Top 10 BlackBerry Troubleshooting Tips

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Introduction

As of 01 February 2003, customers who purchase BlackBerry Wireless Handhelds™ through RIM pay for technical support. To avoid unnecessary support charges, perform the following troubleshooting before contacting BlackBerry® technical support.

Troubleshooting tips

1. Check the signal strength.

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

2. Click **Status**. The Status screen appears.

3. In the **Signal** field, verify that the value is a number higher than –100dBm (for example, –95dBm).

4. Verify that you are in an area of good wireless network coverage.

Tip: For BlackBerry Wireless Handhelds, verify that **GPRS**, **1X**, or **NXTL** appear in the handheld status section of the screen.

2. Reset your handheld.

1. Select one of the following options:

   - On the handheld, press the **Alt** key + the **Shift** key + the **Backspace** key simultaneously.

   - Insert a paper clip into the reset hole on the back of the handheld.

3. Check the network settings.

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

2. Click **Network** or **Network Settings**. The Network Settings screen appears.

3. In the **Radio** field, verify that the value is set to **On**.

4. Verify that the correct country is displayed for **Roaming**.

5. Verify that the **Status** is active.

6. Click the trackwheel. A menu appears.

7. Select one of the following options:

   - If you have a RIM handheld, click **Register Now** and verify that the handheld registers successfully.

   - If you have a BlackBerry handheld, click **Scan for Networks** and verify that the handheld is running on the correct network.

4. Confirm the handheld-to-computer connection.

1. Confirm that your handheld is connected to your computer properly.
2. Close and reopen the BlackBerry Desktop Manager software.
3. Verify that the computer detects the handheld.
4. Verify that you can create an encryption key using the desktop software.

5. Run the Application Loader.

WARNING: Back up your handheld using the Backup and Restore tool before you complete these steps.

1. Connect your handheld to your computer.
2. In the desktop manager, double-click the **Application Loader** icon. The Application Loader appears.
3. Click **Next.**
4. Follow the on-screen instructions.

6. Synchronize your handheld and desktop applications.

1. Connect your handheld to your computer.
2. In the desktop manager, double-click the **Intellisync** icon. The Intellisync window appears.
3. Click **Configure PIM**. The Handheld Configuration window appears.
4. Select the check boxes beside the applications that you want to synchronize.
5. Click **OK**. The Intellisync window appears.
6. Verify that the **Synchronize PIM** check box is selected.
7. Click **Synchronize Now**.

7. Send a test email message from your desktop email program.

1. Send a test message from your desktop email program to your handheld to verify that your corporate email server is functioning properly.

8. Send a test email and/or PIN message from your handheld.

1. Send a test email message from your handheld to your desktop email account.
2. Verify that the email arrives in your desktop email program and on your handheld.
3. Send a test PIN message to another BlackBerry handheld and verify that it is sent and received successfully.

9. Verify that your email is being redirected to your handheld properly.

1. Select one of the following options based on the method in which your email is redirected to your handheld:

   ◆ **BlackBerry Enterprise Server:** Check with your BlackBerry Enterprise Server administrator to verify that your server is online and is operating as expected.

   ◆ **BlackBerry Desktop Redirector:** Confirm that the BlackBerry Desktop Redirector software is running on your computer and that it displays a status of **Running**.

   ◆ **BlackBerry Web Client:** Contact your service provider to verify that your account is provisioned.

10. Search the Technical Knowledge Center.

Refer to `http://www.blackberry.com/knowledgecenter` for more troubleshooting information.

Conclusion

If you still experience issues after attempting these troubleshooting tips, refer to the available technical support options at `http://www.blackberry.com/support/options/index.shtml`.

If you are a TSupport subscriber, refer to `http://www.blackberry.com/support/tsupport/index.shtml`.

If you know that you require Incident-Based Support, refer to `http://www.blackberry.com/support/options/ibs.shtml`.

Before you call BlackBerry Technical Support, refer to `http://www.blackberry.com/support/gettingsupport/index.shtml`.

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