



**BlackBerry
Wireless
Handheld™**

User Guide

User Guide, BlackBerry 5790 Wireless Handheld™

900 Mobitex Networks

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Enterprise activation

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

About enterprise activation

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

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

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

Note:

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

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

Activate the handheld over the wireless network

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

Related topic

Why are some messages already on my handheld?

Email messages

- Open a message
- Send an email message
- Save draft messages
- Add multiple contacts to a message
- Set the importance level
- Change sent messages
- Manage messages
- File messages
- Delete multiple messages
- Mark messages as opened or unopened
- Search for a message
- Use saved searches
- Search for a specific contact
- Search for a subject
- Save a copy of messages sent from the handheld
- Add an email signature
- Set an out of office reply
- Create an email filter
- Set folder redirection
- Email and PIN messages – frequently asked questions

Open a message

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

Send an email message

1. In the messages list, click the trackwheel.

2. Click **Compose Email**.
3. Click **[Use Once]**.
4. Click **Email**.
5. Type an email address.
6. Click the trackwheel.
7. Click **Continue**.
8. Type a message.
9. Click the trackwheel.
10. Click **Send**.

Notes:

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

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

Save draft messages

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

Add multiple contacts to a message

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

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

Set the importance level

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

Change sent messages

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

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

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

Manage messages

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

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

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

File messages

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

Notes:

To expand a folder, click a folder with a plus sign (+) beside it. Click **Expand**.

To collapse a folder, click a folder with a minus sign (-) beside it. Click **Collapse**.

Related topics

Can I file messages?

View filed messages

View filed messages

To display all filed messages in the messages list, in the messages options, click **General Options**. Set the **Hide Filed Messages** field to **No**.

To view messages within a specific folder, in the messages list, click the trackwheel. Click **View Folder**. Click a folder. Click **Select Folder**.

Note:

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

Delete multiple messages

Hold the **Shift** key and select a series of messages. Press the **Delete** key.

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

Note:

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

Related topic

Reconcile deleted messages

Mark messages as opened or unopened

To change the status of a message, click the 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**.

Search for a message

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

3. Type the search criteria.
4. Click the trackwheel.
5. Click **Save**.
6. Add a name and a shortcut key for your search.
7. Click the trackwheel.
8. Click **Save**.

Note:

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

Use saved searches

1. In the messages list click the trackwheel.
2. Click **Search**.
3. Click the trackwheel.
4. Click **Recall**.
5. Click a search. Perform one of the following actions:
 - Select Search
 - Edit Search
 - Delete Search

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

Search for a specific contact

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

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

Search for a subject

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

Save a copy of messages sent from the handheld

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

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

Note:

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

Related topic

View filed messages

About email signatures

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

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

Note:

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

Add an email signature

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

Related topic

About email signatures

About out of office reply

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

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

Note:

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

Set an out of office reply

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

Related topic

About out of office reply

About email filters

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

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 the filters appear. If you create multiple filters that could apply to the same message, you must decide which one to apply first by placing that filter higher in the list.

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

Note:

Set email filters for each message service on your handheld.

Create an email filter

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

Notes:

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

To make the filter detect messages from multiple contacts, use a semi colon (;) to separate your contacts in the **From** or **Sent to** fields.

Related topics

About email filters

Use email filters

Create a filter quickly

Use email filters

Click a filter. Perform one of the following actions:

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

Create a filter quickly

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

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

Add a title and save the filter.

About folder redirection

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

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

Note:

Set folder redirection for each message service on your handheld.

Set folder redirection

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

Notes:

Make sure that you select the Inbox. If you do not select the Inbox, email messages are not forwarded from this folder.

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

Related topics

About folder redirection

View filed messages

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

PIN messages

- About PIN messages
- Find your PIN
- Open a message
- Send a PIN message
- Save draft messages
- Add multiple contacts to a message
- Change sent messages
- Manage messages
- Delete multiple messages
- Mark messages as opened or unopened
- Search for a message
- Use saved searches
- Search for a specific contact
- Search for a subject
- Email and PIN messages – frequently asked questions

About PIN messages

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

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

Find your PIN

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

Note:

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

Send a PIN message

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

Note:

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

Attachments

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

About address book attachments

Address book attachments contain contact information for a specific user. When you add an address book attachment to your email message, recipients of your message can view and add your contact information to their handheld address books.

When you open a message that contains an address book attachment, a book icon appears at the bottom of the message with the name of the attached contact.

About file attachments

You can view certain types of file attachments on your handheld, including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, and .xls files.

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

Related topic

Can I view file attachments on my handheld?

