BlackBerry Wireless Handheld

Software Version 2.6

Installation and Getting Started Guide

BlackBerry Wireless Handheld Software Version 2.6 Installation and Getting Started Guide
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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 might 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, might 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.
- 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

The RIM 850 Wireless Handheld™ complies with Industry Canada RSS 119, under certification number 2503 195 366A.

IC 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.

The RIM 857 Wireless Handheld™ complies with Industry Canada RSS 119, under certification number 2503 195 634A.

IC 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.

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Important safety information

Please read these safety instructions and the operation instructions provided in this manual and the *Handheld User Guide* before operating the handheld or its cradle. Retain these instructions for future use.

Remember to follow any special regulations governing the use of the handheld and always switch it off in areas where radio devices are forbidden, or when it might cause interference or danger. Any safety laws and regulations pertaining to the use of cell phones and two-way radios will likely apply to your use of the handheld. We encourage you to follow such laws and regulations at all times. In particular, please observe all restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants, where blasting operations are in progress or in any other area in which restrictions on radio transmissions are imposed.

The handheld is not an FAA-approved electronic device for use on aircraft. Switch off the handheld when in an aircraft. The effect of the use of the handheld in an aircraft is unknown. Such use might affect aircraft instrumentation, communication and performance, might disrupt the network, and might be illegal.

Operation of any radio transmitting equipment, including the handheld, might interfere with the functionality of inadequately protected medical devices, including pacemakers. Consult a physician or the manufacturer of the medical device if you have any questions. Additionally, while most modern equipment is adequately shielded from radio signals such that your handheld will not interfere with the operation of such equipment, certain electronic equipment, including automotive systems, might not be shielded against the radio signals from your handheld. You should check with the manufacturer of your motor vehicle or the manufacturer's representative to determine whether the use of the handheld will present any safety issues.

Note that the Auto On/Off feature on the handheld does not affect radio operation, and the radio remains on even when the handheld has been turned off by the Auto On/Off feature. Before entering an area where radio devices are forbidden or might otherwise disrupt the operation of other equipment, verify that the radio has been turned off by turning on your handheld and manually turning off the radio in the Home screen.

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 the cradle as a means of storing your handheld while in a vehicle.

Warning: Do not use any cradle or any other accessory or attachment that is not manufactured by RIM or supplied by RIM or an authorized RIM accessories supplier. Use of any accessory or attachment that is not supplied or approved for use by RIM in conjunction with the handheld is not permitted as it might cause hazards.

Do not place the handheld or its charging cradle on any unstable surface, such as a cart, stand, tripod, bracket, or table. It might fall, causing serious injury to a child or adult, and serious damage to the handheld.

Use only those battery types specified in this *Installation and Getting Started Guide*. The use of any other batteries might disable the handheld and might be dangerous.Use proper care when disposing of your handheld. As the unit contains a lithium ion cell, neither the handheld nor the lithium ion cell (nor the external battery) should be disposed of in fire. Dispose of the handheld containing the lithium ion cell in accordance with the laws and regulations in your area governing disposal of such cell types. Similarly, dispose of external batteries in a responsible manner. Contact RIM if you have any questions concerning disposal of the handheld, the lithium ion cell, or the external battery.

The handheld should be operated only from the type of power source indicated on the marking label. Refer to the operating instructions in this guide for more information on the battery and power supply. Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the handheld or its cradle. Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.

Never push objects of any kind into the handheld or its cradle through openings as they might short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the handheld or cradle. Do not use the handheld or cradle near water (for example near a bathtub, or a sink, in a wet basement, near a swimming pool, etc.). The handheld and its cradle should be situated away from heat sources, such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

RIM 850 Wireless Handheld

RIM recommends that you use only single-use alkaline (AA) or rechargeable NiMH batteries in this unit. There is a list in this guide of recommended brands of rechargeable NiMH batteries. The use of any other battery might disable the handheld and might be dangerous. For added protection during a lightning storm, or when the handheld and charging cradle are left unattended and unused for long periods of time, unplug the charging cradle from the wall. This will prevent damage to the handheld due to lightning or power-line surges. Only plug in the charging cradle AC wall adapter if you are going to use the recharging feature.

Unplug the charging cradle from the wall and refer the handheld and charging cradle for service to qualified service personnel if:

- the power supply cord or plug is damaged
- liquid has been spilled or objects have fallen into the handheld or charging cradle
- the handheld or charging cradle has been exposed to rain or water
- the handheld or charging cradle has been dropped or damaged in any way
- the handheld or charging cradle does not operate normally by following the instructions contained in this manual
- the handheld or charging cradle exhibits a distinct change in performance.

Unplug the cradle before cleaning. Do not use liquid or aerosol cleaners. Rather, use a damp cloth to clean the unit.

Warning: To reduce the risk of fire or electric shock, do not expose the handheld or cradle to rain or moisture.

Adjust only those controls that are covered in this manual. An improper adjustment of other controls might result in damage and will often require extensive work by a qualified technician to restore the handheld or cradle to its normal operation.

Failure to observe all these instructions will void the Limited Warranty, and might lead to suspension or denial of services to the offender, or legal action, or both

RIM 857 Wireless Handheld

Read these instructions. Keep these instructions. Heed all warnings. Follow all instructions.

Do not use this apparatus near water. Clean only with a dry cloth.

Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as when the power-supply cord or plug has been damaged, liquid has been spilled or objects have fallen into the apparatus, it has been exposed to rain or moisture, does not operate normally, or has been dropped.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

Adjust only those controls that are covered in this manual. An improper adjustment of other controls might result in damage and will often require extensive work by a qualified technician to restore the handheld or charging cradle to its normal operation.

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

Welcome to your wireless solution

BlackBerry™ is an end-to-end wireless solution that integrates with your email account, providing a wireless extension of your email mailbox. It is a totally integrated package that includes advanced wireless handhelds, desktop tools, enterprise server software, and airtime on a wireless data network.

The BlackBerry handheld includes advanced wireless technology. It has an optimized keyboard, thumb-operated trackwheel, easy-to-use backlit screen, intuitive menu-driven interface, and integrated email and organizer software.

The following applications are available with your handheld:

- **Messages**: Manage email messages, short message service (SMS) messages, and peer-to-peer messages (also known as PIN messages).
- **Compose**: Create and send email, SMS, and personal identification number (PIN) messages.

- **Saved Messages**: Store messages for future viewing.
- **Search Messages**: Locate messages with the search tool.
- **Calculator**: Perform basic mathematical operations.
- **Address Book**: Store your personal directory of contact information.
- **Calendar**: Add, edit, and delete appointments using Day, Agenda, Week, or Month view. Enable wireless calendar synchronization.
- **Alarm**: Set the alarm on your handheld to sound every day or only on weekdays.
- **Profiles:** Customize how the handheld notifies you of messages, appointments, tasks, pages, and alarms.
- **MemoPad**: Add, edit, and delete memos.
- **Tasks**: Add, edit, and delete tasks, and mark tasks as complete.
- **BlackBerry Browser:** Browse and save web pages and view web page addresses.
- **Printer Manager:** Send messages and file attachments to a remote printer and set printer options. (This is an optional application. Refer to the online *Handheld User Guide* for more information.)
- **Options**: Customize the handheld's configurable options.
- **Lock**: Lock your handheld with a password. You must type your password to use the handheld again. The **Keyboard Lock** icon changes to the **Lock** icon after you set a password.
- **Turn Wireless Off / Turn Wireless On**: Turn on and turn off your handheld radio.

- **Turn Power Off**: Turn off your handheld at night or on weekends. Turn off your handheld during air travel or to conserve battery power.

Note: Some applications might not be available for your handheld. Contact your system administrator for more information on available services.

Understanding your BlackBerry solution

You can integrate your handheld with different environments, based on the email account that you are using.

Integration with new handheld email account

With this option, a new email account is provided for your handheld by your service provider. This new email account is a personal Internet-based email account that can be viewed using the BlackBerry Web Client.

