

BlackBerry Wireless Handheld

Version 2.5

Handheld User Guide

BlackBerry Wireless Handheld Version 2.5 Handheld User Guide
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Important safety information

RIM 950 Wireless Handheld and RIM 957 Wireless Handheld

Please read these safety instructions and the operation instructions provided in this manual and the *Installation and Getting Started Guide* before operating the handheld or its cradle. Retain these instructions for future use.

Remember to follow any special regulations governing the use of the handheld and always switch it off in areas where radio devices are forbidden, or when it might 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.

The handheld is not an FAA-approved electronic device for use on aircrafts. Switch off the handheld when in an aircraft. The effect of the use of the handheld in an aircraft is unknown. Such use might affect aircraft instrumentation, communication and performance, might disrupt the network, and might be illegal.

Operation of any radio transmitting equipment, including the handheld, might interfere with the functionality of inadequately protected medical devices, including pacemakers. Consult a physician or the manufacturer of the medical device

Important safety information

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, might 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.

Note that the Auto On/Off feature on the handheld does not affect radio operation, and the radio remains on even when the handheld has been turned off by the Auto On/Off feature. Before entering an area where radio devices are forbidden or might otherwise disrupt the operation of other equipment, verify that the radio has been turned off by turning on your handheld and manually turning off the radio in the Home screen.

Avoid using the handheld in any environment requiring your full attention, such as when driving a vehicle. If you need to use your handheld while driving, have a passenger in the vehicle use the handheld for you, or find a safe location to halt your vehicle prior to using the handheld. Do not use the cradle as a means of storing your handheld while in a vehicle.



Warning: Do not use any cradle or any other accessory or attachment that is not manufactured by RIM 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 might cause hazards.

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

Use only those battery types specified in the *Installation and Getting Started Guide*. The use of any other batteries might disable the handheld and might be dangerous. Use proper care when disposing of your handheld. As the unit contains a lithium ion cell, neither the handheld nor the lithium ion cell (nor the alkaline (AA) battery) should be disposed of in fire. Dispose of the handheld containing the lithium ion 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 ion cell, or the AA battery.

The handheld should be operated only from the type of power source indicated on the marking label. 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

RIM 950 Wireless Handheld and RIM 957 Wireless Handheld

where they exit from the handheld or its 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 handheld or cradle through openings as they might short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the handheld or cradle. Do not use the handheld or cradle near water (for example near a bathtub, or a sink, in a wet basement, near a swimming pool, etc.). The handheld and its 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 or cradle to rain or moisture.



RIM 950 Wireless Handheld

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

- liquid has been spilled or objects have fallen into the handheld or cradle
- the handheld or cradle has been exposed to rain or water
- the handheld or cradle has been dropped or damaged in any way
- the handheld or cradle does not operate normally by following the instructions contained in this manual
- the handheld or cradle exhibits a distinct change in performance.

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

Adjust only those controls that are covered in this manual. An improper adjustment of other controls might result in damage and will often require extensive work by a qualified technician to restore the handheld or cradle to its normal operation.

Failure to observe all these instructions will void the Limited Warranty, and might lead to suspension or denial of services to the offender, or legal action, or both.

Important safety information



RIM 957 Wireless Handheld

Read these instructions. Keep these instructions. Heed all warnings. Follow all instructions.

Do not use this apparatus near water. Clean only with a dry cloth.

Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as when the power-supply cord or plug has been damaged, liquid has been spilled or objects have fallen into the apparatus, it has been exposed to rain or moisture, does not operate normally, or has been dropped.



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

Adjust only those controls that are covered in this manual. An improper adjustment of other controls might result in damage and will often require extensive work by a qualified technician to restore the handheld or charging cradle to its normal operation.

Failure to observe all safety instructions contained in this manual will void the Limited Warranty, and might lead to suspension or denial of services to the offender, or legal action, or both.

RIM 850 Wireless Handheld and RIM 857 Wireless Handheld

Please read these safety instructions and the operation instructions provided in this manual and the *Installation and Getting Started Guide* before operating the handheld or its cradle. Retain these instructions for future use.

Remember to follow any special regulations governing the use of the handheld and always switch it off in areas where radio devices are forbidden, or when it might 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.

The 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 might affect aircraft instrumentation, communication and performance, might disrupt the network, and might be illegal.

Operation of any radio transmitting equipment, including the handheld, might 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, might not be shielded against the radio signals from your handheld. You should check with the manufacturer of your motor vehicle or the manufacturer's representative to determine whether the use of the handheld will present any safety issues.

Avoid using the handheld in any environment requiring your full attention, such as when driving a vehicle. If you need to use your handheld while driving, have a passenger in the vehicle use the handheld for you, or find a safe location to halt your vehicle prior to using the handheld. Do not use the cradle as a means of storing your handheld while in a vehicle.



Warning: Do not use any cradle or any other accessory or attachment that is not manufactured by RIM 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 might cause hazards.

Important safety information

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

Use proper care when disposing of your handheld. As the unit contains a lithium ion cell, neither the handheld nor the lithium ion cell (nor the external battery) should be disposed of in fire. Dispose of the handheld containing the lithium ion cell in accordance with the laws and regulations in your area governing disposal of such cell types. Similarly, dispose of external batteries in a responsible manner. Contact RIM if you have any questions concerning disposal of the handheld, the lithium ion cell, or the external battery.

The handheld should be operated only from the type of power source indicated on the marking label. Refer to the operating instructions in the *Installation and Getting Started Guide* 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 handheld or its 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 handheld or its cradle through openings as they might short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the handheld or cradle. Do not use the handheld or cradle near water (for example near a bathtub, or a sink, in a wet basement, near a swimming pool, etc.). The handheld and its 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 this apparatus to rain or moisture.



RIM 850 Wireless Handheld

RIM recommends that you use only single-use alkaline (AA) or rechargeable NiMH batteries in this unit. There is a list in the *Installation and Getting Started Guide* of recommended brands of rechargeable NiMH batteries. The use of any other battery might disable the handheld and might be dangerous. For added protection during a lightning storm, or when the handheld and charging cradle are left unattended and unused for long periods of time, unplug the charging

RIM 850 Wireless Handheld and RIM 857 Wireless Handheld

cradle from the wall. This will prevent damage to the handheld due to lightning or power-line surges. Only plug in the charging cradle AC wall adapter if you are going to use the recharging feature.

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.

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

Adjust only those controls that are covered in this manual. An improper adjustment of other controls might result in damage and will often require extensive work by a qualified technician to restore the handheld or cradle to its normal operation.

Failure to observe all these instructions will void the Limited Warranty, and might lead to suspension or denial of services to the offender, or legal action, or both.



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



RIM 857 Wireless Handheld

Read these instructions. Keep these instructions. Heed all warnings. Follow all instructions.

Do not use this apparatus near water. Clean only with a dry cloth.

Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Important safety information

Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as when the power-supply cord or plug has been damaged, liquid has been spilled or objects have fallen into the apparatus, it has been exposed to rain or moisture, does not operate normally, or has been dropped.



Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

Adjust only those controls that are covered in this manual. An improper adjustment of other controls might result in damage and will often require extensive work by a qualified technician to restore the handheld or charging cradle to its normal operation.

Failure to observe all safety instructions contained in this manual will void the Limited Warranty, and might lead to suspension or denial of services to the offender, or legal action, or both.

Introduction

This guide provides general information and procedures for using the advanced features of your handheld.

Before you begin

Before you begin using this guide, complete the steps in the “Getting Started” chapter of the printed *Installation and Getting Started Guide*. Familiarize yourself with the various handheld icons and the basic applications of your handheld, such as sending and receiving email and peer-to-peer (also known as PIN) messages, adding contacts to your Address Book, and setting options.

Advanced handheld features

The “Composing and sending messages” chapter explains how to set message options, send one-time messages, send messages to several contacts at one time, search for remote addresses, and use the AutoText feature.

The “Receiving and reading messages” chapter explains how to open messages, forward file attachments, and open address book attachments.

The “Managing messages” chapter explains how to file, save, search, edit, and delete messages.

The “Using the Address Book application” chapter explains how to set Address Book options, and how to add, edit, view, delete, and search for contacts.

Introduction

The “Using the Browser application” chapter explains how to use your handheld to browse web sites, add and edit bookmarks, and how to configure your home page.

The “Using the Tasks application” chapter explains how to set Task options, how to add, edit, view, and delete tasks, and how to change the status of a task.

The “Using the Calendar application” chapter explains how to set Calendar options, and how to add, edit, view, and delete appointments.

The “Using the MemoPad application” chapter explains how to set MemoPad options, and how to add, edit, view, and delete memos.

The “Using the Calculator application” chapter explains how to perform basic mathematical calculations.

The “Customizing your handheld options” chapter provides more information on your handheld’s customizable options such as the notification settings, the default message options, and the security settings. This section also explains how to set your handheld’s Alarm.

Is this the correct guide for me?

This *Handheld User Guide* is the correct guide for you if you have some experience operating a BlackBerry Wireless Handheld or the BlackBerry Desktop Software. This guide provides advanced procedures and detailed information about the applications available on your handheld.

Other documentation for your BlackBerry Wireless Handheld includes the following:

- *Installation and Getting Started Guide* — This printed guide contains installation and setup information as well as basic information on your handheld’s applications.
- *Desktop Software Online Help* — Each tool in the desktop software offers online Help to guide you and answer your questions. To view procedures and information relating to the desktop software’s tools, click **Help** in any active window.
- *README.txt* — This text file contains information about this release of the software. You can read this file at the end of the desktop software installation. To read the file at a later time, open it from the directory in which you installed the desktop software.

- *Quick Reference Card* — This card is included in your package and contains tips and shortcuts for using your handheld.

About this guide

This guide provides information on operating your handheld and installing and using the desktop software.

Microsoft Exchange Information appearing in this format, prefaced by **Microsoft Exchange**, pertains to handhelds set up with a Microsoft Exchange enterprise email account. You have a Microsoft Exchange email account if Microsoft Outlook is your desktop email program and if, in Outlook, on the **Tools** menu, you click **Services**, the dialog box contains a list of services that includes **Microsoft Exchange Server**.

Lotus Domino Information appearing in this format, prefaced by **Lotus Domino**, pertains to handhelds set up with a Lotus Domino email account. You have a Lotus Domino email account if you use Lotus Notes as your desktop email program.



Note: Notes appear in this format and contain important information on the associated topic.



Tip: Tips appear in this format and provide optional or time-saving information on the associated topic.



Warning: Warnings appear in this format and advise you of the potential for data loss or damage to your handheld.

This guide describes the operating procedures and instructions for both the pager-sized handheld and the palm-sized handheld. Where procedures between the two handhelds differ, the following icons appear:



This icon indicates that the associated information or procedures pertain only to the pager-sized handheld.



This icon indicates that the associated information or procedures pertain only to the palm-sized handheld.

Introduction

In addition, your handheld has two font size options: **Large Font** and **Small Font**. The graphics in this guide show the large font size option.

You can set the date and time format on your handheld to a 12-hour or 24-hour clock. The date and time on the Home, Messages, Saved Messages, Calendar, and Lock screens reflect the format that you have selected. The illustrations in this guide use the 12-hour clock.

Chapter 1 **Composing and sending messages**

This section provides information on the following topics:

- Sending email messages
- Sending PIN messages
- Setting current message options
- Setting message options
- Searching for remote addresses
- Inserting symbols
- Using AutoText
- Using automatic formatting
- Using cut, copy, and paste
- Adding attachments to messages
- Sending messages to multiple contacts
- Sending messages to one-time recipients
- Receiving delivery confirmation
- Tips for composing and sending messages

Sending email messages

After you activate your handheld, you are ready to begin sending and receiving email messages.

To send an email message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact (or add a new one if necessary) and click the trackwheel to view the menu. Click **Email**.



To screen menu - Email item



Note: If you are sending an email message to a contact with multiple email addresses, you are prompted to select which address to use.

3. In the **Subject** field, type a subject name and press **ENTER**. Type your message.
4. After your message is complete, click the trackwheel to view the menu. Click **Send**. You return to the Messages screen.

If you are in an area of wireless coverage sufficient for sending email messages, a check mark appears beside the message within a short period of time. This icon indicates that your message was transmitted to the wireless network successfully. (You can send email messages if one or more bars appears beside the antenna icon on the Home screen.)

If you are not in an area of sufficient wireless coverage, you do not need to cancel sending your email message. Your handheld sends the message automatically when you return to an area with sufficient wireless coverage.

Refer to “Message status icons” on page 22 for more information on the icons that appear on the Messages screen.

Sending PIN messages

A personal information number (PIN) is a number that the wireless network uses to identify each handheld on the network; it is similar to a phone number. If you know the PIN of another person’s handheld, you can add it to your Address Book and use it to send a PIN message directly to that person.

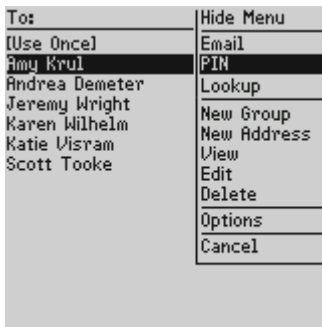


Note: PIN messages are not routed through your desktop. They do not appear in your desktop email program.

To locate your handheld’s PIN number, on the Home screen, click the **Options** icon, and then click **Status**. Your handheld’s PIN number is displayed in the **PIN** field.

To send a PIN message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact (or add a new one if necessary) and click the trackwheel to view the menu. Click **PIN**.



To screen menu - PIN item

3. In the **Subject** field, type a subject name and press **ENTER**. Type your message.
4. After your message is complete, click the trackwheel to view the menu. Click **Send**. You return to the Messages screen.












Chapter 1: Composing and sending messages

If you are in an area of wireless coverage sufficient for sending messages, a check mark appears beside the message within a short period of time. When the message has been delivered to the contact's handheld, the check mark changes to a **D**. (You can send messages if one or more bars appears beside the antenna icon on the Home screen.)

If you are not in an area of sufficient wireless coverage, you do not need to cancel sending your email message. Your handheld sends the message automatically when you return to an area with sufficient wireless coverage.

Message status icons

These icons appear on the screen to indicate the status of pending, sent, and received email messages.

