

# **BlackBerry Wireless Handheld**

**800/1900 MHz CDMA Network**

**Handheld User Guide**

BlackBerry Wireless Handheld Handheld User Guide  
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# Important safety information

Please read these safety and operation instructions before operating the BlackBerry Wireless Handheld, its docking/charging cradle, or any other BlackBerry Wireless Handheld charging units. Retain these instructions for future use.



**Note:** Refer to "Important safety/compliance information" on page 14 for more information on safety regulations and compliance information for your BlackBerry 6750 Wireless Handheld™.

## ELECTRICAL SAFETY

This handheld (model number R6120CN) is intended for use when supplied with power or charging from the Charging Cradle ASY-04060-001 (ordered as ACC-04746-005) with Power Adapters PWR-04615-000, Travel Charger accessory ASY-05022-001 (ACC-04172-001), Automotive Charger accessory ASY-03939-001 (ACC-04051-001), or any other charging units provided or specifically approved by Research In Motion Limited (RIM) for use with this equipment. Other usage will invalidate any warranty provided with this apparatus and may be dangerous.



**Warning:** Before use, please ensure that the mains voltage is in accordance with the input voltage printed on the power supply. To be operated on mains with a circuit breaker rated 16A max. Protect against beating rain. For indoor use only.

## **Important safety information**

# **ACCESSORIES**

Use only those accessories approved by RIM. The use of any accessories not approved by RIM for use in conjunction with the handheld will invalidate any approval or warranty applicable to the handheld and may be dangerous.

# **DRIVING**

Check the laws and regulations on the use of wireless devices in the areas where you drive. Always obey them. The use of any alert device to operate a vehicle's lights or horn on public roads is not permitted.

Avoid using the handheld in any environment requiring your full attention, such as when driving a vehicle. If you need to use your handheld while driving, have a passenger in the vehicle use the handheld for you, or find a safe location to halt your vehicle prior to using the handheld. Do not use any charging unit as a means of storing your handheld while in a vehicle.

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

## **For Vehicles Equipped With An Air Bag**

An air bag inflates with great force. DO NOT place objects, including both installed or portable wireless equipment, such as the BlackBerry Wireless Handheld, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

# **ELECTRONIC DEVICES**

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless handheld.

## **Pacemakers**

Consult a physician or the manufacturer of your pacemaker if you have any questions regarding the effect of RF signals on your pacemaker. If you have a pacemaker, ensure that you are using the handheld in accordance with the safety requirements associated with your particular pacemaker, which may include the following:

- Always keep the handheld more than 20 cm (approximately eight inches) from the pacemaker when the handheld is turned ON;
- Do not carry the handheld in a breast pocket;
- If the handheld has a voice option, use the ear opposite the pacemaker for making and receiving calls to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn your handheld OFF immediately.

## **Hearing Aids**

Some digital wireless devices may interfere with some hearing aids. In the event of such interference, consult your service provider or contact the manufacturer of your hearing aid to discuss alternatives.

## **Other Medical Devices**

If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your handheld OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

## **Posted Facilities**

Turn your handheld OFF in any facility where posted notices so require.

## **BLASTING AREAS**

To avoid interfering with blasting operations, turn the wireless feature of your handheld OFF when in a “blasting area” or in areas posted: “Turn off two-way radio”. Obey all signs and instructions.

## Important safety information

# POTENTIALLY EXPLOSIVE ATMOSPHERES

Turn your handheld OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include fueling areas such as gasoline/petrol stations; below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

## ADDITIONAL SAFETY GUIDELINES

**Battery:** Discard the handheld properly. As the unit contains a lithium-ion battery, neither the handheld nor the lithium battery should be disposed of in fire.

Dispose of the lithium battery in accordance with the laws and regulations in your area governing disposal of such cell types. To recharge the battery, use approved battery chargers only. Keep the battery away from children.



**Warning:** The battery may present a fire or chemical burn hazard if mistreated. Do not disassemble, crush, puncture, or heat the battery above 60 degrees Celsius. Do not allow metal objects to contact the battery terminals. Use only the battery that Research In Motion specifies for use with your BlackBerry 6750 Wireless Handheld. The use of another battery may present a risk of fire or explosion.

**Power source:** The charging unit and any other charging units should be operated only from the type of power source indicated on the marking label and are intended for indoor use only. Do not use the travel charger or any other charging units outside or in any area exposed to the elements. Refer to the operating instructions in this manual for more information on the battery and power supply.

Do not overload wall outlets, extension cords, or integral convenience receptacles as this may result in a risk of fire or electric shock. To reduce the risk of damage to the cord or the plug, pull the plug rather than the cord when you disconnect the apparatus from the wall outlet or convenience receptacle.

**Liquids and foreign objects:** Never push objects of any kind into the BlackBerry Wireless Handheld or any accessories through openings as they may short-out parts and this may result in a fire or electric shock. Do not use the handheld or any accessories near water (for example near a bathtub, or a sink, in a wet

basement, near a swimming pool, etc.). Never spill liquid of any kind on the handheld or any accessories. Unplug the charging unit from the wall before cleaning.

**Stability:** Do not place the handheld, charging unit, or any accessories on any unstable surface, such as a cart, stand, tripod, bracket, or table. It may fall, thereby potentially causing serious injury to a child or adult, and/or serious damage to the handheld, charging unit, or any accessories. Take care when using the handheld with any charging units to place the charging unit in a secure and stable spot and route the power cord in a way that reduces the risk of injury to others, such as by tripping or choking.

**Care:** Do not use liquid or aerosol cleaners or solvents. Clean only with a dry cloth.

**High heat:** The handheld and any accessories should be situated away from any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

**Power Cord:** Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus. Unplug this apparatus during lightning storms or when unused for long periods of time.

**Service:** Unplug the charging unit from the wall and refer the handheld, charging unit, and any accessories for service to qualified service personnel if:

- the power supply cord, plug, or connector to the handheld is damaged
- liquid has been spilled or objects have fallen into the handheld, charging unit, or any electrical accessories
- the handheld, charging unit or accessory has been exposed to rain or water
- the handheld, charging unit, or accessory becomes very hot to the touch
- the handheld, charging unit or accessory has been dropped or damaged in any way
- the handheld, charging unit or accessory does not operate normally by following the instructions contained in this guide
- the handheld, charging unit or accessory exhibits a distinct change in performance.

All servicing should be undertaken by qualified service personnel.

## Important safety information

Do not attempt to disassemble the handheld, charging unit, or any accessories.



**Warning:** To reduce the risk of fire or electric shock, do not expose this apparatus or any accessories to rain or moisture. Adjust only those controls that are covered in this manual. An improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the handheld or charging unit to its normal operation.

Failure to observe all safety instructions contained in this guide will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.

## Important safety/compliance information

### For BlackBerry 6750 Wireless Handheld users

## EXPOSURE TO RADIO FREQUENCY SIGNALS

Your wireless handheld portable device is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. Your wireless handheld complies with U.S. Federal Communications Commission (FCC) and Industry Canada (IC) guidelines respecting safety levels of RF exposure for handheld wireless devices, which in turn are consistent with the following safety standards previously set by Canadian, U.S., and international standards bodies:

- ANSI/IEEE C95.1-1999, IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz
- National Council on Radiation Protection and Measurements (NCRP) Report 86, -1986, Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields
- Health Canada, Safety Code 6, 1999, Limits of Human Exposure to Radio Frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)

## **Important safety/compliance information**

To maintain compliance with FCC and IC RF exposure guidelines, use only the RIM supplied or approved accessories intended for use with your BlackBerry 6750 Wireless Handheld. The RIM handheld is designed to be carried in an approved holster when carried on your body. When carrying the BlackBerry Wireless Handheld while switched on, use the specific RIM holster that has been tested for compliance. Use of accessories that are not approved by RIM for use in conjunction with your handheld may violate FCC and IC RF exposure guidelines and may void your warranty.

## **SPECIFIC ABSORPTION RATE DATA**

### **THIS MODEL WIRELESS HANDHELD MEETS GOVERNMENT REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.**

Your wireless handheld is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and Industry Canada of the Canadian Government (IC). These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile handhelds employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC/IC is 1.6W/kg.\* Tests for SAR are conducted using standard operating positions specified by the FCC/IC with the handheld transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the handheld while operating can be well below the maximum value. This is because the handheld is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a wireless handheld model is available for sale to the public, it must be tested and certified to the FCC/IC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC/IC for each model. The highest SAR value for this model handheld when tested for use at the ear is 1.46 W/kg and when worn on the body, as described in this user guide, is 0.61 W/kg. (Body-worn measurements differ among wireless

## Important safety information

handheld and phone models, depending upon available accessories and FCC/IC requirements). While there may be differences between the SAR levels of various wireless devices and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model handheld with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handheld is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching on FCC ID L6AR6120CN.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) web-site at <http://www.wow-com.com>.

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\* In the United States and Canada, the SAR limit for mobile handhelds used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles and feet). The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

The long-term characteristics or the possible physiological effects of Radio Frequency Electromagnetic fields have not been evaluated by Underwriters Laboratories Inc (UL).

## ANTENNA CARE

Use only the supplied integral antenna. Unauthorized antenna, modifications, or attachments could damage the handheld and may violate FCC regulations.

## EFFICIENT USE

Even though this handheld demonstrates compliance with FCC RF exposure requirements, RIM recommends minimizing contact with the left side of the BlackBerry 6750 Wireless Handheld where the transmit antenna is located. Minimizing contact to this area will also improve call quality, and reduce transmit power, effectively conserving battery life.



## AIRCRAFT SAFETY

Federal Aviation Administration (FAA)/FCC regulations prohibit using the radio of your handheld while in the air. Switch the radio of your handheld OFF before boarding an aircraft. The effect of the use of your handheld's radio in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, may otherwise be dangerous to the operation of the aircraft, and may be illegal. All other applications of your handheld may be used in accordance with airline regulations for electronic devices.

## FCC compliance statement (USA)

### *FCC Class B Part 15*

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.



**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instructions, may cause interference harmful to radio communications.

There is no guarantee, however, that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

### **Important safety information**

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## **Industry Canada Certification**

This device complies with Industry Canada RSS 133, under certification number 2503A-R6120CN.

## **Class B compliance**

This device complies with the Class B limits for radio noise emissions as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of Industry Canada.

# About this guide

This guide provides information and procedures for using the applications on your handheld.

## Audience

This guide is for new handheld users who require help using handheld applications and for experienced users who want to learn more about the handheld applications, including time-saving tips and tricks.

Before you use this guide, complete the procedures in the “Getting Started” chapter of the printed *Getting Started Guide*. You should be able to send and read a test email message.

## Conventions

This guide uses the following conventions to describe information about your handheld:

**Integration with new or ISP email account**

Information that appears in this format, prefaced by **Integration with new or ISP email account**, pertains to handhelds that are configured for these integration options. You can use the features that are described in the sections that are marked with this note if you have integrated your handheld with an email account using the BlackBerry Web Client.

## About this guide

### Integration with enterprise email account

Information that appears in this format, prefaced by **Integration with enterprise email account**, pertains to handhelds that are configured for this integration option. You can use the features that are described in the sections that are marked with this note if you have integrated your handheld with your enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector.

### Microsoft Exchange

Information that appears in this format, prefaced by **Microsoft Exchange**, pertains to handhelds that are set up with a Microsoft® Exchange enterprise email account. You have a Microsoft Exchange email account if Microsoft Outlook® is your email client and if, in Outlook, on the **Tools** menu, you click **Services**, the dialog box lists **Microsoft Exchange Server** as a service.

### Lotus Domino

Information that appears in this format, prefaced by **Lotus Domino**, pertains to handhelds that are set up with a Lotus® Domino™ email account. You have a Lotus Domino email account if you use Lotus Notes® as your email client.



**Note:** Notes contain important information on the associated topic.



**Tip:** Tips provide optional or time-saving information on the associated topic.



**Warning:** Warnings advise you that failure to take or avoid a specific action can result in data loss or physical damage to you or your handheld.

Your handheld has four font size options: 8, 10, 12 and 15-point. The illustrations in this guide show the 10-point font size option and depict your handheld's menu items as they would appear if you integrated the desktop software with an enterprise email account.

Depending on your service provider or network operator's plan, some applications might not be available on your handheld. In addition, the configuration for your browser application might be different. This guide assumes that you have the ability to use all the handheld applications.

You can set the locale and the date and time format on your handheld. The date and time can be set to a 12-hour or 24-hour clock and the handheld status section of the screen reflects the format that you select. The illustrations in this guide use the 12-hour clock and the **english (United States)** locale.

## Related documents

This *Handheld User Guide* is the correct guide for you if you have set up your handheld using the *Getting Started Guide*. This guide provides complete information on your handheld keys and provides procedures for using your handheld applications.

Additional documentation is available for your BlackBerry Wireless Handheld:

- *Getting Started Guide* — This printed guide contains installation and setup information for your handheld.
- *Quick Reference Card* — This card provides shortcuts and tips for using your handheld.
- *Desktop Software Online Help* — Each tool in the desktop software offers online Help. To view procedures and information that relate to the desktop software tools, in any active window, click **Help**.
- `README.txt` — This text file contains information about the features of this software release. You can read this file at the end of the desktop software installation. To read the file at a later time, open it from the directory in which you installed the desktop software.
- *BlackBerry Web Client Online Help* — If you integrated your handheld with an email account using the BlackBerry Web Client, you can configure your email settings in the BlackBerry Web Client. For information on configuring and using the web client, in any web client window, click **Help**.

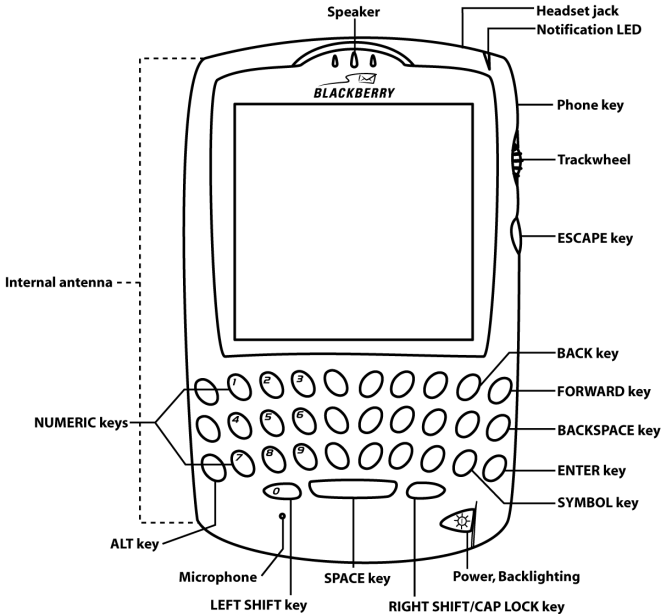
## About this guide

# ***Chapter 1*** **Getting to know your handheld**

This section provides information on the following topics:

- Using the keyboard and trackwheel
- Activating backlighting
- Navigating applications
- Configuring handheld options
- Tips for using your handheld

## Getting to know your handheld






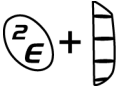

**BlackBerry 6750 Wireless Handheld**

## Using the keyboard and trackwheel

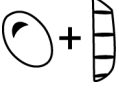
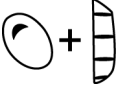
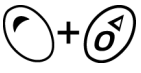
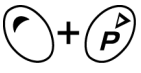


Your handheld keyboard provides access to the alphabetic characters. The keyboard also features ten special keys: the **Symbol** key to access a symbols library, the **Backspace** key, the **Enter** key, the **Space** key, two **Shift** keys, the **Alt** key, the **Escape** button, a **Phone** button, and the **Power** button. You can use the **Power** button to activate backlighting and you can generate numbers, punctuation marks, and special characters by pressing the **Alt** key in combination with the alphabetic keys. The trackwheel helps you navigate, view, and select items on each screen. To scroll through menu items or text, hold the **Alt** key and roll the trackwheel or hold the **Alt** key and press the **Back** or **Forward** keys. To select applications and menu options, click (press) the trackwheel.

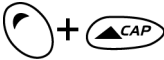
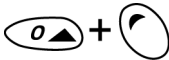
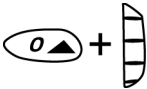


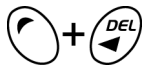
The following table describes special keyboard and trackwheel combinations that can help you navigate applications, type text, and configure options on your handheld.






Key	Function
 <p><b>Power button</b></p>	<p><b>Turning on and turning off the power; activating backlighting</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Power</b> button to turn on the handheld.</li> <li>• When your handheld is on, press the <b>Power</b> button to activate backlighting. Press it again to turn off backlighting. Backlighting turns off automatically if you do not press any keys or roll the trackwheel for twenty seconds.</li> <li>• Hold the <b>Power</b> button to turn off the handheld.</li> </ul>
 <p><b>Trackwheel</b></p>	<p><b>Scrolling and selecting</b></p> <ul style="list-style-type: none"> <li>• Roll the trackwheel to scroll through text lines, fields, and menu items.</li> <li>• Click the trackwheel to open menus and select options.</li> </ul>
 <p><b>Phone button</b></p>	<p><b>Opening the Phone application; muting phone calls</b></p> <ul style="list-style-type: none"> <li>• If you are not connected to a phone call, press the <b>Phone</b> button to open the Phone application.</li> <li>• If you are connected to a phone call and the Active Call screen is displayed, press the <b>Phone</b> button to mute the call. Press the <b>Phone</b> button again to turn off the mute feature.</li> <li>• If you are connected to a phone call while using one of the other applications on your handheld, press the <b>Phone</b> button to return to the Active Call screen.</li> </ul>
 <p>Character + roll</p>	<p><b>Typing special characters</b></p> <ul style="list-style-type: none"> <li>• When you are composing a message or typing text, hold a letter and roll the trackwheel to scroll through other characters. When the desired character, symbol, or mark appears, release the letter.</li> </ul>
 <p><b>Alt key</b></p>	<p><b>Typing Alt characters; viewing field options</b></p> <ul style="list-style-type: none"> <li>• The <b>Alt</b> key activates the numbers and symbols that are above the letters printed on the keys.</li> <li>• Press the <b>Alt</b> key to affect the next character that you type.</li> <li>• Hold the <b>Alt</b> key to affect all the characters that you type.</li> <li>• With the cursor in an option field, press the <b>Alt</b> key to view a list of available options.</li> </ul> <p>An A icon appears in the upper right corner of your screen when the <b>Alt</b> key is activated.</p>

## Getting to know your handheld

Key	Function
 <p>Alt key + roll</p>	<p><b>Scrolling horizontally and vertically; changing options</b></p> <ul style="list-style-type: none"> <li>• Hold the <b>Alt</b> key and roll the trackwheel to move the cursor horizontally across lines.</li> <li>• Hold the <b>Alt</b> key and roll the trackwheel to scroll through field options.</li> <li>• On the Home screen, hold the <b>Alt</b> key and roll the trackwheel to move the cursor vertically.</li> </ul>
 <p>Alt key + click</p>	<p><b>Selecting text for cut, copy, and paste; hiding and moving icons on the Home screen</b></p> <ul style="list-style-type: none"> <li>• On any screen on which you can type text, hold the <b>Alt</b> key and click the trackwheel to enter selection mode. Roll the trackwheel to select the text.</li> <li>• In selection mode, press the <b>Alt</b> key and click the trackwheel to copy the selected text.</li> <li>• In selection mode, press a <b>Shift</b> key and the <b>Backspace</b> key to cut the selected text.</li> <li>• In selection mode, press a <b>Shift</b> key and click the trackwheel to paste the selected text.</li> <li>• On the Home screen, hold the <b>Alt</b> key and click the trackwheel to view the menu. Click <b>Move Icon</b> or <b>Hide Icon</b>.</li> </ul>
 <p>Alt key + Back key</p>	<p><b>Scrolling horizontally</b></p> <ul style="list-style-type: none"> <li>• Hold the <b>Alt</b> key and press the <b>Back</b> key to move the cursor horizontally across lines.</li> <li>• In the Calendar application, hold the <b>Alt</b> key and press the <b>Back</b> key to move to the previous day, week, or month.</li> </ul>
 <p>Alt key + Forward key</p>	<p><b>Scrolling horizontally</b></p> <ul style="list-style-type: none"> <li>• Hold the <b>Alt</b> key and press the <b>Forward</b> key to move the cursor horizontally across lines.</li> <li>• In the Calendar application, hold the <b>Alt</b> key and press the <b>Forward</b> key to move to the next day, week or month.</li> </ul>
 <p>Left Shift key</p>  <p>Right Shift key</p>	<p><b>Capitalizing letters</b></p> <ul style="list-style-type: none"> <li>• Press either <b>Shift</b> key to capitalize the next character that you type.</li> <li>• Hold either <b>Shift</b> key while you type to capitalize all letters.</li> <li>• Hold a letter to capitalize it. This feature only works when, on the Screen/Keyboard screen, the <b>Key Rate</b> field is set to <b>Slow</b> or <b>Fast</b>.</li> </ul> <p>An up arrow icon appears in the upper right corner of your screen when a <b>Shift</b> key is active.</p>

Key	Function
 <p><b>Alt key + Right Shift key (CAP)</b></p>	<p><b>Activating CAP-lock</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Alt</b> key and the <b>Right Shift</b> key (<b>CAP</b>) to activate capital letter-lock mode. Any key that you press is capitalized.</li> <li>• Press either <b>Shift</b> key again to return to regular mode.</li> <li>• Press the <b>Alt</b> key and the <b>Right Shift</b> key (<b>CAP</b>) when you are connected to a phone call to activate CAP-lock mode. Any key that you press inserts the associated character. Press the <b>Right Shift</b> key (<b>CAP</b>) again to return to regular mode.</li> </ul> <p>An up arrow icon appears in the upper right corner of your screen when CAP-lock mode is activated.</p>
 <p><b>Left Shift key + Alt key</b></p>	<p><b>Activating NUM-lock</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Left Shift</b> key and the <b>Alt</b> key to activate number-lock mode. Press a key to insert the character that appears above the primary letter.</li> <li>• Press the <b>Alt</b> key again to return to regular mode.</li> </ul> <p>An <b>N</b> icon appears in the upper right corner of your screen when NUM-lock mode is activated.</p>
 <p><b>Shift key + roll</b></p>	<p><b>Selecting multiple items from a list</b></p> <ul style="list-style-type: none"> <li>• Hold either <b>Shift</b> key and roll the trackwheel to select multiple items from a list.</li> </ul>
 <p><b>Enter key</b></p>	<p><b>Inserting carriage returns; choosing selected items</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Enter</b> key to move your cursor to a new line.</li> <li>• Press the <b>Enter</b> key to choose a selected item.</li> </ul>
 <p><b>Backspace key</b></p>	<p><b>Deleting characters</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Backspace</b> key to move the cursor backward and to delete characters to the left of the cursor.</li> <li>• With one or more characters selected, press the <b>Backspace</b> key to delete only those characters.</li> </ul>
 <p><b>Alt key + Backspace key</b></p>	<p><b>Deleting characters</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Alt</b> key and the <b>Backspace</b> key to erase the selected character.</li> <li>• Continue pressing the <b>Alt</b> key and the <b>Backspace</b> key to erase characters to the right of the cursor.</li> </ul>

## Getting to know your handheld

Key	Function
 <b>Escape</b> button (under trackwheel)	<b>Exiting screens or menus; ending phone calls</b> <ul style="list-style-type: none"><li>• Press the <b>Escape</b> button to close a menu or cancel an action.</li><li>• Press the <b>Escape</b> button to return to the Home screen.</li><li>• Press the <b>Escape</b> button in the browser application to return to the previous web page.</li><li>• Press the <b>Escape</b> button on the Active Call screen to end a phone call.</li></ul>
 <b>Space</b> key	<b>Inserting a space; scrolling through field options; placing a phone call quickly</b> <ul style="list-style-type: none"><li>• Press the <b>Space</b> key to insert a space between characters while you type.</li><li>• Press the <b>Space</b> key to insert the at sign (@) and periods in <b>Email</b> fields.</li><li>• Press the <b>Space</b> key to scroll through field options.</li><li>• Press the <b>Space</b> key in the Phone application to quickly type a phone number.</li></ul>
 <b>Symbol</b> key	<b>Opening the symbols library for extra characters</b> <ul style="list-style-type: none"><li>• Press the <b>Symbol</b> key to open a symbols library, from which you can insert symbols. In this dialog box, select a symbol by clicking the trackwheel, or by pressing the letter under the desired symbol.</li></ul>

## Activating backlighting

In low light conditions, you can increase readability of the LCD screen and keyboard by using the backlighting feature.

To activate backlighting, press the **Power** button. If you do not press any keys or use the trackwheel for twenty seconds, the backlighting turns off automatically.

The handheld backlighting turns on automatically when you receive a phone call, when you press the **Phone** button, and in the Phone application, when you press the **Space** key to place a call quickly.

To turn off the backlighting manually, press the **Power** button.

# Navigating applications

The LCD screen provides access to your handheld applications. When you turn on your handheld, the Home screen appears. The handheld status section at the top of the screen might display various handheld status information, including the date and time, the wireless coverage indicator, and the battery power indicator. The handheld status section also appears on the Messages, Saved Messages, Search Results, Alarm, and Phone screens.

## To open applications

The application icons appear on the Home screen. To open an application, select its icon and click the trackwheel. You can also press the **Enter** key to open a selected application.

You can also press the underlined character in an application name to open the application. To use shortcut keys, in the Phone application, on the General Options screen, the **Dial from Home Screen** field must be set to **No**. Refer to "Setting general phone options" on page 143 for more information.



Home screen - Messages icon

## To navigate menus

Menus provide a list of available options or actions for the current application. To open an application menu, click the trackwheel. The menu appears on the right side of the screen and covers approximately half of the LCD screen's width.

## Getting to know your handheld

Find: _	Hide Menu
Amy Krul	Lookup
Andrea Busch	New Address
Scott Tooke	New Group
Tanya Smirle	View
	Edit
	Delete
	Email Scott Tooke
	PIN Scott Tooke
	Call Scott Tooke
	SMS Scott Tooke
	Options
	Close

Find screen menu - View item

To select a menu item, use the trackwheel to scroll to the item, and then click the trackwheel. To close the menu, press the **Escape** button.

## To scroll through options

There are four ways to change the configurable options on your handheld. These alternatives apply to all screens on which you can change settings, such as the Date/Time, New Appointment, or Alarm screens.

- **Menu:** With the cursor in an option field, click the trackwheel to view the menu. Click **Change Option**. A drop-down list appears from which you can select your option. When you set the field to your preference, click the trackwheel.
- **The Alt key + roll:** Press the **Alt** key. A drop-down list appears from which you can select your option. When you set the field to your preference, click the trackwheel.
- **Keyboard:** Press the letter or number that represents your choice. For example, if you are in a time field, press the first number of the hour that you want to specify.
- **The Space key:** Press the **Space** key until the preferred option appears. This guide uses the **Space** key method to describe how to set field options.

## To use links

When you receive a message, your handheld recognizes phone numbers, personal identification numbers (PINs), web site addresses, and email addresses in the body of the message and converts them into links. When you select an underlined link and click the trackwheel to view the menu, you can choose to dial the phone number, browse the web site, or send an email, PIN, or short message service (SMS) message to your contact, based on the link that you select.



**Note:** Depending on your service provider's plan, you might not be able to open web sites using links in your email messages. Contact your service provider or network operator for more information.





## Handheld icons

Icons indicate wireless network coverage, battery power, and handheld status, and denote application screens.











### Application icons








**Note:** Depending on your service provider's plan, some applications might not be available on your handheld. As a result, some of the following icons might not appear on the screen. Contact your service provider or network operator for more information on available services.

Icon	Description
 <b>Messages</b>	Receive, read, reply to, compose, save, and delete email, PIN, and SMS messages. Open and view phone call logs.
 <b>Saved Messages</b>	Store messages for future viewing.
 <b>Search Messages</b>	Locate messages with the Search Messages application.
 <b>Compose</b>	Type and send email, PIN, and SMS messages.







## Getting to know your handheld

Icon	Description
 <b>Phone</b>	Place and mute phone calls and put phone calls on hold. Use call notes and initiate 3-way calls.
 <b>Address Book</b>	Store your personal directory of contact information, such as addresses, phone numbers, fax numbers, and email addresses.
 <b>Calendar</b>	Maintain appointments using Day, Agenda, Week, or Month view. Enable wireless calendar synchronization.
 <b>Tasks</b>	Add, edit, and delete tasks, and mark tasks as complete.
 <b>MemoPad</b>	Compose, edit, and delete notes and memos.
 <b>Calculator</b>	Perform mathematical operations and measurement conversions.
 <b>Alarm</b>	Set your handheld Alarm to sound at a specific time every day or only on weekdays.
 <b>WAP Browser</b>	Browse web pages, and view web page addresses using your service provider or network operator's gateway. Save web pages and set browser options.
 <b>BlackBerry Browser</b>	Browse web pages, and view web page addresses securely using your corporate Mobile Data Service (MDS). Save web pages and set browser options.
 <b>Profiles</b>	Customize how the handheld notifies you of messages, saved web pages, phone calls, appointments, and alarms.









Icon	Description
 <b>Options</b>	Set the password, customize AutoText, set the date and time, and program the automatic on/off feature.
 <b>Keyboard Lock</b>	Lock your keyboard to prevent accidentally typing characters.
 <b>Lock</b>	Lock the handheld with a password so that only you can use it. The <b>Keyboard Lock</b> icon changes to the <b>Lock</b> icon after you set a password.
 <b>Turn Wireless On / Turn Wireless Off</b>	Turn off the handheld radio when you prefer not to receive messages, or when it might interfere with other radio communications, such as when you are on an airplane. You cannot send or receive messages, place or answer phone calls (except for placing calls to recognized emergency numbers), or browse web pages until you turn on the radio again.
 <b>Turn Power Off</b>	Turn off the handheld when you want to conserve battery power. All queued messages are delivered to your handheld after you turn it on again or when the handheld turns itself on using the Auto On/Off feature  Selecting <b>Turn Power Off</b> does not guarantee that the handheld radio will remain off. Use the <b>Turn Wireless Off</b> option to control the radio when it might interfere with other radio communications.



## Handheld status icons

Icon	Description
	wireless coverage indicator
	data is being sent
	data is being received
	<b>Alt</b> mode is active
	<b>Shift</b> mode is active; <b>CAP-lock</b> mode is active
	<b>NUM-lock</b> mode is active






## Getting to know your handheld

Icon	Description
	unread message is waiting
 	roaming indicator If the roaming indicator appears below the wireless coverage indicator, and in the Options application, on the Network screen, you set the <b>Scan Mode</b> field to <b>Automatic</b> , you are roaming into another wireless network coverage area that is not part of your home network; contact your service provider or network operator for more information.
TTY	text telephone (TTY) is enabled
	Alarm is set
	new voice mail message is waiting If you have voice mail enabled on your handheld, this icon appears when a new voice mail message is waiting
	voice privacy is active If you have voice privacy while you are connected to a phone call, this icon appears in the handheld status section of the screen, and beside the call timer on the Active Call screen.

## Battery status icons




Icon	Description
	battery power indicator
	charging indicator

## Network status icons

Icon	Description
	<p>You can send and receive email, PIN, and SMS messages. You can also place and answer phone calls and browse web pages.</p>
	<p>You can send and receive SMS messages, and place and answer phone calls. You cannot send or receive email or PIN messages or browse web pages.</p> <p>This icon appears if one of the following actions occurs:</p> <ul style="list-style-type: none"> <li>• You are roaming in another wireless network's coverage area that is not part of your home network, or</li> <li>• You are roaming in another wireless network which does not have a data roaming agreement with your service provider, or</li> <li>• Your home network has restricted resources for packet data sessions</li> </ul> <p>Contact your service provider for more information.</p>
	<p>You can send and receive SMS messages. You can also place and answer phone calls, but you cannot send or receive email or PIN messages or browse web pages.</p>
	<p>You are currently within an area of wireless coverage. This icon indicates the strength of that coverage.</p>
	<p>Your handheld is not in an area of wireless coverage. You cannot send or receive email, SMS, or PIN messages, place or answer phone calls, or browse web pages. Any pending messages are sent after you return to an area of wireless coverage.</p> <p>You can continue to use the other applications on your handheld and you can place phone calls to emergency numbers. However, under rare circumstances, you might not be able to place emergency phone calls due to network issues or insufficient wireless coverage.</p>

## Getting to know your handheld

### Navigational icons

Icon	Description
	cursor position
	more items are available above; scroll up to view them
	more items are available below; scroll down to view them

## Configuring handheld options

After you are familiar with your handheld, you should configure some of its basic options. Refer to "Options" on page 221 for more information on selecting notification profiles and setting the Auto On/Off feature.

## Tips for using your handheld

- Press the first letter of an item in an options list or menu to move directly to that item.
- Press the **Space** key twice to insert a period when you are typing text (the letter that follows the period is capitalized automatically).
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the To or Find screens.
- Press and hold a letter to capitalize it (you must have **Key Rate** enabled).
- Press the **Escape** button to exit any menu, dialog box, or screen and to return to the active application. On the main screen of any application, press the **Escape** button to return to the Home screen.
- On the Active Call screen, press the **Escape** button to end the call.












# *Chapter 2*

# Email and PIN messages

This section provides information on the following topics:

- Message icons
- Sending email and PIN messages
- Setting message options
- Inserting symbols
- Formatting your messages
- Using cut, copy, and paste
- Using the Find feature
- Adding attachments to messages
- Customizing the auto signature
- Receiving delivery confirmation
- Reading email or PIN messages
- Receiving long email messages
- Managing attachments
- Tips for email and PIN messages

## Message icons

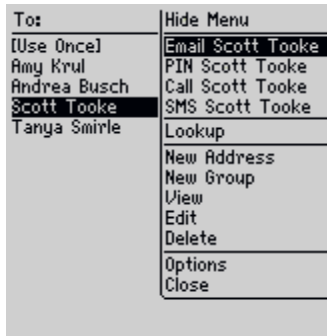
Icon	Description
	message is being sent
	message is pending (will be sent later)
	message was sent to the network
	PIN message was delivered to the recipient's handheld
	draft of email or PIN message is saved (not sent)
	unread message transmission error
	message returned, message transmission error
	unopened message
	opened message
	email message is filed You can only file email messages if you integrated your handheld with an enterprise email account.
	high importance

## Sending email and PIN messages

After you activate your handheld, you can send and receive email and PIN messages.

### To send an email message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact for whom you have saved an email address.
3. Click the trackwheel to view the menu, and then click **Email**.



To screen menu - Email item



**Note:** If you are sending an email message to a contact with multiple email addresses, you are prompted to select which address to use.

4. In the **Subject** field, type a subject and press the **Enter** key. Type your message.
5. After your message is complete, click the trackwheel to view the menu, and then click **Send**. You return to the Messages screen.

If you are in an area of wireless coverage that is sufficient for sending email messages, a check mark appears beside the message within a short period of time. This icon indicates that your message was transmitted successfully. You can send email messages if **1X** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen.

If you are not in an area of sufficient wireless coverage, you do not need to cancel sending your email or PIN message. Your handheld sends the message automatically when you return to an area with sufficient wireless coverage.

Refer to "Message icons" on page 38 for more information on the icons that appear on the Messages screen.

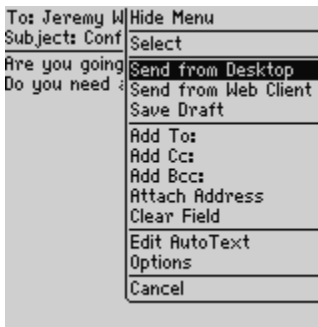
## To send an email message from a specific service book

If you are using your handheld with multiple service books, you can select the account from which you want to send messages.

1. On the Home screen, click the **Compose** icon. The To screen appears.

## Email and PIN messages

2. Select a contact and click the trackwheel to view the menu. Click **Email**.
3. In the **Subject** field, type a subject and press the **Enter** key. Type your message.
4. After your message is complete, click the trackwheel to view the menu. Select one of the following actions:
  - To send your message from your enterprise email account, click **Send from Desktop**.
  - To send your message from your email account using the BlackBerry Web Client, click **Send from Web Client**.



### Composing message menu - Send from Desktop item

You return to the Messages screen. The message is sent from the service book that you select. Your default service book appears as the first item on the menu.



**Note:** If you are replying to or forwarding a message, you cannot select the service book from which you want to send the message. The reply or forwarded message must be sent through the same service book as the original message.

You can set your default service book on the Message Services screen. On the Home screen, click the **Options** icon. The Options screen appears. Click **Message Services**. Refer to "Message Services" on page 238 for more information.



## To send a PIN message

A personal identification number (PIN) is a number that is used to identify each handheld on the network. If you know the PIN of another person's handheld, you can add it to your Address Book and use it to send a PIN message directly to that person.



**Note:** PIN messages are not routed through your existing email system. They do not appear in your desktop email program.

In the Options application, check the Status screen to locate the PIN for your handheld.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact for whom you have saved a PIN. Click the trackwheel to view the menu, and then click **PIN**.

To:	Hide Menu
(Use Once)	Email Scott Tooke
Amy Krul	<b>PIN Scott Tooke</b>
Andrea Busch	Call Scott Tooke
<b>Scott Tooke</b>	SMS Scott Tooke
Tanya Smirle	Lookup
	New Address
	New Group
	View
	Edit
	Delete
	Options
	Close

To screen menu - PIN item

3. In the **Subject** field, type a subject and press the **Enter** key. Type your message.
4. After your message is complete, click the trackwheel to view the menu, and then click **Send**. You return to the Messages screen.

If you are in an area of wireless coverage that is sufficient for sending PIN messages, a check mark appears beside the message within a short period of time. This icon indicates that your message was transmitted successfully. You can send PIN messages if **1X** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen.

A **D** appears with the check mark when the PIN message is delivered to your contact's handheld.

## Email and PIN messages

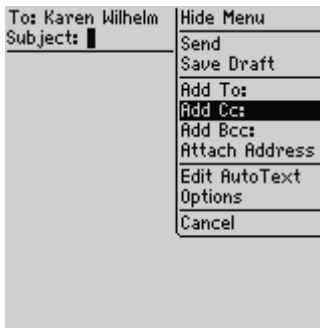
If you are not in an area of sufficient wireless coverage, you do not need to cancel sending your email or PIN message. Your handheld sends the message automatically when you return to an area with sufficient wireless coverage.

Refer to "Message icons" on page 38 for more information on the icons that appear on the Messages screen.

## To send a message to several contacts at one time

You can send a message to more than one recipient and choose whether the recipients are addressed directly (To), carbon copied (CCed), or blind carbon copied (BCCed).

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click a send method (email or PIN). For this example, click **Email**.
3. While you are composing the message, click the trackwheel to view the menu. Click either **Add To**, **Add Cc**, or **Add Bcc**. For this example, click **Add Cc**. The Select Address screen appears, listing your contacts.



To screen menu - Add Cc item

4. Select a name. Click the trackwheel to view the menu, and then click **Email**. Continue to add names until all desired recipients are added to the message.



**Tip:** You can also type the first letters of your contact's name to perform a search and then select the name.

5. In the **Subject** field, type a subject and press the **Enter** key. Type your message.

- After your message is complete, click the trackwheel to view the menu, and then click **Send**.

Your message is sent, addressed as you have specified.



**Note:** By default, the send method that was selected for the first recipient is used for all recipients.

If you are sending a message to more than one PIN, the check mark changes to a **D** when the message has been delivered to all the recipients' handhelds.

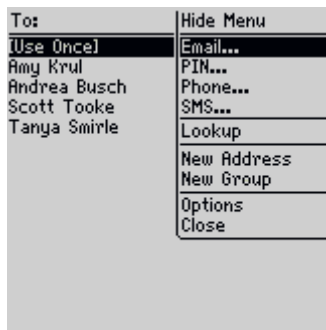
## To send a message to a 1-time recipient

You can send a message without adding the recipient to your Address Book, by selecting the **[Use Once]** option.



**Note:** By following this procedure, the recipient's address information is NOT added to your Address Book.

- On the Home screen, click the **Compose** icon. The To screen appears.
- Select **[Use Once]** and click the trackwheel to view the menu. Click a send method (email or PIN). For this example, click **Email**. The One Time Email screen appears.



