

# Getting Started Guide

BlackBerry 8700g Wireless Handheld™



## How do I navigate?

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

**Click (press) the trackwheel** to open the menu or select items.

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








## Set Convenience keys

In the device options, click **Screen/Keyboard**. Set the device program that should open when you press the assigned Convenience key.










# Shortcuts














## Phone

|   |   |
|---|---|
| Open the phone screen or make a phone call  | Press                    |
| End a call                                  | Press                    |
| Turn mute on and off during a call          | Press the <b>Mute</b> button on the top of the device   |
| Turn speakerphone on or off during a call   | Press                    |
| Change the volume during a call             | Roll the trackwheel   |
| Dial a letter in a phone number             | Hold  + Press the letter |
| Open the contact list from the phone screen | Hold                     |
| Redial a number                             | Press  twice             |
| Call a voice mail access number             | Hold                     |
| Assign speed dial to a number key           | Hold any key > Type a phone number  |

## Browser






|  |   |
|--|---|
| Go back one page                           | Press the <b>Escape</b> button  |
| Exit the browser                           | Hold the <b>Escape</b> button   |
| Search for a word on a page                | Press    |
| Open a selected link                       | Press    |
| Switch between normal and full-screen view | Press    |
| Go down one page                           | Press    |
| Go up one page                             | Press  +  |
| Go to a specific web page                  | Press    |

## Message list

|                                      |   |
|--------------------------------------|---|
| Open a selected message              | Press    |
| Compose new message                  | Press    |
| Reply to sender                      | Press    |
| Reply to all                         | Press    |
| Forward message                      | Press    |
| Go to messages from the next day     | Press    |
| Go to messages from the previous day | Press    |
| Go to the next unread message        | Press    |
| File a message                       | Press    |
| View sent messages                   | Press  +  |
| View received messages               | Press  +  |

## Calendar

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

|   |  |
|---|--|
| Go to the next day, week, or month        | Press                       |
| Go to the previous day, week, or month    | Press                       |
| Schedule an appointment                   | Press                       |
| Move the cursor horizontally in week view | Hold  + Roll the trackwheel |
| Move the cursor vertically in month view  | Hold  + Roll the trackwheel |

**Note:** The arrangement of letters on your device keyboard might vary slightly from the depictions on this document.

# Navigating screens



Lock the device/keyboard

Click **Lock**. Set a password for added security.

Unlock the device/keyboard

Double-click the trackwheel

Move the cursor vertically/horizontally

Roll the trackwheel/  
Hold  + Roll the trackwheel

Return to the previous screen

Press the **Escape** button

Return to the Home screen

Press 

Click an item

Highlight the item > Click the trackwheel

Select multiple items

Hold  + Roll the trackwheel

Switch between programs

Hold  + Press the **Escape** button

Go to the top of a screen

Press 

Go to the bottom of a screen

Press 

Turn on/off the device

Hold the **Power** button

# Typing and editing



Capitalize a letter

Hold the letter

Insert a period

Press  twice

Type the alternate character on a key

Press  + the key

Insert a symbol

Press 

Insert an accented character

Hold a letter + Roll the trackwheel


Select lines of text

Press  > Roll the trackwheel

Select individual characters

Hold  + Roll the trackwheel


Copy selected text

Press  + Click the trackwheel or Click the trackwheel > Click **Copy**

Cut selected text

Press  +  or Click the trackwheel > Click **Cut**

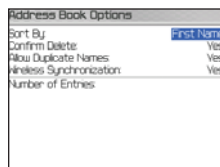
Paste selected text

Press  + Click the trackwheel or Click the trackwheel > Click **Paste**


Cancel selection

Press the **Escape** button

# Fields

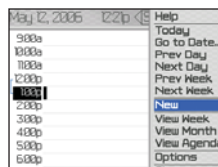


Press  to change the value in a field.

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

In an options screen, you can also select an option and click the trackwheel. Click **Change Option**. Click a value.

