

Installation and User's Guide

RIM 850 Wireless Handheld™



Installation and User's Guide, version 2.0

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At the time of printing, documentation complies with versions:
Operating System 2.0.20, Applications 2.0, and Desktop 2.0.

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For more information on BlackBerry, call 1-877-BLK-BERRY.

Research In Motion Limited

295 Phillip Street,

Waterloo, Ontario, Canada N2L 3W8

Tel. (519) 888-7465 Fax (519) 888-6906

www.rim.net

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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 5551A.

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 850 Wireless Handheld or its charging cradle. Retain these instructions for future use.

Remember to follow any special regulations governing the use of the RIM 850 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 850 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 850 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 charging 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 850 Wireless Handheld or its charging 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.

RIM recommends that you use only single-use alkaline or rechargeable NiMH batteries in this unit. There is a list on page 22 of recommended brands of rechargeable NiMH batteries. The use of any other battery may disable the handheld and may be dangerous. Only plug in the charging cradle AC wall adapter if you are going to use the recharging feature. Discard the handheld properly. As the unit contains a lithium cell, neither the handheld nor the lithium cell (nor the AA battery) should be disposed of in fire. Dispose of the handheld containing the lithium cell in accordance with the laws

and regulations in your area governing disposal of such cell types. Similarly, dispose of AA batteries in a responsible manner. Contact RIM if you have any questions concerning disposal of the handheld, the lithium cell, or the AA battery.

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 22 for more information on the battery and power supply. Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the charging cradle. Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.

Never push objects of any kind into the RIM 850 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. Do not use the handheld near water (for example near a bathtub or a sink, in a wet basement, near a swimming pool, etc.). The RIM 850 Wireless Handheld and its charging cradle should be situated away from heat sources, such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

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

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

- the power supply cord or plug is damaged
- liquid has been spilled or objects have fallen into the handheld or charging cradle
- the handheld or charging cradle has been exposed to rain

or water

- the handheld or charging cradle has been dropped or damaged in any way
- the handheld or charging cradle does not operate normally by following the instructions contained in this manual
- the handheld or charging cradle exhibits a distinct change in performance

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 charging cradle to its normal operation.

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

Failure to observe all these instructions 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 is a mobile email solution that includes the RIM 850 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 RIM 850 Wireless 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, file, and delete messages.
- **Compose:** Create and send messages to Internet email addresses and to other handhelds.
- **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) now supports folder management, which lets you file messages on the handheld. When you first reconcile email with your handheld (using the Intellisync tool), your desktop folder structure is transferred to the handheld. Any messages filed on the handheld are marked as read and moved into the corresponding desktop folder. (See page 97 for more information.) You can also set your Message List Options to delete messages on both the desktop and the handheld upon email reconciliation. (See page 111 for more information.)

The updated Search Messages function allows you to 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 filed in a particular folder, sent to a particular address, or containing specific text. (See page 102 for more information.) The expanded Calendar function now supports

recurring calendar appointments and offers you one of four views: Day, Week, Month, or Agenda.

The updated Desktop Software lets you turn off email redirection if you are using the BlackBerry Enterprise Server. You can also specify the desktop folders from which you want email to be redirected. See the Redirector Settings online help for more information.

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 3 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 49 to install.

Contents of your package

Your package should contain the following:

- Handheld
- Charging 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
- Microsoft Exchange Client, Microsoft Outlook 97, Outlook 98 or 2000 (Workgroup installation), with an email account on a Microsoft Exchange Server version 4.0 or higher, that is capable of receiving email from the Internet

You must have the Desktop Redirector (Redirector.exe) running on a computer with a continuous connection to the company's Exchange Server. Use of the Desktop Redirector is not required if email will be redirected by the BlackBerry Enterprise Server.

You have a Microsoft Exchange email account if:

- You will be running Microsoft Outlook as your email client and,
- In Outlook, if you select Tools>Services, the dialog box contains a list of services that includes Microsoft Exchange Server.

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. Additional support can be found online at www.blackberry.net.

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

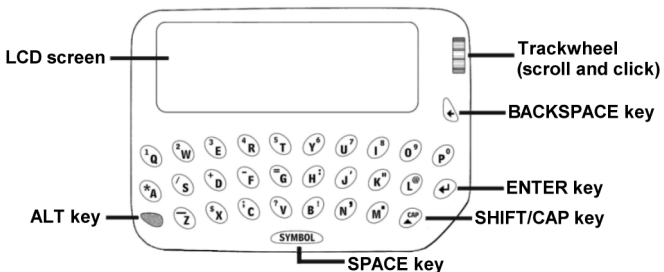


Figure 1: Front view of handheld

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 or one NiMH rechargeable battery housed in the battery compartment at the back of the handheld. See page 22 for more information on 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 39 for information on notification options.

Serial port

The serial port on the bottom of the handheld fits into the prongs of the charging cradle. You must connect the 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 3, "Using the Desktop Software" for more information on installation procedures and serial connection details.

Charging cradle

The charging cradle provides a link between the handheld and your PC, so that you may use the Desktop Software provided with your package. See Chapter 3, "Using the Desktop Software" for more information on the cradle and the capabilities of the Desktop Software.

If you are using a rechargeable NiMH battery, you can use the charging cradle and accompanying AC adapter to recharge the battery. If the handheld is correctly placed in the charging cradle, the AC adapter is plugged in, and the handheld is using a valid NiMH rechargeable battery, the battery will be recharged.

Installing the battery

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

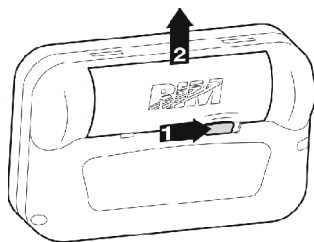
Note If you choose to use an AA alkaline cell in the charging cradle when synchronizing with your PC, we recommend that you unplug the AC adapter. This will ensure that the charging cradle does not attempt to charge the alkaline cell.

RIM recommends using the Sanyo NiMH model HR-3U (supplied with the handheld) when recharging the handheld's battery with the charging cradle.

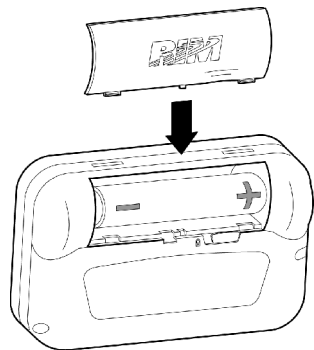
The Energizer NH15 NiMH is a suitable alternative for the Sanyo HR-3U. It has a lower capacity than the Sanyo battery so it will need to be recharged more frequently. It is, however, readily available from many retail locations.

RIM has also performed limited testing on NiMH batteries from Gold Peak Group and Radio Shack (Tandy). While not certified for general use in the RIM 850 Wireless Handheld, you may wish to try them as substitutes for the Sanyo or Energizer cells. If you encounter any difficulties when using these batteries, return to using the Sanyo or Energizer cells.

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 battery, then either the battery is too low or the internal lithium battery is discharged. Allow the battery to recharge the internal lithium battery by leaving the handheld turned off for 6 to 8 hours. See page 163 for answers to frequently asked questions about the battery.

Recharging the battery

The charging cradle contained in your package is used to recharge the NiMH battery that powers the handheld.