**To screen menu - Email item**

- Type your contact's email address. Click the trackwheel to view the menu, and then click **Continue**.
- Type a subject in the **Subject** field and press the **Enter** key. Type your message.
- After your message is complete, click the trackwheel to view the menu, and then click **Send**.

## Email and PIN messages

You return to the Messages screen, and you can view the status of your sent message.

## To send email messages using links

Your handheld recognizes email addresses in the body of messages and converts them into links. You can select an underlined link and use it to send a message.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received message that contains a link. Click the trackwheel to view the menu, and then click **Open**.
3. Select the link for the email address to which you want to send a message. Click the trackwheel to view the menu, and then click **Email**.
4. Type a subject in the **Subject** field and press the **Enter** key. Type your message.
5. After your message is complete, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen, and you can view the status of your sent message.



**Note:** Links can also appear in the other handheld applications. You can send messages from any of those applications by following the procedure described above.

## Setting message options

You can change the settings for all email or PIN messages or for only the message that you are currently composing.

## To set message options

You can customize the following message options for all messages.

- **Display Time:** Select whether you want the Messages screen to display the time that the message was sent or received. By default, this option is set to **Yes**.
- **Display Name:** Select whether you want the Messages screen to display the name of the sender or the recipient. By default, this option is set to **Yes**.

- **Confirm Delete:** Select whether you want to be prompted before messages are deleted permanently. By default, this option is set to **Yes**.

**Integration with enterprise email account** If you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector, you can also set the **Hide Filed Messages** field. Select whether you want the Messages screen to display filed email messages.

- **Consider PIN Level 1:** Select whether you want PIN messages to be considered high priority. By default, this option is set to **Yes**.
- **Auto more:** Select whether you want the next section of a long message to be delivered to your handheld automatically.
- **Delete On:** Select whether you want email messages to be deleted from your handheld only or deleted from both your handheld and the desktop upon manual or wireless email reconciliation.



**Note:** If your handheld is enabled for wireless email reconciliation, you can also set the **Wireless Reconcile** and **Conflicts** fields.

- **Wireless Reconcile:** Select whether you want to reconcile messages between your desktop email program and your handheld automatically. By default, this option is set to **On**.
- **Conflicts:** Select which location dominates if a message is marked as read, unread, or moved on both your handheld and your desktop. By default, this option is set to **Mailbox Wins**.

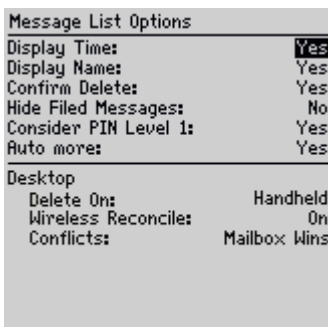
To use wireless email reconciliation, your handheld must meet one of the following conditions:

- If your handheld is integrated with an enterprise email account, your handheld must be enabled for wireless email reconciliation on the BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange, or on the BlackBerry Enterprise Server version 2.2 or later for Lotus Domino.
- If you use the BlackBerry Web Client, your service provider must enable your handheld for wireless email reconciliation.

Contact your system administrator or service provider for more information on whether you can use wireless email reconciliation.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Message List Options screen appears.
3. In the field that you want to set, press the **Space** key until the preferred option appears.

## Email and PIN messages



**Message List Options screen - setting options**

4. After you edit the fields, click the trackwheel to view the menu, and then click **Save**.

You return to the Messages screen.



**Tip:** You can also change the Message List Options on the Saved Messages screen.

## To set current message options

Changes that you make to the current message options apply only to the message that you are currently composing. They do not apply to all messages.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click a send method (email or PIN). For this example, click **Email**.
3. Click the trackwheel to view the menu. Click **Options**. The Current Message Options screen appears.
4. In the **Importance** field, press the **Space** key until the preferred option appears.



**Current Message Options screen - setting options**

5. Click the trackwheel to view the menu, and then click **Save**.



**Note:** If you send a message with high importance, an exclamation mark appears beside the message on the Messages screen.

## Inserting symbols

You can insert symbols into your messages from your handheld symbols library.

### To insert symbols

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click a send method (email or PIN). For this example, click **Email**.
3. While you are composing your message, press the **Symbol** key. A dialog box displays the symbols that are available.

## Email and PIN messages



**Composing a message - inserting symbols**

4. Select the symbol that you want to use.
5. Click the trackwheel to insert the symbol into your message. (You can also press the associated letter that appears under the symbol.)

The symbol is inserted into the message.



**Tip:** To insert symbols on the New Address, Edit Address, Search Messages, and New AutoText screens, press the **Symbol** key.

To insert bullet characters into your messages, press the **Symbol** key. In the dialog box that appears, press **B**.

## To insert special characters

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click a send method (email or PIN). For this example, click **Email**.
3. While you are composing a message, hold a letter and roll the trackwheel to scroll through the accents, symbols, or marks that are associated with that character. When the desired character appears, release the letter key.

## Formatting your messages

Your handheld has features that can reduce your typing time. It also has an AutoText feature that automatically replaces certain text that you type with preprogrammed text.



## Automatic capitalization

As you compose a message, you do not have to press the **Shift** key to capitalize letters — your handheld has two methods of performing capitalization for you.

- When you type, the first letter that you type is capitalized automatically. When you type a period followed by a space, the next letter that you type is also capitalized. Your handheld recognizes the beginning of a new sentence and capitalizes the letter for you. If you do not want the letter that follows a period to be capitalized, type the letter and then press the **Backspace** key. Type the letter again.
- If you want to capitalize any other letter, press and hold that letter until it is capitalized. For this feature to work, you must set the **Key Rate** option on the Screen/Keyboard screen to either **Slow** or **Fast**. Refer to "Screen/Keyboard" on page 240 for more information.

## Automatic punctuation

To insert a period automatically at the end of a sentence or word, press the **Space** key twice. The next letter that you type is capitalized.

To insert a lowercase letter after a period, press the **Backspace** key and type the letter again. The letter appears in lowercase.

## Email and number fields

You can type an email address in an **Email** field without pressing the **Alt** key. When you type an email address, instead of pressing the **Alt** key and **L** to insert the at sign (@), press the **Space** key. When you press the **Space** key again, a period is inserted.

You can type numbers in the **Work**, **Home**, **Mobile**, **Fax**, **PIN**, and **Pager** fields without pressing the **Alt** key.

To type a number in any of these fields, press the associated character key. For example, to display the number **4**, press **S**. You can do this for all numbers, for parentheses, and for the **-**, **+**, **x**, **\*** and **.** characters.



**Note:** You can only type numbers and hexadecimal characters in the **PIN** field.

## Email and PIN messages

### Number lock

You can activate number-lock (NUM-lock) mode to type numbers without holding down the **Alt** key. Press the **Left Shift** key and the **Alt** key. NUM-lock mode is activated and you can type numbers on any screen. Press the **Alt** key again to turn off NUM-lock mode.

### Using AutoText

The AutoText feature automatically replaces certain text that you type with preprogrammed text. You can configure the default AutoText entries and add new ones to meet your specific needs. You can use AutoText to automatically perform the following actions:

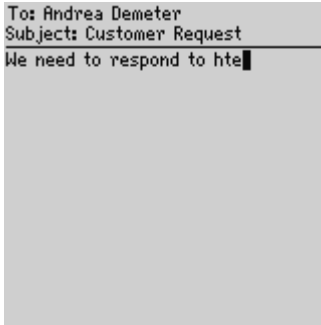
- compose frequently used phrases or messages with a few keystrokes
- correct commonly misspelled words
- replace abbreviations and acronyms with complete words
- insert phrases into a message by typing only one keyword
- insert punctuation and symbols into your message without using the **Alt** key or the symbols library



**Note:** Several shortcuts are built into the AutoText feature for inserting macros in messages. Refer to "To add a new AutoText entry using a macro" on page 52 for more information.

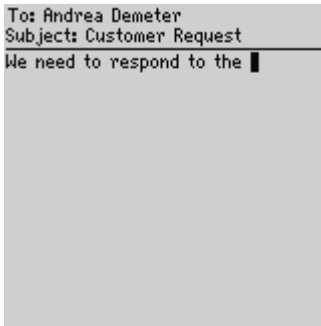
### AutoText example

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing your message, type the text **hte**. The text **hte** is a default AutoText entry that tells your handheld to automatically replace that text with the correctly spelled word **the**.



**Composing a message - incorrect spelling**

3. When you press the **Space** key, the correctly spelled word replaces the error.



**Composing a message - AutoText-corrected spelling**

### To add a new AutoText entry

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Click the trackwheel to view the menu, and then click **New**. The AutoText: New screen appears.
4. In the **Replace** field, type a keyword.
5. In the **With** field, type the text that will replace the keyword.
6. In the **Using** field, press the **Space** key until the preferred option appears.

## Email and PIN messages



**Note:** If you select **SmartCase**, the capitalization of the AutoText entry changes depending on the context of the sentence in which it is used. For example, if the word appears at the beginning of a sentence, it is capitalized automatically.

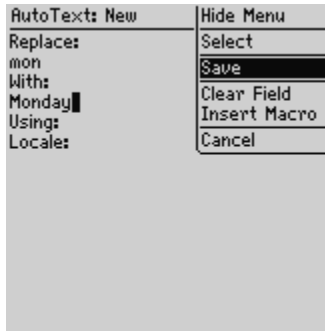
If you select **Specified Case**, the capitalization of the AutoText entry appears exactly as you have typed it in the **Replace** field.

- The list of AutoText entries changes depending on the locale that you select for your handheld. When you add new entries, you can set whether you want them to be available in all locales or in a specific locale only. In the **Locale** field, press the **Space** key until the preferred locale appears. The default is your handheld's default locale.



**Note:** The locale that you set on this screen sets the locale in which your AutoText entry is available. It does not change the locale for your handheld. You can change your default locale in the Options application, on the Localization screen. Refer to "Localization" on page 238 for more information.

- After you set the fields, click the trackwheel to view the menu, and then click **Save**.



**AutoText: New screen menu - Save item**

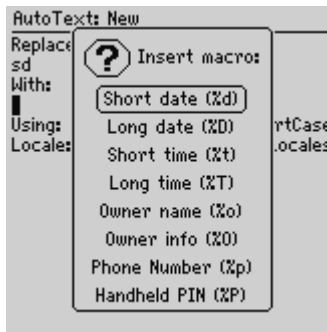
The new AutoText entry appears in the AutoText entries list, in alphabetical order. When you use this AutoText entry in a message and press the **Space** key, the corresponding text is inserted into your message.

## To add a new AutoText entry using a macro

You can use AutoText macros to quickly type variable items such as the current date and time, your handheld phone number and PIN, and owner information.

- On the Home screen, click the **Options** icon. The Options screen appears.

2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Click the trackwheel to view the menu, and then click **New**. The AutoText: New screen appears.
4. In the **Replace** field, type a keyword. For this example, type a short form for the date.
5. In the **With** field, click the trackwheel to view the menu, and then click **Insert Macro**. The Insert Macro dialog box appears.
6. Select one of the following macros: **Short date**, **Long date**, **Short time**, **Long time**, **Owner name**, **Owner info**, **Phone Number**, **Handheld PIN**, **Backspace**, **Delete**, or **%**. For this example, click **Short Date**.



**Adding an AutoText entry - Inserting a macro**

7. In the **Using** field, press the **Space** key until the preferred option appears.
8. In the **Locale** field, press the **Space** key until the locale in which you want this AutoText entry to be available appears.
9. After you set the fields, click the trackwheel to view the menu, and then click **Save**.

You can test your new entry by typing the keyword while composing a message. The value for the macro is inserted into your message.

## To perform an AutoText search

Instead of scrolling through the list of AutoText entries, you can perform a search to find an entry quickly.

1. On the Home screen, click the **Options** icon. The Options screen appears.

## Email and PIN messages

2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Type the first letter, or first few letters, of the entry that you want to find. For this example, type the letter **t**. The screen displays the word **Find**, followed by the letter **t**.
4. The AutoText list displays the entries that begin with the letter **t**. Select the desired entry or type additional letters to further specify entries.

## To edit an AutoText entry

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **AutoText**. The AutoText screen appears with your list of AutoText entries. Select the entry that you want to edit.
3. Click the trackwheel to view the menu, and then click **Edit**. The AutoText: Edit screen appears.
4. In the **Using** and **Locale** fields, press the **Space** key until the preferred option appears.
5. After you edit the AutoText entry, click the trackwheel to view the menu, and then click **Save**.

You return to the AutoText screen, and you can view your changes.



**Tip:** To edit AutoText entries when you are composing a message, click the trackwheel to view the menu, and click **Edit AutoText**.

You can also edit AutoText entries in the Backup and Restore tool of the desktop software. Refer to the *Backup and Restore Online Help* for more information.

## To delete an AutoText entry

If you do not want to keep an AutoText entry, you can delete it.

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Select the entry that you want to delete.
4. Click the trackwheel to view the menu, and then click **Delete**. A dialog box appears prompting you to confirm before the entry is deleted.
5. Click **Delete**.

You return to the AutoText screen and the entry is no longer listed.

# Using cut, copy, and paste

You can cut, copy, and paste text in email, PIN, and SMS messages, Address Book entries, phone call notes, memos, appointments, notification profiles, web pages, and tasks. You can also copy text from one application and paste it into another. For example, you can copy the text from a memo and paste it into a message.

## To cut and copy text in a message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing a message, place your cursor beside the text that you want to cut or copy.
3. Hold the **Alt** key and click the trackwheel to enter selection mode. Roll the trackwheel to select the lines of text that you want to cut or copy.



**Tip:** To select one character at a time, hold the **Alt** key or the **Shift** key while you roll the trackwheel.

4. Click the trackwheel to view the menu, and then click **Cut** or **Copy**.

## To paste text into a message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing a message, place your cursor where you want to paste the text.
3. Click the trackwheel to view the menu, and then click **Paste**.



**Tip:** To replace or delete existing text, hold the **Alt** key and click the trackwheel to enter selection mode. Roll the trackwheel to select the text, and then start typing. The text that you type replaces the characters that you selected.

# Using the Find feature

Your handheld's Find feature locates specific words and numbers within sent and received messages. You can use this feature in the Messages, Saved Messages, and Search Messages applications.

## Email and PIN messages

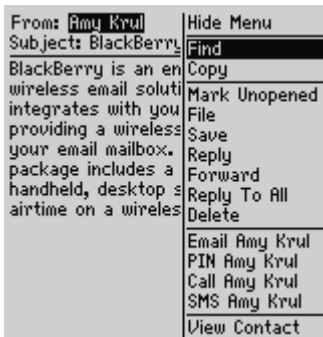
The Find feature differs from the Search Messages application because the Search Messages application enables you to specify search terms to locate specific messages and phone call logs. The Find feature locates specific words and numbers in an open message.

## To use the Find feature in a sent or received message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select an email or PIN message. Click the trackwheel to view the menu, and then click **Open**. The message appears.
3. Scroll to the top of the message. Click the trackwheel to view the menu, and then click **Find**. The Search for dialog box appears.



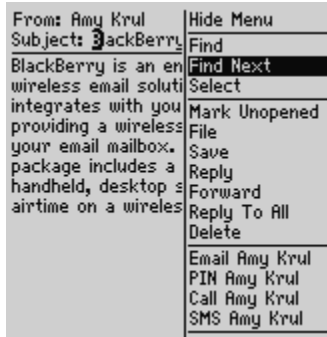
**Tip:** The Find feature only locates a word or number that appears at or following your cursor. To search the entire message, place your cursor at the top of the message.



**Received email message menu - Find item**

4. Type a word or number that you want to locate within the message and click the trackwheel. The cursor moves to the first occurrence of the word or number that you specify.
5. After you locate a specific word or number, you can search for that word or number again. Click the trackwheel to view the menu, and then click **Find Next**.





Received email message menu - Find Next item

The cursor moves to the next occurrence of the word or number that you typed.



**Note:** If the word or number is not found, the Not found dialog box appears.

## Adding attachments to messages

You can send an Address Book entry to another handheld as an attachment to your email or PIN message.

### To attach Address Book entries

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click a send method (email or PIN). For this example, click **Email**.
3. After you compose your message, click the trackwheel to view the menu, and then click **Attach Address**. The Attach screen appears, listing all your contacts.
4. Select a contact and click the trackwheel to view the menu. Click **Continue**.
5. You return to your message and the Address Book entry for the contact that you selected is added to your message. Click the trackwheel to view the menu, and then click **Send**.

## Email and PIN messages



### Composing a message - Address Book attachment

Refer to “Adding addresses” on page 113 for information on how to add a new Address Book entry.

## Customizing the auto signature

You can specify an auto signature that is appended to all email messages that you send from your handheld.

**Integration with enterprise email account** You can customize your auto signature in the desktop software’s Redirector Settings tool, on the **General** tab. Refer to the following procedure for information on customizing your auto signature.

**Integration with new or ISP email account** You can customize your auto signature in the BlackBerry Web Client. Refer to the *BlackBerry Web Client Online Help* for more information.

## To customize the auto signature

1. In the BlackBerry Desktop Manager, double-click the **Redirector Settings** icon. The Redirector Settings window appears.
2. On the **General** tab, in the **Auto signature** section, click in the text box. Edit this text to customize your auto signature.
3. Click **OK**. You return to the BlackBerry Desktop Manager.



**Note:** The auto signature is only appended to email messages; it is not appended to PIN messages.

The auto signature does not appear while you are composing an email message on your handheld; it is appended to your message when you send it.

To disable the auto signature, delete all text in the auto signature text box.

## Receiving delivery confirmation

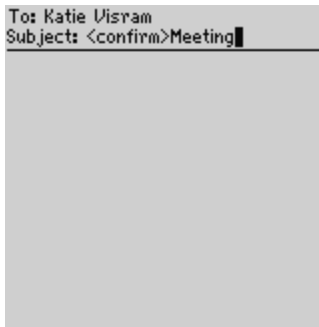
You can receive confirmation that an email message has been delivered to another person's handheld.



**Note:** You can only receive delivery confirmation of your email messages if you have integrated your handheld with an enterprise email account.

## To receive delivery confirmation

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact of your message and click the trackwheel to view the menu. Click **Email**.
3. In the **Subject** field, type **<confirm>**, followed by your subject line. To insert angle brackets, press the **Symbol** key and insert them from the Symbols dialog box.



**Composing a message - specifying delivery confirmation**

4. Type your message.
5. Click the trackwheel to view the menu, and then click **Send**.

## Email and PIN messages

After the message is delivered to the recipient's handheld, you receive a new message indicating that your sent message arrived.

# Reading email or PIN messages

When you receive a new message, you receive visual notification in the handheld status section of the screen, and any other notification, depending on how you have configured your handheld's notification profiles.

## To read a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears. Messages are listed in chronological order, grouped by date.
2. Select a received email or PIN message and click the trackwheel to view the menu. Click **Open**.

## Received email or PIN messages actions

After you read the email or PIN message, click the trackwheel to view the menu, and then click one of the following menu items:

**More:** This action requests the remaining sections of a long email message from your desktop email program. It is available only if, on the Message List Options screen, you set the **Auto More** field to **No**.

**More All:** This action requests all the remaining sections of a long email message from your desktop email program. It is available only if, on the Message List Options screen, you set the **Auto More** field to **No**.

**Mark Unopened:** This action marks the current email or PIN message as unopened. When you return to the Messages screen, the unopened icon is displayed. Refer to "Marking messages as unopened" on page 94 for more information.

**File:** This action files the current email message in a folder that you specify. If you reconcile your email messages between your handheld and your desktop, email messages that are filed on your handheld are moved to the corresponding desktop folder. Refer to "Filing email messages" on page 84 for more information.

### Integration with enterprise email account

You can only file messages if you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server or BlackBerry Desktop Redirector.

**Save:** This action saves the open email or PIN message. Messages that are saved on your handheld are copied to the Saved Messages screen. Refer to "Saving messages" on page 87 for more information.

**Reply:** This action sends a reply to the sender of the open email or PIN message and includes the text of the original message as part of the reply. The entire original message is sent, even if it was truncated on your handheld.

**Forward:** This action forwards the open email or PIN message to the contact(s) that you specify. If an attachment is included with the message, it is forwarded also. The original text of the message is forwarded, along with any additional text that you type.

**Reply to All:** This action sends a reply to all recipients of the message and includes the text of the original message as part of the reply.



**Note:** If you click the **Reply** or **Reply to All** menu items, but you do not want to include the original text in your message, you can delete it. While you are composing your reply, click the trackwheel to view the menu, and then click **Delete Original Text**.

### **Integration with enterprise email account**

If you reply to an email message using your handheld, the corresponding message in your desktop email program is marked as opened and replied to. If you forward a message, the corresponding message is marked as opened and forwarded.

**Delete:** This action deletes the open email or PIN message. Refer to "Deleting messages and phone call logs" on page 104 for more information.

**Email:** This action sends an email message to the sender or a recipient of the open email or PIN message. It is available only when your cursor is in the **From** or **To** field of the open message and an email address for this contact is saved in your Address Book.

**PIN:** This action sends a PIN message to the sender or a recipient of the open email or PIN message. It is available only when your cursor is in the **From** or **To** field of the open message and a PIN for this contact is saved in your Address Book.

**Call:** This action places a phone call to the sender or a recipient of the open email message. It is available only when your cursor is in the **From** or **To** field of the open message and a phone number for this contact is saved in your Address Book.

## Email and PIN messages

**SMS:** This action sends an SMS message to the sender or a recipient of the open email or PIN message. It is available only when your cursor is in the **From** or **To** field of the open message and a phone number for this contact is saved in your Address Book.

**Call Voice Mail:** This option places a phone call to your voice mail access number. It is only available if your handheld is provisioned for voice mail.

**Show Address:** This action shows the full SMTP email address or PIN of the recipient or sender. It is available only when your cursor is in the **From** or **To** field of the open email or PIN message with a person's name or PIN showing as it appears in an Address Book entry.

**Show Name:** This action shows the first and last name of the sender or the recipient. It is available only if your cursor is in the **From** or **To** field of the open email or PIN message with the full SMTP email address or PIN for the contact showing and if the information for this contact is saved in your Address Book.

**View Folder:** This action shows the folder in which your email message is stored.

### **Integration with enterprise email account**

The **View Folder** menu item is available only if you have integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector, and you reconciled your email to transfer your desktop folders to your handheld.

**View Contact:** This action shows the contact information for the sender of the email or PIN message. It is only available if the information for this contact is saved in your Address Book.

**Add to Address Book:** This action adds to your Address Book the contact information for the sender of the email or PIN message. It is only available if the information for this contact is not saved in your Address Book.

**Previous Item:** This action closes the current item and opens the previous item (if a previous item exists).

**Next Item:** This action closes the current item and opens the next item (if a next item exists).

**Next Unopened Item:** This action closes the current item and opens the next unopened item (if an unopened item exists).

## Receiving long email messages

Occasionally, an email message that you receive might be larger than the size that the network can transmit to your handheld at one time. In this case, the maximum amount of data is sent to your handheld and the rest of the message remains at your desktop.

You can request more of a message manually or set your Message List Options so that your handheld receives more of a message automatically when you finish reading the delivered section.



**Note:** If you receive a PIN message that is larger than the size that the network can transmit to your handheld, the message **Original Message Truncated** appears at the end of the message. You cannot receive the remaining portion of the PIN message.

## To receive more of a message automatically

If you want the remaining sections of a long message to be requested and delivered to your handheld automatically, on the Message List Options screen, set the **Auto More** field to **Yes**. Refer to "Setting message options" on page 44 for more information.

When the Auto More option is enabled, your handheld requests and receives more of long messages automatically as you read through the delivered portion.

## To request more of a message manually

You can request more or all of a long message manually, if, on the Message List Options screen, you set the **Auto More** field to **No**.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open an email message. If the message is truncated, the message **More available** appears at the end of the message, followed by the remaining number of bytes to be sent.
3. Click the trackwheel to view the menu, and then select one of the following options:
  - To request another section of the message, click **More**.
  - To request the rest of the message, click **More All**.

## Email and PIN messages



Open email message menu - More item

If you are in an area of sufficient wireless coverage for receiving email messages and you selected **More** on the menu, the next section of the message is sent to you. If you selected **More All**, the remaining part of the message is sent. It appears at the end of the existing message.



**Tip:** You can also return to the Messages screen while you are waiting for the rest of the message. You are notified when your handheld receives the next part of the message and the message is marked unopened on the Messages screen. Select the message and open it by pressing the **Enter** key. Press **G** to resume reading the message where you last stopped reading it.

## Managing attachments

You can receive an email or PIN message on your handheld that contains an attachment. You can view Address Book attachments that are sent from other handhelds, and then add them to your Address Book.

### Integration with enterprise email account

If you integrated your handheld with an enterprise email account and enabled wireless calendar synchronization, you can create and receive meeting requests from your handheld. For meetings that you organize, email messages are sent with a meeting request attachment. For meeting requests that you receive, email messages include a meeting response attachment. You can view these attachments on your handheld.

If you loaded the attachment service on your handheld, and on the BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange or the BlackBerry Enterprise Server version 2.2 or later for Lotus Domino, you can view certain types of file attachments on your handheld. Refer to "Attachment service views" on page 174 for more information on viewing file attachments.



## To manage Address Book attachments

If you receive an email or PIN message on your handheld that has an Address Book attachment, you can view the attachment and add it to your handheld Address Book.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message. The number of Address Book attachments appears at the top of the message. Scroll to the end of the message; the name of the Address Book attachment appears beside a book icon.



### Open email message with Address Book attachment

3. With your cursor in the name of the Address Book attachment, click the trackwheel to view the menu, and then click **View Attachment**. A virtual business card appears listing contact information.
4. Click the trackwheel to view the menu. Select one of the following options:
  - If the contact is not in your Address Book, click **Add to Address Book**.
  - If the contact is already in your Address Book, but you want to update the information, click **Update Address**.
5. The attachment is added to your Address Book and you return to the open attachment. Click the trackwheel to view the menu, and then click **Close**.

You return to the open message.

## To forward messages with file attachments

If you receive an email message on your handheld that has a file attached to it, you can forward the message.

## Email and PIN messages

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received email message that has a file attached to it. The number of attached files appears at the top of the message and the name and size of the attachment appear at the end of the message.



**Received email message with file attachment**

3. Click the trackwheel to view the menu, and then click **Forward**. The Select Address screen appears.
4. Select a recipient and click the trackwheel to view the menu, and then click **Email**. Type any additional text that you want to add to the message. Your message includes the file attachment.
5. Click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen, and you can view the status of the sent email message.

## To manage meeting request and meeting response attachments

If you send or respond to a meeting request from your handheld, you can view the meeting attachment.



**Note:** To create or receive meeting requests, you must integrate your handheld with an enterprise email account and enable wireless calendar synchronization to create or receive meeting requests. Refer to "Enabling wireless calendar synchronization" on page 199 for more information.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

2. Open a meeting request or meeting response email message. Scroll to the end of the message and select the **Meeting Request** or **Meeting Response** attachment.
3. Click the trackwheel to view the menu, and then click **Open Attachment**.

The details of the meeting are displayed.

# Tips for email and PIN messages

## Composing messages

- Press **C** to compose a new message in the Messages or Saved Messages applications.
- Press the **Alt** key and roll trackwheel to scroll horizontally in any application in which you can type or view text.
- Press the **Space** key to insert the at sign (@) and periods in an **Email** field.
- Press the **Space** key twice to insert a period when you are typing text (the letter that follows the period is capitalized automatically).
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the To screen.
- Press and hold a letter to capitalize it (you must have **Key Rate** enabled).
- When you are typing text or composing a message, hold a letter and roll the trackwheel to scroll through other characters. When the desired character appears, release the letter.
- Press the **Alt** key and the **Right Shift** key to turn on CAP-lock mode. Press a **Shift** key to turn it off.
- Press the **Left Shift** key and the **Alt** key to turn on NUM-lock mode. Press the **Alt** key to turn it off.

## Using cut, copy, and paste

- Press the **Alt** key and click the trackwheel to enter selection mode.
- Hold a **Shift** key and roll the trackwheel to select the next character. Roll the trackwheel to select the line of text.
- In selection mode, press the **Alt** key and click the trackwheel to copy the selected text or character.
- In selection mode, press the **Backspace** key to delete the selected text or character.
- Press the **Escape** button to exit selection mode.
- Press a **Shift** key and the **Backspace** key to cut the selected text or character.
- Press a **Shift** key and click the trackwheel to paste the selected text or character.

## Reading messages

## Email and PIN messages

- To open messages quickly, on the Messages screen, press the **Enter** key or double-click the trackwheel.
- Hold the **Alt** key and roll the trackwheel to move up or down a page in the Messages application.
- Press the **Enter** key to move down a page in an open message. Press the **Alt** key and the **Enter** key to move up a page.
- Press **T** to go to the top of a list or received message.
- Press **B** to go to the bottom of a list or received message.
- Press the **Space** key in the body of a received message, or on the Messages screen, to move down a page. Press a **Shift** key and the **Space** key to move up a page.
- If you closed a message before you finished reading it, open the message and press **G** to return to the last cursor position in that message.
- Press **N** to go to the next date on the Messages screen.
- Press **P** to go to the previous date on the Messages screen.
- Press **U** to go to the next unread message on the Messages screen.
- Press **R** in an open message or on the Messages screen to reply to the sender.
- Press **L** in an open message or on the Messages screen to reply to all recipients.
- Press **F** in an open message or on the Messages screen to forward the message. The original text is included.









# *Chapter 3*

# **SMS messages**

This section provides information on the following topics:

- Message icons
- Before you begin
- Sending SMS messages
- Setting SMS options
- Using AutoText in SMS messages
- Reading SMS messages
- Removing the history from SMS messages
- Tips for SMS messages

## Message icons

Icon	Description
	message is being sent
	message is pending (will be sent later)
	message was sent to the network
	SMS message was delivered to the recipient's handheld; this icon appears only when you have set the <b>Delivery Reports</b> field on the SMS screen to <b>Yes</b> .
	unread message transmission error
	message transmission error
	unopened message
	opened message

## Before you begin

You can send and receive SMS messages of up to 160 characters to SMS-compatible numbers. An SMS-compatible number is a phone number (**Work, Home, Mobile, or Pager**) that has SMS capabilities.



**Note:** Contact your service provider or network operator for more information on setting an SMS-compatible number for your contact. Your service provider or network operator might require that all SMS-compatible phone numbers include the area code and other prefixes.

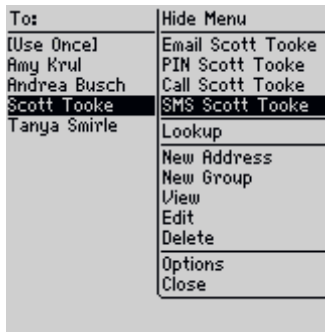
Depending on your network operator or service provider's plan, sending an SMS message to a wireless device that is registered on a different wireless network may not operate as expected. Contact your service provider or network operator for more information on sending SMS messages between wireless networks.

# Sending SMS messages

After you activate your handheld, and if you are in an area of sufficient wireless coverage, you can send SMS messages. You can send SMS messages if **D**, **1x**, or **1X** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen.

## To send an SMS message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact for whom you have an SMS-compatible number saved in your Address Book.
3. Click the trackwheel to view the menu, and then click **SMS**.



To screen menu - SMS item



**Note:** If the Address Book entry for your recipient contains multiple phone numbers, you are prompted to select the one to which the SMS message should be sent. Click the number that you want to use.

4. Type a message. As you type, the number of characters that you have typed appears in the upper right corner of the screen.



**Tip:** If you type more characters than the message can accommodate, a **Field Full** message appears. Press the **Backspace** key to delete some of the characters.

5. Click the trackwheel to view the menu, and then click **Send**.

## SMS messages

You return to the Messages screen. If you are in an area of wireless coverage that is sufficient for sending SMS messages, a check mark appears beside the message within a short period of time. This icon indicates that your message was transmitted successfully.



**Note:** Depending on your service provider or network operator, in the Options application, on the SMS screen, if you set the **Delivery Reports** field to **On**, a **D** appears with the check mark icon when the message is delivered to your contact. Refer to "SMS" on page 244 for more information.

You can use the cut, copy, and paste feature when you type SMS messages. Refer to "Using cut, copy, and paste" on page 55 for more information.

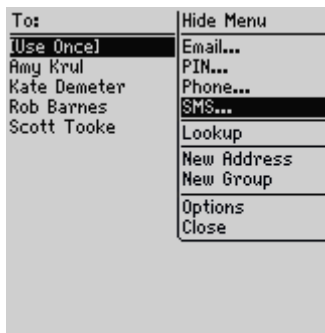
## To send an SMS message to a 1-time recipient

You can send an SMS message without adding the recipient to your Address Book, by selecting the **[Use Once]** option.



**Note:** This send option is a shortcut method and the recipient's information is NOT added to your Address Book.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select **[Use Once]** and click the trackwheel to view the menu.



To screen menu - SMS item

3. Click **SMS**. The One Time SMS screen appears.
4. Type an SMS-compatible phone number for your contact.
5. Click the trackwheel to view the menu, and then click **Continue**.
6. Type a message.
7. Click the trackwheel to view the menu, and then click **Send**.



You return to the Messages screen.

## To send messages using links

Your handheld recognizes phone numbers in the body of messages and converts them into links. If the link is an SMS-compatible phone number, you can use it to send an SMS message.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received message that contains a link.
3. Click the trackwheel to view the menu, and then click **Open**.
4. Select the SMS-compatible phone number link.
5. Click the trackwheel to view the menu, and then click **SMS**.
6. Type a message.
7. Click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen.



**Note:** Links can also appear in the other handheld applications. You can send SMS messages from any of those applications by following the procedure described above.

## Setting SMS options

You can customize options for your SMS messages. Refer to "SMS" on page 244 for more information.

## Using AutoText in SMS messages

The AutoText feature automatically replaces certain text that you type with preprogrammed text. By configuring the default AutoText entries and adding new ones to meet your specific needs, you can use AutoText to automatically perform the following actions:

- compose frequently used phrases or messages with a few keystrokes
- correct commonly misspelled words
- replace abbreviations and acronyms with complete words
- insert phrases in a message by typing only one keyword

## SMS messages

- insert punctuation and symbols in your message without using the **Alt** key or the symbols library

## To add a new AutoText entry

You can customize the AutoText database by adding your own entries. For example, if you frequently ask friends to join you for lunch at noon at a local restaurant, you can create an AutoText entry that replaces a few keystrokes with the message **Join me for lunch at Joe's at noon?**

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default entries.
3. Click the trackwheel to view the menu, and then click **New**. The AutoText: New screen appears.
4. In the **Replace** field, type a short form for the message that you use frequently. For this example, type the text **jnoon**.
5. In the **With** field, type the replacement text. For this example, type the text **Join me for lunch at Joe's at noon?**
6. In the **Using** field, press the **Space** key until the preferred option appears.



**Note:** If you select **SmartCase**, the capitalization of the AutoText entry changes depending on the context of the sentence in which it is used. For example, if the word appears at the beginning of a sentence, it is capitalized automatically.

If you select **Specified Case**, the capitalization of the AutoText entry appears exactly as you have typed it in the **Replace** field.

7. In the **Locale** field, press the **Space** key until the preferred option appears. The default is your handheld's default locale. The list of AutoText entries changes depending on the locale that you select for your handheld. When you add new entries, you can set whether you want them to be available in all locales or in a specific locale only.



**Note:** The locale that you set on this screen does not change the locale for your handheld. You can change your default locale in the Options application, on the Localization screen. Refer to "Localization" on page 238 for more information.

8. Click the trackwheel to view the menu, and then click **Save**.



**AutoText: New screen menu - Save item**

The new AutoText entry appears in the AutoText entries list, in alphabetical order. When you use this AutoText entry in a message and press the **Space** key, the corresponding text is inserted into your message.



**Note:** Any AutoText entries that you create work in email, PIN, and SMS messages.

You can edit, delete, or search for AutoText entries at any time. Refer to "Using AutoText" on page 50 for more information on using AutoText.

## To use your AutoText entry in an SMS message

You can use your new entry by typing the keyword letters while you are composing an SMS message.

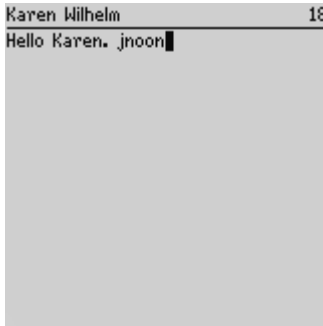
1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact for whom you have an SMS-compatible number saved in the Address Book. Click the trackwheel to view the menu and then click **SMS**.



**Note:** If the Address Book entry for your recipient contains multiple phone numbers, you are prompted to select to which one the SMS message should be sent. Click the number that you want to use.

3. Type your message. As you type, use the AutoText keyword. For this example, type the text **jnoon** and press the **Space** key.

## SMS messages



**SMS message - AutoText keyword**

4. The keyword is replaced with the text that you specified. For this example, **jnoon** is replaced with **Join me for lunch at Joe's at noon?**



**SMS message - AutoText-replaced text**

5. Click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen.

## Reading SMS messages

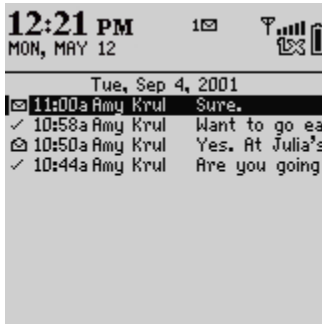
When you receive a new SMS message, your handheld displays notification on the Home screen, and provides other notification, depending on how you have configured your handheld's notification profiles.



**Note:** If you receive an all-points bulletin SMS message from your service provider or network operator, the open SMS message appears on your screen. You must acknowledge the message to close it. The message does not appear on the Messages screen.

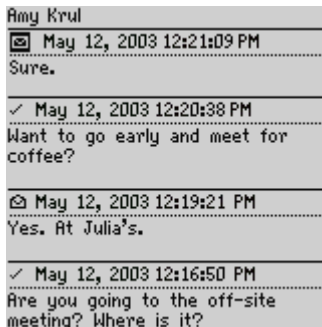
## To read an SMS message

1. On the Home screen, click the **Messages** icon. The Messages screen appears. Messages are listed in chronological order, grouped by date.



Messages screen - SMS messages

2. Select a received SMS message and click the trackwheel to view the menu.
3. Click **Open**. The new message appears on your screen at the top of a session view. A session view shows the messages that have been sent to or received from the contact, enabling you to read your SMS message in context. If necessary, use the trackwheel to scroll to view the earlier messages.



Open SMS message

## Received SMS messages options

After you read the SMS message, click the trackwheel to view the menu, and then click one of the following menu items:

## **SMS messages**

**Mark Unopened:** This action marks the current SMS message as unopened. When you return to the Messages screen, the unopened icon is displayed. Refer to "Marking messages as unopened" on page 94 for more information.

**Save:** This action saves the open SMS message. As with email and PIN messages, SMS messages that are saved on the handheld are copied to the Saved Messages screen. Refer to "Saving messages" on page 87 for more information.

**Reply:** This action sends a reply to the sender of the open SMS message.

**Forward:** This action forwards the open SMS message to a contact that you specify.

**Delete:** This action deletes the open SMS message. Refer to "Deleting messages and phone call logs" on page 104 for more information on deleting messages.

**Email:** This action sends an email message to the sender or a recipient of the open SMS message. It is only available when your cursor is at the top of the open SMS message and an email address for this contact is saved in your Address Book.

**PIN:** This action sends a PIN message to the sender or a recipient of the open SMS message. It is only available when your cursor is at the top of the open SMS message and a PIN for this contact is saved in your Address Book.

**Call:** This action places a phone call to the sender or a recipient of the open SMS message. It is only available if a phone number for this contact is saved in your Address Book.

**SMS:** This action sends an SMS message to the sender or a recipient of the open SMS message. It is only available if a phone number for this contact is saved in your Address Book.

**Show Address:** This action shows the full SMS-compatible phone number of the recipient or sender. It is only available when your cursor is at the top of the open SMS message with a person's name showing as it appears in an Address Book entry.

**Show Name:** This action shows the first and last name of the sender or the recipient. It is only available if your cursor is at the top of the open SMS message with the full SMS-compatible phone number for the contact showing and if the contact is included in your Address Book.

**Add to Address Book:** This action adds the sender of the SMS message to your Address Book. It is only available if the contact is not saved in your Address Book.