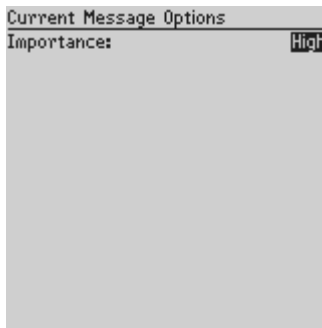
Icon	Description
	Message is being sent
	Message pending (will be sent later)
	Message has been sent to the network
	PIN message has been delivered
	Composed message has been saved (not sent)
	Unread message transmission error
	Message returned, message transmission error
	New, unread message has been received
	Message has been opened
	Email message has been filed
	Importance level of message is high

Setting current message options

You can change the settings for the email or PIN message that you are currently composing. Changes that you make to the current message options are not applied to other messages. Refer to "Setting message options" on page 23 for more information on customizing options for all messages.

To set current message options

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact (or add a new one if necessary) and click the trackwheel to view the menu. Select a send method. (For this example, click **Email**.)
3. Click the trackwheel to view the menu. Click **Options**. The Current Message Options screen appears.
4. In the **Importance** field, press **SPACE** to change the importance level of the message you are composing. Select from **Normal** or **High**.



Current Message Options screen

5. Click the trackwheel to view the menu. Click **Save**.



Note: If you have sent a message with high importance, an exclamation mark appears beside the message on the Messages screen.

Setting message options

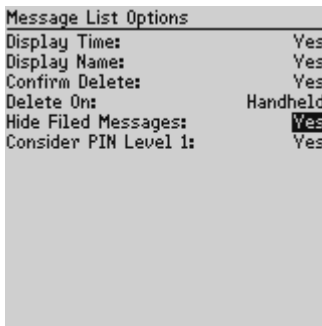
You can customize the following message options for email and PIN messages.

Chapter 1: Composing and sending messages

- **Display Time:** Select whether you want to show the time that the message was sent or received. By default, this option is set to **Yes**.
- **Display Name:** Select whether you want to show the name of the sender or the recipient. By default, this option is set to **Yes**.
- **Confirm Delete:** Select whether you want to confirm the deletion of messages. By default, this option is set to **Yes**.
- **Delete On:** Select whether you want email messages to be deleted from your handheld only or to be deleted from both your handheld and the desktop when they are reconciled. By default, this option is set to **Handheld**.
- **Hide Filed Messages:** Select whether you want to hide filed email messages in the Messages application. By default, this option is set to **No**.
- **Consider PIN Level 1:** Select whether or not you want PIN messages to be considered high priority. By default, this option is set to **Yes**.

To set message options

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click the trackwheel to view the menu. Click **Options**. The Message List Options screen appears.
3. Scroll to the field that you want to set and press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.



Message List Options screen

4. After you edit the fields, click the trackwheel to view the menu. Click **Save**.

You return to the Messages screen.



Tip: You can also change the message options from the Saved Messages screen.

Searching for remote addresses

If a colleague's address information is not included in your handheld Address Book, you can search for that contact's email address in your company's address directory.

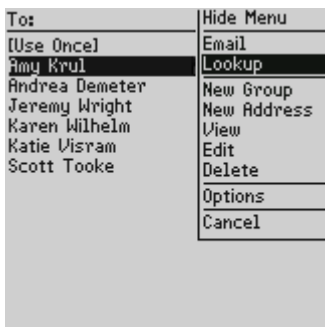


Note: To use the Remote Address Lookup feature, you must be using Microsoft Outlook as your desktop email program, and your handheld must be enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 3.5 or later. Contact your system administrator for more information on whether you can search for remote addresses.

To verify the activation status of the Remote Address Lookup feature, on the Device Options screen, click **Service Book Options**. On the Service Book Entry screen, an entry named **Address Lookup** should be displayed. Refer to "Service book options" on page 161 for more information.

To perform a remote address lookup

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Click the trackwheel to view the menu. Click **Lookup**. A dialog box appears, prompting you to type part or all of the name of the contact whom you want to find.



To screen menu - Lookup item

3. After you type your contact's name, click the trackwheel. The Compose screen appears with the search terms displayed in the **To** field.

Chapter 1: Composing and sending messages

4. Type your message while the search is in progress. After the search is complete, the **To** field displays the number of matches.



Tip: You can perform multiple remote address lookups at one time. To perform another search, click the trackwheel to view the menu, and then click **Add To**, **Add Cc**, or **Add Bcc**. Complete steps 2 and 3 to start the search.

You can save a message that contains an unresolved search and return to it when the search has been resolved. On the Compose screen, click **Save**. When the search has been resolved, an **Address search completed** dialog box appears briefly on the screen.

If no results are found for a particular search, the corresponding search field displays **No Matches**.

5. With your cursor in the **To** field, click the trackwheel to view the menu. Click **View Lookup**. The Find screen appears, displaying the search results.
6. Select the contact for whom you were searching and click the trackwheel to view the menu. Select a send method. For this example, click **Email**.
7. After you type your message, click the trackwheel to view the menu. Click **Send**.

You can view the status of the sent message on the Messages screen.



Note: If you try to send a message before a search has been resolved, you are prompted to confirm whether you want to continue sending the message.

If no other addressees have been selected for your message and you try to send a message before a search is resolved, a dialog box appears, reminding you that your message contains no addresses.

Remote Address Lookup actions

When the Remote Address Lookup results appear, you can perform one of the following actions.

Email: This action adds the email address of a selected contact to the appropriate recipient field on the To screen.

Lookup: This action deletes the current search results and starts a new search.

View All: This action displays all the search results for the selected search.

View: This action displays a virtual business card that lists the address information for a selected contact.

Edit: This action enables you to edit the address information of a selected contact.

Add: This action adds information for a selected contact to your handheld Address Book.

Add All: This action adds the addresses of all listed contacts to your handheld Address Book.

Delete: This action deletes the address of the selected contact from the search results list.

Get More Results: (This action only appears if more search results are available than the number listed on the screen.) This action requests more search results from the BlackBerry Enterprise Server. Currently, the server sends a maximum of 20 results at one time.

Delete Lookup: This action deletes the Remote Address Lookup results.

Inserting symbols

You can insert symbols from your handheld's symbols library.

To insert symbols

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Select a send method. (For this example, click **Email**.)
3. While you are composing your message, press **ALT + SPACE**. A dialog box appears, displaying the symbols that are available.



Composing a message - Symbols dialog box

Chapter 1: Composing and sending messages

4. Scroll to the symbol that you want to use and click the trackwheel to insert it into your message. (You can also press the associated letter under the symbol.)

You return to the message with the symbol inserted.



Tip: You can also insert symbols into text on the New Address, Edit Address, Search Messages, and New AutoText screens by pressing **ALT + SPACE**.

To insert bullet characters into your messages, press **ALT + SPACE**. In the dialog box that appears, press **B**. You return to the message with the bullet inserted in the text.

To insert special characters

You can also insert accented characters, equation symbols, and other marks into your messages.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Select a send method. (For this example, click **Email**.)
3. While you are composing a message, hold a letter key and roll the trackwheel to scroll through the accents, symbols, or marks associated with that character. When the desired character appears, release the letter key.



Tip: To insert currency symbols, press **G** and roll the trackwheel.

Using AutoText

Your handheld's AutoText feature automatically replaces certain text that you type with preprogrammed text. You can increase how quickly you compose messages by using the AutoText feature. By configuring the default AutoText entries and adding new ones to meet your specific needs, you can use the AutoText feature to automatically perform the following actions:

- compose frequently used phrases or messages with a few keystrokes
- correct commonly misspelled words
- replace abbreviations and acronyms with complete words
- insert phrases into a message by typing only one keyword

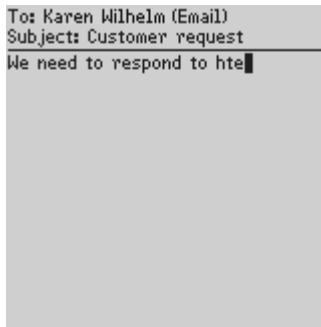
- insert punctuation and symbols in your message without using **ALT** or the symbols library



Tip: In the AutoText feature, several shortcuts exist for inserting macros into messages. Refer to "To add a new AutoText entry using a macro" on page 30 for more information.

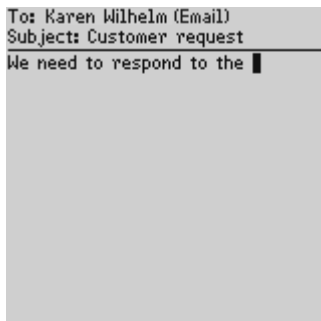
How AutoText works

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing a message, type the text **hte**. The text **hte** is a default AutoText entry that tells your handheld to automatically replace the text with the correctly spelled word **the**.



Composing a message - incorrect spelling

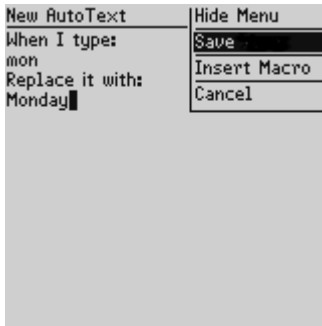
3. When you press **SPACE**, the handheld replaces the error with the correctly spelled word or phrase.



Composing a message - corrected spelling

To add a new AutoText entry

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Click the trackwheel to view the menu. Click **New**. The New AutoText screen appears.
4. In the **When I Type** field, type a keyword. Scroll to the **Replace it with** field and type the replacement text.
5. After you set the fields, click the trackwheel to view the menu. Click **Save**.



New AutoText screen menu - Save item

The new AutoText entry appears in the AutoText entries list in alphabetical order. When you use this AutoText entry in a message and press **SPACE**, the corresponding text replaces the entry in 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. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.

3. Click the trackwheel to view the menu. Click **New**. The New AutoText screen appears.
4. In the **When I type** field, type a keyword. (For this example, type a short form for the date.)
5. With your cursor in the **Replace it with** field, click the trackwheel to view the menu. Click **Insert Macro**. The Insert macro screen appears.
6. Select one of the following macros: **Short date**, **Long date**, **Short time**, **Long time**, **Owner name**, **Owner info**, **Backspace**, **Delete**, and **%**. (For this example, click **Short Date**.)



New Autotext screen - Insert macro dialog box

7. After you set the fields, click the trackwheel to view the menu. Click **Save**.
You can test your new entry by typing the keyword while you are composing a message. The value for the macro is inserted into your message.

To edit an AutoText entry

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **AutoText**. The AutoText screen appears with your list of AutoText entries. Scroll to the entry that you want to edit.
3. Click the trackwheel to view the menu. Click **Edit**. The Edit AutoText screen appears.
4. Hold **ALT** while you roll the trackwheel to scroll horizontally while you edit information in the **When I type** and **Replace it with** fields.

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5. After you edit the AutoText entry, click the trackwheel to view the menu. Click **Save**.

You return to the AutoText screen on which you can view your changes.



Tip: To edit AutoText entries while you are composing a message, click the trackwheel to view the menu. Click **Edit AutoText**.

You can also edit AutoText entries in the Backup and Restore tool of the desktop software. Refer to the *Backup and Restore Online Help* for more information.

To perform an AutoText search

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

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Type the first letter or first few letters of the entry that you want to find. (For this example, type the letter **t**. The screen displays the word **Find**, followed by the letter **t**.)
4. Select an entry or type additional letters to narrow the search.



Tip: You can edit or delete an entry while you are searching. Click the trackwheel to view the menu. Click **Edit** or **Delete**.

To delete an AutoText entry

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

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **AutoText**. The AutoText screen appears with a list of default AutoText entries.
3. Scroll to the entry that you want to delete. Click the trackwheel to view the menu.

4. Click **Delete**. A dialog box appears, prompting you to confirm the deletion. Click **Yes**.

You return to the AutoText screen and the entry is no longer listed.

Using automatic formatting

Your handheld has automatic formatting capabilities that can reduce your typing time.

To use automatic capitalization

As you compose a message, you do not have to press **SHIFT** to capitalize letters—your handheld has two methods of performing capitalization for you.

- When you type, the first letter that you type is capitalized automatically and each letter that follows a period is capitalized automatically, too. Your handheld recognizes the beginning of a new sentence and capitalizes the letter for you. If you do not want the letter that follows a period to be capitalized, press and hold the first character of a sentence.
- If you want to capitalize any other letters, press and hold the letter until it is capitalized. You must have the **Key Rate** option on the Screen/Keyboard screen set to either **Slow** or **Fast** for this feature to work. Refer to "Screen/Keyboard" on page 159 for more information.

To use automatic punctuation

To insert a period automatically at the end of a sentence or word, press **SPACE** twice. The next letter you type is capitalized.

Email fields

You can type an email address in an **Email** field without pressing **ALT**. When you type an email address, instead of pressing **ALT + L** to insert the at sign (@), press **SPACE**. When you press **SPACE** again, a period is inserted.

Number fields

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

Chapter 1: Composing and sending messages

To type a number in any of these fields, press the associated letter. (For example, to display the number 4, press **R**.) You can do this for all the numeric characters and the -, +, x and . characters.

Number lock

You can activate number-lock (NUM-lock) mode to type numbers without pressing **ALT**.



For the pager-sized handheld, press **SHIFT + ALT** to activate NUM-lock mode.



For the palm-sized handheld, press **ALT + LEFT SHIFT** to activate NUM-lock mode.

When NUM-lock mode is activated, you can type numbers on any screen. Press **SHIFT** or **ALT** again to turn off NUM-lock mode.

Using cut, copy, and paste

You can cut, copy, and paste text in messages, Address Book entries, memos, appointments, and tasks. You can also copy text from one application and paste it into another. For example, you can copy the text from a memo and paste it into a message.

To cut and copy text in a message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing a message, place your cursor beside the text that you want to cut or copy.
3. Hold **ALT** and click the trackwheel to enter selection mode. Roll the trackwheel to select the lines of text that you want to cut or copy.



Tip: To select one character at a time, hold **ALT** or **SHIFT** while you roll the trackwheel.

4. Click the trackwheel to view the menu. Click **Cut Selection** or **Copy Selection**.

To paste text into a message

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing a message, place your cursor where you want to paste the text.
3. Click the trackwheel to view the menu. Click **Paste Selection**.



Tip: To replace or delete existing text, enter selection mode by holding **ALT** and clicking the trackwheel. Roll the trackwheel to select the text, and then start typing. The text that you type replaces the characters that you have selected.

Adding attachments to messages

You can send another handheld an Address Book entry as an attachment to a message.

To attach Address Book entries

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Select a send method. (For this example, click **Email**.)
3. After you compose your message, click the trackwheel to view the menu. Click **Attach Address**. The Attach screen appears, listing all of your contacts.
4. Select a contact and click the trackwheel to view the menu. Click **Continue**.
5. You return to your message; it now contains an Address Book attachment. Click the trackwheel to view the menu. Click **Send**.

Chapter 1: Composing and sending messages



Composed message - Address Book attachment

Refer to "Adding addresses" on page 71 for more information on how to add a new Address Book entry.