1. Plug the supplied AC adapter into a power source.
2. Place the handheld in the charging cradle so that the handheld's serial port is securely connected to the charging cradle. When the charging cradle and handheld are connected and the charging cradle is plugged in to a power source, the green LED on the cradle will be solid for a period of time, in which the cradle is detecting and testing the battery. The charging cradle then begins a charging cycle.
3. The green LED on the charging cradle will flash continually and the battery power indicator on the handheld's **Home** screen will be replaced with the charging indicator to show that the battery is being charged.
4. When charging is complete, the green LED returns to a solid green light. If the green LED turns off at any point during the charging cycle, there may be a problem with the battery, the charging cradle, or any of the connections, (e.g. the AC adapter, the handheld.) A complete charging cycle may take as long as 8 hours but it will typically take less time to fully recharge the battery.
5. To release the handheld from the charging cradle, brace the bottom of the charging cradle with your thumb and gently pull the top of the handheld towards you.

Recharging tips

Follow these practices for charging your handheld to ensure that you get maximum battery performance:

- Allow the handheld to complete its charging cycle every time you attempt to charge it. Do not remove the handheld from the cradle while the green LED is flashing. A charging cycle is complete when the green LED is solid.
- Keeping the handheld in the cradle for a short time (5-15 minutes) during synchronization with your PC will not negatively affect the rechargeable battery. However, keeping the handheld in the cradle longer than the time required for synchronizing, yet not long enough to complete the battery charging cycle, is not recommended.
- When using a non-rechargeable battery, such as an Alkaline cell, unplug the AC adapter from the charging cradle while synchronizing to ensure that the cradle does not attempt to charge the alkaline battery.
- Only recharge your handheld when the battery level indicator on the handheld's **Home** screen shows one or two bars. Do not recharge when the battery level is at three or more bars.

Turning on your handheld

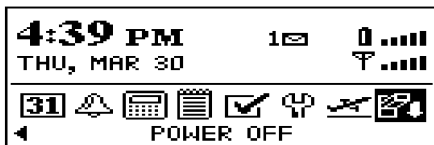
1. Click (press down) on the trackwheel. The **Home** screen appears, from which you can select any of the handheld's main functions.
2. Using the trackwheel, scroll through the icons to view the functions. The name of each function appears at the bottom of the screen.
3. To select a function, scroll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



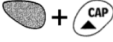





Description of keys






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.

Key	Function
	<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.
 ALT key	<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.

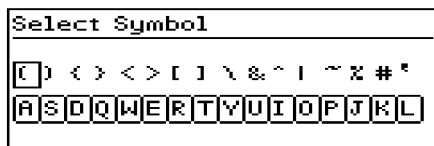
Key	Function
	<p>NUM lock</p> <ul style="list-style-type: none"> Press SHIFT + ALT to activate num lock mode. Any key that you press in the upper row will be typed in its numeric form. Press SHIFT again to return to regular mode. <p>An 'N' icon appears in the top right corner of your screen when num lock mode is activated.</p>
 <p>SHIFT key</p>	<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.

Key	Function
	<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.
 <p>ENTER key</p>	<p>Carriage returns, select highlighted items</p> <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.
 <p>BACKSPACE key</p>	<p>Delete previous characters, ESC function</p> <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, file, and delete messages.
 Compose	Type and send messages to Internet email addresses or directly through peer-to-peer (PIN option).
 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 31.












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
	Charging 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 sent to another handheld PIN number has been delivered
	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.
	Message has been filed.
	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 Zones:	Eastern (-5)
Daylight Savings:	Support
Time:	4:57 PM
Format:	12 HR
Date:	Thu, Mar 30, 2000

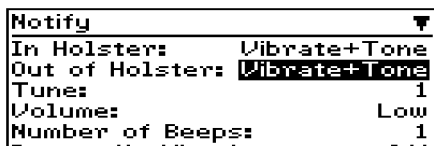
3. Click the trackwheel to view the menu. Scroll to Save Options and click.

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 156 for more information on the notification options.

Setting message delete

You can configure your **Messages** screen so that messages deleted on your handheld are also deleted on your desktop each time you reconcile email using the Intellisync tool. See page 111 for more information.

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 3 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.

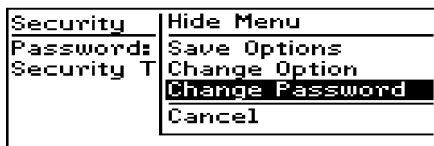
1. In the **Home** screen, scroll to the **LOCK** icon and click.
2. The password security screen appears and you will need to enter your password to use the handheld.

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 158 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.
5. Click the trackwheel to view the menu. Scroll to Save Options and click.

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

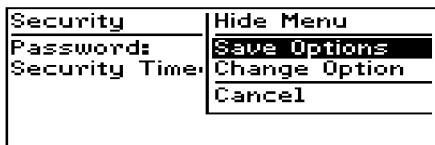
To disable password protection

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

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. While in the Password field of the **Security** screen, press the SPACE key to change the password option to Disabled.
4. 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.

Getting to know your handheld - Tips

- 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

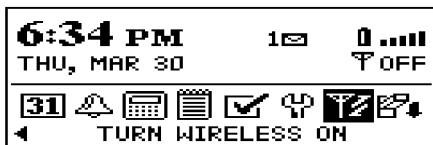
Now that you're more familiar with the handheld, you can start sending and receiving email! The following steps will help you get started:

1. Turn on the radio.
2. Register with the wireless network (if necessary).
3. Install the Desktop Software on your PC.
4. Connect the handheld to your PC using the cradle.
5. Enable email redirection.
6. Send a test message.
7. Read the test message.

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 163 for more information on battery life.

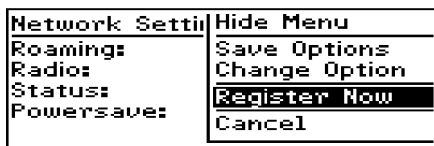
There should be two messages in the **Messages** screen when you first receive your handheld to introduce you to your handheld and some of its basic features.

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 3 or the Application Loader online help for more information.

Installing the Desktop Software

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

Note

One Setup window will ask you to select the method of email redirection: either the BlackBerry Desktop Redirector or the BlackBerry Enterprise Server. If you are unsure as to which method you'll be using to redirect email from your Inbox to your handheld, contact your IT administrator.

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. After installation when you have restarted your PC, you will be prompted to choose an email box profile from a drop-down list (your profile is usually your name).

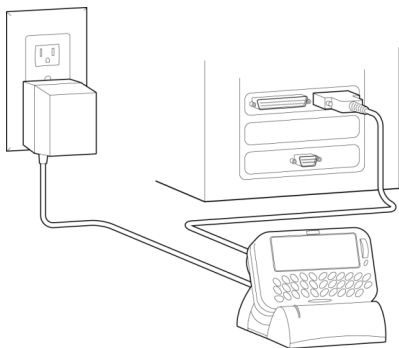
Connect the handheld to your PC

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

When you first receive your handheld, you must insert it into the cradle (with the AC connector plugged into a power outlet) and allow the handheld to fully charge to activate it.

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. Plug the charging cradle into an available power source (if you are using a rechargeable battery, otherwise leave unplugged). Insert the end of the charging 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 40 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 charging 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 and Current Status in the status bar.

Generate a security key for the handheld

1. The first time you connect successfully to your PC, a dialog box will prompt you to generate an encryption key by moving your mouse.

Note You will be prompted to generate a key the first time you install the Desktop Software. If you are re-installing or updating the software, you will not be prompted to generate a new key. We recommend that you generate a new encryption key every month for security purposes. See the Redirector Settings online help for more information on generating keys.