**Remove History:** This action removes previous SMS messages from the session view.

## Removing the history from SMS messages

**Previous Item:** This action closes the current item and opens the previous item (if a previous item exists).

**Next Item:** This action closes the current item and opens the next item (if a next item exists).

**Next Unopened Item:** This action closes the current item and opens the next unopened item (if an unopened item exists).

# Removing the history from SMS messages

You can remove previous SMS messages from the session view by removing the history.

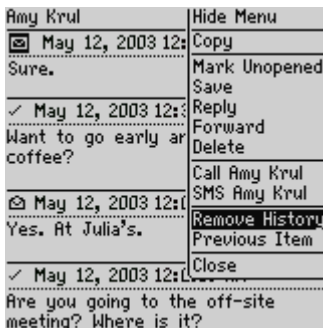
## To remove SMS message history

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a sent or received SMS message.
3. Click the trackwheel to view the menu, and then click **Open**.



**Note:** The **Remove History** menu option is only available if you select an SMS message that contains a history.

4. Select the message that you want to remove from the session view.
5. Click the trackwheel to view the menu, and then click **Remove History**.



Open SMS message menu - Remove History item

## SMS messages



**Note:** You cannot remove the most recent SMS message from the session view.

The SMS message that you select and all prior SMS messages that you sent to or received from the contact in this thread are no longer listed in the session view. The individual messages are still listed on the Messages screen.

## Tips for SMS messages

### Composing messages

- Press **C** to compose a new message in the Messages or Saved Messages applications.
- Hold the **Alt** key and roll the trackwheel to scroll horizontally in any application in which you can type or view text.
- Press the **Space** key twice to insert a period when you are typing text (the letter that follows the period is capitalized automatically).
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the To screen.
- Press and hold a letter to capitalize it (you must have **Key Rate** enabled).
- When you are typing text or composing a message, hold a letter and roll the trackwheel to scroll through other characters. When the desired character appears, release the letter.
- Press the **Alt** key and the **Right Shift** key to turn on CAP-lock mode. Press a **Shift** key to turn it off.
- Press the **Left Shift** key and the **Alt** key to turn on NUM-lock mode. Press the **Alt** key to turn it off.

### Using cut, copy, and paste

- Press the **Alt** key and click the trackwheel to enter selection mode.
- Hold a **Shift** key and roll the trackwheel to select the next character. Roll the trackwheel to select the line of text.
- In selection mode, press the **Alt** key and click the trackwheel to copy the selected text or character.
- In selection mode, press the **Backspace** key to delete the selected text or character.
- Press the **Escape** button to exit selection mode.
- Press a **Shift** key and the **Backspace** key to cut the selected text or character.
- Press a **Shift** key and click the trackwheel to paste the selected text or character.

### Reading messages



## Tips for SMS messages

- To open messages quickly, on the Messages screen, press the **Enter** key or double-click the trackwheel.
- Hold the **Alt** key and roll the trackwheel to move up or down a page on the Messages screen.
- Press the **Enter** key to move down a page in an open message. Press the **Alt** key and the **Enter** key to move up a page.
- Press **T** to go to the top of the message list. Press **B** to go to the bottom.
- Press **N** to go to the next date on the Messages screen.
- Press **P** to go to the previous date on the Messages screen.
- Press **U** to go to the next unread item on the Messages screen.
- Press **R** in an open SMS message or on the Messages screen to reply to the sender.
- Press **F** in an open message or on the Messages screen to forward the message.

**SMS messages**

# ***Chapter 4***

# **Managing messages and phone call logs**

This section provides information on the following topics:

- Filing email messages
- Using wireless email reconciliation
- Saving messages
- Editing messages
- Resending messages
- Marking messages as opened
- Marking messages as unopened
- Searching messages and phone call logs
- Managing phone calls on the Messages screen
- Deleting messages and phone call logs
- Tips for managing messages and phone call logs

# Filing email messages

After you install the desktop software and reconcile your email messages, you can file email messages into folders. Refer to the *Intellisync Online Help* for more information on manual email reconciliation.

The first time that you reconcile your email messages between your handheld and your desktop, the names and structure of the folders in your desktop email program are imported to your handheld. When you file an email message on your handheld and synchronize with your desktop, the message is moved and filed as you have specified.



**Note:** You can only file email messages if you integrated your handheld with an enterprise email account. Refer to the *Getting Started Guide* for more information on your integration options.

If you enable wireless email reconciliation, the names and structure of the folders in your desktop email program are imported to your handheld automatically. When you file messages on your handheld, the messages on your desktop are also filed. Refer to "Using wireless email reconciliation" on page 86 for more information.



**Note:** You cannot file PIN messages.

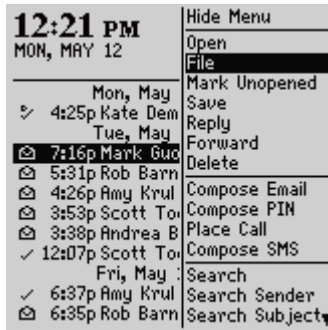
You cannot create a new folder on your handheld. If you want a new folder on your handheld, you must create it in your desktop email program, and then reconcile your email messages to transfer the new folder to your handheld.

### Integration with enterprise email account

If you are a Microsoft Exchange user, and you set up personal folder email reconciliation, you must reconcile your personal folders manually, even if you have enabled wireless email reconciliation on your handheld. Refer to the *Intellisync Online Help* for more information on configuring email reconciliation and reconciling email.

## To file email messages

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the email message that you want to file. Click the trackwheel to view the menu, and then click **File**. The Select Folder screen appears.



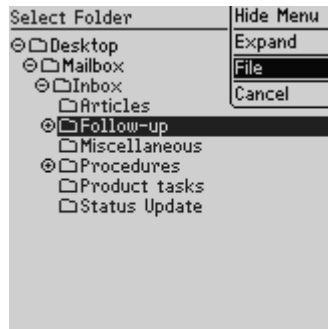
Messages screen menu - File item

3. Select the folder in which you want to store the message. To expand the folders that appear on the Select Folder screen, select a folder that has a plus sign (+) beside it.
4. Click the trackwheel to view the menu, and then click **Expand**.



**Tip:** To collapse folders, select a folder with a minus sign (-) beside it, click the trackwheel to view the menu, and then click **Collapse**.

5. After you select the folder in which you want to file the message, click the trackwheel to view the menu. Click **File**.



Select Folder screen menu - File item

## Managing messages and phone call logs

You return to the Messages screen.



**Tip:** You can also file an open message. While you are reading a message, click the trackwheel to view the menu and click **File**.

If you do not want to show filed messages in the Messages application, on the Message List Options screen, set the **Hide Filed Messages** option to **Yes**. To locate your filed email message, you must perform a search. Refer to "Searching in folders" on page 98 for more information.

When a message arrives at your handheld, it appears in the Inbox folder. If you file an email message but want to remove it from the folder in which you have filed it, file the message in the Inbox folder.

## Using wireless email reconciliation

You can use wireless email reconciliation to automatically reconcile messages between your desktop email program and your handheld. When email messages are reconciled, any message that is read, filed, or deleted on the handheld is also read, filed, or deleted on the desktop according to the message options that you have set.



**Note:** To use wireless email reconciliation, your handheld must meet one of the following conditions:

- If your handheld is integrated with an enterprise email account, your handheld must be enabled for wireless email reconciliation on the BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange, or on the BlackBerry Enterprise Server version 2.2 or later for Lotus Domino.
- If you use the BlackBerry Web Client, your service provider must enable your handheld for wireless email reconciliation.

Contact your system administrator or service provider for more information on whether you can use wireless email reconciliation.

If wireless email reconciliation is not enabled on your handheld, you must use the BlackBerry Desktop Software to reconcile your handheld and desktop messages. Refer to the *Intellisync Online Help* for more information.

If wireless email reconciliation is enabled on your handheld, your handheld and desktop messages are reconciled over the wireless network automatically.

## To enable wireless email reconciliation

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

2. Click the trackwheel to view the menu and click **Options**. The Message List Options screen appears.
3. In the **Wireless Reconcile** field, press the **Space** key until **On** appears.
4. In the **Conflicts** field, set which location should dominate if a message has been moved or deleted from both your handheld and your desktop. Press the **Space** key until the preferred option appears.
5. Click the trackwheel to view the menu, and then click **Save**.

Your handheld and desktop messages will be reconciled over the wireless network automatically.



**Tip:** If wireless email reconciliation is enabled but there are pending changes on your handheld that you want reflected on your desktop immediately, you can reconcile email messages from your handheld manually. Click the **Messages** icon. The Messages screen appears. Click the trackwheel to view the menu, and then click **Reconcile Now**.

## Saving messages

You can save messages that you want to keep for future reference. If you delete messages on your handheld to free memory space, saved messages are not automatically deleted.

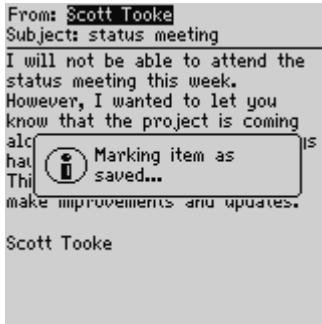


**Note:** You cannot save phone call logs in the Saved Messages application. If you want to keep the details of a phone call, edit the notes that are associated with the call and forward them to the email address that is associated with your handheld. You can save that email message to keep the details of the phone call.

## To save a sent or received message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received or sent message. Click the trackwheel to view the menu, and then click **Open**.
3. In the open message, click the trackwheel to view the menu, and then click **Save**. A **Marking item as saved** dialog box appears briefly on the screen. The message is copied to the Saved Messages screen but also remains on the Messages screen.

## Managing messages and phone call logs



### Open message - Marking item as saved dialog box

4. Click the trackwheel to view the menu and click **Close**. The Messages screen appears. Press the **Escape** button to return to the Home screen.
5. Click the **Saved Messages** icon. The Saved Messages screen appears with a copy of the message. The original message remains on the Messages screen.



### Saved Messages screen - saved message

After the message is saved, you can delete the message from the Messages screen. Refer to "Deleting messages and phone call logs" on page 104 for more information on deleting messages.



## To remove messages from the Saved Messages screen

If you want to delete a saved message, you must delete it from the Saved Messages screen.



**Warning:** If you delete a message from the Messages screen and from the Saved Messages screen, the message no longer appears anywhere on your handheld.

1. On the Home screen, click the **Saved Messages** icon. The Saved Messages screen appears.
2. Select a saved message. Click the trackwheel to view the menu, and then click **Delete**.
3. A dialog box appears that prompts you to confirm before the message is deleted. Click **Delete**.

You return to the Saved Messages screen, and the message is no longer listed.

### Integration with enterprise email account

If you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector, and your handheld has wireless reconciliation enabled, email messages deleted from your handheld are also deleted from your desktop email program. If you enable this feature, saved messages that you delete from your handheld are also deleted from your desktop during wireless email reconciliation.

## To save a draft of an email or PIN message

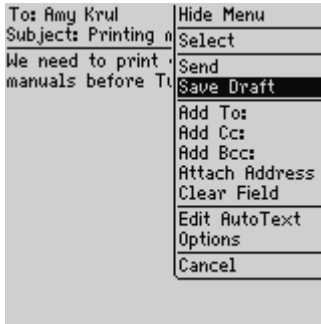
You might want to save an email or PIN message that you have not yet finished composing, so that you can complete and send it later.



**Note:** When you save a draft of an email or PIN message, the message appears on the Messages screen only; it does not appear on the Saved Messages screen. If your handheld must delete old messages to free memory space, it might delete drafts.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing an email or PIN message, click the trackwheel to view the menu, and then click **Save Draft**. The Messages screen appears.

## Managing messages and phone call logs



### Composing a message menu - Save Draft item

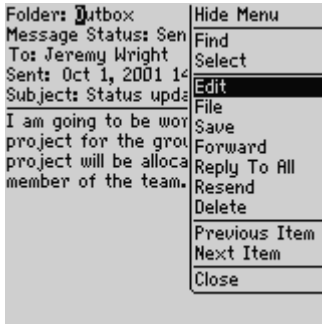
A icon beside the email or PIN message indicates that the message is saved but has not been sent. Open the message to resume composing it. You can save, send, or delete the message.

## Editing messages

After you send an email or PIN message, you can edit its text and add or change a recipient, and then send it again.

### To edit an email or PIN message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a sent email or PIN message that you want to edit. Click the trackwheel to view the menu, and then click **Open**.
3. In the open message, click the trackwheel to view the menu, and then click **Edit**. The text of the message appears.



Opened message menu - Edit Message item

4. After you make changes to the message, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen.

## To change the recipient of an email or PIN message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a sent message for which you want to change the recipient and click the trackwheel to view the menu. For this example, select a sent email message and click **Open**.
3. In the open message, click the trackwheel to view the menu, and then click **Edit**. The text of the message appears.
4. In the **To** field, select the recipient of the message. Click the trackwheel to view the menu and click **Change Address**. The Select Address screen appears.
5. Select the new recipient of the message. Click the trackwheel to view the menu, and then click **Email**.
6. Make any additional changes to the message. Click the trackwheel to view the menu, and then click **Send**.

## Managing messages and phone call logs

You return to the Messages screen and the edited message is sent to the new recipient.



**Note:** You can also change the address of a message when you compose it. In the message, scroll to the **To** field to select the recipient of the message. Click the trackwheel to view the menu and click **Change Address**. Select the new recipient and click the trackwheel to view the menu. Click the send method (email or PIN).

If you want to change the recipient of a message after you have sent it, you must use the same send method as you used for the original message.

## Resending messages

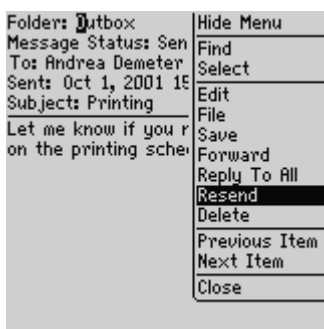
If, for some reason, your SMS, PIN, or email message is not sent properly on the first attempt, you can resend the message.



**Note:** If you want to resend an email message due to a failed transmission, scroll to the top of the original message to determine why it was not sent properly. Refer to "Message status field error messages" on page 265 for more information.

## To resend a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the sent message that you want to resend and click the trackwheel to view the menu. Click **Open**. The text of the message appears.
3. Click the trackwheel to view the menu, and then click **Resend**.



Sent message menu - Resend item

When you resend a message that was sent successfully on the first attempt, a copy of the original message is sent and the original message remains on the Messages screen.

When you resend a message that was not sent successfully on the first attempt, the original message is sent again.

# Marking messages as opened

If you have many email, PIN, or SMS messages that you have not read on your handheld, but you have read them on your desktop, you might want to mark them as opened.



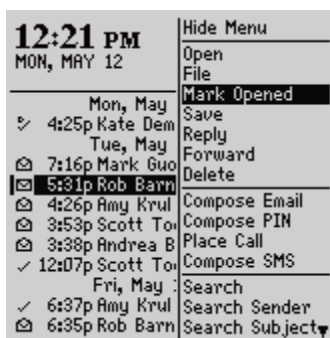
**Note:** You cannot mark placed or received phone calls on the Messages screen as opened. You can mark missed phone calls as opened.

### Integration with enterprise email account

If your handheld is enabled for wireless email reconciliation on the BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange and you mark messages as opened, the messages are also marked as opened on your desktop. Refer to "Using wireless email reconciliation" on page 86 for more information on enabling this feature.

## To mark a message as opened

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select an unopened message and click the trackwheel to view the menu. Click **Mark Opened**.

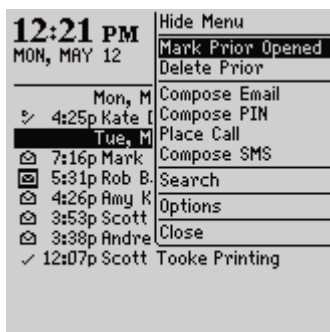


Messages screen menu - Mark Opened item

The message is marked as opened.

# To mark all messages as opened

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a date field. Click the trackwheel to view the menu, and then click **Mark Prior Opened**.



Messages screen menu - Mark Prior Opened item

All messages in the list prior to the date that you select are marked as opened.

# Marking messages as unopened

You can mark email, PIN, or SMS messages on your handheld as unopened. This is helpful if you have opened an important message and you want to remind yourself to reread and respond to the message at a later time.



**Note:** You cannot mark placed or received phone calls on the Messages screen as unopened. You can mark missed phone calls as unopened.

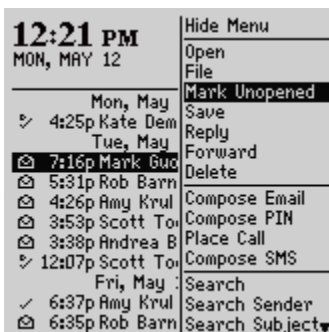
### Integration with enterprise email account

If your handheld is enabled for wireless email reconciliation on the BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange and you mark messages as unopened, the messages are also marked as unopened on your desktop. Refer to "Using wireless email reconciliation" on page 86 for more information.

# To mark a message as unopened

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select an opened message and click the trackwheel to view the menu. Click **Mark Unopened**.

## Searching messages and phone call logs



Messages screen menu - Mark Unopened item

The message is marked as unopened.

## Searching messages and phone call logs

Use the Search Messages application to locate specific messages and phone call logs. You can specify and save the terms of several searches and use them at any time, or you can perform a 1-time search. There are several default searches preprogrammed on your handheld.



**Tip:** You can also search for messages on the Messages and Saved Messages screens.

You do not need to complete all the fields on the Search Messages screen. The more fields that you complete, the narrower the search is.

### Integration with enterprise email account

You can only search for the email messages that you have saved in folders if you have integrated your handheld with an enterprise email account.

You must reconcile your email messages using your desktop software before the names and structures of the folders in your desktop email program are imported to your handheld. Refer to the *Intellisync Online Help* for more information on reconciling email messages manually. Refer to "Using wireless email reconciliation" on page 86 for more information on reconciling email messages over the wireless network.

## To perform a search

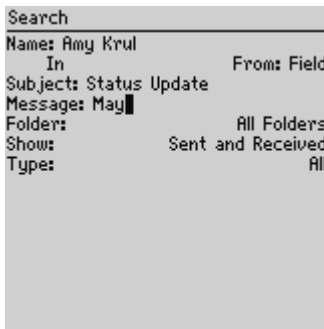
1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. In the **Name** field, type a name, email address, PIN, or phone number.

## Managing messages and phone call logs



**Tip:** In the Search Messages application, you can retrieve a name that is stored in your Address Book instead of typing it. With your cursor in the **Name** field, click the trackwheel to view the menu, and then click **Select Name**. On the Select Address screen, select the name for which you want to search. Click the trackwheel to view the menu and click **Continue**. You return to the Search screen and the name that you selected appears in the **Name** field.

3. In the **In** field, press the **Space** key until the preferred address field appears.
4. In the **Subject** field, type the keywords that you want to find. When you type text in this field, the Search Messages application searches for phrases that contain these characters in the subject line of email and PIN messages.
5. In the **Message** field, type the keywords that you want to find. When you type text in this field, the Search Messages application searches for phrases that contain these characters in the body of email, PIN, SMS messages, and phone call notes.



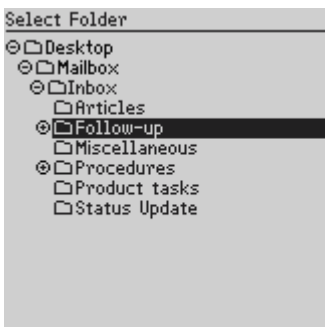
**Search screen - specifying keywords**

### **Integration with enterprise email account**

If you are searching for email messages, select the folder in which you want to search. The default is **All Folders**, but you can select a specific folder. In the **Folder** field, press the **Space** key. The Select Folder screen appears, listing the structure of your folders. Select the folder in which you want to search and click the trackwheel to view the menu. Click **Select Folder**. Refer to "Searching in folders" on page 98 for more information on navigating and searching in folders.



## Searching messages and phone call logs



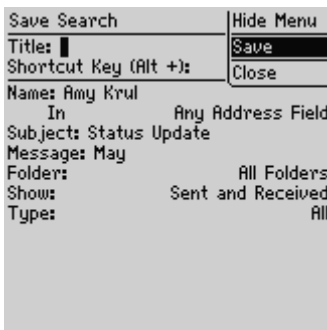
Select Folder screen - selecting a folder

6. In the **Show** and **Type** fields, press the **Space** key until the preferred option appears.



**Tip:** In the **Show** field, select **Sent and Received** to display all messages and phone call logs that meet the search criteria.

7. After you set the terms of your search, click the trackwheel to view the menu.
  - To perform a 1-time search without saving any of the terms that you have specified, click **Search**.
  - To save the terms of your search, click **Save**. The Save Search screen appears. In the **Title** field, type a name for this set of search terms. In the **Shortcut Key** field, type a shortcut key for this search. Click the trackwheel to view the menu, and then click **Save**.



Save Search screen menu - Save item

## Managing messages and phone call logs

The results of your search are displayed on the Search Results screen. If you save your search, the name of your search appears in the handheld status section of the screen.



**Note:** After you save a search and specify a shortcut key, you can press the **Alt** key and the shortcut key to perform the search on the Messages or the Saved Messages screens.

To clear a field, click the trackwheel to view the menu, and then click **Clear Field**. If you want to clear all the fields of your search and type new search terms, click the trackwheel to view the menu, and click **New**. The fields on the Search screen are reset to the default values.

After you perform a search, you can delete messages and phone call logs from the Search Results screen. The messages and phone call logs are also deleted from the Messages screen. You are prompted to confirm before they are deleted.

## Searching in folders

The following tips can help you navigate and search your folders when you specify search terms for email messages.

- Selecting a very specific folder limits the scope of your search. If you search a low-level folder and do not find any email messages with your search terms, return to a higher-level folder and select a less-specific folder to search.
- If you select a folder for your search but want to return to searching in **All Folders**, in the **Folder** field, click the trackwheel to view the menu, and then click **All Folders**.

## To recall a search

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. Click the trackwheel to view the menu and click **Recall**. Your saved searches are listed.
3. You can view the terms of the search. Click the trackwheel to view the menu and click **Select Search**.

The terms of your search are displayed on the Search screen.

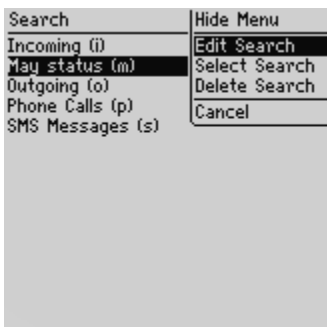


**Tip:** To quickly recall the terms of your last search, on the Search screen, click the trackwheel to view the menu, and then click **Last**. The terms of the last search that you performed appear on the screen.

To view the list of default searches on your handheld, on the Search Messages screen, click **Recall**. The list of default searches appears.

## To edit a search

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. Click the trackwheel to view the menu, and then click **Recall**. Your saved searches are listed.
3. Select the search that you want to edit. Click the trackwheel to view the menu, and then click **Edit Search**.



Search screen menu - Edit Search item

4. The Save Search screen appears. Change any of the information in the fields.
5. After you make your changes, click the trackwheel to view the menu, and then click **Save**.

The results of your search are displayed on the Search Results screen.

## To edit a search once

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. Click the trackwheel to view the menu, and then click **Recall**. Your saved searches are listed.
3. Select the search that you want to change and then click the trackwheel to view the menu. Click **Select Search**.

## Managing messages and phone call logs

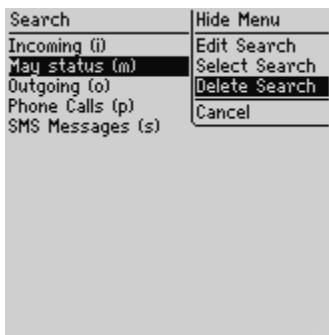


**Search screen menu - Select Search item**

4. The details of the search are displayed. You can edit any of the fields. After you make your changes, click the trackwheel to view the menu.
  - If you do not want to save the changes, click **Search**.
  - If you want to save your changes, click **Save Search**. The Save Search screen appears. Click the trackwheel to view the menu, and then click **Save**.

## To delete a search

1. On the Home screen, click the **Search Messages** icon. The Search screen appears.
2. Click the trackwheel to view the menu, and then click **Recall**. Your saved searches are listed.
3. Select the search that you want to delete. Click the trackwheel to view the menu, and then click **Delete Search**.



**Search screen menu - Delete Search item**

4. A dialog box appears that prompts you to confirm before the selected search is deleted. Click **Delete**.

You return to the Search screen and the search is no longer listed.

## To search for a sender or recipient

When you select an email, PIN, or SMS message on the Messages screen, you can search for all the messages that relate to the sender or recipient of the message. This feature is helpful if you want to search for all messages that were either sent to or received from a particular person.



**Note:** Phone call logs are not listed as part of the sender or recipient search.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a message from a sender or recipient for whom you want to search. For this example, to search for all messages that relate to a particular sender, select a received message, and click the trackwheel to view the menu. Click **Search Sender**.

## Managing messages and phone call logs



Messages screen menu - Search Sender item



**Note:** To search for all messages that relate to a particular recipient, select a sent message, and click the trackwheel to view the menu. Click **Search Recipient**.

The Search Results screen displays all messages that have been received from that sender.

## To search email and PIN messages by subject

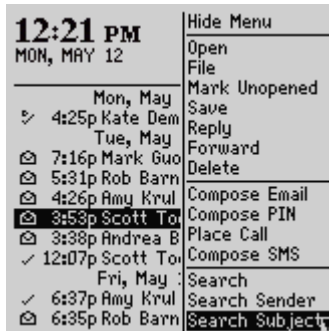
You can view all email and PIN messages that relate to the **Subject** field of a message. You can then file, delete, save the messages, or mark them as unopened.



**Note:** You cannot search by subject for phone calls or SMS messages.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select an email or PIN message that has a subject for which you want to search. Click the trackwheel to view the menu, and then click **Search Subject**.

## Managing phone calls on the Messages screen



Messages screen menu - Search Subject item

All email or PIN messages with that subject appear, including sent messages, replies, and forwarded messages.

## Managing phone calls on the Messages screen

By default, your phone calls are logged on the Messages screen. Each call is saved on this screen with the date, time, and length of the call, the name of the caller or recipient, and any associated call notes. Managing phone calls on your Messages screen is similar to managing email, PIN, and SMS messages.



**Note:** You can customize the Phone application so that your phone calls are not logged on the Messages screen. Refer to "Customizing call logging" on page 140 for more information on setting the **Call Logging** phone option.

## To place phone calls from the Messages application

You can place a phone call from the Messages application.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click the trackwheel to view the menu and click **Place Call**. The Select Address screen appears.
3. Select the contact that you want to call and click the trackwheel to view the menu. Click **Call**.

## Managing messages and phone call logs



**Note:** If you saved more than one phone number for a contact, you are prompted to select the number that you want to call.

The Active Call screen appears and your handheld dials the phone number of the contact that you selected.



**Tip:** To end a call, click the trackwheel to view the menu and click **End Call**. You can also press the **Escape** button on the Active Call screen to end the call.

## To view phone call logs on the Messages screen

You can open and view the phone call log for any received or placed call.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a placed or received call and click the trackwheel to view the menu. Click **Open**. The View Call Log screen appears. The details for the call are listed, including the date and time of the call and the length of the call.
3. To return to the Messages screen, click the trackwheel to view the menu and click **Close**.

The call log is closed and you return to the Messages screen.



**Note:** In the View Call Log window, you can send an email, PIN, or SMS message, forward the call log, or edit the notes. You can also view the contact's Address Book information or view the entire Address Book. On the View Call Log screen, click the trackwheel to view the menu. Click the appropriate menu item.

## Deleting messages and phone call logs

Although your handheld has ample memory space for storing email, PIN, and SMS messages and phone call logs, you should delete unnecessary items to manage your list more efficiently. If your handheld's memory is full and you



receive new messages or new phone calls, your handheld deletes the oldest messages and phone call logs on the Messages screen to accommodate new ones; saved messages are not deleted.

### Integration with enterprise email account

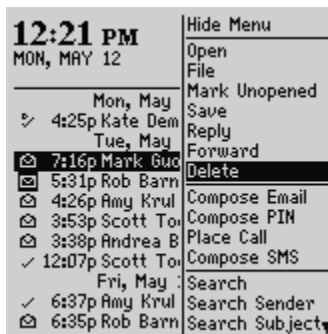
If you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector, and you enabled wireless email reconciliation, any messages you delete on your handheld are also deleted on your desktop. Refer to "Using wireless email reconciliation" on page 86 for more information on enabling this feature.

## To delete a message or phone call log

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the message or phone call log that you want to delete and click the trackwheel to view the menu. Click **Delete**.



**Warning:** If you make any notes for your phone call, they are deleted when you delete the phone call log. If you do not want to delete the call notes, forward them to your email address. Refer to "To forward a call log" on page 149 for more information.



Messages screen menu - Delete item

3. A dialog box appears that prompts you to confirm before the item is deleted. (This dialog box appears only if **Confirm Delete** is enabled on the Message List Options screen.) Click **Delete**.

## Managing messages and phone call logs

You return to the Messages screen and the message or phone call log is no longer listed.

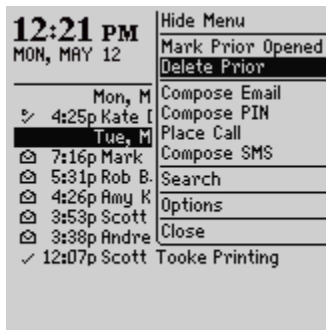


**Note:** You can delete an open message. You can also delete messages from the Search Messages and Saved Messages screens.

If you request more of an email message, you should not delete the message until you have received the rest of it. Refer to "Receiving long email messages" on page 63 for more information on receiving long email messages.

## To delete multiple items by date

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a date field. Click the trackwheel to view the menu, and then click **Delete Prior**.



**Messages screen menu - Delete Prior item**

3. A dialog box appears that prompts you to confirm before all the items prior to and including that date are deleted. Click **Delete**.

You return to the Messages screen and the items are no longer listed.

# To delete email messages on your handheld and your desktop

## Integration with enterprise email account

If you integrated your handheld with an enterprise email account, you can configure your Message List Options so that email messages that are deleted on your handheld are also deleted on your desktop each time you reconcile email messages manually using the desktop software's Intellisync tool.



**Note:** If you enabled wireless email reconciliation and set the **Delete On** field to **Mailbox & Handheld**, messages that are deleted on your handheld, are also deleted on your desktop and likewise, messages that are deleted on your desktop are also deleted on your handheld.

To use wireless email reconciliation, your handheld must meet one of the following conditions:

- If your handheld is integrated with an enterprise email account, your handheld must be enabled for wireless email reconciliation on the BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange, or on the BlackBerry Enterprise Server version 2.2 or later for Lotus Domino.
- If you use the BlackBerry Web Client, your service provider must enable your handheld for wireless email reconciliation.

Contact your system administrator or service provider for more information on whether you can use wireless email reconciliation.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Message List Options screen appears.
3. In the **Delete On** field, press the **Space** key until **Mailbox & Handheld** appears.



Message List Options screen - Delete On field

## Managing messages and phone call logs

4. Click the trackwheel to view the menu, and then click **Save**.

To test this feature, delete an email message on your handheld that you no longer need. Reconcile your email messages manually using the Intellisync tool. Refer to the *Intellisync Online Help* for more information on reconciling email messages manually. The message is deleted from your desktop and your handheld.



**Note:** Any filed email messages that you delete on your handheld are also deleted from the corresponding desktop folder if on the Message List Options screen, the **Delete On** field is set to **Mailbox & Handheld**.

If you enabled wireless email reconciliation and you delete messages on your handheld, the messages are also deleted on your desktop automatically if, on the Message List Options screen, the **Delete On** field is set to **Mailbox & Handheld**. Refer to "Using wireless email reconciliation" on page 86 for more information on enabling wireless email reconciliation.

Email messages that are deleted using the **Delete Prior** option, are not deleted on your desktop. Refer to "To delete multiple items by date" on page 106 for more information on deleting multiple messages.

## To empty the deleted messages folder on your desktop

You can permanently delete messages from your desktop's Deleted Items folder using your handheld. This feature is useful if your desktop mailbox is full and you want to free space for new messages.

### **Integration with enterprise email account**

To delete messages from your desktop's Deleted Items folder, your handheld must be integrated with an enterprise email account using the BlackBerry Enterprise Server, and wireless email reconciliation must be enabled for your handheld.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Message List Options screen appears.
3. Click the trackwheel to view the menu, and then click **Purge Deleted Items**. A dialog box appears that prompts you to confirm the action. Click **Yes**.

Your desktop's Deleted Items folder is emptied.

# Tips for managing messages and phone call logs

- Press the **Alt** key and **I** to view all incoming messages in the Messages or Saved Messages applications.
- Press the **Alt** key and **O** to view outgoing messages in the Messages or Saved Messages applications.
- Press the **Alt** key and **P** to view all phone call logs in the Messages or Saved Messages applications.
- Press the **Alt** key and **S** to view all SMS messages in the Messages or Saved Messages applications.
- Press the **Alt** key and a shortcut key that you specified in the Messages or Saved Messages applications to perform a search that you defined.
- Press the **Alt** key and **U** to switch between marking a message or a missed phone call as opened or unopened.
- Press **M** to open the Messages screen from the Home screen, or in the Search Results or Saved Messages applications.
- Press **V** to open the Saved Messages screen from the Home screen, or in the Messages or Search Messages applications.
- Press **S** to open the Search Messages screen from the Home screen, or in the Messages or Saved Messages applications.
- Press the **Space** key on the Select Folder screen, when a folder marked with a plus sign (+) is selected, to expand and collapse the subfolders.
- Press the **Enter** key on the Select Folder screen to file a message in the selected folder.
- Press the **Backspace** key with a date field selected to delete all messages prior to and including the selected date.




## **Managing messages and phone call logs**

# *Chapter 5* **Address Book**

This section provides information on the following topics:

- Address Book icons
- Setting Address Book options
- Adding addresses
- Adding pauses and waits to phone numbers
- Changing user-defined field names
- Adding group addresses
- Using Remote Address Lookup
- Managing Address Book entries
- Tips for using the Address Book

## Address Book icons

Icon	Description
	phone number in Address Book entry has a pause inserted
	phone number in Address Book entry has a wait inserted
	Address Book entry is attached; this icon appears in email and PIN messages that contain Address Book attachments

## Setting Address Book options

You can customize the following Address Book options.

- **Sort By:** Select how you want to sort the addresses in your Address Book. By default, this option is set to **First Name**.
- **Confirm Delete:** Select whether you want to be prompted to confirm before Address Book entries are deleted permanently. By default, this option is set to **Yes**.
- **Allow Duplicate Names:** Select whether you want the same name to appear more than once in the Address Book. By default, this option is set to **Yes**.

## To set Address Book options

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu and click **Options**. The Address Book Options screen appears.
3. In the field that you want to set, press the **Space** key until the preferred option appears.





**Address Book Options screen - setting options**

4. After you edit the fields, click the trackwheel to view the menu, and then click **Save**.

You return to the Find screen.



**Note:** You can also open and edit your Address Book options on the To screen when you select the recipients for your messages or phone calls.

## Adding addresses

You can add contacts to your handheld Address Book to create a database. You can add addresses to your Address Book manually, from messages or phone call logs, from links, and from Remote Address Lookup results. You can also add and update contacts from the Phone screen.

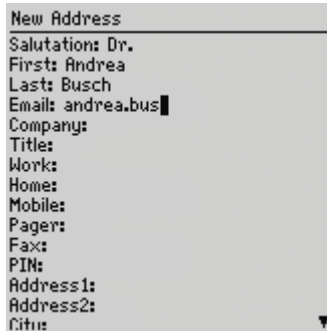
### **Integration with enterprise email account**

If you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector, you can also add Address Book entries by importing them from your desktop email program. Refer to the *Backup and Restore Online Help* for more information.

## To add addresses manually

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu, and then click **New Address**. The New Address screen appears.
3. Type your contact's information and press the **Enter** key at the end of each field.

## Address Book



New Address  
Salutation: Dr.  
First: Andrea  
Last: Busch  
Email: andrea.busch  
Company:  
Title:  
Work:  
Home:  
Mobile:  
Pager:  
Fax:  
PIN:  
Address1:  
Address2:  
City:

**New Address screen - adding an address**



**Tip:** You can save up to three email addresses for the same contact. To add another email address, click the trackwheel to view the menu and click **Add Email Address**. An additional **Email** field appears on the New Address screen. When you compose an email message to a contact with multiple email addresses, you are prompted to select which address to use.

4. To save your contact information, click the trackwheel to view the menu and then click **Save**.

Your new contact appears on the Find screen in alphabetical order.

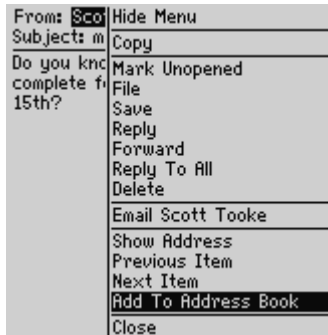


**Note:** If you typed a company name in the **Company** field, it appears on the Find screen beside the contact's name.

## To add addresses from received messages and phone call logs

When you receive a new message or phone call from someone who is not currently in your handheld Address Book, you can add the email address, PIN, or phone number from the open message or phone call log.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message or phone call log from a contact who is not currently in your Address Book and scroll to the top of it. For this example, open a received email message. In the **From** field of the email message, click the trackwheel to view the menu.
3. Click **Add to Address Book**. The New Address screen appears, with the new contact's information displayed.



Received message From field menu - Add to Address Book item

4. Add any additional information that you want to include for this contact.
5. Click the trackwheel to view the menu, and then click **Save**.

The contact is added to your Address Book and you return to the open message.

## To add addresses from links

You can also add contacts to your Address Book from links that appear in your messages.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message that contains a link. Email addresses, PINs, or phone numbers for other recipients of the message might appear as links in the message. For this example, select an email address link for the contact that you want to add to your Address Book.
3. Click the trackwheel to view the menu, and then click **Add to Address Book**.
4. The contact's email address is displayed. Add a name for this contact and type any additional information that you want to add.
5. After you add information, click the trackwheel to view the menu and click **Save**.

The contact is added to your Address Book and you return to the open message.

## To add addresses from the Phone screen

1. On the Home screen, click the **Phone** icon. The Phone screen appears.

## Address Book

2. Select a phone number that is not associated with a contact in your Address Book. Click the trackwheel to view the menu and click **Add To Address Book**. The New Address screen appears, with the contact's phone number in the **Work** field.
3. Add a name for the contact and any additional information that you want to include.
4. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone screen, and the number is replaced with the name that you specified.

## To update addresses from the Phone screen

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select a number that is listed on the Phone screen. To add this phone number to an existing contact, click the trackwheel to view the menu, and then click **Copy**.
3. Click the trackwheel to view the menu, and then click **View Address Book**.
4. Select the contact whose Address Book entry you want to update and click the trackwheel to view the menu. Click **Edit**.
5. Select the phone number field in which you want to insert the number. Click the trackwheel to view the menu and click **Paste**. The number is inserted in the field.
6. Click the trackwheel to view the menu, and then click **Save**.
7. Press the **Escape** button.

You return to the Phone screen.



**Note:** If the contact whose Address Book entry you want to update is listed on the Phone screen, you can open the entry on the Phone screen. Copy the phone number and then select the contact and click the trackwheel to view the menu. Click **View Contact**. The contact's Address Book entry appears. Click the trackwheel to view the menu and click **Edit**. Paste the phone number into the appropriate field.

## Address Book fields

The New Address screen contains the following fields:

**Salutation:** Type a salutation for your contact. This field accepts letters, numbers and symbols.

**First:** Type your contact's first name. This field accepts letters, numbers, and symbols.

**Last:** Type your contact's last name. This field accepts letters, numbers, and symbols.



**Tip:** Type your contact's full name in the **First** field and press the **Enter** key. The first name appears in the **First** field and the last name appears in the **Last** field.

**Email:** Type your contact's email address. This field accepts letters, numbers, and symbols. You can press the **Space** key to insert the at sign (@); press it again to insert a period. If you continue to press the **Space** key, you continue to insert periods.