# Menus



Click the trackwheel to view the menu.

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

# Programs

Explore the many useful programs that your BlackBerry® device has to offer. Here are a few to get you started.



Click **Messages** to view the messages list, compose new messages, and set options for email messages.



Click **Browser** to visit web pages, browse for programs and ring tones, and set browser options. Your device might have more than one browser.



Click **Profiles** to set and edit ring tone profiles or to manage downloaded ring tones.



Click **Options** to find the main list of device options, Bluetooth® settings, and wireless settings.



Additional programs appear on the Home screen, including the task list, memos list, calculator, alarm, pictures list, help, and more!

# Status indicators

|                      |                    |                             |                          |
|----------------------|--------------------|-----------------------------|--------------------------|
| roaming              | Number mode on     | sent message                | SMS or MMS message       |
| Home zone            | Shift mode on      | message sending             | system busy              |
| receiving data       | Alt mode on        | message not sent            | notification LED         |
| transmitting data    | voice mail message | read message                | low battery LED          |
| Bluetooth radio on   | placed call        | unread message              | wireless coverage LED    |
| Bluetooth connection | missed call        | filed message               | Bluetooth connection LED |
| alarm set            | received call      | message includes attachment |                          |

Full battery power



Low battery power



Charging



# Wireless network coverage

You must connect to the wireless network to begin using many device features. To connect to or disconnect from the wireless network, click **Turn Wireless On/Turn Wireless Off**.

Indicators on the Home screen show the wireless coverage level for the area in which you are using your device. A low level of wireless coverage might limit the use of some device features, as shown in the chart below.

|                        | EDGE | GPRS | EDGE | GPRS | GSM |
|------------------------|------|------|------|------|-----|
| Full wireless coverage |      |      |      |      |     |
| No wireless coverage   |      |      |      |      |     |
| Wireless is turned off |      |      |      |      |     |
| Emergency calls only   |      |      |      |      |     |
| Emergency calls        | ●    | ●    | ●    | ●    | ●   |
| SMS messages           | ●    | ●    | ●    | ●    | ●   |
| Phone                  | ●    | ●    | ●    | ●    | ●   |
| MMS messages*          | ●    | ●    |      |      |     |
| Email and PIN          | ●    | ●    |      |      |     |
| Browser                | ●    | ●    |      |      |     |
| High-speed data*       | ●    |      |      |      |     |

\*Multimedia Message Service (MMS) and EDGE high-speed data are subject to availability. Contact your service provider for more information.

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# Welcome to BlackBerry!

Whether you plan to use your BlackBerry® device for business or personal productivity, you have made an excellent choice! With powerful push-messaging, voice, web, and organizer features, BlackBerry is the all-in-one solution that is designed to keep you connected to the people, data, and resources that you need every day.

To begin using your BlackBerry device, you must set up and turn on the device, connect to the wireless network, and set up your supported email account. You can also choose to install the BlackBerry® Desktop Software so that you can connect your device to your computer for data synchronization and charging.

Take a moment to read this guide as well as any documents provided by your service provider. These resources provide important setup information and are designed to help you get the most from your BlackBerry device! Additional resources are listed in the back of this guide.





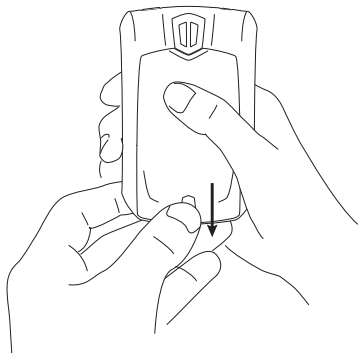
# Setting up your device

## Insert the SIM card

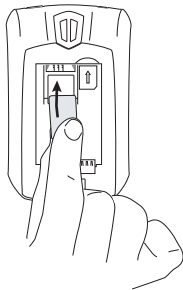
Your SIM card contains important information about your wireless service. Your SIM card might be inserted already.

