

Installation and User's Guide

BlackBerry Internet Edition

Installation and User's Guide, version 2.0

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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 may cause undesired operation.

WARNING

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

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

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help

Industry Canada Certification

This device complies with Industry Canada RSS 119, under certification number 2503 195 366A.

DOC 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 before operating the RIM 950 Wireless Handheld or its cradle. Retain these instructions for future use.

Remember to follow any special regulations governing the use of the RIM 950 Wireless Handheld and always switch it off in areas where radio devices are forbidden, or when it may 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. In addition, the RIM 950 Wireless Handheld should not be used in locations that may be hazardous including, without limitation, locations in which hazardous or combustible gases may be present.

The RIM 950 Wireless 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 may affect aircraft instrumentation, communication and performance, may disrupt the network, and may be illegal.

Operation of any radio transmitting equipment, including the handheld, may 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, may 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.

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, charging unit, or any other accessory or attachment that is not manufactured 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 may cause hazards.

Do not place the RIM 950 Wireless Handheld or its cradle on any unstable surface, such as a cart, stand, tripod, bracket, or table. It may fall, causing serious injury to a child or adult, and serious damage to the handheld.

Discard the handheld properly. As the unit contains a lithium battery, neither the handheld nor the lithium battery should be disposed of in fire. Dispose of the handheld containing the lithium battery in accordance with the laws and regulations in your area governing disposal of such cell types. Contact RIM if you have any questions concerning disposal of the handheld or the lithium cell.

The handheld should be operated only from the type of power source indicated on the marking label. Refer to the operating instructions starting on page 21 for more information on the battery

and power supply. 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 RIM 950 Wireless Handheld through openings as they may short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the handheld or its cradle. Do not use liquid or aerosol cleaners.

IMPORTANT UL SAFETY INSTRUCTIONS

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.

Use only attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when used 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 may 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 safety instructions contained in this manual will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.

Welcome to your wireless solution

BlackBerry Internet Edition™ is a mobile email solution that includes the RIM 950 Wireless Handheld, cradle, Desktop Software, and flat-rate airtime on a nationwide wireless data network. Equipped with a 132X65 screen, RIM's "always on, always connected" wireless technology and QWERTY keyboard design, the BlackBerry Handheld provides users with the ultimate pager-sized handheld for messaging and personal information.

Get ready to experience the power of messaging with your handheld using functions such as:

- **Messages:** Receive, read, reply to, compose, forward, save, and delete messages.
- **Compose:** Create and send messages to Internet email addresses.
- **Saved Messages:** Store messages for future viewing.
- **Search Messages:** Locate messages in seconds with the powerful search tool.
- **Address Book:** Store your personal directory of contact information, such as multiple phone and fax numbers, and email addresses. Enter notes for individual contacts and search the database to find specific contacts.
- **Calendar:** Keep track of appointments using one of the four calendar views: Day, Week, Month, or Agenda.
- **Tasks:** Add, edit, and delete tasks and mark tasks as complete.
- **Alarm:** Set the alarm on the handheld to sound daily.
- **MemoPad:** Compose, edit, and delete notes, memos and lists.

- **Calculator:** Perform basic mathematical operations.
- **Options:** Customize the way the handheld notifies you of new messages; set the password; add, edit, and delete AutoText entries; set the current date; program the automatic on/off feature.
- **Lock:** Lock the handheld with a password security screen so that only you can use it. (This function is only visible in the **Home** screen after you have set a password.)
- **Turn Wireless Off / Turn Wireless On:** Turn the handheld's radio off when it may interfere with other radio communications, such as during a flight. Turn on the radio again to send and receive messages.
- **Power Off:** Turn off the handheld at night or on weekends if you wish.

New for version 2.0

The handheld (pre-installed with BlackBerry version 2.0 software) has an updated Search Messages function, which lets you create and save pre-defined searches on the handheld. You can use these searches in the **Messages**, **Saved Messages**, or **Search Messages** screens to find messages sent to a particular address or containing specific text. (See page 78 for more information.) The expanded Calendar function now supports recurring calendar appointments and offers you one of four views: Day, Week, Month, or Agenda.

For a complete list of new features for version 2.0 of the software, refer to the README.txt file, found on your installation CD-ROM.

Upgrading to version 2.0

If you are currently using a previous version of the BlackBerry Software, you should upgrade to version 2.0. Before installing the new software on your desktop and your handheld, you should

perform a backup to store the contents of your handheld (such as Address Book entries, messages, and calendar items) on your PC. See Chapter 10 or the Backup and Restore online help for instructions on performing a backup.

Once you have backed up your handheld information to your PC, follow the instructions on page 135 to install.

Contents of your package

Your package should contain the following:

- Handheld
- Cradle
- Holster
- This *Installation and User's Guide*
- Handheld *Getting Started Card*
- Installation CD-ROM

If something from this package is missing or not working properly, contact the point of purchase.

System Requirements

The following components are required to install the Desktop Software:

- Intel-compatible 486 or higher desktop with an available serial port
- Windows 95/98/2000 with 8 Mb of RAM
- To use the RIM Intellisync tool, you must be running Personal Information Management software such as: Microsoft Outlook, Exchange or Schedule, ACT!, Lotus Organizer or Notes, GroupWise, GoldMine, or Netscape.

About this guide

This guide provides information for operating the handheld and for installing the Desktop Software.

Note Notes will appear in this format and will contain additional information to help you perform the task being described.

Tip Tips provide information about performing tasks and offer different options to perform tasks.

A summary, including a list of relevant tips, is included at the end of each chapter.

The handheld has two display options: Large Font and Small Font. Throughout this guide, the graphics depicting the handheld's LCD screen show the Large Font display option.

The 'Frequently asked questions' chapter will help you further with your handheld. As well, the Desktop Software offers online help to guide you and answer your questions. To open the online help, select Help from any active window.

About Research In Motion

RIM is a world leader in the mobile communications market. Our current product portfolio includes mobile email solutions, wireless handhelds, and wireless modems.

RIM has a history of developing breakthrough wireless data solutions. Our products are based on industry-leading technologies, providing superior radio coverage, small size, high performance and long battery life. They offer the freedom of mobility and the ability to stay in touch with people and information. And as people discover new uses for wireless data technology, RIM will continue

to address their needs and help them discover new frontiers in wireless data.

Customer support

For customer support, contact your service provider.

1

Get to know your handheld

This chapter will help you get acquainted with your handheld before you start sending and receiving email.

Handheld components

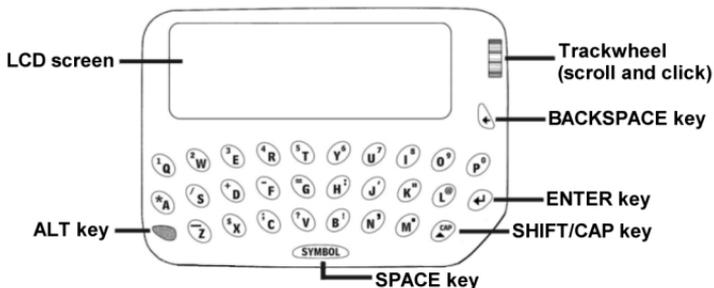


Figure 1: Front view of handheld

Here are some details on the handheld's main components:

LCD screen

The LCD screen is your interface with functions such as composing and reading messages, setting tasks and appointments, viewing and editing contact information, customizing device options, and performing basic mathematical calculations. The **Home** screen

displays the current signal strength and battery level of the handheld.

In low light conditions, you can increase the readability of the LCD by using the backlighting feature. To activate backlighting, press the ALT key three times. The backlight will shut off automatically if you do not press any keys or use the trackwheel for more than 10 seconds.

Keyboard and trackwheel

The 31-key QWERTY keyboard provides access to all of the regular alphabetic characters; numeric characters, a symbols library, punctuation, and special characters can be generated using the orange ALT key in combination with the other keys. For easy typing, hold the device in both hands and use your thumbs. Roll and click the trackwheel for navigation and selection.

A trackwheel that clicks!

The trackwheel on the handheld has a unique feature for greater usability and performance: it clicks! Pressing down on the trackwheel with your thumb is comparable to the clicking function of your PC mouse. Click to open menus and to select functions and menu options.

Battery compartment

The handheld operates on one AA alkaline battery housed in the battery compartment at the back of the handheld. See page 21 for more information about the battery.

Holster (belt clip)

A holster, equipped with a belt clip, accompanies the handheld. While in the holster, the handheld is protected and wearable. You

can choose different forms of message notification based on whether the handheld is in or out of the holster.

When you receive a new message and remove the handheld from the holster within five seconds, notification (based on how you've set it) stops and the most recently received message will be open. If you pull the handheld out of the holster and quickly replace it, notification stops but the message will remain marked unread. See "Setting message notification" on page 37 for information on notification options.

Serial port

The serial port on the bottom of the handheld fits into the prongs of the docking cradle. You must connect the docking cradle to your PC to use the Desktop Software (provided on the CD with your package).

The Desktop Software supports standard USB-to-serial port converters. See Chapter 10, "Using the Desktop Software" for more information on installation procedures and serial connection details.

Docking cradle

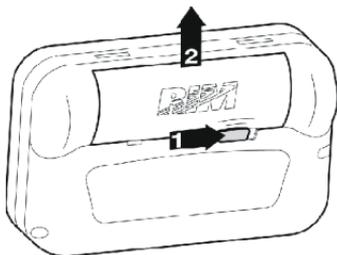
The docking cradle provides a link between the handheld and your PC, so that you may use the Desktop Software provided with your package. See Chapter 10, "Using the Desktop Software" for more information on the cradle and the capabilities of the Desktop Software.

Installing the battery

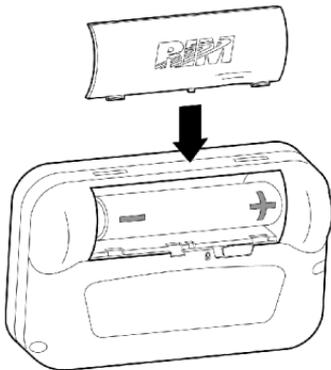
Depending on usage, the handheld can operate for weeks using a single AA alkaline battery. The handheld will work best if you use a standard, high quality alkaline battery.

We recommend against using Lithium AA batteries or ULTRA batteries: you will get the same amount of battery life from an alkaline because the handheld is a “low drain” device.

1. To remove the battery cover, slide the lock to the right and pull the cover up and off.



2. Once you have removed the battery cover, remove the old battery and insert a new one. When inserting the new battery, make sure that the connectors are aligned for the correct polarity. The handheld will vibrate and beep if the battery has not been inserted properly.



Note

If your handheld does not turn on after you have inserted the AA alkaline battery, then either the AA alkaline battery is too low or the internal lithium battery is discharged. Allow the AA alkaline battery to recharge the internal lithium battery by leaving the handheld turned off for 6 to 8 hours. See page 143 for answers to frequently asked questions about the battery.

Turning on your handheld

1. Click (press down) on the trackwheel. The **Home** screen appears, from which you can select any of the handheld's main functions.
2. Using the trackwheel, scroll through the icons to view the functions. The name of each function appears at the bottom of the screen.
3. To select a function, scroll to the appropriate icon and click the trackwheel to open that function's screen.

Tip

You can also select a function by pressing the underlined character in the function's name. For example, press M for Messages.

Turning off the handheld

In the **Home** screen, scroll to the **POWER OFF** icon and click.



Description of keys

The following chart describes special keyboard and trackwheel combinations that will help you navigate, compose messages, and configure options on the handheld.

Key	Function
 <p>TRACKWHEEL</p>	<p>Scrolling and selecting</p> <ul style="list-style-type: none"> Roll the trackwheel with your thumb to scroll up and down through screen lines, fields, and menu items. Click (press down) the trackwheel with your thumb to open menus and select options, similar to the click function of a mouse used with your PC.
	<p>Scroll through accented characters</p> <ul style="list-style-type: none"> When composing a message or entering text, press and hold a letter key while rolling the trackwheel to scroll through international characters/characters with accents. When the desired character appears, release the letter key.

Key	Function
 <p>ALT key</p>	<p>ALT characters</p> <p>The orange ALT key activates the numeric and symbol characters, printed in orange above the alphabetic keys.</p> <ul style="list-style-type: none"> • Press the ALT key once to affect the next character you type. • Press and hold the ALT key while you type to affect all characters. • Press the ALT key three times to activate backlighting. <p>An 'A' icon appears in the top right corner of your screen when the ALT key is active.</p>
	<p>Horizontal scroll and changing options</p> <ul style="list-style-type: none"> • Hold the ALT key while you roll the trackwheel to move the cursor horizontally across screen lines. • Hold the ALT key while you roll the trackwheel to scroll through field options.
	<p>NUM lock</p> <ul style="list-style-type: none"> • Press SHIFT + ALT to activate num lock mode. Any key that you press in the upper row will be typed in its numeric form. Press SHIFT again to return to regular mode. <p>An 'N' icon appears in the top right corner of your screen when num lock mode is activated.</p>

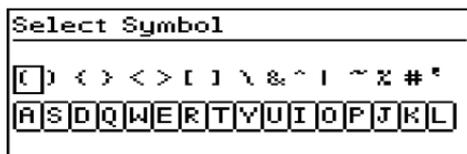
Key	Function
 SHIFT key	<p>Capitalize alpha characters</p> <ul style="list-style-type: none"> • Press the SHIFT key once to capitalize the next character that you type. • Press and hold the SHIFT key while you type so that all letters are capitalized. • Press and hold the letter to capitalize it. This feature only works when Key Rate is set to Slow or Fast in the Screen/Keyboard screen. <p>An 'up arrow' icon appears in the top right corner of your screen when the SHIFT key is activated.</p>
	<p>CAPs lock</p> <ul style="list-style-type: none"> • Press ALT + SHIFT to activate caps lock mode. Any key that you press will be typed in upper case. Press SHIFT again to return to lower case mode.
	<p>Select multiple messages</p> <ul style="list-style-type: none"> • Hold the SHIFT key while rolling the trackwheel in the Messages screen to select more than one message. You can file, delete, or save these messages, mark them read or unread.

Key	Function
 ENTER key	Carriage returns, select highlighted items <ul style="list-style-type: none">• Press the ENTER key to insert a regular carriage return, moving your cursor to a new line.• Press the ENTER key to select the highlighted item. Instead of clicking the trackwheel to select the item, you can press the ENTER key to perform your task.
 BACKSPACE key	Delete previous characters, ESC function <ul style="list-style-type: none">• Press the BACKSPACE key to move the cursor backwards and delete characters to the left of the cursor position.• The key also enables you to hide (close) a menu or cancel an action, similar to a typical ESC key.• Press the BACKSPACE key repeatedly to return to the Home screen.