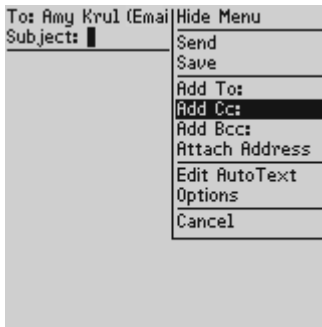
Sending messages to multiple contacts

You can send an email or PIN message to more than one recipient and you can choose whether the recipients are addressed directly (To), carbon copied (CC), or blind carbon copied (BCC).

To send a message to multiple contacts

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact (or add a new one if necessary) and click the trackwheel to view the menu. Select a send method. (For this example, click **Email**.)
3. While you are composing your message, click the trackwheel to view the menu. Click either **Add To**, **Add Cc**, or **Add Bcc**. (For this example, click **Add Cc**.) The Cc screen appears, listing all of your contacts' names.

Sending messages to one-time recipients



Message menu - Add Cc item

4. Select a contact and click the trackwheel to view the menu. Click **Email**. Continue to add names until all desired recipients have been added to the message.
5. In the **Subject** field, type a subject and press **ENTER**. Compose your message. When you are ready to send the message, click the trackwheel to view the menu. Click **Send**.

Your message is sent, addressed as you have specified.



Note: By default, the send method selected for the first recipient is used for all recipients.

If you are sending a message to more than one PIN number, the checkmark changes to a **D** when the message has been delivered to all the recipients' handhelds.

Sending messages to one-time recipients

If you want to send an email or PIN message without adding the recipient to your handheld's Address Book, you can select the [Use Once] option when you compose a message.



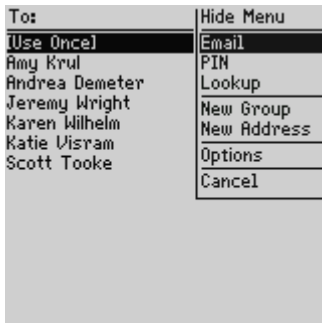
Note: If you follow this procedure, the recipient's address information is NOT saved in your Address Book.

To send a message to a one-time recipient

1. On the Home screen, click the **Compose** icon. The To screen appears.

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2. Select **[Use Once]** and click the trackwheel to view the menu. Select a send method. (For this example, click **Email**.) The One Time Email screen appears.



To screen menu - Email item

3. Type your contact's email address and click the trackwheel to view the menu. Click **Continue**.
4. In the **Subject** field, type a subject name and press **ENTER**. Compose your message.
5. When you are ready to send the message, click the trackwheel to view the menu. Click **Send**.

You can view the status of the sent message on the Messages screen.

Receiving delivery confirmation

You can receive confirmation when an email message that you have sent is received by another person's handheld.

To receive delivery confirmation

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Select a contact and click the trackwheel to view the menu. Click **Email**.
3. In the **Subject** field, type **<confirm>**, followed by your subject line. (Press **ALT + SPACE** to insert the angle brackets.)

Tips for composing and sending messages



Composing a message - requesting delivery confirmation

4. After you type your message, click the trackwheel to view the menu. Click **Send**.

After the message is delivered to the recipient's handheld, you receive a new email message indicating that your sent message has arrived.



Received message - message delivery confirmation

Tips for composing and sending messages

- Press **C** to compose a new message in the Messages, Home, and Saved Messages applications.
- Press **ALT** and roll the trackwheel to scroll horizontally in any application in which you can type or view text.
- Press **SPACE** to insert the at sign (@) and period (.) in an **Email** field.

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- Press **SPACE** twice to insert a period when typing (the letter following the period is capitalized automatically).
- Hold **G** and roll the trackwheel to scroll through currency symbols.
- Press **ALT + SPACE**, and then press **B** to insert bullet characters into your messages.
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the To screen.
- Hold a letter to capitalize it (you must have **Key Rate** enabled).
- When typing or composing a message, hold a letter key and roll the trackwheel to scroll through the accents, symbols, or marks associated with that character. When the desired character appears, release the letter key.
- When you are composing a message, type **br + SPACE** to type an opening parenthesis. Press **rb + SPACE** to type a closing parenthesis.
- When you are composing a message, press **ld + SPACE** to type the current date. Press **lt + SPACE** to type the current time.



- Press **ALT + SHIFT** to turn on CAP-lock mode. Press **SHIFT** to turn it off again.
- Press **SHIFT + ALT** to turn on NUM-lock mode. Press **SHIFT** to turn it off again.



- Press **ALT + RIGHT SHIFT** to turn on CAP-lock mode. Press **SHIFT** again to turn it off.
- Press **ALT + LEFT SHIFT** to turn on NUM-lock mode. Press **SHIFT** again to turn it off.

Using cut, copy, and paste

- Press **ALT** and click the trackwheel to enter selection mode.
- Press **SHIFT** and roll the trackwheel to select the next character. Roll the trackwheel to select the line of text.
- In selection mode, press **ALT** and click the trackwheel to copy the selected text or character.
- Press **SHIFT** and click the trackwheel to paste the selection.



- In selection mode, press **SHIFT + BACKSPACE** to cut the selected text or character.
- In selection mode, press **ALT + BACKSPACE** to delete the selected text or character.
- Press **BACKSPACE** to exit selection mode.



- In selection mode, press **SHIFT + DEL** to cut the selected text or character.
- In selection mode, press **DEL** to delete the selected text or character.
- Press **ESC** to exit selection mode.

Chapter 2

Receiving and reading messages

This section provides information on the following topics:

- Reading messages
- Receiving long email messages
- Managing attachments
- Opening web pages using links
- Tips for receiving and reading messages

Reading messages

When you receive a new email or PIN message, you receive visual notification on the Home screen, and any other notification, depending on how you have configured your handheld's notification profiles. Refer to "Customizing notification profiles" on page 147 for more information on setting notification profiles.

To read a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears. Email and PIN messages are listed in chronological order, grouped by date.
2. Select a received message and click the trackwheel to view the menu. Click **Open**.

Received message actions

After you read the message, you can click one of the following actions:

Mark Unread: This action marks the current message as unread. If you synchronize your handheld with your desktop, unread email messages on your handheld remain marked as unread on your desktop. Refer to "Marking messages as unread" on page 63 for more information on marking messages as unread.

File: This action files the current email message in the folder that you specify. If you synchronize your handheld with your desktop, email messages that are filed on your handheld are moved to the corresponding desktop folder. Refer to "Filing email messages" on page 50 for more information.

Reply: (Default menu option) This action sends a reply to the sender of the open message and does not include the text of the original message as part of the reply.

Reply to All: This action sends a reply to all recipients and does not include the text of the original message as part of the reply.

Reply With Text: This action sends a reply to the sender of the open message and includes the text of the original message as part of the reply.

Reply to All With Text: This action sends a reply to all recipients and includes the text of the original message as part of the reply.

Forward: This action forwards the open message to another contact. If an attachment is included with the message, it is forwarded with the message. The original text of the message is forwarded along with any text that you add.



Note: If you reply to an email message using your handheld, the corresponding message in your desktop email program is marked as opened and replied to. If you forward a message, the corresponding message is marked as opened and forwarded.

Delete: This action deletes the open message. Refer to "Deleting messages" on page 65 for more information.

Save: This action saves the open message. Messages saved on the handheld are copied to the Saved Messages screen. Refer to "Saving messages" on page 59 for more information.

Show Qualified Address: This action shows the full SMTP address of the recipient or sender. This option is only available when your cursor is in the **From** or **To** field of the open message with the friendly name (a person's name as it appears in an address) showing.

Show Friendly Name: This action shows the first and last name of the sender or the recipient. This option is only available if your cursor is in the **From** or **To** field of the open message with the qualified address (the full SMTP address for the contact) showing and if the contact is included in your Address Book.

Add to Address Book: This action adds the contact information for the sender of the message to your Address Book.

Print: This action enables you to send the message to a remote printer. (You must have the Printer Manager loaded on your handheld for this menu item to appear. Refer to "Using the Printer Manager" on page 135 for more information.)

Previous: This action closes the current message and opens the previous message (if a previous message exists).

Next: This action closes the current message and opens the next message.

Next Unread: This action closes the current message and opens the next unread message.

Receiving long email messages

Occasionally, an email message that you receive might be longer than what the network can transmit. In this case, the maximum amount of data that is allowed is sent to your handheld and the rest remains at your desktop. You can receive the rest of the message in two-kilobyte (2-KB) sections.

To request more of a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open an email message. If the message is longer than allowed, the message **More available** appears, followed by the remaining number of bytes, at the end of the message.
3. To request the rest of the message (up to 32 kilobytes), click the trackwheel to view the menu. Click **More (All)**.

To request another 2-KB of the message, click the trackwheel to view the menu. Click **More**.



Received message menu - More item

If you are in an area of sufficient wireless coverage for receiving messages, more of the message is sent to your handheld.

You are notified when the next part of the message arrives. It appears at the end of the existing part of the message. Repeat this procedure until the entire message arrives at your handheld.



Tip: You can also return to the Messages screen while you wait for the rest of the message. You are notified when your handheld receives the next part of the message and the message is marked unread in the Messages application. Scroll to the message and open it by pressing **ENTER**. Press **G** to resume reading the message at the point at which you stopped reading it.

Managing attachments

You might receive a message on your handheld that contains an attachment. You can view Address Book attachments that are sent from other handhelds and add them to your Address Book. Refer to "To add addresses from received messages" on page 72 for more information.

You cannot view any file attachments on your handheld, but you can forward the message with the file attachment to someone who can open it on a computer.

You can create and receive meeting requests from your handheld. For meetings that you organize, email messages are sent with a meeting request attachment. For meeting requests that you receive, email messages include a meeting response attachment. You can view these attachments on your handheld. Refer to "Managing meeting requests" on page 117 for more information.

To manage Address Book attachments

If you receive an email or PIN message on your handheld that has an Address Book attachment, you can view the attachment and add it to your handheld Address Book.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received 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, you can see the name of the contact.



Received message - Address Book attachment

3. Place your cursor in the name of the Address Book attachment and click the trackwheel to view the menu. Click **Open Attachment**. The Address Attachment screen appears.

Chapter 2: Receiving and reading messages

4. Click the trackwheel to view the menu. Click **Save**.
5. The attachment is added to your Address Book and you return to the open attachment. Click the trackwheel to view the menu. Click **Close**.

You return to the open message.

To forward file attachments

If you receive an email message on your handheld that has a file attached to it, you can forward the message to someone at a computer who can open and print it.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message that has a file attachment. The name of the attachment and the size of the file appear at the end of the message. (The number of attached files is displayed at the top of the message.)



Composing a message - attachment

3. Click the trackwheel to view the menu. Click **Forward**. The To screen appears.
4. Select a contact and click the trackwheel to view the menu. Click **Email**. Type an additional message. Your message includes the file attachment.
5. Click the trackwheel to view the menu. Click **Send**.

You return to the Messages screen and you can view the status of the sent message.



Note: If you have the Printer Manager loaded onto your handheld and you have access to a printer that is enabled for wireless printing, you can print file attachments. Refer to "Using the Printer Manager" on page 135 for more information.

Opening web pages using links

When you receive a message, your handheld recognizes web page addresses and converts them into links.



Note: To use the Browser application, your handheld must be enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 3.5 or later and on the Mobile Data Service. Contact your system administrator for more information on whether you can use the BlackBerry Browser.

To open a web page using a link in a received message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message that contains a link to a web page.
3. Place your cursor in the link and click the trackwheel to view the menu. Click **Get Link**.

The Browser loads the requested web page.



Tip: You can also add the link to your list of bookmarks. In the open message, place your cursor in the link and click the trackwheel to view the menu. Click **Add Bookmark**. The Bookmark screen appears. Refer to "To add bookmarks" on page 96 for more information.

Tips for receiving and reading messages

- To open messages quickly, press **ENTER** or double-click the trackwheel.
- Press **ALT** and roll the trackwheel to move up or down a page on the Messages screen.
- Press **ENTER** to move down a page in an open message. Press **ALT + ENTER** to move up a page.
- Press **T** to go to the top of a list or open received message. Press **B** to go to the bottom.
- Press **G** to return to the last cursor position in a message, if you close the message before you finish reading it.
- Press **N** to go to the next date on the Messages screen. Press **P** to go to the previous date.
- Press **A** in an open message or on the Messages screen to reply to all recipients.
- Press **F** in an open message or on the Messages screen to forward the message. The original text is included.
- Press **U** to go to the next unread message in the list.
- Press **R** when you are viewing an open message to reply with text to the sender only.

Chapter 2: Receiving and reading messages

Chapter 3

Managing messages

This section provides information on the following topics:

- Filing email messages
- Searching for messages
- Saving messages
- Editing messages
- Resending messages
- Marking messages as unread
- Marking messages as read
- Deleting messages
- Tips for managing messages

Filing email messages

After you install the desktop software and reconcile your email, you can file email messages into folders. Refer to the *Intellisync Online Help* that is included with your desktop software for more information on email reconciliation.

The first time that you reconcile email messages between your handheld and your desktop, the names and structure of the folders in your desktop email program are imported to your handheld. When you file an email message on your handheld and synchronize with your desktop, the message is moved and filed as you have specified.

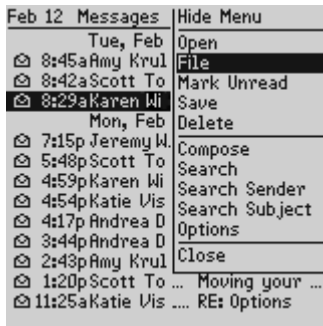


Note: This feature is not available for PIN messages.

You cannot create a new folder on your handheld. If you want a new folder on your handheld, you must create it in your desktop email program and reconcile your email to transfer the new folder to your handheld.

To file an email message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the email message that you want to file and click the trackwheel to view the menu. Click **File**. The File screen appears.



Messages screen menu - File item

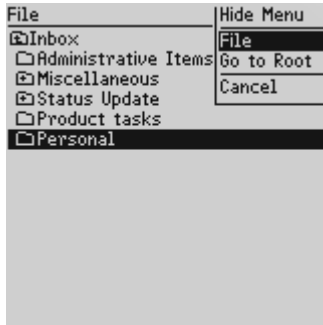
3. Select the folder in which you want to store the message. To expand the folders that appear on the File screen, select a folder icon with a plus sign, click the trackwheel to view the menu, and click **Open**.



Note: If you have already filed a message with the same subject, the last folder that you used is selected by default.