You can continue to use the Application Loader, Backup and Restore, and Intellisync tools of the BlackBerry Desktop Software. Email redirection settings are configured on the BlackBerry Web Client web site. Consult your service provider's documentation for more information on this web site and your account.

Note: Depending on your service provider's plan or your integration option, some applications might not be available on your handheld. Contact your service provider for more information on available services.

Integration with an existing ISP email account

With this option, your handheld is integrated with your existing Internet service provider (ISP) email account. Contact your service provider for an email account on the BlackBerry Web Client.

You can continue to use the Application Loader, Backup and Restore, and Intellisync tools of the desktop software. Your email redirection settings are also configured on the BlackBerry Web Client.

Note: Depending on your service provider's plan or your integration option, some applications might not be available on your handheld. Contact your service provider for more information on available services.

Your ISP email account must support POP3 email redirection for you to take advantage of this integration option. Refer to the *BlackBerry Web Client Online Help* for more information.

Integration with enterprise email account

With this option, you can integrate your handheld with your enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector. Messages that are sent to your corporate email account are forwarded to your handheld, and the messages that you send from your handheld are sent from your regular corporate email account.

With this integration option, you can install the desktop software with either a Microsoft® Exchange or a Lotus® Domino™ email account. The BlackBerry Enterprise Server redirects email from your desktop to your handheld. Ask your system administrator whether your company has installed the BlackBerry Enterprise Server.

If you use a Microsoft Exchange email account and your company does not use the BlackBerry Enterprise Server, you can use the BlackBerry Desktop Redirector to forward messages to your

handheld. With the BlackBerry Desktop Redirector, your computer must remain turned on at all times and the desktop redirector program must be running for email messages to be sent to your handheld. If your company uses the BlackBerry Enterprise Server Software, you do not need to run the desktop redirector to forward your email messages.

You can use all the tools of the BlackBerry Desktop Software with this integration option. Email redirection settings are configured with the desktop software's Redirector Settings tool.

Using service books

You can use the same handheld to accommodate more than one integration option. Your handheld uses service books to enable or disable features between email accounts. If you integrate your handheld with an enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector, your handheld receives the **Desktop** service book. If you integrate your handheld with an email account using the BlackBerry Web Client and activate your account at your service provider's BlackBerry Web Client site, your handheld receives the **Web Client** service book.

Integration with enterprise email account

You can modify the name of the **Desktop** service book in the desktop software's Redirector Settings tool, on the **Advanced** tab. Refer to the *Redirector Settings Online Help* for more information on changing the name of your service book.

You can have more than one email service book on your handheld at a time. When you compose an email message, you can select the account from which to send it. Messages are routed through the email account that you select. Refer to the "Composing and sending messages" chapter of the online *Handheld User Guide* for more information.

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 view the service books on your handheld on the Service Book Options screen. (On the Home screen, click the **Options** icon. The Options screen appears. Click **Service Book Options** to open the Service Book Entries screen.) Depending on how you have integrated your handheld, the **Desktop** and **Web Client** service books are listed on this screen. Other service books might also appear, depending on the other applications that are enabled on your handheld.

Is this the correct guide for me?

This *Installation and Getting Started Guide* is the correct guide for you if you have little or no experience with operating a BlackBerry Wireless Handheld. This guide provides you with the steps that you must complete to set up your handheld.

Other documentation for your BlackBerry Wireless Handheld includes the following items:

- *Handheld User Guide* - This online guide contains information on the handheld and its applications, including information on using the keyboard, procedures for using the applications, and answers to frequently asked questions. To view the guide, in the desktop software, on the **Help** menu, click **Handheld User's Guide**. To view the Handheld User Guide, you must have Adobe Acrobat Reader version 4.0 or higher installed on your computer. To download your free copy of Acrobat, visit `www.adobe.com`.
- *Desktop Software Online Help* - Each tool in the desktop software offers online Help to guide you and answer your questions. To

view procedures for and information on the desktop software's tools, in any active window, click **Help**.

- *README.txt* - This text file contains information on the features of this version of the software. You can read this file at the end of the desktop software installation. If you want to read the file at a later time, you can open it from the directory in which you installed the desktop software.
- *Quick Reference Card* - This card provides shortcuts and tips for using your handheld.
- *BlackBerry Web Client Online Help* - If you integrate your handheld with an email account using the BlackBerry Web Client, you configure your email settings in the BlackBerry Web Client. For information on configuring and using the BlackBerry Web Client, in any BlackBerry Web Client window, click **Help**.

About this guide

This guide provides information for setting up your handheld.

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

Microsoft Exchange	Information appearing in this format, prefaced by **Microsoft Exchange**, pertains to handhelds that are set up with a Microsoft Exchange enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector. 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 appearing in this format, prefaced by **Lotus Domino**, pertains to handhelds that are set up with a Lotus Domino email account using the BlackBerry Enterprise Server. You have a Lotus Domino account if Lotus Notes® is 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 of the potential for data loss or damage to your handheld.

This guide describes the operating procedures and instructions for both the pager-sized handheld and the palm-sized handheld. Where procedures between the two handhelds differ, the following icons appear:

This icon indicates that the associated information or procedures pertain only to the pager-sized handheld.

This icon indicates that the associated information or procedures pertain only to the palm-sized handheld.

Throughout this guide, the graphics depicting keyboard keys and LCD screens show the palm-sized handheld. Where the LCD screen differs between the pager-sized handheld and the palm-sized handheld, both LCD screens are shown.

The handheld has two font size options: **Large Font** and **Small Font**. The screen depictions in this guide show the large font size option.

You can set the date and time on your handheld to a 12-hour or 24-hour clock. The screen depictions in this guide use the 12-hour clock.

About this release

This release of the BlackBerry Wireless Handheld contains the following new features:

- **Attachment Viewing:** Open file attachments in document or spreadsheet view.
- **Wireless Email Reconciliation:** Automatically reconcile messages between your desktop email program and your handheld.

Refer to the online *Handheld User Guide* for information on using these new features.

Contents of your package

Your package should contain the following items:

- handheld
- docking/charging cradle
- holster
- *BlackBerry Wireless Handheld Installation and Getting Started Guide*
- *Quick Reference Card*
- installation CD containing desktop software and online *Handheld User Guide*

If an item in this package is missing or is not working properly, contact your point of purchase.

System requirements

The following components are required to install the desktop software:

- Intel®-compatible 486 or higher computer with an available serial port
- Windows® 98, Windows Me, Windows 2000, Windows XP, or Windows NT 4.0 Service Pack 6 or later

Microsoft Exchange	Microsoft Exchange Client, Microsoft Outlook® 98, Microsoft Outlook 2000, Microsoft XP (Corporate or Workgroup Installation) with an email account on a Microsoft Exchange Server version 5.5 or 2000 that can receive email messages from the Internet.

Lotus Domino	Lotus Notes Client 4.6 or later, with an email account on a Lotus Domino Server version 4.6 or version 5.0 that can receive email messages from the Internet.
Integration with new or ISP email account	To set up your BlackBerry Web Client account, you must have access to the Internet. You must also have Netscape Navigator version 4.08, 4.58, or later patches, or Microsoft Internet Explorer version 5.01, 5.5, 6.0, or later patches. (You cannot use Netscape Navigator version 5.0.)

Note: To use the Intellisync™ tool of the BlackBerry Desktop Software, you must be running personal information management (PIM) software, such as Microsoft Outlook, Microsoft Exchange, or Microsoft Schedule+; ACT!®; Lotus Notes or Lotus Organizer®; GroupWise®; GoldMine®; or Netscape®.

Chapter 1
Getting started

This section provides information on the following topics:

- Before you begin
- Setting up your handheld
- Inserting the battery
- Charging your handheld
- Turning on and turning off your handheld
- Turning on and turning off the radio
- Registering with the network
- Installing the desktop software
- Adding handheld applications to the desktop software
- Connecting to the desktop software
- Loading handheld applications
- Integrating with an enterprise email account
- Integrating with a new or existing ISP email account
- Sending a test email message
- Reading your test email message
- Setting the date and time
- Using password protection

Before you begin

Before you use your handheld, you should familiarize yourself with some of its basic components.