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

1. Press the battery cover release button.



2. Slide off the battery cover.
3. If the battery is inserted, remove it.
4. Hold the SIM card with the metal contacts facing down so that the notches on the card align with the notches shown on your device.



5. Slide the SIM card into the holder so that it lies flat below the metal guide.
6. Continue to slide the SIM card into the holder until it stops. One end of the SIM card should be slightly hidden below the plastic casing on your device.

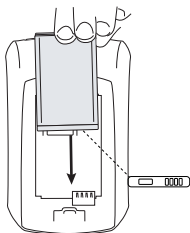


To remove the SIM card, press gently on the top of the SIM card and slide it out of the holder.

## Insert the battery

**Warning:** Use only the battery that Research In Motion® specifies for use with your device. See the Safety and Product Information booklet that accompanied your device for more information about using the battery safely.

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



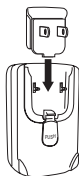
4. Replace the battery cover.
5. If the battery is charged, your device turns on and the confirm date and time dialog box appears.
  - If the date and time are incorrect, click **Edit**. See “Set the date and time” on page 16 for more information.
  - If the date and time are correct, click **OK**.

## Charge the battery

1. Connect the small end of the USB cable to your device.



2. If required, slide the plug blade attachment into the power adapter.



3. Plug the power adapter into a power outlet.
4. Charge the battery to full power.

**Note:** If you install the BlackBerry Desktop Software, you can charge your device by connecting it to your computer. See “Can I charge my device by connecting it to my computer?” on page 19 for more information.

## Connect to the wireless network

On the device, if the power is off, press the **Power** button. Your device should connect to the wireless network automatically.

To connect to the wireless network successfully, your wireless service must be active, and you must be in a wireless network coverage area. See the wireless network coverage chart on the inside front cover of this guide for more information.

When your device is not connected to the wireless network, you can continue to use features that do not require a connection to the wireless network. For example, you can type and save draft email messages, manage tasks, or use the calculator.

**Note:** If you use BlackBerry Internet Service, the account setup process might begin automatically the first time that your device connects to the wireless network. See “Setting up for email using BlackBerry Internet Service” on page 9 for more information.

# Choosing your email setup option

To begin sending and receiving email messages on your BlackBerry device, you must integrate your device with an email account using one of the following options.

## BlackBerry Internet Service option

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

- You purchased your device in a store.
- You want to set up a new email account for use with your device.
- You want to send and receive email messages on your device from one or more existing supported email accounts.

**Note:** To use this option, you must subscribe to a wireless service that supports email setup using BlackBerry Internet Service.

If this setup option applies to you, see "Setting up for email using BlackBerry Internet Service" on page 9 for more information.

## BlackBerry Enterprise Server option

Use this option if all the following situations apply:

- A system administrator is managing a BlackBerry Enterprise Server™ within your company.
- A system administrator has confirmed that you are permitted to use the BlackBerry Enterprise Server.
- You want to receive messages from a corporate Microsoft® Outlook®, IBM® Lotus Notes®, or Novell® GroupWise® email account.

- Your supported email account resides on a Microsoft Exchange, IBM Lotus® Domino®, or Novell GroupWise email server.
- You subscribe to a wireless service that supports account setup using the BlackBerry Enterprise Server.

If this setup option applies to you, see "Setting up for email using BlackBerry Enterprise Server" on page 13 for more information.



# Setting up for email using BlackBerry Internet Service

## Create an account

You must create an account to begin using email on your BlackBerry device. The account that you create supplies the default email address for your device.

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

If the Sign In screen does not appear automatically, click **Email Settings**.

If you have problems, see "BlackBerry Internet Service - frequently asked questions" on page 21 for more information.