**Company:** Type the name of the company for which your contact works. This field accepts letters, numbers, and symbols.

**Title:** Type your contact's job title. This field accepts letters, numbers, and symbols.

**Work:** Type your contact's business phone number. This field accepts numbers, parentheses, and the x, -, +, \*, #, and . characters, which can be typed without pressing the **Alt** key.

**Home:** Type your contact's home phone number. This field accepts numbers, parentheses, and the x, -, +, \*, #, and . characters, which can be typed without pressing the **Alt** key.

**Mobile:** Type your contact's mobile phone number. This field accepts numbers, parentheses, and the x, -, +, \*, #, and . characters, which can be typed without pressing the **Alt** key.

## Address Book

**Pager:** Type your contact's pager number. This field accepts numbers, parentheses, and the **x**, **-**, **+**, **\***, **#**, and **.** characters, which can be typed without pressing the **Alt** key.



**Note:** You can type SMS-compatible numbers in the **Work**, **Home**, **Mobile**, and **Pager** fields. When you type an SMS-compatible number in an Address Book field, include the country code and the area code. If you have set your smart dialing options in the Phone application, you do not need to type the country code and area code. Refer to "Setting smart dialing options" on page 144 for more information.

You can add pauses and waits in the **Work**, **Home**, **Mobile**, and **Pager** fields to insert additional numbers (such as extensions or passwords) in your contact's phone number. Refer to "Adding pauses and waits to phone numbers" on page 119 for more information.

You can type **x** or **ext** in the **Work**, **Home**, and **Mobile** fields to specify a phone number extension. When you place a phone call, depending on how you have set your smart dialing options in the Phone application, you are prompted to dial the extension or the handheld dials the extension automatically.

**Fax:** Type your contact's fax number. This field accepts numbers, parentheses, and the **x**, **-**, **+**, **\***, **#**, and **.** characters, which can be typed without pressing the **Alt** key.

**PIN:** Type the personal identification number of your contact's handheld. This field accepts numbers which can be typed without pressing the **Alt** key. You can also type hexadecimal characters in the PIN field.

**Address 1:** Type your contact's street address. This field accepts letters, numbers, and symbols.

**Address 2:** Type any further information for the address. This second address field is provided for long addresses. This field accepts letters, numbers, and symbols.

**City:** Type your contact's city. This field accepts letters, numbers, and symbols.

**State/Prov:** Type your contact's state or province. This field accepts letters, numbers, and symbols.

**ZIP/Postal Code:** Type your contact's ZIP code or postal code. This field accepts letters and numbers. You must press the **Alt** key to type numbers in this field.

**Country:** Type your contact's country. This field accepts letters, numbers, and symbols.

**User 1, User 2, User 3, User 4:** Customize these fields to type special information for each contact. Refer to "Changing user-defined field names" on page 120 for more information on customizing these fields.

**Notes:** Type any additional information that you want to keep about your contact. This field accepts letters, numbers, and symbols. Press the **Enter** key to move to a new line.

# Adding pauses and waits to phone numbers

You can add pauses and waits in the **Work**, **Home**, **Mobile**, and **Pager** fields to insert additional numbers (such as extensions or passwords) to the phone number. When you place a phone call, you do not need to type the additional numbers. You are prompted to type the remaining numbers (for a wait) or your handheld enters the remaining numbers after two seconds (for a pause).



**Note:** Depending on your service provider's plan, the Phone application might not be available on your handheld. Contact your service provider or network operator for more information on available services.

## To add pauses and waits

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Open an existing Address Book entry or create a new one.
3. In the **Work**, **Home**, **Mobile**, or **Pager** field, type the first part of the phone number.
4. Click the trackwheel to view the menu, and then click **Add Wait** or **Add Pause**.



**Tip:** In the **Work**, **Home**, **Mobile** or **Pager** field, you can also type the first part of the phone number, and then press the **Alt** key and **B** to insert a wait, or the **Alt** key and **N** to insert a pause.

5. Add the remaining part of the phone number.
6. Click the trackwheel to view the menu, and then click **Save**.

Your new contact appears on the Find screen in alphabetical order.



**Note:** Refer to "Using pauses and waits" on page 150 for more information on placing phone calls to phone numbers that contain pauses or waits.

## Changing user-defined field names

You can change the field name for the **User 1**, **User 2**, **User 3**, and **User 4** fields in the Address Book.

### To change user-defined field names

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Click the trackwheel to view the menu, and then click **New Address**. The New Address screen appears.
3. Select a user-defined field (**User 1**, **User 2**, **User 3**, or **User 4**) and click the trackwheel to view the menu.



**New Address screen menu - Change Field Name item**

4. Click **Change Field Name**. Delete the current name of the field. Type a new field name and click the trackwheel.

The field name is changed for all of your contacts.

## Adding group addresses

After you add individual addresses to your Address Book, you can create a group email address. When you send a message to a group address, the email message is sent to all members of the group.

### To add group addresses

1. On the Home screen, click the **Address Book** icon. The Find screen appears.



2. Click the trackwheel to view the menu, and then click **New Group**. The New Group screen appears.
3. Type a name for your group, and then click the trackwheel to view the menu.
4. Click **Add Member**. The Select Address screen appears.
5. Select the name of the contact whose email address you want to add to the group. Click the trackwheel to view the menu, and then click **Continue**. The New Group screen appears with the contact added as a new member.



**Note:** If an email address is not included in a contact's address information, you cannot add that contact to your group.

6. Repeat steps 4 and 5 to add more members to your group address.
7. After you add all desired contacts to the group address, click the trackwheel to view the menu. Click **Save Group**.

You return to the Address Book screen and the new group appears in your list of contacts.

## Using Remote Address Lookup

You can search for addresses in your company's address directory using the Remote Address Lookup feature. You can add Remote Address Lookup results to your handheld Address Book.



**Note:** To use the Remote Address Lookup feature, your handheld must be integrated with an enterprise email account and your handheld must be enabled on the BlackBerry Enterprise Server version 3.5 or later for Microsoft Exchange, or on the BlackBerry Enterprise Server version 2.2 or later for Lotus Domino. Contact your system administrator for more information on whether you can use Remote Address Lookup.

## To add Address Book entries from Remote Address Lookup results

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Type the name of the contact that you want to find and click the trackwheel to view the menu. Click **Lookup**. On the Address Book screen, at the top of the address list, the status of your search and the search criteria are displayed.

## Address Book



**Tip:** You can perform multiple remote address lookups at one time. To perform multiple lookups, repeat step 2.

If no results are found for a particular search, the corresponding search field displays **No Matches**.

3. After the search is complete, select the Search Result field and click the trackwheel to view the menu. Click **View Lookup**. The results of your search are displayed.
4. Select a contact and click the trackwheel to view the menu. Click **Add**.



**Tip:** If there multiple contacts are listed, and you want to add all of the contacts to your Address Book, click **Add All**.

You can use the Remote Address Lookup feature on any Find screen such as when you are placing a phone call, creating a meeting request, or sending an email message.

## Remote Address Lookup actions

When you select the results of a Remote Address Lookup search, you can perform one of the following actions:

**Add:** This action adds the contact information for a selected contact to your handheld Address Book.

**Add All:** This action adds the contact information for all the listed contacts to your handheld Address Book. If, in the Address Book application, on the Address Book Options screen, you set the **Allow Duplicate Names** field to **No**, you are prompted with the following options when you attempt to add a duplicate entry:

- **Ignore:** This option ignores the selected contact and does not add it to your Address Book.
- **Ignore All:** This action ignores all of the duplicate contacts listed and does not add them to your Address Book.
- **Replace:** This action replaces the contact information that is stored in your handheld with the information for the selected contact in the lookup results.
- **Replace All:** This action replaces the contact information that is stored in your handheld with the information in the lookup results for all of the duplicate contacts listed.

**Delete:** This action deletes the selected contact from the search results list.

**Delete Lookup:** This action deletes the lookup results.

**Lookup:** This action displays a dialog box that enables you to edit existing search criteria or type new criteria.

**Resolve:** This action adds the selected contact to your Address Book temporarily. After you resolve a contact, you can send messages to this contact or view the lookup results that are associated with the contact for as long as it remains in your Address Book.

**View:** This action displays a virtual business card that lists the available information for the selected contact.

**Get more results:** This action only appears if more lookup results are available than the number that is listed on the screen. This action requests more lookup results from the server. The server sends a maximum of 20 results at one time.

## Managing Address Book entries

You can view, search, edit, and delete the Address Book entries on your handheld.

### To view individual Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Select the name of the contact whose information you want to view.
3. Click the trackwheel to view the menu, and then click **View**.

A virtual business card appears that list the contact information that you have typed and any notes that you have included.



**Tip:** To move to a number or an email field in the business card, press the first letter of the field name. For example, if you typed a fax number and you press **F**, the cursor moves to the **Fax** field.

### To view group Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Select the name of the group that you want to view. Click the trackwheel to view the menu, and then click **View Group**. The members of your group are listed.

## Address Book

3. To view the contact information for one of the group members, select the contact, click the trackwheel to view the menu, and then click **View Member**.

The contact information for the selected member appears.

## To search local Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Type the first letter, or letters, of the name of the contact that you want to find. The letter or letters that you type appear at the top of the screen. Your handheld searches the first, last, and company names of contacts to find the first instance of the letters that you type. As you type more letters for your search, fewer matches appear.
3. To return to your complete list of contacts, click the trackwheel to view the menu, and then click **View All**.

## To search a remote address directory

You can search for a contact using the Remote Address Lookup feature if that contact's information does not appear in your Address Book, but is available through your company's corporate email program. Refer to "To add addresses from the Phone screen" on page 115 for more information.



**Note:** To use the Remote Address Lookup feature, your handheld must be integrated with an enterprise email account and your handheld must be enabled on the BlackBerry Enterprise Server version 3.5 or later for Microsoft Exchange, or on the BlackBerry Enterprise Server version 2.2 or later for Lotus Domino. Contact your system administrator for more information on whether you can use Remote Address Lookup.

## To edit individual Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Select the Address Book entry that you want to edit. Click the trackwheel to view the menu, and then click **Edit**. The Edit Address screen appears.
3. Use the trackwheel to move from field to field. Hold the **Alt** key and roll the trackwheel to scroll horizontally.
4. Edit the fields. Click the trackwheel to view the menu, and then click **Save**.



**Tip:** To clear fields on the New Address or Edit Address screens, click the trackwheel to view the menu, and then click **Clear Field**.

You can use your handheld's cut, copy, and paste feature when you edit addresses. Refer to "Using cut, copy, and paste" on page 55 for more information.

## To edit group Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Select the name of the group that you want to edit. Click the trackwheel to view the menu, and then click **Edit Group**. The Edit Group screen lists the members of your group.
3. Select a group member and click the trackwheel to view the menu. Complete one of the following actions:
  - To replace the selected member with another contact in your Address Book, click **Change Member**.
  - To delete the selected member from the group, click **Delete Member**.
  - To add a new member to the group, click **Add Member**.
4. After you edit the group, click the trackwheel to view the menu. Click **Save Group**.

The group Address Book entry is changed as you specified.

## To delete Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.
2. Select the contact that you want to delete. Click the trackwheel to view the menu, and then click **Delete**.
3. A dialog box appears that prompts you to confirm before the address is deleted. (This dialog box appears only if, on the Address Book Options screen, **Confirm Delete** is enabled.) Click **Delete**.

You return to the Find screen, and the entry is no longer listed.

## To delete group Address Book entries

1. On the Home screen, click the **Address Book** icon. The Find screen appears.

## Address Book

2. Select the name of the group that you want to delete. Click the trackwheel to view the menu, and then click **Delete Group**.
3. A dialog box appears that prompts you to confirm before the group is deleted. (This dialog box appears only if, on the Address Book Options screen, **Confirm Delete** is enabled.) Click **Delete**.

You return to the Find screen, and the group is no longer listed.

## Tips for using the Address Book

- Press number keys, without using the **Alt** key, to insert numbers in the **Work, Home, Mobile, Pager, Fax,** and **PIN** fields.
- Press the **Space** key to insert the at sign (@) and periods in an **Email** field.
- Press the **Alt** key and **B** to add a wait to a phone number.  
Press the **Alt** key and **N** to add a pause to a phone number.
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the Find screen.
- Type your contact's full name in the **First** field and press the **Enter** key. The first name appears in the **First** field and the last name appears in the **Last** field.

# *Chapter 6*

# Phone

This section provides information on the following topics:

- Phone icons
- Before you begin
- Placing phone calls
- Answering phone calls
- Ending phone calls
- Using shortcuts when you place calls
- Setting the volume
- Muting phone calls
- Managing phone calls on the Phone screen
- Customizing Phone options
- Calling voice mail
- Using phone call notes
- Using pauses and waits
- Viewing phone status
- Placing emergency calls
- Tips for using the Phone

## Phone icons




These icons provide additional information about the Phone application.



**Note:** Depending on your service provider and the services that are enabled for your Phone application, the following text and icons might not appear or they might differ. Contact your service provider or network operator for more information.

Icon	Description
	phone call is in progress; this icon appears on the Active Call screen and records the length of the call
	the current volume level; this icon appears on the Active Call screen and whenever you click <b>Volume</b> on the menu in one of the applications on your handheld
	phone call is muted; this icon appears on the Active Call screen
	phone call is in progress; this icon appears in the handheld status section of the screen while you are connected to a phone call and records the length of the call
	call forwarding of all phone calls is enabled; this icon appears in the handheld status section of the screen
	a placed or received phone call; this icon appears on the Messages screen
	a voice mail message is waiting in your voice mailbox; if your handheld is provisioned for voice mail and a new voice mail message is waiting, this icon appears in the handheld status section of the screen
TTY	text telephone (TTY) is enabled; this icon appears in the handheld status section of the screen.
	unopened, missed call; with the text <b>Missed Call</b> , this icon appears on the Messages screen
	with the text <b>Missed Call</b> , this icon indicates an opened missed call; this icon appears on the Messages screen



Icon	Description
 <b>Voicemail</b>	if you have voice mail enabled, this icon, with the text <b>Voicemail</b> , appears beside the unopened message when a new voice mail message is waiting; this icon appears on the Messages screen
 <b>Voicemail</b>	if you have voice mail enabled, this icon, with the text <b>Voicemail</b> , appears beside the opened message when a new voice mail message is waiting; this icon appears on the Messages screen
	if you have voice privacy while you are connected to a phone call, this icon appears beside the call timer on the Active Call screen

## Before you begin

Depending on your service provider’s plan, the Phone application or some of its features might not be available on your handheld. Contact your service provider or network operator for more information on available services.

Your handheld is equipped with an integrated speaker and microphone. On your handheld, you can use the automated functions that are available to touch-tone phones. If you use the optional headset with your handheld, insert the headset connector into the headset jack at the top of your handheld before you use the Phone application.

The Phone screen displays the phone number of your handheld.



**Note:** To use certain features of the Phone application, such as call forwarding and caller identification, you must subscribe to them. Contact your service provider or network operator for more information.

## Placing phone calls

You can place phone calls if, in the handheld status section of the screen, **D**, **1x**, or **1X** and one or more bars appear with the wireless coverage indicator.



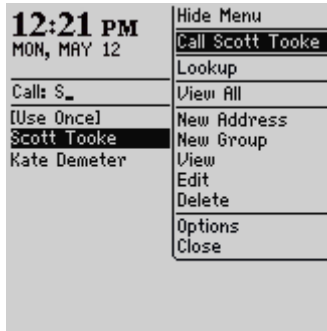
**Note:** If you attempt to place a call when the handheld radio is turned off, you are prompted to turn on the radio before you continue.

You can also place a phone call from the Messages or Saved Messages screens. Click the trackwheel to view the menu, and then click **Place Call**. The Select Address screen appears. Select the contact that you want to call and click the trackwheel to view the menu. Click **Call**.

## Phone

# To place phone calls

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Begin typing the name of the contact that you want to call. The Call screen appears, listing contacts that contain the letters that you have typed.
3. Select the name of your contact.
4. Click the trackwheel to view the menu, and then click **Call**.

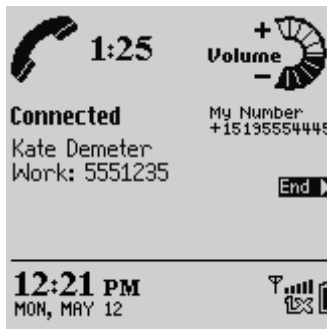


Select Address screen menu - Call item



**Note:** If you specified more than one phone number for a contact, you are prompted to select the phone number that you want to call.

The Active Call screen appears, and displays **Calling**, as well as the Address Book information that you have saved for your contact. Your handheld dials the phone number that you selected.



Active Call screen

Shortly after your handheld dials the number, the Active Call screen displays **Connected** even though the recipient has not answered the call. The wireless network does not indicate exactly when a phone call has been answered.

On the Active Call screen, a volume indicator appears in the upper right of the screen. Roll the trackwheel to increase or decrease the volume. A call timer appears in the upper left of the screen, displaying the length of your call. The timer begins after your handheld dials the number.



**Note:** While you are connected to a call, you can still use the other applications on your handheld. You are not, however, able to send or receive email or PIN messages or browse web pages. You can send and receive SMS messages.

To use the other applications on your handheld while you are connected to a call, on the Active Call screen, click the trackwheel to view the menu. Click **Hide Call**. You return to the Home screen. Click an application icon. To return to the Phone application again, press the **Phone** button.

To end the call, click the trackwheel to view the menu. Click **End Call**.

On the Active Call screen, you can also press the **Escape** button to end the call.

## To place 1-time phone calls

You can place a phone call without adding the recipient to your handheld Address Book.

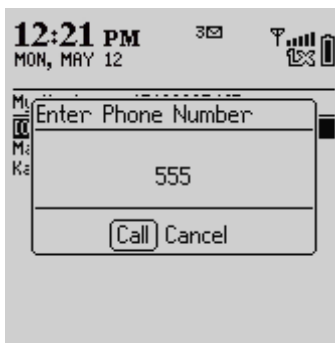
1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select **[One Time Dial]** and click the trackwheel. The Enter Phone Number dialog box appears.



**Tip:** On the Home and Phone screens, you can also press the **Space** key to open the Enter Phone Number dialog box.

3. Type the phone number, and then click **Call**.

## Phone



**Phone screen - placing a 1-time call**

Your handheld dials the number that you typed.



**Tip:** To type a phone number extension, hold the **8** key until the letter **X** appears. Type the phone number extension.

To place 1-time phone calls on the **To** screen, use the **[Use Once]** option.

## To place phone calls using links

Your handheld recognizes phone numbers in the body of messages and converts them into links. You can select an underlined link to place a phone call.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received message that contains a link. Click the trackwheel to view the menu, and then click **Open**.
3. Select the phone number link to which you want to place a phone call. Click the trackwheel to view the menu, and then click **Call**.

Your handheld dials the phone number that you selected.



**Tip:** Links can also appear in the other handheld applications. You can place calls from any of those applications by following the procedure above.

## To place 3-way calls

You can place a 3-way call to talk to two people at the same time. If you attempt to call a third person, the handheld disconnects the second person whom you called.



**Note:** To use this feature, you must subscribe to it. Contact your service provider or network operator for more information.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Begin typing the name of the contact that you want to call. The Call screen appears, listing contacts that contain the letters that you have typed.
3. Select the name of your contact and click the trackwheel to view the menu.
4. Click **Call**. Your handheld dials the phone number.
5. When you are connected to the call, click the trackwheel to view the menu, and then click **3-Way Call**. The Select Address screen appears.
6. Select the name of the second contact. Click the trackwheel to view the menu.
7. Click **Call**. Your handheld dials the phone number.



**Tip:** To place a call to a contact whose number is not saved in your Address Book, on the Select Address screen, click **[Use Once]**. Click **Phone**. The One Time Phone Call screen appears. Type the phone number of the second contact and click the trackwheel to view the menu. Click **Continue**. The handheld dials the number.

8. When you connect to the second call, click the trackwheel to view the menu.
9. Click **Flash**. You are now connected to the first and second contacts in a 3-way call.



**Note:** The Active Call screen shows that you are currently connected to the second call even though you are connected to both contacts. The Address Book information for the first call recipient no longer appears on the Active Call screen.

10. While you are connected to the 3-way call, click the trackwheel to view the menu. Select one of the following options:
  - Click **Flash** to remain connected to the first contact and to disconnect from the second contact. After you disconnect from the second contact, you can click **3-Way Call** to add another participant to the call.
  - Click **End Call** to disconnect all contacts from the 3-way call. You return to the Phone screen.

## Answering phone calls

When you receive a phone call, you receive visual notification and any other notification, depending on how you have configured your notification profiles. Refer to "Customizing notification profiles" on page 224 for more information on setting your notification profiles.

## Phone

The handheld backlighting turns on automatically when you receive a phone call.



**Note:** When you receive an incoming call, the contact's name and phone number appear if the contact is saved in your Address Book. The contact's name and phone number also appear if you have subscribed to a caller identification service.

## Caller identification service

When you receive an incoming call, the contact's name and phone number appear if the caller subscribes to a caller identification service. However, if the caller does not subscribe to a caller identification service, or if the wireless network does not recognize the caller, the Incoming Call dialog box and Active Call screen display **Unknown Number**. As a result, the contact's information does not appear even though you saved it in your Address Book. If the caller subscribes to a caller identification block service, the Incoming Call dialog box and Active Call screen display **Private Number**, and the contact's information does not appear on your handheld.



**Tip:** You can set whether you want your identity restricted when you place calls from your handheld. Refer to "Setting general phone options" on page 143 for more information. You can also contact your service provider or network operator for more information on caller identification block services.

## Call waiting service

If you subscribe to a call waiting service and are already connected to a phone call when an incoming phone call is received, the handheld beeps. Refer to "To alternate between phone calls" on page 135 for more information on how to alternate between two phone calls.

## To answer phone calls

When you receive a new phone call, a dialog box appears on your handheld's screen, prompting you to answer or ignore the call.

- If you are not connected to any other phone calls and want to answer the call, click **Answer**. You are connected to the call.
- If you are already connected to a phone call but have not finished your conversation and want to answer the incoming call, click **Answer - Hold Current**. The current phone call is put on hold and you are connected to the incoming call. While you are connected to the two calls, click the trackwheel to view the menu, and then click **Flash** to alternate between them.

- If you do not want to answer the incoming phone call, click **Ignore**. Visual notification and other notification on your handheld stops. The caller hears a busy signal or is directed to your voice mail, depending on your service plan.



**Note:** You must subscribe to a call waiting service for the **Answer - Hold Current** item to appear when you receive an incoming call.

You can also press the button on the headset to answer a call.

If you are composing an email, PIN, or SMS message or are using another handheld application when you receive a phone call, the action is interrupted until you answer or ignore the phone call. If you answer the phone call, the Active Call screen appears. To return to the last application that you were using, click the trackwheel to view the menu and click **Hide Call**. You return to the last application that you were using. You cannot press the **Escape** button to return to the last application that you were using. Pressing the **Escape** button on the Active Call screen ends the phone call.

## To answer phone calls when the handheld is locked

If your handheld is locked with a password when you receive a phone call, you can answer the call without typing your password.

1. When the Incoming Call dialog box appears, click **Answer**. You are connected to the call.
2. To unlock the handheld while you are connected to the call, click the trackwheel. The **Handheld is locked** dialog box appears.
3. Select one of the following options:
  - Click **Unlock** to type your password and unlock the handheld.
  - Click **Cancel** to close the dialog box.

Refer to "Security" on page 240 for more information on setting a password and locking your handheld.

## To alternate between phone calls

If you subscribe to a call waiting service and are connected to two phone calls, you can alternate between talking to each contact.



**Note:** While you are connected to more than one call, the **End Call**, **Flash**, **Volume**, **Mute**, and **Notes** items appear on the menu of the other handheld applications.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.

## Phone

2. While you are connected to a phone call, and receive an incoming call, click **Answer - Hold Current**. The current call is put on hold and you are connected to the incoming call.
3. To alternate between the callers, click the trackwheel to view the menu, and then click **Flash**.

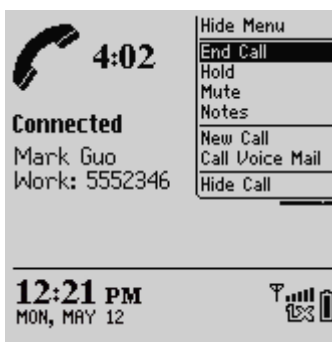
Each call remains separate but you can alternate between them.



**Tip:** To alternate between the callers, you can also press the **Enter** key. Pressing the **Enter** key is equivalent to using the **Flash** menu item.

## Ending phone calls

1. When you finish with your call, click the trackwheel to view the menu, and click **End Call**.



Phone screen menu - End Call item



**Tip:** On the Active Call screen, press the **Escape** button to end the phone call. You can also hold the button on the headset to end the call.

After the phone call ends, the Phone screen appears, displaying your list of contacts.



**Note:** If your handheld battery becomes too low, a **Low Battery** message appears to the left of the wireless coverage indicator and the handheld beeps. You are not disconnected from your phone call at this point, but you should end your phone call and recharge your handheld battery as soon as possible.



# Using shortcuts when you place calls

Your handheld has built-in shortcuts that you can use when you place calls.

## To dial phone numbers quickly

1. On the Phone screen, press the **Space** key. The Enter Phone Number dialog box appears.
2. Type the phone number and click **Call**.



**Tip:** To type a phone number extension, hold the **8** key until the letter **X** appears. Type the phone number extension.

If, in the Phone application, on the General Options screen, you set the **Dial from Home screen** field to **Yes**, you can dial numbers quickly from the Home screen. On the Home screen, type the phone number. Click **Call**.

## To alpha-dial

When you call a contact, your handheld enters number-lock mode automatically. You can use the alpha-dialling feature to type letters when you enter a phone number or while you are connected to a call.

- To type one letter, press the **Right Shift** key and type the letter.
- To type multiple letters, press the **Alt** key and the **Right Shift** key. Your handheld enters character mode and you can type multiple letters. To turn off character mode, press the **Right Shift** key.

## Setting the volume

While you are connected to a phone call, scroll the trackwheel to change the volume for your handheld's Phone application. Scroll up to increase the volume or scroll down to decrease the volume.



**Note:** If you use one of the other applications on your handheld while you are connected to a phone call and you want to change the volume for the Phone application, click the trackwheel to view the menu. Click **Volume**. The volume indicator appears. Scroll the trackwheel to increase or decrease the volume.

## Muting phone calls

You can mute phone calls on your handheld, so that you can hear your contact but your contact cannot hear you. When a call is muted, the mute icon appears as a line through the phone call in progress icon.

### To mute phone calls

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. While you are connected to a phone call, click the trackwheel to view the menu, and then click **Mute**. The Active Call screen displays **Muted**.
3. When you want to participate in the call again, click the trackwheel to view the menu, and then click **Turn Mute Off**.

You are reconnected to the call.



**Tip:** While you are connected to a phone call, press the **Phone** button or the button on the headset to mute the call. Press the **Phone** button or the button on the headset again to turn mute off.

## Managing phone calls on the Phone screen

The last 20 contacts that you called or received calls from are listed on the Phone screen. You can sort your list of contacts by name, most recently called, or most used. When the Phone screen appears, the last number that you called or received a call from is selected.



**Note:** If you have placed or received a phone call from a contact who is not in your Address Book, the Phone screen only shows the phone number.

### To place calls from the Phone screen

From the Phone screen, you can quickly place a call to any of your contacts.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select a contact or phone number.
3. Click the trackwheel to view the menu, and then click **Call**.

Your handheld dials the phone number that you have selected.



**Tip:** On the Phone application menu, any other phone numbers that you have saved for your contact are also listed. After you select a contact on the Phone screen, click the trackwheel to view the menu, and then click one of the other phone numbers.

## To delete items on the Phone screen

You can delete items from the list on the Phone screen.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select the name of the contact or phone number that you want to remove from the list.
3. Click the trackwheel to view the menu, and then click **Delete**. A dialog box appears that prompts you to confirm before the item is deleted. (This dialog box appears only if, in the Phone application, on the General Options screen, **Confirm Delete** is enabled.)
4. Click **Delete**.

You return to the Phone screen, and the contact is removed from the list.



**Note:** When you delete items from the Phone screen, you delete those contacts from the list on the screen. You do not delete the contacts from your handheld Address Book.

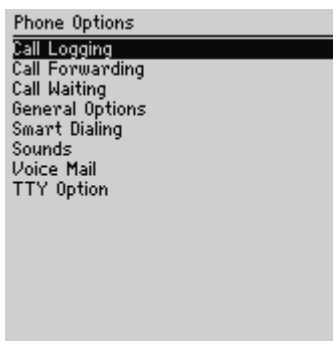
## Customizing Phone options

You can customize the following Phone options:

- **Call Logging:** Set whether you want your phone calls to appear on the Messages screen. You can also set which types of calls to log.
- **Call Forwarding:** Set whether you want to forward incoming phone calls to another phone number.
- **General Options:** Set the general phone options for your handheld, including identity restriction, confirm deletion, automatic answer, and hangup options. You can also set how you want to sort your list of contacts on the Phone screen and whether you can dial phone numbers directly from the Home screen.
- **Smart Dialing:** Set the dialing properties for your handheld.

## Phone

- **Sounds:** Set whether you want to be notified of changes to your voice privacy status during a phone call.
- **Voice Mail:** Specify or change your voice mail access number.
- **TTY Option:** Enable or disable text telephone on your handheld.



**Phone Options screen**



**Note:** Depending on your service provider's plan, some Phone options might not be available on your handheld. Contact your service provider or network operator for more information on available services.

## Customizing call logging

By default, your handheld logs all calls that you place or receive on the Messages screen. You can customize the Phone application so that your calls do not appear on the Messages screen. You can also specify which calls should be logged.

### To customize call logging

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Logging**. The Call Logging screen appears.
4. To prevent phone calls from being listed on the Messages screen, in the **Show Logs In Message List** field, press the **Space** key until **No** appears.
5. If you are logging phone calls, you can change the types of phone calls that are logged by using the check boxes at the bottom of the screen. By default, all types of calls (**Incoming Calls (Completed)**, **Outgoing Calls (Completed)**,

**Attempted Calls**, and **Missed Calls**) are logged. Press the **Space** key to clear or select the check boxes.

6. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen. Your phone calls are logged as you have specified.

## Customizing call forwarding

If your handheld is provisioned for call forwarding and **Call Forwarding** appears on the Phone Options screen, you can customize the **All Calls** profile to specify a phone number to which all phone calls should be directed. After you customize the profiles, you can enable and disable them. You can only enable one profile at a time.



**Note:** Contact your service provider or network operator for more information on setting a phone number to which all calls are forwarded. Your service provider or network operator might require that all call forwarding phone numbers include the area code and other prefixes.

### To customize call forwarding profiles

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Forwarding**. If your handheld is provisioned for call forwarding, the Call Forwarding screen appears.
4. Select **All Calls**.
5. Click the trackwheel to view the menu, and then click **Edit**. The Edit Forwarding Profile screen appears.
6. In the **Phone Number** field, type the phone number to which you want all calls forwarded.
7. Click the trackwheel to view the menu, and then click **Save**.

You return to the Call Forwarding screen.

### To enable a call forwarding profile

1. On the Home screen, click the **Phone** icon. The Phone screen appears.

## Phone

2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Forwarding**. If your handheld is provisioned for call forwarding, the Call Forwarding screen appears.
4. Select the **All Calls** profile.
5. Click the trackwheel to view the menu, and then click **Enable**.



**Note:** If you hear a recorded message, you may not have enabled call forwarding on your handheld. When the recorded message ends, wait a short time, and then contact your service provider or network operator for more information on the format for setting a phone number to which all calls are forwarded. Your service provider or network operator might require that call forwarding phone numbers include the area code and other prefixes.

6. Click the trackwheel to view the menu, and then click **Close**.

You return to the Phone Options screen. Phone calls that your handheld receives are redirected based on the call forwarding profile that you selected.



**Note:** To enable a call forwarding profile quickly, select it and press the **Space** key. Press the **Space** key again to disable it.

The call forwarding icon appears in the handheld status section of the screen when you enable call forwarding.

## To disable a call forwarding profile

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Call Forwarding**. If your handheld is provisioned for call forwarding, the Call Forwarding screen appears.
4. Select the **All Calls** profile that you enabled for call forwarding.
5. Click the trackwheel to view the menu, and then click **Disable**.
6. Click the trackwheel to view the menu, and then click **Close**.

You return to the Phone Options screen. You receive all calls on your handheld.



**Tip:** To quickly disable a call forwarding profile, on the Call Forwarding screen, select it and press the **Space** key. Press the **Space** key again to enable it.

## Setting general phone options

On the General Options screen, you can customize the following options:

- **Auto Answer:** Set whether you want the handheld to answer incoming phone calls automatically when you remove your handheld from the holster. Choose from **Out of Holster** and **Never**. By default, this field is set to **Never**.
- **Auto Hangup:** Set whether you want the handheld to end phone calls automatically when you insert your handheld in the holster. Choose from **Into Holster** and **Never**. By default, this field is set to **Never**.



**Note:** The **Auto Hangup** and **Auto Answer** options do not apply if you are using the headset with your handheld.

- **Confirm Delete:** Select whether you want to confirm before phone numbers and contacts are deleted from the Phone screen. By default, this option is set to **Yes**.
- **Restrict My Identity:** Set whether your identity is restricted when you place calls from your handheld. By default, this field is set to **No**.
- **Sort By:** Set how you want to sort your list of contacts on the Phone screen. Choose from **Name**, **Most Recent**, or **Most Used**.
- **Dial from Home Screen:** Set whether you want to dial phone numbers quickly from the Home screen. When this field is set to **Yes**, you can not use shortcut keys to open applications on the Home screen.

### To set general phone options

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **General Options**. The General Options screen appears.
4. In the field that you want to set, press the **Space** key until the preferred option appears.
5. After you edit the fields, click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen and the general options are set as you specified.

# Setting smart dialing options

You can specify default country and area codes, national number length, and national dialing options so that you do not have to specify these numbers each time that you type a phone number.

You can also set smart dialing options for corporate extensions. If you call a corporation frequently, you can set your smart dialing options so that you do not have to type the main number for the corporation. To call a contact in the corporation, you only need to type **x** and the extension number.



**Note:** Depending on your location, service provider, or network operator, the smart dialing fields might appear differently on your handheld. Contact your service provider or network operator for more information.

## To set general smart dialing options

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Smart Dialing**. The Smart Dialing screen appears. You can set your country code, area code, and specify the value for your national number length.



**Note:** The default phone number length that you type in the **National Number Length** field specifies the default length for phone numbers in your current country. This value includes your area code and local number, but does not include your country code or your National Direct Dialing prefix. When you type your area code, do not include your National Direct Dialing prefix. By default, the **Use "1" for National Dialing** field is set to **No**.

4. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen.

## To set corporate smart dialing options

1. On the Smart Dialing screen, in the **Call** field, type the main number of a corporation that you call frequently.



**Note:** If you have set general smart dialing options, you do not need to specify an area or country code.

2. In the **Wait For** fields, press the **Space** key until the preferred option appears.





**Note:** If you set the **Wait for** field to **My Response**, after the handheld dials the main number, the Dial Extension dialog box appears. You are prompted to send the next numbers.

If you set the **Wait for** field to **2 seconds**, **4 seconds**, or **6 seconds**, the handheld pauses for the specified period of time before dialing the extension automatically.

3. In the **Extension Length** field, press the **Space** key until the preferred option appears.
4. Click the trackwheel to view the menu, and then click **Save**.



**Note:** In the Address Book application, if you specified a pause or wait with the extension, the smart dialing options for corporate extensions do not apply. The handheld dials the extension according to your saved address book entry. Refer to "To place calls using pauses or waits" on page 151 for more information.

## Setting sounds

When you place or receive phone calls, your service provider or network operator determines whether you have established voice privacy. Voice privacy is a service that some networks support to protect callers from eavesdropping over the wireless network. The voice privacy icon appears on the Active Call screen when voice privacy is in effect during a phone call. Depending on the status of wireless network during your phone call, voice privacy might change. For example, if you move to a wireless coverage area where the network provider does not support voice privacy, then the voice privacy icon does not appear. Refer to "Phone icons" on page 128 for more information on the voice privacy icon.

When you enable sounds on your handheld, an audio tone alerts you during a phone call when the voice privacy status changes on the wireless network. When sounds are not enabled, you are not alerted.



**Note:** Contact your service provider or network operator for more information on voice privacy on the wireless network.

### To set sounds

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Sounds**. The Sounds screen appears.

## Phone

4. In the **Privacy Alert** field, press the **Space** key until the preferred option appears. By default, this option is set to **None**.
5. After you edit the fields, click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen.

## Calling voice mail

If your handheld is provisioned for voice mail, you can use your handheld to check your voice mail messages. Contact your service provider or network operator for more information on available services.

## To call voice mail

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Call Voice Mail**.

Your handheld dials your voice mail access number. Follow the prompts to listen to your messages.

## Voice mail notification

When you receive a new voice mail message, the voice mail message icon appears in the handheld status section of the screen. Refer to "Phone icons" on page 128 for more information on voice mail message icons.

Depending on your service provider or network operator, notification of new voice mail messages arrives on your handheld in one of the following ways:

- **Voice Mail Notification Over SMS:** If your handheld is configured for Voice Mail Notification Over SMS, the wireless network sends an SMS message to notify you when you receive a new voice mail message. The SMS message also displays the number that you can call to retrieve your voice mail message.
- **Message Waiting Indication:** If your handheld is configured for Message Waiting Indication, the wireless network notifies you when you receive a new voice mail message. The wireless network might not notify you of subsequent voice mail messages until you listen to all pending voice mail messages.

## To set your voice mail access number

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **Voice Mail**. The Voice Mail screen appears.
4. In the **Access Number** field, type the number that your handheld should dial to gain access to your voice mail.
5. In the **Additional Numbers** field, type any additional numbers for your voice mail, such as a password.
6. Click the trackwheel to view the menu, and then click **Save**.

You return to the Phone Options screen.

## Using phone call notes

After your phone call ends, you can make notes to record the details of your conversation. The call notes are saved as part of the call log (along with the call date, time, length, and any conference call members.) Only one set of call notes is associated with each call.

You can add, edit, and delete your call notes, or forward them to an email address.



**Note:** If you delete the phone call log, the call notes are also deleted.

You can only edit, forward, and delete call notes if you log phone calls on the Messages screen. On the Call Logging screen of the Phone Options, set the **Show Logs In Messages List** field to **Yes**.

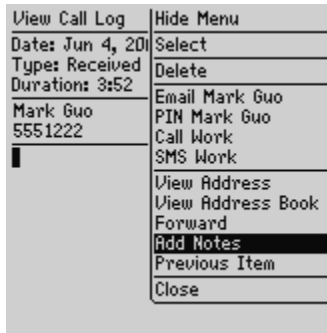
If you use a headset with the handheld, you can add call notes while you are connected to a phone call. While you are connected a phone call, click the trackwheel to view the menu, and then click **Notes**. Add any notes that you want to make for the phone call. When the call ends, the notes are saved automatically.

## To add call notes

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the phone call log for which you want to add call notes. Click the trackwheel to view the menu, and then click **Open**. The View Call Log screen displays the details of the phone call.

## Phone

- Click the trackwheel to view the menu, and then click **Add Notes**. Type any notes that you want to associate with this call.



Phone screen menu - Add Notes item

- After you make notes, click the trackwheel to view the menu, and then click **Save Notes**.

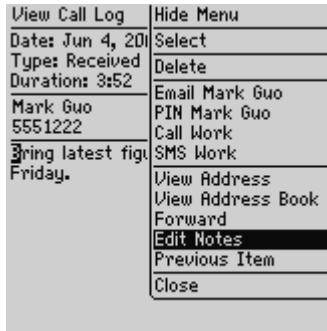
You return to the View Call Log screen.



**Note:** If you are using the headset and you are connected to a phone call, you can exit the call notes feature by pressing the **Escape** button or by clicking **Hide Notes** on the menu. Your call notes are saved automatically and you return to the Active Call screen.

## To edit call notes

- On the Home screen, click the **Messages** icon. The Messages screen appears.
- Select the phone call log that contains the notes that you want to edit. Click the trackwheel to view the menu, and then click **Open**. The View Call Log screen displays the details of the phone call and any associated call notes.
- Click the trackwheel to view the menu, and then click **Edit Notes**. Make any changes to your call notes.