Folders that contain subfolders are marked by a file folder icon with a plus sign (+) in it.

4. After you select a folder, click the trackwheel to view the menu. Click **File**.



File screen menu - File item

You return to the Messages screen and your message appears with a file folder icon beside it.

Messages filed in the Inbox or Desktop folder do not have a file folder icon beside them. When a message arrives at your handheld, it arrives in the Inbox folder. If you file a message, but then you want to remove it from that folder, file the message in the Inbox folder.



Tip: You can also file an open message.

If you do not want to show filed messages on the Messages screen, on the Message List Options screen, set the **Hide Filed Messages** field to **Yes**. Refer to "Setting message options" on page 23 for more information.

To review filed messages

After a message is filed, you can verify its placement by opening the message and scrolling to the top of it. The **Folder** field displays the name of the folder in which the message is filed.

Searching for messages

Use your handheld's Search Messages application to locate specific messages. You can specify and save the terms of several searches and use them at any time, or you can perform a one-time search. Two default searches (**Incoming Messages** and **Outgoing Messages**) are saved on your handheld.



Tip: You can also search for messages on the Messages and Saved Messages screens. You do not need to complete all the fields on the Search Messages screen. The more fields that you complete, the narrower the search is.

To perform a search

1. On the Home screen, click the **Search Messages** icon. The Search Messages screen appears.
2. In the **Name** field, type a name or an email address.



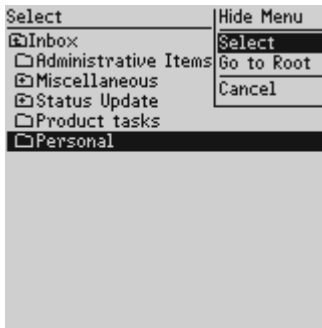
Tip: In the Search Messages application, you can retrieve a name that is stored in your Address Book instead of typing it. Place your cursor in the **Name** field, click the trackwheel to view the menu, and then click **Select Name**. On the Address Book screen, select the name for which you want to search and click the trackwheel to view the menu. Click **Continue**. You return to the Search Messages screen and the name that you selected is displayed in the **Name** field.

3. In the **Subject** field, type the keywords for which you want to search. The Search Messages application searches for phrases that contain the characters that you type.
4. In the **Message** field, type the keywords for which you want to search. The Search Messages application searches for phrases that contain the characters that you type.
5. In the **Name In** field, select the field in which the name that you have typed should appear. Press **SPACE** to scroll through your options. Select from **Any Address Field**, **From Field**, **To Field**, **Cc Field**, **Bcc Field**.



Search Messages screen

6. If you are searching for email messages, select the folder in which you want to search. The default is **All Folders**, but you can select a specific folder. In the **Folder** field, press **SPACE**. The Select screen appears, listing the top level structure of your folders.
7. Select the folder in which you want to search. To expand the folders that appear in the Select screen, select a folder icon with a plus sign (+) in it. Click the trackwheel to view the menu. Click **Open**.
8. After you select a folder, click the trackwheel to view the menu. Click **Select**.



Select screen menu - Select item



Note: Refer to “Searching in folders” on page 55 for more information on browsing through and searching in folders.

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- In the **Show** field, select the type of message that you want the results of the search to show. Press **SPACE** to scroll through your options. Select from **Sent and Received**, **Sent Only**, **Received Only**, or **Saved Only**.



Tip: Selecting **Sent and Received** displays all messages that meet the search criteria.

- After you set the terms of your search, click the trackwheel to view the menu. To perform a one-time search without saving any of the terms that you specify, click **Search**.

To save the terms of your search, click **Save**. The Save Search screen appears. In the **Title** field, type a name for this set of search terms. In the **Shortcut key** field, press **SPACE** to select a shortcut key for this search. Click the trackwheel to view the menu. Click **Save**.

Save Search	Hide Menu
Title: May status	Save
Shortcut Key (Alt +):	Clear Field
Name: Scott Tooke	Cancel
Subject: Status Update	
Message:	
Name In:	All Folders
Folder:	
Show:	Sent and Received

Save Search screen - Save item

The results of your search are displayed on the Search screen.



Tip: After you save a search and specify a shortcut key, you can use **ALT** + the shortcut key to perform the search on the Messages or Saved Messages screens.

To clear a field, click the trackwheel to view the menu, then click **Clear Field**. If you want to clear all the fields for your search and type new search terms, click the trackwheel to view the menu. Click **New**. The fields on the Search Messages screen are reset to the default values.

After you perform a search, you can delete messages. The messages are deleted from the Messages screen. You are prompted to confirm that you want to delete them.

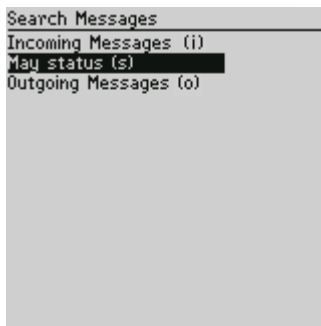
Searching in folders

The following notes can help you browse through and search in your folders when you specify search terms for email messages.

- An up arrow icon in a folder indicates that there is another level of folders above that folder. To move up one folder level, select a folder that contains an up arrow, click the trackwheel to view the menu, and click **Move up**.
- Selecting a specific folder limits the scope of your search. If you have specified a low-level folder and have not found any email messages with your search terms, return to a higher-level folder by clicking the trackwheel to view the menu and clicking **Go to Root**. You return to a top-level folder and you can select a less-specific folder for your search.
- If you select a folder for your search but want to return to searching in **All Folders**, scroll to the **Folder** field and click the trackwheel to view the menu. Click **Clear Field**.

To edit a search

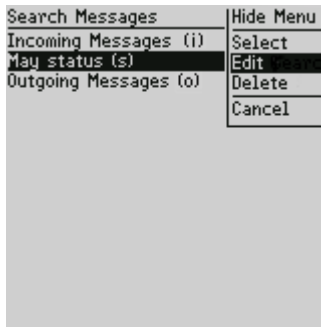
1. On the Home screen, click the **Search Messages** icon. The Search Messages screen appears.
2. Click the trackwheel to view the menu. Click **Recall**. Your saved searches are listed in alphabetical order.



Search Messages screen - saved searches

3. Select the search that you want to edit. Click the trackwheel to view the menu. Click **Edit**. The Save Search screen appears.

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Search Messages screen menu - Edit item

4. Edit the fields. After you finish, click the trackwheel to view the menu. Click **Save**.

The results of your search are displayed on the Search screen.

To edit a search once

1. On the Home screen, click the **Search Messages** icon. The Search Messages screen appears.
2. Click the trackwheel to view the menu. Click **Recall**. Your saved searches are listed.
3. Select the search that you want to edit and click the trackwheel to view the menu. Click **Select**. The details of the search are displayed.



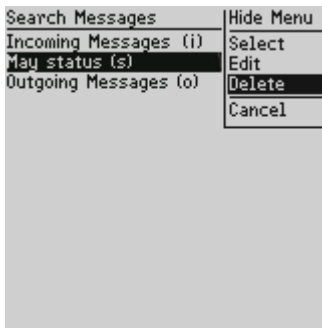
Search Messages screen menu - Select item

4. Edit the information in the fields. After you edit the search, click the trackwheel to view the menu. If you do not want to save the changes, click **Search**.

If you want to save the changes, click **Save**. The Save Search screen appears. Click the trackwheel to view the menu, and then click **Save**.

To delete a search

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



Search Messages screen menu - Delete item

4. A dialog box appears, prompting you to confirm the deletion. Click **Yes**. You return to the Search Messages screen and the search is no longer listed.

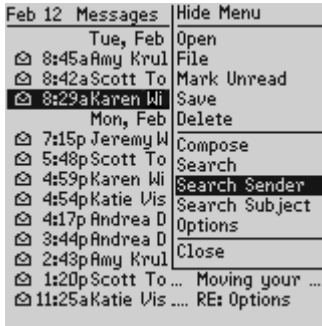
To search for a sender or recipient

If you have selected a message on the Messages screen, you can search for all messages relating to the sender or recipient of the message.

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

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2. Select a message from a sender or recipient for whom you want to search. Click the trackwheel to view the menu. Click **Search Sender** or **Search Recipient**.



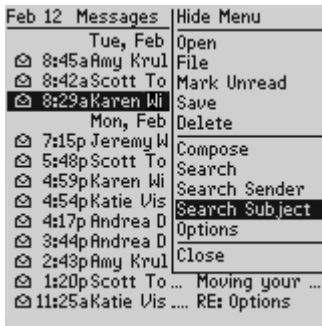
Messages screen menu - Search Sender item

All messages that were sent to or received from the selected contact are displayed on the Search screen.

To search messages by subject

You can view all messages that have the same **Subject** field of a message. After the search results are displayed, you can file, delete, save the messages, or mark them as unread.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a message that has a subject for which you want to search. Click the trackwheel to view the menu. Click **Search Subject**.



Messages screen menu - Search Subject item

All messages with that subject, including sent messages, replies, and forwards are displayed on the Search screen.

Saving messages

Save important messages by copying them to a separate list on your handheld. It is important to save messages that you want to keep for future reference. If your handheld needs to delete old messages to free memory space, it does not delete saved messages.

To save a sent or received message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a received or sent message and click the trackwheel to view the menu. Click **Open**.
3. Click the trackwheel to view the menu. Click **Save**. A **Copying to saved folder** dialog box appears briefly on the screen. The message is copied to the Saved Messages screen but also remains on the Messages screen.



Message - Copying to saved folder dialog box

4. Click the trackwheel to view the menu. Click **Close**. The Messages screen appears. Click the trackwheel to view the menu. Click **Close**. The Home screen appears.
5. Click the **Saved Messages** icon. The Saved Messages screen appears, displaying a copy of the message.

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Saved Messages screen

After the message has been saved, you can delete it from the Messages screen. Refer to “Deleting messages” on page 65 for more information.

To remove messages from the Saved Messages screen

If you want to delete a saved message, you must delete it from the Saved Messages screen.



Warning: If you delete a message from both the Messages screen and the Saved Messages screen, the message no longer exists on your handheld.

1. On the Home screen, click the **Saved Messages** icon. The Saved Messages screen appears.
2. Select a saved message and click the trackwheel to view the menu. Click **Delete**.
3. A dialog box appears, prompting you to confirm the deletion. Click **Yes**.

You return to the Saved Messages screen and the message is no longer listed.



Note: You can delete email messages from both the handheld and the desktop during email reconciliation. If you set this feature, any saved message that you delete from your handheld is also deleted from your desktop upon email reconciliation. Refer to “To delete email messages on your handheld and your desktop” on page 67 for more information.

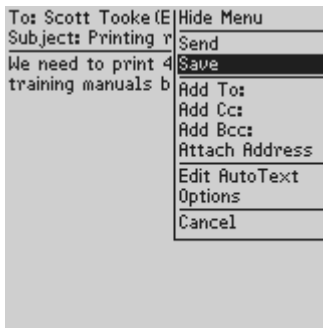
To save a draft of a message

You might want to save a message that you have not yet finished composing, so that you can complete and send it later.



Note: When you save a draft of a message, the message appears on the Messages screen only; it does not appear on the Saved Messages screen. If your handheld needs to delete old messages to free memory space, draft messages might be deleted.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. While you are composing a message, click the trackwheel to view the menu. Click **Save**. The Messages screen appears.



Message menu - Save item

On the Messages screen, a pen icon beside the message indicates that the message is saved but has not been sent. Open the message to resume composing it. You can choose to save or send the message.

Editing messages

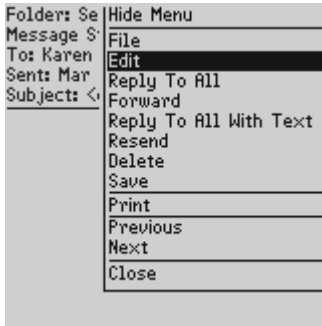
After you send a message, you can edit it, add or change a recipient, and send it again.

To edit a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a sent message that you want to edit and click the trackwheel to view the menu. Click **Open**.

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3. Click the trackwheel to view the menu. Click **Edit**. The text of the message appears.



Sent message menu - Edit item

4. Edit the message. After you make changes, click the trackwheel to view the menu. Click **Send**.

You return to the Messages screen.



Tip: You can use your handheld's cut, copy, and paste feature when you edit messages. Refer to "Using cut, copy, and paste" on page 34 for more information.

Resending messages

If your message is not sent properly on the first attempt, you can resend the message.



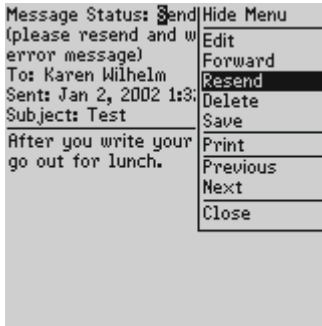
Note: If you want to send a message to a different recipient, you must use the **Forward** or **Edit** options.

If you want to resend a message because of a failed transmission, scroll to the top of the original message to determine why it was not sent properly. Refer to "Handheld error messages" on page 171 for more information.

To resend a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the message that you want to resend and click the trackwheel to view the menu. Click **Open**.

3. The text of the message appears. Click the trackwheel to view the menu. Click **Resend**.



Sent message menu - Resend item

When you resend a message that was sent successfully on the first attempt, a copy of the original message is sent and the original message remains on the Messages screen.

When you resend a message that was not sent successfully on the first attempt, the original message is sent again.

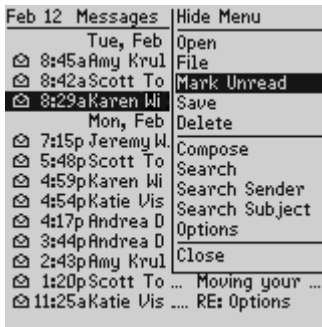
Marking messages as unread

On your handheld, marking messages as unread is helpful if you have opened an important message and want to remind yourself to re-read and respond to the message at a later time.

To mark a message as unread

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a read message and click the trackwheel to view the menu. Click **Mark Unread**.

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Messages screen menu - Mark Unread item

The message is marked as unread. If the message is marked as read on your desktop, and you synchronize your handheld with your desktop, the message is marked as read on both your handheld and your desktop.

Marking messages as read

If you have messages that you have not read on your handheld, but that you have read on your desktop, you might want to mark these messages as read.

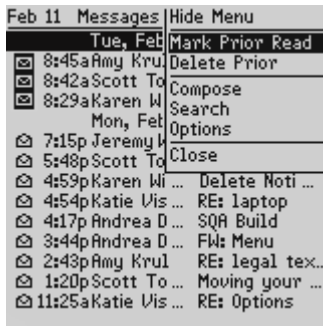
To mark messages as read

1. On the Home screen, click the Messages icon. The Messages screen appears.
2. Select an unread message and click the trackwheel to view the menu. Click **Mark Read**.

