




## 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.

## How do I type?

**To type using SureType™ technology**, press the key for each letter of a word only once. When the word is finished, press .

**Put it to the test!** Try to type an entire sentence without stopping to make corrections.



# Shortcuts

## Phone

Open the phone screen or make a phone call



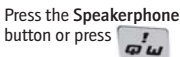
End a call



Turn mute on and off during a call



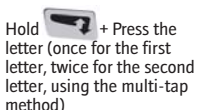
Turn speakerphone on or off during a call



Change the volume during a call

Roll the trackwheel

Dial a letter in a phone number



Open the contact list from the phone screen



Call a voice mail access number



Assign speed dial to a number key

Hold the number key > Type a phone number

## Walkie-Talkie

Speak to a contact or group during a Walkie-Talkie call

Hold the **Walkie-Talkie** button

Listen to a contact or group during a Walkie-Talkie call

Release the **Walkie-Talkie** button

## Browser

Go back one page

Press the **Escape** button

Exit the browser

Hold the **Escape** button

Open a selected link



Go down one page



Go up one page

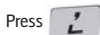


Go to a specific web page



## Message list

Compose new message



Reply to sender



Reply to all



Forward message



Go to the next message



Go to the previous message



Go to messages from the next day



Go to messages from the previous day



Go to the next unread message



Go to the top of the list



Go to the bottom of the list



View phone call logs



View received messages



View Walkie-Talkie calls



## 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



Go to the previous day, week, or month



Schedule an appointment



Move the cursor horizontally in week view



Move the cursor vertically in month view




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

# Navigating screens




## Lock the device/keyboard

Hold  or Click Lock (set a password for added security)

## Unlock the device/keyboard

Press  +  or Double-click the trackwheel

## Move the cursor

Roll the trackwheel or Press  + 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



## Type using SureType™ technology

Type the whole word. Press each letter key only once.

Press 

## Finish typing a word and begin a new word

Press 

## Move through the list that appears when you type

Press  or 

## Select an item from the list that appears when you type

## 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  +  > Press a letter

## Insert an accented character

Hold a letter + Roll the trackwheel

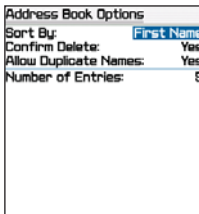
## Switch between the multi-tap and SureType™ input methods

In a text field, hold 

## Type using multi-tap input method

Press a key once for the first letter. Press a key twice for the second letter.

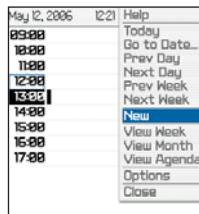
# Fields



Press the **Space** key to change the value in a field.

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

# 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, download items, 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

 full battery power

 low battery power


 charging


 receiving data

 transmitting data

 service book waiting

 alarm set

 location-based services

 voice mail message


 Bluetooth® radio on

 Bluetooth connection

 Number mode on

 Shift mode on

 Alt mode on

 Multi-tap mode on


 input language

 speakerphone off for Walkie-Talkie

 placed call


 missed call

 received call

 sent message


 message sending

 message not sent

 read message

 unread message

 filed message


 message includes attachment


 text (SMS) message

 system is busy

 notification LED

 low battery LED

 wireless coverage LED

 Bluetooth connection LED

# Wireless network coverage

You must connect to the wireless network to begin using many device features. To connect or disconnect from the wireless network, in **Settings**, 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.

 Full wireless coverage

 No wireless coverage

 Wireless is turned off



	NTWK	NeWK	NTwk	NTWk	NeWk	nTWk
Emergency calls	●	●	●	●	●	●
Receive SMS messages	●	●	●	●	●	
Phone	●	●	●	●	●	
Walkie-Talkie	●		●	●		●
Email and PIN messages	●	●				
Browser	●	●				

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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 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 for email. You can also choose to install the BlackBerry Desktop Software so that you can connect your device to a computer for data synchronization and charging.

Take a moment to read this guide and any documents provided by your wireless service provider. These resources provide important setup information and are designed to help you get the most from your BlackBerry device.