2. To remove the handheld from the cradle, brace the bottom of the cradle with one hand and gently pull the top of the handheld towards you.

Enabling email redirection

If your PC will be redirecting email from your desktop to the handheld, you must run the Desktop Redirector on your PC. (The Desktop Redirector software is installed at the same time the Desktop Manager is installed.) To launch the Redirector, select it from your Start>Programs menu.

In the **Redirector Status** window, you will notice that the Status field indicates “Running” and the PIN field shows your handheld’s personal identification number. Now that you have activated your handheld and completed the installation, you are ready to begin sending and receiving email.

If your company will be redirecting email to your handheld using the BlackBerry Enterprise Server software, you do not have to run the Desktop Redirector. Please ensure that your IT administrator has set up your handheld on the BlackBerry Enterprise Server. You can still use the **Redirector Status** window to view your email

redirection status. The Status field will show the name of the BlackBerry Enterprise Server that is redirecting your email.

Sending a message

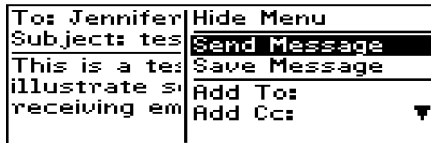
You can send a message to an existing contact or add a new contact while composing your message.

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 118 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 4 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.

2. 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.

3. 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 current folder, the message status, the recipient(s), the sender, and the date.

```
Folder: Inbox
Message Status: Read
To: Jennifer Krul (Email)
Sent: Mar 30, 2000 3:12p
From: Karen Moser (Email)
Subject: test
```

4. 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.

**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 39 for more information on setting message notification options.

Summary

You've just sent and received a wireless email message. In this chapter, you learned the steps that are required for email redirection to occur. You can turn on the radio, register with the network, install the Desktop Software on your PC, connect the handheld to your PC, and enable email redirection. Read on to learn more about the Desktop Software.

3

Using the Desktop Software

The Desktop Software can synchronize your messages, 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, configure email redirection settings, 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.

Installation and setup

The previous chapter, "Start sending email" described installing the Desktop Software, and connecting your handheld to the PC for using the Desktop Software tools. This chapter shows you how to use the Desktop Software to get the most from your handheld.

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 59 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. See page 50 for more information on connecting to the PC.
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. You can also import your PC's Address Book entries onto your handheld.

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 import files from your PC to the handheld

If you would like to import entries from your PC to the handheld, see the online help topic "Importing Address Book entries" 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 email and PIM

Using the Intellisync tool, you can reconcile email messages and synchronize your PIM applications.

Note See the online help for complete instructions on reconciling your email and 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 email reconciliation

Note Unless you want to specify any personal folders from which email should be reconciled, the default settings in the **Email Configuration** window should be suitable for email reconciliation.

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. Click **Configure email....** The **Email Configuration** window appears.
3. In the Folder content synchronization section, select the type of action that you want to occur when you reconcile your email. You can change the placement of your email messages on your handheld only by selecting "Import moves and deletes to handheld only". Or you can choose to synchronize any moves

and deletes on either system by selecting “Synchronize moves and deletes”.

Note If you select the second option, you need to select which location should dominate if a message has been moved or deleted on both the handheld and the desktop.

4. In the Personal Folder section, you can select any personal folders with which you want to synchronize. You can include these personal folders if you want the email in those folders to be synchronized with your handheld as well.
5. Click OK to return to the **Intellisync** window.
6. Once you have configured email reconciliation, ensure that the check box next to Reconcile email is selected in the **Intellisync** window. Click Synchronize now to perform the operation.

Note Email reconciliation transfers the structure of your desktop folders to your handheld. Therefore, you must perform an email reconciliation before you will be able to file messages on your handheld. Each time you create a new folder on your desktop, you will have to perform an email reconciliation to transfer the folder to your handheld.

If you use the Application Loader tool and choose to remove the current information from the handheld, you will need to perform an email reconciliation to transfer the folders to your handheld again. See the Intellisync online help for more information.

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.

Redirecting email

The Desktop Redirector will deliver email from your PC to the handheld, based on how you configure the settings in the Redirector Settings tool.

Whenever the Desktop Redirector is running, you can double-click the Desktop Redirector icon in the SysTray to maximize the

Redirector Status window, which displays the status of any email transactions between the handheld and your PC.

WARNING

If you're using the Desktop Redirector, your computer must be powered ON at all times with the Desktop Redirector running. If your computer is turned off, your email will not be redirected to the handheld. Closing the **Redirector Status** window will stop email redirection and the icon will no longer appear in the SysTray. If you accidentally close instead of minimize the window, open the program again for redirection to continue.

If your company uses the BlackBerry Enterprise Server to redirect email, the Desktop Redirector does not have to be running in order for your email to be redirected.

To check your email redirection settings

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click Redirector Settings. The **Redirector Settings** window appears, organized into the General, Filters, Security, and Advanced tabs.
2. In the General tab, you can select options for handheld behaviour when in the cradle, set your auto signature, and turn off email redirection.
3. In the Filters tab, you can view the default filters that have been set for redirecting email to your handheld. These defaults can be disabled, enabled, or deleted.
 - The CC Default filter sends only the message header to your handheld when your address appears in the CC field of the message.
 - The To and BCC Default filter forwards all messages to your handheld when your address appears in the To or

BCC fields of the message.

Note If the body of your messages aren't being redirected from your PC to the handheld, check to see how these messages are addressed to you. If you are addressed in the Cc field of the message, the default filter will not redirect the body of the message to you.

4. In the Security tab, you can generate security keys for encryption and decryption of your messages. Unless you change the settings, you are automatically prompted to generate security keys when you insert your handheld into the cradle, if keys need to be generated.
5. In the Advanced tab, you can control the settings that affect the email profile being used, folder redirection settings, and whether or not you want a copy of messages saved in the Sent Items desktop folder.

Once you have specified all of your email redirection settings, click **OK**.

To add a redirection filter

Filters help you manage your email by automatically performing actions on received messages using filter settings (rules). Rules are the sets of conditions and actions that make up a filter. Use the following procedure to create a new redirection filter:

1. In the Filters tab of the **Redirector Settings** window, click **New** to open the **Add Filter** window.
2. In the Filter Name field, type a name to describe the new filter.
3. The list of conditions below the filter name can be activated by selecting the check box beside each field. Any email message

arriving at your desktop that meets the condition(s) will be subject to this filter.

4. When you have selected the conditions that must be fulfilled for this filter, decide whether the message will be forwarded to the handheld, forwarded with Level 1 notification, forwarded with only the header, or held at your PC.
5. When you have set the conditions and actions, click **OK**. On the Filters tab you will see the new filter in the list.

To rearrange the order of your filters, select the filter you'd like to move and click the up or down arrow buttons.

Note

As each email message arrives at your PC, the first filter rule listed that matches the criteria of that message will dictate whether that message will be redirected. Therefore, when adding a filter that is more restrictive in nature than the defaults, ensure that it is placed at the TOP of the filter list, so that it will be applied first to the incoming messages.

If you have set Inbox Assistant rules on your desktop to move specific messages to a different folder as soon as they arrive in your Inbox, these messages will only be forwarded to your handheld if you specify email redirection from that folder. You can change the folders from which email is redirected in the Advanced tab. See the online help for more information on folder redirection and the Advanced tab.