Key	Function
	<p>Delete characters ahead of cursor, delete messages</p> <ul style="list-style-type: none"> • Press ALT + BACKSPACE while composing a message to delete the selected character only. • Press ALT + BACKSPACE in the Messages screen to delete the selected message. If you scroll to a date in the Messages screen and press ALT + BACKSPACE, a message appears asking if you wish to delete all messages prior to that date.
 SPACE key	<p>Insert a space, scroll through field options</p> <ul style="list-style-type: none"> • Press the SPACE key to insert a space between characters while you type. • Press the SPACE key to insert the '@' and '.' characters in Email fields. • Press the SPACE key to toggle through field options.
	<p>Open symbols library for extra characters</p> <ul style="list-style-type: none"> • Press ALT+SPACE to open the Select Symbol screen, from which you can insert the symbol you need.

Symbols screen

As described in the chart above, you can press ALT+SPACE to open the **Select Symbol** screen. The following characters are available for you to insert into your message:



To select a symbol, either scroll to a symbol and click, or press the associated alpha key under the desired symbol. You will return to your message with the symbol inserted.

LCD interface

The handheld's LCD screen is composed of the **Home** screen, function screens that are launched from the **Home** screen, and menus within each function. Icons are used throughout for message status, handheld status, and navigational aid. The following sections provide details on the handheld's screens, menus, and icons.

Backlighting

Press the ALT key three times to activate backlighting. Backlighting is disabled after 10 seconds if you do not press a key or move the trackwheel.

Function screens

The functions list appears on the **Home** screen in a row of icons. To open a function's screen, scroll to an icon and click the trackwheel (or, press the underlined character in the function name).



Home screen

The following chart shows each function icon and describes the corresponding function:

Icon	Description
 Messages	Receive, read, reply to, compose, forward, save, and delete messages.
 Compose	Type and send messages to Internet email addresses.
 Saved Messages	Store important messages for future reference.
 Search Messages	Locate messages in seconds with the powerful search tool.
 Address Book	Store your personal directory of contact information, such as multiple phone, fax numbers, and email addresses. Use the search function to locate a specific contact.
 Calendar	Keep track of appointments using one of the four calendar views: Day, Week, Month, or Agenda.
 Tasks	Add, edit, and delete tasks and mark tasks as complete.

Icon	Description
 Alarm	Set the alarm on the handheld to sound daily.
 MemoPad	Compose, edit, and delete important notes and memos.
 Calculator	Perform basic mathematical operations.
 Options	Customize the way the handheld notifies you of messages; set the password; customize Autotext; set the date/time; program the automatic on/off feature.
 Lock	Lock the handheld with a password security screen so that only you can gain access to it. This icon will only appear on the Home screen after you have set a password.
 Turn Wireless Off/Turn Wireless On	Turn the handheld's radio off when it may interfere with other radio communications, such as during flight. You will not be able to send or receive messages until you turn the radio on again.
 Power Off	Turn off the handheld whenever you prefer not to receive email messages or when you wish to conserve battery power. All queued messages will be delivered to your handheld once you turn it back on.

Function menus

Menus provide a list of options for the current function. You can open a function screen's menu by clicking the trackwheel; the menu appears on top and covers approximately half of the screen's width.



Address Book function menu

Icons and graphical tools

Home screen components

The **Home** screen appears when you turn on the handheld. It is your starting point for using the handheld's functions.



Home screen display

In any of the function screens, press the **BACKSPACE** key repeatedly to return to this **Home** screen. For a description of each function, see page 29.

Handheld status icons

These icons appear on the handheld's LCD screen to indicate battery power, coverage levels, and keyboard modes.

Icon	Description
	Battery power indicator
	Coverage strength indicator
	Data is being sent
	Data is being received
	ALT key mode is activated
	SHIFT key mode is activated
	NUM lock mode is activated
	Unread messages waiting

Message status icons

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

Icon	Description
	Message is being sent
	Message has been sent out to the network
	Message pending (will be sent later)
	Composed message has been saved (not sent yet)
	Unread message transmission error
	Message returned, message transmission error
	New, unread message has been received
	Message has been read.
	Status of message is high

Scrolling through options

The handheld provides alternate methods of performing the same function (e.g. using hotkeys instead of the trackwheel). In particular, there are four ways to change the configurable options on your handheld. These alternatives apply to all screens where you can change options, such as in the **Date/Time**, the **New Appointment**, or the **Daily Alarm** screens.

- **Use the menu.** While in an option field, click to view the menu. Scroll to Change Options and click. A dialog box appears where you can scroll through your options. Once you reach the option you prefer, click the trackwheel. After setting all of the options in the screen, click to view the menu. Scroll to Save Options and click.
- **Use ALT + roll.** Hold the ALT key while rolling the trackwheel to scroll through the options. Release the ALT key once you reach your desired setting.
- **Use the keyboard.** You can press the letter or number which represents your choice. For example, if you are in a time field, press the first number of the hour you want to specify.
- **Use the SPACE key.** You can use the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference. This method is used throughout the guide.

Navigational icons

These icons appear on the handheld's LCD screen to indicate positions within fields, lists, menus, and screens.

Icon	Description
	Indicates the cursor position

Icon	Description
	You are at the bottom of a menu or screen; scroll the trackwheel up to view more items.
	You are at the top of a menu or screen; scroll the trackwheel down to view more items.
	You can scroll the trackwheel up or down to view more screen or menu items.
	You can scroll the trackwheel left or right to continue viewing icons on the functions list.

Setting the date and time

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. In the **Device Options** screen, scroll to Date/Time and click. The **Date/Time** screen appears. Scroll to the field you would like to set, then press the SPACE key to scroll through your options.

Date/Time	
Time Zone:	Eastern (-5)
Daylight Savings:	Support
Time:	4:57 PM
Format:	12 HR
Date:	Thu, Mar 30, 2000

3. Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Device Options** screen.

Setting message notification

You can customize the way the handheld notifies you when you receive a message.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. In the **Device Options** screen, scroll to Notify and click. The **Notify** screen appears. Scroll to the field you would like to set, then press the **SPACE** key to scroll through your options.



3. Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Device Options** screen. See page 130 for more information on the notification options.

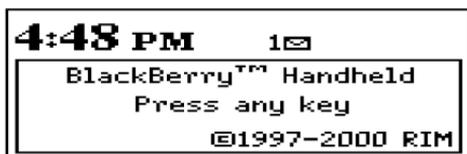
Using password protection

By setting a password for your handheld, you ensure greater security against others using the handheld.

You can specify the length of time that the handheld is idle before the password security screen appears. Once the handheld is left idle for that amount of time, you will need to type your password to use the handheld.

You can also manually activate the password security screen by selecting the Lock function from the **Home** screen. You should lock your handheld if you leave it unattended.

If you do not want the password security screen to appear, you must disable your password in the **Security** screen.



Password security screen

Note

If you have entered information in the **Owner** screen of the **Options** function, it will appear on the password security screen. We recommend that you include your own (or your company's) contact information in case the handheld is lost.

If an incorrect password is entered 10 times, all information could be erased from the handheld for security reasons. The handheld's radio is turned off and the radio icon is removed from the **Home** screen. You will need to reload the applications before you can use your handheld again. You should regularly backup any information from your handheld that might not have originated on your PC. See Chapter 10 or the Backup and Restore online help for more information.

To enable password protection

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

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. In the **Device Options** screen, scroll to Security and click. The **Security** screen appears. While in the Password field, press the SPACE key to enable the password. A dialog box appears, prompting you to enter a minimum 4 character password. Press ENTER when you are finished. You will have to enter your password again to verify it.



3. In the Security Timeout field, set how much idle time should pass before the password security screen will appear. Press the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference.
4. Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Device Options** screen.

If the password is enabled, you will need to enter it when connecting the handheld to your PC for use with the Desktop Manager. With the handheld in the cradle, you must type your password before you can use the Desktop Manager tools.

Note

The password security screen will show your contact information (if you have entered it in the **Owner** screen) or it will prompt you to “Press any key”. Type the first letter of your password to gain access to the Enter Password dialog box. Type the remaining letters of your password to resume using the handheld.

Once you have set a password, you need to enter it to use the **Security** screen again. In addition, if you turn off the handheld with the password security screen enabled, you will need to enter the password once you turn on the handheld again.

To lock the handheld

Once you have enabled your password in the **Security** screen, you can lock the handheld whenever you like. An icon of a key will appear on the **Home** screen.

1. In the **Home** screen, scroll to the **LOCK** icon and click.
2. The password security screen appears and you will need to enter your password to use the handheld.

Note

The information you entered in the **Owner** screen of the handheld options will appear on the password security screen. If you did not enter any information, default information appears. See page 131 for more information on the **Owner** screen.

To change your password

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. In the **Device Options** screen, scroll to Security and click. A dialog box appears, asking you to type your password. Once you do so, press ENTER to open the **Security** screen.
3. Click to view the menu. Scroll to Change Password and click.



4. A dialog box appears, prompting you to enter a new password (minimum 4 characters). Press ENTER when you are finished. You will have to enter your new password again to verify it.

- Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Device Options** screen with your password changed.

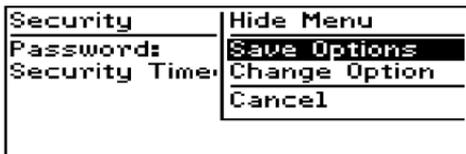
To disable password protection

Once you disable your password, the password security screen will no longer appear.

- In the **Home** screen, scroll to the **OPTIONS** icon and click.
- In the **Device Options** screen, scroll to Security and click. A dialog box appears, asking you to type your password. Once you do so, press ENTER to open the **Security** screen.



- While in the Password field of the **Security** screen, press the SPACE key to change the password option to Disabled.
- Click the trackwheel to view the menu. Scroll to Save Options and click.



You return to the **Device Options** screen.

Summary and tips

In this chapter, you learned about the various components and features of the handheld. You've also performed a basic setup including setting the date and time, setting message notification, and enabling password protection. You're now ready to start sending email.

Getting to know your handheld - Tips

- Press the first letter of an item in an options list, menu, or choice list to jump directly to the item.
- Press Y to select Yes in a pop-up dialog box.
- Press N to select No in a pop-up dialog box.
- Press C or BACKSPACE to select Cancel in a pop-up dialog box.
- Press ALT and click the trackwheel to select an icon. Roll the trackwheel to move the icon to another position, and click the trackwheel to “drop” it into the new position.

2

Start sending email

Now that you're more familiar with the handheld, you can start sending and receiving email! The following steps will help you get started:

1. Turn on the radio.
2. Register with the wireless network (if necessary).
3. Contact your service provider's documentation for information on activating your account.
4. Send a test message.
5. Read the test message.
6. Use web-based filters to configure message delivery.

Turning the radio on and off

When you first receive your handheld, the wireless radio will be turned off, and the handheld cannot communicate over the network. You must turn on the radio before you can send and receive messages.

In the **Home** screen, scroll to the **TURN WIRELESS ON** icon and click.



You will notice that the **TURN WIRELESS ON** icon was an antenna, but when you select the icon, the function name changes to **TURN WIRELESS OFF** and the icon changes to an airplane. The airplane icon is a reminder to turn off your handheld's radio when on an airplane, in a hospital, or any place where it may interfere with other radio transmissions and frequencies. The icon will change depending on whether the wireless radio is on or off.

Note

You should turn off your handheld's radio if you are going to be out of coverage for an extended period of time. Turning off the radio will greatly improve battery life. See page 143 for more information on battery life.

There should be two messages in the **Messages** screen when you first receive your handheld to introduce you to your handheld and some of its basic features.

Registering with the network

After you turn on the wireless radio, a Registration message should arrive. In the rare case that the Registration message does not arrive, check the **Home** screen to ensure you are in coverage. (You are in coverage if you have one or more bars beside the coverage indicator in the top right corner of the **Home** screen.) Register your handheld using this procedure.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. In the **Device Options** screen, scroll to Network Settings and click.

3. In the **Network Settings** screen, ensure 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 to view the menu. Scroll to Register Now and click.



If you are in coverage, the Registration message should arrive within a few seconds.

Note

If the Status field in the **Network Settings** screen is not set to Active, contact customer support.

You may also need to re-register your handheld each time you load new applications using the Desktop Software's Application Loader tool. See Chapter 10 or the Application Loader online help for more information.

Activating your account

Consult your service provider's documentation for more information on activating your BlackBerry Wireless Email account.

Sending a message

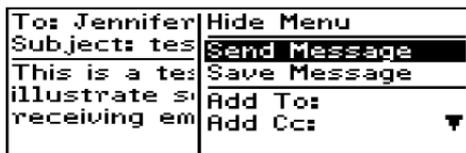
You can send a message to an existing contact or add a new contact while composing your message.

Note You can also compose a message while in the **Messages**, **Address Book**, or **Saved Messages** screens. Click the trackwheel to view the menu. Scroll to Compose Message and click. Follow steps 2-6 below to compose and send your message.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.
2. In the **To:** screen, click the trackwheel to view the menu; scroll to New Address and click. (Once you have entries in your Address Book, you can scroll to a name. See page 92 for more information on adding Address Book entries.)
3. In the **New Address** screen, enter your own email address information and press ENTER after each field.
4. Click the trackwheel to view the menu. Select Save Address by clicking again. You return to the **To:** screen with your new contact selected. Click the trackwheel to view the menu where you select Email as your send method.

To:	Hide Menu
(Use Once)	Use Email
Jennifer Kru	New Address
	View Address
	Edit Address

5. Type a subject line and press ENTER to begin typing your message. When you are finished composing your message, click the trackwheel to view the menu; select Send Message by clicking again.



The **Messages** screen shows a list of message headers for each message you've sent or received; the header includes the time sent or received, the recipient or sender, and the subject line. You will see one of the following icons to the left of the message header to indicate the message's status.



Message is being sent



Message has been sent out to the network



Message is pending (will be sent later). This icon will appear if you are out of a coverage area or the network is busy.

See Chapter 3 for more information on composing and sending messages.

Reading a message

When you receive your test message, follow these steps to read it.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

- In the **Messages** screen, scroll to the new message (the message header with an unread message icon beside it) and click to view the menu. Select Open Message by clicking again.

Tip Open messages quickly by double-clicking the trackwheel.

- The new message appears on your screen. Scroll down to read the entire message. Scroll up past the subject line of the message to view the message status, the recipient(s), the sender, and the date.

Message Status: Read	▾
To: Jennifer Krul (Email)	
Sent: Apr 27, 2000 4:39p	
From: Karen Moser (Email)	
Subject: test	
This is a test message to	

- Press BACKSPACE to return to the **Messages** screen or click the trackwheel to view the menu, then scroll to select your next option. See Chapter 5 for more information on receiving and reading messages.

Mes:	Hide Menu	
To:	Mark Unread	
Sent:	Save Message	
From:	Reply To Message	
Subj:	Reply To All	
This:	Forward Message	▾

Note

If you slide the handheld out of the holster within five seconds of notification, the notification stops and the most recently-received message will be open. If you pull the handheld out of the holster and quickly replace it, notification stops but the message will remain closed and marked unread. See page 37 for more information on setting message notification options.