## About SureType

Your BlackBerry device is equipped with SureType™ innovative keyboard technology, which integrates a traditional phone keypad and a familiar keyboard layout with intuitive software. It "learns" as you type, recognizing word patterns and enabling you to type information easily.

When you type, the letters on screen change automatically—by the time you've finished typing a word, SureType has probably already figured out the word you want to type. It's that smart! This evolutionary technology enables you to easily, quickly, and accurately type words without having to get used to an unfamiliar keyboard layout.

See "Type using SureType" on page 15 for more information about typing.



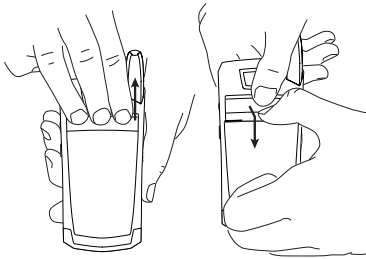
# Setting up your device

## Insert the SIM card

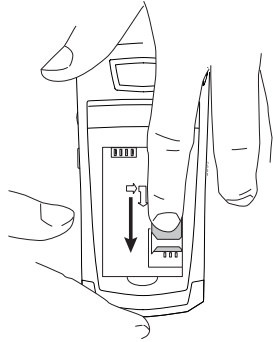
Your SIM card contains important information about your wireless service. Your SIM card might be inserted already.

**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.

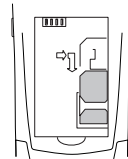
1. Slide up the battery cover release bar.
2. Lift off the battery cover.



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 in the SIM card holder on your device.



5. Slide the SIM card into the holder so that it lies flat below the metal guide.

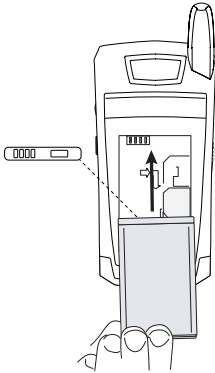


**Note:** To remove the SIM card, press the tab. Slide the SIM card over the tab and out of the holder.

## 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* for more information about using the battery safely.

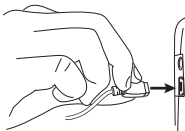
1. Slide up the battery cover release bar.
2. Lift off the battery cover.
3. Insert the battery so that the connectors on the battery align with the connectors on your device.



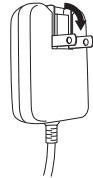
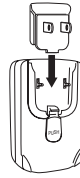
4. Replace the battery cover.
5. If the battery is charged, your device turns on and the confirm date and time dialog box appears.
  - If the date and time are incorrect, click **Edit**. See "Set the date and time" on page 17 for more information.
  - If the date and time are correct, click **OK**.

## Charge the battery

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



2. Depending on the type of travel charger that you received with your device, you might need to slide the plug blade attachment into the power adapter or pull the plug blades down.



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

**Note:** If you install the BlackBerry Desktop Software on a computer, you can charge your device by connecting it to that 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 should begin automatically the first time that your device connects to the wireless network. See "Setting up for email using the 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 associate your device with an email address using one of the following options.

## **BlackBerry Internet Service option**

Use this option to create a new BlackBerry email address for your device or to associate your device with one or more existing supported email addresses. This option is the most common email setup option for individual users. See "Setting up for email using the BlackBerry Internet Service" on page 9 for more information.

## **BlackBerry Enterprise Server option**

Use this option if you have access to a BlackBerry Enterprise Server® and you want to associate your device with a corporate Microsoft® Outlook®, IBM® Lotus Notes®, or Novell® GroupWise® email account. See "Setting up for email using the BlackBerry Enterprise Server" on page 13 for more information.

## **BlackBerry Desktop Redirector option**

Use this option if you do not have access to a BlackBerry Enterprise Server and you want to associate your device with a corporate Microsoft Outlook (Workgroup Installation) email account that resides on a Microsoft Exchange Server 5.5 or later. See "How do I install the BlackBerry Desktop Redirector?" on page 19 for more information



# Setting up for email using the BlackBerry Internet Service

You can set up for email using a web browser on your BlackBerry device or on a computer.