2. On the Sign In screen, click **Create Your Account**.

**Note:** To follow a link in the browser, click the link. Click **Get Link**.

3. Click **Continue**.
4. Read the legal terms and conditions carefully. Perform one of the following actions:
  - To decline the legal terms and conditions and stop the setup process, click **I Disagree**.
  - To accept the legal terms and conditions and continue the setup process, click **I Agree**.
5. Type your account information.
  - **User ID:** Type a personal user ID for your account. This user ID will be your login name and the first part of the default email address for your device.
  - **Friendly Name:** Type the name that you want to appear in the From field of messages that you send. If you do not

type a name, the default email address for your device appears in the From field.

- **Password:** Type a personal login password. Passwords must contain between 4 and 16 characters. Passwords are case sensitive and cannot contain accented characters.
- **Re-enter Password:** Retype your personal login password.

**Note:** Write down your user ID and password and keep the information in a safe place. You must type this information every time that you log in to your BlackBerry Internet Service account.

6. Select a secret question.

If you forget your password, you are prompted with this question.
7. Type an answer to your secret question.
8. Click **Submit**.
9. Click **Done**.
10. Perform one of the following actions:
  - To receive email on your device from other supported accounts, click **Add Account**. See "Receive messages from other email accounts" on page 10 for more information.
  - To log in to your account without adding other email accounts, click **Continue**.

**Tip:** If you have problems creating your account using your device, create your account using a desktop browser. See "Set account options" on page 11 for more information.

## Log in to your account

Log in to your BlackBerry Internet Service account to manage settings and message options.

1. Verify that your device is connected to the wireless network and that you are in a wireless coverage area.
2. Click **Email Settings**.
3. On the Sign In screen, type your account information.
  - **User ID:** Type the login name for your account.
  - **Password:** Type the password for your account.
4. Click **Submit**.

**Note:** To follow a link in the browser, click the link. Click **Get Link**.

## Receive messages from other email accounts

Set up your BlackBerry Internet Service account to retrieve messages from an existing supported email account and deliver them to your device. Add up to ten different existing supported accounts.

**Note:** Depending on your Internet service provider (ISP) or system administrator, you might not be able to add some types of accounts.

1. Verify that your device is connected to the wireless network and that you are in a wireless coverage area.
2. Log in to your BlackBerry Internet Service account. See "Log in to your account" on page 10 for more information.
3. Click **Add Account**.

**Note:** To follow a link in the browser, click the link. Click **Get Link**.

4. Type the information for the account that you want to add.
  - **Email Address:** Type the full email address of the account.
  - **User Name:** Type the login ID (for example, *kateturner* or *domain1kateturner*).
  - **Password:** Type the password.
  - **Re-enter Password:** Retype the password.
5. Click **Submit**.
6. Depending on the account that you add, you might be prompted to select an account type.
7. Depending on the account type that you select, you might be prompted for the following information:
  - **Email Server:** Type the messaging and collaboration server address for your Internet service provider (for example, *mail.ispname.com*). If you do not know the address, contact your Internet service provider.
  - **Port Number:** Type the appropriate port number. If you do not know the number, contact your Internet service provider.
  - **Outlook Web Access URL:** Type the web address for your Microsoft Outlook account.
  - **Mailbox Name:** Type the mailbox name for your Microsoft Outlook account.
  - **iNotes™ URL:** Type the web address for your IBM Lotus Notes account.
  - **Leave messages on mail server:** Clear this check box if you do not want to save messages that are sent to your device on the messaging server.

**Note:** If you delete a message from your device, you cannot recover it.

- **Utilize SSL:** Turn on Secure Sockets Layer encryption for retrieving messages from this account, if SSL is supported by your Internet service provider.

**Note:** If you add a corporate Microsoft Outlook or IBM Lotus Notes email account, you might be prompted to install the BlackBerry Mail Connector application on your computer. Complete the on-screen instructions. See "What is the BlackBerry Mail Connector?" on page 21 for more information.

8. Click **Submit**.

## Set account options

Set additional account and message options by logging into your account using a desktop browser.