The message is marked as read.

To mark multiple messages as read

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a date field and click the trackwheel to view the menu. Click **Mark Prior Read**.



Messages screen menu - Mark Prior Read item

All messages in the list prior to the date that you have selected are marked as opened.

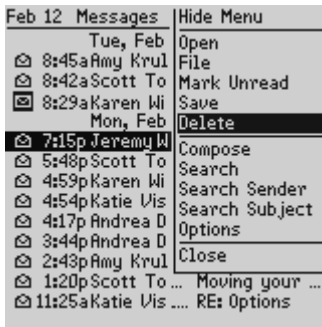
Deleting messages

Although your handheld has ample memory space for storing messages, you should delete unnecessary items to manage your list more efficiently. If your handheld's memory is full and you receive new messages, your handheld deletes the oldest messages on the Messages screen to accommodate new ones; saved messages are not deleted.

To delete a message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the message that you want to delete and click the trackwheel to view the menu. Click **Delete**.

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Messages screen menu - Delete item

3. A dialog box appears, prompting you to confirm the deletion. Click **Yes**. (This dialog box appears only if **Confirm Delete** is enabled on the Message List Options screen.)

You return to the Messages screen and the message is no longer listed.



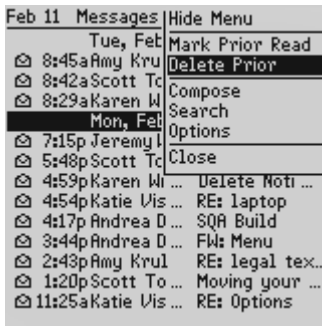
Note: You can delete an open message and messages from the Search Messages and Saved Messages application screens.

If you request more of a message, you should not delete the message until you have received the rest of it. Refer to "Receiving long email messages" on page 43 for more information on receiving long email messages.

To delete multiple messages by date

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

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select a date field and click the trackwheel to view the menu. Click **Delete Prior**.



Messages screen menu - Delete Prior item

3. A dialog box appears, prompting you to confirm the deletion. Click **Yes**. You return to the Messages screen and the messages are no longer listed.

To delete email messages on your handheld and your desktop

You can configure your message options so that email messages that you delete on your handheld are also deleted on your desktop each time that you reconcile email using the desktop software’s Intellisync tool.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Click the trackwheel to view the menu. Click **Options**. The Message List Options screen appears.
3. Set the **Delete On** field to **Desktop & Handheld**.



Message List Options screen - Delete On field

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4. Click the trackwheel to view the menu. Click **Save**.

To test this feature, delete an email message on your handheld that you no longer need. Synchronize your email using the Intellisync tool. (Refer to the *Intellisync Online Help* for more information on reconciling email.) The message is deleted from your desktop and your handheld.



Note: If the **Delete On** field of the Message List Options screen is set to **Desktop & Handheld**, any filed email messages that you delete on your handheld are also deleted from the corresponding desktop folder.

Email messages deleted using the **Delete Prior** option, however, are not deleted on your desktop upon email reconciliation. Refer to "To delete multiple messages by date" on page 66 for more information on deleting multiple messages.

Tips for managing messages

- Press **ALT + I** to view all Incoming Messages while using the Messages or Saved Messages applications. Press **ALT + O** to view Outgoing Messages.
- Press **ALT +** a shortcut key while using the Messages or Saved Messages applications to perform a search you have defined.
- Press **V** to open the Saved Messages screen while on the Home screen or Messages screen.
- Press **S** to open the Search Messages screen while using the Home, Saved Messages, or Messages applications.
- Press **M** to open the Messages screen while on the Home, Search Messages, or Saved Messages applications.
- To open subfolders, press **SPACE** when a folder that is marked with a plus sign (+) is selected.
- Press **BACKSPACE** to move up one folder level.
- Press **ENTER** to open a folder. If you are filing a message and there are no subfolders, the message is filed in the selected folder.



- For the pager-sized handheld, press **ALT + BACKSPACE** with a date field selected to delete all messages prior to and including the selected date.



- For the palm-sized handheld, press **DEL** with a date field selected to delete all messages prior to and including the selected date.

Chapter 4

Using the Address Book application

This section provides information on the following topics:

- Setting Address Book options
- Adding addresses
- Changing user-defined field names
- Adding group addresses
- Viewing addresses
- Editing addresses
- Searching in your handheld's Address Book
- Searching a remote address directory
- Deleting addresses
- Tips for using the Address Book

Setting Address Book options

You can customize the following Address Book options.

- **Sort By:** Select how you want to sort the addresses in your Address Book. By default, this option is set to **First Name**.
- **Confirm Address Delete:** Select whether you want confirmation before Address Book entries are permanently deleted. By default, this option is set to **Yes**.
- **Allow Duplicate Names:** Select whether you want to allow the same name to appear more than once in the Address Book. By default, this option is set to **Yes**.

To set Address Book options

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Click the trackwheel to view the menu. Click **Options**. The Address Book Options screen appears.
3. Scroll to the field that you want to set, and then press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.



Address Book Options screen

4. After you set the fields, click the trackwheel to view the menu. Click **Save**.

You return to the Address Book screen.



Note: You can also open and edit your Address Book options on the To screen when you are composing a message.

Adding addresses

You can add addresses to your handheld Address Book to create a database of your contacts. You can do this manually, from messages, and from Remote Address Lookup results. You can also import addresses and PIN numbers from your desktop.

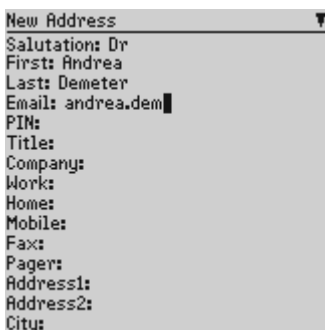
To import addresses from your desktop to your handheld

You can import entries from your desktop Address Book to your handheld. Refer to the “Importing Address Book entries” topic of the *Backup and Restore Online Help* for more information.

To add addresses manually

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Click the trackwheel to view the menu. Click **New Address**. The New Address screen appears.
3. Type your contact’s information. Press **ENTER** at the end of each field.