Your handheld's keyboard contains standard alphabetic characters. To generate numbers, punctuation marks, and special characters, press the **Alt** key in combination with the alphabetic keys. To type, hold your handheld with both hands and use your thumbs to press the keys. Refer to "Using the keyboard and trackwheel" on page 61 for more information on the handheld's keys.

The trackwheel helps you navigate, view, and select items on each screen. To scroll through menu items or text, roll the trackwheel. To select applications and menu options, click (press) the trackwheel.

Setting up your handheld

Follow this checklist to set up your handheld.

- ❑ insert the battery (pager-sized handhelds)
- ❑ charge your handheld
- ❑ turn on the handheld
- ❑ turn on the handheld radio
- ❑ register with the network
- ❑ install the desktop software
- ❑ confirm the handheld-to-desktop connection

- add handheld applications to the desktop software (if required)
- load handheld applications

Your next step depends on your integration option.

Integration with enterprise email account	You must generate an encryption key and check your email redirection settings. Refer to "Integrating with an enterprise email account" on page 48 for more information.
Integration with new or ISP email account	You must activate your handheld on the BlackBerry Web Client account. Refer to “Integrating with a new or existing ISP email account” on page 49 for more information.

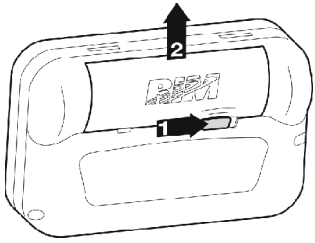
Inserting the battery

Your handheld is powered by an external AA alkaline or NiMH battery. Before you operate your handheld, familiarize yourself with proper battery use and care by reading the safety information in this guide. When you receive your pager-sized handheld, insert a new battery.

Note: If you choose to use an AA alkaline battery, you should unplug the power adapter before you insert the handheld into the charging cradle, so that the charging cradle does not attempt to charge the alkaline battery.

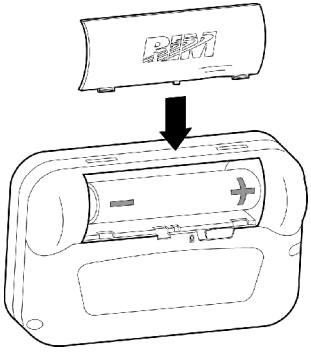
To insert the battery

1. On the back of your pager-sized handheld, remove the battery cover by sliding the lock to the right and pulling the cover up and off. (Remove the old battery if one is present.)



Sliding the lock and removing the battery cover

2. Insert a new battery. Make sure that the polarities [plus (+) and minus (-) signs] are aligned correctly. The handheld vibrates and beeps if the battery is not inserted properly.
3. Replace the battery cover by inserting the tabs on the bottom of the cover into the notches below the battery. Slide the lock to the left.



Replacing the battery cover

4. Click the trackwheel to turn on the handheld. The Home screen appears.

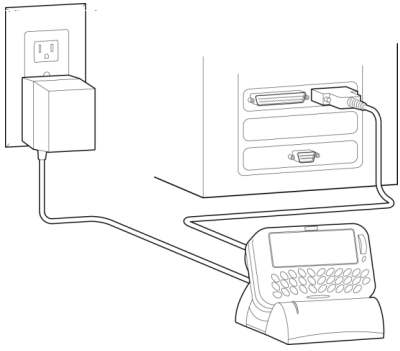
Charging your handheld

If you have a pager-sized handheld and you choose to operate it with a rechargeable NiMH battery, you must use the cradle to recharge the NiMH battery. Before you operate your handheld, familiarize yourself with proper battery use and care. Refer to "Important safety information" on page 7 for more information.

To connect the cradle to your computer

When you connect the cradle to your computer, use only the cradle provided by Research In Motion Limited for use with your handheld model.

1. Plug the serial port connector into an available COM port on your computer.
2. Plug the power adapter cord into an electrical outlet.



Connecting the pager-sized handheld to a computer

To charge the NiMH battery

1. Insert your handheld into the cradle by aligning the connector port on the bottom edge of the handheld with the connector prongs of the cradle and pressing the handheld firmly into place.
2. Allow your handheld to charge to full power before you use it. When your handheld is charging, the green LED on the cradle flashes and the battery power indicator (in the upper right corner of the Home screen) changes to a charging indicator. After your handheld is fully charged, the green LED stops flashing and the battery power indicator replaces the charging indicator.

Follow the procedure described above to recharge your handheld battery when necessary. A full charge can be achieved in eight hours or less.

Tips for charging your NiMH battery

To optimize battery life, follow these guidelines:

- Do not remove your handheld from the cradle when the LED is flashing.
- If you want to synchronize your handheld with your computer, insert your handheld into the cradle, complete the synchronization, and then remove the handheld from the cradle.
- Do not recharge your handheld battery if three or more bars appear beside the battery indicator in the upper right corner of the Home screen.

To remove your handheld from the cradle

To remove the pager-sized handheld from the cradle, brace the bottom of the cradle with one hand and gently pull the top of the handheld toward you.

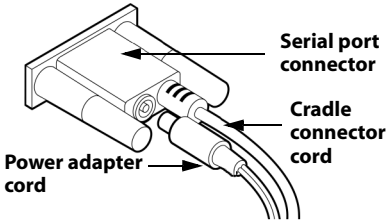
Charging your handheld

Your handheld is powered by a rechargeable, internal, lithium battery. Before operating your handheld, familiarize yourself with proper battery use and care by reading the safety information in this guide. Refer to "Important safety information" on page 7 for more information.

To connect the cradle to your computer

Before you charge your handheld, connect the cradle to your computer. When you connect your handheld to your computer, use only the cradle that is provided by Research In Motion Limited for use with your handheld model.

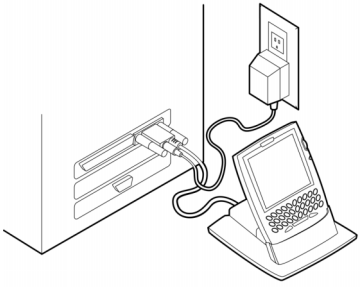
1. Connect the power adapter cord to the cradle's serial port connector.



Connecting the power adapter to the cradle's port connector

2. Plug the cradle cable into an available COM port on your computer.

3. Plug the power adapter cord into an electrical outlet.



Connecting the palm-sized handheld to a computer

To charge your handheld

Before you use your handheld, and whenever the battery is low, follow this procedure to charge the internal battery:

1. Insert your handheld into the cradle by aligning the connector port on the bottom edge of the handheld with the connector prongs of the cradle and pressing the handheld firmly into place.

2. Let your handheld charge to full power before you use it. When your handheld is charging, the battery power indicator (in the upper right corner of the Home screen) changes to a charging indicator. After your handheld is fully charged, the battery power indicator replaces the charging indicator.

Follow the procedure described above to recharge your handheld battery when necessary. Your handheld can be kept at a full charge if you insert it in the cradle every day for 10 to 15 minutes. From an empty battery, a full charge can be achieved in approximately three to four hours. You do not need to drain the battery completely before you recharge it.

Note: If the handheld battery becomes too low, the battery icon is replaced by **LOW**, which indicates that you should recharge your handheld.

To remove the handheld from the cradle

To remove your palm-sized handheld from the cradle, brace the bottom of the cradle and gently pull the handheld up and out of the cradle with the other hand.

Turning on and turning off your handheld

To turn on your handheld, click (press) the trackwheel.

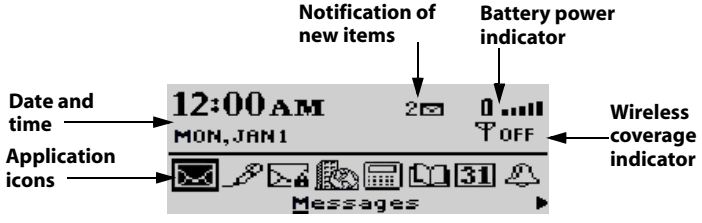
To turn off your handheld, on the Home screen, click the **Turn Power Off** icon.

To turn on your handheld, press the silver key.