Use address book attachments

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

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

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

Open a file attachment

1. Place your cursor in the name of the file attachment.
2. Click the trackwheel.
3. Click **Open Attachment**.
4. Perform one of the following actions:
 - Open an automatically generated table of contents for the file attachment: Click the **Table of Contents**.
 - Open the complete file attachment: Click **Full Context**.
5. Click **Retrieve**.

Navigate attachments

Some files contain embedded content such as tables, footnotes, text boxes, and comments.

To open content that is embedded within a document or spreadsheet, click a content link. Click **Retrieve**. Press the **Escape** button to return to the main attachment content.

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

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

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

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

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

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

Synchronizing data

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

About email reconciliation

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

If your handheld integration option supports wireless email reconciliation, changes are automatically reconciled over the wireless network. You can also configure wireless email reconciliation options using the handheld.

If your handheld integration option does not support wireless email reconciliation, changes are reconciled using the BlackBerry Desktop Software.

See the *BlackBerry Desktop Software Online Help* for more information on manual email reconciliation.

Related topic

Can I reconcile email messages over the wireless network?

Set wireless email reconciliation

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

Note:

Set wireless email reconciliation for each message service on your handheld.

Related topic

Can I reconcile email messages over the wireless network?

Reconcile deleted messages

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

Note:

Set how to reconcile deleted messages for each message service on your handheld.

Related topic

Delete multiple messages

About PIM synchronization

You can synchronize personal information management (PIM) items such as tasks, memos, contacts, and calendar entries so that the entries on your handheld and in your desktop email program are identical.

If your handheld is integrated with an email account using BlackBerry Enterprise Server version 4.0 and wireless PIM synchronization is enabled, PIM items are synchronized over the wireless network automatically. You can turn wireless PIM synchronization on and off using the handheld.

If your handheld is integrated with an email account using a BlackBerry Enterprise Server version 2.1 or later and wireless calendar synchronization is enabled, you can synchronize your calendar entries over the wireless network. You can synchronize other PIM items using the BlackBerry Desktop Software.

See the *BlackBerry Desktop Software Online Help* for more information on synchronizing PIM items manually or configuring wireless calendar synchronization using the desktop software.

Related topic

Can I synchronize PIM items over the wireless network?

Set wireless PIM synchronization

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

You can set wireless calendar synchronization using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Note:

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

Related topic

Can I synchronize PIM items over the wireless network?

Backing up and restoring handheld data

- About backing up handheld data
- About restoring handheld data

About backing up handheld data

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

If you are using the BlackBerry Desktop Software with your handheld, back up your handheld data using the Backup and Restore tool.

See the *BlackBerry Desktop Software Online Help* for more information on manual handheld data backup.

About restoring handheld data

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

If you are using the BlackBerry Desktop Software with your handheld and you have a backup of your handheld data on your computer, restore the data using the Backup and Restore tool.

See the *BlackBerry Desktop Software Online Help* for more information on restoring handheld data manually.

Typing

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

Use AutoText

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

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

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

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

Create an AutoText entry

1. In the handheld options, click **AutoText**.
2. Click the trackwheel.
3. Click **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, type the text to appear.

6. In the **Using** field, set whether the entry is capitalized exactly as typed (**Specified Case**) or whether the entry is capitalized according to its context (**SmartCase**).
7. Set the language.
8. Click the trackwheel.
9. Click **Save**.

Related topic

What is the Insert Macro menu item?

Change AutoText entries

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

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

- Edit
- Delete

Cut or copy text

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

Paste text

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

Typing tips

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

To insert a symbol, press the **Alt** key + the **Space** key.

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

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

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

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

Enable tones when pressing keys

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

Set the cursor speed

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

Typing – frequently asked questions

- What is the Insert Macro menu item?

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.

Browser

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

About the BlackBerry Browser

BlackBerry Browser is optimized for viewing WML and HTML web pages. If your handheld is integrated using BlackBerry Enterprise Server, BlackBerry Browser also enables you to view your corporate intranet. Contact your system administrator for more information.

Go to a web page

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

Notes:

To insert a period, press the **Space** key.

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

The Go To dialog box tracks the web addresses that you type. To go to a web page on the list, select the web address and click the trackwheel.

Use the browser

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

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

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

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 have 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**.

Copy a link, image, or web page address

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

Related topic

Paste text

Send a link or image in an email message

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

Note:

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

Save web page requests

While a web page is loading, you can save the web page request in the messages list. Saving the request to the messages list enables you to use other programs while you are waiting for the web page to load. Click the trackwheel. Click **Save Request**.

You can also save a web page that has finished loading to the messages list. Saving a fully loaded web page enables you to open the text on the web page at any time. On the web page, click the trackwheel. Click **Save Page**.