To set up for email, you must create a login ID and password. The first time that you log in to the BlackBerry Internet Service web site, you can add a supported email address, create a BlackBerry email address, or do both.

- Add an email address if you have an existing, supported email account that you want to access from your BlackBerry device.
- Create a BlackBerry email address if you do not have another existing, supported email account, or if you need an additional email address that you can use to send and receive email messages.

**Note:** If you are adding a work email address, you might need to use a computer to add the address. See "About adding an email address" on page 10 for more information.

## Set up for email using the device

1. Verify that your BlackBerry device is connected to the wireless network.  
If the Sign In screen does not appear automatically, click **Email Settings**.
2. Click **Create New Account**. Click **Get Link**.
3. 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 **No**.
  - To accept the legal terms and conditions and continue the setup process, click **Yes**.
4. Type the login information.

- **User ID:** Type a login name of your choice for the BlackBerry Internet Service web site.
- **Password:** Type a login password of your choice for the BlackBerry Internet Service web site.
- **Confirm Password:** Retype your login password.

5. 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 the BlackBerry Internet Service web site.
6. Click **Next**.
7. Click a language for the BlackBerry Internet Service web site.
8. Perform one of the following actions:
  - To add an email address for an existing supported email account, type the full email address (for example, yourname@ispname.com). Type the password for your email account.
  - To create a BlackBerry email address, click **Create a BlackBerry email address**. In the **Username** field, type the name that you want to appear before the at sign (@) in your new BlackBerry email address.
9. Click **Next**.
10. Click **OK**.

## Set up for email using a computer

To use this setup option, you require the following items:

- **Internet browser:** Microsoft® Internet Explorer version 6.0 (or later) or Netscape®

Communicator version 7.2 (or later) with JavaScript™ enabled

- **Operating system:** Microsoft Windows® 2000, Windows XP or Mac OS® 10.3 (or later)
1. Verify that the computer is connected to the Internet.
  2. In a web browser, in the web address field, type the web address supplied by your wireless service provider.
  3. Click **Create New Account**.
  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 the personal information number (PIN) and international mobile equipment identity (IMEI) number for your device.

**Note:** To find your PIN and IMEI, in the device options, click **Status**.
  6. Click **Continue**.
  7. Type the login information.
    - **User ID:** Type a login name of your choice for the BlackBerry Internet Service web site.
    - **Choose Password:** Type a login password of your choice for the BlackBerry Internet Service web site.
    - **Confirm Password:** Retype your login password.

- **Language:** In the drop-down list, click the language for the BlackBerry Internet Service web site.

8. Write down your user ID and password and keep the information in a safe place. You must type this information every time you log in to the BlackBerry Internet Service.
9. Click **Sign Up**.
10. Perform one of the following actions:
  - To add an email address for an existing supported email account, type the full email address (for example, yourname@ispname.com). Type the password for your email account.
  - To create a BlackBerry email address, in the **Username** field, type the name that you want to appear before the at sign (@) in your new BlackBerry email address.
11. Click **Next**.
12. Click **OK**.

## About adding an email address

You can add email addresses that are associated with the following email account types to the BlackBerry Internet Service:

- ISP (using POP or IMAP)
- Microsoft Exchange (using Microsoft Outlook Web Access or the BlackBerry Mail Connector)
- IBM Lotus Domino (using the mail connector)

You can add most email addresses for most supported email accounts using your BlackBerry device. You must add email addresses for some types of supported email accounts using a computer.

Email account type	BlackBerry device web browser	Computer web browser
most email accounts	✓	✓
personal - Microsoft Outlook	✓	✓
personal - POP or IMAP	✓	✓
work - Microsoft Outlook Web Access	✓	✓
work - Microsoft Outlook		✓
work - IBM Lotus Notes		✓

Depending on your email provider, you might not be able to add email addresses for certain email account types. Contact your email provider for more information.

**Note:** You might be prompted to install the BlackBerry Mail Connector on your computer when you add a supported work email address. The BlackBerry Mail Connector is designed to enable the BlackBerry Internet Service to retrieve email messages from a Microsoft Outlook or IBM Lotus Notes work email account from behind a company's firewall.