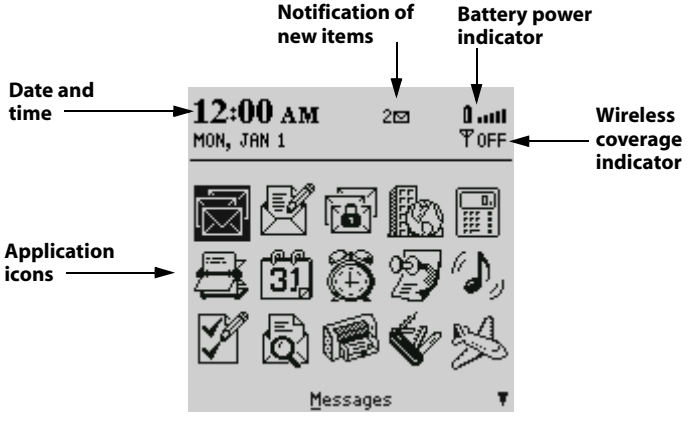
To turn off your handheld, press and hold the silver key. On the Home screen, you can also click the **Turn Power Off** icon.

Note: If you turn off your handheld using the silver key (palm-sized handheld only) or the **Turn Power Off** icon on the Home screen, Calendar reminders, Task reminders, and Alarm notifications do not turn on the handheld. Set the Auto On/Off feature if you want Calendar and Task reminders or Alarm notifications to turn on the handheld. Refer to "Configuring handheld options" on page 76 for more information.

When you turn on your handheld, the Home screen appears. This screen is your starting point for using your handheld applications. It displays the date and time, the current signal strength, the battery level of your handheld, and the application icons. The Home screen also displays notification of any new items, reminders, or alarms. Use the trackwheel to scroll through the application icons. The name of each application appears at the bottom of the screen. To open an application, scroll to the appropriate icon and click the trackwheel.



Home screen - pager-sized handheld



Home screen - palm-sized handheld

When you first turn on your handheld, several messages appear on the Messages screen that introduce you to your handheld and some of its basic features.

Turning on and turning off the radio

When you first receive your handheld, the wireless radio might be turned off. You must turn on the radio before you can send and receive messages or use the Browser application.

On the Home screen, click the **Turn Wireless On** icon.

Home screen - Turn Wireless On icon

The **Turn Wireless On** icon is represented by an antenna, but when you click the icon, the application name changes to **Turn Wireless Off** and the icon changes to an airplane. The airplane icon is a reminder to turn off your handheld radio when you are on an airplane, in a hospital, or in any place where your handheld might interfere with other radio transmissions and frequencies.

Note: You should turn off your handheld radio if you are going to be out of a wireless coverage area for an extended period of time. Turning off the radio conserves battery life.

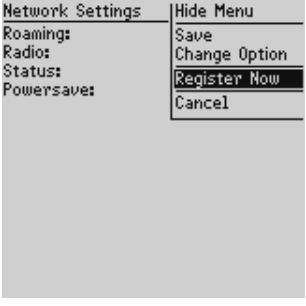
Registering with the network

If your handheld is activated on the network and you turn on the wireless radio, a registration message should arrive. If a registration message does not arrive, check the wireless coverage indicator on the Home screen to verify that you are in an area of sufficient wireless coverage. You can receive email messages if one or more bars appear beside the wireless coverage indicator in the upper right corner of the Home screen.

If you are in a wireless coverage area and you have not received a registration message, register your handheld manually.

To register with the network manually

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **Network Settings**. The Network Settings screen appears.
3. Verify that the **Roaming** field is set to your country (**U.S.** or **Canada**) and that the **Radio** field is set to **On**. Verify that the **Status** field is set to **Active**.
4. Click the trackwheel to view the menu. Click **Register Now.** A message confirms that the registration message was sent.



Network Settings screen menu - Register Now item

If you are in an area of sufficient wireless coverage, the registration message should arrive within a few seconds.

Note: On the Network Settings screen, if the **Status** field is not set to **Active**, contact your point of purchase for customer support.

You might need to register your handheld after you load new applications using the desktop software's Application Loader tool. Refer to the *Application Loader Online Help* for more information.

Installing the desktop software

You must install the desktop software to use the desktop software tools.

Microsoft Exchange

One of the Setup windows prompts you to select the method of email redirection: either the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector. If you are unsure of the method you use to redirect email messages from your Inbox to your handheld, ask your system administrator for this information before you begin the installation.

To install the desktop software

1. Insert the *BlackBerry Desktop Software* installation CD into your CD-ROM drive.
2. On the Windows taskbar, click **Start**. Click **Run**. The Run window appears.
3. In the **Open** field, type **d:\setup.exe** where **d** is the name of your CD-ROM drive. Press **Enter**.
4. The Choose Setup Language dialog box might appear. Select your language and click **OK**. The Welcome window appears.
5. Click **Next** to begin the installation. The Country or Region Selection window appears.
6. Select your country and click **Next**. The License Agreement window appears. Read the License Agreement carefully and, if you accept its terms, click **Yes**. The Customer Information window appears.
7. In the **User Name** and **Company Name** fields, type your name and your company's name. Click **Next**. The Email Integration Options window appears.
8. Select the integration option that you want to apply to this installation of the desktop software.

Note: If you have both an enterprise email account and a new or existing ISP email account, you can configure your handheld to support both accounts (using multiple service books). To use multiple service books, integrate the desktop software with your enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector. After you complete the setup for your enterprise email account, activate your handheld on the BlackBerry Web Client.

9. Click **Next**.

Integration with enterprise email account The Select Email System window appears. Continue the installation as described below.

Integration with new or ISP email account The Choose Destination Location window appears. Proceed to step 11 to continue the installation.

10. Select the email system that you use (either **Microsoft Exchange** or **Lotus Domino**). Click **Next**. The Choose Destination Location window appears.

Microsoft Exchange If you select Microsoft Exchange, the Email Redirection window appears before the Choose Destination Location window appears. In this window, select the method of email redirection that you use: **Redirect email using the BlackBerry Enterprise Server** or **Redirect email using the BlackBerry Desktop Redirector**. Ask your system administrator which redirection method your company uses to redirect your email messages to your handheld. After you select the method of email redirection, click **Next**. The Choose Destination Location window appears.

11. Click **Next** to accept the default location for the desktop software. (If you want to change this location, click **Browse** and select a new location.) The Select Program Folder window appears.

12. Click **Next** to accept the default folder name for the desktop software. (If you want to change this name, select a different folder from the list or, in the **Program Folders** field, type a new name.) The Shortcut Installation Options window might appear.

Note: The Shortcut Installation Options window appears if your operating system is Windows XP, 2000, or NT, but it might not appear if your operating system is Windows 98 or Me.

13. Select whether you want your BlackBerry Desktop Software shortcuts to be available to anyone who logs in to your computer or to only you. Select the check boxes beside any additional shortcut options that you want installed on your computer. Click **Next**.
14. The desktop software is installed on your computer. When setup is complete, you can open the `README.txt` file and run the desktop software immediately. Click **Finish** to close the window.

Depending on how your system administrator configured your desktop software installation, you might need to add handheld applications to the desktop software before you load applications onto your handheld. Contact your system administrator or service provider for this information. Refer to "Adding handheld applications to the desktop software" on page 42 for more information.

If your system administrator configured the desktop software installation and added handheld applications to the desktop software, you can load applications onto your handheld, but you do not need to add applications to the desktop software. Refer to "Loading handheld applications" on page 46 for more information.

Adding handheld applications to the desktop software

After you install the desktop software, you might need to add handheld applications to the desktop software manually to complete one of the following actions:

- upgrade your handheld
- add third-party applications to your handheld

Note: To add handheld applications to the desktop software, your desktop software must be version 3.6 or later.

You are solely responsible for the selection, implementation and performance of any third party applications that you use with the desktop software or the handheld. Research In Motion Limited does not in any way endorse or guarantee the security, compatibility, performance or trustworthiness of any third party application, and shall have no liability to you or any third party for issues arising from such third party applications.

