BlackBerry Wireless Handheld™
Getting Started Guide

Headset jack

Earpiece

Notification LED

Phone button
Open the phone screen

Trackwheel
Select or click an item

Escape button
Exit a screen

Backspace key

Alt key
Type the alternate
character on a key

Enter key

Symbol key
Open the symbol list

Power button
Backlighting

Left Shift key

Right Shift key

Data/charging port

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

Click (press) the trackwheel to view the menu on most screens and to select items on the screen.

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

Hold the Escape button to end a phone call.

Tips

Phone

Open the phone or make a phone call	Press the **Phone** button.
End a call from the Active Call screen	Hold the **Escape** button.
Mute a call from the Active Call screen	Press the **Phone** button.
Change the volume during a call	Roll the trackwheel.
Dial a letter in a phone number	Press ⬤ + the letter key.
Call voice mail	Hold (W)
Assign speed dial to a letter	Hold the letter. Type a phone number.
Type a phone number extension	Press ⬤ + (X) Type the extension number.
Mute a call using a headset	Press the headset button.
End a call using a headset	Hold the headset button.

Browser

Open the home page	Press (H)
Open the Browser Bookmarks screen	Press (K)
Add a bookmark	Press (A)
Refresh a web page	Press (R)
Search a web page	Press (F)
Page down	Press (SPACE)
Move back a page	Press the **Escape** button.
Stop a web page from loading	Press the **Escape** button.
Move to a specific web page	Press (G)
Exit the Browser	Hold the **Escape** button.

Messages

Compose from the Messages screen	Press (C)
Reply to sender	Press (R)
Reply to all	Press (L)
Forward a message	Press (F)
Go to the next date	Press (N)
Go to the previous date	Press (P)
Go to the next unread message	Press (U)
View sent messages	Press ⬤ + (O)
View received messages	Press ⬤ + (I)
View SMS messages	Press ⬤ + (S)
View voice mail messages	Press ⬤ + (V)
Page up in an open message	Press ⬤ + (↵)
Page down in an open message	Press (↵)

Calendar*

Change to Agenda format	Press (A)
Change to Day format	Press (D)
Change to Week format	Press (W)
Change to Month format	Press (M)
Move to the next day, week, or month	Press (N)
Move to the previous day, week, or month	Press (P)
Move to the current date	Press (T)
Move to a specific date	Press (G)

*Set the **Enable Quick Entry** field to **No** to use these shortcuts in Day format.

Navigating your handheld

Lock the handheld	Set a password > Click the **Lock** icon
Lock the keyboard	Click the **Keyboard Lock** icon (only available if you have not set a password)
Move the cursor	Roll the trackwheel *or* Press ○ + roll the trackwheel
Return to previous screen	Press the **Escape** button
Click an item	Highlight the item > Click the trackwheel
Select multiple items	Hold ▱ + roll the trackwheel
Go to the top of a screen	Press ⓣ
Go to the bottom of a screen	Press Ⓑ
Turn on/off the handheld	Hold ◁
Turn on/off backlighting	Press ◁

Typing and editing

Capitalize a letter	Hold the letter
Insert a period	Press ⟨SPACE⟩ twice
Type the alternate character on a key	Press ○ + the key
Insert an accented character	Hold a letter + roll the trackwheel
Insert a symbol	Press ⊘ > Click a symbol *or* press a letter
Select text	Press ▱ > Roll the trackwheel
Select characters	Hold ▱ > Roll the trackwheel
Copy selected text	Press ○ + click the trackwheel *or* Click the trackwheel > Click **Copy**
Paste selected text	Press ▱ + click the trackwheel *or* Click the trackwheel > Click **Paste**
Cut selected text	Press ▱ + ⊘ *or* Click the trackwheel > Click **Cut**
Cancel selection	Press the **Escape** button

Wireless network coverage

To turn the wireless radio on or off, click **Turn Wireless On/Turn Wireless Off**.

Wireless coverage	Ⴟ.ᴵᴵᴵ
No wireless coverage	Ⴟx
Emergency calls	ⱮSOS

	GPRS	gprs	GSM
Emergency calls	●	●	●
SMS messages	●	●	●
Phone	●	●	●
Email and PIN messages	●		
Browser	●		

Status indicators

▨	battery power	ᴛᴛʏ	TTY enabled
▧	low battery power	☺	voice mail message
⚡	charging	⬭	Number lock on
▲	roaming	⬭	Shift lock on
⌂	Home Zone	○	Alt mode on
⤸	receiving data		
⤳	transmitting data		
⊞	service book waiting		
(Ⴊ)	alarm set		

How do I...