View Call Log screen menu - Edit Notes item

- After you edit the notes, click the trackwheel to view the menu, and then click **Save Notes**.

You return to the View Call Log screen with your call notes changed.



**Note:** To clear the notes that appear in a call log, open the call log and click the trackwheel to view the menu. Click **Clear Field**. The call notes are deleted.

## To forward a call log

You can forward the details of your phone call to an email address. Forwarding call notes is useful if you want to keep the notes that you made during the call, but you do not want to keep the call log on your handheld.



**Note:** You can only forward call notes to an email address. You cannot forward call notes using a PIN or SMS message.

- On the Home screen, click the **Messages** icon. The Messages screen appears.
- Select the phone call log that contains the notes that you want to forward. Click the trackwheel to view the menu, and then click **Open**. The View Call Log screen displays the details of the call and any associated call notes.
- Click the trackwheel to view the menu, and then click **Forward**. The Select Address screen appears.
- Select the contact to whom you want to forward the call notes and click the trackwheel to view the menu. Click **Email**.



**Note:** If you saved more than one email address for your contact, you are prompted to select the address to which you want to forward the call notes.

## Phone

5. In the email message, add any additional notes, and then click the trackwheel to view the menu. Click **Send**.

You return to the Messages screen, and you can view the status of your sent message

## TTY Option

Depending on your service provider's plan, text telephone (TTY), might be available on your handheld. If you have a TTY device and your service provider supports TTY devices, you can place and receive phone calls to and from other TTY devices. Connect your handheld to a standard TTY device that operates at 45.45 bps. Your handheld does not support TTY devices that operate at 50 bps.

To use the TTY device with your handheld, insert the TTY connector into the headset jack that is located on the top of your handheld. If you use an RJ-11 connector, you must use an adaptor to connect the TTY device to your handheld.

### To enable the TTY option

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Phone Options screen appears.
3. Click **TTY Option**. The TTY Option screen appears.
4. In the **TTY Mode** field, press the **Space** key until **Yes** appears.
5. Click the trackwheel to view the menu, and then click **Save**.

The **TTY** icon appears in the handheld status section of the screen and you return to the Phone Options screen.



**Note:** When you enable the TTY option, you cannot use the headset with the handheld. To disable TTY, in the **TTY Mode** field, press the **Space** until **No** appears. Click the trackwheel to view the menu, and then click **Save**. You return to the Phone Options screen.

## Using pauses and waits

You can add pauses and waits to your contacts' phone numbers in your handheld Address Book. When you add a pause or wait in the phone number, your handheld automatically sends the next numbers that you specify (for a pause) or prompts you to send the next numbers (for waits).

For example, if you regularly call an automated information service that requires a password, you could specify a pause in the phone number to automatically enter your password. You could then enter a wait in the phone number to select the information service that you request most often. Refer to "Adding pauses and waits to phone numbers" on page 119 for more information on adding pauses and waits to your handheld Address Book entries.

## To place calls using pauses or waits

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Begin typing the name of a contact from your Address Book. The Find screen displays all the contacts whose names contain the letters that you typed. For this example, select a contact whose Address Book entry contains a phone number with a pause or a wait.
3. Click the trackwheel to view the menu, and then click **Call**. Your handheld dials the number.



**Note:** In the Phone application, click the trackwheel to view the menu and then click **View Address** to view the Address Book entry for any of your contacts.

- If you entered a pause in the contact's phone number, the additional numbers are sent automatically after a few seconds.
- If you entered a wait, a dialog box appears. This dialog box displays the additional numbers that you typed for this contact and prompts you to send the additional numbers. Click **Dial**.

You are connected to your contact.

## Viewing phone status

The Phone Info screen shows the duration of your calls.

## To view phone status

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Status**. The Phone Info screen, displays the phone number for your handheld and the **Last Call** timer and the **Total Calls** timer.

## Phone



**Note:** The wireless network does not recognize when a recipient answers a phone call. As a result, the **Last Call** and **Total Calls** timers begin when the handheld dials the number that you called.

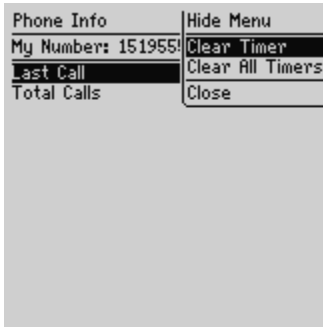
3. Click the trackwheel to view the menu, and then click **Close**.

You return to the Phone screen.

## To reset call timers

You can reset one or both of the Phone's timers.

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click the trackwheel to view the menu, and then click **Status**. The Phone Info screen displays the phone number for your handheld and the **Last Call** and **Total Calls** timers.
3. Select the timer that you want to reset and click the trackwheel to view the menu. Click **Clear Timer**. The timer is reset to **0:00**.



**Phone Info screen menu - Clear Timer item**



**Note:** To clear both the timers, click the trackwheel to view the menu, and click **Clear All Timers**.

4. Click the trackwheel to view the menu, and then click **Save**.

The timer is reset and you return to the Phone screen.



# Placing emergency calls

You can place calls to emergency numbers at any time, even if your handheld has a password set.



**Warning:** This feature is reserved for emergency calls. Only recognized emergency numbers (such as 911) are accepted when your handheld is locked.

Depending on your service provider or network operator, some services might function differently on your handheld. Contact your service provider or network operator for more information.

## To place emergency calls

1. Press the **Phone** button.
2. Click **One Time Dial**. The Enter Phone Number dialog appears.
3. Type a recognized emergency phone number and click **Call**.

Your handheld dials the emergency phone number and beeps four times. When you end the emergency call, your handheld enters Emergency Callback Mode.

## To place emergency calls when your handheld is locked

1. Click the trackwheel. A dialog box appears with the message **Handheld is locked**.
2. Click **Emergency Call**. Another dialog box appears that prompts you to confirm that you want to place the emergency call.
3. Click **Yes**.
4. Type a recognized emergency phone number and click the trackwheel.

Your handheld dials the emergency phone number and beeps four times. When you end the emergency call, your handheld enters Emergency Callback Mode.



**Note:** If your handheld radio is turned off when you attempt to place an emergency call, the radio is turned on automatically and the call is placed.

If your handheld is not activated on your service provider's network, or if your handheld cannot find a CDMA network that is allowed by your service provider, your handheld attempts to find any available CDMA network if you need to place an emergency phone call.

## Phone

### Emergency Callback Mode

When you end an emergency call, the handheld enters Emergency Callback Mode. **Emergency Callback Mode** appears in the handheld status section of the screen. Emergency Callback Mode is active for five minutes and enables the operator to call you back or determine your approximate location.

In Emergency Callback Mode, you cannot send and receive messages or browse web pages. If you place a call to a non-emergency number during the five-minute time period, Emergency Callback Mode is disabled.

## Tips for using the Phone

- In number fields, type numbers without using the **Alt** key.
- To type a phone number extension, hold the **8** key until the letter **X** appears. Type the phone number extension.
- If your phone number contains letters or if you want to dial by name, press the **Alt** key or the **Right Shift** key while you type the letters. The letters appear on your screen and the handheld translates the letters into the appropriate numbers.
- On the Phone screen, when you are not connected to a phone call, press the **Space** key to open the Enter Phone Number dialog box and type a phone number. Click **Call**.
- On the Phone screen, type a letter to open the Call screen. All contacts whose names contain that letter are displayed.
- When you are not connected to a phone call, click the **Phone** button to open the Phone application.
- When you are connected to a phone call, pressing the **Enter** key is equivalent to using the **Flash** menu item.
- On the Phone screen, press the **Space** key three times to redial a previously dialed phone number.








# *Chapter 7*

# Browser

This section provides information on the following topics:

- Browser icons
- Before you begin
- Navigating web pages
- Setting browser configuration options
- Setting general browser options
- Using the Find feature
- Downloading images
- Viewing web addresses
- Using bookmarks
- Using bookmark subfolders
- Saving web pages to your Messages screen
- Closing the browser
- Tips for using the browser

## Browser icons

Icon	Description
	saved web page is waiting; this icon appears in the handheld status section of the screen
	unopened saved web page; this icon appears on the Messages screen
	opened saved web page; this icon appears on the Messages screen
	connection information icon, browser is not connected to the wireless network
	connection information icon, browser is connected to the wireless network
	security settings icon, browser connection is not encrypted for security
	security settings icon, browser connection is encrypted for security

## Before you begin



To browse web pages, you must be in an area with sufficient wireless coverage. You can browse web pages if **1X** and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen.



**Note:** Depending on your network operator, service provider, or system administrator's plan, the browser might not be available on your handheld. Contact your service provider, network operator, or system administrator for more information on available services.

Depending on your network operator, service provider, or system administrator's plan, you might not be able to save bookmarks, open web pages from links, or type specific web site addresses. Contact your service provider, network operator, or system administrator for more information on using these features of the browser.

Your handheld supports two browser types. Depending on your handheld setup, one or both of the following browsers might be available:

Icon	Description
	<b>Wireless Application Protocol (WAP) Browser:</b> Use this browser to open web pages using your network operator or service provider's gateway.
	<b>BlackBerry Browser:</b> Use this browser to open web pages over a secure connection using your corporate Mobile Data Service. To use the BlackBerry Browser, your handheld must be enabled for Mobile Data Service on the BlackBerry Enterprise Server version 3.5 or later for Microsoft Exchange, or on the BlackBerry Enterprise Server version 2.2 or later for Lotus Domino. Contact your system administrator for more information.

When you first receive your handheld, the browser might not be activated. To determine whether your browser is activated, on the Home Screen, click a browser icon. If the screen is blank or displays an error, your browser is not activated. If you are using the WAP Browser, contact your service provider or network operator. If you are using the BlackBerry Browser, contact your system administrator.

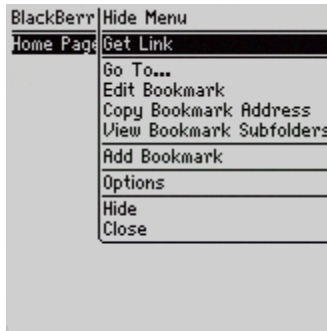
## Navigating web pages

You can view web pages by clicking links, by using **Previous** and **Next**, or by using your browser history. You can also open web pages by using specific web page addresses and bookmarks.

### To open web pages using links

1. On the Home screen, click a browser icon. A startup screen appears.
2. Select a link.
3. Click the trackwheel to view the menu, and then click **Get Link**.

## Browser



**Browser screen menu - Get Link item**

The requested web page appears. The download progress of the page that you are trying to view is shown at the bottom of the screen. **Requesting** indicates that the browser is requesting content from the web server. **Loading** indicates that the web page is currently loading on your handheld. To stop loading the web page, click the trackwheel to view the menu, and then click **Stop**.



**Note:** Depending on your browser configuration, the Browser Bookmarks screen might appear when you start the browser. You might be able to set a different default subfolder that appears each time that you start the browser.

## To open web pages using web page addresses

1. On the Home screen, click a browser icon. A startup screen appears.
2. Click the trackwheel to view the menu, and then click **Go To**. The Go To dialog box appears.



**Go To dialog box - typing a web page address**

3. Type the address of the web page that you want to view.



**Tip:** Press the **Space** key to insert a period. Press the **Left Shift** key and the **Space** key to insert a slash mark (/).

4. Click **OK**.

The requested web page appears.



**Note:** Depending on the browser configuration that is set by your network operator, service provider, or system administrator, you might not be able to use the Go To dialog box. Contact your service provider, network operator, or system administrator for more information.

## To open web pages using bookmarks

1. On the Home screen, click a browser icon. A startup screen appears.
2. Click the trackwheel to view the menu, and then click **Bookmarks**. The Browser Bookmarks screen appears. By default, your saved bookmarks appear on the Browser Bookmarks screen.
3. Select the bookmark for the web page that you want to view.
4. Click the trackwheel to view the menu, and then click **Get Link**.

## Browser

The requested web page appears.



**Note:** Depending on your browser configuration, you might not be able to use bookmarks. Contact your service provider, network operator, or system administrator for more information.

You can add, edit, and delete bookmarks. Refer to "Using bookmarks" on page 165 for more information. As your list of bookmarks grows, you can organize the bookmarks into folders and subfolders. Refer to "Using bookmark subfolders" on page 168 for more information.

## To navigate within web pages

Navigation on a web page varies according to the layout of each page and what you have selected on the page. A web page can contain customized menu items and links.

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, select one of the following options:
  - To select a menu item, click the trackwheel to view the menu. Click a menu item.
  - To follow a link on a web page, select the link and click and hold the trackwheel.
  - To enter text in a field, select the field and type text.
  - To select a check box or radio button, click the item.
  - To see a list of shortcut keys for using the browser, click the trackwheel to view the menu. Click **Help**.

## To view next and previous web pages

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, click the trackwheel to view the menu, and select one of the following options:
  - To move back a page, click **Previous** or press the **Escape** button.
  - To move forward a page, click **Next**.





**Note:** Depending on the web pages that you view, **Previous** or **Next** might not appear on the menu. In addition, these menu items might not appear if you select a bookmark or open the Go To dialog box.

If you are currently viewing the startup screen and you press the **Escape** button, you are prompted to confirm before the browser is closed. This prompt only appears if, in the Browser Options, on the General Properties screen, you have selected the **Confirm close on Escape** option.

## To view your browser history

The browser saves a list of the last 20 web pages that you visited during your browser session.

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, click the trackwheel to view the menu, and then click **History**. The History screen appears.



**Note:** The web page that you are currently viewing appears in bold.

## Setting browser configuration options

Your service provider, network operator, or system administrator automatically configures your browser through service books. These service books set the default browser settings, such as whether you can use bookmarks, the default page that is loaded when you start the browser, and the address of your home page. You can view the settings for your current service book on the Browser Configuration screen. You might be able to choose a specific configuration or change some of the browser configuration settings.



**Note:** The browser configuration options are unique for each browser on your handheld. You can set configuration options differently for each browser.

## To set browser configuration options

1. On the Home screen, click a browser icon. A startup screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Browser Options screen appears.
3. Click **Browser Configuration**. The Browser Configuration screen appears.

## Browser

4. In the **Home Page Address** field, type the web address for your preferred home page.



**Note:** If you modified the **Home Page Address** field, and you want to reset the field to the default address, click the trackwheel to view the menu, and then click **Restore Defaults**.

5. In the **Show Images**, **Show Image Placeholders**, and **Content Mode** fields, press the **Space** key until the preferred option appears.



**Warning:** Do not change the information in any other fields on this screen.

6. Click the trackwheel to view the menu, and then click **Save Options**.

You return to the Browser Options screen.

## Setting general browser options

On the General Properties screen, you can customize the following options:

- **Confirm close on Escape:** Set whether the browser displays a prompt before you exit. By default, this check box is cleared.
- **Confirm execute scripts:** Set whether the browser displays a prompt before scripts are run. By default, this check box is cleared.

## To set general browser options

1. In a browser, click the trackwheel to view the menu, and then click **Options**. The Browser Options screen appears.
2. Click **General Properties**. The General Properties screen appears.
3. In the field that you want to set, press the **Space** key until the preferred option appears.
4. Click the trackwheel to view the menu, and then click **Save Options**.

You return to the Browser Options screen.



**Note:** If you change an option on the General Properties screen, you must refresh the web page that you are viewing for any changes to take effect. Click the trackwheel to view the menu and click **Refresh**.

## To clear the cache

You can clear the browser caches to free memory on your handheld. Each cache can store up to ten items.

1. In a browser, click the trackwheel to view the menu, and then click **Options**. The Browser Options screen appears.
2. Click **General Properties**. The General Properties screen appears.
3. Click the trackwheel to view the menu and click the cache you want to clear. Select from **Clear Content Cache**, **Clear Page Cache**, **Clear Raw Data Cache**, **Clear Cookie Cache**, or **Clear Persistent Cache**.

## Using the Find feature

The Find feature locates specific words and numbers within the web page that you are viewing.



**Tip:** The Find feature only locates a word or number that appears at or following your cursor. To search the entire web page, place your cursor at the top of the web page.

## To use the Find feature on a web page

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, scroll to the top.
3. Click the trackwheel to view the menu, and then click **Find**. The Search for dialog box appears.
4. Type a word or number that you want to locate on the web page and click the trackwheel. The cursor moves to the first occurrence of the word or number that you specify.



**Note:** If the word or number is not found, the Not found dialog box appears.

5. After you locate a specific word or number, you can search for that word or number again. Click the trackwheel to view the menu, and then click **Find Next**.

The next occurrence of the word or number that you typed is selected.

## Downloading images

If there are images on a web page that have not downloaded, you can request more images while you are viewing the text portion of the page.

### To download more images

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, click the trackwheel to view the menu, and select one of the following options:
  - To load the selected image and view it on a page by itself, click **Full Image**.
  - To load more images and view them on the web page, click **More Images**.
  - To load all of the images and view them on the web page, click **All Images**.

## Viewing web addresses

You can view the address of a web page while you are browsing it.

### To view web page addresses

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, click the trackwheel to view the menu, and then click **Page Address**. The Address dialog box displays the web page address.



**Tip:** Instead of typing addresses each time that you want to view a specific web page, you can copy and paste web page addresses. With a web page address selected, click the trackwheel to view the menu, and then click **Copy Address**. When you copy a web address, it is saved until the next time that you copy an address. In the Go To dialog box, click **Paste Address**. The most recently copied web page address appears in the **Go To** field. Click **OK**. The requested web page appears.

You can also paste web addresses into messages, memos, appointments, and the other applications on your handheld.

## To view web link addresses

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, select the link for which you want to view the address.
3. Click the trackwheel to view the menu, and then click **Link Address**. The Address dialog box appears, displaying the web link address.



**Note:** If **Link Address** does not appear on the menu, you might not have correctly selected a link. Links appear as underlined text. Select the link again and click the trackwheel to view the menu. Click **Link Address**. You have correctly selected an image link when the image's colors are reversed.

## Using bookmarks

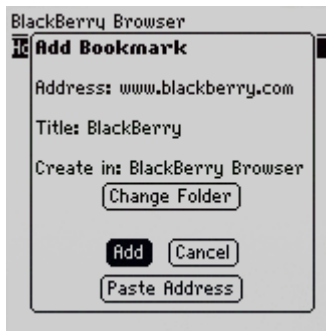
You can save the addresses of your favorite web pages as bookmarks. Bookmarks appear in the browser, on the Browser Bookmarks screen.



**Note:** Depending on the browser configuration set by your service provider, network operator, or system administrator, you might not be able to use bookmarks. Contact your service provider or network operator for more information.

## To add bookmarks

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, click the trackwheel to view the menu, and then click **Add Bookmark**. The Add Bookmark dialog box appears.



Adding a bookmark - Add Bookmark dialog box

## Browser

3. In the Title field, the title of your bookmark appears. If you want to change the title, press the **Backspace** key to delete it and type a new one.



**Note:** By default, the Create in field is set to the browser folder for the browser you are currently using and all bookmarks are saved in that folder. Refer to "Using bookmark subfolders" on page 168 for more information on saving your bookmarks in a different subfolder.

4. If you want to view this web page when you are not connected to the wireless network, press the **Space** key to select the **Make Available Offline** check box.



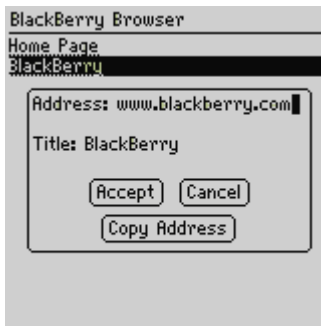
**Note:** If you make the web page available offline, you can open the bookmark when your handheld radio is turned off or when you are out of a wireless coverage area. When you view a web page offline, the information might not be current. The web page displays the information that was current when you saved the bookmark.

5. Click **Add**. The web page address is added to your bookmarks folder.

You return to the web page that you were viewing.

## To edit bookmarks

1. On the Home screen, click a browser icon. A startup screen appears.
2. Click the trackwheel to view the menu, and then click **Bookmarks**. The Browser Bookmarks screen appears.
3. Click a bookmark. A menu appears.
4. Click **Edit Bookmark**. A dialog box appears.
5. Edit the bookmark.



Editing a bookmark - Address dialog box



**Note:** If you make the web page available for offline viewing when you add it to your bookmarks, **Available Offline** appears in the dialog box. To change the **Available Offline** option, you must save the bookmark again. Refer to "To add bookmarks" on page 165 for more information.

6. Click **Accept**. The edited bookmark is saved.

You return to the Browser Bookmarks screen.

## To copy a bookmark

You can copy bookmarks and paste them into different subfolders.

1. On the Home screen, click a browser icon. A startup screen appears.
2. Click the trackwheel to view the menu, and then click **Bookmarks**. The Browser Bookmarks screen appears.
3. Click a bookmark. A menu appears.
4. Click **Copy Bookmark**. The Select Destination Folder window opens.
5. Select a folder or subfolder where you want to place a copy of the bookmark and click the trackwheel to view the menu.
6. Click **Select Folder**. A dialog box appears.
7. Click **Copy**.

A copy of the bookmark is placed in the selected folder.

## To copy a bookmark's address

You can copy the address of a bookmark in the browser and paste it into fields within the browser or into other applications.

1. On the Home screen, click a browser icon. A startup screen appears.
2. Click the trackwheel to view the menu, and then click **Bookmarks**. Your list of saved bookmarks appears.
3. Click the trackwheel to view the menu, and then click **Copy Bookmark Address**.
4. A dialog appears stating that the address has been copied to the clipboard. Click **OK**.

## Browser

5. Place the cursor where you would like to paste the address of the bookmark. Click the trackwheel to view the menu, and then click **Paste**.

The address of the bookmark is displayed.

## To delete bookmarks

You can delete bookmarks to manage your bookmark list more efficiently.

1. On the Home screen, click a browser icon. A startup screen appears.
2. Click the trackwheel to view the menu, and then click **Bookmarks**. Your list of saved bookmarks appears.
3. Select the saved bookmark that you want to delete. Press the **Backspace** key. A dialog box appears that prompts you to confirm before the bookmark is deleted. (This dialog box appears if, in the browser options, on the General Properties screen, the Confirm Delete Bookmarks check box is selected.)
4. Click **Delete**.

You return to the Browser Bookmarks screen, and the bookmark is no longer listed.



**Note:** By default, the Browser Bookmarks screen always displays the **Home Page** bookmark. You cannot remove the **Home Page** bookmark.

## Using bookmark subfolders

After you add bookmarks, you can organize them into subfolders. You can also specify a different default subfolder.



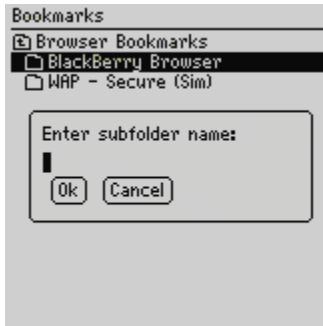
**Note:** If you save your bookmarks in subfolders or specify a different default folder, your saved bookmarks do not appear on the Browser Bookmarks screen. To view your folders and subfolders, click the trackwheel to view the menu and click **View Bookmark Subfolders**. Expand and collapse your subfolders until you find the one that you want.

## To create subfolders

1. On the Home screen, click a browser icon. A startup screen appears.
2. Click the trackwheel to view the menu, and then click **Bookmarks**. Your list of saved bookmarks appears.



3. Click the trackwheel to view the menu, and then click **View Bookmark Subfolders**. The Bookmarks screen appears.
4. To add a subfolder to the Browser Bookmarks folder, click the trackwheel to view the menu and click **Add Subfolder**. Type a subfolder name.



**Bookmarks screen - Subfolder dialog box**

5. Click **OK**. The subfolder appears on the Browser Bookmarks screen.



**Note:** Folders that contain subfolders are marked with a folder that has a plus sign (+). To expand folders, click the trackwheel to view the menu, and then click **Open Folder**. To collapse folders, click the trackwheel to view the menu, and then click **Move Up**. To return to the Browser Bookmarks folder on the Bookmarks screen, click the trackwheel to view the menu, and then click **Go to Root**. To select a subfolder, click the trackwheel to view the menu, and then click **Select Folder**.

## To add bookmarks to subfolders

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, click the trackwheel to view the menu, and then click **Add Bookmark**. The Add Bookmark dialog box appears.
3. In the **Title** field, the title of your bookmark appears. If you want to change the title, press the **Backspace** key to delete it and type a new one.
4. By default, bookmarks are added to the Browser Bookmarks folder. To specify a subfolder, click **Change Folder**. The Bookmarks screen appears.
5. Expand and collapse the folders to locate the subfolder into which you want to add your bookmark. Click the trackwheel to view the menu, and then click **Select Folder**. The Add Bookmark dialog box appears with the specified subfolder's name in the **Create in** field.

## Browser

6. Click **Add**.

You return to the web page that you were viewing.

## Saving web pages to your Messages screen

You can save a web page to your Messages screen instead of creating a bookmark that appears on the Browser Bookmarks screen.

### To save web pages to your Messages screen

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, click the trackwheel to view the menu, and then click **Save Page**.

The web page is added to your Messages screen. You return to the web page that you were viewing.



**Note:** You can open saved web pages directly from your Messages screen. Refer to "To open web pages that are saved on the Messages screen" on page 171 for more information.

### To save requests to your Messages screen

If the web page that you want to view takes too long to load in the browser, you can save the request to your Messages screen and view the request after the web page has loaded successfully. A **W** icon appears in the handheld status section of the screen to indicate that the requested web page has loaded successfully.

1. On the Home screen, click a browser icon. A startup screen appears.
2. On a web page, click the trackwheel to view the menu, and then click **Save Request**.



**Note:** If the web page is already loaded, **Save Request** does not appear on the menu.

When the requested web page is loaded, it is added to the Messages screen. You can open the web page from the Messages screen when it is loaded successfully.

## To open web pages that are saved on the Messages screen

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click a saved web page. Web pages are marked with a **W**. A menu appears.
3. Click **Open Page**. The requested web page opens in your browser.
4. After you view the web page, click the trackwheel to view the menu, and then click **Close**.

You return to the Messages screen.



**Note:** When you click **Close** after viewing the web page, you return to the Messages screen instead of the Home screen. The **Close** menu item returns you to the application that you were using before you closed the browser application.

## Closing the browser

If you receive a message or a phone call while you are browsing web pages, you can switch to a different application without closing the current web page or disconnecting the browser from the wireless network. Click the trackwheel to view the menu, and then click **Hide**. When you open the browser again, you return to the last web page that you were viewing.

If you want to stop using the browser, click the trackwheel to view the menu, and then click **Close**. The browser is disconnected from the wireless network and you return to the Home screen or to the last application in which you were working. When you open the browser again, the startup screen appears.



**Note:** To close the browser quickly, press and hold the **Escape** button. You are prompted to confirm before the browser is closed. This prompt only appears if, in the Browser Options, on the General Properties screen, you have selected the **Confirm Close on Escape** option.

# Tips for using the browser

- While you are browsing a web page, press **T** to move to the top of a web page.
- While you are browsing a web page, press **B** to move to the bottom of a web page.
- Press **N** to go to the next page in the history.
- Press **H** to open the browser home page.
- Press **R** to refresh a web page.
- Press **O** to open the Browser Options screen.
- Press **P** to open the Page Address dialog box.
- Press **L** to open the Link Address dialog box.
- Press **S** to save a web page address on your Messages screen.
- Press the **Space** key to scroll through a web page.
- Press **G** to open the Go To dialog box.
- In the Go To dialog box, press the **Space** key to insert a period (.) and press a **Shift** key and the **Space** key to insert a slash mark (/).
- Press **K** to open the Browser Bookmarks screen.
- Press **A** to open the Add Bookmark dialog box.
- Press the **Escape** button to stop a web page from loading.
- Press the **Escape** button to return to the previous web page. If no previous web pages are available, you return to the startup screen.

# *Chapter 8*

# Attachments




This section provides information on the following topics:

- Before you begin
- Attachment service views
- Opening attachments
- Setting attachment service options
- Navigating attachments
- Using the Find feature
- Deleting attachments
- Tips for using the attachment service

## Attachments

# Attachment status icons

These icons appear on the Attachments screen to indicate the status of pending, sent, and received attachments.

Icon	Description
	attachment request was sent to the server
	attachment was retrieved from the server
	attachment request failed

## Before you begin

The attachment service enables you to open file attachments that you receive with your messages. You can open attachments with the .doc, .xls, .ppt, .pdf, .wpd, and .txt file extensions.



**Note:** To use the attachment service, one of the following requirements must be met:

- If your handheld is integrated with an enterprise email account, your handheld must be enabled on a BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange or on a BlackBerry Enterprise Server version 2.2 or later for Lotus Domino.
- If you use the BlackBerry Web Client, your service provider must enable your handheld for the attachment service.

## Attachment service views

Depending on the type of attachment, you can open an attachment in Document or Spreadsheet view.

### Document view

The attachment service can open attachments in Document view with the following file name extensions: .doc, .ppt, .pdf, .wpd, and .txt. The name of the document appears at the top of the screen.



Attachment service - Document view

## Spreadsheet view

The attachment service can open attachments in Spreadsheet view with the extension .xls. The coordinates and the content of a selected cell appear at the top of the screen.

A1: Training Attendee List

	A	B	C
1	Traini...		
2			
3	Name	Session	Paid
4			
5	Aimee ...	A	Yes
6	Jennif...	B	No
7	Mark ...	A, B	Yes
8	Tanya...	C	Yes
9	Carol...	A	Yes
10	Scott ...	C	No

Attachment service - Spreadsheet view



**Note:** If the content of a cell is too long to be displayed in the information label at the top of the Spreadsheet view, place your cursor in the cell and click the trackwheel to view the menu. Click **View Cell**. A dialog box displays the contents of the cell. Click the trackwheel to return to the spreadsheet.

# Opening attachments

When you open attachments, you open either the full content or the table of contents. If you open the full content, the complete attachment appears. If you open the table of contents in Document view, the attachment's main headings appear. If you open the table of contents in Spreadsheet view, the list of sheets appears.

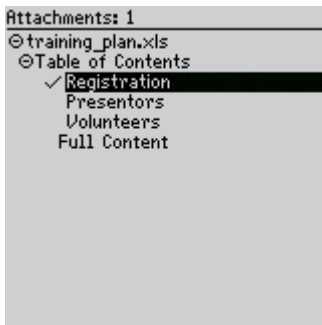
## To open the table of contents

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the message that contains the attachment that you want to open.
3. Click the trackwheel to view the menu. Click **Open Attachment**. The Attachments screen lists the names of the attached files.
4. Under the name of the attachment that you want to open, select **Table of Contents**.
5. Click the trackwheel to view the menu. Click **Retrieve**. A request for the table of contents is sent to the server. A pending icon appears beside the **Table of Contents** heading of the selected attachment.

If your request for the table of contents is successful, the table of contents entries appear below the **Table of Contents** heading on the Attachments screen.



**Note:** The message that contains the attachment is marked as unread on the Messages screen.



Attachments screen - table of contents entries





**Note:** If an **X** appears beside the **Table of Contents** heading, the attachment request failed. Refer to "Frequently asked questions" on page 248 for more information on the attachment service.

6. Select a table of contents entry and click the trackwheel to view the menu.
7. Click **Retrieve**. A request for the entry is sent and a pending icon appears beside the selected entry. When the selected table of contents entry is received, the content for the entry appears.

## To open the full content of an attachment

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the message that contains the attachment that you want to open.
3. Click the trackwheel to view the menu. Click **Open Attachment**. The Attachments screen displays the names of the attached files.
4. Under the name of the attachment that you want to open, select **Full Content**.
5. Click the trackwheel to view the menu. Click **Retrieve**. A request for the full attachment is sent to the server. A pending icon appears beside the **Full Content** heading of the selected attachment.



**Attachments screen - Full Content pending**



**Note:** If you open a .pdf attachment that is password protected, you must type the password before you retrieve the attachment. On the Attachments screen, click the trackwheel to view the menu. Click **Password**. Type the password and click the trackwheel.

## Attachments

The content of the attachment appears.



**Note:** If an **X** appears beside the **Full Content** heading, the attachment request failed.

If you request the full content of an attachment more than once, a dialog box appears that displays **Request already sent. Resend?** Click either **Yes** or **No**.



**Attachments screen - retrieved full content**

If you request the full content for multiple attachments, the last attachment that you request is automatically displayed. On the Attachments screen, a check mark icon appears beside the headings of the other attachments when they arrive at your handheld. To view these attachments, click the trackwheel to view the menu and click **View**.

## Setting attachment service options

You can customize the following attachment service options:

- **Sheet Outline Cells:** Select whether you want gridlines to appear when you view spreadsheet attachments. By default, this option is set to **Yes**.
- **Sheet Horizontal Scroll:** Select whether you want the information in spreadsheet cells to wrap around when scrolling horizontally. By default, this option is set to **No**.
- **Sheet Vertical Scroll:** Select whether you want the information in spreadsheet cells to wrap around when scrolling vertically. By default, this option is set to **No**.
- **Sheet Column Width:** Select the spreadsheet column width. By default, this option is set to **Medium**.

## Setting attachment service options

- **Sheet Display Labels:** Select whether you want spreadsheet columns to be labeled with letters and rows with numbers. By default, this option is set to **Yes**.
- **Case Sensitive Search:** Select whether you want the Find feature to be case sensitive when it searches attachments. By default, this option is set to **No**.
- **Font Size:** Set the font size for attachments. By default, this option is set to **10**.

## To set attachment service options

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a message that contains an attachment and click the trackwheel to view the menu.
3. Click **Open Attachment**. The Attachments screen appears.
4. Select either **Full Content** or a table of contents entry for an attachment that has been retrieved and click the trackwheel to view the menu.
5. Click **View**. The table of contents or the full content appears.
6. Click the trackwheel to view the menu. Click **Options**. The Options screen appears.



Document view menu - Options item

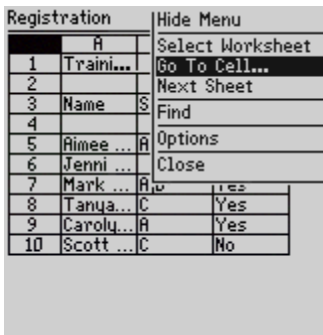
7. In the fields that you want to set, press the **Space** key until the preferred option appears.
8. Click the trackwheel to view the menu. Click **Save**.

## Navigating attachments

You can read attachments more easily by navigating to a specific cell of a worksheet in Spreadsheet view. You can also search for content and copy content from your attachments in both views.

### To navigate to a specific cell

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a message that contains an attachment that has a .xls extension and click the trackwheel to view the menu. Click **Open Attachment**. The Attachments screen appears.
3. Select either **Full Content** or a table of contents entry for an attachment that has already been retrieved and click the trackwheel to view the menu.
4. Click **View**. The attachment appears. In the open attachment, click the trackwheel to view the menu.
5. Click **Go to Cell**. The Go to Cell dialog box appears. Type the coordinates of the cell that you want to view and click the trackwheel. The selected cell appears.



The image shows a screenshot of a spreadsheet application. On the left, a table titled 'Registration' is visible with columns for 'Name' and 'S'. On the right, a 'Hide Menu' is open, listing several options: 'Select Worksheet', 'Go To Cell...', 'Next Sheet', 'Find', 'Options', and 'Close'. The 'Go To Cell...' option is highlighted with a dark background.

Registration		Hide Menu	
	A		Select Worksheet
1	Traini...		Go To Cell...
2			Next Sheet
3	Name	S	Find
4			Options
5	Aimee ...	A	Close
6	Jenni ...		
7	Mark ...	A	Yes
8	Tanya...	C	Yes
9	Carol...	A	Yes
10	Scott ...	C	No

Spreadsheet view menu - Go to Cell item

### To navigate to a specific sheet

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

- Open a message that contains an attachment that has a .xls extension and click the trackwheel to view the menu. Click **Open Attachment**. The Attachments screen appears.
- Select **Full Content** or a table of contents entry for an attachment that has already been retrieved and click the trackwheel to view the menu. Click **View**. The attachment appears.
- In the open attachment, click the trackwheel to view the menu. Select one of the following options:
  - Click **Next Sheet** (or **Prev Sheet**) to open the next (or previous) sheet in the attachment.
  - Click **Select Worksheet** to view a list of available worksheets. Select the name of a worksheet and click the trackwheel to open the sheet.

Registration		Hide Menu
	A	Select Worksheet
1	Traini...	Go To Cell...
2		Next Sheet
3	Name S	Find
4		Options
5	Aimee ... A	Close
6	Jenni ...	
7	Mark ... A	Yes
8	Tanqa... C	Yes
9	Carolu... A	Yes
10	Scott ... C	No

Spreadsheet view menu - Select Worksheet item



**Note:** The **Next Sheet**, **Prev Sheet** and **Select Worksheet** menu items only appear if the attachment that you are viewing contains multiple worksheets.

## To view pages or tables using links or bookmarks

- On the Home screen, click the **Messages** icon. The Messages screen appears.
- Open a message that contains an attachment and click the trackwheel to view the menu. Click **Open Attachment**. The Attachments screen appears.
- Select either **Full Content** or table of contents entry for an attachment that has already been retrieved and click the trackwheel to view the menu.
- Click **View**. The attachment appears. Select a link or bookmark.

## Attachments

- If the link is to a table, when you click the trackwheel, the table opens in Spreadsheet view. To return to Document view, click the trackwheel to view the menu. Click **Close**. You return to the open attachment in Document view.
- If the link is to another page, click the trackwheel to view the menu. Click **Jump**. The appropriate section of the attachment appears.



**Note:** You can only view pages or tables using links or bookmarks if you are viewing a .doc attachment.

## To read long attachments

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a message that contains an attachment and click the trackwheel to view the menu. Click **Open Attachment**. The Attachments screen appears.
3. Select **Full Content** or a table of contents entry for an attachment that has already been retrieved and click the trackwheel to view the menu.
4. Click **View**. The full content appears. Scroll through the message content.
  - If, in the Messages application, on the Options screen, you have set the Auto More option to **Yes**, the remaining portion of long attachments is delivered to the handheld automatically as you scroll through the delivered portion.
  - If, in the Messages application, on the Options screen, you have set the Auto More option to **No**, the message More Available appears at the end of the delivered portion of the attachment. Click the trackwheel to view the menu and click **More**. The remaining portion of your attachment is delivered.

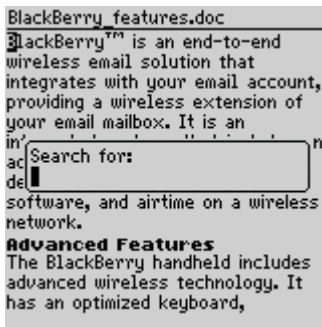
## Using the Find feature

You can locate specific words and numbers in an attachment using the Find feature.

## To use the Find feature

1. On the Home screen, click the **Messages** icon. The Messages screen appears.

2. Open a message that contains an attachment and click the trackwheel to view the menu.
3. Click **Open Attachment**. The Attachments screen appears.
4. Select either **Full Content** or a table of contents entry for a document attachment that has already been retrieved and click the trackwheel to view the menu.
5. Click **View**. The attachment appears.
6. In the open attachment, click the trackwheel to view the menu.
7. Click **Find**. The Search for dialog box appears.



**Document view menu - Search for dialog box**



**Tip:** The Find feature only locates a word or number that appears at or following your cursor. To search the entire attachment, place your cursor at the top of the attachment.

8. Type a word or number that you want to locate in the attachment and click the trackwheel. The cursor moves to the first occurrence of the word or number.
9. To find the next occurrence of the word or number, click the trackwheel to view the menu.
10. Click **Find Next**. The cursor moves to the next occurrence of the word or number.



**Note:** If the word or number is not found, the **Reached end of section** dialog box appears.

# Deleting attachments

If you delete a message that contains an attachment, both the message and the attachment are deleted from your handheld.

## To delete attachments

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a message that contains an attachment and click the trackwheel to view the menu. Click **Delete**.
3. A dialog box prompts you to confirm that you want to delete the item. Click **Delete**.

You return to the Messages screen and the message and attachment are deleted.

## Tips for using the attachment service

- Press the **Escape** button to exit an open attachment and return to the Attachments screen.