To verify whether handheld applications have been added to your desktop software

You can verify whether handheld applications have been added.

1. On the Windows taskbar, click **Start**. Select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.
2. On the **Help** menu, click **About Desktop Manager**. The About Desktop Manager screen appears.
3. Click the **Handheld Software** tab. A screen appears and displays installed handheld application software.
   - If the screen is blank, no handheld applications have been added to your desktop software. You must add handheld applications to the desktop software before you can load them onto your handheld. Refer to "To add handheld applications to your desktop software" on page 44 for more information.
   - If the screen displays the name of your handheld, applications have already been added to your desktop software. You can load applications using the Application

Loader tool. Refer to "Loading handheld applications" on page 46 for more information.

To add handheld applications to your desktop software

Depending on your service provider, you can download the latest handheld applications from your service provider web site. Contact your system administrator or service provider for more information.

Note: You are solely responsible for verifying that the handheld applications that you download are appropriate for, and compatible with, your handheld.

1. Close the BlackBerry Desktop Manager window.
2. Download the handheld applications that you want to add to your desktop software.
3. Double-click the file that you downloaded.
4. The Choose Setup Language dialog box might appear. Select your language and click **OK**. The Welcome window appears.
5. Click **Next**. The handheld applications are added to your desktop software.
6. Click **Finish**.

You can now connect the handheld to your computer, start the desktop software, and use the Application Loader tool to load applications onto your handheld. Refer to "Loading handheld applications" on page 46 for more information.

Connecting to the desktop software

To use the desktop software, your handheld must be connected to your computer.

To confirm the handheld-to-desktop software connection

1. Connect the serial port cable to an available serial port on your computer.
2. Secure the handheld in the cradle by inserting the connector port on the bottom edge of the handheld into the connector prongs of the cradle.
3. Start the desktop software: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.

Note: If you enable a password on your handheld, you must type it on your computer before you can connect to the desktop software.

4. In the desktop manager, on the **Options** menu, click **Connection Settings**. The Connection Settings window appears.
5. Click **Detect**. A warning dialog box prompts you to verify that your handheld is connected properly.
6. Click **OK**. The software notifies you when the handheld has been detected.

Note: A dialog box with the message **Handheld not found** appears on your computer if the desktop software cannot detect your handheld on a serial port. If your handheld and cradle are connected securely, verify that no other devices are sharing the serial port, such as a PC card. Verify that no other connectivity software is running on your computer, and that you are not using the same port as your mouse.

7. Click **OK** to close the Connection Settings window.

If the connection is successful, the desktop manager displays your handheld PIN and current handheld connection status (now **Connected**) in the status bar at the bottom of the window. Refer to the *Desktop Manager Online Help* for more information on connecting your handheld to your computer.

Loading handheld applications

Use the Application Loader tool to load applications onto your handheld.

To load handheld applications

1. Connect your handheld to your computer.

Note: If you enable a password on your handheld, you must type it on your computer before you can connect to the desktop software.

2. Start the desktop software: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.

Note: If the software on your handheld is not current, the Application Updates Available dialog box appears. To update your handheld software, click **Update Now**. The Application Loader Wizard appears.

If you are unsure about the status of your handheld software or your computer software, click **Cancel**. If you click **Cancel**, the Application Updates Available dialog box appears each time you start the desktop software.

3. Double-click the **Application Loader** icon. The Welcome to the Application Loader window appears.

Note: If a message indicates that no system software is available for your handheld, you have not added handheld applications to the desktop software. You must add handheld applications to your desktop software before you use the Application Loader tool. Refer to "Adding handheld applications to the desktop software" on page 42 for more information.

4. Click **Next**. The desktop software reads the handheld's configuration, and depending on your handheld, the LCD screen displays **Loader activity** or an icon. At the same time, the Handheld Application Selection window appears on your computer.
5. Select the check boxes beside the applications that you want to load.
6. Click **Next**. A summary window displays the actions that will occur during the loading process.
7. Click **Finish**. If necessary, the Application Loader tool backs up your handheld's data and loads the applications onto your handheld.

Warning: Do not disconnect your handheld from your computer until the loading process is complete. If the loading process is interrupted, your handheld applications might not load correctly. If an interruption occurs, you must repeat the loading process.

8. When the loading process is complete, the Application Loader indicates whether or not the process was successful. Click **Close**.

After the loading process is complete, you might need to turn on your handheld radio to send and receive email messages. Refer to "Turning on and turning off the radio" on page 37 for more information.

Integrating with an enterprise email account

If you have integrated your handheld with an enterprise email account using the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector, follow these steps to continue configuring your handheld.

- ☐ generate an encryption key
- ☐ check email redirection settings

Generating an encryption key

The first time that you connect your handheld to your computer, a dialog box prompts you to generate an encryption key by moving your mouse.

If you reinstall or update the desktop software, you are not prompted to generate a new key. You should generate a new encryption key every month for security purposes. Refer to the *Redirector Settings Online Help* for more information on generating encryption keys.

Redirecting email

After you generate an encryption key, you can send and receive email messages. Your company's BlackBerry Enterprise Server Software redirects email messages from your enterprise email account to your handheld. Verify that your system administrator has enabled your handheld on the BlackBerry Enterprise Server.

Microsoft Exchange

If you are using your handheld with a Microsoft Exchange corporate email account and your company is not using the BlackBerry Enterprise Server Software, you must use the BlackBerry Desktop Redirector to forward email messages to your handheld. Start the desktop redirector: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > BlackBerry Desktop Redirector**. You must keep your computer turned on with the desktop redirector program running to receive email messages on your handheld.

Ask your system administrator whether your company is using the BlackBerry Enterprise Server Software to redirect your email. You do not need to run the BlackBerry Desktop Redirector if your handheld is enabled on the BlackBerry Enterprise Server.

Integrating with a new or existing ISP email account

If you have integrated your handheld with a new or existing ISP email account or an enterprise email account using the BlackBerry Web Client, you must activate your account to send and receive email messages.

Activating your account

Consult your service provider's documentation for more information on activating your BlackBerry Web Client account.

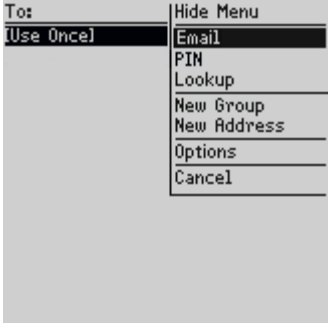
For details on how to perform any of the functions on the BlackBerry Web Client web site, click **Help** on any of the site's web pages.

Sending a test email message

After you configure your handheld, you are ready to send and receive email messages.

To send a test email message

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



To screen menu - Email item

4. Type the email address that is associated with your handheld.
5. Click the trackwheel to view the menu. Click **Continue**.
6. Type a subject in the **Subject** field and press the **Enter** key.

7. Compose your message.
8. Click the trackwheel to view the menu. Click **Send**.

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

Note: If you are not within an area of sufficient wireless coverage, you do not need to cancel your message. The handheld automatically sends the message after you return to an area of sufficient wireless coverage.

Reading your test email message

When you receive your test email message, complete the following procedure:

To open a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the test message. Click the trackwheel to view the menu. Click **Open**. The new message appears on your screen. If necessary, scroll down to read the entire message.
3. To return to the Messages screen, click the trackwheel to view the menu. Click **Close**.

Tip: To open a message quickly, on the Messages screen, select the message and double-click the trackwheel.

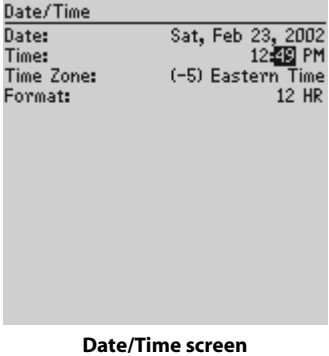
Setting the date and time

After you have sent and received your first wireless email message, you should set your handheld's date and time so that messages appear with the correct time stamp.

Tip: You can also set the date and time using the desktop software's Intellisync tool. Refer to the *Intellisync Online Help* for more information.