Note:

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

Create a bookmark

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

Change bookmarks

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

- Edit Bookmark
- Delete Bookmark

Related topic

Organize bookmarks into folders

Organize bookmarks into folders

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

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

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

Clear browser caches

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

About TLS

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

If you are using the BlackBerry Desktop Software, you can load TLS using the Application Loader tool.

See the *BlackBerry Desktop Software Online Help* or contact your system administrator for more information on loading optional programs.

Downloading

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

Download an application

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

Related topics

Why did a new program appear on my handheld?

Legal notice

Manage applications

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

To view details for a third-party application, click the application. Click **Properties**.

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

Related topic

Legal notice

About browser push

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

You can enable browser push for the BlackBerry Browser, and set which hosts provide this information to you.

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

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

Notes:

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

If you set the browser push notification to **Prompt**, a dialog box always appears.

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

Enable browser push

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

Related topic

About browser push

Downloading – frequently asked questions

- Why can't I load a new program onto my handheld?
- Why did a new program appear on my handheld?

- What software version do I have on my handheld?

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

Verify that your handheld radio is turned on and that you are in a sufficient wireless coverage area. See the printed documentation that accompanied your handheld for more information on wireless coverage levels.

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

If the program still does not load and your handheld is integrated with an email account using 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 handheld?

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

Contacts

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

Add a contact

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

Note:

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

Manage contacts

Click a contact. Perform one of the following actions:

- View
- Edit
- Delete

Create a mailing list

1. In the address book, click the trackwheel.
2. Click **New Group**.

3. Type a name for the mailing list.
4. Click the trackwheel.
5. Click **Add Member**.
6. Click a contact.
7. Click **Continue**.
8. Click the trackwheel.
9. Click **Save Group**.

Manage mailing lists

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

- View Group
- Edit Group
- Delete Group

Note:

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

Manage contacts in mailing lists

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

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

Note:

When you delete members from a group or delete a group, the contact information for each member of that group remains in the address book.

About categories

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

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

Categories are shared between the address book, the task list, and the memos list, so if you make changes in the address book, the changes are also made in the memos and task lists.

Create a category

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

Related topic

About categories

Apply categories to contacts

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

View contacts by category

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

Note:

To remove a specific category from the filter, clear the check box beside the category.

Delete categories

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

About remote address book search

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

Add contacts from your company address book

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

Notes:

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

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

Related topics

About remote address book search

Manage remote address book search results

Manage remote address book search results

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

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

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

Calendar

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

About the calendar

Use the handheld calendar to view your appointments and meetings in one of four views. Day, Week, and Month views display all of your appointments for the selected time period, while Agenda view displays all of your scheduled appointments in a list.

Change the calendar view

To change to another calendar view (Day, Week, Month, or Agenda), click the trackwheel. Click a view.

To change the default view when you open the calendar, click **Options**. Set the **Initial View** field.

Use the calendar

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

To go to the current date, click the trackwheel. Click **Today**.

To move forward or back by a time period, click the trackwheel. Click **Prev** or **Next**.

Schedule an appointment

1. In the calendar, click the trackwheel.
2. Click **New**.
3. Type the appointment details.
4. Set whether the appointment should recur, and how frequently.
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, set an appointment to recur on the last Friday of each month, or on the 28th of each month.

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

Related topics

Change the default reminder time for appointments and meetings

About power off and reminders

Schedule an appointment quickly

1. In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes**.
2. In Day view, beside the start time, type the subject of the appointment.
3. Type a location in parentheses ().
4. To change the start and end times, hold the **Right Shift** key and roll the trackwheel.
5. Click the trackwheel.

Related topics

Change the default reminder time for appointments and meetings

About power off and reminders

Change the default reminder time for appointments and meetings

In the calendar options, set the **Default Reminder** field. The default is 15 minutes.

Related topic

About power off and reminders

Schedule a meeting

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

Notes:

If your meeting recurs, perform the following actions:

- Set the **Every** field to change the frequency of the meeting. For example, to set a meeting to recur every three days, set the **Every** field to **3**.
- Select the **Relative Date** check box for the meeting to recur on a relative date. For example, set a meeting to recur on the last Friday of each month or on the 28th of each month.
- In the **Days** field, set the days on which the weekly meeting should recur. To select a day, press the **Enter** key.

Related topics

Change the default reminder time for appointments and meetings

About power off and reminders

Manage appointments and meetings

To view your list of appointments in Month view, click a day. Click **View Appts**.