Summary

In this chapter, you learned how to use the Desktop Software. You can update your handheld's applications, backup and restore information, synchronize email and PIM, and redirect email. In the next chapter, you'll discover more about composing and sending email.

4

Composing and sending messages

In the previous chapters of this guide, you learned about your handheld's main components, the general procedures required for sending and reading messages, and the Desktop Software's tools. 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.
- **Delete On:** deletes messages on handheld only or on the handheld and desktop.
- **Hide Filed Messages:** hides filed messages in the Messages screen.

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.



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.

To set message delete on handheld and desktop

You can configure your **Messages** screen so that messages deleted on your handheld are also deleted on your desktop each time you reconcile email using the Intellisync tool.

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

- Click to view the menu. Scroll to Options and click. In the **Message List Options** screen, set the Delete On field to Desktop and Handheld.

Message List Options	
Display Time:	Yes
Display Name:	Yes
Confirm Delete:	Yes
Delete On:	Desktop & Handheld
Hide Filed Messages:	Yes

- To test this feature, delete a message on your handheld which you no longer need. Synchronize email using the Intellisync tool. (See Chapter 3 or the online help topic “Reconciling email” for more information.)

The message is deleted from your desktop and your handheld.

Note

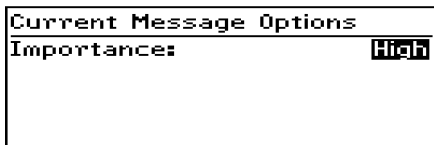
Any filed messages that you delete on your handheld will also be deleted from the corresponding desktop folders as long as the Delete On field of the **Message List Options** screen is set to Desktop and Handheld. Messages deleted using the Delete Prior option, however, will not be deleted on your desktop upon email reconciliation. See page 110 for more information on deleting multiple messages.

Setting level of importance

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

- In the **Home** screen, scroll to the **COMPOSE** icon and click.
- In the **To:** screen while composing a message, click to view the menu. Scroll to Options and click.

- 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. If you set the Consider PIN Level 1 field to Yes in your notification options, PIN messages will also 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. See page 39 for more information on setting notification options.

You can create a new filter using the Redirector Settings' tool to specify which messages should be forwarded with Level 1 notification. See the online help topic "Adding a filter" for more information.

Sending peer-to-peer messages

A PIN is a number that the wireless data network service uses to identify each handheld on the network; it is similar to a phone

number. If you know the PIN of another handheld, you can use that number to send a peer-to-peer message to that handheld directly.

Note PIN messages do not go through your desktop. They will not appear in your desktop Inbox or Sent Items lists.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.
2. The **To:** screen appears. Scroll to and click an existing contact's name for which you have a PIN included in the contact's information. Click the trackwheel to view the menu. Scroll to **Use PIN** and click.

To:	Hide Menu
[Use Once]	Use Email
Heather Dwy	Use PIN
Jennifer Hini	New Address
Karen Moser	View Address ▼
Tanya Busch	

3. Type a subject line and press ENTER to begin composing your message.
4. Once you have finished composing your message, click the trackwheel to view the menu. Scroll to **Send Message** and click.

To: Tanya B	Hide Menu
Subject: Inf	Send Message
Hi Tanya,	Save Message
Could you r	Add To:
information	Add Cc: ▼

You return to the **Messages** screen where a checkmark will appear to indicate that the message has been sent. The checkmark will change to a "D" when the message has been delivered to the user's handheld. If you are sending a message to more than one PIN

number, the checkmark will change to a “D” when the message has been delivered to all the recipients’ handhelds.

Note To find your PIN number, check the information in the **Status** screen of the **Options** function. You can also find out your PIN number by placing your handheld in the cradle and running the Desktop Software.

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.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.
2. The **To:** screen appears. Scroll to [Use Once] and click to view the menu. Select a send method - either Email or PIN. (For this exercise, select Use Email.)

To:	Hide Menu
[Use Once]	Use Email
Allen John	Use PIN
Andy Clipsham	New Address
Dean Kelly	Options
Heather Dwyer	

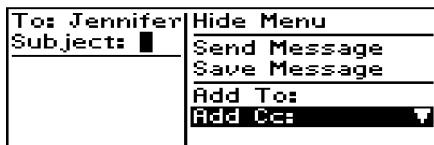
3. The **One Time Email** screen appears and you can type your contact’s email address. Click the trackwheel to view the menu and select Continue by clicking again.
4. Type a subject and press ENTER to begin composing your message. When you are ready to send the message, click the trackwheel to view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

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

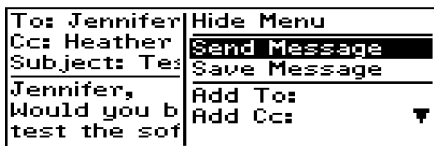
Sending messages to many contacts

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.
4. 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.
5. When you have finished composing your message, click to view the menu. Scroll to Send Message and click.



Note When you add a recipient to your message, the same send method (Email or PIN) must be used for all. By default, the send method selected for the main recipient will be used for all.

Customizing the auto signature

Once you install the Desktop Software, an auto signature is included on all email messages sent from your handheld. You can customize this text in the Redirector Settings tool of the Desktop Software. See the online help for more information on how to change the auto signature.

Note The auto signature is only included on messages which use email as the send method. Messages that use the PIN send method will not have an auto signature included with them.

To disable the auto signature, clear the text in the Redirector Settings tool of the Desktop Software.

Receiving delivery confirmation

When you send a message to another handheld user using the PIN method, you receive confirmation when the message has been delivered. You can also receive confirmation when sending a message by email.

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

2. Select the recipients of the message by following the standard email message procedure (shown on page 53). In the Subject field, type <confirm>, followed by your subject line.

```
To: Karen Moser (Email)
Subject: <confirm>Meeting
```

Note

You will have to use the **Select Symbol** screen (press ALT+SPACE) to insert the angle brackets in the subject line. See page 85 for more information.

3. Type your message and then send it. When the message has been delivered to the recipient's handheld, you will receive a new message indicating that your sent message has arrived.

```
TO: KMoser@rim.net
SENT: Thu Mar 30 19:40:53
2000
SUBJECT: <confirm>Meeting
```

Attaching Address Book entries

You can send an Address Book entry as an attachment.

1. In the **Home** screen, scroll to the COMPOSE icon and click.
2. 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.

Attach:	Hide Menu
Dean Kelly	Use Address
Heather Dwy	New Address
Heather Joh	View Address
Jeanette ani	Edit Address
Jennifer Hir	

- 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 118 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.

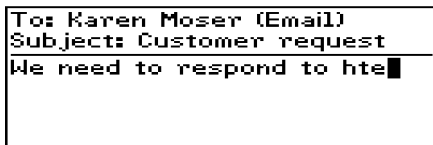
- Automatically insert punctuation and symbols into your message without using the ALT key or symbols library.

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 80 for more information on creating AutoText entries using macros.

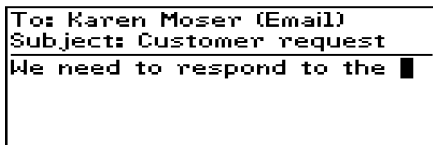
How AutoText works

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.

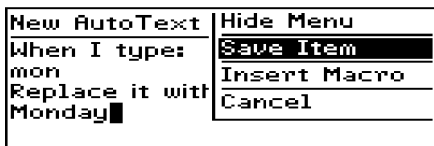


To: Karen Moser (Email)
Subject: Customer request
We need to respond to the

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).

- 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.
- 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 %.