To access your account using a desktop browser, the following system requirements apply:

- **Internet browser:** Microsoft® Internet Explorer version 5.01, 5.5, or 6.0 (or later) or Netscape® Communicator version 4.08 to 4.58 with JavaScript™ enabled

**Note:** Netscape Communicator version 6 (or later) is not supported.

- **Operating system:** Microsoft® Windows® 95, Windows 98, Windows ME, Windows NT® (version 4), Windows 2000, Windows XP, or Mac OS® 9.0 or 10.0

1. In your desktop browser, type the web address provided by your wireless service provider.
2. Log in to your account.
3. Use this web site to set additional account options, which include
  - reactivating your account
  - changing your password

- creating an auto signature
- setting options for sent messages
- switching to a new device

See the *BlackBerry Internet Service Online Help* for more information about setting these options.

## Install the BlackBerry Desktop Software

Install the BlackBerry Desktop Software to perform any of the following actions:

- synchronize personal information management (PIM) data such as contacts, tasks, and appointments
- backup and restore device data
- load new device programs such as updated system software, games, and third-party personal information management programs
- charge your device using your computer

To install the desktop software, the following system requirements apply:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later
- Windows®98, Windows ME, Windows 2000, or Windows XP
- Available USB port
- If you use Windows 98 (not Windows 98 Second Edition), you must download the DCOM 98 version 1.3 update from [www.microsoft.com/com/default.mspx](http://www.microsoft.com/com/default.mspx) for the USB driver to operate as expected.

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
2. Complete the on-screen instructions.
  - Select **BlackBerry Internet Service** as your account integration option.

3. When the installation is complete, connect the smaller end of the USB cable to your device.
4. Connect the larger end of the USB cable to an available USB port on your computer.
5. On the Windows taskbar, click **Start**.
6. Click **Programs > BlackBerry > Desktop Manager**.

**Note:** To find more information about the features of the BlackBerry Desktop Software, click **Help > Desktop Help Contents**.



# Setting up for email using BlackBerry Enterprise Server

Your system administrator might set up your device for email on your behalf, or you might need to integrate your BlackBerry device with a supported email account yourself using one of the methods described here.

## Use enterprise activation

If your system administrator has provided you with an enterprise activation password, you can integrate your supported email account directly from your device.

1. Verify that your device is connected to the wireless network and that you are in a wireless coverage area.
2. On your device, click **Enterprise Activation**.
3. Type your supported corporate email account address.
4. Type the enterprise activation password provided by your system administrator.
5. Click **Activate**.

**Note:** Your system administrator might request that you install the BlackBerry Device Manager program on your computer to reduce the amount of data that is sent over the wireless network when your device is connected to your computer.

## Use the BlackBerry Desktop Software

If your system administrator does not provide you with an enterprise activation password, you can install the BlackBerry Desktop Software on your computer to integrate your device with your supported email account.

To install the desktop software, the following system requirements apply:

- Intel-compatible 486 or higher computer that is compliant with USB 1.1 or later

- Windows 98, Windows ME, Windows 2000, or Windows XP
  - Available USB port
  - If you use Windows 98 (not Windows 98 Second Edition), you must download the DCOM 98 version 1.3 update from [www.microsoft.com/com/default.mspix](http://www.microsoft.com/com/default.mspix) for the USB driver to operate as expected.
1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
  2. Complete the on-screen instructions.
    - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your account integration option.
    - Select **BlackBerry Enterprise Server** as your email redirection option.
  3. When the installation is complete, connect the smaller end of the USB cable to your device.
  4. Connect the larger end of the USB cable to an available USB port on your computer.
  5. On the Windows taskbar, click **Start**.
  6. Select **Programs > BlackBerry > Desktop Manager**.
    - When you are prompted to generate an encryption key, complete the on-screen instructions.

**Note:** To find out more information about the features of the BlackBerry Desktop Software, click **Help > Desktop Help Contents**.