To view or change the appointment or meeting details, click the appointment or meeting. Click **Open**. If you change a meeting, a prompt alerts you to notify the meeting invitees.

To delete an appointment or meeting, click the appointment or meeting. Click **Delete**. If you delete a meeting, a prompt alerts you to notify the meeting invitees.

Respond to meeting invitations

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

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

- Decline or Decline with comments

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

Note:

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

Change meeting participants

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

- Invite Attendee
- Change Attendee
- Remove Attendee

Tasks

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

Create a task

1. In the task list, click the trackwheel.
2. Click **New**.
3. Type the task details.
4. Set a due date for the task.
5. Set whether the task should recur.
6. Click the trackwheel.
7. Click **Save**.

Note:

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, set a task to recur on the last Friday of each month or on the 28th of each month.
- In the **Days** field, set the days on which the weekly task should recur. To select a day, press the **Enter** key.

Use tasks

Click a task. Perform one of the following actions:

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

Change the status of a task

To change a task to “Completed”, click the task. Click **Mark Completed**.

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

To change a “Completed” task to an “In-Progress” task, click the task. Click **Mark In Progress**.

About categories

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

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

Categories are shared between the address book, the task list, and the memos list, so if you make category changes in the task list, the changes are also made in the address book and the memos list.

Create a category

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

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

Related topic

About categories

Apply categories to tasks

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

View tasks by category

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

Note:

To remove a specific category from the filter, clear the check box beside that category.

Delete categories

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

Tasks – frequently asked questions

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

Memos

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

Write a memo

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

Use memos

Click a memo. Perform one of the following actions:

- View
- Edit
- Delete

About categories

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

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

Categories are shared between the address book, the task list, and the memos list, so if you make category changes in the memos list, the changes are also made in the address book and the task list.

Create a category

1. In the memos list, click the trackwheel.

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

Related topic

About categories

Apply categories to memos

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

View memos by category

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

Note:

To remove a specific category from the filter, clear the check box beside that category.

Delete categories

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

Memos – frequently asked questions

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

Alarm

- Set the alarm
- Set alarm notification
- Silence the alarm
- Turn off the alarm
- Alarm – frequently asked questions

Set the alarm

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

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

Related topic

About power off and reminders

Set alarm notification

In the profiles list, customize the notification, including the tune, the volume level, and the number of times that the tune plays.

Silence the alarm

Press any key. If snooze is enabled, in the Daily Alarm dialog box, click **Snooze**.

Turn off the alarm

In the alarm, set the **Daily Alarm** field to **Off**.

Alarm – frequently asked questions

- Why didn't my alarm notify me on a Saturday or Sunday?
- What is the escalating volume level?
- Can I set a snooze feature for my alarm?

Why didn't my alarm notify me on a Saturday or Sunday?

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

Can I set a snooze feature for my alarm?

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

Calculator

- Use the calculator memory
- Convert measurements

Use the calculator memory

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

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

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

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

Convert measurements

In the calculator, type a number. Click **Menu**. To convert the number from imperial to metric, click **To Metric**. To convert the number from metric to imperial, click **From Metric**. Click a conversion type.

Date and time

- Set the date and time

Set the date and time

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

Note:

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

Profiles

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

Set profiles

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

The handheld has four preset notification profiles: Quiet, Loud, Discreet, and Default. You can edit these default profiles, but you cannot delete them.

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

Note:

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

Create a notification profile

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

6. Set how you want to 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. Perform one of the following actions:

- Edit
- Delete

Manage downloaded ring tones

In the profiles list, click a profile. Click **Show Tunes**. Click a ring tone. Perform one of the following actions:

- Listen to the ring tone
- Delete the ring tone

Silence your handheld

In the profiles list, select **Quiet**. Click the trackwheel. Click **Enable**.

To receive only vibrate notification, in the profiles list, select **Discreet**. Click **Enable**.

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

Related topic

Silence the alarm

What is the escalating volume level?

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

Screen display

- Use the handheld in the dark
- Set the display language
- Set the font

Use the handheld in the dark

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

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

Set the font

1. In the handheld options, click **Screen/Keyboard**.
2. Set the **Font Size**.
3. Click the trackwheel.
4. Click **Save**.

Language

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

Set the display language

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

Add or remove a display language

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

Power and battery

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

About power off and reminders

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

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

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

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

Turn the handheld on and off automatically

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

Related topic

About power off and reminders

Keep the battery at a full charge

Charge your handheld for 10 to 15 minutes each day.

Check the battery level

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

Extend battery life

To extend battery life, perform the following actions:

- Use the Auto On/Off feature.
- Turn off the radio 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 handheld regularly.