- 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.

- In the **Home** screen, scroll to the **OPTIONS** icon and click.
- 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 158 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 PIN, 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

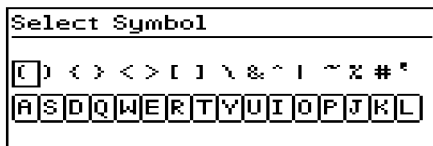
Inserting symbols

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.
2. The **To:** screen appears. Begin composing a message by following the standard email message procedure (as shown on page 53).
3. Press ALT+SPACE to view the **Select Symbol** screen.



4. 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.)

5. 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. Not only have you learned about sending methods, but you have also 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).

Composing and sending messages - Tips

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.

5

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. If you synchronize the handheld with your desktop, the message will remain marked unread on your desktop and your handheld.

File Message — File the current message into a folder that you choose. If you synchronize with your desktop using the Desktop Software, the message will be moved into the corresponding desktop folder.

Save Message — Save the open message. A copy of the message will be placed in the **Saved Messages** screen. See page 99 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 94 for more information on adding contacts to your Address Book from messages.

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

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

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

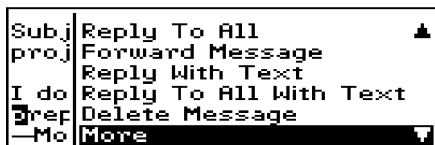
Note

If you are using Microsoft Outlook as your email program and you reply to a message using your handheld, the corresponding message in your Inbox will be marked as read and replied to. If you forward a message, the corresponding message will be marked as read and forwarded.

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.



- 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.

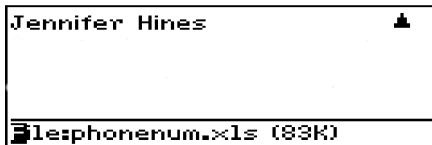
Note

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.

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



- 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.

Edit Address	⌵
First: Tracey	
Last: Seupaul	
Email: tseupaul@rim.net	
FIN:	
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.

6

Managing messages

Chapters 4 and 5 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.

Filing messages

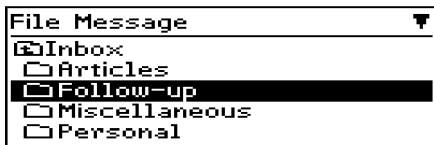
Once you have installed the Desktop Software and have synchronized your handheld and your PC, you can file messages into folders. (See Chapter 2, “Start Sending Email”, for more information on installing the Desktop Software.)

The first time you synchronize your handheld and PC, the names and structure of the folders in your desktop email program are imported onto the handheld. If you file a message on your handheld and then synchronize with your desktop, the messages are moved and filed as you have specified.

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



- In the **File Message** screen, select the folder in which you want to store the message. You can expand the folders that appear in the **File Message** screen to go to one of your Inbox subfolders. Click to view the menu, then select Open Folder by clicking again.
- Once you have found the folder into which you want to file the message, click to view the menu. Scroll to File Message and click.



You return to the **Messages** screen, where your message will appear with a file folder icon beside it (if you have filed the message into a folder other than the Desktop or Inbox).

Note

You can also file a message while it is open.

You cannot create a new folder using your handheld. If you want a new folder on your handheld, you must create it in your desktop email program, then perform an email reconciliation to transfer the new folder to your handheld.

If you do not want to show filed messages in the **Messages** screen, set the Hide Filed Messages option to Yes in the **Message List Options** screen. See page 69 for more information on setting the Message List Options.

To review filed messages

After a message has been filed, you can verify the message placement by opening the message and scrolling to the top of the screen. The Folder field will indicate in which folder the message is filed.

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. If you have set the Message List Options to delete messages from the desktop and the handheld, you should save messages if you do not want them deleted from your handheld upon email reconciliation. See page 111 for more information on deleting messages from both systems.

To save a received or sent message

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

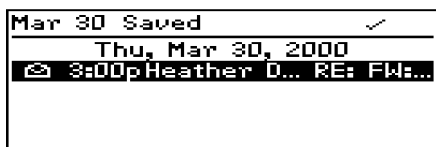
Note

An icon in front of the message header indicates message status (sent, received, etc.). See page 36 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.
3. 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.



4. 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.
5. The **Saved Messages** screen appears and you can see that the message has been copied to this folder.



Now that the message has been saved, you can delete the message from the **Messages** screen. See page 108 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.

1. 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.

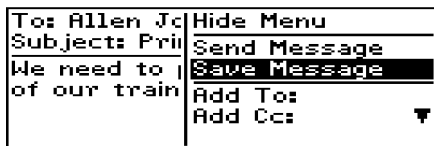
Note

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. If you have chosen to delete messages from both the handheld and the desktop during email reconciliation, the message will be moved to the Deleted Items folder on your PC. See page 111 for more information on deleting messages on the desktop and 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.

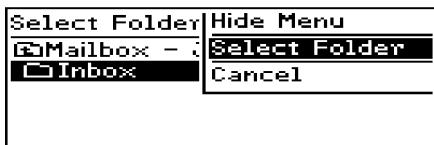


- Select the folder in which you want to search for messages. The default is All Folders, but you can select a specific folder. In the Folder field, press the SPACE key. The **Select Folder** screen appears, listing the top level structure of your folders. Scroll to your mailbox and click to view the menu. Select Open Folder by clicking again. Continue opening folders until you find the one in which you want to search, then click to view the menu. Scroll to Select Folder and click.

Note

Folders which contain subfolders are marked with a file folder icon with a '+' inside of it.

Selecting a very specific folder greatly limits the scope of your search. If you are at the lowest level folder and want to move up to broaden your search, click to view the menu. Scroll to Move Up and click.



- 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.

6. After you have set the terms of your search, click the trackwheel to view the menu.
7. 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
Folder:	All Folders

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

Note

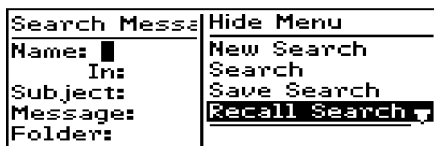
Once you saved a search and have specified a hotkey, you can use ALT + the hotkey to carry out the search in the **Messages** or **Saved Messages** screens.

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.

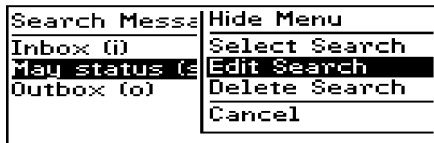
You can clear a field by clicking to view the menu, scrolling to Clear and clicking. If you want to clear all the fields in your search and restate your search terms, click to view the menu, scroll to New Search and click. The fields in the **Search Messages** screen are reset to the default values.

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.



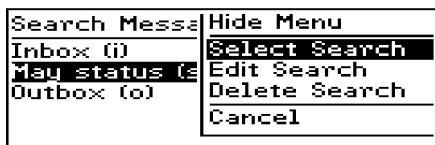
4. The **Save Search** screen appears. In this window, you can change any of the information in the fields. Once you have made your changes, click to view the menu. Scroll to Save and click.

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.

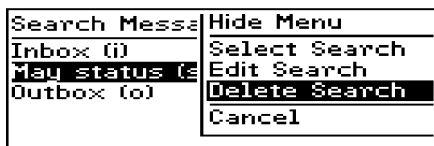
The results are displayed in the **Search** screen.

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.
2. 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.



3. 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 91 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.