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```
New Address
Salutation: Dr
First: Andrea
Last: Demeter
Email: andrea.dem
PIN:
Title:
Company:
Work:
Home:
Mobile:
Fax:
Pager:
Address1:
Address2:
City:
```

New Address screen



Tip: You can save up to three email addresses for the same Address Book entry. To add another email address, click the trackwheel to view the menu, and click **Add Email**. An additional **Email** field appears on the New Address screen. When you compose an email message to a contact with multiple email addresses, you are prompted to select which address to use.

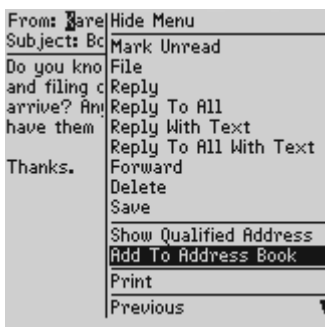
4. To save your contact information, click the trackwheel to view the menu and click **Save**.

Your new contact appears on the Address Book screen in alphabetical order.

To add addresses from received messages

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

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open a received message and scroll to the top of it. With your cursor in the **From** field, click the trackwheel to view the menu.
3. Click **Add to Address Book**. The New Address screen appears.



Message menu - Add to Address Book item

4. The new contact's information is displayed. Add any information that you want to include for this contact.
5. Click the trackwheel to view the menu. Click **Save**.

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

To add addresses from Remote Address Lookup results

You can search for addresses on your company's address directory using the Remote Address Lookup feature. Refer to "Searching for remote addresses" on page 25 for more information. You can add any Remote Address Lookup results to your handheld Address Book.



Note: To use the Remote Address Lookup feature, you must be using Microsoft Outlook as your desktop email program, and your handheld must be enabled on BlackBerry Enterprise Server for Microsoft Exchange version 3.5 or later. Contact your system administrator for more information on whether you can use Remote Address Lookup.

Address Book fields

The New Address screen contains the following fields.

Salutation: Type a salutation for your contact. This field accepts letters, numbers, and symbols.

First: Type your contact's first name. This field accepts letters, numbers, and symbols.

Chapter 4: Using the Address Book application

Last: Type your contact's last name. This field accepts letters, numbers, and symbols.



Tip: If you type a salutation and a name in the **First** or **Last** field, the salutation appears in the **Salutation** field.

Type your contact's full name in the **First** or **Last** field and press **ENTER**. The first name appears in the **First** field and the last name appears in the **Last** field.

Email: Type your contact's email address. This field accepts letters, numbers, and symbols. You can press **SPACE** once to insert the at sign (@); press it again to insert a period (.). If you continue to press **SPACE**, you continue to insert periods.

PIN: Type your contact's PIN. This number, unique to each handheld, is assigned by the wireless network and enables you to send a message to another handheld without using an email address. You do not have to press **ALT** to enter numbers in this field.

Title: Type your contact's job title. This field accepts letters, numbers, and symbols.

Company: Type the name of the company for which your contact works. This field accepts letters, numbers, and symbols.

Work: Type your contact's business phone number. This field accepts numbers and the x, -, +, #, and . characters, which can be typed without pressing **ALT**.

Home: Type your contact's home phone number. This field accepts numbers and the x, -, +, *, #, and . characters, which can be typed without pressing **ALT**.

Mobile: Type your contact's mobile phone number. This field accepts numbers and the x, -, +, #, and . characters, which can be typed without pressing **ALT**.

Fax: Type your contact's fax number. This field accepts numbers and the x, -, +, #, and . characters, which can be typed without pressing **ALT**.

Pager: Type your contact's pager number. This field accepts numbers and the x, -, +, #, and . characters, which can be typed without pressing **ALT**.

Address 1: Type your contact's street address. This field accepts letters, numbers, and symbols.

Address 2: Type any further information for the address. (A second address field is provided for long addresses.) This field accepts letters, numbers, and symbols.

City: Type your contact's city. This field accepts letters, numbers, and symbols.

State/Prov: Type your contact's state or province. This field accepts letters, numbers, and symbols.

Changing user-defined field names

ZIP/Postal Code: Type your contact's ZIP code or postal code. This field accepts letters, numbers, and symbols. You must press **ALT** to type numbers in this field.

Country: Type your contact's country. This field accepts letters, numbers, and symbols.

Notes: Type any additional information that you want to keep about your contact. This field accepts letters, numbers, and symbols. Press **ENTER** to move to a new line.

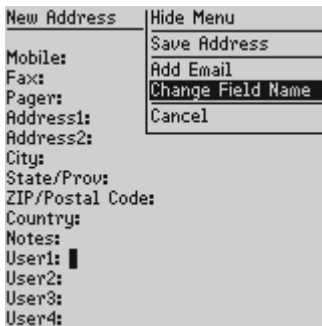
User 1, User 2, User 3, User 4: Customize these fields to type special information for each contact. Refer to "Changing user-defined field names" on page 75 for more information on customizing these fields.

Changing user-defined field names

You can change the field name for the **User 1, User 2, User 3,** and **User 4** fields in the Address Book.

To change user-defined field names

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Click the trackwheel to view the menu. Click **New Address**. The New Address screen appears.
3. Scroll to a user-defined field (**User 1, User 2, User 3,** or **User 4**) and click the trackwheel to view the menu.



New Address screen menu - Change Field Name item

Chapter 4: Using the Address Book application

4. Click **Change Field Name**. Delete the current name of the field. Type a new field name and click the trackwheel.

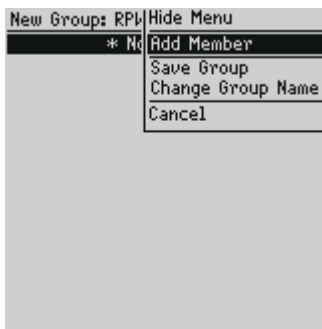
The field name is changed for all your contacts.

Adding group addresses

After you add individual addresses to your Address Book, you can create a group email address. When you send a message to a group address, the message is sent to each group member simultaneously.

To add group addresses

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Click the trackwheel to view the menu, and then click **New Group**. A dialog box appears prompting you to type a name for the group.
3. Type a name for your group, and then click the trackwheel. The New Group screen appears.
4. Click the trackwheel to view the menu. Click **Add Member**. The Add Member screen appears.



New Group screen menu - Add Member item

5. Select a contact whose email address you want to add to the group. Click the trackwheel to view the menu, and then click **Use Email**. The New Group screen appears with the contact added as a new member.



Note: If an email address is not included in a contact's address information, you cannot add that contact to your group.

6. Repeat steps 4 and 5 to add more members to your group address.
7. After you add all desired contacts to the group address, click the trackwheel to view the menu. Click **Save Group**.

You return to the Address Book screen and your new group name appears in your list of contacts.

Viewing addresses

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

To view addresses

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Select the name of the contact whose information you want to view. Click the trackwheel to view the menu. Click **View**.

A virtual business card appears listing all the contact information and reference notes that you have included.



Tip: To move to a number or an email field in the business card, press the first letter of the field name. For example, if you typed a fax number and you press **F**, the cursor moves to the **Fax** field.

To view group addresses

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Select the name of the group that you want to view. Click the trackwheel to view the menu. Click **View Group**. A screen appears listing the members of your group.

Chapter 4: Using the Address Book application

3. To see the contact information for one of the group members, select the contact and click the trackwheel to view the menu. Click **View Member**. The contact information for the selected member appears.

Editing addresses

You can edit the information in any field of an Address Book entry. Some Address Book fields are limited to numbers and only a few letters and symbols.

To edit addresses

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Select the Address Book entry that you want to edit and click the trackwheel to view the menu. Click **Edit**. The Edit Address screen appears.
3. Edit the information in any of the fields. Use the trackwheel to move from field to field. Hold **ALT** and roll the trackwheel to scroll horizontally through the text.
4. After you edit the fields, click the trackwheel to view the menu. Click **Save**.



Tip: To clear fields on the New Address or Edit Address screens, click the trackwheel to view the menu and click **Clear Field**.

You can use your handheld's cut, copy, and paste feature when you edit addresses. Refer to "Using cut, copy, and paste" on page 34 for more information.

To edit group addresses

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Select the name of the group that you want to edit. Click the trackwheel to view the menu. Click **Edit Group**. The Edit Group screen appears listing the members of your group.
3. Select a group member and click the trackwheel to view the menu. Complete one of the following actions:
 - To replace the selected member with another contact in your Address Book, click **Change Member**.

Searching in your handheld's Address Book

- To delete the selected member from the group, click **Delete Member**.
 - To add a new member to the group, click **Add Member**.
4. After you edit the group, click the trackwheel to view the menu. Click **Save Group**.



Tip: To change the name of your group, on the Edit Group screen, click the trackwheel to view the menu, click **Change Group Name**, type a new name for your group, and then click the trackwheel.

Searching in your handheld's Address Book

Your handheld's search tool enables you to find a specific contact in your handheld's Address Book.

To search for a local address

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Type the first letter(s) of the name of the contact whom you want to find. The letter(s) that you type appear at the top of the screen. Your handheld searches the first and last names of contacts to find the first instance of the letters that you type. The more letters that you type for your search, the fewer matches appear.
3. To return to your complete list of contacts, click the trackwheel to view the menu. Click **View All**.

Searching a remote address directory

If a colleague's contact information does not appear in your handheld Address Book, you can search for that contact's address in your company's address directory. Refer to "Searching for remote addresses" on page 25 for more information.



Note: To use the Remote Address Lookup feature, you must be using Microsoft Outlook as your desktop email program, and your handheld must be enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 3.5 or later. Contact your system administrator for more information on whether you can use Remote Address Lookup.

Deleting addresses

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

To delete addresses

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Select the contact that you want to delete. Click the trackwheel to view the menu. Click **Delete**.
3. A dialog box appears, prompting you to confirm the deletion. (This dialog box appears only if **Confirm Address Delete** is enabled on the Address Book Options screen.) Click **Yes**.

You return to the Address Book screen and the entry is no longer listed.

To delete group addresses

1. On the Home screen, click the **Address Book** icon. The Address Book screen appears.
2. Select the name of the group that you want to delete. Click the trackwheel to view the menu. Click **Delete Group**.
3. A dialog box appears, prompting you to confirm the deletion. (This dialog box appears only if **Confirm Address Delete** is enabled on the Address Book screen.) Click **Yes**.

You return the Address Book screen and the entry is no longer listed.

Tips for using the Address Book

- Press number keys, without using **ALT**, to insert numbers in the **Work**, **PIN**, **Home**, **Mobile**, and **Fax** fields.
- Press **SPACE** to insert the at sign (@) and period (.) in an **Email** field.
- Type the first letters of the name, or the initials separated by a space, to find a specific contact on the Address Book screen.

Chapter 5

Using the Tasks application

This section provides information on the following topics:

- Setting task options
- Adding tasks
- Viewing and editing tasks
- Changing a task's status
- Deleting tasks
- Summary and tips

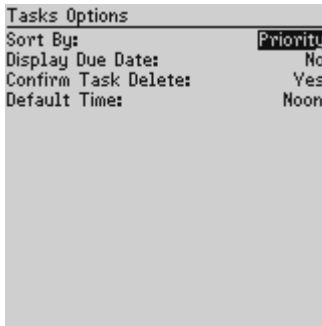
Setting task options

You can customize the following task options for your handheld.

- **Sort By:** Select how you want to sort your tasks on the Tasks screen. By default, this option is set to **Subject**.
- **Display Due Dates:** Select whether you want the due dates for your tasks displayed on the Tasks screen. By default, the option is set to **No**.
- **Confirm Task Delete:** Select whether you want to confirm the deletion of Task entries. By default, this option is set to **Yes**.
- **Default Time:** Select a time of day at which you want to be reminded of tasks. By default, this option is set to **End of Day**.

To set task options

1. On the Home screen, click the **Tasks** icon. The Tasks screen appears.
2. Click the trackwheel to view the menu. Click **Options**. The Tasks Options screen appears.
3. Scroll to the field that you want to set, and then press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.



Tasks Options screen - setting options

4. After you set the fields, click the trackwheel to view the menu. Click **Save**.
You return to the Tasks screen.

Adding tasks

Add new tasks to your handheld to keep a record of things that you need to do.



Note: If you turn off your handheld using the silver key (for the palm-sized handheld) or the **Turn Power Off** icon on the Home screen, task reminders do not turn on the handheld and you are not notified of them. Set the Auto On/Off feature if you want task reminders to turn on the handheld. Refer to "Auto On/Off" on page 156 for more information.

To add tasks

1. On the Home screen, click the **Tasks** icon. The Tasks screen appears.
2. Click the trackwheel to view the menu. Click **New**. The New Task screen appears.
3. In the **Task** field, type a name for your task. Press **ENTER**.
4. In the **Status**, **Priority**, **Due**, and **Time Zone** fields, press **SPACE** to scroll through your options. Release **SPACE** when you have set the field to your preference.

New Task	
Task:	Status Update
Status:	Not Started
Priority:	High
Due:	On
Date:	Thu, Feb 14, 2002
Time:	12:00 PM
Time Zone:	(-5) Eastern Time
Reminder:	15 Min.
Recurrence:	None
Notes:	

New Task screen

5. In the **Reminder** field, choose one of the following actions:
 - If you have set a due date and time for your task, set how much time in advance you want to be notified of the task or select **Specify** to set a date and time at which you want to be notified of the task.
 - If you have not set a due date and time for your task, select **Specify** to set the date and time at which you want to be notified of the task.
 - If you do not want to be reminded of the task, set this field to **None**.

Chapter 5: Using the Tasks application

6. If you want your task to recur regularly, in the **Recurrence** field, press **SPACE**. The Set Recurrence screen appears.
7. In the **Recur** field, press **SPACE** until the desired option appears. Your options are **Daily**, **Weekly**, **Monthly**, and **Yearly**.

If you set your task to recur weekly, you can specify the day of the week on which it should recur. If you set your task to recur monthly or yearly, you can set whether you want the task to recur on the day or the date. For example, you can specify that your recurring task occurs on the 28th of each month (date) or on the last Monday of each month (day).

8. In the **Every** field, press **SPACE** until the desired interval between tasks appears.
9. In the **End** field, set the specific date on which the recurring task should end. (Set this field to **Never** to have a constantly recurring task.) The terms of the recurring task are shown after the **End** field. If you are satisfied with these terms, click the trackwheel to view the menu. Click **Save**. The New Task screen reappears.
10. After you set the fields, click the trackwheel to view the menu. Click **Save**.






You return to the Task screen.



Note: When you receive a task reminder, a dialog box appears on your handheld screen. Select one of the following actions: **Dismiss**, **Open**, or **Complete**.

Tasks icons

These icons appear on the screen to provide additional information about your tasks.

Icon	Description
	task not started or in progress
	task deferred or waiting
	task completed
	importance level of task is high
	importance level of task is low

New Task screen fields

The New Task screen contains the following fields.

Task: Type the subject of the task.

Status: Set the status of the task. Your options are **Not Started**, **In Progress**, **Completed**, **Waiting**, and **Deferred**. By default, this option is set to **Not Started**.

Priority: Set the priority of the task. Your options are **Normal**, **Low**, and **High**. By default, this option is set to **Normal**.

Due: Set the date by which the task is to be completed. Your options are **Never** or **On**. If you select **Never**, no due date or time is recorded for this task. If you select **On**, you can select the date and time at which this task is due. By default, this option is set to **Never**.

Time Zone: Set the time zone to which the appointment applies. By default, this option is set to the time zone in which you are currently located.

Reminder: If you have set a due date and time for your task, set how much time in advance you want to be notified of the task or select **Specify** to set a date and time at which you want to be notified of the task. If you have not set a due date for your task, select **Specify** to set the date and time at which you want to be notified of the task. If you do not want to be reminded of the task, set this field to **None**.

Notes: Type any reference notes that you want to keep about the task.

Set Recurrence screen fields

The Set Recurrence screen contains the following fields:

Recurrence: (This field appears only if you have set a due date or time for your task.) Set the details for a recurring task. By default, this option is set to **None**.

Every: (This field appears only if you have set the **Recurrence** field to an option other than **None**.) Select the amount of time between recurring tasks. By default, this option is set to **1**.

End: (This field appears only if you have set the **Recurrence** field to an option other than **None**.) Set the specific date on which the recurring task should end. By default, this option is set to **Never**.

Days: (This field appears only if you have set the **Recur** field to **Weekly**.) Select the day(s) on which you want the task to recur.

Chapter 5: Using the Tasks application

By: (This field appears only if you have set the **Recur** field to **Monthly** or **Yearly**.)
Set whether you want the task to recur on a specific date or a specific day.

Viewing and editing tasks

You can open a task for viewing or editing.

To view and edit tasks

1. On the Home screen, click the **Tasks** icon. The Tasks screen appears.
2. Select the task that you want to view or edit and click the trackwheel to view the menu.
3. Click **Open**. The Edit Task screen appears, with the task details listed. Edit any of the fields.
4. After you view or edit the task, click the trackwheel to view the menu. Click **Save**.

You return to the Tasks screen.



Tip: You can use your handheld's cut, copy, and paste features when you edit tasks. Refer to "Using cut, copy, and paste" on page 34 for more information.

To clear a field, click the trackwheel to view the menu, and then click **Clear Field**.

Changing a task's status

As your task progresses, you can alter the status recorded on the Tasks screen.

To change a task's status

1. On the Home screen, click the **Tasks** icon. The Tasks screen appears.