Make a phone call
1. In the phone, type a phone number.
2. Click the trackwheel.
3. Click **Call**.
4. To end the call, hold the **Escape** button.

Add a contact
1. In the contact list, click the trackwheel.
2. Click **New Address**.
3. Type contact information.
4. Click the trackwheel.
5. Click **Save**.

Send an email message
1. In the messages list, click the trackwheel.
2. Click **Compose Email**.
3. Click **[Use Once]**.
4. Click **Email**.
5. In the **Email** field, type an email address.
6. Click the trackwheel.
7. Click **Continue**.
8. In the **Subject** field, type a subject.
9. Press the **Enter** key.
10. Type a message.
11. Click the trackwheel.
12. Click **Send**.

Navigate the Home screen

Click the **Settings** icon to access handheld options.

Click the **Applications** icon to access search, help, browsers, email setup, saved messages, pictures, BrickBreaker, calculator, and the alarm.

Click the **Contacts** icon to access the address book.

Set a password
1. In settings, click **Security**.
2. Set the **Password** field to **Enabled**.
   • Set the other fields on the screen (optional).
3. Click the trackwheel.
4. Click **Save**.
5. Type a password.
6. Press the **Enter** key.
7. Type the password again.
8. Press the **Enter** key.

Fields

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

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

Menus

Click the trackwheel to view the menu.

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

Contents

Setting up your handheld

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 handheld before you insert or remove the SIM card. Do not scratch, bend, or expose the SIM card to static electricity or wet conditions.

1. Press the battery cover release button.

Release button
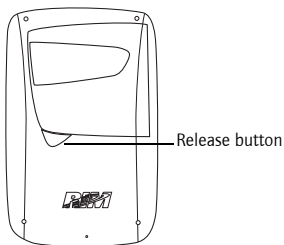
2. Slide off the battery cover.

3. If the battery is inserted, remove it.

4. Slide the SIM card holder toward its hinge to unlock it.

5. Lift the SIM card holder.

6. Remove your SIM card from its packaging.

7. Insert the SIM card into the holder so that the notches align.
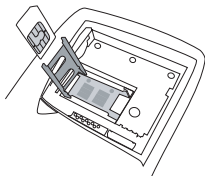
8. Close the SIM card holder.

9. Slide the SIM card holder away from its hinges to lock it.

Insert the battery

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

1. Press the battery cover release button.

2. Slide off the battery cover.

3. Insert the battery so that the connectors align.
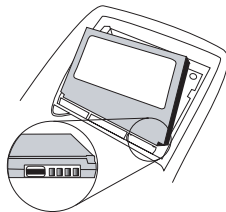
4. Replace the battery cover. If the battery is charged, your handheld turns on and a dialog box appears.

5. Click **OK**.

If the date and time are incorrect, see "How do I correct the date and time?" on page 10 for more information.

Charge the battery

Using the travel charger

1. Connect the wide end of the USB cable to your handheld.
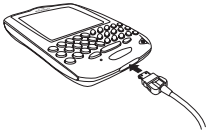
2. Connect the narrow end of the USB cable to the power adapter.

3. Slide the appropriate attachment piece into the power adapter.
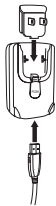
4. Plug the power adapter into a power outlet.

5. Charge the battery to full power.

Using the computer

To charge your handheld battery using the computer, the following system requirements must be met:

*   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 the port is part of a USB hub, the hub must be self powered.

*   BlackBerry Desktop Software or BlackBerry Handheld Manager must be installed to obtain the required USB driver on your computer. See "Setting up for email using BlackBerry Enterprise Server" on page 4 or "Setting up for email using Mobile Email" on page 6 for more information.

Note: If you use Windows 98 (not Windows 98 Second Edition), you must download an update from http://www.microsoft.com/com/dcom/dcom98/dcom1_3.asp for the USB driver to operate as expected.

1. Connect the USB cable to an available port on your computer.

2. Insert your handheld into the cradle.
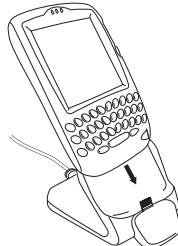
3. Charge the battery to full power.

Turn wireless on

Your handheld connects to the wireless network using an internal radio.