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



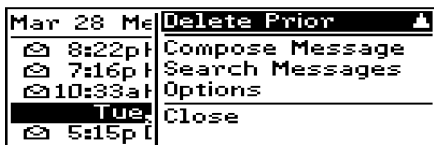
3. Click the trackwheel to view the menu. Scroll to Delete Message and click. A dialog box appears, asking if you want to delete the message. Click Yes. (This dialog box appears only if Confirm Message Delete is enabled in the **Message List Options** screen.)

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.

Any messages that you delete using the Delete Prior option will not be deleted on your desktop upon email reconciliation, even if you have set the Delete On field of the **Message List Options** screen to Desktop and Handheld. Delete messages using the SHIFT + roll option if you want to delete multiple messages from both the handheld and the desktop.

To delete messages on the handheld and the desktop

You can configure the **Messages** screen so that messages deleted on your handheld are deleted on your desktop (and vice versa) each time you reconcile email.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click. In the **Messages** screen, click to view the menu. Scroll to **Options** and click.
2. In the **Message List Options** screen, set the **Delete On** field to **Desktop and Handheld**. (See page 69 for more information on setting the **Message List Options**.)

Message List Options	
Display Time:	Yes
Display Name:	Yes
Confirm Delete:	Yes
Delete On:	Desktop & Handheld
Hide Filed Messages:	No

3. To test this feature, delete a message on your handheld which you no longer need. Reconcile your email using the Desktop Software. (See Chapter 3 or the online help topic “Reconciling email” for more information.)

The message is deleted from your desktop and your handheld.

Note

Any messages previously filed which you delete on your handheld will also be deleted from the corresponding desktop folder as long as the **Delete On** field in the **Message List Options** screen is set to **Desktop and Handheld**.

Editing messages

After you have 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.

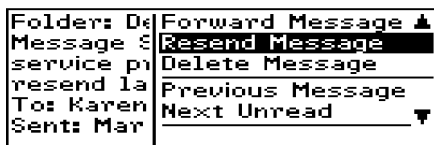
You return to the **Messages** screen.

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.



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

Note

If you are resending the message due to a failed transmission, scroll to the top of the original message to find out why the message did not send properly. See the Desktop Software online help for explanations of possible error messages.

Marking a message as unread

You can mark any message on the handheld unread. When you synchronize your handheld with the Desktop Software, the messages will remain marked unread on both your desktop and your handheld.

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.

If you mark a message unread on your handheld which has already been read on your desktop, and you synchronize your handheld and your PC, the message will be marked read on both your handheld and your desktop.

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.



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 file, 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

- Press ALT + I to view all Inbox messages in the **Messages** or **Saved Messages** screens. Press ALT + O to view Outbox messages.
- Press ALT + a hotkey to carry out a search in **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 H to toggle the Hide Filed Messages setting.
- Press ALT + BACKSPACE with a date field highlighted to delete all messages prior to and including the selected date.

7

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. You can include PIN numbers for contacts who also have handhelds. It also stores personal information about specific contacts in the form of notes.

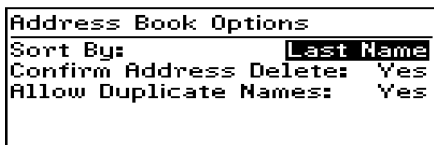
Setting Address Book options

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. This number, unique to each handheld, is assigned by the wireless data network service and allows you to send a message to another handheld without using an email address. 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 (like PIN) to insert numbers without using the ALT key.
- Press SPACE to insert the "@" and "." characters in an Email field.
- Type the first letters of the name or the initials separated by a space to find a specific contact in the **Address Book** screen.

8

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.

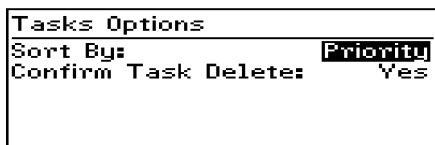
Using the Tasks function

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.

3. 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.
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.



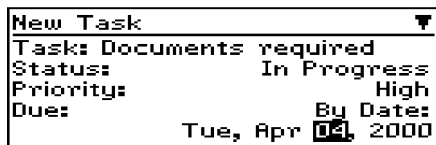
5. Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Tasks** screen.

To add tasks

1. In the **Home** screen, scroll to the **TASKS** icon and click.
2. In the **Tasks** screen, click the trackwheel to view the menu. Scroll to New Task and click.
3. 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.



4. 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 130 for more information on editing tasks.

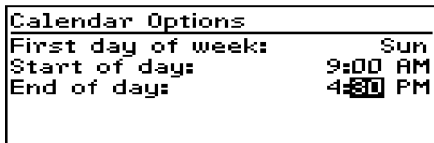
Using the Calendar function

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.

- In the **Calendar** screen, click to view the menu. Scroll to Options and click.
- 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.
- 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.



- 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.



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.



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:	2:00 PM
End Date:	Fri, Jun 02, 2000

- 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.
- If the appointment will occur regularly, set the Recurrence field to reflect how often the appointment should appear in your calendar. See page 136 for more information on setting recurring appointments.
- 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 Dates:	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 136 for more details on setting the recurrence for appointments.

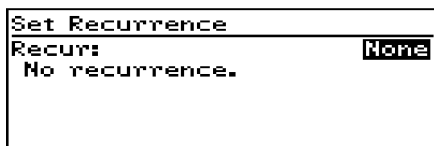
Notes: Type any reference notes you want associated with this appointment.

To set recurring appointments

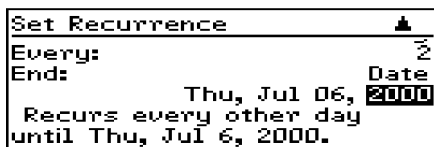
You can specify that the same appointment reappears in your Calendar at regular intervals.

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

- In the **New Appointment** screen, add the information for your appointment.
- In the Recurrence field, press the SPACE key. The **Set Recurrence** screen appears.



- 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.)
- 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.

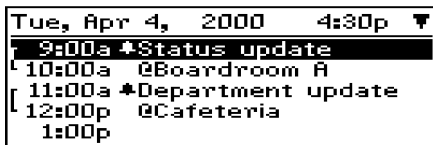
To view appointments

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:

- 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.

- 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.

- 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.
- Press BACKSPACE to return to Month view.

To view today's appointments

- In the **Home** screen, scroll to the **CALENDAR** icon and click.
- 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 Start Date, Start Time, End Date, 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.

Edit Appointment		▼
Subject:	Meeting - upcoming docs	
Location:	Boardroom B	
Start Date:	Fri, Jun 02, 2000	
Start Time:	2:00 PM	

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 138 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

Managing tasks and appointments - Tips

- 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.

9

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.

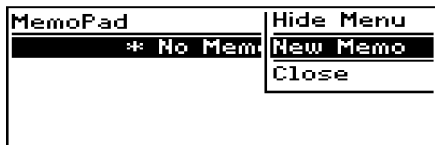
A Calculator function is also included, which helps you to perform simple mathematical operations.

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

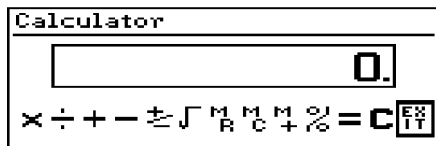
You can add, recall, and clear the calculator's memory if you want to save the results of a particular calculation. The current contents of the memory are shown at the top of the screen.

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.

10

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 79 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

Email Service: Choose the default email service. Any new messages will be sent to the message service selected. The default message service information entry is Desktop.