Forwarding and filtering your email

You can determine how email is forwarded to your handheld by visiting the web pages recommended to you by your Service Provider. Each Service Provider will have a different URL, but the web pages are generally referred to as BlackBerry Internet Edition Settings.

To forward or suspend message delivery

By default, all messages are forwarded to your handheld. You can suspend message delivery at any time from the BlackBerry Internet Edition Settings web pages. You may wish to suspend message delivery if you'll be spending a lot of time at your computer (the messages will arrive there anyway), if you're travelling out of network coverage, wish to conserve battery power, or simply don't require your email to be delivered wirelessly.

In the **BlackBerry Internet Settings** page, the **Forward messages to my handheld** checkbox is selected by default. You can clear the check box if you want messages to be suspended at your desktop. At any time you can select the check box; message delivery will resume after a short delay.

To create a filter

The web-based filters offered by BlackBerry Internet Edition enable you to specify which messages are forwarded to your handheld. A filter consists of criteria (set by yourself) based on message

characteristics: message sender, message recipients, whether you were directly addressed or CC'd, words in the subject line, or the level of importance. If a message arrives in your mailbox that matches the set criteria, you can set the filter to forward the message to your handheld, forward with priority, send only the message header, or not forward the message to your handheld.

1. In the **BlackBerry Internet Edition Settings** page, click **Filters** to open the **Filters** page.
2. In the **Filters** page, click **New** to open the **New Email Filter** page.
3. In the **Filter Name** field, type a name that describes this new filter.
4. Select whether you'd like this filter **Enabled** or **Disabled**. You can disable a filter at any time (instead of deleting the filter and having to re-create it).

Use any of the following fields to set the filter criteria. When an incoming message matches all of the criteria for a particular filter, the action that you specify will be performed on that message. You can set criteria in any or all of the fields.

5. In the **From** field, type the full email address of the person or email group whose messages you want the filter to detect. For example, type `jsmith@rim.net`. If you are typing more than one email address, make sure that you separate each address with a semi-colon.
6. In the **Sent To** field, type the full email address(es) of any recipients other than yourself that you would like the filter to detect (addresses for distribution lists that do not have an SMTP address cannot be used). If you are typing more than one

email address, make sure that you separate each address with a semi-colon.

7. In the Subject field, type any word(s) for the filter to detect in the Subject line of incoming messages. The filter will only search for the entire string, not individual words.
8. In the Body field, type any word(s) for the filter to detect in the body of incoming messages. The filter will only search for the entire string, not individual words.
9. In the Recipient Types section, click the appropriate checkboxes to indicate if the filter applies to messages that are addressed directly (To) to you, or carbon copied (Cc) to you, or both. This field only applies to messages sent directly to your address. It does not apply to distribution lists of which you are a member.
10. In the Importance field, click the drop-down list and select the level of Importance (if any) that you want the filter to detect in your incoming messages.
11. From the Action drop-down list, select which action you'd like the filter to perform on messages meeting the above criteria.
 - **FORWARD:** messages meeting the filter criteria will be forwarded to your handheld.
 - **LEVEL 1 NOTIFICATION:** messages meeting the filter criteria will be forwarded to your handheld with Priority status.
 - **HEADER:** only the Header of messages meeting the filter criteria will be forwarded to your handheld. The Header consists of the To, From, Subject, and Date fields of the message.
 - **DON'T:** messages meeting the filter criteria will be held at

your desktop. You will not receive the message on your handheld.

12. When you have set the filter criteria and action, click Save. The filter that you just created will be added to the **Filters** list.

For details on how to edit filters, enable/disable filters, re-order filters, or use the other features of these web pages, refer to the URL provided by your Service Provider and click the Help option at the bottom of any page.

Summary

You've just sent and received a wireless email message. In this chapter, you learned how to turn on the radio, register with the network, and create web-based filters. Read on to learn more about composing and sending messages.

3

Composing and sending messages

In the previous chapters of this guide, you learned about your handheld's main components and the general procedures required for sending and reading messages. This chapter explains the different features that the handheld offers for advanced composing and sending capabilities.

Setting message options

You can change the message options for all message types - received, saved, and sent. You can choose:

- **Display Time:** shows the time the message was sent or received.
- **Display Name:** shows the name of the sender or the recipient.
- **Confirm Delete:** confirms deletion of messages.

To set message options

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. In the **Messages** screen, click the trackwheel to view the menu. Scroll to Options and click.

3. The **Message List Options** screen appears. Scroll to the field you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the option to your preference.

Message List Options	
Display Time:	Yes
Display Name:	Yes
Confirm Delete:	Yes

4. When you have made the required changes to the fields, click to view the menu. Scroll to Save Options and click.

You return to the **Messages** screen.

Note You can also change the message options from the **Saved Messages** screen.

Setting level of importance

You can change the level of importance of a message that you are composing.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.
2. In the **To:** screen while composing a message, click to view the menu. Scroll to Options and click.
3. The **Current Message Options** screen appears. In the Importance field, press the SPACE key to change the importance level of the message you are composing from Normal to High.



- Click to view the menu. Scroll to Save Options and click. You return to the message you are composing. When you have finished composing the message, click to view the menu. Scroll to Send Message and click.

Note

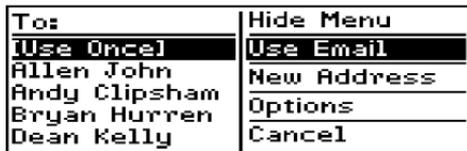
An exclamation mark appears beside the sent message in the **Messages** screen, to indicate that the message was of high importance. You can also view the importance level of a message by opening it and scrolling to the top.

Messages that you receive with High importance status will appear in the **Messages** screen in bold text. Once you read the message and return to the **Messages** screen, the message is no longer in bold text.

Sending one-time messages

This send option is a short-cut method and the recipient's address will NOT be saved in your Address Book.

- In the **Home** screen, scroll to the **COMPOSE** icon and click.
- The **To:** screen appears. Scroll to [Use Once] and click to view the menu. Scroll to Use Email and click.



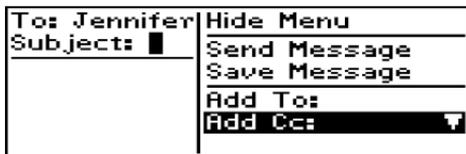
3. The **One Time Email** screen appears and you can type your contact's email address. Click the trackwheel to view the menu and select Continue by clicking again.
4. Type a subject and press ENTER to begin composing your message. When you are ready to send the message, click the trackwheel to view the menu. Scroll to Send Message and click.

From the **Messages** screen you can view the sent message's status.

Sending messages to many contacts

You can send a message to more than one recipient and choose whether recipients are addressed directly (To), carbon copied (CC), or blind carbon copied (BCC). See the Address Book chapter for information on adding contacts to your Address Book.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.
2. In the **To:** screen (after selecting a main recipient and a send method), click the trackwheel to view the menu. Click either Add To, Add Cc, or Add Bcc. (For this exercise, select Add Cc.)



3. The **Cc:** screen appears, listing all of your contacts' names. Scroll to a name. (Alternatively, you can type the first letters of your contact's name to start a search and then scroll to the name.) Click the trackwheel to view the menu, then scroll to Continue and click.

- You return to the **To:** screen where the additional recipient appears in the list. Type your subject in the Subject field and press ENTER to begin composing your message.
- When you have finished composing your message, click to view the menu. Scroll to Send Message and click.



Attaching Address Book entries

You can send an Address Book entry as an attachment.

- In the **Home** screen, scroll to the **COMPOSE** icon and click.
- While you are composing your message, click the trackwheel to view the menu. Scroll to Attach Address and click.
- The **Attach:** screen appears, listing all of your contacts' names. Scroll to a contact and click to view the menu. Scroll to Use Address and click.



4. You return to the **To:** screen and you can see that your message now contains an Address Book attachment. Click the trackwheel to view the menu. Scroll to Send Message and click.

See page 92 for information on how to add a new Address Book entry.

Using AutoText

The handheld's AutoText function automatically replaces certain text that you type with pre-programmed text. You can increase how quickly you compose messages by using AutoText. By configuring the default AutoText entries and adding new ones to meet your specific needs, you can use AutoText to:

- Automatically correct commonly misspelled words.
- Automatically replace abbreviations and acronyms with complete words.
- Automatically enter commonly-used strings of words into a message by typing only one keyword.
- Automatically insert punctuation and symbols into your message without using the ALT key or symbols library.

Note

There are several shortcuts built into the AutoText function for inserting macros into messages. These shortcuts include inserting the time, date, etc. See page 60 for more information on creating AutoText entries using macros.

How AutoText works

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.
2. While composing your message in the **To:** screen, type the text 'hte'. The text 'hte' is a default AutoText entry that tells the

handheld to automatically replace the text with the correctly spelled word 'the'.

To: Karen Moser (Email)
Subject: Customer request
We need to respond to hte

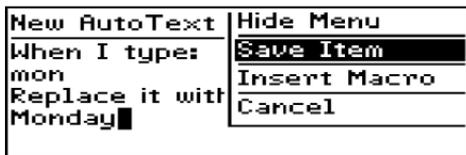
3. As soon as you press the SPACE key, the correct spelling replaces the error.

To: Karen Moser (Email)
Subject: Customer request
We need to respond to the

To add a new AutoText entry

You may want to customize your AutoText database by adding specific AutoText entries.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. The **Device Options** screen appears. Scroll to AutoText and click. The **AutoText** screen appears with a list of default AutoText entries. Click to view the menu. Scroll to New Item and click. You will be prompted with two fields: When I type (for the keyword) and Replace it with (for what should appear instead).
3. Type the keyword and replacement text in each field, then click the trackwheel to view the menu. Select Save Item by clicking again.



You can test your new entry by typing the keyword while you compose your message.

To add a new AutoText entry using a macro

You can use AutoText macros to quickly enter standard items such as dates, times, and owner information.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click. The **Device Options** screen appears. Scroll to AutoText and click. The **AutoText** screen appears with a list of default AutoText entries. Click to view the menu. Scroll to New Item and click. You will be prompted with two fields: When I type (for the keyword) and Replace it with (for what should appear instead).
2. For this example, enter a short form for the date in the When I type field. Scroll to the Replace it with field and click to view the menu.
3. Scroll to Insert Macro and click. In the **Insert Macro** screen, scroll to a macro and click. The list of macros includes: Short date, Long date, Short time, Long time, Owner name, Owner info, Backspace, Delete, and %.



4. Once the appropriate macro is in the Replace it with field, click the trackwheel to view the menu. Scroll to Save Item and click.

The new AutoText entry will appear in the AutoText entries list in alphabetical order. When you use this AutoText entry in a message and press the SPACE key, the corresponding macro is inserted into your message.

To edit an AutoText entry

You may wish to change a pre-programmed AutoText entry to suit your needs.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. The **Device Options** screen appears. Scroll to AutoText and click. In the **AutoText** screen, scroll to the entry you would like to edit. Click the trackwheel to view the menu. Scroll to Edit Item and click.
3. The **Edit AutoText** screen appears. Press ALT while you roll the trackwheel to scroll horizontally while you make your edits. Make your changes to the current entry.
4. Click the trackwheel to view the menu. Scroll to Save Item and click.

You will return to the **AutoText** screen where you can view your recent changes.

Note

You can also edit AutoText entries while you're composing a message. In the **To:** screen, click to view the menu. Scroll to Edit AutoText and click.

You can also edit AutoText entries in the Backup and Restore tool in the Desktop Manager. See the Backup and Restore online help for more information.

To delete an AutoText entry

If you do not wish to keep an AutoText entry (either a default entry or one that you added), you can delete it.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. The **Device Options** screen appears. Scroll to AutoText and click. In the **AutoText** screen, scroll to the entry you would like to delete. Click the trackwheel to view the menu. Scroll to Delete Item and click.
3. A dialog box appears asking if you want to delete the entry. Scroll to Yes and click.

You return to the **AutoText** screen and you can see that the entry is no longer listed.

To perform an AutoText search

Rather than scrolling through your list of AutoText entries, you can perform a search to find an entry quickly.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. The **Device Options** screen appears. Scroll to AutoText and click. In the **AutoText** screen, type the first letter or first few letters of the entry you would like to find. For this example, type the letter 't'. (The screen header will display the word Find, followed by the letter 't'.) The AutoText list will isolate all entries beginning with the letter 't'. Scroll to the desired entry or type additional letters to further isolate entries.
3. Scroll to the correct entry then click the trackwheel to choose to edit or delete the entry.

Automatic formatting

The handheld's built-in formatting capabilities extend beyond the AutoText function to reduce your typing time.

Auto capitalization

As you compose a message, you do not have to worry about pressing the SHIFT key to capitalize words — the handheld has two methods of performing capitalization for you.

- Begin typing; you will see that the first letter you type is capitalized automatically and that every letter following a period becomes capitalized too. The handheld recognizes the beginning of a new sentence and does the work for you.
- If you want any other characters to be capitalized, press and hold the character key until it becomes capitalized. You must have the Key Rate (Options>Screen/Keyboard) option set to either Slow or Fast for this feature to work. See page 132 for details on setting the Screen/Keyboard options.

Auto punctuation

You can insert a period automatically at the end of a sentence or word by pressing the SPACE key twice. The next letter you type will be capitalized.

Email fields

You can type an email address in an Email field of the **Address Entry** screen without pressing the ALT key. Begin typing an email address; instead of pressing ALT + L to insert the '@' sign, simply press the SPACE key to do so. When you press the SPACE key again, a '.' character will be inserted.

To insert a blank space into the Email field, press **BACKSPACE** and then press **SPACE** again. A blank space appears in the field. The next time you press the **SPACE** key, the '@' sign appears.

Number fields

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

To type a number in one of these fields, simply press the associated character key. For example, to display the number '4', press the 'R' key. These fields support all numeric characters and the '-', '+', 'x' and '.' characters without pressing the **ALT** key.

Note To enter hexadecimal characters, you must press the **ALT** key when pressing the associated letter. For example, to enter an 'e' in the PIN field, press and hold the **ALT** key while pressing the **E** key.

Number lock

You can activate number lock (num lock) mode to type numbers without holding down the **ALT** key. Press **SHIFT + ALT**. Num lock mode is activated and you can enter numbers in any screen. Press **SHIFT** or **ALT** again to turn off num lock mode.

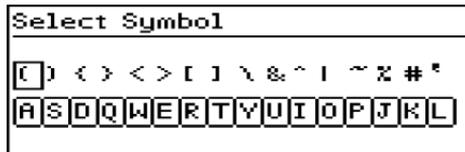
Inserting symbols

You can enhance your messages by inserting symbols from the handheld's symbols library.

