the FDN list
1. In the phone options, click FDN Phone List.
2. Click the trackwheel.
3. Click New.
4. Type the PIN2 code provided by your service provider.
5. Click the trackwheel.
6. Type a name and a phone number.
7. Click the trackwheel.
8. Click Save.

Related topics

Can I use FDN mode on my device? (See page 110.)
**Manage fixed dialing entries**

On the FDN list, click a contact. Click one of the following menu items:

- Edit
- Delete

**Reset call timers**

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

**Phone shortcuts**

- To open the phone, press the Send key.
- To end a call, press the End key.
- To call a selected contact or phone number, press the Send key.
- To call a speed dial number, hold the assigned key.
- To add an extension to a phone number, press the X key. Type the extension number.
- To call your voice mail access number, hold 1.
- To type a letter in a number field, hold the Alt key. To type the first letter on a key, press the letter key once. To type the second letter on a key, press the letter key twice.
- To turn on or turn off mute using the Mute button, press the Mute button.
- To turn on or turn off mute using the keypad, press the exclamation point (!) key.
- To turn speakerphone on and off during a call, press the period (.) key.
- To change the volume during a call, roll the trackwheel.
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

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 59.)
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.
Related topics
Can I file messages? (See page 115.)
View filed messages (See page 21.)

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 41.)

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 21.)
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 22.)

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 22.)
Manage filters (See page 23.)
Create filters quickly (See page 23.)
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 23.)
How do I stop messages that are sent from my desktop email program from appearing on my device? (See page 117.)
How do I make changes to the folders on my device? (See page 117.)

Messages shortcuts
To open a selected message, press the Enter key.
To compose a message from the messages list, press the comma (,) key.
To reply to a message, press the exclamation point (!) key.
To forward a message, press the period (.) key.
To reply to all, press the question mark (?) key.
To move down a page, press 9.
To move up a page, press 3.
To view sent messages or call logs for outgoing phone calls, in the messages list, press the Alt key + the period (.) key.
To view received messages or call logs for incoming phone calls, in the messages list, press the Alt key + 3.
User Guide

To view voice mail messages, in the messages list, press the Alt key + 7.
To move to the last cursor position in a received message, press 5.
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

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.

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
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 an SMS message
Save draft messages
Manage SMS messages
Resend sent SMS messages
Enable cell broadcast messages
Manage cell broadcast channels
Delete multiple messages at one time
Mark messages as opened or unopened
Search the messages list
Search for PIM items
Leave SMS messages on a SIM card
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
When you type an SMS-compatible number, include the country code and the area code.

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 15.)

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. Type the SMS-compatible phone number.
6. Click the trackwheel.
7. Click Continue.
8. Type a message.
9. Click the trackwheel.
10. Click Send.

Note:
If you have added contacts to the address book, you can select a contact from the list after you click Compose SMS.
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 119.)

Add contacts to an SMS message
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 27.)

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.

About cell broadcast messages
If your service provider supports cell broadcasting and provides you with access to a cell broadcasting channel, you can receive broadcast messages from the wireless network. These SMS messages can communicate information about weather, sports, traffic, or other news directly to your device. Contact your service provider for more information about cell broadcasting.
The cell broadcast channels that you subscribe to determine the kind of cell broadcast messages that you receive. Contact your service provider for more information.

Enable cell broadcast messages
1. In the device options, click Advanced Options.
2. Click Cell Broadcast.
3. Set the Cell Broadcasting Service field to On.
4. Click the trackwheel.
5. Click Save.

Related topic
About cell broadcast messages (See page 28.)

Manage cell broadcast channels
In the device options, click Advanced Options. Click Cell Broadcast. Click a channel in the list. Perform one of the following actions:
• To receive messages from a channel, click **Add Channel**.
• To set a name for the selected channel, click **Set Nickname**.
• To stop receiving messages from the selected channel, click **Disable**.
• To delete the selected channel, click **Delete Channel**.