To set the date and time

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **Date/Time**. The Date/Time screen appears.
3. In the fields that you want to set, press the **Space** key until the preferred option appears.



Date/Time screen

4. Click the trackwheel to view the menu. Click **Save**.

You return to the Device Options screen.

Tip: The date and time option is one of many options that you can configure on your handheld. Refer to the online *Handheld User Guide* for more information on customizing your handheld options.

Date/Time fields

The Date/Time screen contains the following fields:

Date: Set the current date.

Time: Set the current time.

Time Zone: Select your time zone. Your handheld automatically adjusts the time according to the time zone.

Format: Select a 12-hour or 24-hour clock.

Using password protection

Set a password for your handheld to provide greater security. If your handheld is idle for a specified amount of time, you must type your password to use it again. You can also activate the Lock screen manually by clicking the **Lock** icon on the Home screen. (The Lock icon appears only after you have enabled a password.) You should lock your handheld if you leave it unattended.

If you do not want the Lock screen to appear, you must disable your password.

Lock screen

If you have typed information on the Owner Information screen of the **Options** application, it appears on the Lock screen. You should include your contact information in the event that your handheld is lost.

Integration with enterprise email account

Depending on how your system administrator has configured your IT policy settings, the owner information might be set for your handheld already. Refer to the online *Handheld User Guide* for more information on IT policy.

To enable password protection

You should set a password so that no one can use your handheld without knowing the password.

Integration with enterprise email account

Depending on how your system administrator has configured your IT policy settings, a password might be set for your handheld. If it is not already set, your password might need to be longer than four characters. Refer to the online *Handheld User Guide* for more information on IT policy.

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

2. Click **Security**. The Security screen appears.
3. In the **Password** field, press the **Space** key to enable the password. A dialog box prompts you to type a password with at least four characters.
4. Type a password. Click the trackwheel. Type your password again to verify it.

Security screen - Verify New Password dialog box

5. In the **Security Timeout** field, press the **Space** key to set how much idle time should pass before the Lock screen appears.
6. Click the trackwheel to view the menu. Click **Save**.

You return to the Device Options screen.

To lock the handheld

After you enable your password on the Security screen, you can lock your handheld at any time. A key icon (for pager-sized handhelds) or a lock icon (for palm-sized handhelds) appears on the Home screen.

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

To unlock the handheld

When the Lock screen is visible, you must unlock your handheld before you can connect it to the desktop software and before you can open the Security screen. 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, type the first letter of your password. The Enter password dialog box appears.
2. Type the remaining letters of your password. Click the trackwheel to resume using the handheld.

Warning: If you type your password incorrectly five times, you are prompted to type **blackberry** before you can continue. For any subsequent password attempts, the characters that you type are displayed in the Enter Password dialog box.

If you type your password incorrectly eight times, you are prompted to type **blackberry** again before you can continue.

If you type your password incorrectly ten times, all information is erased from your handheld for security reasons. To operate your handheld again, connect your handheld to your computer while the desktop software is running, and open the Application Loader tool. Before you reload applications onto your handheld, in the Handheld Data Preservation window, select the **Erase all application data** check box. Refer to the *Application Loader Online Help* for more information on the loading process.

To change your password

Changing your password provides greater security.

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **Security**. A dialog box prompts you to type your password.

3. Type your password. Click the trackwheel. The Security screen appears.
4. Click the trackwheel to view the menu. Click **Change Password**. A dialog box appears.

Security screen menu - Change Password item

5. Type a new password with at least four characters. Click the trackwheel. You must type your new password again to verify it.
6. Click the trackwheel to view the menu. Click **Save**.

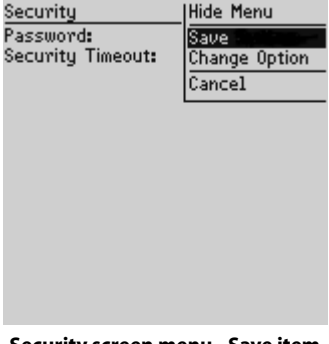
You return to the Device Options screen and your password is changed.

To disable the password

If you disable your password, the Lock screen no longer appears. You do not need to type your password to open the Security screen or to connect your handheld to your desktop.

Note: Depending on how your system administrator has configured your IT policy settings, you might not be able to disable your password. Refer to the online *Handheld User Guide* for more information on IT policy.

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **Security**. A dialog box prompts you to type your password.
3. Type your password. Click the trackwheel. The Security screen appears.
4. In the **Password** field, press the **Space** key to change the field to **Disable**.
5. Click the trackwheel to view the menu. Click **Save**.



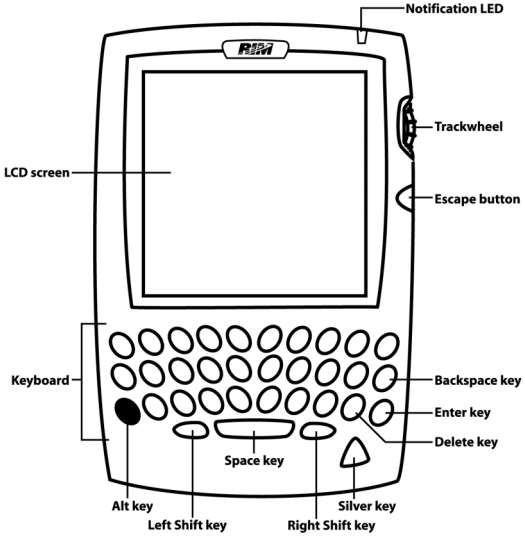
Security screen menu - Save item

You return to the Device Options screen and the password is disabled.

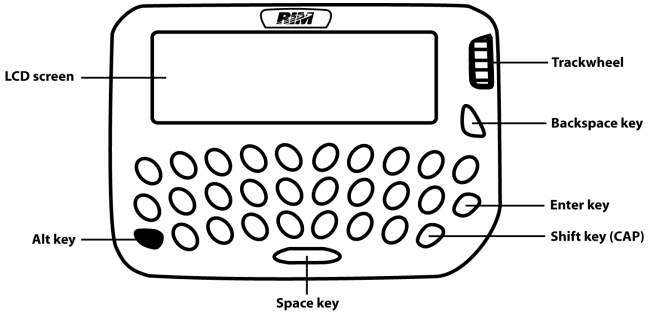
Chapter 2
Getting to know your handheld

This section provides information on the following topics:

- Using the keyboard and trackwheel
- Activating backlighting
- Navigating the applications
- Additional components
- Configuring handheld options
- Tips for getting to know your handheld



Palm-sized handheld



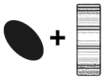
Pager-sized handheld

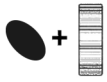
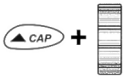
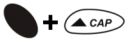
Using the keyboard and trackwheel

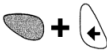
Your handheld's keyboard contains standard alphabetic characters. To generate numbers, punctuation marks, and special characters, press the **Alt** key in combination with the alphabetic keys. The trackwheel helps you navigate, view, and select items on each screen. To scroll through menu items or text, roll the trackwheel. To select applications and menu options, click (press) the trackwheel.

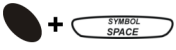
The following chart describes special keyboard and trackwheel combinations that can help you navigate applications, type text, and configure options on your handheld.

Key	Function	
Trackwheel		**Turning on the power** Click (press) the trackwheel to turn on the pager-sized handheld.
Power button		**Turning on/off the power** Press the **Power** button once to turn on the handheld. Hold the **Power** button to turn off the handheld.
Power button **Alt** key	 	**Activating backlighting** When your handheld is on, press the **Power** button to activate backlighting. Press it again to turn off backlighting. Backlighting turns off automatically if you do not press any keys for 20 seconds. Press the **Alt** key three times to activate backlighting. Backlighting turns off automatically if you do not press any keys or roll the trackwheel for 10 seconds.