Reset the handheld

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

Network coverage

- Turn the wireless radio on and off
- Network coverage – frequently asked questions

Turn the wireless radio on and off

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

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

Network coverage – frequently asked questions

- How do I register my handheld with the network?

How do I register my handheld with the network?

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

Security

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

About the handheld password

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

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

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

Set a handheld password

1. In the handheld options, click **Security**.

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

Related topics

About the handheld password

Change the handheld password

Clear the handheld password

Change the handheld password

1. In the handheld options, click **Security**.
2. Click the trackwheel.
3. Click **Change Password**.
4. Type your current handheld password.
5. Click the trackwheel.
6. Type a new handheld password.
7. Click the trackwheel.
8. Retype the new handheld password.
9. Click the trackwheel.

Related topics

About the handheld password

Clear the handheld password

Clear the handheld password

1. In the handheld options, click **Security**.
2. Set the **Password** field to **Disabled**.

3. Click the trackwheel.
4. Click **Save**.
5. Type the handheld password.
6. Click the trackwheel.

Related topic

About the handheld password

Lock the handheld

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

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

Related topic

About the handheld password

About keyboard lock

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

Lock the keyboard

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

To unlock the keyboard, double-click the trackwheel.

Related topic

About keyboard lock

About content protection and compression

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

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

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

Protect your handheld content

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

Note:

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

Related topic

About content protection and compression

Reduce handheld content size

1. In the handheld options, click **Security**.
2. Set the **Content Compression** field to **Enabled**.
3. Click the trackwheel.
4. Click **Save**.

5. If you have enabled a handheld password, type your password.
6. Click the trackwheel.

Related topic

About content protection and compression

About encryption keys

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

Regenerate encryption keys

If your handheld is integrated with an email account using BlackBerry Enterprise Server version 4.0, you can regenerate encryption keys from the handheld. In the handheld options, select **Security**. Click the trackwheel. Select a current service. Click the trackwheel. Click **Regenerate Encryption Key**.

If your handheld is integrated with an email account using BlackBerry Enterprise Server version 3.6 or earlier, or if you use BlackBerry Desktop Redirector to forward email to your handheld, update the encryption keys using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

Related topic

About encryption keys

About the password keeper

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

Use the password keeper to generate random passwords containing letters, numbers, and symbols.

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

Note:

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

Store a password

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

Related topic

About the password keeper

Create a random password

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

Use the password keeper

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

- View
- Edit
- Delete

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

Copy a password

In the password keeper, select a password entry. Click the trackwheel. Click **Copy to Clipboard**.

To clear the password from the clipboard, in the password keeper, click the trackwheel. Click **Clear Clipboard**.

Warning:

Passwords copied to the clipboard are not encrypted.

Related topic

Paste text

About security self tests

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

Verify security software

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

Related topic

About security self tests

About firewall settings

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

Related topic

Legal notice

Prevent third-party applications from transmitting data

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

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

Related topics

About firewall settings

Legal notice

Clear the handheld

Warning:

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

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

Related topic

How do I restore my handheld after clearing it?

Set owner information

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

Note:

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

Service books

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

About service books

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

Receive new service books

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

- over the wireless network from your service provider
- over the wireless network when your system administrator makes a change to BlackBerry Enterprise Server
- through the BlackBerry Desktop Software when you connect your handheld to your computer

Accept a new service book

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

Manage service books

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

- View
- Delete

Restore a deleted service book

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

Storage mode

- About storage mode
- Put the handheld into storage mode
- Activate the handheld from storage mode

About storage mode

Putting your handheld into storage mode is different from turning off the power. When your handheld is put into storage mode, after approximately 24 hours, it enters a special storage state. When you press any keys or click the trackwheel while the handheld is in storage mode, it does not respond.

If you are not going to use your handheld for more than two weeks, you should put it into storage mode and store it in a cool, dry place.

Put the handheld into storage mode

1. In the handheld options, click **Storage Mode**.

2. Click **Yes** in the four dialog boxes that follow.

Activate the handheld from storage mode

1. Insert your handheld into the cradle.
2. Connect the cradle to a power outlet.
3. Confirm the handheld date and time.
4. On the Home screen, click the **Turn Wireless On** icon.
5. Charge your handheld to full battery power.

Note:

If your handheld is integrated with a corporate email account, generate new encryption keys after activating the handheld from storage mode.

Frequently asked questions

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

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

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

What software version do I have on my handheld?