Note You can insert symbols into screens other than **To:** (such as the **New Address**, **Edit Address**, **Search Messages**, and **AutoText** screens) by following steps 3-4.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

- The **To:** screen appears. Begin composing a message by following the standard email message procedure (as shown on page 46).
- Press ALT+SPACE to view the **Select Symbol** screen.



- Use the trackwheel to scroll to the symbol that you would like to insert into your message, then click to insert the symbol. (You can also press the associated alpha key under the desired symbol.)
- You return to your message in the **To:** screen and the symbol has been inserted.

Tip

You can also insert international characters/characters with accents into your messages. When composing a message or entering text, press and hold a letter key while rolling the trackwheel to scroll through international characters/characters with accents. When the desired character appears, release the letter key.

Summary and tips

In this chapter, you learned more about composing and sending email and have been introduced to the time-saving features such as

automatic formatting and AutoText. In the next chapter you'll learn more about receiving and reading messages.

Composing and sending messages - Tips

- Press C to create a new message while in the **Messages** screen.
- Press ALT and roll the trackwheel to scroll horizontally in any field where you can enter or view text.
- Press SPACE to insert the "@" and "." characters in an Email field.
- Press SPACE twice to insert a period while composing a message (the letter following the period will automatically be capitalized.)
- Type the first letters of the name or the initials separated by a space to find a specific contact in the To field.
- Press ALT + SHIFT to turn on caps lock mode (press SHIFT again to turn it off).
- Press SHIFT + ALT to turn on num lock mode (press SHIFT again to turn it off).
- Press and hold a letter to capitalize it (only works with Key Rate enabled).

AutoText

- While composing a message, press br + SPACE to enter an open angle bracket.
- While composing a message, press ld + SPACE to enter the current date.
- While composing a message, press lt + SPACE to enter the current time.
- While composing a message, press rb + SPACE to enter a closed bracket.

4

Receiving and reading messages

In this chapter, you will learn about your options for received messages, how to receive more of a long message, and how to open file and Address Book attachments.

When you receive a new message, the handheld will display visual notification on the **Home** screen, and may provide other notification, depending on how you have set your notification options.

Received message options

Once you have read a new message, click the trackwheel to view your options:

Mark Unread — Mark the current message as unread.

Save Message — Save the open message. A copy of the message will be placed in the **Saved Messages** screen. See page 75 for more information on saving messages.

Reply to Message — Send a reply to the sender of the open message, without including the original text. (See Reply with Text below.) Reply to Message is the default menu option.

Reply to All — Send a reply to all recipients of the message, without including the original text.

Forward Message — Forward (send) the open message to another contact. If an attachment is included with the message, it will be forwarded with the message.

Reply with Text — Send a reply to the sender of the open message. The text of the original message appears below your reply. All of the original message is sent, even if it was truncated on your handheld.

Reply to All with Text — Send a reply to all recipients and include the text of the original message as part of the reply.

Delete Message — Delete the open message.

Show Qualified Address — Show the SMTP address (full address) of the recipient or sender. This option is only available when you have your cursor in the From or To field of the open message.

Show Friendly Name — Show the first and last name of the sender or the recipient. This option is only available when you have your cursor in the From or To field of the open message with the Qualified Address showing.

Add to Address Book — Add the sender of the message to your Address Book. This option is only available when you have your cursor in the From field of the open message. It will not appear if the sender's address is already in your Address Book. See page 72 for more information on adding contacts to your Address Book from messages.

Next Unread — Closes the current message and opens the next unread message if unread messages exist.

Previous Message — Closes the current message and opens the previous message.

Next Message — Closes the current message and opens the next message.

Receiving long messages

Occasionally, the message you receive may be longer than what the network can transmit. In this case, the maximum amount of data allowed is sent to your handheld and the remainder is stored in your email Inbox. You can receive the rest of your message by following this procedure:

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. Open a message. If the message is too large to view at one time, you will see the message “More available” at the end. The remaining number of bytes in the message is also listed. Click to view the menu. Scroll to More and click.



3. Once you have selected More, the remaining part of the message will be sent to you. It will appear at the end of the existing part of the message. Press G to resume reading the message where you last left off.

Note

You can also return to the **Messages** screen and you will be notified when the handheld receives the remaining part of the message. When more of the message is received, it will be marked unread again. In the **Messages** screen, scroll to the unread message and open it by pressing the ENTER key. Press G to resume reading the message where you last left off.

Sending file attachments

If you have received a message on your handheld that has a file attached, you can forward the message to someone else. The original message (with the attached file) is forwarded through your email Inbox.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. Open a received message that has a file attachment. (If there are attachments to the message, the number of attachments is displayed at the top of the message.) The name of the attachment and the size of the file will appear at the end of the message.



3. Click the trackwheel to view the menu. Scroll to Forward Message and click. Select a recipient and a send method.
4. You can type a message before you click to view the menu and select Send Message. The sent message will include the file attachment.

You return to the **Messages** screen where you can view the sent message's status.

Managing Address Book attachments

The handheld supports attachments in the form of Address Book entries. If you have received a message with this type of attachment, follow this procedure to open the attachment and add it to your handheld's contact database:

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. Open a received message and read it. (If there are attachments to the message, the number of attachments is displayed at the top of the message.) Scroll to the end of the message; if there is an Address Book attachment for you to open, you will see its name and size.



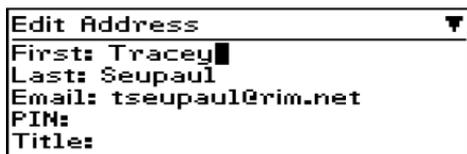
3. With your cursor in the name of the Address Book attachment, click the trackwheel to view the menu. Click Open Attachment. The **Address Attachment** screen opens and you can view the information.
4. Click the trackwheel to view the menu. Scroll to Save Address and click.

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

Adding contacts to Address Book

When you receive a new message from someone who is not currently in your handheld's Address Book, you can add the address from the open message.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. Open a received message and read it. Scroll to the top of the message. Place your cursor in the From field and click to view the menu.
3. Scroll to Add to Address Book and click. The new contact's information will be shown in the **Edit Address** screen. Add any information you would like to include for this contact.



The screenshot shows a screen titled "Edit Address" with a small downward arrow icon in the top right corner. The screen contains the following text:

```
First: Tracey
Last: Seupaul
Email: tseupaul@rim.net
PIN:
Title:
```

4. Click to view the menu and select Save Address by clicking again.

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

Summary and tips

In this chapter, you've learned about reading and receiving messages. You can set received message options, retrieve long messages, manage file attachments, open address book attachments, and add attachments to your Address Book. Now that you know the

basics of reading and receiving email, you are ready to learn more about managing messages.

Receiving and reading messages - Tips

- Press ALT and roll the trackwheel to page up and down in the **Messages** screen.
- Press M to go to the **Messages** screen while in the **Home** screen or **Saved Messages** screen.
- Press V to go to the **Saved Messages** screen while in the **Home** screen or **Messages** screen.
- Press T to go to the top of a list or open message.
- Press B to go to the bottom of a list or open message.
- Press ALT and roll the trackwheel to scroll horizontally in any field where you can enter or view text.
- Press ALT + ENTER to page up in an open message.
- Press ENTER to page down in an open message.
- Press G to return to the last cursor position if you choose to close a message before you've finished reading.
- Press N to go to the next message when viewing or next day when in the **Messages** screen.
- Press P to go to the previous message when viewing or previous day when in the **Messages** screen.
- Press U to go to the next unread message in the list.
- Press R when in a message to reply without text to the sender only.
- Press F when in a message to forward the message.

5

Managing messages

Chapters 3 and 4 discuss the features and functions that the handheld provides for sending and receiving messages. Now, find out how you can organize, customize, and search your list of messages more efficiently.

Saving messages

Save important messages by copying them to a separate list. It is important to save any messages you want to keep for future reference. If the handheld needs to delete old messages to free memory space, saved messages are not deleted.

To save a received or sent message

You may wish to save a received or sent message to retain it for future use.

Note

An icon in front of the message header indicates message status (sent, received, etc.). See page 34 for an explanation of each icon.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. In the **Messages** screen, scroll to a received or sent message and click to view the menu. Scroll to Open Message and click.

- Click the trackwheel to view the menu. Scroll to Save Message and click. The message “Copying to saved folder...” flashes on the screen and the message is copied into the **Saved Messages** screen but also remains in the **Messages** screen.



- Return to the **Messages** screen by clicking to view the menu, scrolling to and clicking Close. Exit to the **Home** screen. In the **Home** screen, scroll to the **SAVED MESSAGES** icon and click.
- The **Saved Messages** screen appears and you can see that the message has been copied into the Saved Messages function.



Now that the message has been saved, you can delete the message from the **Messages** screen. See page 83 for more information on deleting messages.

To remove messages from the Saved Messages screen

You can remove sent and received messages from the **Saved Messages** screen by deleting them.

- In the **Home** screen, scroll to the **SAVED MESSAGES** icon and click.

2. In the **Saved Messages** screen, scroll to a saved message and click to view the menu.
3. Scroll to Delete Message and click. A dialog box appears, asking if you want to delete the message. Click Yes.

Note

If you have deleted the message from the **Messages** screen and then delete it from the **Saved Messages** screen, the message will no longer be on your handheld

To save a message while composing

You may wish to save a message that you have not finished composing, so that you may complete it and send it at a later time.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.
2. While composing a message in the **To:** screen, click the trackwheel to view the menu. Scroll to Save Message and click.



3. The **Messages** screen appears. An icon beside the message indicates that the message is saved but has not been sent. The message you save while composing is saved in the **Messages** screen, not in the **Saved Messages** screen.
4. To resume composing, scroll to the saved message and click to view the menu. Scroll to Open Message and click. The saved message opens and you can resume composing.

5. When you've finished composing, click the trackwheel to view the menu. Choose to save again or to send the message.

Searching messages

Use the handheld's search function to locate specific messages. You can specify and save the terms of several searches and use them at any time. You can also perform a one-time search. Two default searches (Inbox and Outbox) are saved on the handheld.

Note You can also search for messages while in the **Messages** and **Saved Messages** screens.

You do not need to complete all the fields in the **Search Messages** screen. The more fields you complete, the more narrow the search will be.

To perform a search

1. In the **Home** screen, scroll to the **SEARCH MESSAGES** icon and click.
2. The **Search Messages** screen appears. In the Name, Subject, or Message fields, type the keywords for which you want to search.

Note If you forget an exact spelling, you can search for a name stored in your Address Book while still in the **Search Messages** function. With your cursor in the Name field, click the trackwheel to view the menu. Scroll to Select Name and click. In the **Address Book** screen, select the name for which you would like to search. Click the trackwheel to view the menu. Scroll to Use Address and click. You return to the **Search Messages** screen with your selected name in the Name field.

- In the In field, press the SPACE key to select where you want to search for the name that you have entered. Choose from From field, Any Address Field, To field, Cc field, or Bcc field.

Search Messages	
Name: Andy Clipsham	
In:	From: Field
Subject: Status update	
Message: May	
Show:	Sent and Received

- Select the types of messages that you want the results of the search to show. In the Show field, press the SPACE key to select the type of messages to show. The default is to show all sent and received messages. You can view only the sent messages, only the received messages, or only the saved messages which match your search terms.
- After you have set the terms of your search, click the trackwheel to view the menu.
- To perform a one-time search without saving any of the terms that you have specified, scroll to Search and click.

To save the terms of your search, scroll to Save Search and click. The **Save Search** screen appears. Type a name for your search in the Title field. You may indicate a shortcut key to be associated with that search. Click to view the menu. Scroll to Save and click.

Save Search	Hide Menu
Title: May status	Save
Shortcut key (Alt):	Cancel
Name: Andy Clipsham	
In:	From: Field
Show:	Sent and Received

The results of your search are displayed in the **Search** screen.

Note

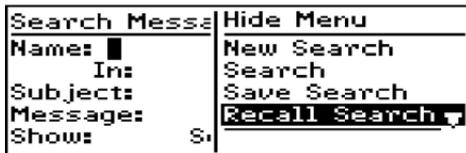
Once you saved a search and have specified a hotkey, you can use ALT + the hotkey to carry out the search in the **Messages** or **Saved Messages** screens.

When you enter text in the Subject or Message field, the **Search Messages** function will search for phrases containing these characters in the subject line and the body of your messages.

You can clear a field by clicking to view the menu, scrolling to Clear and clicking. If you want to clear all the fields in your search and restate your search terms, click to view the menu, scroll to New Search and click. The fields in the **Search Messages** screen are reset to the default values.

To edit a search

1. In the **Home** screen, scroll to the **SEARCH MESSAGES** icon and click.
2. The **Search Messages** screen appears. Click the trackwheel to view the menu. Scroll to Recall Search and click.



3. Your saved searches are listed. Select the search that you want to edit then click to view the menu. Scroll to Edit Search and click.



4. The **Save Search** screen appears. In this window, you can change any of the information in the fields. Once you have made your changes, click to view the menu. Scroll to Save and click.

The results are displayed in the **Search** screen.

To edit a search once

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



4. The details of the search you have selected are displayed and you can edit any of the fields. Once you have made your changes, click to view the menu. Scroll to Search and click.

The results are displayed in the **Search** screen.

Note The changes you make to the search are not saved. If you want to save your changes, select Save Search from the menu. The **Save Search** screen appears. Click to view the menu, scroll to Save and click.

To delete a search

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



4. A dialog box appears asking if you are sure you want to delete the selected searches. Click Yes to delete the search.

You return to the **Search Messages** screen and you can see that the search is no longer listed.

To search for the sender

When you have a received message selected in the **Messages** screen, you can search for all messages received from that contact. This

feature is helpful if you want to search for all messages relating to a new message that you have received.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. Select a received message from the contact for which you want to search then click to view the menu. Scroll to Search Sender and click.



All messages from that sender are shown in the **Search** screen.

Deleting messages

Although the handheld has ample memory for storing messages, you should delete unnecessary messages in order to manage the list more efficiently.

Note

If the handheld's memory is full and you receive new messages, the handheld will delete the oldest messages in the **Messages** screen to accommodate new ones. Saved messages will not be deleted.

To delete a message from the Messages screen

If you are in the **Messages** screen, you can delete a message without opening it. This procedure also applies for deleting messages from the **Saved Messages** screen.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

- In the **Messages** screen, scroll to the message that you want to delete and click to view the menu. Scroll to Delete Message and click.



- A dialog box appears, asking if you want to delete the message. Click Yes. (This dialog box appears only if Confirm Message Delete is enabled in the **Message List Options** screen.)

You return to the **Messages** screen and you can see that the message is no longer listed.

Note If you request more of a message, you should not delete the message until you have received all the information. See page 69 for more information on receiving long messages.

To delete an open message

You can delete a message while it is open without returning to the **Messages** screen.

- In the **Home** screen, scroll to the **MESSAGES** icon and click.
- Open the message you want to delete by clicking to view the menu, scrolling to Open Message and clicking.