**Note:**
To specify the languages for cell broadcast messages, click a cell broadcast language. Click **Enable**.

**Related topic**
About cell broadcast messages (See page 28.)
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

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, .adp, .vcf (vCard®), or .vcs (vCalendar®) content and receive MMS messages that contain .jpg, .gif, .wbmp, .png, .smil, .midi, .adp, .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.

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.
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 121.)

---

**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.

**Related topic**
Can I configure notification for all MMS messages? (See page 121.)

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**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.

To adjust the volume in an MMS message that contains .smil content, click the volume field in the top right corner of the slide. Click Change Option. Click a volume level.

**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.

6: MMS messages
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 35.)
Manage saved searches (See page 35.)
Search for messages from a specific contact (See page 36.)
Search for messages with a specific subject (See page 36.)
Search for PIM items (See page 36.)

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
User Guide

**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 124.)

**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.
Attachments

About attachments
Open a file attachment
Open embedded content
View tables in attachments
View attachment information
Navigate spreadsheet attachments
Navigate image attachments
View presentations
Navigate presentation attachments
Manage vCard address book attachments
Attachments shortcuts
Attachments — frequently asked questions

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.

Related topic
Can I view file attachments on my device? (See page 123.)

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 39.)

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 39.)

Attachments shortcuts
To change the column size, press the exclamation point (!) key.
To move to a specific cell, press 5.
To display the contents of a cell, press the Space key.
To zoom into an image, press 3. To continue zooming into an image, hold the Shift key and roll the trackwheel.
To zoom out of an image, press 9. To continue zooming out of an image, hold the Shift key and roll the trackwheel.
To zoom to the original image size, press 5.
To rotate an image, press the period (.) key.
To view the next slide in a presentation, press 6.
To view the previous slide in a presentation, press 4.
To view a presentation as a slide show, press the question mark (?) key.
To stop a slide show, hold the Escape button.
To move between presentation views, in a presentation, press the Symbol key.
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.

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 21.)

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 127.)

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

Type text
Cut or copy text
Paste text
About AutoText
Use AutoText
Create AutoText entries
Manage AutoText entries
Add entries to the custom word list
Manage the custom word list
Set the cursor speed
Typing shortcuts
Typing — frequently asked questions

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

For example, to type the word run, press ER + UI + BN. Press the Space key.

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

• To move through selections in the list, press the Next key. You can also roll the trackwheel to move forward and backward in the list.

• To choose a selection from the list and continue typing the same word, press the Enter key or click the trackwheel.
• To choose a selection from the list and begin typing a new word, press the Space key.
• To delete letters that you have typed, press the Backspace/Delete key.

Related topic
Typing shortcuts (See page 47.)

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 71.)

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 45.)
- Create AutoText entries (See page 46.)
- Turn off AutoText for SMS messages (See page 46.)

**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**.

**Manage AutoText entries**

In the device options, click **AutoText**. Click an AutoText entry. Click one of the following menu items:

- **Edit**
- **Delete**

**Related topic**

- Turn off AutoText for SMS messages (See page 46.)

**Turn off AutoText for SMS messages**

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

**About the custom word list**

When you type, the BlackBerry® device displays possible words and letter combinations in a list below the text. If you type a word or letter combination that the device does not recognize, the word or letter combination is added to the custom word list. The next time that you type the word or letter combination, you can select it from the list that appears.

You can also add entries manually to the custom word list.

If you do not use the words on the custom word list, they are deleted after a period of time.

**Add entries to the custom word list**

1. In the device options, click **Custom Wordlist**.
2. Click the trackwheel.
3. Click **New**.
4. Type a word or letter combination.
5. Click the trackwheel.
6. Click the trackwheel.
7. Click **Save**.
Manage the custom word list
In the device options, click Custom Wordlist. Click an entry. Click one of the following menu items:
- Edit
- Delete
- Clear Custom Wordlist

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

Typing shortcuts
To type words quickly using the SureType™ input method, type the entire word before you attempt to make a correction.