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

Email and PIN messages – frequently asked questions

- Why can't I send email or PIN messages?
- Why can't I receive email or PIN messages?
- Why is the menu option to send an email or PIN message not available?
- Can I verify that an email or PIN message has reached its recipient?
- Can I stop an email message from being sent?
- Why are some messages already on my handheld?
- How do I create and use links in messages?
- Why is "More available" appearing at the end of my message?
- Can I file messages?
- Why can't I see a new message in the messages list even though I received notification?
- Why is there a different icon beside some items in the messages list?
- How do I show more of a subject line for my email and PIN messages?
- How do I identify received PIN messages as high priority?
- Can I remove the prompt that appears before I delete messages?
- Why were some of my messages deleted from the handheld?
- How do I change how long messages remain in the messages list?
- How do I restrict the types of email messages that are sent to my handheld?
- How do I create a generic filter?

- Why are some messages sent to my handheld even though I have created a filter?
- Why can't I specify some folders from which email messages are redirected?
- How do I make changes to the folders on my handheld?
- How do I stop email messages from being sent to my handheld?

Why can't I send email or PIN messages?

Verify that your handheld radio is turned on and that you are in a sufficient wireless coverage area. See the printed documentation that accompanied your handheld for more information on wireless coverage levels.

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

Why can't I receive email or PIN messages?

Verify that your handheld radio is turned on and that you are in a sufficient wireless coverage area. See the printed documentation that accompanied your handheld for more information on wireless coverage levels.

If you are not receiving email messages, verify that filters, which restrict the messages that are sent to your handheld, are not enabled. See "Use email filters" for more information, .

Verify that email redirection to your handheld is enabled. If you are using BlackBerry Desktop Software, in the Redirector Settings tool, verify that the **Redirect incoming messages to your handheld** check box is selected.

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

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

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

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

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

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

Can I stop an email message from being sent?

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

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

Why are some messages already on my handheld?

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

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

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 web sites and email addresses. When you receive a message containing a link, click the link. In the menu, click the actions that apply to the type of link selected.

The handheld automatically recognizes most items as links. To create a link for a PIN, type **pin:** before typing the PIN number.

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

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

To send only the first section of long messages to your handheld, in the messages options, click **General Options**. Set the **Auto More** field to **No**. The next time that you receive a long message, **More available** appears at the bottom. To request more of the message, click the trackwheel. Click **More**. To view the rest of the message, click **More All**.

Can I file messages?

Yes. If your handheld is enabled for wireless email reconciliation, any messages that you file on your handheld are also filed in your mailbox.

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

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

If email messages are sent to your handheld from specific mailbox folders and, in the general messages options, the **Hide Filed Messages** option is set to **Yes**, new messages sent to your handheld are filed automatically and might not appear in the messages list. To view all of your messages, set the **Hide Filed Messages** field to **No**.

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

Different icons are used in the messages list to indicate various items, such as message status, saved web pages, and email messages with attachments.

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

If you want to show more of the subject line for your messages, hide the time that the message was received and the name of the sender or recipient of the message. In the messages options, click **General Options**. Set the **Display Time** and **Display Name** fields to **No**.

How do I identify received PIN messages as high priority?

In the messages options, click **General Options**. Set the **Make PIN Messages Level 1** field to **Yes**.

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

Yes. In the messages options, click **General Options**. Set the **Confirm Delete** option to **No**.

Why were some of my messages deleted from the handheld?

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

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

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

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

To change the number of days that your handheld keeps messages, in the message options, click **General Options**. Set the **Keep Messages** field.

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

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

You can create email filters to send only specific email messages to your handheld. See "Create an email filter" for more information.

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

How do I create a generic filter?

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

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

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

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

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

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

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

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

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

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

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

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

Attachments – frequently asked questions

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

Can I view file attachments on my handheld?

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

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

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

To view .zip, .htm, or .html attachments, your handheld must be integrated with an email account using 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, or BlackBerry Web Client.

Contact your system administrator or service provider for more information.

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

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

How do I view password-protected file attachments?

The only password-protected files that can be viewed are .pdf files. If you receive a .pdf file that is password-protected, you must type the password to view the file. On the Attachment screen, select the file name. Click the trackwheel. Click **Password**. Type the password. Click the trackwheel.

How do I view information about attached files?

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

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

Yes. In the attachment options, set the **Cache Size** field.

How do I change how file attachments are displayed?

Open the full content of a file attachment. Click the trackwheel. Click **Options**.

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 **Show Labels** field.

How do I view cell contents in spreadsheet attachments?

When you select a cell, the contents appear at the top of the screen. If the contents are too long to see, click the cell. Click **View Cell**.

To view the contents of all the cells in a column, click the column label at the top of the screen. Click **Fit**. All the cells for that column expand to the size of the cell with the longest content.