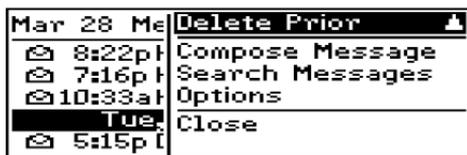
3. Click the trackwheel to view the menu. Scroll to Delete Message and click. A dialog box appears, asking if you want to delete the message. Click Yes. (This dialog box appears only if Confirm Message Delete is enabled in the **Message List Options** screen.)

You return to the **Messages** screen and you can see that the message is no longer listed.

To delete multiple messages

You can delete all messages prior to a particular date by selecting a date field.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click. In the **Messages** screen, scroll to a date field.
2. With the date field selected, click to view the menu. Scroll to Delete Prior and click.



3. A dialog box appears, asking if you are sure you want to delete all messages sent or received prior to and including that date. Click Yes.

You return to the **Messages** screen and you can see that the messages are no longer listed.

Tip

You can also delete multiple messages that aren't date-specific. In the **Messages** screen, hold the SHIFT key while rolling the trackwheel to select more than one message. Click the trackwheel to view the menu. Select Delete Messages and click to delete the messages that you have selected.

Editing messages

After you have a sent a message, you can edit its text, add or change the recipient, or change the send method.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. In the **Messages** screen, scroll to a sent message that you want to edit and click to view the menu. Scroll to Open Message and click. In the open message, click to view the menu. Scroll to Edit Message and click.



3. The text of the message will appear where you can make your changes. Once you have finished making changes, click to view the menu. Scroll to Send Message and click.

You return to the **Messages** screen.

Resending messages

If, for some reason, your message is not sent properly on the first attempt, you can resend the message to the same recipient. If you want to send the message to a different recipient, you must use the Forward Message or Edit Message options.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. In the **Messages** screen, scroll to the message that you want to resend and click to view the menu. Select Open Message by clicking again.
3. The text of the message will appear. Click to view the menu. Scroll to Resend Message and click.

Message 9	Forward Message ▲
service pr	Resend Message
resend 1a	Delete Message
To: Karen	Previous Message
Sent: Jul	Close
Subject:	

You return to the **Messages** screen and your message will be sent again.

Marking a message as unread

You can mark any message on the handheld unread.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. Scroll to a read message. Click to view the menu. Scroll to Mark Unread and click.



The message will be marked unread.

Note

You can also mark an open message unread by clicking to view the menu, scrolling to Mark Unread and clicking again.

You can also mark multiple messages as unread. In the **Messages** screen, hold the SHIFT key while rolling the trackwheel to select multiple messages. Click the trackwheel to view the menu. Scroll to Mark Unread and click.

You can use this procedure if you want to mark an unread message read. In the **Messages** screen, click to view the menu. Scroll to Mark Read and click.

Marking all messages read

If you have many messages on your handheld which you have not read but you have read them on your desktop, you may wish to mark all messages read.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.
2. Scroll to the top of the list and select the date field.
3. Click to view the menu. Scroll to Mark Prior Read and click.

Mar 29 Me	Mark Prior Read ▲
📧 9:06a t	Delete Prior
Wed,	Compose Message
📧 10:33a t	Search Messages
Tue,	Options ▼
📧 5:15p t	

All messages in the list will be marked as read.

Tip

You can also mark a set of messages as read. In the **Messages** screen, hold the SHIFT key while rolling the trackwheel to select more than one message. Click the trackwheel to view the menu. Scroll to Mark Read and click.

Summary and tips

In this chapter, you learned how to manage your messages more effectively. Message management on the handheld is similar to managing messages on your PC; you can save, search, or delete messages at your convenience. In the next chapter you'll discover the various features of the handheld's Address Book.

Managing messages - Tips

- In the **Messages** or **Saved Messages** screens, press ALT + I to view all Inbox messages. Press ALT + O to view Outbox messages.
- Press ALT + a hotkey to carry out a search in the **Messages** or **Saved Messages** screens. You can specify the hotkey.
- Press V to go to the **Saved Messages** screen while in the **Home** screen or **Messages** screen.
- Press ALT + U to toggle between marking a message unread or read.
- Press ALT + BACKSPACE with a date field highlighted to delete all messages prior to and including the selected date.

6

Using the Address Book

The handheld contains an Address Book for storing various contact information. The Address Book allows you to keep a customized record of email addresses, mailing addresses, titles, and pager, fax, business, and home phone numbers. It also stores personal information about specific contacts in the form of notes.

Setting Address Book options

In your Address Book options, you can decide how you want to sort your addresses, whether or not you want confirmation of deleted addresses, and whether or not you want to allow duplicate names.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.
2. In the **Address Book** screen, click to view the menu. Scroll to **Options** and click.
3. The **Address Book Options** screen appears, displaying the following three options:
 - **Sort By:** Select how you want to sort the addresses in your Address Book. The default is **First Name**.
 - **Confirm Address Delete:** Select whether or not you want to confirm deleting Address Book entries. By default, this option is set to **Yes**.

- **Allow Duplicate Names:** Select whether or not you want to allow more than one entry for the same name. By default, this is set to Yes.
4. Scroll to the field you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the option to your preference.



5. Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Address Book** screen.

Note

You can also open the **Address Book Options** screen from the **To:** screen when composing a message.

Adding addresses

To add an individual contact's information to the Address Book, follow this procedure:

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.
2. In the **Address Book** screen, click to view the menu. Scroll to **New Address** and click.

Address B	Hide Menu
* No	New Address
	Compose Message
	Options
	Close

3. Type your contact's information and press ENTER after each field. You can also type your contact's full name in the First or Last field and press ENTER. The first name will appear in the First field and the last name will appear in the Last field.

Note

You can have up to three email addresses for the same Address Book entry. To add more than one email address, click to view the menu, scroll to Add Email and click. An additional field appears in the **New Address** screen and you are able to add a second email address. When you compose a message to a contact with multiple email addresses and select the email send method, you will be prompted to select which address to use.

4. To save your contact information, click to view the menu. Scroll to Save Address and click.

Edit Address	Hide Menu
First: Karen	Save Address
Last: Moser	Delete Address
Email: kmose	Add Email
PIN: 500933	Clear Field
Title:	

Your new contact's name will appear in alphabetical order in your Address Book.

Note

Instead of adding all your contacts manually to your handheld, you can import them from your PC. See the Backup and Restore online help for more information.

Address Book fields

The **New Address** screen has the following fields:

First: Type your contact's first name. This field supports alpha-numeric and symbol characters.

Last: Type your contact's last name. This field supports alpha-numeric and symbol characters.

Email: Type your contact's email address. This field supports alpha-numeric and symbol characters. Press the SPACE key once to insert the '@' sign; press the SPACE key again to insert a '.' (period). If you continue to press SPACE, you can continue to insert periods. To insert a blank space, press the BACKSPACE key and then the SPACE key again.

PIN: Type your contact's PIN number. You do not have to press the ALT key to enter numbers in this field.

Note

To enter hexadecimal characters, you must press the ALT key when pressing the associated letter. For example, to enter an 'e' in the PIN field, press and hold the ALT key while pressing the E key.

Title: Type your contact's job title/position. This field supports alpha-numeric and symbol characters.

Company: Type the name of the company for which your contact works. This field supports alpha-numeric and symbol characters.

Work: Type your contact's business phone number. This field supports numeric characters and the '-', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT+SPACE) to insert parentheses.

Home: Type your contact's home phone number. This field supports numeric characters and the '-', '+', 'x' and '.' characters

without having to hold down the ALT key. You can also use the symbols library (press ALT+SPACE) to insert parentheses.

Mobile: Type your contact's mobile phone number. This field supports numeric characters and the '-', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT+SPACE) to insert parentheses.

Pager: Type your contact's pager number. This field supports numeric characters and the '-', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT+SPACE) to insert parentheses.

Fax: Type your contact's fax number. This field supports numeric characters and the '-', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT+SPACE) to insert parentheses.

Address 1: Type your contact's street address. This field supports alpha-numeric and symbol characters.

Address 2: Type any further information for the address. (A second address field is provided for long addresses.) This field supports alpha-numeric and symbol characters.

City: Type your contact's city. This field supports alpha-numeric and symbol characters.

State/Prov: Type your contact's state or province. This field supports alpha-numeric and symbol characters.

ZIP/Postal Code: Type your contact's zip code or postal code. This field supports alpha-numeric and symbol characters.

Country: Type your contact's country. This field supports alpha-numeric and symbol characters.

Notes: Type any reference notes you would like to keep about your contacts. This field supports alpha-numeric and symbol characters. Press the ENTER key for a new line.

Viewing addresses

You can view the information for a specific contact in the form of an on-screen business card.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.
2. In the **Address Book** screen, select the name of the contact whose information you want to view. Click to view the menu. Scroll to View Address and click.
3. A virtual business card appears listing all the information you've entered for this contact.

Tip

To jump to a number or email field in the business card, press the first letter of the field name. For example, if you have entered a fax number and you press F in this screen, you move to the Fax field.

Editing addresses

You can edit the information in any of the fields of an address entry. Some Address Book fields are limited to numeric characters and only a few alpha characters.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.
2. In the **Address Book** screen, select the Address Book entry that you want to edit and click to view the menu. Scroll to Edit Address and click.

3. In the **Edit Address** screen, use the trackwheel to move from field to field. Press the ALT key as you roll to scroll horizontally through the text to make your edits.
4. When you have made all the changes to the address fields, click to view the menu. Select Save Address by clicking again

Note

In the **New Address** or **Edit Address** screens, click the trackwheel to view the menu where you can clear fields and add Email fields. Simply scroll to choose the field and click to clear or add.

Deleting addresses

You can delete old addresses from your Address Book to save memory space.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.
2. In the **Address Book** screen, scroll to the contact that you want to delete. Click to view the menu. Scroll to Delete Address and click.
3. A dialog box appears, asking if you want to delete the address. Select Yes by clicking the trackwheel. (This dialog box will appear only if Confirm Task Delete is enabled in the **Address Book Options** screen.)

You return to the **Address Book** screen and you can see that the entry is no longer listed.

Note

You can also delete addresses in the **Edit Address** and **View Address** screens.

Searching addresses

The handheld's powerful search tool enables you to go directly to a specific contact so you do not have to scroll through a lengthy address list.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.
2. In the **Address Book** screen, type the first letter or letters of the name of the contact that you want to find. The letter or letters you type appear in the screen header, preceded by the word Find.
3. To return to your complete list of contacts, click to view the menu. Scroll to View All and click.

Note

The handheld searches the First, Last, and Company names of contacts to find the first instance of your search. As you type more letters for your search, fewer matches will appear.

Summary and tips

In this chapter, you learned how you can store address information for each person or company that you might want to contact. Not only are you familiar with the various address book fields, but you can also add, view, edit, delete, and search for addresses. In the next chapter you will learn about managing your tasks and appointments.

Using the Address Book - Tips

- Press the associated key on the keyboard while in number fields to insert numbers without using the ALT key.
- Press SPACE to insert the "@" and "." characters in an Email field.

Using the Address Book - Tips

- Type the first letters of the name or the initials separated by a space to find a specific contact in the **Address Book** screen.

7

Managing Tasks and Appointments

The handheld includes a Tasks function and a Calendar function to help you manage and schedule appointments and tasks. Use the Tasks function to make a list of tasks to be completed. Use the Calendar function to keep track of appointments and events, including the duration of the appointment, the location, and any additional notes.

Note

You can copy Task and Calendar entries from your PC to your handheld using the Intellisync tool. See the Intellisync online help for more information.

Using the Tasks function

The handheld's Tasks function allows you to keep a list of tasks to be completed. Tasks can be sorted by subject, priority, due date, or status.

To set task options

1. In the **Home** screen, scroll to the **TASKS** icon and click.
2. In the **Tasks** screen, click to view the menu. Scroll to **Options** and click.

- The **Tasks Options** screen appears, displaying the following two options:
 - Sort By:** Select how you want to sort the tasks in your **Tasks** screen. Choose from Subject, Priority, Due Date, or Status. By default, this option is set to Subject.
 - Confirm Task Delete:** Select whether or not you want to confirm deleting task entries. By default, this option is set to Yes.
- Scroll to the field you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the option to your preference.

Tasks Options	
Sort By:	Priority
Confirm Task Delete:	Yes

- Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Tasks** screen.

To add tasks

- In the **Home** screen, scroll to the **TASKS** icon and click.
- In the **Tasks** screen, click the trackwheel to view the menu. Scroll to New Task and click.
- In the **New Task** screen, complete the information for the task. Press ENTER after each field. In the Status, Priority, and Due Date fields, use the SPACE key to scroll through your options.

Release the SPACE key once you have set the field to your preference.

New Task	
Task:	Documents required
Status:	In Progress
Priority:	High
Due:	By Date:
	Tue, Apr 04, 2000

- Click to view the menu, then scroll to Save Task and click.

Your new task will be listed in the **Tasks** screen with one of the following three icons beside it, depending on the task's status.

Icon	Description
	The task has been completed.
	The task has been deferred or is waiting.
	The task has not been started or is in progress.

Task fields

The **Tasks** screen contains the following fields:

Task: Type the subject of the task.

Status: Choose the status of the task. Your options are Not Started, In Progress, Completed, Waiting, and Deferred. The default is Not Started.

Priority: Choose the priority of the task. Your options are Normal, Low, and High. The default is Normal.

Due: Select the date by when the task is to be completed. Your options are None or By Date. If you select None, no due date will be recorded for this task. If you select By Date, you can select the date on which this task is due.

Notes: Type any reference notes you would like to keep about the task.

To view and edit tasks

1. In the **Home** screen, scroll to the **TASKS** icon and click.
2. Scroll to the task that you want to view or edit, then click to view the menu. Select Open Task by clicking again.
3. The **Edit Task** screen appears with the task details listed. Edit the task by changing the fields in this screen.
4. Once you have finished viewing or editing the task, click to view the menu. Scroll to Save Task and click.

You return to the **Tasks** screen.

To delete tasks

1. In the **Home** screen, scroll to the **TASKS** icon and click.
2. In the **Tasks** screen, scroll to the task you want to delete, then click to view the menu. Scroll to Delete Task and click.
3. A dialog box appears, asking if you want to delete the task. Click Yes. (This dialog box appears only if you have set the Confirm Task Delete field to Yes in the **Tasks Options** screen.)

You return to the **Tasks** screen and you can see that the task is no longer listed.

Note Delete all completed tasks by scrolling to Delete Completed and clicking.

You can also delete tasks in the **Edit Task** screen.

To change a task's status

1. In the **Home** screen, scroll to the **TASKS** icon and click.
2. In the **Tasks** screen, select the task for which you want to change the status, then click to view the menu.
3. Depending on the task's current status, scroll to either Mark Completed or Mark In Progress and click.

The task's status is changed.