# How do I...

## Make phone calls

On the Home screen, type a phone number. Press the **Send** key. To end the call, press the **End** key.

**Notes:** Press the **Send** key on any screen to open the phone.

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

To switch between the speaker and earpiece during a call, press the **Speaker** key.

## Send email messages

You must set up a supported email account to use with your device before you can send and receive email messages. See "Choosing your email setup option" on page 7 for more information.

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

**Note:** If your device is integrated with more than one email account, you can select an account to send the message from. At the top of the message, in the **Send Using** field, press the **Space** key until the preferred email account appears.

## Send PIN messages

A personal identification number (PIN) uniquely identifies each BlackBerry device on the network. If you know the PIN of another BlackBerry device user, you can send a PIN message to that person. To find your PIN, in the device options, click **Status**.

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

## Send SMS (text) messages

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

## Send MMS (multimedia) messages

1. In the messages list, click the trackwheel.
2. Click **Compose MMS**.
3. Click **[Use Once]**.
4. Click **MMS**.
5. Select a send method for your MMS message.
6. Type an MMS-compatible phone number or an email address.
7. Click the trackwheel.
8. Click **Continue**.

9. Type a message.
10. Click the trackwheel.
11. Click **Attach Address, Attach Appointment, or Attach Picture**.
12. Click a contact, appointment, or image.
13. Click **Continue**.
14. Click the trackwheel.
15. Click **Send**.

## Add contacts

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

## Add SIM card contacts to your address book

If you have saved contact information on your SIM card, you can copy that information into the address book on your device.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel. Click **Copy All To Address Book**.

## Go to web pages

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

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

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

The **Go To** dialog box tracks the web addresses that you type. To go to a web page on the list, click the web address. Click **OK**.

## Set a device password

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

## Lock and unlock the device

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

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

**Note:** When the device is locked, you should be able to make an emergency call without dialing the emergency access number. Click **Emergency Call**. Click **Yes**.

## Set the date and time

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

5. Click **Update Time**.
6. Click the trackwheel.
7. Click **Save**.

**Note:** To set the date and time yourself, set the **Date/Time Source** field to **Off**. Set the other fields on the Date/Time screen to display the correct date and time. Save your changes.

## Enable profiles

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

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

## Turn on or off the Bluetooth radio

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

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

## Pair with another Bluetooth-enabled device

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

**Notes:** Verify that the Bluetooth-enabled device that you want to pair with is in the correct mode for pairing.

The names of Bluetooth-enabled devices with which you have already paired appear in the list of paired Bluetooth-enabled devices. They do not appear in the list of Bluetooth-enabled devices that appears when you click **Add Device**.

## Find help with other features

To access a list of topics that are associated with the program that you are using, in a program, click the trackwheel. Click **Help**.

To open the main list of topics for all programs, on any Help Screen, click the trackwheel. Click **Index**.



# Frequently asked questions

## Why does my device not turn on?

The power might be off. Press the **Power** button.

The battery might not be charged. See "Charge the battery" on page 6 for more information.

## Why does my device not charge?

A connection might not be complete. Check that all cables and plugs are fully inserted into ports and power outlets. See "Charge the battery" on page 6 for more information.

The battery might not be inserted properly. Remove and reinsert the battery. Verify that the connectors align. See "Insert the battery" on page 5 for more information.

If you connect your device to the computer to charge, verify that the computer is turned on. If you connect your device to the computer using a USB hub, the hub must be self powered to provide enough power to charge your device.

## Can I charge my device by connecting it to my computer?

If you have installed the BlackBerry Desktop Software or the BlackBerry Device Manager on your computer you can connect your device to the computer to charge the battery.

1. Verify that the computer is turned on.
2. Connect the smaller end of the USB cable to your device.
3. Connect the larger end of the USB cable to an available USB port on your computer.

**Note:** To find more help with connecting your device to the computer, in the desktop software, click **Help** to view the *BlackBerry Desktop Software Online Help*.