Note

The email service provided should be correct in most cases. We recommend against changing 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 a representative at your point of purchase 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 47 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.

PowerSave: Puts the handheld in a mode where it can save more power. You can choose from Maximum, Average, or Minimum. Each one provides progressively better power savings. The default setting is Maximum. We recommend against changing this field.

Notify

You can press the SPACE key to set the handheld message notification to tone/vibrate, vibrate, tone, or none. See page 39 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.

The priority of messages forwarded to your handheld is dependent upon the filter rules set in the Desktop Manager. You can create a new filter using the Redirector Settings' tool to specify which messages should be forwarded with Level 1 notification. See Chapter 3 or the Redirector Settings online help for more information on filters.

Consider PIN Level 1: Select whether or not you want PIN messages to be considered level 1 priority. Choose from either Yes or No. The default is Yes. If you set this field to Yes and have the Level 1 Notify Only field set to Yes, you will be notified of Level 1 messages, PIN messages, and pending appointments only.

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 41 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. Other handheld users can use this address number to send messages directly to you.

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.

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 151 for information on setting this field.

Battery

Can I use a NiCd rechargeable alkaline or any other non-NiMH cell in my handheld in conjunction with the charging cradle?

- It is not recommended to use a NiCd rechargeable alkaline or any other non-NiMH cell. We suggest using the Sanyo NiMH model HR-3U or the other cells indicated in this manual. See page 22 for more information on installing the battery.

How can I conserve battery life?

Following these suggestions will help you get the most out of your rechargeable NiMH cell or single-use alkaline battery.

- Enable the Auto On/Off feature at night and weekends.
- 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 75 for information on composing a message to multiple recipients.

Remember that battery consumption is reflected in the amount of use. A heavy email user who sends and receives numerous messages every day will consume battery power more quickly than an infrequent user.

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

- If using a rechargeable NiMH battery, place the handheld in the charging cradle and allow the cradle to perform a complete charging cycle.
- If using an AA alkaline cell, replace it with a fresh battery. See page 22 for information on inserting the battery.
- If your NiMH needs to be recharged but it is a not convenient time to recharge, temporarily replace the NiHM with an AA alkaline cell.

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 to charge the internal battery. See page 22 for more information on inserting the battery.
- If the handheld will not turn on after replacing the battery, reset the handheld. See page 176 for more information on resetting the handheld.

Storage

Are there any special storage instructions for my handheld?

Products that use alkaline or NiMH batteries require special storage procedures as presented below.

Note

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/Restore tool.

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 the **POWER OFF** icon on the functions list and click.

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

- If you expect that you will not be using your handheld for up to 6 months, then you should remove the battery from the unit. 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, the unit will not respond.
- To reactivate the handheld, you must install a new AA battery or a fully charged rechargeable NiMH. (A partially charged NiMH battery may not be powerful enough to reactivate the unit). Once the new battery is installed, the handheld should turn on and will read "Initializing".

All of your stored addresses and messages will be preserved while the handheld is turned off. However, the date and time will be incorrect. See page 38 for information on setting the date and time

or to update this information automatically, simply synchronize the handheld with the Desktop Software's Intellisync tool.

Charging Cradle

My battery is a NiMH rechargeable AA but the charging cradle won't charge it.

- Ensure that you are following the recommended practices on page 24 for charging your handheld in order to get maximum battery performance.
- Replace the existing battery with another rechargeable NiMH battery.
- Try removing the handheld from the charging cradle and unplugging the cradle. Then reconnect the cradle to the power source and reinsert the handheld.

How warm will the charging cradle get when I recharge the battery?

The charging cradle will feel warm to the touch while it is recharging the NiMH battery in the handheld. However, it should not get hot enough to burn. If it does become overly warm to the touch, return it to your service provider.

While the handheld is in the cradle, the green light is sometimes off, sometimes flashes, and is sometimes on. What do each of these actions mean?

If the LED is off while the handheld is in the cradle it means that either the AC adapter or the handheld is not properly connected to the charging cradle; it may also be an indication that the battery is not a NiMH rechargeable battery, or that it is damaged.

If the green LED is flashing, the battery is being recharged.

A solid green light will display when you first insert the handheld in the charging cradle and when the battery is fully charged.

How long will it take to recharge the battery?

It will take approximately 8 hours to fully charge a completely drained battery.

My rechargeable battery is completely drained, but the charging cradle won't recharge it.

There could be several reasons the charging cradle won't recharge the battery

- **Is the handheld properly attached to the charging cradle?** If the handheld is not properly connected, the charging cradle is unable to detect the battery.
- **Is the AC adapter attached to the charging cradle?** If the adapter is not connected, the charging cradle will not detect the battery nor charge it.
- **Does the handheld contain a rechargeable battery?** The charging cradle will not begin charging if the battery is not a rechargeable cell. If you would like to use the recharge capabilities of the charging cradle, you should not use a single-use alkaline battery, or a non-NiMH rechargeable battery in your handheld. See page 22 for information on installing the battery, including recommended battery types.
- Ensure that the temperature in which you are operating the charging cradle is between 0°C to +45°C.
- Ensure that you are following the recommended practices on page 24 for charging your handheld in order to get maximum battery performance.

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 26 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 Contrast 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 31 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 47 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, call your service provider to have your handheld 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 112 for more information on how to resend messages.

Why am I not receiving all my messages?

There are several reasons why email may not be redirected to your handheld.

- **Is your PC turned on?** If you are using the Desktop Redirector to forward your email, your desktop computer must be on any time you want to receive messages on your handheld. If your company is using the BlackBerry Enterprise Server to forward your email, you do not need

to leave your PC turned on.

- **Is the Desktop Redirector running?** If you are using the Desktop Redirector to forward your email, verify that it is running; its icon should be in the Windows SysTray (in the bottom right corner of your PC). If your company is using the BlackBerry Enterprise Server to forward your email, check the Desktop Redirector for possible error messages. See the Desktop Redirector online help included with the software for information.
- **Is your handheld in the cradle connected to your PC?** By default, if the handheld is in the cradle, you will not receive any messages on your handheld while the Desktop Software is running. Take the handheld out of the cradle to find out if the messages are being forwarded properly.
- **Have you created Microsoft Exchange Inbox assistant rules?** If you have set up Inbox assistant rules that move new messages from the Inbox to another folder, they will not be forwarded to your handheld because the Inbox assistant moves them before they are forwarded to your handheld. To forward email from one of these subfolders, you must change the folder redirection settings in the Advanced tab of the Desktop Software's Redirector Settings tool. See the online help for more information.
- **Have you set filter rules?** Check the filters in the Redirector Settings tool to make sure the messages you want to receive are being forwarded. See the Redirector Settings online help for information on these filters.
- **Have you set the filter order correctly?** The order that the filters appear in your list reflects the order that they will be applied to new messages. Check to see if one of your filters is preventing desired messages from being redirected to the handheld.

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. See the Desktop Redirector online help for more information and a list of possible error messages.

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 156 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.

Are there any pre-defined responses that can be used when replying to messages from the handheld?

You can compose a message that contains a list of responses from which another handheld user can choose when replying to your message.

- In the **Home** screen, scroll to the **COMPOSE** icon and click. While composing a message, type a question in the message body that requires a response, then press ENTER. Type Responses:, then press ENTER to move to the next line. Create your list of responses, pressing ENTER after each

response option. When you have finished composing your list of responses, press ENTER again to insert a blank line after the last response. Click the trackwheel to view the menu. Scroll to Send Message and click.