## Log in using the device

You must log in to the BlackBerry Internet Service web site to add or remove email addresses and to manage settings and message delivery options.

1. Verify that your device is connected to the wireless network.
2. Click **Email Settings**.

Setting up for email using the BlackBerry Internet Service

3. Type your login information.
  - **User ID:** Type your login name for the BlackBerry Internet Service web site.
  - **Password:** Type your login password for the BlackBerry Internet Service web site.
4. Click **Submit**.
5. Click **Get Link**.

## Log in using a computer

You must log in to the BlackBerry Internet Service web site to add or remove email addresses and to manage settings and message delivery options.

1. Verify that the computer is connected to the Internet.
2. In a web browser, type the web address supplied by your wireless service provider.
3. Type your login information.
  - **User ID:** Type your login name for the BlackBerry Internet Service web site.
  - **Password:** Type your login password for the BlackBerry Internet Service web site.
4. Click **Login**.

## Request your login password

If you forget your BlackBerry Internet Service web site password, you can request that the password be sent to your device.

### Request your login password using a computer

1. On the BlackBerry Internet Service web site login screen, click **Forgot your password**.
2. Type the required information:
  - In the **User ID** field, type your login name for the BlackBerry Internet Service web site.



# Setting up for email using the BlackBerry Enterprise Server

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

## Set up for email using the device

If your system administrator has provided you with an enterprise activation password, you can set up for email using the device.

1. Verify that your device is connected to the wireless network.
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.

## Set up for email using a computer

If your system administrator has not provided you with an enterprise activation password, but has confirmed that you are permitted to use the BlackBerry Enterprise Server, you can install the BlackBerry Desktop Software on your computer to set up for email.

To install the desktop software, you require the following items:

- 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 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 your computer, on the Windows taskbar, click **Start**.
6. Click **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.

## Find my Walkie-Talkie number

1. In the phone, click the trackwheel.
2. Click Status. Your Walkie-Talkie number appears in the format:  
`<AreaID>*<NetworkID>*<MemberID>`.

## Send call alerts

1. In the phone, type a Walkie-Talkie number (`<AreaID>*<NetworkID>*<MemberID>`).
2. Click Alert.
3. Press the **Walkie-Talkie** button.

## Make Walkie-Talkie calls

1. In the phone, type a Walkie-Talkie number (`<AreaID>*<NetworkID>*<MemberID>`) or select a contact listed.
2. To speak to your contact, hold the **Walkie-Talkie** button. Wait for the sound before you speak.
3. To listen to your contact, release the **Walkie-Talkie** button.
4. To end the call, press the **End** key. If you wait for a short period of time, the call should end automatically.

**Note:** If a contact does not appear in the phone, click the trackwheel. Click **Call From Address Book**. Press the **Walkie-Talkie** button.

## Respond to Walkie-Talkie calls

1. To speak to your contact, hold the **Walkie-Talkie** button. Wait for the sound before you speak.
2. To listen to your contact, release the **Walkie-Talkie** button.

## Type using SureType

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

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

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

- To move through selections in the list, press the **Next** key. You can also roll the trackwheel to move forward and backward in the list.
- To choose a selection from the list and continue typing the same word, press the **Enter** key or click the trackwheel.
- To choose a selection from the list and begin typing a new word, press the **Space** key.
- To delete letters that you have typed, press the **Backspace/Delete** key.

## Send email messages

You must associate your device with an email address before you can send and receive email messages. See "Choosing your email setup option" on page 7 for more information.

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

**Note:** If your device is associated with more than one email address, you can select an address to send the message from. At the top of the message, in the **Send Using** field, press the **Space** key until the preferred email address 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 a messages list, click the trackwheel.
2. Click **Compose PIN**.
3. In the **To** field, type a PIN or a contact name.
4. Click the trackwheel.
5. Type a message.
6. Click the trackwheel.
7. Click **Send**.