When your SIM card is inserted and the battery is charged, turn on the radio in a wireless coverage area. See the inside front cover of this guide for information on wireless coverage levels and the wireless radio.

Note: If you use Mobile Email, the account setup process might begin automatically the first time that you turn on the wireless radio. See "Setting up for email using Mobile Email" on page 6 for more information.

Set up email

To begin sending and receiving email on your handheld, you must integrate with an account using one of the setup options listed in the following two sections of this guide.

Setting up for email using BlackBerry Enterprise Server

Use this option if all of the following situations apply:

- You want to receive messages from your corporate Microsoft® Outlook®, IBM® Lotus Notes®, or Novell® GroupWise® email account.

- You subscribe to a service that supports account setup using a BlackBerry Enterprise Server™.

- A system administrator is managing a BlackBerry Enterprise Server within your company.

- A system administrator has confirmed that you are permitted to use the BlackBerry Enterprise Server.

To use this option, one of the following system requirements must be met:

- Microsoft Outlook (Workgroup installation) with an account on a Microsoft® Exchange Server version 5.5 or later

- IBM Lotus Notes version 4.6 or later, with an account on an IBM Lotus® Domino® Server version 4.6 or later

- Novell GroupWise client version 6.5 Service Pack 4 with an account on a Novell GroupWise Server version 6.5 Service Pack 1 or later

Note: If your handheld is not enabled on a BlackBerry Enterprise Server, but you want to use a corporate Microsoft Outlook email account with your handheld, you can set up for email using the BlackBerry Desktop Redirector. See " What is the BlackBerry Desktop Redirector?" on page 10 for more information.

Use enterprise activation

If your handheld is enabled on a BlackBerry Enterprise Server version 4.0, and your system administrator has provided you with an enterprise activation password, you can integrate your handheld with your account over the wireless network.

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.

2. On your handheld, click **Enterprise Activation**.

3. Type your corporate email 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 Handheld Manager program on your computer to reduce the amount of data that is transmitted over the wireless network when your handheld is connected to your computer. If you install the BlackBerry Handheld Manager program, you do not need to install the BlackBerry Desktop Software.

Use the BlackBerry Desktop Software

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

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 message redirection option.

3. Connect your handheld to your computer.

4. On the Windows taskbar, click **Start.**

5. Select **Programs > BlackBerry > Desktop Manager**.

- When you are prompted to generate an encryption key, follow the on-screen instructions.

Setting up for email using Mobile Email

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

- You purchased your handheld in a store.

- You want to set up a new email account for your handheld.

- You want to set up an existing email account for your handheld.

Note: To use this option, you must subscribe to a service that supports email setup using Mobile Email.

Create an account

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

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.

   If the Sign In screen does not appear automatically, click **Mobile Email Settings**. If you have problems, see "Mobile Email - Frequently asked questions" on page 11 for more information.

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

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

3. Click **Continue**.

4. Read the legal terms and conditions carefully. Perform one of the following actions:

   - To decline the legal terms and conditions and stop the setup process, click **I Disagree**.

- To accept the legal terms and conditions and continue the setup process, click **I Agree**.

5. Type your account information.

   - **User ID:** Type a personal user ID for your account. This user ID will be your login name and the first part of your default handheld email address.

   - **Friendly Name:** Type the name that you want to appear in the **From** field of messages that you send. If you do not type a name, your default handheld email address appears in the **From** field.

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

   - **Re-enter Password:** Retype your personal login password.

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

6. Click **Submit**.

7. Click **Done**.

8. Perform one of the following actions:

   - To receive email on the handheld from other accounts, click **Add Account**. See " Receive messages from other email accounts" on page 7 for more information.

   - To log in to your account without adding other email accounts, click **Continue**.

Tip: If you have problems creating your account using your handheld, create your account using a desktop web browser. See "Set account options" on page 8 for more information.

Log in to your account

Log in to your Mobile Email account to manage settings and message options.

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.

2. Click **Mobile Email Settings**.

3. On the Sign In screen, type your account information.

   • **User ID:** Type the login name for your account.

   • **Password:** Type the password for your account.

4. Click **Submit**.

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

Receive messages from other email accounts

Set up your Mobile Email account to retrieve messages from an existing email account and deliver them to your handheld. Add up to ten different existing accounts.