## Why can I not send or receive email messages?

Verify that your device is connected to the wireless network and that you are in a wireless coverage area. See "Connect to the wireless network" on page 6 for more information.

Verify that you have set up a supported email account for use with your device. See "Choosing your email setup option" on page 7 for more information.

If you are using BlackBerry Internet Service, log in to your account using a desktop browser. See "Set account options" on page 11 for more information.

- Verify that your BlackBerry Internet Service account mailbox has not exceeded its size limit.
- Send a service book to reactivate your account.

If you continue to be unable to send and receive messages, reset your device by removing and reinserting the battery.

**Note:** To find more help with sending and receiving email messages, in messages list, click the trackwheel. Click **Help > Email Messages**.

## Can I integrate my device with a corporate email account if I do not have access to a BlackBerry Enterprise Server?

If you use Microsoft Outlook (Workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 or later and your device does not have access to a BlackBerry Enterprise Server, your system administrator might permit you to install the BlackBerry Desktop Redirector on your computer to integrate your device with your supported email account.

To integrate your device with a supported email account using the BlackBerry Desktop Redirector, when you install the BlackBerry Desktop Software, select **BlackBerry Desktop Redirector** as your message redirection option. See "Use the BlackBerry Desktop Software" on page 13 for more information about installing the BlackBerry Desktop Software.

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

### **Can I set up for email using both the BlackBerry Enterprise Server and BlackBerry Internet Service?**

If your wireless service permits email setup using more than one service, complete the steps in "Setting up for email using BlackBerry Enterprise Server" on page 13 followed by the steps in "Setting up for email using BlackBerry Internet Service" on page 9.

Contact your service provider for more information about availability and the fees that might be associated with email setup using both BlackBerry Enterprise Server and BlackBerry Internet Service.

### **How do I reset my device?**

To reset your device hardware and programs, remove and then reinsert the battery.

### **How do I clean the screen?**

Clean the screen and device using only a soft dry cloth. Do not use liquid, aerosol cleaners, or solvents on or near your device. Disconnect any cables from the computer and unplug any charging accessories from the electrical outlet before cleaning.

**Note:** See the *BlackBerry Wireless Device Safety and Product Information* for more information about caring for your device.

### **Where can I buy accessories for my device?**

You can buy approved accessories for your device online at:

[www.shopblackberry.com](http://www.shopblackberry.com)

**Note:** Use only those accessories approved by Research In Motion (RIM) for use with your particular device model. Using any accessories not approved by RIM for use with your particular device model might invalidate any approval or warranty applicable to the device and might be dangerous.

### **Where can I download games and ring tones for my device?**

Many third-party vendors offer games, ring tones, and other programs for your device online. You can download new programs using your device browser, or download them using your computer and load them onto your device using the Application Loader tool of the BlackBerry Desktop Software.

For example, you can visit the following web site using the browser on your device:

[mobile.blackberry.com](http://mobile.blackberry.com)

**Note:** Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products or services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.



### Why does the screen on my device turn off?

When you do not use your device for a period of time, the screen turns off to conserve battery power. Roll the trackwheel or press any key to turn the screen on again.

## BlackBerry Internet Service - frequently asked questions

### How do I open BlackBerry Internet Service?

See "Log in to your account" on page 10 for more information.

### Why does the Email Settings option not appear on the Home screen?

Verify that your device is connected to the wireless network and that you are in a wireless coverage area. See "Connect to the wireless network" on page 6 for more information.

If your device uses a theme, the option might appear in a folder or list instead of on the Home screen. The option might also use a different name.

If the option still does not appear, contact your service provider.

### What is the BlackBerry Mail Connector?

The BlackBerry Mail Connector is a program that you might have to install on your local computer to enable BlackBerry Internet Service to access your corporate Microsoft Outlook or IBM Lotus Notes email account when the corporate messaging server is behind a firewall.