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

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

To finish typing a word and begin typing a new word, press the Space key.

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

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

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

To type a symbol, press the Alt key + the Symbol key. To view more symbols, press the Symbol key again. Type the letter that appears below the symbol.

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

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

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

To turn off NUM lock, press the Alt key.

To switch between the SureType and multi-tap input methods in a text field, hold the * 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 Alt key and use the multi-tap input method. To type the first letter on a key, press the letter key once. To type the second letter on a key, press the letter key twice.

To type a password, use the multi-tap input method. To type the first letter on a key, press the letter key once. To type the second letter on a key, press the letter key twice.

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

Typing — frequently asked questions
Can I turn off address book name recognition when I type?
Can I prevent words from being added to my custom word list automatically?
Can I change the order of items in the list that appears when I type?
How do I type a word that my device does not recognize?
Can I change the input method for my device?
What is the Insert Macro menu item?
How do I undo an AutoText change?
When I type words, an indicator appears at the end of the word list. What does this indicator mean?
Can I turn off address book name recognition when I type?
Your BlackBerry® device should recognize the names of contacts when you type them. To turn off address book name recognition, in the device options, click Language. Click Input Options. Set the Use Address Book as Data Source field to Off. Save the changes.

Can I prevent words from being added to my custom word list automatically?
Yes. In the device options, click Language. Click Input Options. Set the Auto Word Learning and Auto Word Learning from Messages fields to Off. Save the changes.

Can I change the order of items in the list that appears when I type?
Yes. The most frequently chosen words or letter combinations appear at the top of the list. To set your BlackBerry® device so that frequently chosen items do not appear first, in the device options, click Language. Click Options. Set the Frequency Learning field to Off.

How do I type a word that my device does not recognize?
Use the list to help you type text such as an unrecognized word, acronym, or web address. Press the first letter key once. To select a letter from the list, press the Next key. Press the subsequent letter key in the word. To select the correct letter combination from the list, press the Next key. Continue to type and select the correct letters until the text that you want to type appears in the list. To select from the list, press the Enter key.

Can I change the input method for my device?
Yes. Your BlackBerry® device uses the SureType™ input method in most text fields and the multi-tap input method in phone number and password fields. To switch between input methods when you are typing, hold the * key.
To use the multi-tap input method in all fields, in the device options, click Language. Set the Input Method field to <Language> Multitap. Save the changes.
To use the SureType input method in most fields except the password and number fields, in the device options, click Language. Set the Input Method to <Language>. Save the changes.

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.

When I type words, an indicator appears at the end of the word list. What does this indicator mean?
If the current input language of your BlackBerry® device is different from the default language of your device, a rectangle with the short form of the current input language appears in the word list.
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 TLS
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 open the browser and display a list of useful bookmarks provided by your service provider, press the **Convenience** key.

To follow a link, click the link. Click **Get Link**.

To stop loading a web page, click the trackwheel. Click **Stop**.

To view the previous web page in the history, click the trackwheel. Click **Back**.

To view the next web page in the history, click the trackwheel. Click **Forward**.

To go to your home page, click the trackwheel. Click **Home**.

To view a list of the last 20 web pages 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**.

### Related topic

**Navigate images**  
(See page 50.)

### 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**.

**Note:**  
You can navigate full images or images in the pictures list.

### 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 132.)

### 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 132.)

Save images
You can save .jpeg, .png, .gif, and .bmp web page images in the pictures list. 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 the Home screen background image (See page 81.)
Navigate images (See page 50.)
How do I select images and text on a web page? (See page 132.)

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 52.)
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 TLS
Transport Layer Security (TLS) is designed to provide additional authentication and security when you browse web pages using the BlackBerry Browser.

Related topic
How do I set BlackBerry Browser security options? (See page 133.)

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 133.)