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

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

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

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

To send only the first section of long attachments to your handheld, in the messages options, click **General Options**. Set the **Auto More** field to **No**. The next time that you receive a long attachment, "More available" appears at the bottom. To request more of a file attachment, click the trackwheel. Click **More**. To view the rest of the attachment, click **More All**.

How do I search for text within a file attachment?

In the attachment, click the trackwheel. Click **Find**. Type the text. Click the trackwheel.

To locate text that matches the capitalization of the search term, select the **Case Sensitive Search** check box.

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

To view text on your handheld, verify that your handheld radio is turned on and that you are in a sufficient wireless coverage area. See the printed documentation that accompanied your handheld for more information on wireless coverage levels.

What does skipped content mean?

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

Can I see tracked changes in document attachments?

Some document formats enable editors to track changes in a document. With tracked changes showing, new and deleted text displays in the document. To view tracked changes, click the trackwheel. Click **Show Changes**. To hide tracked changes, click the trackwheel. Click **Hide Changes**.

Synchronization – frequently asked questions

- Can I reconcile email messages over the wireless network?
- Can I synchronize PIM items over the wireless network?
- How do I handle conflicts between my handheld and mailbox?
- Why are some of my email messages not reconciling over the wireless network?
- Can I reconcile with my personal email folders?
- Can I remotely empty the deleted messages folder on my computer?

Can I reconcile email messages over the wireless network?

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

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

Can I synchronize PIM items over the wireless network?

If your handheld is integrated with an email account using the BlackBerry Enterprise Server version 4.0, verify that wireless synchronization is enabled in the tasks, memo, address book, and calendar options.

If your handheld is integrated with an email account using 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 on setting wireless calendar synchronization.

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

How do I handle conflicts between my handheld and mailbox?

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

If you enable wireless PIM synchronization, the information in your desktop email program automatically takes precedence over the data on your handheld when a conflict occurs. If wireless PIM synchronization is not enabled and you make changes to a PIM entry in your desktop email program and on the handheld, the conflicting information on the handheld is replaced by the information in your desktop email program when you enable wireless PIM synchronization again. If you want to manually select how conflicts are handled, synchronize your handheld using the BlackBerry Desktop Software before you enable wireless PIM synchronization.

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

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

If you are not in a sufficient wireless coverage area, your email messages will not be reconciled over the wireless network. See the printed documentation that accompanied your handheld for more information on wireless coverage levels.

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

Can I reconcile with my personal email folders?

Yes. If you are a Microsoft Exchange user and you use personal folders, you can reconcile email messages with personal folders using BlackBerry Desktop Software. If wireless email redirection is enabled on your handheld, you must still use the desktop software to reconcile your email messages with your personal folders. See the *BlackBerry Desktop Software Online Help* for more information.

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

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

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

Browser – frequently asked questions

- Why are there no browsers available on my handheld?
- Can I use the BlackBerry Browser?
- How do I change the browser home page?
- How do I change the type of content that the browser accepts?
- What is the Available Offline check box that appears when I'm adding a bookmark?
- Can I view web pages that contain JavaScript or animated graphics?
- Why did the web page form not submit?
- How do I use the browser queue?
- How do I control when scripts are run on my handheld?
- With multiple browsers on my handheld, how do I connect a browser with a Home screen shortcut key?
- How do I change which browser opens when I click a link in an open email message?
- On my browser home page, when I hold the Escape button, the application closes. Can I change this?
- What options can I set for BlackBerry Browser security?

Why are there no browsers available on my handheld?

Verify that your handheld radio is turned on and that you are in a sufficient wireless coverage area. See the printed documentation that accompanied your handheld for more information on wireless coverage levels.

Can I use the BlackBerry Browser?

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

How do I change the browser home page?

In the browser options, click **Browser Configuration**. In the **Home Page Address** field, change the web page address. Save your changes.

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

In the browser options, click **Browser Configuration**. In the **Content Mode** field, set the type of content that the browser accepts. Save your changes.

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

The **Available Offline** check box enables you to view the web page when you are not connected to the wireless network or when you are outside a wireless coverage area. When you view the web page offline, it displays the information that was current when you created the bookmark. To change this check box, you must create the bookmark again.

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

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

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

Why did the web page form not submit?

Verify that your handheld radio is turned on and that you are in a sufficient wireless coverage area. See the printed documentation that accompanied your handheld for more information on wireless coverage levels.

How do I use the browser queue?

The browser queue lists all of the forms that you submitted when you were not in a sufficient wireless coverage area.

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

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

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

In the browser options, click **General Properties**. Select the **Prompt Before Running WML Scripts** check box. A prompt alerts you before browser scripts are run.

