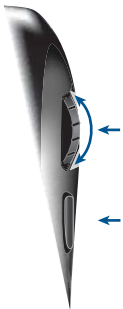


BlackBerry Wireless Handheld™ Getting Started Guide



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

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

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

Hold the Escape button to end a phone call.

Tips

Phone

- Open the phone screen Press the **Phone** button
- End a call from the Active Call screen Hold the **Escape** button
- Mute a call from the Active Call screen Press the **Phone** button
- Change the volume during a call Roll the trackwheel
- Dial a letter in a phone number Press **[C]** + the letter key
- Call voicemail Hold **[W]**
- Assign a speed dial phone number to a letter Hold the letter > Type a phone number
- Type a phone number extension Press **[C]** + **[X]** > Type the extension number
- Mute a call using a headset Press the headset button
- End a call using a headset Hold the headset button

Browser

- Open the home page Press **[H]**
- Open the browser bookmarks screen Press **[K]**
- Add a bookmark Press **[A]**
- Refresh a web page Press **[R]**
- Search a web page Press **[F]**
- Page down Press **[SPACE]**
- Go back a page Press the **Escape** button
- Stop a web page from loading Press the **Escape** button
- Go to a specific web page Press **[G]**
- Exit the browser Hold the **Escape** button

Messages

- Compose from the messages list Press **[C]**
- Reply to sender Press **[R]**
- Reply to all Press **[L]**
- Forward a message Press **[F]**
- Go to the next date Press **[N]**
- Go to the previous date Press **[P]**
- Go to the next unread message Press **[U]**
- View sent messages Press **[C]** + **[D]**
- View received messages Press **[C]** + **[I]**
- View SMS messages Press **[C]** + **[S]**
- View voicemail messages Press **[C]** + **[V]**
- Page up in an open message Press **[C]** + **[U]**
- Page down in an open message Press **[U]**

Calendar*

- Change to Agenda format Press **[A]**
- Change to Day format Press **[D]**
- Change to Week format Press **[W]**
- Change to Month format Press **[M]**
- Go to the next day, week, or month Press **[N]**
- Go to the previous day, week, or month Press **[P]**
- Go to the current date Press **[T]**
- Go to a specific date Press **[G]**

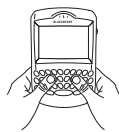
*In the calendar options, set the **Enable Quick Entry** field to **No** to use these shortcuts in Day format.

Navigating your handheld



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

Typing and editing



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

Wireless network coverage

Status indicators

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

Wireless coverage

No wireless coverage

	1XEV	1X	1x	D
Emergency calls	●	●	●	●
SMS messages	●	●	●	●
Phone	●	●	●	●
Email and PIN messages	●	●		
Browser	●	●		
High-speed data*	●			

- battery power
- low battery power
- charging
- roaming
- Home Zone
- receiving data
- transmitting data
- service book waiting
- Bluetooth® radio on
- Bluetooth connected
- Location Based Services
- voice privacy
- TTY enabled
- voicemail message
- missed call
- alarm set
- Number lock on
- Shift lock on
- Alt mode on

*High-speed 1X EV (EVDO service) subject to availability. Contact your service provider for more information.

How do I...



Make a phone call

1. On the Home screen, type a phone number.
2. Press the **Enter** key.



Add a contact

1. In the address book, click the trackwheel.
2. Click **New Address**.
3. Type contact information.
4. Click the trackwheel.
5. Click **Save**.



Send a text (SMS) message

1. In the messages list, click the trackwheel.
2. Click **Compose SMS**.
3. Click **[Use Once]**.
4. Click **SMS**.
5. Select whether the destination address is an SMS-compatible phone number or an email address.
6. Type the phone number or email address.
7. Click the trackwheel.
8. Click **Continue**.
9. Type a message.
10. Click the trackwheel.
11. Click **Send**.



Send an email message

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



Set a password

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

Fields

Address Book Options	
Sort By:	First Name
Confirm Delete:	Yes
Allow Duplicate Names:	Yes
Number of Entries:	10

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

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

Menus

May 12, 2004 12:21	
09:00	Hide Menu
10:00	Today
11:00	Go to Date
12:00	Prev Day
13:00	Next Day
14:00	Prev Week
15:00	Next Week
16:00	New
17:00	View Week

Click the trackwheel to view the menu.

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

Contents

Where can I find more information?

On the handheld

- On the menu, click **Help** to see help topics associated with the application that you are using.
- On any Help screen, click the trackwheel. Click **Index** to see a list of additional help topics.

In the BlackBerry Desktop Software

- On the **Help** menu, click **Desktop Help Contents** to view the *Handheld User Guide* or the *BlackBerry Desktop Software Online Help*.

In your BlackBerry Internet Service account using a desktop browser

- On the menu bar, click **Help** to view the *BlackBerry Internet Service Online Help*.

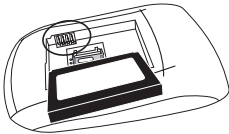
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Setting up your handheld

Insert the battery

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

1. Press the battery cover release button.
2. Slide off the battery cover.
3. Insert the battery so that the connectors align.



4. Replace the battery cover. If the battery is charged, your handheld turns on and a dialog box appears.
5. Click **OK**.

If the date and time are incorrect, see "How do I correct the date and time?" on page 7 for more information.