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 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 move to the next page in the history, press 6.
To move to the previous page in the history, press 4.
To move down a page, press 9.
To move up a page, press 3.
To 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 the period (.) key.
To move between full-screen mode and normal mode, press the exclamation point (!) key.
To close the browser, hold the Escape button.
Download programs
On a web page, click a link for a program. Click Get Link. Click Download. Click OK.

Related topic
Legal notice (See page 145.)

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

Notes:
Depending on your service provider, you might not be able to save ring tones.
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 55.)
Manage ring tones (See page 77.)
About profiles (See page 77.)
Legal notice (See page 145.)
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 54.)
About the browser (See page 49.)

Downloading — frequently asked questions

Why can’t I load new programs onto my device?
Why did a new program appear on my device?
What software version do I have on my device?
Can I listen to a ring tone before I download it?

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 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 tune 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 74.)

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:
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 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 58.)
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 59.)

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 59.)
Manage remote address book search results (See page 59.)

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.
Related topics
Change the default reminder time for appointments and meetings (See page 62.)
About power off and reminders (See page 85.)

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.

Related topics
Change the default reminder time for appointments and meetings (See page 62.)
About power off and reminders (See page 85.)

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.

Related topics
About power off and reminders (See page 85.)
Can I set a snooze time for task and calendar reminders? (See page 138.)
What is dismissed if I click Dismiss All in a reminder? (See page 138.)

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 62.)
About power off and reminders (See page 85.)

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 create an appointment, press the period (.) key.
To move to the next day, week, or month, press **6**.
To move to the previous day, week, or month, press **4**.
To move the cursor horizontally in Week view, hold the **Alt** key and roll the trackwheel.
To move the cursor vertically in Month view, hold the **Alt** key and roll the trackwheel.
User Guide
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

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

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 85.)

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

How do I change the alarm volume?
In the alarm, set the Volume field.

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.

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.
Calculator

Use the calculator memory
To store a number in the memory, type a number. Press the Alt key + the period (.) key.
To recall the number in the memory, press the Alt key + the comma (,) key.
To delete the number in the memory, press the Alt key + the Backspace/Delete key.
To subtract from the number that is currently stored in the memory, type a number. Press the Alt key + the exclamation point (!) key.

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

About Bluetooth pairings
About Bluetooth pairings

About Bluetooth pairings

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.
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.

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.

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>.
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.

If you have set the Date/Time Source field to Network, the device might have the incorrect time. Try setting the Date/Time Source field to BlackBerry.
If you have set the Date/Time Source field to Network or BlackBerry, you can update the time. On the Date/Time screen, click the trackwheel. Click Update Time.
User Guide
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

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 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

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

Profiles — frequently asked questions
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 78.)
Manage profile exceptions (See page 78.)
Add a phone tune for a contact (See page 58.)

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 69.)

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

Set how long backlighting remains on
Turn on and off the device screen
Adjust the brightness of the backlighting
Set the display language
Set the Home screen background image
Download background images
Set the font
Assign a program to a Convenience key
About themes
Apply a theme to your device
Delete themes
Download themes

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.

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 81.)
Adjust the brightness of the backlighting (See page 81.)

Turn on and off the device screen
To turn on the screen, roll the trackwheel or press a key. When your BlackBerry® device is not used for a period of time, the screen turns off to conserve battery power.

Related topics
About backlighting (See page 81.)
Adjust the brightness of the backlighting (See page 81.)

Adjust the brightness of the backlighting
In the device options, click Screen/Keyboard. Set the Backlight Brightness field. Click the trackwheel. Click Save.

To increase the brightness of the backlighting temporarily, press the Power button.

Related topic
About backlighting (See page 81.)

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.
User Guide

**Note:**
Depending on your theme, you might not be able to change the Home Screen background image.

**Related topic**
Save images (See page 51)

**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 51)

**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.

**About the Convenience key**
Your device includes one or more Convenience keys. You can assign a program to a Convenience key. See the printed documentation that accompanied your device for more information about locating the Convenience keys.

**Assign a program to a Convenience key**
In the device options, click Screen/Keyboard. Set the Convenience Key Opens field. Click the trackwheel. Click Save.