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

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

You can only change this field if you have multiple browsers on your handheld.

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

In the handheld options, click **Browser**. Set the **Default Browser Configuration** field.

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

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

Contacts – frequently asked questions

- How do I add multiple contacts with the same name to my contact list?
- Can I change how my contacts, tasks, or memos display?
- What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?
- Can I clear all the categories that apply to a contact, task, or memo?
- Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?
- How do I know how many contacts, calendar entries, tasks, or memos I have saved?

How do I add multiple contacts with the same name to my contact list?

In the address book options, set the **Allow Duplicate Names** field to **Yes**.

Can I change how my contacts, tasks, or memos display?

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

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

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

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

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

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

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

Yes. In the address book, calendar, tasks, or memo options, set the **Confirm Delete** option to **No**.

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

In the address book, calendar, tasks, or memo options, the **Number of Entries** field displays how many contacts, calendar entries, tasks, or memos are saved.

Calendar – frequently asked questions

- Can I synchronize PIM items over the wireless network?
- Are there any restrictions for using the calendar with Lotus Notes?
- How do I expand the number of hours that are shown in the calendar?
- How do I change the day of the week that 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 handheld calendar?
- How do I know how many contacts, calendar entries, tasks, or memos I have saved?

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

Yes. If you are a Lotus Notes user, you cannot create appointments that span multiple days. Also, you can only edit the **Subject**, **Location**, **Reminder**, and **Notes** fields and the **Mark as Private** check box when editing the series for a recurring appointment or meeting. When editing a recurring meeting that you created, you can also edit the meeting participants.

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

In the calendar options, set the **Start of Day** and **End of Day** fields.

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.

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 the **Alt** key and roll the trackwheel to move vertically between weeks.

In **Agenda** view, roll the trackwheel to move through the appointments. Hold the **Alt** key and roll the trackwheel to move through days.

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

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

Security – frequently asked questions

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

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

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

How do I restore my handheld after clearing it?

If your handheld is integrated with an email account using BlackBerry Enterprise Server version 4.0, contact your system administrator to initiate enterprise activation.

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

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

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

How do I prevent passwords from accidentally being copied to the clipboard?

In the password keeper options, set the **Allow Clipboard Copy** field to **False**.

How do I specify the criteria for randomly generated passwords?

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

Why do additional security features appear in the handheld options?

Additional security features such as **Certificate Servers**, **Certificates**, **Key Stores**, **S/MIME**, or **Memory Cleaning** might be available in the handheld options. 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 prevent passwords from appearing on the screen in the password keeper?

In the password keeper options, set the **Show Password** field to **False**.

Tips

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

Home screen

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

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

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

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

To hide an icon on the Home screen, select an icon. Hold the **Alt** key and click the trackwheel. Click **Hide Icon**.

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 Icon**.

To switch to another application, hold the **Alt** key and press the **Escape** button. Continue to hold the **Alt** key and select an application. Release the **Alt** key to switch to that application.

Searching

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

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

Options and fields

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

To change an option field, hold the **Alt** key. Click a value.

To move to an item in a list or menu, type the first letter of the item.

To clear a field, click the trackwheel. Click **Clear Field**.

Navigating screens

To move the cursor, roll the trackwheel.

To move the cursor in a different direction, hold the **Alt** key and roll the trackwheel.

To exit a screen or dialog box, press the **Escape** button.

To click an icon or menu item, roll the trackwheel to select the item. Click the trackwheel.

To select multiple items or characters, hold the **Shift** key and roll the trackwheel.

To page up or down in a list, hold the **Alt** key and roll the trackwheel.

To move to the top of a screen, press **T**.

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

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

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

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

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

Typing

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

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

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

To type a symbol, press the **Alt** key + the **Space** key. Click a symbol.

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

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

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

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

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

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

Editing text

To select a line of text, press the **Shift** key and roll the trackwheel.

To select text character by character, hold the **Shift** key and roll the trackwheel.

To cut the selected text, press the **Shift** key + the **Delete** key.

To copy the selected text, select the text. Press the **Alt** key and click the trackwheel.

To paste the selected text, press the **Shift** key and click the trackwheel.

Messages

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

To compose a message from the messages list, press **C**.

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

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

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

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

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

To switch between showing and hiding filed messages, press **H**.

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

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

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

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

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

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

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

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

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

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

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

Attachments

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

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

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

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

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

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

Browser

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Calendar

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

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

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

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

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

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

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

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

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

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

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

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

Calculator

To add, press **D**.

To subtract, press **F**.

To multiply, press **X** or **A**.

To divide, press **S**.

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

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

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

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

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

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

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

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

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