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

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.

2. Log in to your Mobile Emailaccount. See "Log in to your account" on page 7 for more information.

3. Click **Add Account**.

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

4. Type the information for the account that you want to add.

   • **Email Address:** Type the full email address of the account.

   • **User Name:** Type the login ID (for example, *kateturner* or *domain1kateturner*).

   • **Password:** Type the password.

   • **Re-enter Password:** Retype the password.

5. Click **Submit**.

6. Depending on the account that you add, you might be prompted to select an account type.

7. Depending on the account type that you select, you might be prompted for the following information:

   • **Email Server:** Type the messaging and collaboration server address for your Internet service provider (for example, *mail.ispname.com*). If you do not know the address, contact your Internet service provider.

   • **Port Number**: Type the appropriate port number. If you do not know the number, contact your Internet service provider.

   • **Outlook Web Access URL:** Type the web address for your Microsoft Outlook account.

   • **Mailbox Name:** Type the mailbox name for your Microsoft Outlook account.

   • **iNotes™ URL:** Type the web address for your IBM Lotus Notes account.

   • **Leave messages on mail server:** Clear this check box if you do not want to save

messages that are sent to your handheld on the messaging server.

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

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

Note: If you add a corporate Microsoft Outlook or IBM Lotus Notes email account, you might be prompted to install the BlackBerry Mail Connector application on your computer. Follow the on-screen instructions. See " What is the BlackBerry Mail Connector?" on page 11 for more information.

8. Click **Submit**.

Set account options

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

To access your account using a desktop browser, the following system requirements must be met:

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

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

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

1. In your desktop web browser, type the appropriate web address:

United Kingdom:
www.mobileemail.vodafone.net
Ireland:

www.mobileemail.vodafone.ie
Netherlands:
www.mobileemail.vodafone.nl
Germany:
www.mobileemail.vodafone.de
Spain:
www.mobileemail.vodafone.es
Italy:
www.mobileemail.vodafone.it
France:
www.mobileemail.vodafone.fr
Australia:
www.mobileemail.vodafone.com.au
Sweden:
www.mobileemail.vodafone.se
South Africa:
www.mobileemail.vodafonesa.co.za

2. Log in to your account.

3. Use this web site to set additional account options, which include

• reactivating your account

• changing your password

• creating an auto signature

• setting options for sent messages

• switching to a new handheld

See the *Mobile Email Online Help* for more information on setting these options.

Synchronize your handheld data

Install the BlackBerry Desktop Software to synchronize and back up handheld personal information management (PIM) data such as contacts and appointments, or to reconcile the status of messages.

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.

2. Complete the on-screen instructions.

- Select **BlackBerry Internet Service** as your account integration option.

3. Connect your handheld to your computer.

4. On the Windows taskbar, click **Start**.

5. Click **Programs** > **BlackBerry** > **Desktop Manager**.

Note: See the *BlackBerry Desktop Software Online Help* for more information on PIM synchronization.

Frequently asked questions

Why does my handheld not turn on?

The power might be off. Press the **Power** button to turn the power on.

The battery might not be charged. See "Charge the battery" on page 2 for more information.

Remove and then reinsert the battery.

Why does my handheld not charge?

A connection might not be secure. Check that all cables and plugs are fully inserted into ports and power outlets. See " Charge the battery" on page 2 for more information.

The battery might not be inserted properly. Reinsert the battery so that the connectors align.

How do I correct the date and time?

1. In the handheld options, click **Date/Time**.

2. Set the date and time.

3. Click the trackwheel.

4. Click **Save**.

Why is there a book icon on the Home screen?

A new service book is available on your handheld. Service books determine which services and features are available on your handheld.

1. In the handheld options, click **Service Book**.

2. Click the service book beside the book icon.

3. Click **Accept**.

Why can I not send or receive messages?

Verify that the handheld wireless radio is on and that you are in a wireless coverage area. See the inside front cover of this guide for more information on the wireless radio and levels of wireless coverage.

Verify that you have integrated your handheld with an email account. See "Set up email" on page 3 for more information.

If you are using Mobile Email, log in to your account using a desktop web browser. See "Set account options" on page 8 for more information.

• Verify that your Mobile Email account mailbox has not exceeded its size limit.

• Send a service book to reactivate your account.

How do I connect my handheld to the BlackBerry Desktop Software?