Key		Function
 Trackwheel		**Scrolling and selecting** Roll the trackwheel to scroll up and down through screen lines, fields, and menu items. Click (press) the trackwheel to open menus and select options.
		Scrolling through special characters When you are composing a message or typing text, hold a letter key and roll the trackwheel to scroll through letters with accents, equation symbols, and other characters. When the desired character, symbol, or mark appears, release the letter.
 Alt key		**Typing Alt characters** The **Alt** key activates the numbers and symbols that are printed on the keys in the alternate color above the letters. Press the **Alt** key once to affect the next character that you type. Hold the **Alt** key while you type to affect all characters. An **A** icon appears in the upper right corner of your screen when the **Alt** key is active.
 **Alt** key + roll the trackwheel		**Scrolling horizontally and changing options** On the palm-sized handheld Home screen, hold the **Alt** key and roll the trackwheel to move the cursor vertically. Hold the **Alt** key and roll the trackwheel to move the cursor horizontally across lines of text. Hold the **Alt** key and roll the trackwheel to scroll through field options.

Key		Function
 **Alt** key + click		**Selecting items for cut, copy, paste; hiding and moving icons on the Home screen** On any screen on which you can type text, hold the **Alt** key and click the trackwheel to enter selection mode. Roll the trackwheel to select text. On the Home screen, hold the **Alt** key and click the trackwheel to view the menu. Click **Move Icon** or **Hide Icon**.
Right Shift key **Left Shift** key (only on palm-sized handheld)		**Capitalizing letters** Press the **Shift** key to capitalize the next letter that you type. Hold the **Shift** key while you type to capitalize all letters. Hold a letter to capitalize it. This feature only works when **Key Rate** is set to **Slow** or **Fast** on the Screen/Keyboard screen. An up arrow appears in the upper right corner of your screen when a **Shift** key is active.
 **Shift** + scroll		**Selecting multiple items in a list** Hold the **Shift** key and roll the trackwheel to select multiple items in a list.
 **Alt** key + **Shift**		**Activating CAP lock** Press the **Alt** key **+** the **Shift** key to activate CAP-lock mode. Any key that you press is capitalized. Press the **Shift** key again to return to regular mode. An up arrow appears in the upper right corner of your screen when CAP-lock mode is active.

Key	Function	
 Shift key (**CAP**) + **Alt** key **Alt** key + **Shift** key (**NUM**)	 	**Activating NUM-lock** For the pager-sized handheld, press the **Shift** key (CAP) **+** the **Alt** key to activate NUM-lock mode. For the palm-sized handheld, press the **Alt** key **+** the **Shift** key (NUM) to activate NUM-lock mode. Press the **Alt** key or either **Shift** key again to return to regular mode. An **N** appears in the upper right corner of your screen when NUM-lock mode is active.
 Enterkey		**Inserting carriage returns; choosing selected items** Press the **Enter** key to move your cursor to a new line. Press the **Enter** key to choose a selected item.
 Backspace key		**Deleting previous characters** Press the **Backspace** key to move the cursor backward and delete characters to the left of the cursor.
 **Alt** key **+** **Backspace** key		**Deleting selected characters; deleting messages** Press the **Alt** key **+** the **Backspace** key to delete a selected character. Press the **Alt** key **+** the **Backspace** key to delete a selected item on the Messages, Address Book, Calendar, or Tasks screen.
 Delete key		**Deleting characters to the right of the cursor; deleting messages** Press the **Delete** key to erase characters to the right of the cursor. With one or more characters selected, press the **Delete** key to delete those characters. Press the **Delete** key to delete a selected message on the Messages screen.

Key	Function	
Escape button		**Closing screens/menus** Press the **Escape** button to close a menu. Press the **Escape** button to return to the Home screen. Press the **Escape** button to cancel the previous action.
Backspace key		**Closing screens/menus** Press the **Backspace** key to hide (close) a menu. Press the **Backspace** key to return to the Home screen. Press the **Backspace** key to cancel an action.
Space key		**Inserting a space; scrolling through field options** Press the **Space** key to insert a space between characters when you type. Press the **Space** key to insert an at sign (@) or period (.) in **Email** fields. Press the **Space** key to move between field options.
 **Alt** key + **Space** key		**Opening the symbols library for extra characters** Press the **Alt** key **+** the **Space** 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.

Activating backlighting

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

To activate backlighting, press the **Alt** key three times. If you do not press any keys or use the trackwheel for 10 seconds, the backlighting turns off automatically.

To activate backlighting, press the silver key once. If you do not press any keys or use the trackwheel for 20 seconds, the backlighting turns off automatically.

To turn the backlighting off manually, press the silver key again.

Navigating the applications

The LCD screen provides access to your handheld applications. When you turn on your handheld, the Home screen appears. From this screen, you can open each of the application screens. On each application screen, you can view application menus. On some screens, you can change settings or options.

To open applications

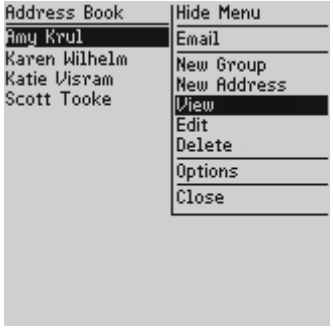
The applications list appears on the Home screen. To open an application, scroll to an icon and click the trackwheel (or press the underlined character in the application name).

Pager-sized handheld Home screen

Palm-sized handheld Home screen

To navigate menus

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



Address Book screen menu

To scroll through options

You can change options in one of the following ways:

- **Use the menu.** With the cursor in an option field, click the trackwheel to view the menu. Click **Change Option**. A dialog box appears. Scroll through your options. When the option that you prefer appears, click the trackwheel.
- **Use the Alt key + roll.** Hold the **Alt** key and roll the trackwheel until the preferred option appears.
- **Use the keyboard.** You can 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.
- **Use 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.

Handheld icons

Icons on the handheld screen indicate wireless coverage, battery power, handheld status, and application status, denote application screens, and provide navigational aid.

Application icons

The following chart shows the icons that appear on the Home screen and describes their corresponding applications.

Icon		Description
Pager-sized handheld	Palm-sized handheld	
		Messages Receive, read, reply to, compose, forward, save, file, and delete messages.
		Compose Type and send email and peer-to-peer (also known as PIN) messages.
		Saved Messages Store important messages for future viewing.
		Search Messages Locate messages with the search tool.
		Calculator Perform basic mathematical operations. With the palm-sized handheld, you can also perform measurement conversions.
		Address Book Store your personal directory of contact information, such as fax numbers, multiple phone numbers, and email addresses.

Icon		Description
Pager-sized handheld	Palm-sized handheld	
		Calendar Keep track of appointments using Day, Week, Month, or Agenda view.
		Alarm Set the alarm on your handheld to sound or vibrate at a specific time every day or only on weekdays.
		Profiles Customize how the handheld notifies you of messages, appointments, tasks, pages, and alarms.
		MemoPad Compose, edit, and delete notes and memos.
		Tasks Add, edit, and delete tasks, and mark tasks as complete.
		BlackBerry Browser Browse web pages, add and manage bookmarks, and customize Browser options.
		Printer Manager Send messages and file attachments from your handheld to a remote printer and set printing options. (This is an optional application. Refer to the online *Handheld User Guide* for more information.)
		Options Set a password, customize AutoText, set the date/time, and program the automatic on/off feature.

Icon		Description
Pager-sized handheld	Palm-sized handheld	
		Lock Lock the handheld with a Lock screen so that only you can use it. This icon only appears on the Home screen after you set a password.
 	 	Turn Wireless On/Turn Wireless Off Turn off the handheld radio when it might interfere with other radio communications, such as on an airplane, or when you prefer not to receive messages. You cannot send or receive messages until you turn on the radio again.
		Turn Power Off 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.

Handheld status icons

These icons appear on the Home screen to indicate battery power, wireless coverage levels, and keyboard modes.

Icon	Description
	battery power indicator
	coverage strength indicator
	charging indicator (palm-sized handheld only)
	data is being sent
	data is being received

Icon	Description
	ALT mode is active
	SHIFT mode is active; CAP-lock mode is active
	NUM-lock mode is active
	unread messages are waiting
	alarm is set
	calendar reminder is waiting
	task reminder is waiting

Message status icons

These icons appear on the screen to indicate the status of pending, sent, and received messages.