The BlackBerry Mail Connector is designed to access and copy your messages that are on a messaging server and send them to BlackBerry Internet Service.

The BlackBerry Internet Service email account setup process is designed to automatically detect whether the BlackBerry Mail Connector is required and to prompt you to install the application.

### Why can I not add a third-party email account?

Verify that the third-party email account supports POP3 or IMAP4. Contact your Internet service provider for more information about the account types that you can add.

### How do I update my account information?

1. Log in to your BlackBerry Internet Service account. See "Log in to your account" on page 10 for more information.

2. Click **View/Modify**.

**Note:** To follow a link in the browser, click the link. Click **Get Link**.

3. Edit your account information.
4. Click **Submit**.

### I use multiple accounts. How do I set the email address that appears in the From field of messages that I send?

1. Log in to your BlackBerry Internet Service account. See "Log in to your account" on page 10 for more information.
2. In the **Send From Address** option, click the **here** link.

**Note:** To follow a link in the browser, click the link. Click **Get Link**.

3. On the Sent From Address screen, perform one of the following actions:

- To use your default BlackBerry Internet Service account as your Sent From Address, select **I want my Sent From Address to be my handheld email address**.
- To use an address from one of the email accounts that you have added, select **I want to choose one of the email accounts I have set up to be my Sent From Address**. Click **Submit**. Select an account.

- To use another email address, select **I want to customize my Sent From Address setting to use an email address that I'll enter**. Click **Submit**. Type the email address.

4. Click **Submit**.

### How do I remove an account that I no longer want to access with my device?

1. Log in to your BlackBerry Internet Service account. See "Log in to your account" on page 10 for more information.
2. Select an email address.

**Note:** You cannot delete your default email account.

3. Click **Delete**.

**Note:** To follow a link in the browser, click the link. Click **Get Link**.

4. Click **Yes**.

### How do I change the device that I want to use with my account?

Your account is linked to your particular device. If you switch devices, update the device PIN that is associated with your account, or call your service provider to delete your account.

1. Use your new device to log in to your BlackBerry Internet Service account. See "Log in to your account" on page 10 for more information.
2. Click **Change handheld that works with the accounts listed above**.

**Note:** To follow a link in the browser, click the link. Click **Get Link**.

3. On the Change Handheld screen, verify that the new device information is correct.
  - **PIN:** personal information number (PIN) for your device

- **IMEI:** The international mobile equipment identity (IMEI) number for your device.

**Note:** To find your PIN and IMEI, in the device options, click **Status**.

4. Click **Submit**.

5. Click **Done**.

### Why is my mailbox full?

Your BlackBerry Internet Service account has a size limit. To avoid reaching the limit, delete items from your mailbox regularly or set up auto-aging rules for message deletion.

To view the available space in your mailbox or to set up auto-aging rules, log in to your BlackBerry Internet Service account. Click **Manage Folders**.

See the *BlackBerry Internet Service Online Help* for information on managing your account by deleting messages.

### How do I find more information on managing my account?

Log in to your BlackBerry Internet Service account using a desktop browser. See "Log in to your account" on page 10 for more information.

See the *BlackBerry Internet Service Online Help* for more information on managing your account.

### For additional BlackBerry help and troubleshooting information:

[www.blackberry.com/support](http://www.blackberry.com/support)

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Check with your service provider for availability, roaming arrangements, service plans and features.

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

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# Where can I find more information?

## User guide

The user guide is only a few clicks away on your BlackBerry device! To learn more about how to use your device, click **Help**.

In the menu on your device, click **Help** to see the help topics that are associated with the program that you are using.

## Additional resources

If you use the BlackBerry Internet Service, log in to your account using a desktop browser. On the menu bar, click **Help** to view the *BlackBerry Internet Service Online Help*.

If you use the BlackBerry Desktop Software, on the menu bar click **Help** to find the *BlackBerry Desktop Software Online Help* and the *BlackBerry User Guide*.