2. Select the task for which you want to change the status and click the trackwheel to view the menu. Depending on the task's current status, click either **Mark Completed** or **Mark In Progress**.

The task's status is changed.



Note: Using the menu, 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**, you must edit the task. Refer to “Viewing and editing tasks” on page 86 for more information.

Deleting tasks

Delete old or completed tasks to save space on your handheld.

To delete tasks

1. On the Home screen, click the **Tasks** icon. The Tasks screen appears.
2. Scroll to the task that you want to delete and click the trackwheel to view the menu. Click **Delete**.
3. If the task is a recurring task, you are prompted to indicate whether you want to delete all occurrences of the task (select **Delete All Event**) or only the first occurrence of the task (select **Delete First Event**). Click **Yes**.
4. If the task is not a recurring task, a dialog box appears, prompting you to confirm the deletion. (This dialog box appears only if you have set the **Confirm Task Delete** field to **Yes** on the Tasks Options screen.) Click **Yes**.

You return to the Tasks screen and the task is no longer listed.



Tip: To delete all completed tasks, select a task and click the trackwheel to view the menu. Click **Delete Completed**.

You can also delete tasks on the Edit Task screen.

Tips for using the Tasks application

- Press **M** or **SPACE** to mark an **In Progress** task as **Completed** or a **Completed** task as **In Progress**.
- Press **T** to go to the top of the task list.
- Press **B** to go to the bottom of the task list.
- Press **C** to create a new task.
- Hold **SHIFT** and roll the trackwheel to select more than one task.



- For the pager-sized handheld, press **ALT + BACKSPACE** to delete a task.



- For the palm-sized handheld, press **DEL** to delete a task.

Chapter 6

Using the Browser application

This section provides information on the following topics:

- Before you begin
- Setting Browser options
- Navigating web pages
- Browser icons
- Viewing web addresses
- Sending web addresses to contacts
- Using bookmarks
- Customizing your home page
- Closing the Browser application
- Tips for using the Browser application

Before you begin



Note: To use the Browser application, your handheld must be enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 3.5 or later and on the Mobile Data Service. Contact your system administrator for more information on whether you can use the BlackBerry Browser.

Depending on your service provider's plan, this application might not be available on your handheld. Contact your service provider or network operator for more information about available services.

When you first receive your handheld, you can check the Browser's activation status to determine whether or not you can use the Browser application.

To check the Browser activation status

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **Service Book Options**. The Service Book Entries screen appears.
3. If your Browser application is installed and active, an entry named **Internet** is displayed.



Note: If the **Internet** service book is not displayed on the Service Book Entries screen, the **BlackBerry Browser** icon does not appear on your Home screen. Refer to "Frequently asked questions" on page 166 for more information on the **Internet** service book and Browser activation status.

Setting Browser options

You can customize the following handheld Browser options.

- **Confirm Delete:** Select whether you want to confirm the action before you delete bookmarks. By default, this option is set to **Yes**.
- **Get Images:** Select whether you want the Browser to load images. By default, this option is set to **Yes**.
- **Initial Screen:** Select the screen that you want your handheld to display each time you open the Browser application. By default, this option is set to **Bookmarks**.

- **Confirm Close on ESC:** Select whether you want to be prompted before the Browser closes when you press **ESC** to view previously viewed web pages. By default, this option is set to **No**.

To customize Browser options

1. On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu. Click **Options**. The Browser Options screen appears.
3. Scroll to the field that you want to set, and then press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
4. After you set the options, click the trackwheel to view the menu. Click **Save**.

You return to the page that you were viewing.



Note: If you change an option on the Browser Options screen, you must refresh the web page that you are viewing for the new changes to take effect.

Navigating web pages

You can open web pages using links, web page addresses, and bookmarks. You can navigate to specific web pages using **Previous** and **Next**, and you can view your Browser's history.

Depending on the features that are available for your handheld, you might also be able to open web pages that are sent to your handheld from a server. A web page that is sent to your handheld from a server can appear on the Messages screen as an unread message, on the Home screen as a customized icon, or in your Browser's cache. Contact your system administrator for more information on available features.



Note: To navigate web pages, you must be in an area of sufficient wireless coverage. (You can browse web pages if one or more bars appears beside the antenna icon on the Home screen.)

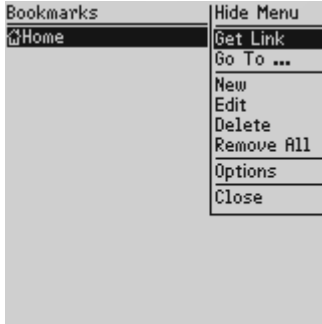
To open web pages using links

1. On the Home screen, click the **BlackBerry Browser** icon. The startup page that you selected on the Browser Options screen appears. Refer to "Setting

Chapter 6: Using the Browser application

Browser options" on page 90 for more information on selecting a startup page for your Browser.

2. Select a link and click the trackwheel to view the menu. Click **Get Link**. The Browser's home page appears.



Bookmarks screen menu - Get Link item

The Browser loads the requested web page.

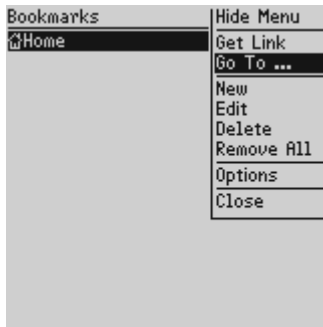


Note: If **Get Link** does not appear on the menu, you have not correctly selected a link. Scroll to the link again and click the trackwheel to view the menu. Click **Get Link**.

You can also open web pages by following links in open messages. Refer to "Opening web pages using links" on page 47 for more information.

To open web pages using web page addresses

1. On the Home screen, click the **BlackBerry Browser** icon. The startup page appears.
2. Click the trackwheel to view the menu. Click **Go To**. The Page Address screen appears.



Bookmarks screen menu - Go To item

3. Type the address of the web page that you want to view.



Tip: To insert symbols that might appear in a web page address (for example, a period or slash mark), press **SPACE** and roll the trackwheel. When the desired character appears, release **SPACE**.

4. Click the trackwheel to view the menu. Click **Get Link**.

The Browser loads the requested web page.

To open web pages using bookmarks

1. On the Home screen, click the **BlackBerry Browser** icon. The startup page appears.
2. Click the trackwheel to view the menu. Click **Bookmarks**. The Bookmarks screen appears, listing your saved bookmarks.
3. Select the bookmark for the web page that you want to view and click the trackwheel to view the menu. Click **Get Link**.

The Browser loads the requested web page.

To view next and previous web pages

1. On the Home screen, click the **BlackBerry Browser** icon. The startup page appears.
2. While you are browsing, you can return to a previously viewed web page by clicking the trackwheel to view the menu, and clicking **Previous**.

Chapter 6: Using the Browser application

3. To return to the web page, click **Next**.



Note: Depending on the web pages that you have viewed, **Previous** or **Next** might not appear on the menu.

You can also click **Back** on the menu to return to a previous web page.

To view your Browser history

1. On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.
2. Select a link and click the trackwheel to view the menu. Click **Get Link**.
3. To view the list of web pages that you viewed most recently, click the trackwheel to view the menu and click **History**. The History screen appears, listing the 20 most recent web pages that you have visited. An arrow appears beside the name of the web page that you are currently viewing.
4. Select the link for the web page that you want to view and click the trackwheel. Click **Get Link**.

The Browser loads the requested web page.

Browser icons

These icons appear on the screen to indicate the status of requested web pages.

Icon	Description
	web page request is being sent
	web page has been received on the handheld
	web page transmission error

Viewing web addresses

You can view addresses for web pages and web links. You can view web page addresses at any time, but you can only view web link addresses after you have selected a link.

To view web page addresses

1. On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.
2. After loading the web page for which you want to view the address, click the trackwheel to view the menu. Click **Page Address**. The Address screen appears, displaying the web page address.
3. To return to the web page that you were viewing, click the trackwheel to view the menu. Click **Cancel**.



Tip: Instead of typing addresses each time you want to view a specific web page, you can copy and paste web page addresses. On the Address screen, click the trackwheel to view the menu and click **Copy**. When you copy a web address, it is saved until the next time you copy an address. Refer to "Using cut, copy, and paste" on page 34 for more information.

You can also paste web addresses in email messages.

To view web link addresses

1. On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.
2. Select a link for which you want to view the address and click the trackwheel to view the menu. Click **Link Address**. The Address screen appears, displaying the web link address.



Note: If **Link Address** does not appear on the menu, you have not correctly selected a link. Links appear as underlined text. Select the link again and click the trackwheel to view the menu. Click **Link Address**.

3. To return to the web page that you were viewing, click the trackwheel to view the menu. Click **Cancel**.



Tip: Instead of typing addresses each time you want to view a specific web page, you can copy and paste web page addresses. On the Address screen, click the trackwheel to view the menu and click **Copy**. When you copy a web address, it is saved until the next time you copy an address. Refer to "Using cut, copy, and paste" on page 34 for more information.

Sending web addresses to contacts

You can send web page addresses or web link addresses to contacts.

To send web addresses to contacts

1. On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.
2. If you want to send a web page address to a contact, load the web page, click the trackwheel to view the menu, and click **Page Address**. The Address screen appears, displaying the web address.

If you want to send a web link address, select the link, click the trackwheel to view the menu, and click **Link Address**. The Address screen appears, displaying the web address.
3. Click the trackwheel to view the menu. Click **Send To**. The To screen appears.
4. Select a contact and click the trackwheel to view the menu. Click a send method. (For this example, click **Email**.) The Compose screen appears, displaying the selected web address.
5. After you type your message, click the trackwheel to view the menu. Click **Send**.

You return to the Browser's Address screen.

Using bookmarks

You can save the addresses of your favorite web pages as bookmarks so that you can view them in the future.



Note: You can use the desktop software's Backup and Restore tool to save the bookmarks that are on your handheld to your desktop. Refer to the *Backup and Restore Online Help* for more information about backing up your handheld.

To add bookmarks

1. On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.

- Open a web page that you want to add to the Bookmarks screen and click the trackwheel to view the menu. Click **Add Bookmark**. The Bookmark screen appears.



Web page menu - Add Bookmark item

- In the **Name** field, the name of your bookmark appears. If you want to edit the name of the bookmark, press **BACKSPACE** to delete the existing text, and then type a new name.
- After you edit the field, click **Save**. The web page is added to your Bookmarks screen.

You return to the web page that you were viewing.



Tip: You can also add bookmarks on the Bookmarks screen. Click the trackwheel to view the menu. Click **New**. Type the name and web address of the page that you want to add and click the trackwheel to view the menu. Click **Save**.

To edit bookmarks

- On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.
- Click the trackwheel to view the menu. Click **Bookmarks**. The Bookmarks screen appears.
- Select the saved bookmark that you want to edit and click the trackwheel to view the menu.
- Click **Edit**. The Bookmark screen appears, displaying the name and address of the saved bookmark. Edit the information in the fields.
- After you edit the fields, click the trackwheel to view the menu. Click **Save**.

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You return to the Bookmarks screen.

To delete bookmarks

You can delete one bookmark or remove all bookmarks to manage your bookmark list more efficiently.

1. On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu. Click **Bookmarks**. The Bookmarks screen appears.
3. Select the saved bookmark that you want to delete. Click the trackwheel to view the menu.



Bookmarks screen menu - Delete item

4. To delete one bookmark, click **Delete**. A dialog box appears, prompting you to confirm the deletion. (This dialog box appears if **Confirm Delete** is enabled on the Browser Options screen.) Click **Yes**.

To delete all bookmarks, click **Remove All**. A dialog box appears, prompting you to confirm the deletion. (This dialog box appears if **Confirm Delete** is enabled on the Browser Options screen.) Click **Yes**.

You return to the Bookmarks screen and the bookmark is no longer listed.

Customizing your home page

Your service provider automatically configures a default home page that opens each time you select the **Home** bookmark or click **Home** on the menu. If you want to change the default home page, you can edit the Home bookmark.

To customize your home page

1. On the Home screen, click the **BlackBerry Browser** icon. The startup screen appears.
2. Click the trackwheel to view the menu. Click **Options**. The Browser Options screen appears.
3. Click the trackwheel to view the menu. Click **Edit Home Bookmark**. The Bookmark screen appears. Edit the information in the fields.
 - To use a page that you are currently viewing as your home page, on the Bookmark screen, click the trackwheel to view the menu, and then click **Use Current Page**. The current web page address is displayed.
 - To revert to the default home page that is configured by your service provider, on the Bookmark screen, click the trackwheel to view the menu, and then click **Use Default Page**. The default home page address is displayed.
4. After you edit the fields, click the trackwheel to view the menu. Click **Save**.

You return to the page that you were viewing.

Closing the Browser application

You can hide or close the Browser application. If you hide the application, and then you reopen the Browser, the last page that you viewed appears and you can continue to browse. To hide the Browser, click the trackwheel to view the menu, and then click **Hide**.

If you close the application, your Browser session ends. If you reopen the application, the startup page appears. To close the Browser, click the trackwheel to view the menu, and then click **Close**.

Tips for using the Browser application

- Press **I** on the Home screen to start the Browser application.
- Press **T** to move to the top of a web page.
- Press **B** to move to the bottom of a web page.
- Press **N** to go to the Next page.
- Press **H** to open the Browser home page.
- Press **G** to open the Go To dialog box.
- Press **K** to open the Bookmarks screen.
- Press **O** to open the Browser Options screen.
- Press **A** to add a bookmark.
- Press **P** to open the Page Address screen.
- Press **L** to open the Link Address screen.



- For the pager-sized handheld, press **BACKSPACE** to close the menu.
- For the pager-sized handheld, press **BACKSPACE** to return to the previous web page.



- For the palm-sized handheld, press **ESC** to close the menu.
- For the palm-sized handheld, press **ESC** to return to the previous web page.

Chapter 7

Using the Calendar application

This section provides information on the following topics:

- Before you begin
- Setting Calendar options
- Switching views
- Navigating the Calendar application
- Enabling wireless calendar synchronization
- Adding appointments
- Viewing and editing appointments
- Deleting appointments
- Managing meeting requests
- Tips for using the Calendar application

Before you begin

You can copy Calendar entries from your desktop to your handheld using the Intellisync tool. Refer to the *Intellisync Online Help* for more information.

Setting Calendar options

You can customize the following Calendar options for your handheld.

- **Enable Quick Entry:** Select whether you want to be able to add appointments quickly in Day view by scrolling to a time and typing a subject name and location. By default, this option is set to **Yes**.
- **Initial View:** Select the Calendar view that you want to appear when you open the Calendar application. By default, this option is set to **Day**.
- **Default Reminder:** Select the amount of time before an appointment that the handheld should remind you. By default, this option is set to **15 Min**.
- **Confirm Delete:** Select whether you want to confirm whether appointments are deleted permanently. By default, this option is set to **Yes**.
- **Start of day:** Select the time at which your day normally begins. By default, this option is set to **9:00 AM**.
- **End of day:** Select the time at which your day normally ends. By default, this option is set to **5:00 PM**.
- **First day of the week:** Select the day on which your week starts. By default, this option is set to **Sun**.



Note: If you set **Enable Quick Entry** to **No**, you can use shortcut keys in Day view. Refer to "Tips for using the Calendar application" on page 122 for more information.

To set Calendar options

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu. Click **Options**. The Calendar Options screen appears.
3. Scroll to the field that you want to set, and then press **SPACE** to scroll through your options. Release **SPACE** when you have set the option to your preference.

4. After you set the fields, click the trackwheel to view the menu. Click **Save**.

You return to the Calendar screen.

Switching views

You can view your appointments in Day, Week, Month, or Agenda view.

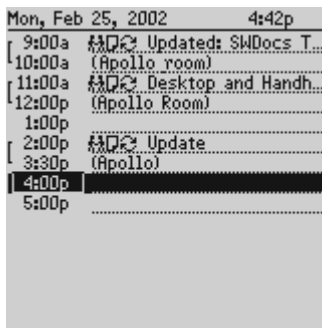
To switch Calendar views

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears, displaying your default Calendar view.
2. Click the trackwheel to view the menu. Click one of **View Day**, **View Week**, **View Month**, or **View Agenda**.

Your chosen view appears.

Day view

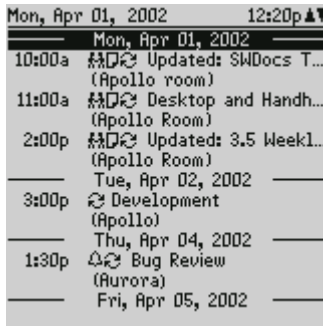
This view displays the day that you have selected and includes any appointments for that day. The current hour is outlined. The subject of the appointment appears beside the start time and a sidebar spans the length of the appointment. The location of the appointment (enclosed in parentheses) appears beside the subject. Calendar icons might appear beside your appointments, depending on the details of your appointments. Refer to "Calendar icons" on page 104 for more information.



Calendar - Day view

Agenda view

This view displays only the days on which you have appointments. The appointments appear in chronological order, with the earliest appointments listed at the top of the screen. Each entry in Agenda view includes the start time, subject, and location of the appointment. Calendar icons might appear beside your appointments, depending on the details of your appointments. Refer to "Calendar icons" below for more information.






Calendar - Agenda view

Calendar icons

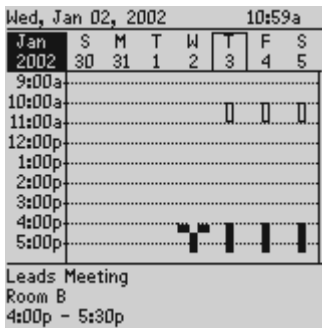
In Day and Agenda views, one or more of the following icons might appear on your handheld to indicate additional information about your appointments.

Icon	Description
	appointment was initiated with a meeting request
	appointment has a reminder set
	appointment has text typed in the Notes field
	appointment recurs

Icon	Description
	appointment recurs, but this occurrence differs from the other occurrences
	all day event