**Notes:**
Depending on your theme, you might not be able to change the program that is assigned to a Convenience key.

If the program set in the Convenience Key Opens field is removed from your BlackBerry® device, when you press the Convenience key, nothing happens.

**Related topic**
About the Convenience key (See page 82)

**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.
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. The input method field also controls whether your BlackBerry® device uses the multi-tap or the SureType™ input method.
If the input language of your device is different from the display language of your device, a rectangle with the short form of the current input language appears in the list that appears when you type.

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

Can I change the input method for my device? (See page 48.)

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.

Related topics
About the input language (See page 83.)
Set the display language (See page 83.)
User Guide
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 85.)

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 85.)
Manage messages (See page 20.)
Add multiple contacts to a message (See page 20.)
User Guide

Reset the device
Remove and reinsert the battery.
Network coverage

Connect to the wireless network
Add networks to the preferred network list
Scan for networks to add to the preferred network list
Manage the preferred network list
Network coverage — frequently asked questions

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.

About the preferred network list
Create a list of preferred networks. These networks are scanned first when you are traveling.

Your BlackBerry® device attempts to connect to a preferred network based on the order in which the networks appear in your preferred network list. If no network in the list is available, your device automatically roams to an available network.

Note:
You might not be able to create a list of preferred networks. Contact your service provider for more information.

Add networks to the preferred network list
1. In the device options, click Network.
2. Click the trackwheel.
3. Click My Preferred Network List.
4. Click the trackwheel.
5. Click Add Network.
6. Click Manual Entry.
7. Set the priority for the network.
8. Type the network mobile country code (MCC) and mobile network code (MNC).
9. Click the trackwheel.
10. Click Save.

Notes:
The device completes the Name field if the MCC and MNC are recognized by your device.
If you do not know the MCC and MNC for the network, you can add the network from the list of networks that are already known to the device. When adding a network, click the trackwheel. Click Select From Known Networks. Click a network. Click Select Network.

Related topic
About the preferred network list (See page 87.)

Scan for networks to add to the preferred network list
1. In the device options, click Network.
2. Click the trackwheel.
3. Click My Preferred Network List.
4. Click the trackwheel.
5. Click Add Network.
6. Click Select From Available Networks.
7. Select a network.
8. Click the trackwheel.
9. Click Select Network.

Related topic
About the preferred network list (See page 87.)

Manage the preferred network list
In the preferred network list, click a network. Perform one of the following actions:
- To view the details of a network in the list, click View.
- To move a network higher or lower in the list, click the network. Click Move. Roll the trackwheel where you want to move the network. Click the trackwheel. Save the changes.
- To delete a network from the preferred network list, click Delete. Save the changes.

Network coverage — frequently asked questions
How do I select a network when traveling?
How do I register my device with the network?

How do I select a network when traveling?
In most cases, your BlackBerry® device automatically roams to an appropriate network.
If you have a preferred network list, your device scans first for networks in the list.
If your device continues to display a limited level of wireless coverage, you can attempt to improve the level of wireless coverage by selecting a different network. To select a network manually, in the device options, click Network. Set the Selection Mode field to Manual. Click Scan for Available Networks. In the networks list, click a network. Click Select Network.
Your SIM card must be provisioned for roaming services before you can select a different network. Contact your service provider for more information about roaming.

Notes:
Your device connects to the selected network and remains connected to it until you select your home network again, or until you select another network.
To reconnect to your home network, in the device options, click Network. Set the Network Selection Mode field to Automatic.

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

About the SIM card phone book
Add SIM card contacts
Add SIM card contacts to your address book
Manage SIM card contacts
Leave SMS messages on a SIM card
Set SIM card security
Change the SIM card PIN code

About the SIM card phone book
Your SIM card phone book gives you access to the contacts that are saved on your SIM card. The SIM card phone book is different from the BlackBerry® device address book. If you use a different SIM card in your device, the contacts in your SIM card phone book change.