### Document view

- Press **T** to go to the top of a page.
- Press **B** to go to the bottom of a page.
- Press **F** to open the Search for dialog box. Press **F** again to find the next occurrences of your search string.
- Press **J** to go directly to a link or bookmark when the cursor is placed on a link or bookmark.

### Spreadsheet view

- Roll the trackwheel to scroll vertically.
- Press the **Alt** key and roll the trackwheel to scroll horizontally.
- Press **V** to select a worksheet to view.
- Press **T** to go to the top left of the worksheet.
- Press **B** to go to the bottom right of the worksheet.
- Press **F** to open the Search for dialog box. Press **F** again to find the next occurrences of your search string.
- Press **G** to open the Go to Cell dialog box.
- Press **N** to go to the next worksheet.
- Press **P** to go to the previous worksheet.
- Press the **Space** key to open the View Cell dialog box. Press the **Space** again key to close the View Cell dialog box






# *Chapter 9*

# Tasks

This section provides information on the following topics:

- Tasks icons
- Setting task options
- Adding tasks
- Managing tasks
- Tips for using Tasks

## Tasks icons

Icon	Description
	task has not started or is in progress
	task is deferred or is waiting
	task is complete

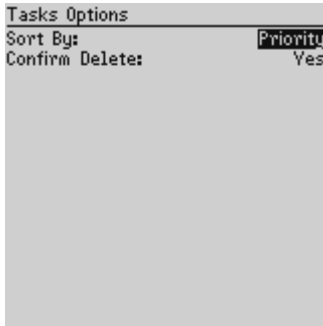
## Setting task options

You can customize the following task options for your handheld.

- **Sort By:** Select how you want to sort your tasks on the Find screen. Choose from **Subject**, **Priority**, **Due Date**, or **Status**. By default, this option is set to **Subject**.
- **Confirm Delete:** Select whether you want to confirm the deletion of Task entries. By default, this option is set to **Yes**.

## To set task options

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Tasks Options screen appears.
3. In the field that you want to set, press the **Space** key until the preferred option appears.



**Task Options screen - setting options**

4. After you edit the fields, click the trackwheel to view the menu.
5. Click **Save**.

You return to the Find screen.

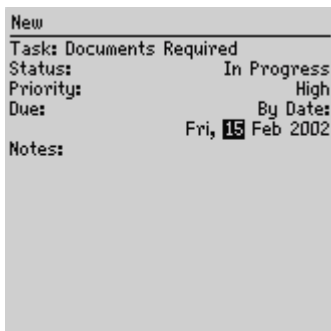
## Adding tasks

Add new tasks to your handheld to keep a record of the things that you need to do.

### To add tasks

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Click the trackwheel to view the menu, and then click **New**. The New screen appears.
3. In the **Task** field, complete the information for the task. Press the **Enter** key.
4. In the **Status**, **Priority**, and **Due** fields, press the **Space** key until the preferred option appears.

## Tasks



```
New
-----
Task: Documents Required
Status: In Progress
Priority: High
Due: By Date:
      Fri, 15 Feb 2002
Notes:
```

**New screen - Adding a task**

5. In the **Notes** field, add any additional information that you want to include for this task.
6. Click the trackwheel to view the menu, and then click **Save**.



**Note:** To clear a field, click the trackwheel to view the menu, and then click **Clear Field**.

Your new task is listed on the Find screen.

## Task fields

The New screen contains the following fields:

**Task:** Type the subject of the task.

**Status:** Set the status of the task. Choose from **Not Started**, **In Progress**, **Completed**, **Waiting**, or **Deferred**. By default, this option is set to **Not Started**.

**Priority:** Set the priority of the task. Your options are **Normal**, **High**, and **Low**. By default, this option is set to **Normal**.



**Note:** If you set the **Priority** field to **High**, on the Find screen, an exclamation mark appears beside the task.

If you set the **Priority** field to **Low**, on the Find screen, a down arrow appears beside the task.

**Due:** Set the date by which the task is to be completed. Choose from **None** or **By Date**. If you select **None**, no due date is recorded for this task. If you select **By Date**, you can select the date by which this task is due. By default, this option is set to **None**.

**Notes:** Type any reference notes that you want to record about the task.

# Managing tasks

You can also view, edit, and delete tasks and change a task's status.

## To view and edit tasks

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Select the task that you want to view or edit, and then click the trackwheel to view the menu.
3. Click **Open**. The Edit Task screen displays the task details. Edit the information in the fields.
4. After you view or edit the task, click the trackwheel to view the menu and click **Save**.

You return to the Find screen.



**Tip:** You can use your handheld's cut, copy, and paste feature when you edit tasks. Refer to "Using cut, copy, and paste" on page 55 for more information.

To clear a field, click the trackwheel to view the menu and click **Clear Field**.

## To change a task's status

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Select the task for which you want to change the status and click the trackwheel to view the menu.
3. Depending on the task's current status, click either **Mark Completed** or **Mark In Progress**.

The task's status is changed.



**Note:** Using the menu, you can only change the status of a completed task to **In Progress**. You can mark a task as **Completed** if it is marked as **Deferred**, **Waiting**, **Not Started**, or **In Progress**. To change a task to a status other than **Completed** or **In Progress**, you must edit the task. Refer to "To view and edit tasks" above for more information.

## Tasks

### To delete tasks

1. On the Home screen, click the **Tasks** icon. The Find screen appears.
2. Select the task that you want to delete and click the trackwheel to view the menu.
3. Click **Delete**. A dialog box appears that prompts you to confirm before the task is deleted. This dialog box appears if, on the Tasks Options screen, **Confirm Delete** is enabled.
4. Click **Delete**.

You return to the Find screen and the task is no longer listed.



**Tip:** To delete all completed tasks, select a task and click the trackwheel to view the menu. Click **Delete Completed**.

You can also delete tasks on the Edit Task screen.

### Tips for using Tasks

- Type the first letters of a task to locate it on the Find screen.

# *Chapter 10*








# Calendar

This section provides information on the following topics:

- Calendar icons
- Before you begin
- Setting Calendar options
- Changing views
- Navigating in the Calendar application
- Enabling wireless calendar synchronization
- Adding appointments
- Managing appointments
- Managing meeting requests
- Tips for using the Calendar

## Calendar icons

In Day view or Agenda view, one or more of the following icons might appear on your handheld to indicate additional information for your appointments.

Icon	Description
	appointment was initiated with a meeting request
	appointment has a reminder set
	appointment has text typed in the <b>Notes</b> field
	appointment recurs
	recurring appointment has an exception
	appointment is an all-day event
	appointment spans multiple days; this icon appears in Agenda view for Microsoft Outlook users only

## Before you begin

You can synchronize your desktop and handheld Calendars using the Intellisync tool. Refer to the *Intellisync Online Help* for more information.

### Integration with enterprise email account

If you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server, you can create, edit, view, and respond to meeting requests from your handheld. Refer to "Managing meeting requests" on page 208 for more information. You can also enable wireless calendar synchronization. Refer to "Enabling wireless calendar synchronization" on page 199 for more information.

## Setting Calendar options

You can customize the following Calendar options for your handheld.



- **Enable Quick Entry:** Select whether you want to be able to add appointments quickly in Day view by selecting a time and typing a subject and location. By default, this option is set to **Yes**.
- **Initial View:** Select the Calendar view that you want to appear when you open the Calendar application. By default, this option is set to **Day**.
- **Default Reminder:** Select the default amount of time that the Calendar should use for appointment reminders. By default, this option is set to **15 Min**.
- **Confirm Delete:** Select whether you want to be prompted to confirm before an appointment is deleted. By default, this option is set to **Yes**.
- **Start Of Day:** Select the time at which your day normally begins. By default, this option is set to **9:00 AM**.
- **End of Day:** Select the time at which your day normally ends. By default, this option is set to **5:00 PM**.
- **First Day Of The Week:** Select the day on which your week starts.



**Note:** If you set **Enable Quick Entry** to **No**, you can use shortcut keys in Day view. Refer to "Tips for using the Calendar" on page 211 for more information.

## To set Calendar options

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The Calendar Options screen appears.
3. In the field that you want to set, press the **Space** key until the preferred option appears.
4. After you edit the fields, click the trackwheel to view the menu and click **Save**.

You return to the Calendar screen.

## Changing views

You can view your appointments in Day, Agenda, Week, or Month view.

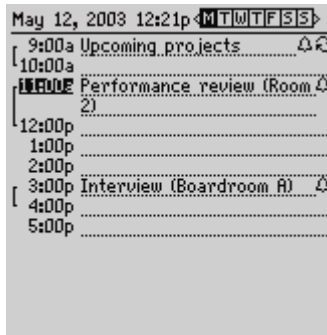
## Calendar

# To change Calendar views

1. On the Home screen, click the **Calendar** icon. The Calendar screen displays your default Calendar view.
2. Click the trackwheel to view the menu and click **View Day**, **View Agenda**, **View Week**, or **View Month**.

## Day view

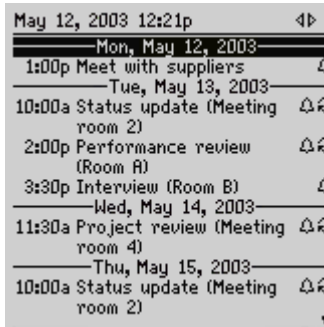
This view displays the day that you select and includes any appointments for that day. The current day of the week is selected in the navigation bar at the top of the screen. The current hour is outlined. The subject for any appointments appears beside the start hour and a sidebar spans the length of the appointment. The location of the appointment (enclosed in parentheses) appears beside the subject.



Calendar - Day view

## Agenda view

This view displays only the days on which you have appointments. The appointments appear in chronological order, with the earliest appointments listed at the top of the screen. Each entry in Agenda view includes the start time, subject, and location of the appointment. Two arrows at the top of the screen indicate that you can scroll to view more appointments.



Calendar - Agenda view

## Week view

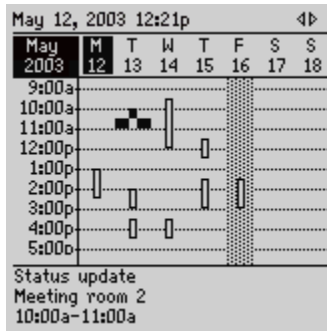
This view displays the week that you select, and includes any appointments for that week. Today's date is outlined. You can scroll vertically through your appointments by rolling the trackwheel. All appointments are marked with an outlined box that spans the length of the appointment.

**Microsoft Exchange** If you are using Microsoft Outlook as your desktop email program and your appointment spans multiple days, the outlined box spans the days on which the appointment is scheduled.

If an appointment is an all-day event, the day appears in bold. The column contains dotted lines to indicate that all the hours in the day are scheduled for the appointment.

When your cursor rests on an appointment, the subject, location, and time are displayed at the bottom of the screen. Hold the **Alt** key and roll the trackwheel to scroll horizontally through the appointments. Two arrows at the top of the screen indicate that you can scroll to view more appointments.

## Calendar

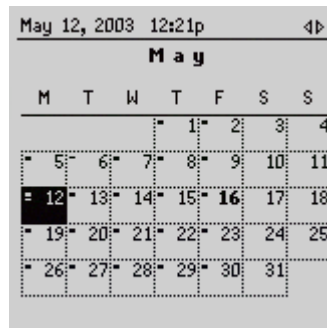


Calendar - Week view

## Month view

This view displays the month that you select and includes any appointments for that month. Today's date is outlined. You can scroll horizontally or vertically through the days of the month. To scroll vertically, hold the **Alt** key and roll the trackwheel. Two arrows at the top of the screen indicate that you can scroll to view more appointments.

Days with appointments have a black bar to the left of the day. The size of the bar depends on the length of the appointment. For example, a 1-hour appointment has a short bar, while a 4-hour appointment has a long bar. The position of the bar depends on the start time of the appointment. For example, the bar for morning appointments typically appears near the top of the date. If the appointment is an all-day event, the date appears in bold.



Calendar - Month view

# Navigating in the Calendar application

You can navigate to specific days or months in the Calendar application.



**Tip:** To return to the current week in the current year, click the trackwheel to view the menu and then click **Today**. The current week is shown and today's date is selected.

You can scroll up past the first day of the week that is displayed on the screen to view the previous week. You can scroll down past the last day of the week to view the next week.

## To navigate in Day and Week views

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. If you are in Day view and you want to view a different day of the week, click the trackwheel to view the menu and then click the day that you want to view. The selected day appears.
  - To view the selected day in the next (or previous) week, click the trackwheel to view the menu, and then click **Next Week** (or **Prev Week**). The selected day in the next (or previous) week appears.
3. If you are in Week view and you want to view the next (or previous) week, click the trackwheel to view the menu, and then click **Next Week** (or **Prev Week**). The next (or previous) week appears.
  - To scroll vertically between appointments, roll the trackwheel; to scroll horizontally between days, hold the **Alt** key and roll the trackwheel.



**Tip:** To return to today's date, click the trackwheel to view the menu, and then click **Today**. Today's date appears.

## To navigate in Agenda view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Agenda view.
2. To view the next (or previous) day on which you have an appointment, click the trackwheel to view the menu, and then click **Next Day** (or **Previous Day**). The next (or previous) day with an appointment appears at the top of the screen.

## Calendar



**Tip:** To return to the current date, click the trackwheel to view the menu, and then click **Today**. If appointments are scheduled, the current date is displayed. If no appointments are scheduled for the current date, the next date with appointments is displayed.

To go to the previous day, hold the **Alt** key and roll the trackwheel up. To go to the next day, hold the **Alt** key and roll the trackwheel down.

## To navigate in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Month view.
2. To view a different month in the current year, click the trackwheel to view the menu, and then click the month that you want to view. The selected month appears.
3. To view the selected month in the next (or previous) year, click the trackwheel to view the menu, and then click **Next Year** (or **Prev Year**). The selected month in the next (or previous) year appears.



**Tip:** To return to the current month in the current year, click the trackwheel to view the menu, and then click **Today**. The current month is shown and today's date is selected.

To go to the same day of the next week, hold the **Alt** key and roll the trackwheel. With your cursor at the end of the month, hold the **Alt** key and roll the trackwheel to go to the same day of the week in the following month.

You can scroll up past the month that is displayed on the screen to view the previous month. You can scroll down past the month that is displayed on the screen to view the next month.

## To navigate to a specific date

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu and click **Go to Date**. A dialog box appears.
3. Use the trackwheel to move between the month, date, and year fields, and press the **Space** key until the exact date appears for which you want to view appointments.
4. After you select the date, click the trackwheel.

The date that you select appears in your chosen Calendar view.



**Tip:** To return to today's date, click the trackwheel to view the menu, and then click **Today**.

# Enabling wireless calendar synchronization

If you enable wireless calendar synchronization, your desktop Calendar is synchronized with your handheld Calendar. Any changes that you make to your desktop Calendar are reflected on your handheld. After this feature is enabled, you do not have to connect your handheld to your desktop for calendar synchronization to occur, because synchronization occurs over the wireless network.



**Note:** To enable wireless calendar synchronization, your handheld must be enabled on a BlackBerry Enterprise Server version 2.1 or later. Contact your system administrator for more information on whether you can enable wireless calendar synchronization.

## To enable wireless calendar synchronization

Before you enable wireless calendar synchronization, connect your handheld to your desktop and synchronize your handheld and desktop Calendars using the **MS Outlook**, **Lotus Notes 4.6**, or **Lotus Notes 5.0** translator refer to the *Intellisync Online Help* for more information on synchronizing. You should also back up your handheld Calendar. Refer to the *Backup and Restore Online Help* for more information.

1. In the BlackBerry Desktop Manager, double-click the **Intellisync** icon. The Intellisync window appears.
2. Click **Configure PIM**. The Handheld Configuration window appears.
3. Select the **Calendar** application and click **Choose**. The Choose Translator window appears.
4. From the list of available translators, select **BlackBerry Wireless Sync** and click **OK**. You return to the Handheld Configuration window.



**Note:** In the Choose Translator window, **Synchronize** is selected as the default operation. This operation keeps your handheld and desktop Calendars synchronized over the wireless network. If you change the operation to **Import**, any change that you make on your desktop Calendar is imported to your handheld Calendar over the wireless network. If you change the operation to **Export**, any change that you make on your handheld Calendar is exported to your desktop Calendar over the wireless network.

## Calendar

5. Verify that the check box beside the **Calendar** application is selected and click **OK**. You return to the Intellisync window.



**Tip:** If you have many appointments to transfer to your handheld, you might also want to select only the Calendar application for synchronization.

6. In the **Synchronize now** section at the top of the window, select the **Synchronize PIM** check box.
7. Click **Synchronize now** to transfer your desktop Calendar entries to your handheld. A dialog box appears. If you continue with the operation, your existing handheld Calendar entries are erased and are replaced with your desktop Calendar entries. Click **OK** to continue.

The desktop software synchronizes your calendars and the entries from your desktop Calendar are transferred to your handheld. Any subsequent calendar updates are sent over the wireless network. As long as the check box is selected beside the **Calendar** application in the Handheld Configuration window, wireless calendar synchronization is enabled. If you clear the check box or select a new translator, wireless calendar synchronization is automatically disabled.

If a change is made to an existing appointment or a new appointment is added in your desktop Calendar, and you have wireless calendar synchronization enabled, you do not receive notification of the change on your handheld. Check your handheld Calendar regularly to see any updates.



**Note:** If you update your handheld with new applications, you might need to reconfigure wireless calendar synchronization.

To receive updates to your handheld Calendar, you must be within an area of sufficient wireless coverage. **1X** and one or more bars must appear with the wireless coverage indicator to receive updates over the wireless network.

If you change handhelds, wireless calendar synchronization is still enabled.

## Adding appointments

You can add new appointments to your handheld Calendar.



**Warning:** If you turn off your handheld using the **Power** button or the **Turn Power Off** icon on the Home screen, Calendar reminders do not turn on the handheld and you are not notified. Set the Auto On/Off feature if you want Calendar reminders to turn on the handheld. Refer to "Auto On/Off" on page 235 for more information.



### Integration with enterprise email account

If you integrated your handheld with an enterprise email account, you can create meeting requests. To create meeting requests, your handheld must be enabled on BlackBerry Enterprise Server version 2.1 or later. Refer to "To create meeting requests" on page 208 for more information.

If you enabled wireless calendar synchronization and are in an area of sufficient wireless coverage, new appointments that you create on your handheld are synchronized over the wireless network and appear on your desktop Calendar.

## To add appointments

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu and click **New**. The New Appointment screen appears.
3. In the **Subject** and **Location** fields, type information for the appointment.

<b>New Appointment</b>	
<b>Subject:</b>	Status review
<b>Location:</b>	Room B
<input type="checkbox"/> All Day Event	
<b>Start:</b>	Mon, May 12, 2003 1:00 PM
<b>End:</b>	Mon, May 12, 2003 3:00 PM
<b>Duration:</b>	1 Hour 0 Mins
<b>Time Zone:</b>	Eastern Time (-5)
<b>Reminder:</b>	15 Min.
<b>Recurrences:</b>	None
No Recurrence.	
<b>Notes:</b>	

**Calendar - New Appointment screen**

4. In the **Start** field, set the start date and time for the appointment. In the **Duration** field, set the length of time for which the appointment occurs. When you modify this field, the **End** field automatically reflects the changes. (If you change the **End** field, the **Duration** field is automatically updated.)
5. In the **Reminder** field, set how much time in advance of the appointment that you want to be notified of it. If you do not want to be reminded of the appointment, set this field to **None**.



**Note:** If you want your appointment to recur regularly, follow steps 6 through 8. If you do not want your appointment to recur regularly, proceed to step 9.

## Calendar

- In the **Recurrence** field, press the **Space** key until the preferred option appears. For this example, select **Daily** to set an appointment that recurs on a daily basis. Below the **Recurrence** field, additional fields and a message appears, describing the recurrence pattern.
- In the **Every** field, press the **Space** key until the preferred amount of time between appointments appears. For this example, select **2** to set an appointment that recurs every second day.



**Note:** If you set your appointment to recur weekly, you can specify the day of the week on which it should recur. If you set your appointment to recur monthly or yearly, you can set whether you want the appointment to recur on the exact date or on the relative date. For example, you can specify that your recurring appointment occurs on the 28th of each month (exact date) or on the last Monday of each month (relative date).

New Appointment

All Day Event ▲

Start: Mon, May 12, 2003 1:00 PM

End: Mon, May 12, 2003 3:00 PM

Duration: 2 Hours 0 Mins

Time Zone: Eastern Time (-5)

Reminder: 15 Min.

Recurrence: Weekly

Occurs every week until Oct 14, 2003 on Mon.

Every: 1

End: Date

Mon, Oct 14, 2003

Days: S M T W T F S

Notes: | ▾

### New Appointment screen - setting a recurring appointment

- In the **End** field, set the specific date on which the recurring appointment should end.

**Microsoft Exchange** If you are using Microsoft Outlook as your desktop email program, you can set the **End** field to **Never**. If you set this field to **Never**, your appointment recurs perpetually.

- In the **Notes** field, type any additional notes for the appointment. After you create the appointment, click the trackwheel to view the menu and then click **Save**.

You return to the Calendar screen.



**Tip:** To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

### To add appointments quickly

If, on the Calendar Options screen, you set the **Enable Quick Entry** field to **Yes**, you can add appointments quickly in Day view.

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day view.
2. Scroll to a start time and type a name for the appointment. To add a location, type it in parentheses.
3. Roll the trackwheel to change the appointment's end time. The appointment appears on the Calendar screen.



**Note:** To add more information to the appointment, click the trackwheel to view the menu, and then click **Open**.

### Appointment fields

The New Appointment screen contains the following fields:

**Subject:** Type the subject for the appointment.

**Location:** Type the location of the appointment.

**All Day Event:** Press the **Space** key to select whether the appointment occupies a full day.



**Note:** The date of an all-day event does not change when you change the time zone for your handheld.

**Start:** Select the start date and time for the appointment.

**End:** Select the end date and time of the appointment. By default, this option is set to today's date and one hour after the start time.

**Lotus  
Domino**

If you use Lotus Notes as your desktop email program, appointments cannot span more than one day. The end date of your appointment must be the same as the start date.

**Duration:** Select the length of the appointment. When you modify this field, the **End** field automatically reflects the changes. By default, this option is set to **1 hour**.

**Time Zone:** Select the time zone in which the appointment occurs. By default, this option is set to **Eastern Time**.

## Calendar

**Reminder:** Select how early you want to be notified of the appointment. Press the **Space** key until the preferred option appears. By default, this option is set to **15 Min.**

**Recurrence:** Set how often the appointment recurs. By default, this option is set to **None.**

**Every:** Select the amount of time between recurring appointments. This field only appears if you have set the **Recurrence** field to an option other than **None.** By default, this option is set to **1.**

**End:** Set the specific date on which the recurring appointment should end. This field only appears if you have set the **Recurrence** field to an option other than **None.**

**Days:** Select the day(s) on which you want the appointment to recur. This field only appears if you have set the **Recurrence** field to an option other than **None.**

**Relative Date:** Press the **Space** key to indicate that the appointment recurs on the selected day (instead of the specific date) every month or year. This field only appears if you have set the **Recurrence** field to an option other than **None.**

**Notes:** Type any reference notes for the appointment.

# Managing appointments

You can view, edit, and delete appointments in your chosen Calendar view.

## Viewing and editing appointments

You can view or edit appointments at any time.

### To view and edit appointments in Day, Agenda, or Week view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day, Agenda, or Week view.
2. Select the appointment that you want to view or edit and click the trackwheel to view the menu. Click **Open**.



**Note:** If you select a recurring appointment, you are prompted to indicate whether you want to view and edit all occurrences of the appointment (click **Open the series**) or only the selected appointment (click **Open this occurrence**). The Appointment Details screen appears.

3. Edit the information in any of the fields. To edit the **All Day Event**, **Start**, **End**, **Duration**, **Time Zone**, or **Reminder** fields, press the **Space** key until the preferred option appears.

**Lotus Domino** If you use Lotus Notes as your desktop email program, you cannot edit the **Start**, **End**, **Duration**, or **Time Zone** fields for a saved recurring appointment.

4. If you edit a recurring appointment, in the **Recurrence** field, press the **Space** key until the preferred option appears.

**Lotus Domino** If you use Lotus Notes as your desktop email program, you cannot edit the recurrence pattern of a saved appointment.

5. After you view or edit the appointment, click the trackwheel to view the menu, and then click **Save**.

You return to the Calendar screen.



**Tip:** To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

If you are in Week view and want to view all the appointments for the day that you select, click the trackwheel to view the menu. Click **View Appts**. The appointments for the selected day appear in Day view. Press the **Escape** button to return to Week view.

## To view and edit appointments in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Month view.
2. Select the day on which there are appointments that you want to view or edit. Click the trackwheel to view the menu and click **View Appts**. The appointments for the selected day appear in Day view.
3. Select the appointment that you want to view or edit and click the trackwheel to view menu. Click **Open**.



**Note:** If you select a recurring appointment, you are prompted to indicate whether you want to view and edit all occurrences of the appointment (click **Open the series**) or only the selected appointment (click **Open this occurrence**). The Appointment Details window appears.

4. Edit the information in any of the fields. To edit the **All Day Event**, **Start**, **End**, **Duration**, or **Reminder** fields, press the **Space** key until the preferred option appears.

## Calendar

**Lotus Domino** If you use Lotus Notes as your desktop email program, you cannot edit the **Start, End, Duration, or Time Zone** fields for a saved recurring appointment.

5. If you edit a recurring appointment, in the **Recurrence** field, press the **Space** key until the preferred option appears.

**Lotus Domino** If you use Lotus Notes as your desktop email program, you cannot edit the recurrence pattern of a saved appointment.

6. After you view or edit the appointment, click the trackwheel to view the menu, and then click **Save**.

You return to the Calendar screen.



**Tip:** To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

If you are in Month view and you click **View Appts** on the menu, your appointments appear in Day view. Press the **Escape** button to return to Month view.

## Deleting appointments

You can maintain your Calendar efficiently by deleting old appointments to free memory space.

**Microsoft Exchange** If you enabled Microsoft Outlook's Auto Archive feature and wireless calendar synchronization, appointments are deleted from your handheld when they are archived in Outlook.

### To delete appointments in Day, Agenda, or Week view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day, Agenda, or Week view.
2. Select the appointment that you want to delete. Click the trackwheel to view the menu and click **Delete**.
  - If the appointment is a recurring appointment, you are prompted to indicate whether you want to delete all occurrences of the appointment (click **Delete the series**) or only the selected appointment (click **Delete this occurrence**).
  - If the appointment is not a recurring appointment, a dialog box appears that prompts you to confirm before the appointment is deleted. (This

dialog box appears if, on the Calendar Options screen, **Confirm Delete** is enabled.) Click **Delete**.

You return to the Calendar screen and the appointment is no longer listed.

**Integration with enterprise email account** If you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server, and enabled wireless calendar synchronization, any appointments that you delete from your handheld Calendar are also deleted from your desktop Calendar.

### To delete multiple appointments by date

You can delete all appointments prior to a particular date by selecting a date field.

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Agenda view.
2. Select a date field. Click the trackwheel to view the menu and click **Delete Prior**.
3. A dialog box appears that prompts you to confirm before all items prior to and including that date are deleted. Click **Delete**.

You return to the Calendar screen and the appointments are no longer listed.

### To delete appointments in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Month view.
2. Select the day on which there are appointments that you want to delete. Click the trackwheel to view the menu, and click **View Appts**. The appointments for the selected day appear in Day view.
3. Select the appointment that you want to delete and click the trackwheel to view the menu. Click **Delete**.
  - If the appointment is a recurring appointment, you are prompted to indicate whether you want to delete all occurrences of the appointment (click **Delete the series**) or only the selected appointment (click **Delete this occurrence**).
  - If the appointment is not a recurring appointment, a dialog box appears that prompts you to confirm before the appointment is deleted. (This dialog box appears if, on the Calendar Options screen, **Confirm Delete** is enabled.) Click **Delete**.

## Calendar

You return to the Calendar screen and the appointment is no longer listed.

### **Integration with enterprise email account**

If you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server, and enabled wireless calendar synchronization, any appointments that you delete from your handheld Calendar are also deleted from your desktop Calendar.

## Managing meeting requests

If you integrated your handheld with an enterprise email account, you can create, respond to, view, edit, and delete meeting requests on your handheld.



**Note:** To create meeting requests, your handheld must be enabled on BlackBerry Enterprise Server version 2.1 or later.

If you enabled wireless calendar synchronization and are in an area of sufficient wireless coverage, meeting requests are synchronized over the wireless network and appear on your desktop Calendar. **1X** and one or more bars must appear with the wireless coverage indicator to receive updates over the wireless network.

## To create meeting requests

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu, and click **New**. The New Appointment screen appears.
3. Roll the trackwheel to scroll from field to field, and add information for the meeting. Refer to "Appointment fields" on page 203 for more information on these fields.
4. After you add all the information for the meeting, click the trackwheel to view the menu and click **Invite Attendee**. The Select Address screen displays your contacts.
5. Select a contact. Click the trackwheel to view the menu, and click **Invite**. Repeat steps 4 and 5 until all invitees are added to the meeting request.



**Note:** If you specified more than one email address for a contact, you are prompted to select to which address the meeting request should be sent.

Do not invite yourself to the meeting. You are already registered as the meeting organizer.

If you want to change or remove attendees after you add them to the meeting, click the trackwheel to view the menu, and then click **Change Attendee** or **Remove Attendee**.



6. Click the trackwheel to view the menu, and then click **Save**. The appointment is added to your handheld.

Your desktop Calendar is also updated. A meeting request is sent to the invitees and a sent message appears on the Messages screen. This message contains a Meeting Request attachment. You can open this attachment to review the details of your meeting.

Any responses to your meeting request are received as messages in the Messages application. You can also open the meeting in the Calendar application and view whether an invitee has accepted or declined the meeting.



**Note:** If your handheld is in the cradle, it does not receive responses to your meeting requests if, in the Redirector Settings tool, on the **General** tab, the **Don't forward when handheld is in the cradle** check box is selected.

## To respond to meeting requests

You can respond to meeting requests that you receive. When you receive a meeting request, it appears on your Messages screen as a message.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the meeting request message. The details of the meeting are shown.
3. Click the trackwheel to view the menu.
  - If you want to send a response without comments, click **Accept** or **Decline**.
  - If you want to send a response with comments, click **Accept with comments** or **Decline with comments**. The Comments screen appears. Type your comments and click the trackwheel to view the menu. Click **Send**.

A response is sent to the meeting organizer.



**Tip:** To check your Calendar while you view the open meeting request, on the menu, click **View Calendar**. When you close your Calendar, you return to the open meeting request.

If you accept the meeting, your handheld and desktop Calendars are updated over the wireless network. The original message that contained the meeting request no longer appears on your Messages screen; it is replaced by the response

## Calendar

message that you sent to the meeting organizer. You can view the meeting details by viewing the appropriate appointment on the Calendar screen or by opening the Meeting Response attachment in the sent message.



**Note:** If you are managing someone else's Calendar, meeting requests for that person are not delivered to your handheld. The meeting request remains at your desktop and you can accept it from there. After you accept it, the person's handheld and desktop Calendars are updated.

If your handheld is in the cradle, it does not receive responses to the meeting requests that you create if, in the Redirector Settings tool, on the **General** tab, the **Don't forward when handheld is in the cradle** check box is selected.

## To view meeting requests

You can view the details for meetings that you have organized, or meetings to which you have responded, by viewing the appointment in your handheld Calendar. You can also view the details by opening the sent meeting request or meeting response on your Messages screen and viewing the Meeting Request or Meeting Response attachment.

If you organized a meeting or the organizer has sent an update, the meeting details list who has accepted and who has declined.

## To edit meeting requests

You can only edit the attendee list for a meeting if you are the organizer.

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Open the meeting for which you are the organizer. Edit the information in any of the fields.

**Lotus Domino** If you are using Lotus Notes as your desktop email program, you cannot edit the **Start**, **End**, **Duration**, or **Time Zone** fields for a saved recurring appointment.

3. To add, edit, or delete invitees to your meeting, select the **Accepted** or **Declined** field and click the trackwheel to view the menu. Click either **Invite Attendee**, **Change Attendee**, or **Remove Attendee**. The Select Address screen displays your contacts. Select an existing contact (or create a new one). Click the trackwheel to view the menu, and then click **Invite**.
4. After you edit your meeting request, click the trackwheel to view the menu, and then click **Save**.

The appointment is updated on your handheld and an updated meeting request is sent to all invitees. A sent message appears on the Messages screen. This message contains an updated Meeting Request attachment. You can open this attachment to review the details of your meeting.



**Note:** Do not invite yourself to the meeting. You are already registered as the meeting organizer.

## To delete meeting requests

If you have not responded to a meeting request (either on your handheld or on your desktop), and you delete the meeting request message from your handheld Messages screen, the appointment is deleted and removed from both your handheld and your desktop Calendars. To avoid inadvertently missing a meeting, always respond to meeting requests either on your desktop or on your handheld.

After the meeting has occurred, you can delete the meeting from your handheld Calendar. Refer to "Deleting appointments" on page 206 for more information.

## To cancel meetings

If you have wireless calendar synchronization enabled and you delete a meeting from your handheld Calendar, the appointment is removed from your desktop Calendar. No response message is sent to the meeting organizer.

If you are the organizer for a meeting and you delete the meeting from your handheld, you can send a meeting cancellation message to attendees. After you delete the meeting, the **Send cancellation to attendees** dialog box appears. Click **Yes** to send an email message.

## Tips for using the Calendar

- In Agenda view, Week view, or Month view, press **D** to go to Day view, press **W** to go to Week view, press **M** to go to Month view, and press **A** to go to Agenda view.
- To use these shortcuts in Day view, on the Calendar Options screen, set the **Enable Quick Entry** field to **No**.
- In Day view, hold the **Alt** key and roll the trackwheel to go to the previous or next day.
- In Day view, press the **Space** key to go to the next day and press a **Shift** key and the **Space** key to go to the previous day.
- In Week view, press the **Alt** key and roll the trackwheel to scroll horizontally through the days.

## Calendar

- In the Calendar application, hold the **Alt** key and press the **Back** key to move to the previous day, week, or month.
- In the Calendar application, hold the **Alt** key and press the **Forward** key to move to the next day, week, or month.
- Press **T** to go to today's date, press **G** to go to a specific date, press **N** to go to the next day, week, or month, and press **P** to go to the previous day, week, or month.
- To use these shortcuts in Day view, on the Calendar Options screen, set the **Enable Quick Entry** field to **No**.
- Press the **Enter** key to create an appointment at a selected time or to view an appointment, if one is selected.

# *Chapter 11*

# **MemoPad**

This section provides information on the following topics:

- Setting MemoPad options
- Adding memos
- Managing memos
- Tips for using MemoPad

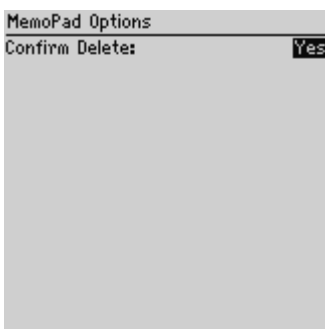
## Setting MemoPad options

You can customize the following MemoPad option for your handheld.

- **Confirm Delete:** Select whether you want to confirm before memos are deleted. By default, this option is set to **Yes**.

### To set MemoPad options

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.
2. Click the trackwheel to view the menu, and then click **Options**. The MemoPad Options screen appears.
3. In the Confirm Delete field, press the **Space** key until the preferred option appears.



**MemoPad Options screen**

4. Click the trackwheel to view the menu, and then click **Save**.

You return to the MemoPad screen.

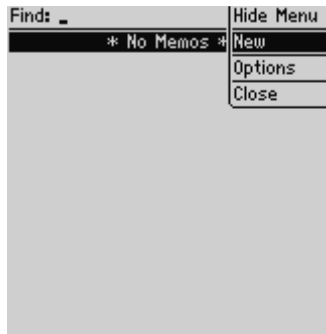
## Adding memos

You can add memos to your handheld.

### To add memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.

2. Click the trackwheel to view the menu, and then click **New**.



**Find screen menu - New item**

3. Type a title for your memo and press the **Enter** key. If you do not type a title, you cannot save the memo.
4. Type the body of the memo.
5. After you compose the memo, click the trackwheel to view the menu, and then click **Save**.

You return to the Find screen and your new memo appears, listed in alphabetical order.

## Managing memos

You can view, edit, and delete memos on your handheld.

### To view memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.
2. Select the memo that you want to view. Click the trackwheel to view the menu and click **View**.

The full memo appears on the screen.



**Tip:** To edit a memo that you are viewing, click the trackwheel to view the menu, and then click **Edit**.

### To edit memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.
2. Select the memo that you want to edit and click the trackwheel to view the menu. Click **Edit**.
3. Add or edit text. Hold the **Alt** key and roll the trackwheel to scroll horizontally through the text.



**Tip:** Use your handheld's cut, copy, and paste features when you edit memos. Refer to "Using cut, copy, and paste" on page 55 for more information.

You can clear the **Title** field and the entire body of a memo. Select the field that you want to clear (either the **Title** field or the body text) and click the trackwheel to view the menu. Click **Clear Field**. The field is erased and you can add new text.

4. After you edit your memo, click the trackwheel to view the menu, and then click **Save**.

### To delete memos

1. On the Home screen, click the **MemoPad** icon. The Find screen appears.
2. Select the memo that you want to delete and click the trackwheel to view the menu.
3. Click **Delete**. A dialog box appears that prompts you to confirm before the memo is deleted. This dialog box appears if, on the MemoPad Options screen, **Confirm Delete** is enabled.
4. Click **Delete**.

You return to the Find screen and the memo is no longer listed.

### Tips for using MemoPad

- Type the first letters of a memo to locate it on the Find screen.
- Press the **Enter** key on the Find screen with a memo selected to open the memo.
- Press the **Space** key to move down a page in an open memo.
- Press a **Shift** key and the **Space** key to move up a page in an open memo.



# *Chapter 12* **Calculator**

This section provides information on the following topics:

- Performing mathematical operations
- Performing measurement conversions
- Closing the Calculator
- Tips for using the Calculator

# Performing mathematical operations

You can use your handheld Calculator to perform standard mathematical operations.

## To perform a calculation

1. On the Home screen, click the **Calculator** icon. The Calculator screen appears.
2. Use the keyboard to type the first number of the mathematical operation. You can also use the trackwheel to select the numbers that are displayed on the screen.
3. Click the operator that you want to use for this calculation.
4. Type the next number of the mathematical calculation.
5. Click the equal sign. The result of the calculation appears.



**Tip:** You can use your handheld Calculator memory to save the results of a particular calculation. Use **MR**, **MC**, **MS**, and **M+** to respectively recall, clear, subtract, and add numbers to the Calculator memory. The current contents of the memory are shown at the top of the screen.

You can click the equal sign or press **ENTER** to display the result of a calculation.

Press **C** to clear your handheld display.

# Performing measurement conversions

You can use your handheld Calculator to convert numbers to and from metric measurements. You can convert centimeters to inches, meters to feet, meters to yards, kilometers to miles, kilograms to pounds, Celsius to Fahrenheit, liters to US gallons, liters to UK gallons, and reverse.

## To convert measurements

1. On the Home screen, click the **Calculator** icon. The Calculator screen appears.
2. Type the number that you want to convert, and then click **Menu**.
3. Click the appropriate conversion direction, either **From Metric** or **To Metric**. For this example, select **From Metric**. A second menu appears, from which you can select the type of conversion to perform.

The converted results are shown on the Calculator's display.

# Closing the Calculator

On the Calculator screen, click **Menu**. Click **Close**.

## Tips for using the Calculator

- On the Calculator screen, hold **ALT** and roll the trackwheel to scroll vertically.
- Press **Q** to use +/-.
- Press **T** to use **CE**.
- Press **Y** to use **C**.
- Press **H** to use **MC**.
- Press **K** to use **MS**.
- Press **L** to use **M+**.
- Press **M** or **N** to insert a decimal.
- Press **V** to find the square root.
- Press **B** to use the percent function (%).
- Press **U** to use the subtraction (-) operation.
- Press **I** to use the addition (+) operation
- Press **A** to use the multiplication (\*) operation.
- Press **G** to use the division (/) operation.
- Press the **Enter** key to use the equal sign (=).
- You can type a maximum of eight digits.