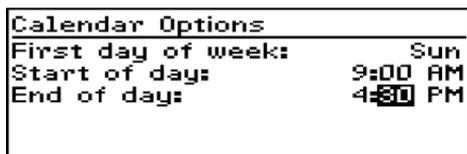
Note You can only change the status of a completed task to "In Progress". You can mark a task "Completed" if it is marked "Deferred", "Waiting", "Not Started", or "In Progress". To change a task to a status other than "Completed" or "In Progress", edit the task. See page 104 for more information on editing tasks.

Using the Calendar function

The handheld's Calendar function displays appointments in either Month, Week, Day, or Agenda view. Although the default is Day view, you can change the view at any time.

To set Calendar options

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.
2. In the **Calendar** screen, click to view the menu. Scroll to **Options** and click.
3. The **Calendar Options** screen appears, displaying the following three options:
 - **First day of week:** Set on which day your week starts. By default, this option is set to Sunday.
 - **Start of day:** Set the time at which your day starts. By default, this option is set to 9:00 a.m.
 - **End of day:** Set the time at which your day ends. By default, this option is set to 5:00 p.m.
4. Scroll to the field you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the option to your preference.



5. Click the trackwheel to view the menu. Scroll to **Save Options** and click.

You return to the **Calendar** screen.

To switch views

In the **Calendar** screen, click to view the menu. Scroll to View Day, View Week, View Month, or View Agenda and click, depending on which view you would like to use. If you switch to another view and then exit the Calendar, that view will appear the next time you open the function.

Day view

This view displays all appointments for the given day. The subject of the appointment appears beside the start hour and a sidebar spans the length of the appointment.

Mon, Apr 3, 2000		2:09p ▲
1:00p		
2:00p		
3:00p		
4:00p	*Meeting - upcoming...	
5:00p	Boardroom 1	

Week view

This view displays all appointments for the current week; you can scroll vertically through them. All appointments are marked with an outlined box spanning the length of the appointment. If the appointment is an all-day appointment, dots will span the entire day. Press the ALT key while rolling the trackwheel to scroll horizontally through the appointments.

Apr 2000	S	M	T	W	T	F	S
1:00p							
2:00p							
3:00p							
4:00p			■	■			
5:00p							
Meeting - upcoming docs							

Month view

When you first switch to Month view, your cursor will be on today's date and you can scroll horizontally through the days of the month. Days with appointments will have a black bar to the left of the day. The size of the bar depends on the length of the appointment. For example, a one-hour appointment will have a short bar, while a four hour appointment will have a long bar. If the appointment is an all-day appointment, the day will be in bold text. The position of the bar depends on the start time set for the appointment. For example, the bar for afternoon appointments will typically appear near the bottom of the date.

Mon, Apr 3, 2000						2:10p ▲▼
S	M	T	W	T	F	S
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Agenda view

This view displays only the days on which you have appointments, allowing you to see your “agenda”. The appointments appear in chronological order starting with the earliest appointments at the top. Each entry in the Agenda view includes the time, the subject, and the location of the appointment. A sidebar to the left of the start time spans the length of the appointment. If you have set a reminder for the appointment, an alarm icon appears beside the subject.

Mon, Apr 3, 2000		2:10p ▲
Mon, Apr 3, 2000		
4:00p	▲Meeting - upcoming...	
5:00p	@Boardroom 1	

To add appointments

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.
2. In the **Calendar** screen, click to view the menu. Scroll to **New Appointment** and click.
3. In the **New Appointment** screen, use the trackwheel to go from field to field, adding information for the appointment. Press **ENTER** to go to the next field.

New Appointment		▼
Subject: Status review		
Location: Boardroom A		
Start Date: Fri, Jun 02, 2000		
Start Time: 11:00 AM		
End Date: Fri, Jun 02, 2000		

4. In the **Reminder** field, select how early you want to be notified of the appointment. If you do not wish to be reminded of the appointment, set this field to **None**.
5. If the appointment will occur regularly, set the **Recurrence** field to reflect how often the appointment should appear in your calendar. See page 111 for more information on setting recurring appointments.
6. To save your appointment, click to view the menu. Scroll to **Save Appointment** and click.

New Appoir	Hide Menu
Subject: S	Save Appointment
Location: E	Change Option
Start Date	Cancel
Start Time	
End Date: Fri, Jun 02, 2000	

You return to the **Calendar** screen.

Note

You will always be notified of pending appointments with reminders, even if you have turned off your handheld.

In Day or Week view, press SHIFT while rolling the trackwheel in the **Calendar** screen to set the duration of the appointment prior to selecting New Appointment.

Appointment fields

The **New Appointment** screen contains the following fields:

Subject: Type the subject for the appointment.

Location: Type the location where the appointment is to be held.

Start Date: Select the start date of the appointment. The default is today's date.

Start Time: Select the start time for the appointment. The default is the current time, rounded to the nearest hour. (You can change the hour and minutes settings by pressing the SPACE key.)

End Date: Select the end date of the appointment. The default is today's date.

End Time: Select the end time for the appointment. The default is an hour after the start time. (You can change the hour and minutes settings by pressing the SPACE key.)

Reminder: Select how early you want to be notified of the appointment. The default is 15 minutes in advance of the start time.

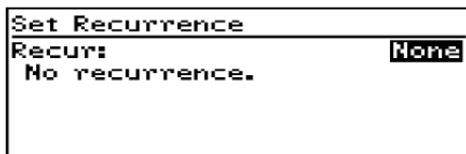
Recurrence: Set whether or not the appointment is a recurring appointment. The default is None. See page 111 for more details on setting the recurrence for appointments.

Notes: Type any reference notes you want associated with this appointment.

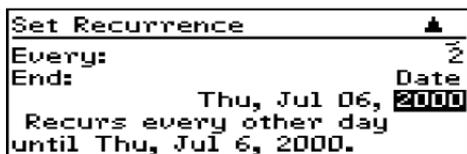
To set recurring appointments

You can specify that the same appointment reappears in your Calendar at regular intervals.

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.
2. In the **New Appointment** screen, add the information for your appointment.
3. In the Recurrence field, press the **SPACE** key. The **Set Recurrence** screen appears.



4. In the Recur field, press the **SPACE** key until the desired option appears on screen. Your options are: Day, Week, Month, and Year. (For this example, select Day to set an appointment recurring on a daily basis.)
5. In the Every field, press the **SPACE** key until the desired amount of time between appointments appears on screen. (For this example, select 2 to set an appointment recurring every second day.)

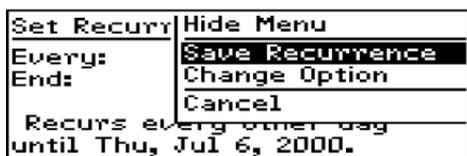


- In the End field, set the specific date on which the recurring appointment should end. (By setting this field to Never, you will have a constant recurring appointment.)

Note

If you set your appointment to recur weekly, you can specify the day(s) of the week on which it should recur. If you set your appointment to recur monthly or yearly, you can set the day on which the appointment will recur.

- The terms of the recurrence are shown after the End field. If you are satisfied with these terms, click to view the menu. Scroll to Save Recurrence and click.



You return to the **New Appointment** screen with your recurring appointment settings entered. Save your appointment by clicking to view the menu, scrolling to Save Appointment and clicking.

To view appointments

In Day, Week, or Agenda view, you can see the specifics for an appointment by selecting the appointment, clicking to view the menu, scrolling to View Appointment and clicking.

In Month view, you can view the appointments for the selected day by following this procedure:

1. In the **Home** screen, scroll to the **CALENDAR** icon and click. The **Calendar** screen appears. Switch to Month view by clicking to view the menu, scrolling to View Month and clicking.
2. In the **Calendar** screen, select a day that has appointments and click to view the menu. Scroll to View Appointments and click. The appointments for the selected day are listed.



Note

When you view appointments in Month view, you are not switching your view. The appointments for the selected day are listed in Day view but your overall view remains as Month view.

3. If you want to view the details of the appointment, edit it, or delete it, click to view the menu. Scroll to View Appointment, Edit Appointment, or Delete Appointment and click.
4. Press BACKSPACE to return to Month view.

To view today's appointments

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.

2. In the **Calendar** screen, click the trackwheel to view the menu. Scroll to Today and click. The appointments for today's date appear in your chosen Calendar view.

Note In Agenda view, if you do not have appointments for the current date, the next day that has appointments will be displayed.

To view next and previous

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.
2. In the **Calendar** screen, click the trackwheel to view the menu. Scroll to Next (or Previous) and click. The next (or previous) day, week, or month is shown.

Note In Agenda view, you will see the next or previous day with appointments scheduled. Viewing the next or previous day's appointments is useful if you have many appointments and do not want to continue scrolling through your agenda.

In Day view, press ALT while rolling the trackwheel to scroll to the next or previous day.

To view the appointments for a specific date

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.
2. In the **Calendar** screen, click the trackwheel to view the menu. Scroll to Go to Date... and click. In the dialog box that appears, use the SPACE key to select the date for which you would like to view appointments and click.

The appointments for that date appear, in your chosen Calendar view.

To edit appointments

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.
2. In the **Calendar** screen (in either Day or Agenda view), scroll to an appointment and click to view the menu. Scroll to **Edit Appointment** and click. If you've selected a recurring appointment, you can edit all occurrences of the appointment (choose **Edit all dates**) or you can edit only the selected appointment (choose **Edit this**).
3. The **Edit Appointment** screen appears, displaying all of the details for the appointment. Edit the information in any of the fields. To edit the **Date**, **Start Time**, **End Time**, or **Reminder** fields, press **SPACE** key to scroll between options. Release the **SPACE** key once you have set the field to your preference.



4. If you are editing a recurring appointment, scroll to the **Recurrence** field and press the **SPACE** key. The **Set Recurrence** screen appears, allowing you to change any of the settings. Click to view the menu, then scroll to **Save Recurrence** and click.
5. Click the trackwheel to view the menu, then select **Save Appointment** by clicking again.

You return to the **Calendar** screen.

Note If you are in Week or Month view, you can either switch to Day or Agenda view to edit the appointment, or view the appointment and then edit it. See page 112 for more information on viewing appointments.

To delete appointments

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.
2. In the **Calendar** screen, scroll to the appointment that you want to delete (in Day, Week, or Agenda view) or the day on which there are appointments to delete (in Month view). Click the trackwheel to view the menu. Scroll to Delete Appointment(s) and click.
3. A dialog box appears, asking if you want to delete the appointment. Click Yes. If your appointment is a recurring appointment, you can delete all occurrences of the appointment or just the one you have selected.

You return to the **Calendar** screen and you can see that the appointment is no longer listed.

Note If you are deleting appointments in Month view, all appointments for the day you select will be deleted. You must switch to Day, Week, or Agenda view to delete a specific appointment.

Summary and tips

In this chapter, you learned how you can organize your time and projects using the Tasks and Calendar functions. You can add, view, edit, delete, and set options for both tasks and appointments. In the **Tasks** screen, you can modify the status of your tasks so that you know which of your projects have been completed. In the **Calendar**

screen, you can switch between four different views. In the next chapter, you'll examine the MemoPad and Calculator functions.

Managing tasks and appointments - Tips

- Press ALT + BACKSPACE to delete a task or appointment
- Press T to go to the top task or appointment in the list.
- Press B to go to the bottom task or appointment in the list.
- Press C to create a new task or appointment.

Tasks

- Press M to mark an "In Progress" task as "Completed" or a "Completed" task as "In Progress".

Calendar

- Press D to switch to Day view.
- Press W to switch to Week view.
- Press M to switch to Month view.
- Press A to switch to Agenda view.
- Press S to scroll through all the possible calendar's views.
- Press T to go to Today in the **Calendar** screen.
- Press P to go to the previous day/week/month in the **Calendar** screen.
- Press N to go to the next day/week/month in the **Calendar** screen.
- Press ALT and roll the trackwheel in Day view to view the next or previous day.
- Press G to go to a specific date.
- Press ENTER to create an appointment at a selected time or view an appointment if one is highlighted.
- Press SHIFT and roll the trackwheel in Day or Week view to highlight the hours during which an appointment will take place. When you create the new appointment, the start time and end time fields will already be set.

8

Using the MemoPad and Calculator

The handheld contains a MemoPad for recording lists, notes, or other important information that you type aside from email messages.

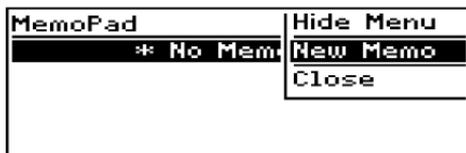
A Calculator function is also included, which helps you to perform simple mathematical operations.

Using the MemoPad function

You can use the MemoPad function to add, edit, view, and delete important memos.

To add memos

1. In the **Home** screen, scroll to the **MEMOPAD** icon and click.
2. In the **MemoPad** screen, click to view the menu. Scroll to New Memo and click.



3. Type a title for your memo and press ENTER. Then type the body of the memo.
4. Once you have finished composing the memo, click to view the menu. Select Save by clicking again.

You return to the **MemoPad** screen where your new memo appears in alphabetical order.

To view memos

1. In the **Home** screen, scroll to the **MEMOPAD** icon and click.
2. In the **MemoPad** screen, select the name of the memo that you want to view. Click to view the menu. Scroll to View Memo and click.

The full memo appears on the screen.

Note You can edit a memo you are viewing by clicking to view the menu. Scroll to Edit Memo and click.

To edit memos

1. In the **Home** screen, scroll to the **MEMOPAD** icon and click.
2. In the **MemoPad** screen, select the memo you want to edit and click to view the menu. Scroll to Edit Memo and click.
3. In the **Memo** screen, you can add or edit text. Press the ALT key as you roll to scroll horizontally through the text.

4. When you have finished making changes to your memo, click to view the menu. Select Save by clicking again.

Note

You can clear the Title field and the entire body of a memo. Scroll to the field that you want to clear (either the Title field or the body) and click to view the menu. Scroll to Clear Field and click. The field is erased and you can add new text.

To delete memos

1. In the **Home** screen, scroll to the **MEMOPAD** icon and click.
2. In the **MemoPad** screen, scroll to the memo you want to delete.
3. Click to view the menu. Scroll to Delete Memo and click. A dialog box appears asking if you want to delete the memo. Scroll to Yes and click.

You return to the **MemoPad** screen and you can see that the memo is no longer listed.

Note

You can delete memos only in the **MemoPad** screen.

Using the Calculator function

Use the handheld's calculator function to perform simple mathematical operations and conversions.

Tip

Using the keyboard, you can type numbers and mathematical operators in the Calculator without pressing the ALT key.

To perform mathematical operations

1. In the **Home** screen, scroll to the **CALCULATOR** icon and click.

2. The **Calculator** screen appears. Use the keyboard to enter the first number of the mathematical calculation. Using the trackwheel, scroll to the operator you want and click.
3. Enter the next number of the mathematical calculation. Using the trackwheel, scroll to the equal sign and click. The result of the calculation appears.