You can add contacts from your SIM card phone book to your address book.
You can add abbreviated dialing number (ADN) entries to your SIM card phone book, and view ADN entries and service dialing number (SDN) entries. ADN entries appear in plain text and SDN entries appear in bold.
You can create or edit SIM card contacts if your SIM card is provisioned for a SIM card phone book. Contact your service provider for more information.

Add SIM card contacts
1. In the address book, click the trackwheel.
2. Click SIM Phone Book.
3. Click the trackwheel.
4. Click New.
5. Type the contact information.
6. Click the trackwheel.
7. Click Save.

Add SIM card contacts to your address book
In the address book, click the trackwheel. Click SIM Phone Book. Click the trackwheel. Click Copy All To Address Book.

Notes:
If you attempt to copy a SIM card contact with a phone number that matches that of a contact that is already listed in the address book, the SIM card contact is not copied.
If you attempt to copy a SIM card contact with a name that matches that of a contact that is already listed in the address book, the SIM card contact is copied even if in the address book options the Allow Duplicate Names field is set to No.

Manage SIM card contacts
Click a SIM card phone book contact. Click one of the following menu items:
- Edit
- Delete
Leave SMS messages on a SIM card
In the device options, click SMS. Set the Leave Messages On SIM Card field to Yes. Click the trackwheel. Click Save.

Note:
If you set the Leave Messages On SIM Card field to No, any imported messages are removed from the SIM card after they appear in a messages list. If you change SIM cards, any SMS messages that are saved on the new SIM card are imported to your BlackBerry® device, and then they are removed from the SIM card.

Set SIM card security
1. In the device options, click Advanced Options.
2. Click SIM Card.
3. Click the trackwheel.
4. Click Enable Security.
5. Type your SIM card PIN code.
6. Click the trackwheel.

Notes:
Your service provider must provide you with a SIM card PIN code before you can set SIM card security. If you type the SIM card PIN code incorrectly three times, your SIM card does not function. Contact your service provider for more information.

Change the SIM card PIN code
1. In the device options, click Advanced Options.
2. Click SIM Card.
3. Click the trackwheel.
4. Click Change PIN2 Code.
5. Type the current SIM card PIN code.
6. Click the trackwheel.
7. Type a new SIM card PIN code.
8. Click the trackwheel.
9. Type the new SIM card PIN code again.

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

Type passwords
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 91)
Change the device password (See page 92)
Turn off the device password (See page 92)

Type passwords
When typing a password, use the multi-tap input method. To type the first letter on a key, press the key once. To type the second letter on a key, press the key twice. If your password contains capital letters, hold the letter key. To select a letter from the list that appears when you type, press the Next key. To select a letter and continue typing, press the Enter key. When you have finished typing your password, press the Enter key.
**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 91.)
- Turn off the device password (See page 92.)

**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.

**Lock and unlock the device**

To lock the BlackBerry® device, with a device password set, on the Home screen, click **Lock**.

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

**Related topic**
- About the device password (See page 91.)

**About keyboard lock**

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

**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 92.)

**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 reduces 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 **92**.)

**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 **92**.)

**About encryption keys**
Encryption keys are used if your BlackBerry® device is integrated with an account that uses the BlackBerry Enterprise Server™ or BlackBerry Desktop Redirector. Encryption keys are designed to 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 regenerate keys manually 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 **93**.)
Can I regenerate encryption keys from my device? (See page **141**.)

**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 93.)

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 94.)

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 94.)

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 141.)*

**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.
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 145.)

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 97.)
Legal notice (See page 145.)
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 Default 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.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, some settings might appear differently than the settings described. Contact your system administrator for more information.

Related topics
About permissions for third-party programs (See page 97.)
Control external connections (See page 98.)
Control connections with the device (See page 99.)
Control access to personal information (See page 99.)
About firewall settings (See page 97.)