If the desktop software is installed on your computer, your handheld should connect to the desktop software automatically when you connect your handheld to the computer. If your handheld does not connect, open the BlackBerry Desktop Software.

1. Click **Options > Connection Settings**.

2. In the drop-down list, click the correct port.

3. Click **Connect**.

If the connection problems continue, close the BlackBerry Desktop Software and disconnect your handheld. Open the desktop software again and reconnect your handheld. Verify that all connections are secure.

What is the BlackBerry Desktop Redirector?

If you use Microsoft Outlook (Workgroup installation) with an account on a Microsoft Exchange Server version 5.5 or later and your handheld is not enabled on a BlackBerry Enterprise Server, you can use the BlackBerry Desktop Redirector to set up for message service on your handheld.

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 Desktop Redirector** as your message redirection option.

3. Connect your handheld to your computer.

4. On the Windows taskbar, click **Start**.

5. Click **Programs > BlackBerry > Desktop Manager**.

   - When you are prompted to generate an encryption key, follow the on-screen instructions.

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

Can I set up for email using both BlackBerry Enterprise Server and Mobile Email?

To set up using more than one service, complete the steps in "Setting up for email using BlackBerry Enterprise Server" on page 4 followed by the steps in "Setting up for email using Mobile Email" on page 6.

Contact Vodafone customer support for more information on availability and the fees that might be associated with email setup using both BlackBerry Enterprise Server and Mobile Email.

How do I reset my handheld?

Only reset your handheld if the handheld does not respond for more than a few minutes, or if your system administrator or service provider has advised you to reset your handheld.

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

Mobile Email - Frequently asked questions

How do I open Mobile Email?

See "Log in to your account" on page 7 for more information.

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

Verify that your handheld wireless radio is on and that you are in a wireless coverage area.

If your handheld uses a theme, the option might appear in a folder or list instead of on the Home screen.

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

What is the BlackBerry Mail Connector?

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

The BlackBerry Mail Connector accesses and copies your messages that are on a mail server and sends those parts over a connection to Mobile Email.

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

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

Verify that your third-party email account supports POP3 or IMAP4. Contact your Internet service provider for more information.

How do I update my account information?

1. Log in to your Mobile Email account. See "Log in to your account" on page 7 for more information.

2. Click **View/Modify**.

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

3. Edit your account information.

4. Click **Submit**.

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

1. Log in to your Mobile Email account. See "Log in to your account" on page 7 for more information.

2. In the **Send From Address** option, click the **here** link.

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

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

   - To use your default handheld account as your Sent From Address, select **I want my Sent From Address to be my handheld email address**.

   - To use an address from one of your integrated accounts, select **I want to choose one of the email accounts I have set up to be my Sent From Address**. Click **Submit**. Select an account.

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

4. Click **Submit**.

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

1. Log in to your Mobile Email account. See "Log in to your account" on page 7 for more information.

2. Select a email address.

   Note: You cannot delete your default email account.

3. Click **Delete**.

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

4. Click **Yes**.

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

Your account is linked to your handheld. If you switch handhelds, update the handheld PIN associated with your account, or call Vodafone customer support to delete your account.

1. Use the new handheld to log in to your Mobile Email account. See "Log in to your account" on page 7 for more information.

2. Click **Change handheld that works with the accounts listed above**.

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

3. On the Change Handheld screen, verify that the new handheld information is correct.

   - **PIN:** The personal information number (PIN) for your handheld.

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

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

4. Click **Submit**.

5. Click **Done**.

Why is my mailbox full?

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

How do I find more information on managing my account?

1. Log in to your Mobile Email account using a desktop browser. See "Set account options" on page 8 for more information.

See the *Mobile Email Online Help* for information on managing your account by deleting messages.

Vodafone customer support
Support web site:
United Kingdom:
www.vodafone.co.uk/blackberry
Netherlands, Ireland:
www.office.vodafone.com
Australia:
www.vodafone.com
Hungary:
www.vodafone.hu
Sweden:
www.vodafone.se/200.jsp
Portugal:
www.vodafone.pt
Belgium:
corporate.proximus.be/fr/index.html
corporate.proximus.be/nl/index.html
corporate.proximus.be/en/index.html
South Africa:
www.vodacom.co.za/blackberry
BlackBerry support web site:
www.blackberry.com/support

BlackBerry