Note

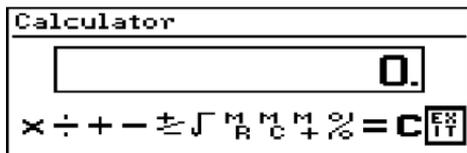
You can add, recall, and clear the calculator's memory if you want to save the results of a particular calculation. The current contents of the memory are shown at the top of the screen.

Press ENTER to perform the same action as scrolling to the equal sign.

Press C or the BACKSPACE key to clear the handheld's display.

To exit the calculator

In the **Calculator** screen, scroll to Exit and click.



Summary and tips

In this chapter, you learned how to use the MemoPad function and the Calculator function. You can add, edit, and view memos in the **MemoPad** screen, and you can also perform mathematical

operations in the **Calculator** screen. In the next chapter you'll find out how to customize your handheld's options.

Using the MemoPad and Calculator - Tips

MemoPad

- Press T to go to the top memo in the list.
- Press B to go to the bottom memo in the list.
- Press BACKSPACE to exit the **MemoPad** screen.
- Press ALT + BACKSPACE to delete a memo.
- Press ENTER to view a memo.

Calculator

- Press D to add.
- Press F to subtract.
- Press X or A to multiply.
- Press S to divide.
- Press Z or (SPACE key) to change the sign.
- Press V to find the square root of a number.
- Press J to recall the memory.
- Press K to clear the memory.
- Press L to add the number into memory.
- Press G to see the result of your calculation.
- Press C to clear the calculator screen.

9

Customizing your handheld's options

In the “Get to know your handheld” chapter, you learned about the procedure for setting message notification options. Now, refer to this chapter to learn how to customize the handheld's many other options to suit your specific needs.

Setting the alarm

The handheld has an **Alarm** function that you can set to tone at the same time every day. Choose from six different tone settings and three volume levels.

1. In the **Home** screen, scroll to the **ALARM** icon and click.
2. The **Daily Alarm** screen appears. Scroll to the field you would like to set, then press the **SPACE** key to scroll through your options. Release the **SPACE** key once you have set the field to your preference.

Daily Alarm	
Time:	12:00 AM
Alarm On/Off:	On
Tune:	3
Volume:	Low

3. Once you have set the Alarm to your preference, click to view the menu. Scroll to Save Options and click.

Note

When the alarm sounds, press any key to silence it. This action will not disable the alarm; it will sound at the set time again even if it has been silenced. To disable the alarm, set the Alarm On/Off field to Off.

Alarm fields

The **Daily Alarm** screen contains the following fields:

Time: Set the time at which you want the alarm to sound. The default is 12:00 AM.

Alarm On/Off: Select whether or not you want the alarm to sound. The default is Off.

Tune: Select the tune you wish to hear when the alarm sounds. You can hear each tune by scrolling through the options. The default is Tune 3.

Volume: Select the volume at which you wish to hear the alarm. Your options are: Low, Medium, and High. The default is Low.

Customizing handheld options

You can customize any of the handheld's options by following this general procedure:

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.
2. The **Device Options** screen appears. Scroll to the handheld option that you want to change and click the trackwheel.



3. Scroll to the field that you want to change, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference.
4. Once you have set the options to your preference, click to view the menu. Scroll to Save Options and click.

You return to the **Device Options** screen.

Handheld options

The following pages list the handheld's options and provide page references for further information.

About

The **About** screen contains handheld copyright information. You cannot change the information in this screen. Press the BACKSPACE key twice to return to the **Device Options** screen.

Auto On/Off

Use the automatic on/off feature to maximize battery life and to maintain optimal, extended messaging performance.

Weekday On: Set the handheld to turn on automatically at a specific time throughout the week

Weekday Off: Set the handheld to turn off automatically at a specific time throughout the week

Weekend On: Set the handheld to turn on automatically at a specific time on the weekend

Weekend Off: Set the handheld to turn off automatically at a specific time on the weekend

Note Both Weekday and Weekend options have an Enable/Disable field. You must set this field to Enable in order for the handheld to turn on and off automatically.

AutoText

The **AutoText** screen contains a list of all current AutoText entries. You can add, edit, and delete entries as you wish. See page 58 for more information on how to work with AutoText entries.

Date/Time

Set the date and time so that your messages contain the correct time stamp.

Note You can set the date and time automatically by synchronizing your handheld with your PC. See the Intellisync online help for more information.

Time Zone: Select your time zone. The handheld will automatically adjust the time depending on the time zone. The default is the Eastern (-5) time zone.

Daylight Savings: Select whether or not you want daylight savings time to be adjusted automatically. By default, the handheld is set to adjust for daylight savings time (Support). The setting only needs to be set once. It should only be set to Ignore if you live in a state or province that does not recognize daylight savings time. When this setting is set to Support, the handheld will automatically adjust the time on the proper date.

Time: Set the current time

Format: Select a 12 hour or 24 hour clock

Date: Set the current date

Note

The information that you set in the Time, Format, and Date fields will represent how the date and time appear on the handheld's **Home** screen and on the password security screen.

Message Services

Message Services: This field displays information regarding the wireless email service for your handheld. Do not edit the information in this field.

Network Settings

Roaming: Choose the country you are in - either Canada or the United States. Subscribers in each respective country will have their home country as the default setting.

Note

It is possible to get a BlackBerry service that allows you to switch dynamically between both Canada and the United States. There is an additional charge for cross-border roaming. Talk to your service provider for more information.

Radio: Turn the handheld's radio on or off. In certain situations, such as travelling by plane, it is important to turn off the radio in your handheld to prevent radio frequency interference. See page 43 for a shortcut for turning your radio on and off.

Status: Shows the status of the network. It is set to either Pending or Active, depending on what you have specified in the Roaming field.

Note You can re-register with the network in the **Network Settings** screen. Click to view the menu, scroll to Register Now and click. Unless you have been advised to do so, or if you have just received your handheld and it is not working, we recommend against registering your handheld more than once.

Notify

You can press the SPACE key to set the handheld message notification to tone/vibrate, vibrate, tone, or none. See page 37 for details on how to set the notification options.

In Holster: Customize the way that the handheld notifies you of a new message while it is in the holster. Your options are: Tone, Vibrate, Vibrate+Tone, or None. The default notification setting is Vibrate+Tone.

Out of Holster: Customize the way that the handheld notifies you of a new message when it is out of the holster. Choose from: Tone, Vibrate, Vibrate+Tone, or None. The default notification setting is Tone.

Tune: Select the tune you wish to hear when you are notified of a new message. You can hear each tune by scrolling through the options. The default is Tune 1.

Volume: Select the volume for your notification tune. Choose from Low, Medium, High, Escalating, or Off. If you set your notification type to vibrate and set the Volume field to Low, the handheld will vibrate only once when a new message arrives. If you set this field

to Medium, High, or Escalating, the handheld will vibrate twice when a new message arrives. The default is Low.

Note

The Escalating option provides you with quiet notification progressing to louder notification.

Number of Beeps: Select the number of beeps the handheld should make before notification stops. Choose from 1 to 5 beeps. The default is 1.

Repeat Notification: Set whether or not you want to be reminded of unread messages waiting. Choose from:

- Low - the handheld will tone or vibrate once every 15 minutes for 30 minutes
- Medium - the handheld will tone or vibrate once every 10 minutes for an hour
- High - the handheld will tone or vibrate once every 5 minutes for 2 hours
- Off - you will not be reminded

Level 1 Notify Only: Select whether or not you want to be notified of all messages or only those with a level 1 priority. Choose from either Yes or No.

Note

You will always be notified of pending appointments with reminders, even if you have turned off your handheld.

Owner

This information appears on the password security screen (if you have set a password). If you do not enter any owner information, a default message will appear on the password security screen.

Name: Type your name.

Information: Type any extra information that you want to appear on the password security screen. We recommend that you include your own (or your company's) contact information in case the handheld is lost.

Screen/Keyboard

In the **Screen/Keyboard** screen, you can change the LCD screen's appearance by adjusting contrast levels and font size. You can also change the key rate and tone.

Screen Contrast: Adjust the screen's contrast if you're having trouble seeing the interface. If you are using the handheld in low light, try the backlighting feature instead.

Font Size: Set the size of the font to be used on the screen. Choose from Small Font or Large Font. The default is Large Font.

Key Tone: Set the key tone field to On if you want the handheld to emit a tone each time a key is pressed.

Key Rate: Set the speed (Slow, Fast, or Off) at which your cursor moves whenever the BACKSPACE, ENTER, or SPACE key is pressed and held. The default setting is Slow.

Note

For all other keys, the Key Rate setting controls an auto capitalization feature. With Key Rate set to either Slow or Fast (i.e., Key Rate must be enabled), you can press and hold a key to capitalize it.

Security

In the **Security** screen, you can set your password options to ensure greater handheld security.

Password: Select whether or not you want to enable a password on the handheld. The default is Disabled.

Security Timeout: Set the duration of time (in minutes) that the handheld is idle before the password security screen appears. The default setting is 2 minutes.

Note

The password security screen will prompt you to "Press any key". Type the first letter of your password to gain access to the Enter Password dialog box. Type the remaining letters of your password to resume using the handheld.

Once you have set a password, you need to enter it to use the **Security** screen again. You will also need to enter the password when using the **Security** screen, as well as Application Loader. See page 38 for information on how to set your password.

Status

The **Status** screen provides information about the handheld and the wireless network. You cannot edit this information.

Signal: Shows the strength of the handheld's network signal.

Battery: Shows the percentage of remaining battery life.

Memory Free: Shows the amount, in bytes, of available RAM.

File Free: Shows the amount, in bytes, of available memory to store messages, address entries, and AutoText entries.

PIN: Shows the handheld's address number.

ESN: Shows the handheld's serial number.

O/S: Shows the version of the Operating System.

Flash Size: Shows the amount of flash memory on your handheld.

Address Book: Shows the current version of the Address Book function.

AutoText: Shows the current version of the AutoText feature.

Calculator: Shows the current version of the Calculator function.

Calendar: Shows the current version of the Calendar and Tasks functions.

Crypto SK: Shows the current version of the Crypto SK DLL.

Database: Shows the current version of the Database DLL.

MemoPad: Shows the current version of the MemoPad function.

Message List: Shows the current version of the Messages function.

Ribbon: Shows the current version of the functions list on the **Home** screen.

Secure Transport: Shows the current version of the Secure Transport DLL.

Serial Db Access: Shows the current version of the Backup and Restore protocol DLL.

UI: Shows the current version of the User Interface.

Summary

In this chapter, you discovered how to customize your handheld's options. You can set a number of handheld features, including the alarm, auto on/off, AutoText, date/time, message services, network settings, notify, owner, screen/keyboard, security, and status. Knowing how to customize these options allows you to personalize your handheld and optimize its performance.

10

Using the Desktop Software

The Desktop Software can synchronize your contacts, appointments, memos, and tasks between your PC and handheld. You can also backup any important information from the handheld to your PC, edit the Address Book and AutoText files, restore data back to the handheld, and load new applications onto the handheld, all using the Desktop Software's convenient Windows interface.

Note

You will find basic instructions in this chapter for using the Desktop Software and its tools; you can find more detailed information in the online help. From any window, select Help to view procedures.

Installing the Desktop Software

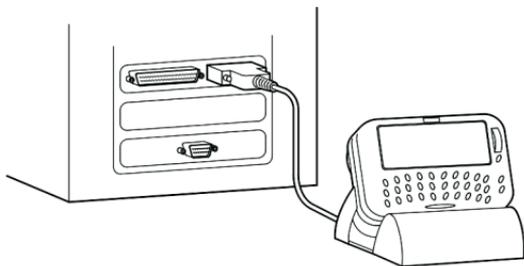
You must install the Desktop Software in order to synchronize your Personal Information Management data and use the other Desktop Software tools.

1. Insert the CD-ROM into the appropriate drive. The Setup program starts automatically. Follow the instructions on your screen, using the default paths and names recommended for the Desktop Software.
2. When Setup is complete, you may choose to open the README file and run the Desktop Software right away.

Connect the handheld to your PC

When connecting the handheld to the PC, use only the cradle provided by Research In Motion Limited.

1. Ensure that you have properly installed the Desktop Software. If it is not already open, launch the Desktop Manager by selecting it from the Start>Programs menu.
2. Insert the end of the cradle cable into a COM port on the back of your PC.



3. 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 and press firmly in place.

Note

If the password is enabled, you must enter it before you can connect to the desktop. See page 37 for more information on the password.

4. In the Desktop Manager, ensure that your PC recognizes a connection with the handheld. Select **Options>Serial Settings** to open the **Settings** window. Click **Detect**.

Note

The message “Handheld not found” will appear if the PC cannot detect the handheld on a serial port.

If the handheld and cradle cable both appear to be connected securely, ensure that no other devices are sharing the serial port, such as a PCMCIA card or IrDA unit. Ensure that there is no other connectivity software running on your PC, and that you are not using the same port as your mouse.

5. After connection is successful, click **OK** to exit the **Settings** window. The Desktop Manager will show the handheld’s **PIN** (Personal Identification Number) and **Current Status** in the status bar.

Loading handheld applications

If necessary, use the **Application Loader** tool to update the software on the handheld and add any new applications that might be available.

Note

Before updating your handheld with new software using the **Application Loader**, use the **Backup and Restore** tool to save any important information from the handheld to your PC. See page 139 for more information.

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click **Application Loader**. The **Welcome to Application Loader** window appears. The handheld must be connected before you can load new software.
2. Click **Next>** to start the process of loading new software onto your handheld. An **Initialization Progress** dialog box appears

on your PC to indicate that the Application Loader is connecting to your handheld and is reading your handheld's configuration. At the same time, your handheld's LCD will read "Loader activity...". Wait until initialization is complete and the dialog box disappears. The **Optional Application Selection** window appears, displaying the applications that you can choose to download to your handheld.

3. Select the check boxes next to the names of the applications you want to load and click **Next**>.

Any applications that do not have a check mark beside them will be erased from the handheld (even if you have them currently loaded).

4. The **Existing Data Preservation** window appears. In the Application Data section, select the check box if you want to delete the information on your handheld (including your messages and address book entries). If you select this check box, ensure that any important information is backed up first. In the Applications section, select the check box if you wish to erase the applications from your handheld before loading updated ones. You should select this option if you are loading applications after a failed load operation. Click **Next**> to continue.
5. The **Summary** window appears, displaying the application versions that will be downloaded to your handheld. Verify that the information is correct and click **Finish**.
6. The **Load Progress** dialog box appears and the new files are added to your handheld.
7. When loading is complete, the **Loader** dialog box will indicate whether loading was successful. If loading was not successful,

make sure that your handheld is in the cradle and the cradle is connected to your PC properly. Then, repeat these steps. Click OK to return to the Desktop Manager.

Note

After the loading process is complete, you will need to turn on your handheld's radio to send and receive messages. In the **Home** screen, scroll to the **TURN WIRELESS ON** icon and click.