Note You can also send messages containing a response list from your desktop email or from a dispatch system.

How do I respond to a message which contains a list of responses?

When you receive a message containing a list of responses, you can choose one of the responses as your reply message.

- In the **Home** screen, scroll to the **MESSAGES** icon and click. In the **Messages** screen, scroll to the new message and click. The message contains a question that requires a response. Click the trackwheel to view the menu. Scroll to Reply and click. A dialog box appears with a list of responses for you to choose from. Scroll to the desired response and click. A dialog box appears, in which you can add any additional comments. Click again to send the response. You return to the **Messages** screen and you can see that your reply has been sent.

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 26 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 85 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.

How do I check if the Desktop Redirector is running?

- If the Desktop Redirector is running, the icon appears in the Windows SysTray in the bottom right corner of your desktop. To verify that it is running, double-click the icon to open the **Redirector Status** window. To learn more about the fields in this window, select Contents under the Help menu.
- If the Desktop Redirector icon does not appear in the Windows SysTray, launch the program by selecting the Redirector program from your Start>Programs menu.

Why isn't my handheld receiving every message that goes to my desktop Inbox?

- Ensure that the Desktop Redirector is running. (See answers to previous FAQ).
- Check that your Inbox Assistant does not have rules set to direct your messages elsewhere once they arrive in your Inbox. If, for example, you have a rule directing Confidential or Priority messages to a separate folder in Outlook, these

messages might not be redirected to your handheld unless you have specified email redirection from the folder. See the Redirector Settings online help for more information.

- Check the Filter rules that you have set through the **Redirector Settings** tool. If you haven't set any of your own filters, check the default filters to make sure they are handling messages to your preference.

Why does a new mail envelope icon appear in the Windows SysTray, but my desktop Inbox does not display any new mail?

- The Desktop Redirector communicates with your handheld over the wireless network through email. This two-way communication results in delivery acknowledgements arriving in your Inbox. The email Redirector recognizes these "Relay" messages, and automatically deletes them. Microsoft Outlook will notify you of these incoming "Relay" messages, so the envelope icon will appear in your SysTray even after the messages have been automatically deleted.

I am a Microsoft Outlook user. How do I synchronize with both my Outlook Contacts and my company's Exchange Global Address List?

If you don't mind having Global Addresses merged with your Contacts in Outlook, perform steps 2, 3 & 5. If you wish to keep the two address lists separate in Outlook, perform steps 1-6.

1. Open Outlook on your PC and select Contacts in the Mailbox list. Select File>New>Folder. Name your new folder Global; the entries from the Exchange Address List will be placed in this folder.
2. Launch the Desktop Manager and double-click the Backup and Restore tool. Click the **Advanced** button. You will see a list of the files currently on your handheld. With the Address Book file selected, click **Clear**.
3. In the **Advanced** window, select File>Import>Addresses....

The **Address Book Import** window appears. Select names from the Global Address List and click **Import** to copy the names over. Once you've copied all the names you want, click the **OK** button. The **Advanced** window now shows a file called Address Book in the Desktop File Databases list. Click the **Restore** button. The updated Address Book file will be transferred to the handheld.

4. From the Desktop Manager, double-click the Intellisync tool; the **Intellisync** window opens. Click the **Configure PIM...** button. In the **PIM Configuration** window, select Address Book and click **Choose**. Ensure Outlook is selected as your translator then click **Browse** to open the **Choose Contact Folder(s)** window. Locate and select the Global subfolder that you created in step 1. This subfolder will be under Contacts. (You may have to double-click the displayed folders to view all subfolders). Click the **Add** button. In the bottom list, select the Global folder and click the **Default** button. Continue clicking **OK** to return to the **Intellisync** window.
5. Click the **Synchronize now** button to add the Outlook Contacts to your handheld and the addresses on the handheld to Outlook. When the dialog appears asking if you want to delete the new addresses from your handheld, click **Re-sync**. Now a dialog appears asking if you want to add the new address to your subfolder in Contacts. Click **OK**. You can now synchronize your PIM applications without overriding the addresses you have in the Contacts folder.
6. In the **Intellisync** window select **Configure>Choose>Browse**. The **Choose Contact Folder(s)** window appears; select the Contacts folder and click **Default**. Performing this last step ensures that when a future contact is added to the handheld, it will be synchronized into the main Contact folder, rather than the Global subfolder.

Why should I generate new keys? How often should this be done?

- Messages are encrypted when they are sent between your PC and the handheld. Your handheld can only receive messages that were sent with the correct encryption. You need to generate keys to establish the random encryption codes that enable your PC to communicate with your handheld. Encryption is used as a security measure to ensure that only your handheld can receive messages sent from your PC.
- Using the Redirector Settings tool, you can manually generate keys whenever you wish, or you can set your PC to remind you to generate keys every month. For maximum security, new keys should be generated every two to four weeks.

If I get an error message, how can I find out what it means?

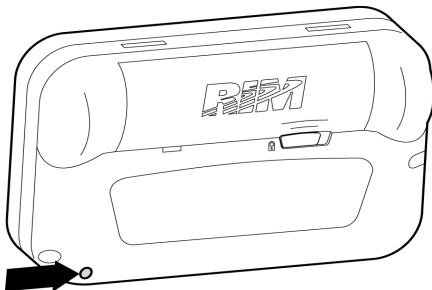
- You'll find a list of possible error messages, and tips for what to do when you get an error message, in the Desktop Redirector and Desktop Manager online help files. In either the **Redirector Status** or **Desktop Manager** windows, select Contents under the Help menu. Then click the Frequently Asked Questions link.

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, (width 0.94" at battery compartment)
Memory:	R850-2 - 2 MB Flash memory, 304 kB RAM R850-4 - 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 <ul style="list-style-type: none">• Input voltage from 5V p-p to +/- 30 V• Maximum data rate 115 200 baud• Port impedance 5kΩ nominal input, 300Ω minimum impedance output

Power

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

Temperature

Operating:	-10°C to +60°C
Storage:	-40°C to +70°C
Relative Humidity:	5-95% Non-condensing

Radio specifications

Network Support:	800 MHz DataTAC networks
Air Protocol Support:	MDC4800 v3.2/3.3, RD-LAP v3.2/3.3

Interface Protocols: NCL (Native Control Language)
 RAP (RIM's Radio Access Protocol)

Frequency

Transmitting: 806 to 825 MHz

Receiving: 851 to 870 MHz

Charging cradle properties

Weight: 6.7 oz. (191g) (cradle and serial cable)

1.5 oz. (42 g) (AC adapter)

Size (LXWXH): 2.9" X 2.7" X 1.4"

Serial cable: 78.7" (2 m) serial cable

3 wire serial interface RS-232

AC adapter: input 110V, 60 Hz

output 12V DC, 500 mA

Straight plug in: 4.2 mm OD

1.7 mm ID

centre positive

Operating temperature: 0°C to +45°C

Regulatory compliance

Handheld complies with:	FCC part 15, 90 – FCC ID: L6AR800D-2-PW Industry Canada RSS 119
Cradle complies with:	FCC part 15 – FCC Class B Part 15 Declaration of Conformity (DoC)
AC Adapter Complies with:	UL - Direct Plug-in and Cord Connected Class 2 Power Units E117924 (H) CSA – Direct Plug-in Class 2 Transformer, Certification Record No. 098962 0 000, Class No. 531101

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