## **Calculator**

# *Chapter 13*

# Options

This section provides information on the following topics:

- Setting the Alarm
- Locking the keyboard
- Customizing notification profiles
- Setting the Auto On/Off feature
- Customizing handheld options
- Handheld options

## Options

# Setting the Alarm

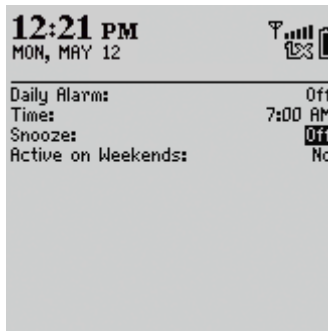
Your handheld has an Alarm feature that you can set to tone or vibrate at a specific time. You can also specify whether the Alarm should notify you every day or only on weekdays.



**Warning:** If you turn off your handheld using the **Power** button or the **Turn Power Off** icon on the Home screen, Alarm notifications do not turn on the handheld and you are not notified. Set the Auto On/Off feature if you want Alarm notification to turn on the handheld. Refer to "Setting the Auto On/Off feature" on page 232 for more information.

## To set the Alarm

1. On the Home screen, click the **Alarm** icon. The Alarm screen appears.
2. In the field that you want to set, press the **Space** key until the preferred option appears.



Alarm screen - setting options

3. After you set the fields, click the trackwheel to view the menu, and then click **Save**.

When the Alarm notifies you, the Daily Alarm dialog box appears; press the **Enter** key or click the trackwheel to close it. This action does not disable the Alarm; the handheld notifies you again at the set time even if the Alarm has been silenced. You must set the **Alarm** field to **Off** to disable the Alarm.

If you set the **Snooze** field, the Daily Alarm notifies you and a dialog box appears at the set time. Click the trackwheel or press the **Enter** key to silence the notification. The Alarm sounds again after the amount of time that is set in the **Snooze** field.



**Note:** When the Alarm notifies you, you can press any key to stop notification, but the Daily Alarm dialog box remains on the screen. Click the trackwheel or press the **Enter** key to close the Daily Alarm dialog box.

## Alarm fields

The Daily Alarm screen contains the following fields:

**Alarm:** Select whether you want the Alarm to notify you. By default, this field is set to **Off**.

**Time:** Set the time at which you want the Alarm to notify you. By default, this field is set to **00:00**.

**Snooze:** Select whether you want a snooze feature, and the interval at which you want the Alarm to sound again. Choose from **Off**, **1 Min**, **5 Min**, or **10 Min**. By default, this field is set to **Off**.

**Active on Weekends:** Select whether the Alarm should notify you every day, including Saturday and Sunday. By default, this field is set to **Yes**. If the field is set to **No**, the Alarm notifies you on weekdays only.

## Locking the keyboard

You can lock your handheld keyboard to avoid accidentally placing phone calls or typing characters. When you lock your keyboard, the Lock screen appears. If you type owner information in the Options application on the Owner screen, it appears on the Lock screen. You should include your contact information in the event that your handheld is lost.

1. On the Home screen, click the **Keyboard Lock** icon. The Lock screen appears.
2. To use your handheld again, double-click the trackwheel.



**Note:** You can also lock your handheld with a password. Refer to "Security" on page 240 for more information.

## Options

# Customizing notification profiles

Your handheld has profiles that control notification. In each profile, you can set different notification options for the following items:



**Note:** Depending on your service provider's plan, some items might not be available. Contact your service provider or network operator for more information on available services.

**Alarm:** Set how your handheld notifies you of the Alarm.

**Browser:** Set how your handheld notifies you of saved web pages.

**Calendar:** Set how your handheld notifies you of appointment reminders.

**Level 1 Messages:** Set how your handheld notifies you of incoming messages that were sent with a Level 1 notification priority. Email and PIN messages that are sent to the handheld with Level 1 notification appear in bold on the Messages screen.

PIN messages are always considered as Level 1 messages if, on the Message List Options screen, the **Consider PIN Level 1** field is set to **Yes**. Refer to "To set message options" on page 44 for more information.



**Note:** The priority with which email messages are forwarded to your handheld depends on the filter rules that are set in the desktop software and on the server. You can use the Redirector Settings tool to create a new filter that specifies which email messages are forwarded with Level 1 notification. Refer to the *Redirector Settings Online Help* for more information.

**Messages:** Set how your handheld notifies you of incoming email and PIN messages.

**Phone:** Set how your handheld notifies you of incoming phone calls.

**SMS:** Set how your handheld notifies you of incoming SMS messages.

## To enable a notification profile

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select the profile that you want to enable. Click the trackwheel to view the menu, and then click **Enable**. On the Profiles screen, the word **(On)** appears beside your selection.





**Tip:** On the Profiles screen, select a profile and press the **Space** key to enable it.

## To add a notification profile

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Click the trackwheel to view the menu, and then click **New**.
3. In the **Name** field, type a profile name.
4. Select the item for which you want to set notification options. Choose from **Alarm**, **Browser**, **Calendar**, **Level 1 Messages**, **Messages**, **Phone**, or **SMS**. (For this example, select **Messages**.) Click the trackwheel to view the menu, and then click **Edit**.
5. In the field that you want to set, press the **Space** key until the preferred option appears.
6. After you set the fields for this item, click the trackwheel to view the menu, and then click **Save**. The list of items for which you can receive notification appears.
7. Repeat steps 4 to 6 to set the notification options for the other items.
8. Click the trackwheel to view the menu, and then click **Save**.

Your new notification profile appears on the Profiles screen.



**Note:** After you add a new profile, you must enable it before your customized notification options take effect.

## Profile fields

Each item for which you can be notified contains the following fields.

**Out of Holster:** Set how your handheld notifies you when it is out of the holster. Choose from **None**, **Tone**, **Vibrate**, and **Vibrate+Tone**.

**In Holster:** Set how your handheld notifies you when it is in the holster. Choose from **None**, **Tone**, **Vibrate**, and **Vibrate+Tone**.

**Tune:** Select the tune that you want to hear when you are notified. Choose from **BlackBerry 1**, **BlackBerry 2**, **BlackBerry 3**, **BlackBerry 4**, **BlackBerry 5**, **BlackBerry 6**, **Ring 1**, **Ring 2**, **Ring 3**, **Ring 4**, **Ring 5**, **Ring 6**, **UK Ring 1**, **UK Ring 2**, **UK Ring 3**, or **UK Ring 4**.

## Options

**Volume:** Select the volume for your notification tune. Choose from **Mute**, **Low**, **Medium**, **High**, or **Escalating**. If you select the **Escalating** option, notification volume progresses from quiet to louder notification.

**Number of Beeps:** Select how many times the notification sounds before it stops. Choose from **1**, **2**, or **3**.



**Note:** For your **Phone** items, your handheld provides continuous notification. For these items, the option that you set in the **Number of Beeps** field determines the number of times that the handheld sounds during notification.

**Repeat Notification:** Set whether you want to be reminded of any unopened messages. Choose from **None** or **LED Flashing**. You can select **LED Flashing** so that the notification LED reminds you of unopened items.

**Do Not Disturb:** Set whether you want to stop all notification for the **Phone** item. Choose from **Yes** or **No**. If you set this field to **Yes**, you are not notified of incoming phone calls.



**Note:** If you are using the headset with your handheld, and you have set the **In Holster** or **Out of Holster** fields to either **Vibrate** or **Vibrate+Tone**, you hear the notification that you set in the **Tune** field. The **Number of Beeps** field determines the number of times the notification sounds in the headset for the **Phone** item.

## Settings for the default profiles

The handheld has four preprogrammed profiles: **Loud**, **Discreet**, **Quiet**, and **Default**. When you first receive your handheld, the **Default** profile is enabled. You cannot delete these profiles.

### Loud profile

The following table outlines the default **Out of Holster** notification settings for each field of the **Loud** profile.

	<b>Out of Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Alarm</b>	Vibrate + Tone	BlackBerry 1	High	3	None
<b>Browser</b>	Vibrate + Tone	BlackBerry 4	High	3	None

## Customizing notification profiles

	<b>Out of Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Calendar</b>	Vibrate + Tone	BlackBerry 2	High	3	None
<b>Level 1 Messages</b>	Vibrate + Tone	BlackBerry 3	High	3	None
<b>Messages</b>	Vibrate + Tone	BlackBerry 3	High	3	None
<b>Phone</b>	Vibrate + Tone	Ring 6	High	3	None
<b>SMS</b>	Vibrate + Tone	BlackBerry 3	High	3	None

The following table outlines the default **In Holster** notification settings for each field of the **Loud** profile.

	<b>In Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Alarm</b>	Vibrate + Tone	BlackBerry 1	High	3	None
<b>Browser</b>	Vibrate + Tone	BlackBerry 4	High	3	None
<b>Calendar</b>	Vibrate + Tone	BlackBerry 2	High	3	None
<b>Level 1 Messages</b>	Vibrate + Tone	BlackBerry 3	High	3	None
<b>Messages</b>	Vibrate + Tone	BlackBerry 3	High	3	None
<b>Phone</b>	Vibrate + Tone	Ring 6	High	3	None

## Options

	<b>In Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>SMS</b>	Vibrate + Tone	BlackBerry 3	High	3	None

## Discreet profile

The following table outlines the default **Out of Holster** notification settings for each field of the **Discreet** profile.

	<b>Out of Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Alarm</b>	Tone	BlackBerry 1	Low	3	None
<b>Browser</b>	Vibrate	BlackBerry 4	Mute	3	None
<b>Calendar</b>	Vibrate	BlackBerry 2	Mute	3	None
<b>Level 1 Messages</b>	Vibrate	BlackBerry 3	Mute	3	None
<b>Messages</b>	Vibrate	BlackBerry 3	Mute	3	None
<b>Phone</b>	Vibrate	Ring 6	Mute	3	None
<b>SMS</b>	Vibrate	BlackBerry 3	Mute	3	None

The following table outlines the default **In Holster** notification settings for each field of the **Discreet** profile.

	<b>In Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Alarm</b>	Tone	BlackBerry 1	Low	3	None
<b>Browser</b>	Vibrate	BlackBerry 4	Mute	3	None
<b>Calendar</b>	Vibrate	BlackBerry 2	Mute	3	None

## Customizing notification profiles

	<b>In Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Level 1 Messages</b>	Vibrate	BlackBerry 3	Mute	3	None
<b>Messages</b>	Vibrate	BlackBerry 3	Mute	3	None
<b>Phone</b>	Vibrate	Ring 6	Mute	3	None
<b>SMS</b>	Vibrate	BlackBerry 3	Mute	3	None

## Quiet profile

The following table outlines the default **Out of Holster** notification settings for each field of the **Quiet** profile.

	<b>Out of Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Alarm</b>	None	BlackBerry 1	Mute	1	None
<b>Browser</b>	None	BlackBerry4	Mute	1	None
<b>Calendar</b>	None	BlackBerry 2	Mute	1	None
<b>Level 1 Messages</b>	None	BlackBerry 3	Mute	1	None
<b>Messages</b>	None	BlackBerry 3	Mute	1	None
<b>Phone</b>	None	Ring 6	Mute	1	None
<b>SMS</b>	None	BlackBerry 3	Mute	1	None

## Options

The following table outlines the default **In Holster** notification settings for each field of the **Quiet** profile.

	<b>In Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Alarm</b>	None	BlackBerry 1	Mute	1	None
<b>Browser</b>	None	BlackBerry4	Mute	1	None
<b>Calendar</b>	None	BlackBerry 2	Mute	1	None
<b>Level 1 Messages</b>	None	BlackBerry 3	Mute	1	None
<b>Messages</b>	None	BlackBerry 3	Mute	1	None
<b>Phone</b>	None	Ring 6	Mute	1	None
<b>SMS</b>	None	BlackBerry 3	Mute	1	None

## Default profile

The following table outlines the default **Out of Holster** notification settings for each field of the **Default** profile.

	<b>Out of Holster</b>	<b>Tune</b>	<b>Volume</b>	<b>Number of Beeps</b>	<b>Repeat Notification</b>
<b>Alarm</b>	Tone	BlackBerry 1	High	3	None
<b>Browser</b>	None	BlackBerry4	Mute	1	LED Flashing
<b>Calendar</b>	None	BlackBerry 2	Mute	1	LED Flashing
<b>Level 1 Messages</b>	None	BlackBerry 3	Mute	1	LED Flashing
<b>Messages</b>	None	BlackBerry 3	Mute	1	LED Flashing
<b>Phone</b>	Tone	Ring 6	High	1	None

	Out of Holster	Tune	Volume	Number of Beeps	Repeat Notification
<b>SMS</b>	None	BlackBerry 3	Mute	1	LED Flashing

The following table outlines the default **In Holster** notification settings for each field of the **Default** profile.

	In Holster	Tune	Volume	Number of Beeps	Repeat Notification
<b>Alarm</b>	Tone	BlackBerry 1	High	3	None
<b>Browser</b>	Vibrate	BlackBerry4	Mute	1	None
<b>Calendar</b>	Vibrate	BlackBerry 2	Mute	1	None
<b>Level 1 Messages</b>	Vibrate	BlackBerry 3	Mute	1	None
<b>Messages</b>	Vibrate	BlackBerry 3	Mute	1	None
<b>Phone</b>	Vibrate + Tone	Ring 6	High	1	None
<b>SMS</b>	Vibrate	BlackBerry 3	Mute	1	None

## To edit notification profiles

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select the profile that you want to edit. Click the trackwheel to view the menu, and then click **Edit**.
3. Select the item for which you want to edit the notification options. Select from **Alarm**, **Browser**, **Calendar**, **Level 1 Messages**, **Messages**, **Phone**, or **SMS**. Click the trackwheel to view the menu, and then click **Edit**.
4. In the field that you want to set, press the **Space** key until the preferred option appears.
5. After you set the fields for this item, click the trackwheel to view the menu.

## Options

6. Click **Save**. The list of items appears for which you can receive notification.
7. Repeat steps 3 through 5 to edit the notification options for the other items.
8. Click the trackwheel to view the menu, and then click **Close**.

You return to the Profiles screen.

## To delete a notification profile

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select the profile that you want to delete and click the trackwheel to view the menu, and then click **Delete**. A dialog box appears that prompts you to confirm before the profile is deleted.
3. Click **Delete**.

You return to the Profiles screen, and the profile is no longer listed.



**Note:** You cannot delete the default notification profiles.

## Setting the Auto On/Off feature

You can set whether you want your handheld to turn on and off automatically at specified times. Setting the Auto On/Off feature helps to conserve your handheld battery.



**Warning:** If you are in an area where wireless signals might interfere with normal operations (for example, on an airplane) turn off your handheld radio. On the Home screen, click the **Turn Wireless Off** icon. Do not use the Auto On/Off feature. Refer to "Important safety information" on page 9 for more information on areas where interference might occur.

## To set the Auto On/Off feature

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Auto On/Off**. The Auto On/Off screen appears.
3. In the field that you want to set, press the **Space** key until the preferred option appears.
4. Click the trackwheel to view the menu, and then click **Save**.



You return to the Options screen.

### Auto On/Off fields

The Auto On/Off screen contains the following fields:

**Weekday On:** Configure the handheld to turn on automatically at a specific time on weekdays.

**Weekday Off:** Configure the handheld to turn off automatically at a specific time on weekdays.

**Weekend On:** Configure the handheld to turn on automatically at a specific time on the weekend.

**Weekend Off:** Configure the handheld to turn off automatically at a specific time on the weekend.



**Note:** Both **Weekday** and **Weekend** options have an **Enabled/Disabled** field. These fields must be set to **Enabled** for the handheld to turn on and off automatically.

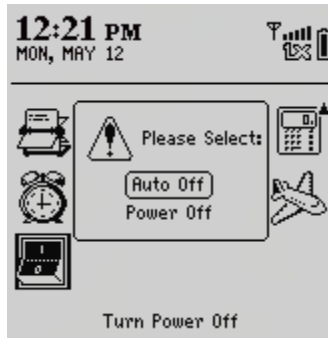
### To turn off the handheld when the Auto On/Off feature is enabled

If you turn off your handheld using the **Power** button, the handheld turns on again at the specified Auto On time. Calendar reminders and Alarm notifications also turn on your handheld.

If you turn off your handheld by, on the Home screen, clicking the **Turn Power Off** icon when the Auto On/Off feature is enabled, you are prompted to select one of the following options:

- **Auto Off:** Select this option if you want the handheld to turn on again at the specified Auto On time. Calendar reminders and Alarm notifications also turn on your handheld.
- **Power Off:** Select this option if you want to turn the handheld off completely. Calendar reminders and Alarm notifications do not turn on the handheld. If you select **Power Off**, you must press the **Power** button to turn the handheld on again.

## Options

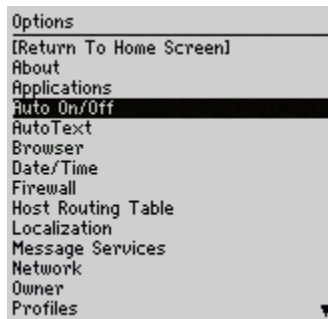


Home Screen - Turn Power Off options

## Customizing handheld options

On the Options screen, you can type information in some fields and choose options in other fields to customize features.

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click the handheld option that you want to change.



Options screen

3. In the field that you want to set, press the **Space** key until the preferred option appears.
4. After you edit the fields, click the trackwheel to view the menu, and then click **Save**.

You return to the Options screen.

# Handheld options

The following sections provide information on your handheld options.

## About

The About screen displays your handheld software version and contains copyright information for your handheld. You cannot change the information on this screen. Press the **Escape** button twice to return to the Options screen

## Applications

The applications screen provides a list of all third-party applications that are installed on your handheld. Third-party applications are applications that were not factory installed on your handheld.

To delete a third-party application, on the Applications screen, select an application, click the trackwheel to view the menu, and then click **Delete**.

To view the module name and version number of all installed default applications, on the Applications screen, click the trackwheel to view the menu, and then click **Modules**. You cannot change the information on this screen.

To view additional information about applications and modules, select an application or module for which you want to view more information. Click the trackwheel to view the menu, and then click **Properties** for applications or click **Module Information** for modules.

## Auto On/Off

Use the automatic on/off feature to maximize battery life and to maintain messaging performance. Refer to "Setting the Auto On/Off feature" on page 232 for more information.

## AutoText

The AutoText screen contains a list of all the current AutoText entries. You can add, edit, and delete entries at any time. Refer to "Using AutoText" on page 50 for more information on how to work with AutoText entries.

## Options

# Browser

On the Browser screen, you can view your Browser version and set the default Browser configuration settings. Refer to "Setting general browser options" on page 162 for more information on setting the Browser's other settings.

**Default browser configuration:** Select the Browser that opens when you click links in messages and attachments. All available Browser configurations are listed.

**'W' hotkey configuration:** If you have more than one WAP Browser available on your handheld, set the WAP Browser that opens when you press the **W** key on the Home screen.

**'B' hotkey configuration:** If you have more than one BlackBerry Browser available on your handheld, set the BlackBerry Browser that opens when you press the **B** key on the Home Screen.



**Note:** On the Browser screen, the options vary depending on the Browser applications that are available on your handheld.

To use the **W** and **B** shortcut keys on the Home screen, in the Phone application, on the General Options screen, the **Dial from Home Screen** field must be set to **No**.

# Date/Time

Set the date and time on your handheld so that your messages, phone calls, and appointments contain the correct time stamp.



**Tip:** You can update the date and time automatically using the desktop software. Refer to the *Intellisync Online Help* for more information.

**Time Zone:** Select your time zone. Your handheld automatically adjusts the time depending on the time zone.

**Time:** Set the current time.

**Time Format:** Select a **12-hour** or **24-hour** clock.

**Date:** Set the current date.

**Network Date:** This field displays the current date on the wireless network.

**Network Time:** This field displays the current time on the wireless network.



**Note:** The information that you set in the **Time**, **Time Format**, and **Date** fields determines how the date and time appear in the handheld status section of the screen, and on the Calendar and Lock screens.

You can update your handheld date and time automatically when you copy the network date and time. Click the trackwheel to view the menu, and then click **Copy Network Time**. The date and time from the network are copied into the **Date** and **Time** fields on this screen. Click the trackwheel to view the menu, and then click **Save** to save the settings.

When you copy the date and time from the network, you must also select your time zone manually. In the **Time Zone** field, press the **Space** key until the preferred time zone setting appears. Click the trackwheel to view the menu, and then click **Save**. You return to the Options screen.

## Firewall

If you have third-party applications on your handheld, the firewall option prevents these applications from sending or receiving information from your handheld without your knowledge. If a third-party application attempts to open a connection, you are prompted to approve or deny the connection.

You can specify that you do not want to be prompted each time that a connection request is made. In the dialog box that appears when a request is made, approve or deny the request. In the **Don't ask this again** section, select the check box. Any other connections that the application attempts are allowed or denied, depending on what you select in the dialog box.

If you want to be prompted again, each time a request is made, complete the following steps:

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Firewall**. The Firewall screen appears.
3. Click the trackwheel to view the menu, and then click **Reset Settings**.

The settings are reset and you are prompted each time a third-party application attempts to send or receive data from your handheld.



**Note:** The firewall feature does not apply to any of the applications that came with your handheld. This feature only applies to third-party applications that you load onto your handheld.

Research In Motion does not in any way endorse or guarantee the security of third-party applications, and your usage of third-party applications is your sole responsibility.

## Options

# Host Routing Table

This option contains no user-variable settings.

## Localization

If you have more than one language enabled on your handheld, you can change the locale for your handheld.

**Locale:** Select the language that you want to use on your handheld.

## Message Services

This screen lists any services to which you have access.

**Messaging (CMIME):** Select your default email service. Any new messages are sent to the selected message service.

**Integration with new or ISP email account** If your handheld is integrated with a new or ISP email account, the default Messaging service is **Web Client**.

**Integration with enterprise email account** If your handheld is integrated with an enterprise email account, the default Messaging service is **Desktop**.



**Note:** If you integrated your handheld with an enterprise email account and a new or ISP email account, more than one option appears in the **Messaging** field. Press the **Space** key until the preferred option appears. Click the trackwheel to view the menu, and then click **Save**. All email messages that you send from your handheld are sent from the default Message Service that you set on this screen.

## Network

This screen displays your handheld's network settings. Depending on your service provider or network operator, the fields that appear on this screen will vary.

**Radio:** Turn on and turn off your handheld radio. In certain situations, such as on an airplane, it is important to turn off your handheld radio to prevent radio frequency interference. Refer to "Important safety information" on page 9 for more information on radio frequency interference.

**Scan Mode:** Set whether your handheld scans for and selects a wireless network automatically. The Scan Mode options will vary depending on your service provider or network operator.

Scan Mode options	Description
<b>Automatic,</b> <b>Automatic A,</b> <b>Automatic B</b>	<p>If you select <b>Automatic</b>, the handheld automatically scans for the network with the best available wireless coverage according to the Preferred Roaming List (PRL).</p> <p>If you select <b>Automatic A</b> or <b>Automatic B</b>, the handheld scans for the network with the best available wireless coverage according to the PRL automatically. If the handheld cannot detect a network according to the PRL, then the handheld searches for cellular A (or B) systems. Contact your service provider or network operator for more information.</p>
<b>Home Only</b>	<p>The handheld remains on the home network. If you are outside of your home network's wireless coverage area, your handheld does not scan for or select another network.</p>

**Active Network:** This field displays the name of the network that is currently in use.



**Note:** On the Network screen, you can register with the BlackBerry wireless network. Click the trackwheel to view the menu and click **Register Now**. Unless you have been advised to do so, or if you have just received your handheld and it is not working, you should not register your handheld more than once.

Your home network is marked with an **H** on the Network screen.

## Owner

The text that you type on this screen appears on the Lock screen. If you do not type any owner information, a default message appears on the Lock screen.

**Name:** Type your name. You can type a maximum of 38 characters in this field.

**Information:** Type any additional information that you want to appear on the Lock screen. You should include your own (or your company's) contact information in the event that your handheld is lost. You can type a maximum of 126 characters in this field.

## Options

# Profiles

The Profiles screen contains a list of notification profiles. You can enable, add, edit, and delete profiles at any time. Refer to "Customizing notification profiles" on page 224 for more information on customizing notification profiles.

# Screen/Keyboard

On the Screen/Keyboard screen, you can change the LCD screen appearance by adjusting contrast levels and font size. You can also change the key rate and tone.

**Screen Contrast:** Use this option to adjust the screen's contrast. The default contrast level is **15**, but you can set it to any number between **1** and **30**.

**Font Family:** View the font name. The default is **System**.

**Font Size:** Set the size of the font to be used on the screen. Choose from **8**, **10**, **12**, or **15**. By default, this option is set to **10**.

**Key Tone:** Specify whether you want your handheld to emit a tone each time that you press a key. By default, this option is set to **Off**.

**Key Rate:** Set the speed (**Slow**, **Fast**, or **Off**) at which your cursor moves when you press and hold the **Backspace** key, the **Enter** key, or the **Space** key. By default, this option is set to **Slow**.



**Tip:** The **Key Rate** setting controls an automatic capitalization feature. With **Key Rate** set to either **Slow** or **Fast**, you can hold a letter to capitalize it.

# Security

On the Security screen, you can set your password options for greater handheld security. You can also verify the integrity of security applications on your handheld using the Security Self Test application. Refer to "To perform Security Self Tests" on page 243 for more information.

**Password:** Select whether you want to enable a password on your handheld. By default, this option is set to **Disabled**. Your password must be a minimum of four characters and can contain both letters and numbers. You cannot use a sequence of letters or numbers (for example, **abcd**) in your password.

**Security Timeout:** Set the duration of time (in minutes) that your handheld is idle before the Lock screen appears. The default setting is **2 Min**.



**Lock Handheld Upon Holstering:** Select whether you want the handheld to lock when you insert it into the holster. By default, this option is set to **No**.

**IT Policy Name:** This field displays the name of the IT Policy that is assigned to your handheld. After you connect your handheld to your desktop for the first time, system administrators can send the policy settings to your handheld over the wireless network.



**Note:** Wireless IT Policy is only available if your handheld is enabled on a BlackBerry Enterprise Server version 3.5 or later for Microsoft Exchange. Contact your system administrator for more information on your company's IT Policy settings.

If your handheld is lost or stolen, contact your system administrator. Using wireless IT Policy, your system administrator can disable your handheld, which clears all data and applications, or reset your handheld password, which displays the Lock screen.

### To enable password protection

If you enable the password, you must type it to connect to the desktop software, and to use the Application Loader.

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Security**. The Security screen appears.
3. In the **Password** field, press the **Space** key.
4. In the **Security Timeout** field, set how much idle time should pass before the Lock screen appears. Press the **Space** key until the preferred timeout setting appears.
5. Click the trackwheel to view the menu, and then click **Save**. A dialog box appears that prompts you to type a password with at least four characters.
6. Type a password, and then click the trackwheel.
7. Type your password again to verify it, and then click the trackwheel.

The Options screen appears and your new password is enabled.

### To change your password

You can provide greater security by occasionally changing your password.

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Security**. The security screen appears.
3. Click the trackwheel to view the menu and then click **Change Password**. A dialog box appears that prompts you to type your current password.

## Options

4. Type your current password, and then click the trackwheel.
5. Type a new password that contains at least four characters, and then click the trackwheel.
6. Type your new password again to verify it, and then click the trackwheel.
7. Click the trackwheel to view the menu, and then click **Save**.

The Options screen appears and your password is changed.

## To disable password protection

If you disable your password, the Lock screen no longer appears after the specified amount of idle time. You do not need to type your password to open the Security screen or to connect your handheld to your desktop.



**Note:** If you disable password protection, you can continue to use the keyboard lock feature to lock your handheld against accidental input. Refer to "Locking the keyboard" on page 223 for more information on the keyboard lock feature.

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Security**. The Security screen appears.
3. In the **Password** field, press the **Space** key.
4. Click the trackwheel to view the menu, and then click **Save**. A dialog box appears that prompts you to type your password.
5. Type your password, and then click the trackwheel.

The Options screen appears and your password is disabled.

## To lock your handheld

After you set a password, you can lock your handheld with the password at any time.

On the Home screen, click the **Lock** icon. The Lock screen appears. The Lock screen displays your contact information (if, on the Owner screen, you have typed your contact information).



**Note:** When the handheld is locked, you can make an emergency call. On the Lock screen, roll the trackwheel. The Handheld is locked dialog box appears. Click **Emergency Call**. Type an emergency phone number. You can only place calls to recognized emergency phone numbers when the handheld is locked.

## To unlock your handheld

When the Lock screen is visible, you must unlock your handheld before you can connect to the desktop software. If you turn off your handheld with the Lock screen enabled, you must type your password when you turn on your handheld again.

1. On the Lock screen, roll the trackwheel. The Handheld is locked dialog box appears.
2. Click **Unlock**. The Enter password dialog box appears.
3. Type your password and click the trackwheel.



**Note:** If you receive a phone call while your handheld is locked, you can answer the phone call. You can also unlock the handheld while connected to the call. Refer to "To answer phone calls when the handheld is locked" on page 135 for more information.



**Warning:** If you type your password incorrectly five times, you are prompted to type **blackberry** before you can continue. For subsequent password attempts, the characters that you type are displayed in the Enter Password dialog box.

If your password is typed incorrectly eight times, you are prompted to type **blackberry** again before you can continue.

If your password is typed incorrectly ten times, all information is erased from your handheld for security reasons. You should regularly back up any information from your handheld that might not have originated on your desktop. Refer to the *Backup and Restore Online Help* for more information.

## To perform Security Self Tests

The Security Self Test application verifies that cryptographic algorithms are implemented properly on your handheld. It runs automatically after your handheld reinitializes and notifies you of the status of applications on the handheld.

If the tests pass, a dialog box appears on your screen to indicate that the tests were successful. If the tests fail, a dialog box appears on your screen to indicate which tests failed.

To perform the Security Self Tests manually, complete the following steps:

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Security**. The Security screen appears.
3. Click the trackwheel to view the menu, and then click **Verify Security Software**. The Verifying Security Software dialog box appears.

## Options

4. After the application completes the verification process is complete, click **OK**.

## Service Book

This screen displays the service books that are on your handheld.

## SMS

You can set the following options as the default options for every SMS message that you send or receive.

**Delivery Reports:** Select whether you want to be notified when your SMS message is delivered to the contact. By default, this option is set to **Off**.

**Delivery Period:** Set the amount of time that the service center keeps the SMS message if it cannot be delivered to your contact immediately. The time that you set in this field begins when the service center receives the SMS message. By default, this option is set to **Immediate**.



**Note:** Depending on your service provider's plan, the Delivery Reports and Delivery Period features might not be supported. Contact your service provider or network operator for more information on available services.

**Priority:** Select whether your SMS messages are delivered with normal or urgent priority. By default, this option is set to **Normal**.

**Number of Previous Items:** Select the number of previous SMS messages (sent to or received from the contact) that you want to be displayed when you view an SMS message. By default, this option is set to 7.

**Callback Number:** Set a call back number that appears on your SMS messages. By default, this field displays your handheld's SMS-compatible number.

## Status

The Status screen provides information about your handheld and the wireless network. You cannot change the information on this screen.

**Signal:** This field displays the strength of the network signal, in decibel milliwatts (dBm).

**Battery:** This field displays the current level of battery power.

**File Free:** This field displays the amount of available memory, in bytes, to store messages, phone call logs, Address Book entries, AutoText entries, memos, tasks, and appointments.

**File Total:** This field displays the amount of memory, in bytes, that is currently being used.

**PIN:** This field displays your handheld's personal identification number (PIN).

**ESN (hex):** This field shows the Electronic Serial Number (ESN) for your handheld in hexadecimal format.

**ESN (dec):** This field shows the Electronic Serial Number (ESN) for your handheld in a decimal format.

## WTLS

Wireless Transport Layer Security (WTLS) is the security layer of the WAP that provides confidentiality, data integrity, and authentication for WAP services. WTLS allows the client and server to achieve authenticated and encrypted communication so that wireless transactions remain secure.

WTLS is an optional security feature that you can load onto your handheld when you use the desktop software's Application Loader tool. If your service provider or network operator requires WTLS for secure browser connections, you must load WTLS onto your handheld. Refer to the *Application Loader Online Help* for more information on loading additional handheld applications.

### To configure the WTLS default settings.

1. On the Home screen, click the Options icon. The Options screen appears.
2. Click **WTLS**. The WTLS screen appears.
3. In the **Encryption Strength** and **Prompt For Server Trust** fields, press the **Space** key until the preferred option appears.
4. Click the trackwheel to view the menu, and then click **Save**. You return to the Options screen.

Contact your service provider or network operator for more information on WTLS and available services.

## **Options**

# *Chapter 14*

# Troubleshooting

This section provides information on the following topics:

- Frequently asked questions
- Handheld error messages

# Frequently asked questions

## Alarm

### Why is my Alarm not notifying me?

- Verify that the **Alarm On/Off** field is set to **On**. When the Alarm is set, a bell icon appears on the Home screen. Refer to "Setting the Alarm" on page 222 for more information.
- Verify that the **Alarm** item is set correctly in your notification profile. The **Volume** field in your selected notification profile should be set to **Low, Medium, High, or Escalating**, instead of **Mute**. Refer to "Customizing notification profiles" on page 224 for more information.
- If you turn off your handheld using the **Power** button or the **Turn Power Off** icon on the Home screen, Alarm notifications do not turn on the handheld. Set the handheld Auto On/Off feature if you want your Alarm to notify you. Refer to "Setting the Auto On/Off feature" on page 232 for more information.

## Attachment Service

### Why is my attachment not opening?

- Verify that the attachment that you are opening is a supported attachment type. Attachments with the following file name extensions are supported: .doc, .pdf, .txt, .wpd, .xls, and .ppt.
- If you are opening a .pdf file that is password protected, verify that you typed the correct password.

### How do I know if I need to enter a password to view my attachment?

- The Attachment Service currently supports password-protected .pdf file attachments. If you try to view a password-protected .pdf file attachment and you do not type a password, the attachment request fails. An error message appears informing you that it is a password-protected attachment. Refer to "Handheld error messages" below for more information.

### I requested an attachment and an X icon appears where the check mark usually appears. What should I do?

- When an **X** appears beside a requested attachment, a problem prevented the attachment from being retrieved. Check the file name extension of the attachment that you are requesting to verify that it is a supported attachment type.

### Why is my message marked as unread again?

- After you retrieve an attachment, the message that contains the attachment is marked as unread on the Messages screen. This indicates that the attachment is available for viewing. The message is marked as read after you open the message again.

### How do I save attachments?

- Your attachment is connected to your message. To save the attachment, you must save the message. Refer to the *Handheld User Guide* for information on saving messages.



## Battery

### What should I do if my battery is depleting quickly?

There are several reasons why your battery might deplete quickly. To help extend battery life, follow these suggestions:

- Limit your use of the backlighting feature.
- Enable the handheld Auto On/Off feature to conserve the handheld battery at night or on weekends. Refer to "Setting the Auto On/Off feature" on page 232 for more information.
- If you send the same email message to more than one person, use multiple recipients in one message instead of transmitting the same message more than once. Refer to "To send a message to several contacts at one time" on page 42 for more information.
- Turn off the handheld radio when you do not need to send or receive messages, place phone calls, or browse web pages, or when you are in an area without wireless coverage for an extended period of time.

**Integration with enterprise email account** If you integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector, set filter rules in the desktop software Redirector Settings tool to specify which email messages should be forwarded to your handheld. Refer to the *Redirector Settings Online Help* for more information.

**Integration with new or ISP email account** If you integrated your handheld with an email account using the BlackBerry Web Client, set filter rules in the BlackBerry Web Client to specify which email messages should be forwarded to your handheld. Refer to the *BlackBerry Web Client Online Help* for more information.

### What should I do if my handheld does not turn on?

Recharge your handheld battery. Refer to the *Getting Started Guide* for more information on using and charging the battery.

If your handheld does not turn on after you recharge the battery, reset the handheld. Refer to "Maintenance" on page 251 for more information on resetting the handheld.

## Browser

### What is WTLS?

Wireless Transport Layer Security (WTLS) is the security layer of the WAP that provides confidentiality, data integrity, and authentication for WAP services. WTLS allows the client and server to achieve authenticated and encrypted communication so that wireless transactions remain secure.

WTLS is a security feature that you can load onto your handheld when you use the desktop software's Application Loader tool. If your service provider or network operator requires WTLS for secure Browser connections, you must load WTLS onto your handheld. Refer to the *Application Loader Online Help* for more information on loading additional handheld applications.

You can configure the WTLS default settings. On the Home screen, click the Options icon. The Options screen appears. Click **WTLS**. The WTLS screen appears. Set the **Encryption Strength** and

## Troubleshooting

**Prompt For Server Trust** fields to your preference. Click the trackwheel to view the menu. Click **Save**. You return to the Options screen.

Contact your service provider or network operator for more information on WTLS and available services.

## Calendar

**I am using wireless calendar synchronization and I deleted a meeting request from my handheld. Now the appointment is not on my handheld or in my desktop Calendar. Why are meeting requests being deleted from my handheld and desktop calendars?**

If you do not respond to a meeting request (either on your handheld or on your desktop) and you delete the meeting request from the handheld's Messages screen, the appointment is deleted and removed from both your handheld and desktop calendars. To avoid inadvertently missing a meeting, always respond to meeting requests either on your desktop or from the handheld.

**Why is my handheld not synchronizing over the wireless network?**

The BlackBerry Enterprise Server, not the desktop software, controls wireless calendar synchronization. To synchronize your handheld Calendar over the wireless network, verify that you are enabled on a BlackBerry Enterprise Server version 2.1 or later. Contact your system administrator to determine whether your company is using this server software version.

**Integration with new or ISP email account** If you use the BlackBerry Desktop Redirector for Microsoft Exchange to forward your email messages, you cannot configure your handheld Calendar for wireless calendar synchronization.

## Home screen

**How do I return to the Home screen?**

The screen that displays the applications icons and the date and time is called the Home screen. Press the **Escape** button to close application screens and return to the Home screen.

You can also click **Close** on an application menu or, on the Options screen, click [**Return to Home Screen**].

## LCD screen

**What can I do if my LCD screen is faint?**

If you are operating your handheld in low light conditions, use the backlighting feature. While the handheld is on, press the **Power** button to activate backlighting. Backlighting turns off after ten seconds if you do not press a key or use the trackwheel. You can turn off the backlighting manually by pressing the **Power** button again.

The handheld backlighting turns on automatically when you receive an incoming phone call.

If your screen is faint all the time, check the **Screen/Keyboard** option on the Options screen. Refer to "Screen/Keyboard" on page 240 for more information on setting these fields.

## Maintenance

### **I accidentally dropped my handheld in water and now it does not work. What should I do?**

While a few drops of moisture should not damage your handheld, you should avoid placing it in direct contact with liquids. If your handheld is exposed to liquid and stops operating, let it dry out completely, allowing time for internal components to dry. If it does not begin to work again when it is dry, contact your service provider or network operator.

### **How can I reset my handheld?**

On rare occasions, the handheld might report an internal handheld error message, and instruct you to press **R** to reset. You can also reset the handheld by pressing the **Alt** key and the **Right Shift** key and the **Backspace** key.

## Messages

### **What is a PIN?**

A PIN is a personal identification number. Each handheld has a unique address that is similar to a phone number. PINs are up to eight digits long and cannot be modified or altered.

To find the PIN for your handheld, on the Home screen, click the **Options** icon, and then click **Status**.

### **I sent a message and an X icon appears where the check mark usually appears. What should I do?**

When an **X** appears beside a message that you sent from your handheld, a problem prevented the message from being sent properly. You can find out specifically what went wrong by opening the message and scrolling to the top of it. The **Message Status** field specifies the problem.

Refer to "Message status field error messages" on page 265 for more information.

### **Why am I not notified when new messages arrive?**

Verify that the volume setting for the **Messages** item of your current notification profile is set to **Low**, **Medium**, **High**, or **Escalating** instead of **Mute**. If the volume is set to **Mute**, you do not receive notification of new messages. If you are having difficulty hearing the notification, increase the volume or the number of beeps. Refer to "Customizing notification profiles" on page 224 for more information on changing your notification profile settings.