Control external connections
1. In the device options, click Advanced Options.
2. Click Applications.
3. Click the trackwheel.
4. Click Edit Default 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 98.)
Control connections with the device (See page 99.)
Control access to personal information (See page 99.)

Control connections with the device

1. In the device options, click Advanced Options.
2. Click Applications.
3. Click the trackwheel.
4. Click Edit Default 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 e-
     vents, 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 Keystroke 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 98.)
Control external connections (See page 98.)
Control access to personal information (See page 99.)

Control access to personal
information

1. In the device options, click Advanced Options.
2. Click Applications.
3. Click the trackwheel.
4. Click Edit Default 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 Key Store
     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 Key Store Medium
     Security field.

Related topics
Set permissions for third-party programs (See page 98.)
Control external connections (See page 98.)
Control connections with the device (See page 99.)
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
Phone — 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
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Why are some of the features described not available on my device?

What software version do I have on my device?

Why is there a flashing light on my device?

Why does my device screen turn off?

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

Why did my settings change?

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.

A green light indicates that you are in a wireless coverage area.

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

An amber light indicates that the battery is low.

A blue light indicates that your device is connected to a Bluetooth®-enabled device.

Why does my device screen turn off?

When your BlackBerry® device is not used for a period of time, the screen turns off to conserve battery power. To turn the screen on again, roll the trackwheel or press a key.

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

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.
Why did my settings change?
Depending on your theme, items that you have set, such as hidden icons, font options and the Home screen background image might change if you select a new theme.
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.
If you still cannot make calls, verify that fixed dialing number mode is not enabled. In the phone options, click FDN Phone List. Click the trackwheel. Click Disable FDN mode.

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 blocking and call forwarding are turned off.

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 11 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.

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 and hold. When you end the call, the device remains password locked.

**How do I format conference call numbers in messages?**

You can format conference call numbers as links in your messages so that recipients can join your conference call quickly.

In your message, type the main conference call bridge phone number. Perform one of the following actions:

- Type X and add the access code as an extension.
- To insert a 2-second pause, type a comma (,) before you type the access code. You can insert multiple pauses.
- To insert a wait, type an exclamation point (!) before you type the access code.

**Note:**

If you use a pause or a wait, you must type Tel: directly before the main conference call bridge phone number. Do not type a space between Tel: and the number.

**Can I block calls?**

Yes, if your service provider plan includes call barring and your SIM card is provisioned for the service. Your service provider also must provide you with a default call barring password. Contact your service provider for more information.

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

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

**Can I use call forwarding?**

Yes, if your service provider plan includes call forwarding and your SIM card 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 call waiting?**

Yes, if your service provider plan includes call waiting and your SIM card is provisioned for the service. Contact your service provider for more information.

**Can I use FDN mode on my device?**

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

**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.
How do I hide my device phone number from a contact when making a call?
In the phone options, click General Options. Set the Restrict My Identity field to Yes.

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

Note:
If a call log screen appears on your BlackBerry® device, the Phone List View field does not change the view of the call log screen.

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.

Can I change how my phone number appears in the phone?
Yes. Edit your SIM card phone number to change how your phone number appears in the phone. In the device options, click Advanced Options. Click SIM Card. Click the trackwheel. Click Edit SIM Phone Number. Edit your phone number
If you edit your SIM card phone number, the number that appears in the My Number field in the phone changes. Editing the SIM card phone number does not change the actual number that is used to make and receive calls.
You can also hide your phone number so that it does not appear in the phone. In the phone options, click General Options. Set the Show "My Number" field to No.
Email and PIN messages — frequently asked questions

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?

What do the [Disclaimer On] and [Disclaimer Off] headers mean?

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 23 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.

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 22 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.

What do the [Disclaimer On] and [Disclaimer Off] headers mean?

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server® version 4.0 or later, your system administrator might have assigned an IT policy to your device that adds a disclaimer to your email messages after you send them. You cannot edit this disclaimer. The [Disclaimer On] and [Disclaimer Off] headers indicate whether or not the BlackBerry Enterprise Server adds a disclaimer to messages that you send.