Backing up files from handheld to the PC

Use the Backup and Restore tool to save any handheld files to your PC or restore previously-saved files back to your handheld. Additionally, you can use it to customize the Address Book and AutoText files: create new entries, edit existing entries, and delete the entries on your PC.

Note

Before updating your handheld with new software using the Application Loader, use the Backup and Restore tool to save any important information from the handheld to your PC.

See the online help topic "Advanced backup and restore" for more information on editing AutoText and Address Book entries.

To backup files from handheld to PC

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click Backup and Restore. The **Backup and Restore** window appears.
2. To backup everything on your handheld, click the Backup button. The **Select file for Full Backup** window appears. The default file name will be "Backup-today's date.ipd". Select the location and name of the file as desired and click Save.

3. A dialog box will chart the progress of the data transfer from the handheld to your PC. Once the information has been saved to your PC, you return to the **Backup and Restore** window.

Note You can backup specific databases to your PC by performing an Advanced backup. See the online help topic “Performing an Advanced backup” for more information.

To restore files back to the handheld

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click Backup and Restore. The **Backup and Restore** window appears.
2. To restore everything that was saved previously from your handheld, click the Restore button. The **Select file for Full Restore** window appears. Select the file name that contains the information you want to restore and click Open.
3. A dialog box will chart the progress of the data transfer from the PC to your handheld. Once the information is retrieved and organized, another dialog box appears, warning you that you are replacing the information currently stored in the listed databases of the handheld.
4. Click Yes to continue. Once the information has been restored to your handheld, you return to the **Backup and Restore** window.

Note You can restore only specific databases to your handheld by performing an Advanced restore. See the online help topic “Performing an Advanced restore” for more information.

Synchronizing PIM

Using the Intellisync tool, you can synchronize your PIM applications.

Note

See the online help for specific information based on the PIM application you use on your PC.

You can also update the handheld's date and time using the Intellisync tool. See the online help for more information.

In the **Intellisync** window, click the Auto start button to specify settings for automatic synchronization.

To configure PIM synchronization

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click Intellisync. The **Intellisync** window appears.
2. In the **Intellisync** window, click **Configure PIM...** to customize your PIM synchronization settings. The **Handheld Configuration** window appears. Select a PIM application (Address Book, Calendar, MemoPad, or Tasks) and click Choose.
3. In the **Choose Translator** window, select the PC program (called the “translator”) that you use and click OK.
4. You can configure other options in these windows such as field mapping, synchronization filters, and conflict resolution settings, depending on the translator that you have selected. See the online help for more information.
5. Once you have configured all the PIM applications, ensure the the check box next to Synchronize PIM is selected in the **Intellisync** window. Click Synchronize now to perform the operation.

Summary

In this chapter, you learned how to use the Desktop Software. You can update your handheld's applications, backup and restore information, and synchronize PIM.

11

Frequently asked questions

This chapter includes answers to some common questions about the handheld.

Alarm

Why is my alarm not sounding when I've set the time?

- Ensure that you have enabled the alarm by setting the Alarm On/Off field to 'On.' When the alarm is set, a bell icon appears on the **Home** screen. See page 125 for information on setting this field.

Battery

What should I do when I see the message "Battery too low for handheld usage"?

- Press any key to close this dialog box. Replace the AA alkaline battery with a fresh battery. See page 21 for information on inserting the battery.

Why is my battery running down quickly?

There are several reasons why your battery may run down quickly. Following these suggestions will help you get the most out of your battery.

- Use vibrate notification option because it requires less power than tone notification. See page 130 for information

on the notification options of the handheld.

- Avoid using the handheld for long messages. The Reply With Text feature also makes your messages longer and drains the battery faster.
- Avoid using the backlighting feature because it requires a lot of power.
- Turn off your handheld's radio when you are not reading mail or when receiving your mail is not urgent.
- If you are sending the same message to more than one person, use multiple recipients in one message rather than transmitting the same message more than once. See page 56 for information on composing a message to multiple recipients.

What should I do if my handheld does not turn on?

- Make sure the AA battery is properly installed or try inserting a new battery. You may have to leave the handheld turned off for 6-8 hours for the AA battery to charge the internal lithium cell. See page 21 for more information.
- If the handheld will not turn on after replacing the battery, reset the handheld. See page 149 for information.

Storage

What should I do if I won't be using my handheld for a short period of time?

- If you expect that you will not be using your handheld for a short period of time (two weeks or less), you should turn the handheld off. In the **Home** screen, scroll to and click the **POWER OFF** icon on the functions list.
- When you want to turn the handheld back on, simply click the trackwheel.

What should I do if I won't be using my handheld for a longer period of time?

Products that use alkaline batteries require special storage procedures. Before storing your handheld for an extended period of time, you should save information on the handheld to your PC using the Desktop Software's Backup and Restore tool.

- If you expect that you will not be using your handheld for many weeks or months, then you should remove the AA alkaline battery. The handheld shuts down, and after approximately 24 hours enters a special storage state. You should store the handheld in a cool, dry place. When you press any keys or click the trackwheel while the handheld is in this state, it will not respond.
- To reactivate the handheld, you must install a new AA alkaline battery (a used alkaline battery may not be powerful enough to reactivate the handheld). Once the new battery is installed, the handheld should turn on and read "Initializing".

All of your stored addresses and messages will be preserved while the handheld is turned off. However, the handheld will no longer have the correct date and time. To reset the date and time, follow the instructions in "Customizing your handheld's options" on page 126 of the manual, or to update this information automatically, simply synchronize the handheld with the Desktop Software's Intellisync tool.

Note

If you do not reset the date and time, messages will arrive with the date of January 1 and will be placed at the bottom of your **Messages** screen.

Home screen

How can I return to the Home screen?

The screen that displays the functions list and the date and time is called the **Home** screen.

- Press the BACKSPACE key repeatedly until you return to the **Home** screen. See page 24 for more information on other shortcuts.
- Select Close from an application's menu or, in the **Device Options** screen, scroll to the [Return to Home Screen] option and click.

LCD screen

What can I do if my LCD screen seems faint?

- Check the Screen/Keyboard option in the **Device Options** screen. In Options>Screen/Keyboard, scroll to the Screen Contast field. Press and hold the ALT key while rolling the trackwheel to select a higher contrast. Once you have set the field to your preference, click the trackwheel to view the menu. Scroll to Save Options and click.
- Activate backlighting by pressing the ALT key three times. See page 29 for more information on the handheld's backlighting.

The backlighting on my display screen keeps disappearing.

- The LCD backlighting will turn off after 10 seconds if you have not pressed a key or the trackwheel.

Messages

Why did I have two messages on my handheld before I turned on the radio?

- These messages are pre-loaded to help you learn about the handheld when you first receive it.

Why are my messages not being sent out?

You can tell that messages have not been sent because they have a clock icon beside them.

- Check that the handheld's radio has been turned on (select the **TURN WIRELESS ON** icon), and check that you are within range of network coverage (check the coverage indicator in the **Home** screen). See page 43 for more information.
- Check the **Network Settings** screen to ensure that your handheld has been activated on the network. If the Status field in this screen is Pending, contact your service provider to have your account activated.
- You can try resending your message. As long as there is a clock icon beside the message when you resend it, another attempt is made to transmit the original message. A copy is not sent. See page 87 for more information on how to resend messages.

What should I do if a message is returned?

A returned message will have an 'x' beside it in the **Messages** screen.

- Open the message and scroll to the top. The Message Status field indicates why the message was returned. Follow the instructions given there.

I am not being notified when new messages arrive, even though I have set the handheld to notify me.

- Ensure that the volume setting of the notification options is set to either Low, Medium, High, or Escalating, rather than Off. With the volume set to Off, the beeper will not sound when new messages arrive.
- Ensure that the Level 1 Only setting in your notification options is set to No. When this field is set to Yes, you will only be notified of level 1 messages, rather than all messages. See page 130 for more information on the notification options.
- In the **Notify** screen, set the Repeat Notification field to Low, Medium, or High so that you are reminded of unread messages on your handheld.

Punctuation

Where can I find the period (.) and other punctuation marks on my keyboard?

- The quickest way to type a period (.) is to press the SPACE key twice at the end of a sentence. The next letter is capitalized automatically.
- Press the ALT key with an associated character key to insert common punctuation marks. You will see the punctuation mark printed in orange above the primary key on the keyboard. See page 24 for information on the ALT key and other key functions.
- Other punctuation marks are included in the symbols library which you can open by pressing ALT + SPACE. See page 64 for information on how to insert a symbol.
- You can also insert international/accented characters into your messages. When composing a message or entering text, press and hold a letter key while rolling the trackwheel to scroll

through international characters/characters with accents. When the desired character appears, release the letter key.

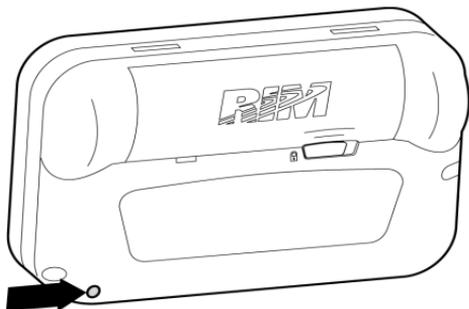
Desktop Software

For a complete list of frequently asked questions and answers, refer to the online help.

Resetting the handheld

On rare occasions, the handheld may report an internal handheld error message, instructing you to press 'R' to reset. Doing so will return the handheld to normal operation after a few minutes. Try sending yourself a message and check that all the information has been properly restored in the **Status** screen.

There is also a reset hole located on the back of the handheld, below the bottom label. Normally, you will not need to use this method of reset. However, if the handheld 'locks up' (no longer responds when you press keys or use the trackwheel) you can use this method to reset the handheld. One end of a paper clip can be inserted into this hole to press the reset button, restarting and restoring the handheld to normal operation.

**Note**

You can also reset the handheld by simultaneously pressing the ALT + SHIFT + BACKSPACE keys.

Messages and other information stored on the handheld will not be lost. If you were in the process of composing a message, however, the message will be lost.

If you reset your handheld, you will not lose the connection with your PC. After you reset your handheld, synchronize with the Desktop Manager to ensure that all information has been restored. See the Desktop Manager online help for more information

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Specifications

Mechanical Properties

Weight:	4.1oz (115g) (without AA battery)
Size (LXWXH):	3.5" X2.5" X0.89" landscape, (0.94 at battery compartment)
Memory:	R950-2 - 2 MB Flash memory, 304 kB RAM R950-4 - 4 MB Flash memory, 512 kB RAM

Display and control features

Display:	Full graphic LCD with custom annunciators and backlighting; 132 x 65 pixels, and 8 line by ~25 character text/graphics display
Controls:	Trackwheel for scrolling and selecting menus; 31-key QWERTY-style keyboard
Message Notification:	Audible beeper and mechanical vibrator; user-configurable alert 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 +/- 30 V
- Maximum data rate 115 200 baud

Port impedance 5k Ω nominal input,
300 Ω minimum impedance output

Power

Battery: One AA alkaline cell and one internal,
rechargeable Lithium Ion cell

Power Supply: Internal, rechargeable Lithium Ion cell

Temperature

Operating: -10°C to +60°C

Storage: -40°C to +70°C

Relative Humidity: 5-95% Non-condensing

Radio specifications

Network Support 900 MHz Mobitex networks

Interface Protocols: MASC (Mobitex Asynchronous Communications) Protocol; RAP (RIM's Radio Access Protocol).

Frequency

Transmitting: 896 to 902 MHz, 12.5 kHz Channels

Receiving: 935 to 941 MHz, 12.5 kHz Channels

Regulatory compliance

Handheld Complies with: FCC Part 15 Class B, Part 90
Industry Canada RSS 119

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Research In Motion Limited (“RIM”), the manufacturer and provider of the BlackBerry Solution, comprising the BlackBerry Handheld, which together with the BlackBerry Cradle and Holster comprise the BlackBerry Hardware, the BlackBerry Desktop Software, and the associated wireless data service and documentation, warrants to YOU, the end-user (“YOU”), that the BlackBerry Hardware will be free from defects in workmanship and materials for a period that is the shorter of (i) one (1) year from the date that the BlackBerry Hardware was first purchased by YOU as an original end-user and (ii) the period ending upon your breach of the End-User’s Agreement entered into when YOU ordered the BlackBerry Solution (the “Purchase Warranty Period”). If YOU obtain the BlackBerry Hardware through a rental or lease program, or any other non-purchase program, the warranty period (the “Rental Warranty Period”) shall be for as long as YOU continue to pay any required rental or lease fees. In no event, however, shall the Rental Warranty Period exceed three (3) years. Continued repair or replacement after the expiration of a Rental Warranty Period shall be at the sole discretion of RIM, and the continuance of a program of repair and replacement after the expiration of the Rental Warranty Period shall not constitute a waiver of RIM’s right to terminate this Limited Warranty or to declare that the Limited Warranty is no longer in effect. The Purchase Warranty Period and the Rental Warranty Period shall be hereinafter referred to as the “Applicable Warranty Period”, meaning one or the other of the Purchase Warranty Period or the Rental Warranty Period, as the context may require. This Limited Warranty is not transferable. During the Applicable Warranty Period, the BlackBerry Hardware, or one or more of the BlackBerry Hardware components, will be repaired or replaced at RIM’s option, without charge for either parts or labor. If the BlackBerry Hardware (or component thereof) is repaired or replaced during the Applicable Warranty Period, the Applicable Warranty Period will expire, if a Purchase Warranty Period, upon

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This Limited Warranty does not apply to normal wear and tear, and does not cover repair or replacement of any BlackBerry Hardware damaged by misuse, accident, abuse, neglect, misapplication, or defects due to repairs or modifications made by anyone other than RIM or its authorized service representative. This Limited Warranty does not cover physical damage to the surface of the BlackBerry Hardware, including cracks or scratches on the LCD screen. This Limited Warranty does not apply to any equipment other than the BlackBerry Hardware as defined in this Limited Warranty, i.e., it does not apply to any alkaline battery provided with your purchase, rental, lease or other means of acquiring the BlackBerry Solution, or any damage caused by the leakage or any other malfunction of an alkaline battery or any other accessory or peripheral equipment. This Limited Warranty also does not apply if the malfunction results from the use of the BlackBerry Hardware in conjunction with accessories, products, services or ancillary or peripheral equipment not approved or provided by RIM, and where it is determined by RIM that such malfunction is not the fault of the BlackBerry Hardware itself. Additionally, if malfunction results from the failure of the user to abide by the Safety Information contained in the package with the BlackBerry Solution, the Limited Warranty may be void, and if it is not void, it shall not apply. Data backup is presumed to be the responsibility of the user of the BlackBerry Hardware. Neither your Wireless Solution Provider nor RIM is responsible for data that may be damaged or lost at any time, including, without limitation data lost or damaged during the servicing of the BlackBerry Hardware, or through the use of

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