Icon	Description
	message is being sent
	message is pending (will be sent later)
	message has been sent to the network
	message that was sent to another handheld PIN has been delivered
	composed email message has been saved (not sent)
	unread message transmission error
	message returned, message transmission error
	new, unread message has been received

Icon	Description
	message has been opened
	email message has been filed You can only file email messages if you have integrated your handheld with an enterprise email account.
	importance level of message is high

Calendar icons

These icons appear in Day view and Agenda view to indicate information for your appointments.

Icon	Description
	appointment was initiated with a meeting request
	appointment has a reminder set
	appointment has text in the **Notes** field
	appointment recurs
	appointment recurs, but this occurrence differs from the other occurrences
	all day event (appears in Agenda view only)
	appointment spans multiple days (appears in Agenda view for Microsoft Outlook users only)

Task icons

These icons appear on your screen to provide information on a task.

Icon	Description
	task has not been started or is in progress
	task has been deferred or is waiting
	task has been completed
	importance level of task is high
	importance level of task is low

Navigational icons

These icons appear on your screen to help you navigate in fields, lists, menus, and screens.

Icon	Description
	cursor position
	more items are available above; scroll up using the trackwheel to view them
	more items are available below; scroll down using the trackwheel to view them
	more items are available to the right; scroll down using the trackwheel to view them
	more items are available to the left; scroll up using the trackwheel to view them

Additional components

Aside from your handheld, your package should include the following components.

Desktop software CD

The desktop software enables you to synchronize your personal information management (PIM) applications and back up and restore your handheld data. The desktop software also supports standard USB-to-serial port converters.

Holster (belt clip)

A holster, equipped with a belt clip, accompanies your handheld. While in the holster, the handheld is protected and wearable. You can choose different forms of notification based on whether your handheld is in or out of the holster. Refer to the online *Handheld User Guide* for more information on editing notification profiles.

When you receive a new message and remove the handheld from the holster within five seconds, notification (according to how you set it) stops and the most recently received message opens. If you pull your handheld out of the holster and quickly replace it, notification stops, but the message remains marked as unread.

Cradle/Charger

The cradle provides a link between your handheld and your computer, so that you can use the desktop software that is provided with your package. The serial port on the bottom of the handheld fits into the prongs of the cradle. You must connect the cradle to your computer to use the desktop software.

The pager-sized handheld is powered by an AA alkaline or a rechargeable NiMH battery that is located in the battery compartment at the back of the handheld.

The palm-sized handheld contains an internal lithium battery. Exact battery life depends on factors such as amount of use and the quality of wireless coverage. The cradle is used to recharge the handheld battery.

If you only want to charge your handheld and do not want to use the desktop software, you do not need to connect the cradle to your computer.

Configuring handheld options

After you are familiar with your handheld, you should configure some of its basic options.

To select a notification profile

You can select how your handheld notifies you of messages, appointments, tasks, pages, and alarms.

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. Click **Enable**. The word **(On)** appears beside your selection.

Tip: To enable a profile quickly, scroll to it and press the **Space** key.

You can also add, edit, and delete notification profiles. Refer to the online *Handheld User Guide* for more information.

To set the Auto On/Off feature

You can set whether you want the handheld to turn on and turn off automatically at specified times. Setting the Auto On/Off feature also helps to conserve your handheld battery.

Note: If you turn off your handheld using the Auto On/Off feature, Calendar reminders, Task reminders, and Alarm notifications turn on the handheld. If you do not want the handheld to turn on for these notifications, turn off the handheld by holding the silver key (for the palm-sized handheld) or by clicking the **Turn Power Off** icon on the Home screen. Refer to "Turning on and turning off your handheld" on page 35 for more information.

1. On the Home screen, click the **Options** icon. The Device 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. Click **Save**.

You return to the Device 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 **Enable/Disable** field. These fields must be set to **Enable** for the handheld to turn on and turn off automatically.

Tips for getting to know your handheld

- Press the first letter of an item in a list or on a menu to proceed directly to that item.
- Press the **Space** key twice to insert a period when you are typing (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, Address Book, or Invite Attendees screen.
- Hold a letter to capitalize it (you must have **Key Rate** enabled).

- Press the **Backspace** key to close a dialog box and return to the active application.

- Press the **Escape** button to close a dialog box and return to the active application.

Chapter 3
Product information

This section provides information on the following topics:

- RIM 850 Wireless Handheld
- RIM 857 Wireless Handheld

RIM 850 Wireless Handheld

Mechanical properties

Weight:	4.7 oz (without AA battery)
Size (L x W x H):	3.5" x 2.5"x 0.89" landscape, (0.94" at battery compartment)
Memory:	R850-4 4-MB flash memory, 512-KB RAM

Display and control features

Display:	Full graphic LCD and backlighting; 132x65 pixels, and 8-line by ~25-character text/graphics display
Controls:	Trackwheel for scrolling and selecting menus; 31-key computer-style keyboard
Message notification:	Audible beeper and mechanical vibrator; user-configurable notification options
Other features:	Real-time clock; audible Alarm; AutoText and Address Book updates
Ports:	RS-232-compatible serial port at operating speeds up to 115 200 baud • Input voltage from 5V p-p to +/- 30V • Maximum data rate 115 200 baud • Port impedance 5kΩ nominal input, 300Ω minimum impedance output

Power

Battery:	One AA alkaline cell and one internal, rechargeable, lithium ion cell
Power supply:	Internal, rechargeable lithium ion cell

Temperature

Recommended operating temperature range:	-10 to 60°C
Recommended storage temperature range:	10 to 30°C (Storage in high temperatures can damage the internal lithium cell. If you plan to store the handheld for a long period of time, contact RIM for guidance.)
Recommended relative humidity parameters:	5 to 95% non-condensing

Radio specifications

Network support:	800 MHz DataTAC networks
Interface protocols:	MDC4800 v3.2/3.3, RD-LAP v3.2/3.3

Frequency

Transmitting:	806 to 825 MHz, 12.5 kHz Channels
Receiving:	851 to 870 MHz, 12.5 kHz Channels

Regulatory compliance

Handheld complies with:	FCC Part 15 Class B, Part 90 Industry Canada RSS 119
Charging cradle complies with:	FCC Part 15, Class B Declaration of Conformity (DoC)

Specific details about conformance to the above standards and regulatory bodies may be obtained from RIM.

RIM 857 Wireless Handheld

Mechanical properties

Weight:	4.8 oz
Size (LxWxH):	4.6”x 3.1”x 0.70”
Memory:	8-MB flash memory 1-MB SRAM

Display and control features

Display:	Full graphic LCD with backlighting, 160x160 pixel viewing area
Controls:	Thumb-operated trackwheel; computer-style keyboard

Message notification:	LED indicator; audible beeper; mechanical vibrator, on-screen notification; user-configurable options
Other features:	Real-time clock; audible Alarm; AutoText and Address Book
Ports:	RS-232-compatible serial port at operating speeds up to 115 200 baud

Power

Battery:	Internal lithium cell

Temperature

Recommended operating temperature range:	0 to 50°C
Recommended storage temperature range:	10 to 30°C (Storage in high temperatures can damage the internal lithium cell. If you plan to store the handheld for a long period of time, contact RIM for guidance.)
Recommended relative humidity parameters:	5 to 95% non-condensing

Radio specifications

Network support:	800 MHz DataTAC networks

Interface protocols:	MDC4800 v3.2/3.3, RD-LAP v3.2/3.3

Frequency

Transmitting:	806 to 825, 12.5 kHz Channels
Receiving:	851 to 870 MHz, 12.5 kHz Channels

Regulatory compliance

Handheld complies with:	FCC Part 15 Class B, and Part 90 Industry Canada RSS 119
Charging cradle complies with:	FCC Part 15, Class B Declaration of Conformity (DoC)

Specific details about conformance to the above standards and regulatory bodies may be obtained from RIM.

Your handheld might be subject to export controls or roaming restrictions. Review your BlackBerry End User/ Software License Agreement and contact your service provider for more information.

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