## Send MMS (multimedia) messages

1. In a messages list, click the trackwheel.

2. Click **Compose MMS**.
3. Click [**Use Once**].
4. Click **MMS**.
5. Select a send method 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**, **Attach Audio**, or **Attach Picture**.
12. Click a contact, appointment, audio file, or image.
  - If you selected a contact, click **Continue**.
  - If you selected an appointment, click **Attach Appointment**.
13. Click **Continue**.
14. Click the trackwheel.
15. Click **Send**.

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

## 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.
4. 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**.

## Type passwords

To type passwords, use the multi-tap input method. Press the key once to type the first letter on the key, or press the key twice to type the second letter on the key. If the password contains capital letters, hold the letter key. When you have finished typing your password, press the **Enter** key.

## 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 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 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 more information

To open help topics for a program that you are using, in the program, click the trackwheel. Click **Help**.

To open the main list of help 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. Turn off your device and then remove and reinsert the battery. Verify that the connectors on the battery align with the connectors on your device. 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. See "Connect to the wireless network" on page 6 for more information.

Verify that you have associated your device with a supported email address. See "Choosing your email setup option" on page 7 for more information.

If you are using BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information about email message troubleshooting. See "Find more information" on page 12 for more information.

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

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

## How do I install the BlackBerry Desktop Redirector?

If you use a Microsoft Outlook (Workgroup installation) email account that resides on a Microsoft Exchange Server version 5.5 or later and your device does not have access to a BlackBerry Enterprise Server, you might choose to install the BlackBerry Desktop Redirector software on your computer to associate your device with the email address.

To install the BlackBerry Desktop Redirector, when you install the BlackBerry Desktop Software, select **BlackBerry Desktop Redirector** as your message redirection option. See "Set up for email using a computer" 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.

### **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 your computer and unplug any charging accessories from the electrical outlet before cleaning.

**Note:** See the *Safety and Product Information Booklet* 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 BlackBerry 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 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.

### **Why do some programs not appear on the Home screen?**

Verify that your device is connected to the wireless network. Some programs, such as browser programs, might not appear on your device until it has successfully connected to the wireless network. See "Connect to the wireless network" on page 6 for more information.

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

## BlackBerry Internet Service - frequently asked questions

### How do I change or update the device I want to use with the BlackBerry Internet Service?

The BlackBerry Internet Service is linked to your particular device. If you switch devices, you can log in to the BlackBerry Internet Service web site to update the device PIN that is associated with the BlackBerry Internet Service. See "Log in using a computer" on page 11 for more information. See the *BlackBerry Internet Service Online Help* or contact your wireless service provider for more information about changing or updating your device.

### Why can I not add a supported email address?

Verify that the email account that is associated with the email address that you want to add supports POP3 or IMAP4. Contact your email provider for more information about the address types that you can add. See the *BlackBerry Internet Service Online Help* for more information about adding supported email addresses.

### When I add a supported email address, how does it work with the BlackBerry Internet Service?

When you add a supported email address to the BlackBerry Internet Service, a link is established between the BlackBerry Internet Service and the email account that is associated with the email address you have added. This link enables you to send and receive email messages from your BlackBerry device using the email address that you have added. Email messages continue to be delivered to the original email account as they were before you added the email address to the BlackBerry Internet Service. You also see email messages from the address that you have added in the message list on your BlackBerry device. Email messages that you read, file, or delete on your BlackBerry device should be marked as read, filed, or deleted automatically in your email

account. Changes that you make to email messages in your email account are not reflected on your BlackBerry device. If you have a Microsoft Exchange or IBM Lotus Domino work email account, or an IMAP personal email account, email messages that you send from the BlackBerry device are copied to the Sent Items folder in your email account. Likewise, email messages that you delete are copied to the Deleted Items folder.

**Note:** Depending on your email account type or mail implementation, wireless email reconciliation might not be available for your BlackBerry device.

To synchronize personal information management (PIM) data such as contacts, tasks, and appointments, you must install the BlackBerry Desktop Software. See "Install the BlackBerry Desktop Software" on page 12 for more information.

**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?

## Typing tutorial

Use the typing tutorial to learn important typing tips! The tutorial appears automatically the first time that you turn on your device. Click **Help > Typing Tutorial** to restart the tutorial at any time.

## User guide

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