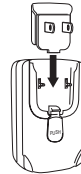
Charge the battery

Using the travel charger

1. Connect the smaller end of the USB cable to your handheld.



2. If your travel charger includes a removable USB cable, connect the larger end of the USB cable into the power adapter.
3. Slide the appropriate attachment piece into the power adapter.



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

Using your computer

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

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later
- Available USB port. If the port is part of a USB hub, the hub must be self powered.
- Windows®98, Windows ME, Windows 2000, or Windows XP
- BlackBerry Desktop Software or BlackBerry Handheld Manager must be installed to obtain the required USB driver on your computer. See "Setting up for email using BlackBerry Enterprise Server" on page 4 or "Setting up for email using BlackBerry Internet Service" on page 6 for more information.

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

1. Connect the smaller end of the USB cable to your handheld.
2. Connect the larger end of the USB cable to an available USB port.
3. Charge the battery to full power.

Turn wireless on

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

When the battery is charged, turn on the radio in a wireless coverage area.

See the inside front cover of this guide for information on wireless coverage levels and the wireless radio.

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

Set up email

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

Setting up for email using BlackBerry Enterprise Server

Use this option if all of the following situations apply:

- You want to receive messages from your corporate Microsoft® Outlook®, IBM® Lotus Notes®, or Novell® GroupWise® email account.
- You subscribe to a service that supports account setup using a BlackBerry Enterprise Server™.
- A system administrator is managing a BlackBerry Enterprise Server within your company.
- A system administrator has confirmed that you are permitted to use the BlackBerry Enterprise Server.

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

- Microsoft Outlook (Workgroup installation) with an account on a Microsoft® Exchange Server version 5.5 or later
- IBM Lotus Notes version 4.6 or later, with an account on an IBM Lotus® Domino® Server version 4.6 or later
- Novell GroupWise client version 6.5 Service Pack 4 with an account on a Novell GroupWise Server version 6.5 Service Pack 1 or later

Note: If your handheld is not enabled on a BlackBerry Enterprise Server, but you want to use a corporate Microsoft Outlook email account with your handheld, you can set up for email using the BlackBerry Desktop Redirector. See "What is the BlackBerry Desktop Redirector?" on page 7 for more information.

Use enterprise activation

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

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.
2. On your handheld, click **Enterprise Activation**.
3. Type your corporate email address.
4. Type the enterprise activation password provided by your system administrator.
5. Click **Activate**.

Note: Your system administrator might request that you install the BlackBerry Handheld Manager program on your computer to reduce the amount of data that is transmitted over the wireless network when your handheld is connected to your computer. If you install the BlackBerry Handheld Manager program, you do not need to install the BlackBerry Desktop Software.

Use the BlackBerry Desktop Software

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

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
2. Complete the on-screen instructions.

- Select **BlackBerry Enterprise Server** or **BlackBerry Desktop Redirector** as your account integration option.
 - Select **BlackBerry Enterprise Server** as your message redirection option.
3. Connect your handheld to your computer.
 4. On the Windows taskbar, click **Start**.
 5. Select **Programs > BlackBerry > Desktop Manager**.
 - When you are prompted to generate an encryption key, follow the on-screen instructions.

Setting up for email using BlackBerry Internet Service

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

- You purchased your handheld in a store.
- You want to set up a new email account for your handheld.
- You want to set up an existing email account for your handheld.

Note: To use this option, you must subscribe to a service that supports email setup using BlackBerry Internet Service.

Create an account

Consult your service provider's documentation for more information on setting up BlackBerry Internet Service.

Synchronize your handheld data

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

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
2. Complete the on-screen instructions.
 - Select **BlackBerry Internet Service** as your account integration option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start**.
5. Click **Programs > BlackBerry > Desktop Manager**.

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

Frequently asked questions

Why does my handheld not turn on?

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

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

Remove and then reinsert the battery.

Why does my handheld not charge?

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

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

How do I correct the date and time?

1. In the handheld options, click **Date/Time**.
2. Set the date and time.
3. Click the trackwheel.
4. Click **Save**.

Why is there a book icon on the Home screen?

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

1. In the handheld options, click **Service Book**.
2. Click the service book beside the book icon.
3. Click **Accept**.

Why can I not send or receive messages?

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

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

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

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

1. Click **Options > Connection Settings**.
2. In the drop-down list, click the correct port.
3. Click **Connect**.

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

Why can I not use shortcuts on the Home screen?

By default, you can quickly dial phone numbers from the Home screen. To use shortcuts on the Home screen, in the phone, click **Options**. Click **General Options**. Set the **Dial From Home Screen** field to **No**.

What is the BlackBerry Desktop Redirector?

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

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

2. Complete the on-screen instructions.
 - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your account integration option.
 - Select **BlackBerry Desktop Redirector** as your message redirection option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start**.
5. Click **Programs > BlackBerry > Desktop Manager**.
 - When you are prompted to generate an encryption key, follow the on-screen instructions.

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

Can I set up for email using both BlackBerry Enterprise Server and BlackBerry Internet Service?

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

Contact your service provider for more information on availability and the fees that might be associated with email setup using both BlackBerry Enterprise Server and BlackBerry Internet Service.

How do I reset my handheld?

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

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

Customer support

BlackBerry support web site:

www.blackberry.com/support

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