### **Why are email messages arriving at my handheld in an "Unknown" folder?**

You must synchronize your email messages using the Intellisync tool to transfer folders to your handheld that you created on your desktop. Refer to the "Reconciling email" topic of the *Intellisync Online Help* for more information. After you perform the email reconciliation, your handheld recognizes the new folder and any email messages that are redirected from that desktop folder on your desktop are transferred into the proper folder on your handheld.

## Troubleshooting

If you have enabled wireless email reconciliation, your handheld recognizes when new folders are created on your desktop. Refer to "Using wireless email reconciliation" on page 86 for more information.

### **Why are new email messages on my handheld being marked as read?**

If you briefly remove your handheld from the holster to stop notification, a new message might be marked as read. If you remove your handheld from the holster when you are notified of a new message, the new message is displayed on the screen. When you return your handheld to the holster, the message closes. Even if you did not read the message, your handheld might mark the message as read.

If your handheld is enabled for wireless email reconciliation on the BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange, your handheld recognizes when messages have been read on your desktop and marks them as read on your handheld. Refer to "Using wireless email reconciliation" on page 86 for more information.



**Note:** To use wireless email reconciliation, your handheld must meet one of the following conditions:

- If your handheld is integrated with an enterprise email account, your handheld must be enabled for wireless email reconciliation on the BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange, or on the BlackBerry Enterprise Server version 2.2 or later for Lotus Domino.
- If you use the BlackBerry Web Client, your service provider must enable your handheld for wireless email reconciliation.

Contact your system administrator or service provider for more information on whether you can use wireless email reconciliation.

### **I deleted an email message on my desktop and then reconciled my email messages. Why are email messages not being deleted on my handheld?**

You must configure the Message List Options screen so that messages that you deleted from your desktop are deleted from your handheld each time that you reconcile email messages using the Intellisync tool. Refer to "To delete email messages on your handheld and your desktop" on page 107 for more information.

Messages that you delete from the desktop are moved into the Deleted Items folder. The messages are deleted from your handheld when the next email reconciliation occurs.

- Microsoft Exchange** If you are using Microsoft Outlook as your desktop email program, two scenarios might prevent messages from being deleted from your handheld:
- In Microsoft Outlook, on the **Tools** menu, click the **Options** icon and click the **Other** tab. Verify that the **Empty Deleted Items folder upon exit** option is not selected. If you empty your Deleted Items folder when you close Outlook, the status of the message on your handheld cannot be updated and the message is not deleted.
  - If you delete messages from your desktop using a **Shift** key and the **Backspace** key, the message is removed from your desktop and does not appear in your Deleted Items folder. Without reference to the message, the status of the message on your handheld cannot be updated and the message is not deleted.

### Messages are not being sent from my handheld. What should I do?

Verify that your handheld radio is turned on and verify that the network settings are correct. Your messages might not be transmitting for several reasons:

- If a clock icon appears beside the unsent message, you are not in a wireless coverage area. For your messages to be sent you need to be in a location with sufficient wireless coverage. Check the wireless coverage indicator that is located in the top right corner of the Home screen. Refer to "Network status icons" on page 35 for more information on the wireless coverage indicator.
- If an **X** icon appears beside the unsent message, an error occurred during its transmission. Open the message and scroll to the top of it. The **Message Status** field indicates what happened. Refer to "Handheld error messages" on page 256 for more information on the error messages that appear in the **Message Status** field.

### I have integrated my handheld with an enterprise email account, but my email messages are not forwarded to my handheld. What should I do?

Email messages might not be forwarded to your handheld for several reasons:

- Microsoft Exchange** **Is your computer turned on?** If you are a Microsoft Exchange user and you use the BlackBerry Desktop Redirector and your computer is turned off, messages are not forwarded to your handheld. Your computer must be turned on any time that you want to receive messages on your handheld.

**Is the BlackBerry Desktop Redirector running?** If you are a Microsoft Exchange user and you are using the desktop redirector to forward your email messages and it is not running, messages are not forwarded to your handheld. If your company uses the BlackBerry Enterprise Server to forward your email messages, you do not need to have the desktop redirector running. Look for the Desktop Redirector icon in the right corner of your Windows taskbar. If it appears, the desktop redirector is running. If it does not appear, on the Windows taskbar, click **Start** and select **Programs > BlackBerry > BlackBerry Desktop Redirector**.

- **Is your handheld inserted into the cradle and is it connected to your computer with the desktop software running?** If your handheld is inserted into the cradle with the desktop software running, and you have selected the option to not forward messages when your handheld connected to the computer, you do not receive messages on your handheld.

## Troubleshooting

Remove your handheld from the cradle to determine whether messages are forwarding properly.

**Microsoft Exchange** **Have you created Microsoft Exchange Inbox Assistant rules?** If you are a Microsoft Exchange user and you have set up Inbox Assistant rules that move new messages from the Inbox to another folder, new messages are not forwarded to your handheld unless email is specifically redirected from that folder. If you have not specified email redirection from specific folders, the Inbox Assistant moves the message before the message can be forwarded. Either delete the Inbox Assistant rule or change the folder redirection settings to forward messages to your handheld.

- **Have you set Redirector Settings filter rules?** If you have enabled filters in the Redirector Settings tool, you might have instructed the desktop software to send only certain messages to your handheld. Check the filters to verify that the messages that you want to receive are being forwarded.
- **Have you set the order of the filters?** If a new Redirector Settings filter applies to a subset of the messages of an existing filter, the new filter should appear at the top of the list.
- **Have you selected the “Forward messages to my handheld” check box?** Check the settings on the **General** tab and verify that the **Forward messages to my handheld** check box is selected. Check the settings on the **Advanced** tab and verify that you have selected the proper folders from which email should be redirected. If you are using the BlackBerry Enterprise Server to forward your email messages, messages might not be forwarded to your handheld if they are read on your desktop before being processed by the server. If you are in an area of insufficient wireless coverage and you read a message on your desktop, before it is processed by the BlackBerry Enterprise Server, the server might not recognize the message as unread. Therefore, it is not forwarded to your handheld.
- **Have you selected from which folders you want to receive email messages?** Check the **Advanced** tab of the Redirector Settings tool and verify that you have selected the folders from which you want to receive email messages. Refer to the *Redirector Settings Online Help* for more information on selecting folders.

### Why can I not forward messages from my handheld?

If an **X** icon appears beside the message that you sent, a transmission error occurred that prevented it from being sent. You cannot forward messages that have not been transmitted properly. Open the message and scroll to the top of it. The **Message Status** field indicates the error. Refer to "Handheld error messages" on page 256 for more information. After the original message is sent successfully, you can forward it to another email address.

### Why did I have several email messages on my handheld before I turned on the radio?

These email messages are previously loaded onto your handheld and contain information to help you learn about your handheld when you first receive it. As soon as you turn on your radio, another message should arrive, indicating that the handheld is registered with the network.

## Punctuation

### How do I type a period (.) or other punctuation marks on the handheld?

- The quickest way to type a period (.) is to press the **Space** key twice at the end of a sentence. The next letter is capitalized automatically.
- Press the **Alt** key and an associated character at the same time to insert common punctuation marks. The punctuation mark is printed above the primary character on the key. Refer to "Using the keyboard and trackwheel" on page 24 for more information on the **Alt** key and special key combinations.
- Other punctuation marks are included in the symbols library which you can open by pressing the **Symbol** key. Refer to "Inserting symbols" on page 47 for more information.
- You can also insert international and accented characters in your messages. When you are composing a message or entering text, hold a letter and roll the trackwheel to scroll through international characters, marks, and equation symbols. When the desired character appears, release the letter key.

## Security

### What should I do if the Security Self Tests fail?

If you perform a Security Self Test and the tests fail, run the tests again. Refer to "To perform Security Self Tests" on page 243 for more information. If the tests fail a second time, reload your handheld applications. Refer to the Getting Started Guide for information on loading handheld application. If the tests continue to fail, contact your service provider or network operator.

## Storage

### What should I do if I will not use my handheld for a short period of time?

If you expect that you will not use your handheld for a short period of time (two weeks or less) turn off the handheld. On the Home screen, click the **Turn Power Off** icon. To turn on the handheld again, press the **Power** button.

### What should I do if I will not use my handheld for an extended period of time?

Before you store your handheld for an extended period of time, you should save the information from your handheld to your desktop using the desktop software's Backup and Restore tool.

If you expect that you will not use your handheld for many weeks or months, remove the battery from the handheld. Your handheld shuts down and, after approximately 24 hours, enters a special storage state. You should store your handheld in a cool, dry place. If you press any keys or click the trackwheel while your handheld is in this state, it does not respond.

To reactivate your handheld, insert the battery into your handheld and recharge it. Your stored addresses and messages are preserved while your handheld is turned off. When you turn on your handheld, a dialog box appears on your screen that prompts you to confirm the current date and time. Click **Edit** to open the Date/Time screen to set the date and time.

## Troubleshooting

If you integrated your handheld with an enterprise email account and you put your handheld in storage mode, you should generate a new encryption key when you activate your handheld again.

# Handheld error messages

The following error messages might appear when you use your handheld applications and features.

Error	Description
Data connection refused	If this error message appears in the handheld status section of the screen, the wireless network refused a data connection to your handheld. Usually, the handheld does not regain data coverage by itself. Turn off your handheld radio, wait for 90 seconds, and then turn on the radio again. If you continue to receive this error, turn off the radio until you move to an area with wireless coverage from your home network, or from one of its roaming partners, and then turn on the radio and wait until the handheld connects to the network. If you still encounter problems, contact your service provider or network operator for more information.



## Address Book error messages

Error	Description
Duplicate Name	If this message appears, you have entered a new contact with the same name as an existing contact, and on the Address Book Options screen, the <b>Allow Duplicate Names</b> field is set to <b>No</b> . Refer to "Setting Address Book options" on page 112 for more information.
Name or Company Name Required	If this message appears, you have added a new contact without including a name or company name for the contact. When you add a new contact, you must type text in the <b>Name</b> or <b>Company Name</b> field.

## Attachment Service error messages

Error	Description
An unknown error was encountered	If this message appears, an error exists with the Attachment Service. Contact your system administrator for more information.
Document is empty or Spreadsheet is empty	If this message appears, there is no content available in the attachment.
Embedded sheet data not present on the device	If this message appears, the data for the table that you attempted to view is not available on the handheld. Return to the Table of Contents view and retrieve the section of the attachment that contains the table.
No supported attachments found	If this message appears, no valid attachments were found in the attachment that you are currently viewing.
Password protected document	If this message appears, the message requires a password to be viewed successfully. On the Attachment screen, click the trackwheel to view the menu. Click <b>Password</b> . Type the password and click the trackwheel to return to the Attachment screen.

## Troubleshooting

Error	Description
Table of Contents not available	If this message appears, the Attachment Service was unable to create a Table of Contents. The document might be too small or contain insufficient information with which to create a Table of Contents.
The content of this document is truncated to 32 KB to limit network traffic. To view the rest of the document, please use the Table of Contents command.	If this message appears, the attachment that you are attempting to view is longer than what the network can transmit. The maximum amount of data that is allowed is sent to your handheld. To view the rest of the document, use the Table of Contents to view each chapter individually.
The document conversion failed	If this message appears, the attachment you attempted to view might contain invalid data. Verify that the attachment is valid by opening it in its original application.
The password for this document is incorrect	If this message appears, the password that you have provided is incorrect. Try typing the password again.
Unknown document format	If this message appears, the attachment that you attempted to view is not supported by the Attachment Service.
Unsupported document type	If this message appears, the attachment file type or file type version you attempted to view is not supported by the Attachment Service.

## WAP Browser error messages

Error	Description
Error Occurred	<p>This message appears when an error occurs while the handheld is loading a web page. Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page. If the page still does not load successfully, a problem could exist with the page. Open the web page again later.</p> <p>If this message appears later, the link that you are trying to load could be incorrect or the gateway that your handheld is currently using might be malfunctioning.</p>
WBMP Converter: Unable to convert WBMP image of type	<p>If this message appears, an error occurred while the handheld was converting the image on the current web page. Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page. If you still receive this message, your Browser could be using the wrong content mode for this page. Refer to "Setting general browser options" on page 162 for more information.</p>
Error Creating Bookmark	<p>This error might appear if you attempt to bookmark a page that has either failed to load or has an error.</p> <p>Verify that your handheld has sufficient space to store the new bookmark. In the Options application, on the Status screen, check the <b>File Free</b> field. If the memory is full, delete some saved messages or bookmarks and create the bookmark again.</p> <p>The handheld might not have been able to secure the IP address of the page that you want to bookmark. Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page. Create the bookmark again.</p>
Unable to connect to a WAP gateway at the following address	<p>If this message appears, the Browser cannot contact the currently configured WAP server. You could be in an area that does not allow service to this particular WAP gateway. Verify that you are in an area of sufficient <b>1X</b> wireless coverage. In the handheld status section of the screen, <b>1X</b> and one or more bars should appear with the wireless coverage indicator in the upper right corner.</p> <p>If you are within an area of sufficient wireless coverage, click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page.</p> <p>If you are still unable to connect to the WAP gateway at this address, contact your system administrator for more information.</p>
The requested page was too large to deliver to the device	<p>The web page that you are attempting to load is too large for the handheld.</p>

## Troubleshooting

Error	Description
Data was received, but an error occurred while reading data	If this message appears, the page cannot be displayed. Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page. If the page still does not load successfully, there might be an error in the data that you have received from the web site.
An error occurred while fetching the requested page	If this message appears, an error occurred while opening the web page. Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page. If the web page still does not load successfully, there might be an error in the data that you have received from the web site, or the web page might be too large to load on your handheld.
Exceeded maximum redirect attempts to server	If this message appears, the web page that you are attempting to load has been redirected more than 30 times, preventing the page from loading. Verify that the web page address is correct and load the page again. If this error still appears, load a different web page.
The returned page had no content type, and therefore cannot be processed	If this message appears, the web page that you are trying to view has no stated content type, which prevents the Browser from displaying the page. Load a different web page.
Your device does not currently have any Browser Configuration Service Book Entries	<p>If this message appears, you might have to register your handheld with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving email messages. You are in an area of sufficient wireless coverage if <b>1X</b> and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your <i>Getting Started Guide</i> for more information on registering with the network.</p> <p>If you still encounter problems after you register with the network, your Browser might not be enabled. Contact your service provider or network operator for more information.</p>
The page fetch operation was not successful (empty CacheResult)	If this message appears, an error occurred while retrieving the web page. Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page.
A problem occurred while trying to render the page	If this message appears, an error occurred while displaying the current web page. Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page. If this message continues to appear when the handheld tries to display the web page, your Browser could be using the wrong content mode for this page. Refer to "Setting general browser options" on page 162 for more information.
Attempting to display a null page	The web page that you are attempting to view no longer exists, or is currently unavailable.

Error	Description
Browser Error	If this message appears, a problem occurred while starting your Browser. Contact your service provider or network operator for more information.
Internal Server Error	If this message appears, a server error occurred when your handheld requested the web page. Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page. If this message continues to appear, load a different web page.
Unable to find a converter for the following content type	If this message appears, the Browser does not support the content type on the web page. load a different web page.
WAP Service Book does not exist or does not contain appropriate values	<p>If this message appears, you must update your WAP service book. To reload your WAP service book, you must register your handheld. Refer to your <i>Getting Started Guide</i> for more information on registering with the network.</p> <p>If you still encounter problems after you register with the network, contact your service provider or network operator.</p>
Fetch Request Failed because it requires authorization	<p>The web page that you are attempting to load requires authorization. If a page requires authorization, the Browser attempts three times to obtain a valid user name and password. If you supply three incorrect user name and password combinations, this error appears. This message also appears if you press the <b>Escape</b> button when the Browser prompts for a user name and password.</p> <p>Click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page. If you continue to receive this message, load a different web page.</p>
The fetch request returned a 301 REDIRECT response without a location to redirect to	The web page that you are attempting to view has moved, no longer exists, or the web page that you specified is too old. Verify that the web page address is current and load the web page again.
Unable to parse address	If this message appears, the address that you typed might be incorrect. Type the address again.

## Troubleshooting

Error	Description
<p>You may not be in an area covered by wireless data service</p>	<p>If this message appears, the Browser cannot contact the currently configured WAP server. You could be in an area that does not allow service to this particular WAP gateway. Verify that you are in an area of sufficient wireless coverage. <b>1X</b> and one or more bars should appear with the wireless coverage indicator in the handheld status section of the screen.</p> <p>If you are within an area of wireless coverage, click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page.</p> <p>If you are still unable to connect to the WAP gateway at this address, contact your service provider or network operator for more information.</p>
<p>The Browser encountered a problem while processing this document and is unable to display it</p>	<p>If this message appears, an error occurred while displaying the current web page. Click the trackwheel to view the menu and then click <b>Refresh</b> to reload the web page. If you continue to receive this message when the handheld tries to display the web page, your Browser could be using the wrong content mode for this page. Refer to "Setting general browser options" on page 162 for more information.</p>
<p>You are not currently in an area that can handle data communication</p>	<p>If this message appears, the Browser cannot retrieve any web pages because you might be in an insufficient wireless coverage area. <b>1X</b> and one or more bars should appear with the wireless coverage indicator in the handheld status section of the screen.</p> <p>If you are in an area of wireless coverage, click the trackwheel to view the menu and click <b>Refresh</b> to reload the web page.</p> <p>If you are still experiencing problems, contact your service provider or network operator.</p>
<p>The radio on the device is currently turned off or the battery is too low</p>	<p>This message might appear if you attempt to use the Browser application when the handheld radio is turned off. To turn on the radio, on the Home screen, click the <b>Turn Wireless On</b> icon.</p> <p>This message might also appear if you attempt to use the Browser application when there is not enough battery power. Refer to the <i>Getting Started Guide</i> for more information on recharging the battery.</p>
<p>Attempting to paste text that is not an address</p>	<p>If this message appears, the text that you are attempting to paste in the <b>Go To</b> field is not in a recognized format. Verify that no spaces or additional characters exist in the text that you have pasted, and then click <b>OK</b>. If you continue to receive this error, type the address directly in the <b>Go To</b> field.</p>

Error	Description
<p>An Error occurred while processing the requested deck. As a result, the Page cannot be displayed.</p>	<p>If this message appears, an error occurred while loading the web page. Click the trackwheel to view the menu, and then click <b>Refresh</b>. If the page still does not load successfully, open web page again later.</p>
<p>The following deck did not contain a card with the name</p>	<p>If this message appears, the link points to a part of the web page that does not exist. Load a different web page or select another link.</p>
<p>WML Converter was unable to convert the data</p>	<p>If this message appears, the web page that you are attempting to view might not be available in WML format or might contain incorrect WML tags or attributes. Click the trackwheel to view the menu, and then click <b>Refresh</b>. If you continue to receive this message when the handheld tries to load a page, your Browser might using the wrong content mode. Refer to "Setting general browser options" on page 162 for more information.</p> <p>If the web page still does not load successfully, a problem with the page might be occurring. Open the web page again later.</p>
<p>WML Page error: Attempting to set a task outside a container</p>	<p>If this message appears, the page that you are attempting to view might not be available in WML format, or it might contain incorrect WML tags or attributes. Click the trackwheel to view the menu, and then click <b>Refresh</b>. If you continue to receive this message when the handheld tries to load a web page, your Browser might be using the wrong content mode for this page. Refer to "Setting general browser options" on page 162 for more information.</p> <p>If the page does not load successfully, open the web page again later.</p>
<p>Unable to create a Browser session</p>	<p>If this message appears, your handheld is unable to connect to the WAP gateway. The wireless network to which you are connected might only support one connection at a time from your handheld. Your handheld Messages application might be using that single connection, preventing the Browser from connecting.</p> <p>If your wireless network supports multiple connections, your Browser might not be configured to use the correct gateway or the WAP gateway that your handheld is configured to use might be out of service temporarily.</p> <p>Open your Browser application again later. If the problem continues, contact your service provider or network operator for more information.</p>

## Troubleshooting

Error	Description
The Browser has not loaded any pages yet	This message appears if you attempt to view the web page before any content is loaded. Wait for the web page to finish loading before you attempt to view the web page address.
The following address was successfully retrieved but contained no data	If this message appears, no content is currently available from the web page that you opened. To reload the web page, click the trackwheel to view the menu, and then click <b>Refresh</b> . If the page continues to load incorrectly, a problem could exist with the page. Open the web page again later.
Unable to fetch the following address	An error occurred while retrieving the web page. To reload the web page, click the trackwheel to view the menu, and then click <b>Refresh</b> . If you continue to receive this message, load a different web page.
An internal gateway error prevents the gateway from fulfilling your request	If this message appears, the web server might not be responding, the returned page might be in a format that is incompatible with your Browser, or the returned page might be too large for your handheld.  Click the trackwheel to view the menu, and then click <b>Refresh</b> to reload the web page. If you continue to receive this error, load a different web page.
The currently configured Browser profile, with a CID of '{0}', does not have an associated protocol stack registered with the Browser	If this message appears, an error occurred while updating your Browser service books. To update your service books, register your handheld with the wireless network. Refer to your <i>Getting Started Guide</i> for more information on registering with the network.  If you still encounter problems after registering with the network, contact your service provider or network operator.

## Calendar error messages

Error	Description
Appointments cannot span midnight	If you are using Lotus Notes as your desktop email program, this message appears if you attempt to create an appointment that starts on one date and ends on another. Appointments must start and end on the same day.
Cannot reschedule: Date skips over a later/earlier occurrence	If you are using Microsoft Outlook as your desktop email program, this message appears when you edit an occurrence of a recurring appointment, but the new date for that appointment is earlier than the previous occurrence of the appointment, or the new date for that appointment is later than the next occurrence of the appointment.



## Message status field error messages

Error	Description
Address field truncated	Your email address header field has exceeded 1024 characters. Only the first 1024 characters are used, but the message is saved. If you select <b>Reply</b> or <b>Add to Address Book</b> , verify that the email address is typed properly.
Could not receive More - original message was deleted	<p>If you request to receive more of a message, the original message must appear on the Messages or Saved Messages screen. If you deleted the first part of the message after you selected <b>More</b>, your handheld cannot receive more of the message.</p> <p>The original message must also appear on your desktop. You are not able to receive more of the message if you have deleted, moved, or modified the message on your desktop.</p> <p>Verify that your handheld is in an area of sufficient wireless coverage and verify that no Inbox rules filter incoming email messages.</p>
Decryption failure - please connect handheld to your computer	If this message appears, your handheld has an encryption key that is different from the one on your computer. You cannot send or receive messages until you connect your handheld to your computer, open the desktop software, and update the encryption key in the Redirector Settings tool, on the <b>Security</b> tab. Refer to the <i>Redirector Settings Online Help</i> for more information on generating encryption keys.
Desktop couldn't find the original message	This message indicates that the original message is no longer on your desktop. If a message is deleted from your desktop email program, you cannot forward, reply to, or request to see more of that message.
Desktop Email program unable to store message	Your desktop email program is not able to store the message. Check your mailbox capacity. Contact your system administrator to verify that your desktop mailbox has not exceeded its limit.
Desktop Email program unable to create message	Your desktop email program is not able to recreate the message to send over the Internet. Verify that all parts of the original message are present.
Desktop Email program unable to submit message	Your desktop email program is not able to send the message over the Internet.

## Troubleshooting

Error	Description
Formatting failure	<p>A problem occurred while sending your message. Resend the message. If your message still does not send, reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key.</p> <p>If you continue to encounter problems, contact your service provider or network operator for more information.</p>
General radio failure	<p>A problem with sending your message. Resend the message. If your message still does not send, reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key.</p> <p>If this error message continues to appear, contact your service provider or network operator for more information.</p>
General send failure - please try again	<p>If this error message appears, your message could not be sent. Send the message again. If this error continues to appear, verify that you are in an area of sufficient wireless coverage for sending and receiving messages. You are in an area of sufficient wireless coverage if <b>1X</b> and one or more bars appear with the wireless coverage in the handheld status section of the screen.</p> <p>If that does not work, save your message and reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key.</p>
Encryption failure - please connect handheld to your computer	<p>If this message appears, your handheld might have an encryption key that is different from the one on your computer. You cannot send or receive messages until you connect your handheld to your computer, open the desktop software, and update the encryption key in the Redirector Settings tool on the <b>Security</b> tab. Refer to the <i>Redirector Settings Online Help</i> for more information on generating encryption keys.</p>
General message error	<p>A problem occurred while sending your message. Resend the message. If your message still does not send, reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key.</p> <p>If you still encounter problems, contact your service provider or network operator for more information.</p>
General transaction failure	<p>A problem occurred while sending your message. Resend the message. If your message still does not send, reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key.</p> <p>If you still encounter problems, contact your service provider or network operator for more information.</p>

Error	Description
Handheld is not registered - please register now	When you first receive your handheld and turn it on, it attempts to register with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving email messages. You are in an area of sufficient wireless coverage if <b>1X</b> and one of more bars appears with the wireless coverage indicator in the handheld status section of the screen. Refer to your <i>Getting Started Guide</i> for more information on registering with the network.
Handheld lost message packet	A problem occurred while sending your message. Resend the message.
Handheld message packet queue full	This message indicates that the queue of messages that is waiting to be sent from your handheld is too long. Wait until the messages in the queue are sent to the network successfully before sending more messages.
Illegal message packet tag	A problem occurred while sending your message. Resend the message. If this message continues to appear, contact your service provider or network operator for more information.
Invalid routing - please connect handheld to your computer	Invalid routing is usually caused by invalid configuration of the email system. Verify that you have a mailbox on the Microsoft Exchange Server or Lotus Domino Server.  The connection between your handheld and your computer might not be working properly. Connect your handheld to your computer and start the desktop software to update the settings. Refer to the <i>Getting Started Guide</i> for more information on connecting your handheld to your computer.
Message included an invalid address	If this message appears, one of the email addresses to which you are sending the message is invalid. Check the email addresses, correct the error, and resend the message.
Message included an unknown attachment	If this message appears, your handheld does not recognize the attachment file type. Save your message and reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key. Resend the message.
Message not delivered	An attempt to send your message failed. Open your message and view the <b>Message Status</b> field for more information.
Message packet data bad	A problem occurred while sending your message. Resend the message. If this message continues to appear, contact your service provider or network operator for more information.
Message packet incorrectly formatted	A problem occurred while sending your message. Resend the message. If this message continues to appear, contact your service provider or network operator for more information.

## Troubleshooting

Error	Description
Message refused - please try again later	A temporary problem occurred while sending the message. Resend the message later.
'More' error - desktop couldn't find original message	If this message appears, the original message was removed from your desktop email program before you requested more of the message. The original message must appear on the Messages or Saved Messages screen when your handheld receives the rest of the message. You cannot receive more of the message if you have deleted, moved, or modified the message. Restore the original message from your desktop and request more of the message on your handheld again.
'More' error - general failure	If this message appears, more of your message could not be obtained. The original message must appear on the Messages or Saved Messages screen when your handheld receives the rest of the message. You cannot receive more of the message if you have deleted, moved, or modified the message. Restore the original message from your desktop and request more of the message on your handheld again.
'More' error - invalid part identifier	Although more of the message has been requested, this error message indicates that a problem occurred when receiving the rest of the message. Request <b>More</b> again. If you are still unsuccessful, contact your service provider or network operator for more information.
Network Settings 'Roaming' option has changed: please check it	The network that you are using is invalid. Your handheld resets the network to a default setting. Refer to "Network" on page 238 for more information on selecting a network.
Please repeat your last More request	Your handheld has received more of a message, but it cannot save the data into the associated message because your handheld has insufficient memory to save the message. To check the amount of free space on your handheld, click the <b>Options</b> icon and then click <b>Status</b> . The <b>File Free</b> field should indicate at least <b>64 000 bytes</b> . If you have less than that, delete old messages, tasks, memos, or appointments, and then request more of the message again.
Please connect your handheld to your computer	If this message appears, your handheld might have an encryption key that is different from the one on your computer. You cannot send or receive messages until you connect your handheld to your computer, open the desktop software, and update the encryption key in the Redirector Settings tool on the <b>Security</b> tab. Refer to the <i>Redirector Settings Online Help</i> for more information on generating encryption keys.

Error	Description
Radio sync problem: please reset handheld	The radio in your handheld is not synchronizing with the wireless network properly. Reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key.
Receiving message	This message indicates that your handheld is receiving a message. This warning notifies you of the incoming message.
Request failed - please try again	A request that is associated with a received message (such as a request for <b>More</b> ) was sent from your handheld, but failed because of a temporary error with the network. Send your request again.
Redirector transaction failure	If you are a Microsoft Exchange user, this message appears if your desktop redirector is not working temporarily. This transaction failure is probably due to a problem with your network. Resend the message later.
Registration request failed - please try again	This message appears if your attempt to register with the network fails. Register again manually. Verify that you are in an area of sufficient wireless coverage. You are in an area of sufficient wireless coverage if <b>1X</b> and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to the <i>Getting Started Guide</i> for more information on registering your handheld.
Registration request sent	This message confirms that the registration request reached the network successfully, but the network did not respond.
Request for More failed	This error message usually indicates that more of a particular message cannot be obtained. Request <b>More</b> again. If this message continues to appear, the entire message can still be read from your desktop email program.
Send cancelled by transport	This message indicates that the send process was cancelled before it was complete. Resend the message.
Sending failed (please resend and watch for error message)	This message usually appears either because of a network registration problem or a failure to connect your handheld to your computer. Resend the message and watch your handheld for an error message. Refer to the explanation for that specific error for details.
Temporary network problem - please resend later	The network is temporarily busy. Resend the message later.
Temporary service problem - please resend later	If this message appears, a temporary problem with the network is occurring. Wait before you send a message again.

## Troubleshooting

Error	Description
Text header field truncated	Your text field exceeds 1024 characters. Only the first 1024 characters are used, but the message is saved.
Timeout - message not delivered	This message might appear several minutes after you send a message, indicating that the message could not be sent to its destination. Resend the message later.
Transport not registered	This message appears if the radio on your handheld is not operating properly. Reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key.
Unknown command byte	A problem occurred while sending your message. Reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key. If this message continues to appear, contact your service provider or network operator for more information.
Unlisted message error	If this message appears, there was a problem with sending your message. Resend the message. If this error continues to appear, contact your service provider or network operator for more information.
Unlisted send error	A problem has occurred while sending your message. Resend the message. If this message continues to appear, contact your service provider or network operator for more information.
Unlisted transaction error	A problem has occurred while sending your message. Resend the message. If this message continues to appear, reset your handheld by pressing the <b>Alt</b> key and the <b>Right Shift</b> key and the <b>Backspace</b> key. This message continues to appear, contact your service provider or network operator for more information.

## Phone error messages

Error	Description
Barring Not Available	Call barring is not available on your handheld. You must subscribe to call barring before you can configure this feature on your handheld. Contact your service provider or network operator for more information.
Forwarding Not Available	<p>If this message appears, call forwarding might not be available on your handheld. You must subscribe to call forwarding before you can configure this feature. Contact your service provider or network operator for more information.</p> <p>If you have just subscribed to call forwarding, a delay of up to 60 seconds occurs before forwarding is available. Your handheld might not have checked with the network to determine if call forwarding is available yet.</p>
Cannot connect	<p>If this message appears, check the phone number that you are dialing. Correct any errors and call again. If this message continues to appear, the wireless network might be busy. Place your call again later.</p> <p>If you are still unsuccessful, contact your service provider or network operator for more information.</p>
Cannot connect - call in progress	If this message appears, your handheld cannot place an additional call when one is in progress. Contact your service provider or network operator to determine whether your handheld is enabled for conference calls.
No more conference members allowed	If this message appears, you have reached the maximum number of participants for a conference call. You cannot add any additional callers.
This action fails if three-way call is in progress or call is on hold.	If this message appears, you have exceeded the maximum number of participants for a three-way call, or you attempted to add a third participant to a three-way call when a call is currently on hold. You can add two participants to initiate a 3-way call. If you attempt to add a third participant, the handheld disconnects the second participant from the 3-way call.
Password not changed	If this message appears, an error occurred when you entered a new password. The password is not changed. Change the password again.
Radio is off - cannot connect to network	If this message appears, your handheld is attempting to place a call, but the handheld radio is turned off. To turn on the radio, on the Home screen, click the <b>Turn Wireless On</b> icon.

## Troubleshooting

Error	Description
Timeout waiting for radio	If this message appears, your handheld radio was turned off and the handheld attempted to place a call that automatically turned on the radio. The handheld did not connect to the wireless network before the phone call was processed. Wait until the handheld attaches to the wireless network and place your call again.
Voice Mail number not set	If this message appears, the voice mail access number for your handheld is not set. Refer to "To set your voice mail access number" on page 147 for more information.
Busy	If this message appears, the phone number that you are calling is busy. Call again later.
Congestion	If this message appears, too many users are connected to the wireless network. Place your call later. If this message continues to appear, contact your service provider or network operator for more information.
Number Unobtainable	If this message appears, the handheld could not dial the phone number as you typed it. Check the phone number and call the number again.
Emergency Calls Only	<p>If this message appears, your handheld is in emergency mode. While it is in this state, you can only place calls to recognized emergency numbers, such as 911 or 112.</p> <p>If you are in an area of wireless coverage that is not in the area of your home network, you can place emergency calls only. Return to an area of wireless coverage within your home network to place phone calls to regular phone numbers. You can place calls if <b>D</b>, <b>1x</b>, or <b>1X</b> and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen.</p>
Cannot connect to network	<p>If this message appears, verify that you are in an area of sufficient wireless coverage. You can place calls if <b>D</b>, <b>1x</b>, or <b>1X</b> and one or more bars appear in the handheld status section of the screen.</p> <p>If you are in an area of sufficient wireless coverage, a problem might exist with the wireless network. Contact your service provider or network operator for more information.</p>
Call failed - phone number not in permitted calling list	If you receive this message, the number that you dialed is not supported by your SIM card. Contact your service provider or network operator for more information.



## Tasks error messages

Error	Description
Warning! Due date has already passed	If this message appears, the date that you typed in the <b>Due</b> field has already occurred. Type a future date on which your task is due.

## Transmission error messages

If an **x** appears beside a message that you sent from your handheld, the message was not sent properly. You can determine the cause by opening the message and scrolling to the top of it. The **Message Status** field identifies the problem.

Transmission error	Description
Attempt to send to multiple services that have different routing information	If this message appears, your handheld is trying to send a message to addresses with different routing information. Register with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving email messages. You are in an area of sufficient wireless coverage if <b>1X</b> and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your <i>Getting Started Guide</i> for more information on registering with the network.  If you continue to receive this error message, contact your system administrator.
Bad Address	If this message appears, one of the addresses to which you are sending your message is incorrect. Check the addresses, correct any errors, and resend the message.
Bad version	If this message appears, the connection to the wireless network refused your message. Contact your service provider or network operator for more information.
Could not receive message from service	If this message appears, a temporary problem might exist with the network. Wait before you resend your message. If this message appears repeatedly, your handheld might have a different encryption key from the one on your desktop. Connect your handheld to your computer, open the desktop software, and update the encryption key in the Redirector Settings tool on the <b>Security</b> tab. Refer to the <i>Redirector Settings Online Help</i> for more information.
Failed by service	If this message appears, an error has occurred with the BlackBerry Enterprise Server. Check with your system administrator for more information.

## Troubleshooting

Transmission error	Description
Failed to contact service	If this message appears, the connection to the wireless network does not acknowledge your message. Resend the message later. If a problem continues to occur, contact your service provider or network operator.
Failed to send message	If you receive this error message, your message was received by the BlackBerry Enterprise Server, but the server cannot send the message to the recipients. Resend your message later.
Failed to send message - bad apn	If this message appears, the handheld has incorrect routing information. Contact your service provider or network operator for more information.
Failed to send message - invalid address	If this message appears, the handheld has incorrect routing information. Contact your service provider or network operator for more information.
Failed to send message - packet error	If this message appears, an error has occurred while sending the message. Contact your service provider or network operator for more information.
Invalid address	If this message appears, the phone number to which you are sending your SMS message is incorrect. Check the phone number, correct the error, and resend the message.
Message cancelled	If this message appears, your message was cancelled before it was sent. Resend the message.
Message could not be sent	If this message appears, a problem occurred while sending the message. Contact your service provider or network operator for more information.
Message expired by service	If this message appears, your SMS message expired before it was delivered to the recipient. In the Options application, on the SMS screen, verify that you have set the <b>Validity Period</b> field to <b>Max</b> . Resend the message.
'More' error - desktop couldn't find original message	If this message appears, the original message was deleted from your desktop email program before you requested more of the message. The original message must appear on your desktop. You cannot receive more of the message if you deleted, moved, or modified the message. Restore the original message on your desktop and, on your handheld, request more of the message again.
'More' error - general failure	If this message appears, more of your message could not be obtained. The original message must appear on the Messages or Saved Messages screen when your handheld receives the rest of the message. If you delete the first part of the message after you select <b>More</b> , your handheld cannot receive more of the message.

Transmission error	Description
'More' error - invalid part identifier	Although more of the message has been requested, this error message indicates that there is a problem receiving the rest of the message. Request <b>More</b> again. If more of the message still does not arrive at your handheld, contact your service provider or network operator for more information.
No routing information	If this message appears, the handheld does not have the correct routing information to send the message. Register your handheld with the wireless network to update the routing information. You must be in an area of sufficient wireless coverage to register your handheld. You are in an area of sufficient wireless coverage if <b>1X</b> and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to the <i>Getting Started Guide</i> for more information on registering with the network.
Refused by service	If this message appears, the connection to the wireless network refused your message. Send a new email message to your contact.
Service Disabled	If this message appears, the ability to send and receive messages is disabled. Insert your handheld into the cradle and connect to the desktop software. If the message appears again, contact your system administrator.
Transaction error	If this message appears, a general error occurred with your handheld. Contact your system administrator.
Transaction error - bad format	If this message appears, a problem occurred while sending the message. Register with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving messages. You are in an area of sufficient wireless coverage if <b>1X</b> and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your <i>Getting Started Guide</i> for more information on registering your handheld.
Transaction error - decryption error	If this message appears, your handheld might have a different encryption key than your desktop. Refer to the <i>Redirector Settings Online Help</i> for more information on generating encryption keys.
Transaction error - failure at service	If this message appears, a temporary problem is occurring with the wireless network. Resend the message later.

## Troubleshooting

Transmission error	Description
Transaction error - general failure	<p>If this message appears, a general error occurred while transmitting the message. Register with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving messages. You are in an area of sufficient wireless coverage if <b>1X</b> and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your <i>Getting Started Guide</i> for more information on registering your handheld.</p> <p>If this message continues to appear, contact your system administrator.</p>
Transaction error - timeout	<p>If this message appears, a temporary problem with the connection to your BlackBerry Enterprise Server prevented your message from being sent. Contact your system administrator for more information.</p>
Transaction error - unknown command	<p>If this message appears, an error occurred with the handheld radio. Register with the wireless network. Verify that you are in an area of sufficient wireless coverage for sending and receiving messages. You are in an area of sufficient wireless coverage if <b>1X</b> and one or more bars appear with the wireless coverage indicator in the handheld status section of the screen. Refer to your <i>Getting Started Guide</i> for more information on registering your handheld.</p> <p>If this message continues to appear, contact your system administrator.</p>
Transaction error - unknown service, bad UID	<p>If this message appears, your handheld has not received the correct service book. Connect your handheld to the desktop software, and then send your message.</p>
Unable to compress/encrypt message	<p>If this message appears, the handheld could not send the message because it could not be encrypted properly. Generate a new encryption key. Refer to the <i>Redirector Settings Online Help</i> for more information on generating encryption keys.</p>

Transmission error	Description
Unable to find specified service	If this message appears, the service to which your message is addressed is not available. Connect your handheld to the desktop software to receive the correct service information.
Unknown error	<p>This message might appear when you generate an encryption key manually and click <b>Update</b> to copy the new encryption key to your handheld. An error occurred as your computer and your handheld were exchanging information. Verify that the email address that is specified in the Redirector Settings tool on the <b>Advanced</b> tab is correct. Verify that your handheld is registered on the network and that it is connected to the desktop software correctly. Update the encryption key again. Refer to the <i>Redirector Settings Online Help</i> for more information.</p> <p>If you continue to receive this message, contact your system administrator.</p>
Unlisted message error	If this message appears, a problem occurred while sending your message. Resend the message. If you continue to receive this message, contact your service provider or network operator for more information.

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