To remove the disclaimer, click the trackwheel. Click Remove Disclaimer. To add the disclaimer again, click the trackwheel. Click Add Disclaimer.
SMS messages — frequently asked questions

Why can’t I send SMS 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.
Verify that fixed dialing number mode is not enabled. In the phone options, click FDN Phone List. Click the trackwheel. Click Disable FDN mode.

If you still cannot send SMS messages, verify that your plan supports sending and receiving SMS messages. Contact your service provider for more information.

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.

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 Validity Period, Sent As, and Network to Send Over fields in the SMS options?
The Validity Period field specifies how long the service center should keep your SMS messages if they cannot be delivered to your contacts immediately. The Sent As field specifies how to send your SMS messages. The Network to Send Over field specifies the type of network through which your SMS messages are sent.
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?

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?
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.

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.

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 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.
Synchronization — frequently asked questions

Can I reconcile email messages over the wireless network?
Yes. If your BlackBerry® device is 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®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®, verify that wireless email reconciliation is turned on 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 Internet Service™, and your service provider supports wireless email reconciliation, verify that you have turned on wireless email reconciliation in the messages 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?

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?

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?

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.
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?
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?
How do I set BlackBerry 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.

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.

How do I set BlackBerry Browser security options?
You can apply Transport Layer Security (TLS) to the connection between the BlackBerry Enterprise Server™ and a web server, or to the connection between your BlackBerry® device and a web server. To set BlackBerry Browser security, in the device options, click Security Options. Click TLS. To apply TLS to the connection between the BlackBerry Enterprise Server and a web server, set the TLS Default field to Proxy. Set the Allow HTTPS Redirections field to Yes. To apply TLS to the entire connection between your device and a web server, set the TLS Default field to Handheld. Set the fields in the General, Server Authentication, and Client Authentication sections. To set the algorithm type, the encryption strength, and whether only key algorithms that are approved by Federal Information Processing Standards (FIPS) are supported, set the fields in the General section. To set whether you are prompted about server security issues, set the fields in the Server Authentication section. If you set a field to No, connections should be prevented if a server security issue occurs. To set whether you are prompted about client security issues, set the fields in the Client Authentication section. If you set a field to No, connections should be prevented if a client security issue occurs.
Contacts — frequently asked questions

How do I add multiple contacts with the same name to my contact list?
Can I change how my contacts or tasks display?
What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?
Why does the Add Custom Phone Tune option not appear?
How do I change the volume level for the custom phone tune?
Can I clear all the categories that apply to a contact, task, or memo?
Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?
How do I know how many contacts, calendar entries, tasks, or memos I have saved?

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 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.
**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

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?

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.

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 73 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.
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 return to the Home screen from any other screen, press the End key.
To lock the device, set a password. Hold the * key.
To unlock the device, press the Send key + the * key. Type your password.
To lock the keyboard, hold the * key.
To unlock the keyboard, press the Send key + the * key.
To switch between the Default and Vibrate notification profiles, hold the # key.
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.
To show a hidden icon on the Home screen, hold the Alt key and click the trackwheel. Click Show All. Hold the Alt key and click a crossed-out icon. Click Hide Application.
To switch to another program, hold the Alt key and press the Escape button. Continue to hold the Alt key and select a program. Release the Alt key to switch to that program.

Notes:
You cannot hide the Options and Turn Wireless On/Turn Wireless Off icons.

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 1.
To move to the bottom of a screen, press 7.
To move down a screen, press 9.
To move up a screen, press 3.
To move to the next item, press 2.
To move to the previous item, press 8.
To delete a selected item, press the Backspace/Delete key.

**Editing text shortcuts**
To move the cursor horizontally through a line of text, hold the Alt key and roll the trackwheel.
To select a line of text, press the Shift key and roll the trackwheel.
To select text character by character, hold the Shift key and roll the trackwheel.
To cut the selected text, press the Shift key + the Backspace/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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