	an appointment spans multiple days (appears for Microsoft Exchange users only)

Week view

This view displays the week that you have specified, and shows your appointments for that week. Today's date is outlined. You can scroll vertically through your appointments by rolling the trackwheel. All appointments are marked with an outlined box that spans the length of the appointment.



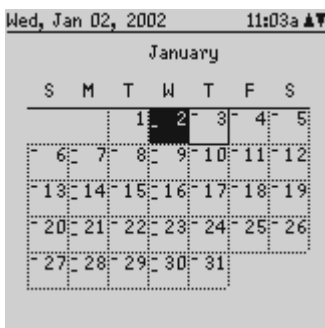
Calendar - Week view

If an appointment is an all-day event, the column contains dotted lines to indicate that all hours in that day are booked.

Hold **ALT** and roll the trackwheel to scroll horizontally through the appointments. When your cursor is on an appointment, the subject, location, and time are displayed at the bottom of the screen.

Month view

This view displays the month that you have specified and shows your appointments for that month. Today's date is outlined. You can scroll horizontally or vertically through the days of the month. To scroll vertically, hold **ALT** and roll the trackwheel.



Calendar - Month view

A black bar appears to the left of days with appointments. The size of the bar depends on the length of the appointment. The position of the bar depends on the start time of the appointment. If the appointment is an all-day event, the date appears in bold.

Navigating the Calendar application

You can navigate to specific days or months using the Calendar application.

To navigate in Day view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day view.
2. To view a different day of the week, click the trackwheel to view the menu, and then click the day that you want to view. The specified day appears.
3. To view the specified day in the next (or previous) week, click the trackwheel to view the menu, and then click **Next** (or **Previous**).

The specified day in the next (or previous) week appears.



Tip: To return to the current date, click the trackwheel to view the menu, and then click **Today**. The current date is displayed.

To navigate in Agenda view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Agenda view.
2. To view the next (or previous) day on which you have an appointment, click the trackwheel to view the menu, and then click **Next** (or **Previous**). The next (or previous) day with an appointment appears at the top of the screen.



Tip: To return to the current date, click the trackwheel to view the menu, and then click **Today**. The current date is displayed.

To navigate in Week view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Week view.
2. To scroll vertically between appointments, roll the trackwheel. To scroll horizontally between days, hold **ALT** and roll the trackwheel.
3. To view the next (or previous) week, click the trackwheel to view the menu, and then click **Next Week** (or **Prev Week**).

The next (or previous) week appears.



Tip: To return to the current week in the current year, click the trackwheel to view the menu, and then click **Today**. The current week is displayed and the current date is selected.

You can scroll up past the first day of the week that is displayed on the screen to view the previous week. You can scroll down past the last day of the week to view the next week.

To navigate in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Month view.

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2. To view a different month in the same year, click the trackwheel to view the menu, and then click the month that you want to view. The selected month appears.
3. To view the selected month in the next (or previous) year, click the trackwheel to view the menu, and then click **Next Year** (or **Prev Year**).

The selected month in the next (or previous) year appears.



Tip: To return to the current month in the current year, click the trackwheel to view the menu, and then click **Today**. The current month is displayed and the current date is selected.

You can scroll up past the start date of the month that is displayed on the screen to view the previous month. You can scroll down past the end date of the month that is displayed on the screen to view the next month.

To navigate to a specific date

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu. Click **Go to Date**. A dialog box appears.
3. Use the trackwheel to scroll through the day, month, date, and year fields. Press **SPACE** to select the exact date for which you want to view appointments.
4. After you select the date, press **ENTER** or click the trackwheel.

The date that you selected appears in your chosen Calendar view.



Tip: To return to the current date, click the trackwheel to view the menu, and then click **Today**. The current date is displayed.

Enabling wireless calendar synchronization

If you enable wireless calendar synchronization, your desktop Calendar remains synchronized with your handheld's Calendar. Any changes that you make to your desktop Calendar are reflected on your handheld. Any changes that you make to your handheld Calendar are reflected on your desktop. After this feature

is enabled, you do not have to connect your handheld to your desktop for calendar synchronization to occur, because synchronization occurs over the wireless network.



Note: To enable wireless calendar synchronization, your handheld must be enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 2.1 or later or a BlackBerry Enterprise Server for Lotus Domino version 2.1 or later. Contact your system administrator for more information on whether you can enable wireless calendar synchronization.

To enable wireless calendar synchronization

Before you enable wireless calendar synchronization, connect your handheld to your desktop and synchronize your handheld and desktop Calendars using the **MS Outlook**, **Lotus Notes 4.6**, or **Lotus Notes 5.0** translator. Refer to the *Intellisync Online Help* for more information on synchronizing. You should also back up your handheld Calendar. Refer to the *Backup and Restore Online Help* for more information.

1. In the BlackBerry Desktop Manager, double-click the **Intellisync** icon. The Intellisync window appears.
2. Click **Configure PIM**. The Handheld Configuration window appears. Select the **Calendar** application and click **Choose**. The Choose Translator window appears.
3. From the list of available translators, select **BlackBerry Wireless Sync** and click **OK**. You return to the Handheld Configuration window.



Note: In the Choose Translator window, **Synchronize** is selected as the default operation. This operation keeps your handheld and desktop Calendars synchronized over the wireless network. If you change the operation to **Import**, any change that you make on your desktop Calendar is imported to your handheld Calendar over the wireless network. If you change the operation to **Export**, any change that you make on your handheld Calendar is exported to your desktop Calendar over the wireless network.

4. Verify that the check box beside the **Calendar** application is selected and click **OK**. You return to the Intellisync window.



Tip: If you have many appointments to transfer to your handheld, you might want to select only the Calendar application for synchronization.

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5. In the **Synchronize now** section at the top of the window, select the **Synchronize PIM** check box.
6. Click **Synchronize now** to transfer your desktop Calendar entries to your handheld. A dialog box appears. If you continue with the operation, your existing handheld Calendar entries are deleted and are replaced with your desktop Calendar entries. Click **OK** to continue.

The desktop software performs a serial synchronization and the entries from your desktop Calendar are transferred to your handheld. Any subsequent calendar updates are sent over the wireless network. As long as the check box is selected beside the **Calendar** application in the Handheld Configuration window, wireless calendar synchronization is enabled. If you clear the check box or select a new translator, wireless calendar synchronization is automatically disabled after you synchronize your handheld with the desktop software.

Adding appointments

You can add new appointments to your handheld Calendar.



Note: If you turn off your handheld using the silver key (for the palm-sized handheld) or the **Turn Power Off** icon on the Home screen, Calendar reminders do not turn on the handheld and you are not notified. Set the Auto On/Off feature if you want Calendar reminders to turn on the handheld. **Refer to "Auto On/Off" on page 156 for more information.**

If you have enabled wireless calendar synchronization and are in an area of sufficient wireless coverage, new appointments are synchronized over the wireless network and appear on your desktop Calendar

To add appointments

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu. Click **New**. The New Appointment screen appears.
3. In the **Subject** and **Location** fields, type the information for the appointment.
4. Scroll to the field that you want to set, and then press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.

New Appointment	
Subject: Status Update	
Location: Room A	
All Day Event? No	
Start Date:	Thu, Jan 03, 2002
Start Time:	11:00 AM
End Date:	Thu, Jan 03, 2002
End Time:	12:00 PM
Duration:	1 hour 0 minutes
Time Zone:	(-5) Eastern Time
Reminders:	15 Min.
Recurrence:	None
Notes:	

New Appointment screen

- In the **Reminder** field, set how much time in advance you want to be notified of the appointment. If you do not want to be reminded of the appointment, set this field to **None**.



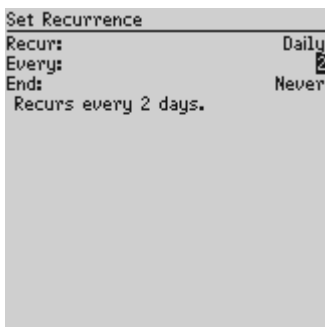
Note: If you want your appointment to recur regularly, follow steps 6 through 10. If you do not want your appointment to recur regularly, proceed to step 11.

- To set recurrence options for your appointment, in the **Recurrence** field, press **SPACE**. The Set Recurrence screen appears.
- In the **Recur** field, press **SPACE** until the desired option appears. Your options are: **Daily**, **Weekly**, **Monthly**, and **Yearly**.

If you set your appointment to recur weekly, you can specify the day of the week on which it should recur. If you set your appointment to recur monthly or yearly, you can set whether you want the task to recur on the day or the date. For example, you can specify that your recurring appointment occurs on the 28th of each month (date) or on the last Monday of each month (day).

- In the **Every** field, press **SPACE** until the desired amount of time between appointments appears. (For this example, select **2** to set an appointment that recurs every second day.)

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Set Recurrence screen

9. In the **End** field, set the specific date on which the recurring appointment should end.

Microsoft Exchange

If you are using Microsoft Outlook as your desktop email program, you can set the **End** field to **Never**. If you set this field to **Never**, your appointment recurs perpetually.

10. After you set the recurrence options, click the trackwheel to view the menu. Click **Save**. You return to the New Appointment screen.
11. In the **Notes** field, type any notes for the appointment.
12. After you set the fields, click the trackwheel to view the menu. Click **Save**.

You return to the Calendar screen.



Tip: If, on the Calendar Options screen, you have the **Enable Quick Entry** field set to **Yes**, you can add appointments quickly in Day view. Scroll to a start time and type a name for the appointment. To add a location, type it in parentheses. Roll the trackwheel to change the appointment's end time. After you finish, click the trackwheel. The appointment appears on the Calendar screen. You can add more information to the appointment by clicking the trackwheel to view the menu, and then clicking **Open**. When you receive a Calendar reminder, a dialog box appears on your handheld's screen. Select **Dismiss** or **Open**.

To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

New Appointment screen fields

The New Appointment screen contains the following fields.

Subject: Type the subject for the appointment.

Location: Type the location in which the appointment will occur.

All Day Event: Press **SPACE** to indicate whether the appointment will occupy a full day.



Note: The date of an all-day appointment does not change if you change the time zone for your handheld.

Start Date: Select the start date for the appointment. The default is the date that was selected before entering the New Appointment screen. You can change the values for this field by pressing **SPACE**.

Start Time: Select the start time for the appointment. You can change the value for this field by pressing **SPACE**.

End Date: Select the end date of the appointment. The default is the date that you selected before entering the New Appointment screen. You can change the value for this field by pressing **SPACE**.

Lotus Domino If you are using Lotus Notes as your desktop email program, the end date of your appointment must be the same as the start date.

End Time: Select the end time of the appointment. The default is one hour after the start time. You can change the value for this field by pressing **SPACE**.

Duration: View the length of the appointment. You cannot change the information in this field.

Time Zone: Select the time zone to which the appointment applies. By default, this option is set to the time zone in which you are currently located.

Reminder: Select how much time in advance you want to be notified of the appointment. To change this field, press **SPACE**. By default, this option is set to **15 Min**.

Recurrence: Set how often the appointment recurs. By default, this option is set to **None**.

Notes: Type any notes for the appointment.

Set Recurrence screen fields

The Set Recurrence screen contains the following fields.

Recur: Set how often the appointment recurs. By default, this option is set to **None**.

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Every: (This field appears only if you have set the **Recurrence** field to **Daily**, **Weekly**, or **Monthly**.) Select the amount of time between recurring appointments. By default, this option is set to **1**.

End: (This field appears only if you have set the **Recurrence** field to an option other than **None**.) Set the specific date on which the recurring appointment should end.

Days: (This field appears only if you have set the **Recurrence** field to **Weekly**.) Select the day(s) on which you want the appointment to recur.

Occurrences: (This field appears only if you have set the **End** field to a specific date.) View the number of times that the appointment will recur.

By: (This field appears only if you have set the **Recurrence** field to **Monthly** or **Yearly**.) Press **SPACE** to indicate that you want the appointment to recur on the selected day (instead of the specific date) every month or year.

Viewing and editing appointments

You can open appointments for viewing or editing at any time.

To view or edit appointments in Day, Week, or Agenda view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day, Week, or Agenda view.
2. Select the appointment that you want to view or edit. Click the trackwheel to view the menu. Click **Open**.

If you have selected a recurring appointment, you are prompted to indicate whether you want to open all occurrences of the appointment (click **Open all dates**) or only the selected appointment (click **Open this date**). The Appointment Details screen appears.

3. Edit the information in any of the fields. To edit the **All Day Event**, **Start**, **End**, **Duration**, **Time Zone** or **Reminder** fields, press **SPACE** to change options. Release **SPACE** when you set the field to your preference.

Lotus Domino If you are using Lotus Notes as your desktop email program, you cannot edit the **Start Date**, **Start Time**, **End Date**, **End Time**, or **Time Zone** fields for a saved recurring appointment.

4. If you are editing a recurring appointment, scroll to the **Recurrence** field and press **SPACE** to open the Set Recurrence screen.

Lotus Domino If you are using Lotus Notes as your desktop email program, you cannot edit the recurrence pattern of a saved appointment.

5. After you view or edit the appointment, click the trackwheel to view the menu. Click **Save**.

You return to the Calendar screen.



Tip: To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

To view and edit appointments in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Month view.
2. Select the day on which there are appointments that you want to view or edit. Click the trackwheel to view the menu. Click **View Appointments**. The appointments for the selected day appear in Day view.
3. Select the appointment that you want to view or edit and click the trackwheel to view the menu. Click **Open**.

If you have selected a recurring appointment, you are prompted to indicate whether you want to view and edit all occurrences of the appointment (select **Open all dates**) or only the selected appointment (select **Open this date**). The Appointment Details window appears.

4. Edit the information in any of the fields. To edit the **All Day Event**, **Start**, **End**, **Duration**, **Time Zone** or **Reminder** fields, press **SPACE** to change options. Release **SPACE** when you set the field to your preference.

Lotus Domino If you are using Lotus Notes as your desktop email program, you cannot edit the **Start Date**, **Start Time**, **End Date**, **End Time**, or **Time Zone** fields for a saved recurring appointment.

5. If you are editing a recurring appointment, scroll to the **Recurrence** field and press **SPACE** to open the Set Recurrence screen.

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Lotus Domino If you are using Lotus Notes as your desktop email program, you cannot edit the recurrence pattern of a saved appointment.

6. After you view or edit the appointment, click the trackwheel to view the menu. Click **Save**.

You return to the Calendar screen.



Tip: To clear a text field, click the trackwheel to view the menu, and then click **Clear Field**.

Deleting appointments

You can maintain your Calendar efficiently by deleting old appointments to free memory space. You must be in Day, Agenda, or Week view to delete appointments.

Microsoft Exchange If you have enabled the Microsoft Outlook Auto Archive feature along with wireless calendar synchronization, appointments are deleted from your handheld when they are archived in Outlook.

To delete appointments in Day, Week, or Agenda view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears. Verify that you are in Day, Week, or Agenda view.
2. Select the appointment that you want to delete and click the trackwheel to view the menu. Click **Delete**.
3. If the appointment is a recurring appointment, you are prompted to indicate whether you want to delete all occurrences of the appointment (select **Delete all dates**) or only the selected appointment (select **Delete this date**). Click **Yes**.

If the appointment is not a recurring appointment, a dialog box appears, prompting you to confirm the deletion. (This dialog box appears only if you have set the **Confirm Delete** field to **Yes** on the Calendar Options screen.) Click **Yes**.

You return to the Calendar screen and the appointment is no longer listed.



Note: If you have enabled wireless calendar synchronization, any appointments that you delete from your handheld Calendar are also deleted from your desktop Calendar.

To delete appointments in Month view

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Scroll to a day on which there are appointments that you want to delete. Click the trackwheel to view the menu. Click **View Appointments**. The appointments for the selected day appear in Day view.
3. Select the appointment that you want to delete and click the trackwheel to view menu. Click **Delete**.
4. If the appointment is a recurring appointment, you are prompted to indicate whether you want to delete all occurrences of the appointment (select **Delete all dates**) or only the selected appointment (select **Delete this date**). Click **Yes**.

If the appointment is not a recurring appointment, a dialog box appears, prompting you to confirm the deletion. (This dialog box appears only if you have set the **Confirm Delete** field to **Yes** on the Calendar Options screen.) Click **Yes**.

You return to the Calendar screen and the appointment is no longer listed.



Note: If you have enabled wireless calendar synchronization, any appointments that you delete from your handheld Calendar are also deleted from your desktop Calendar.

Managing meeting requests

You can create, respond to, view, edit, and delete meeting requests on your handheld.



Note: To create meeting requests, your handheld must be enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 2.1 or later or a BlackBerry Enterprise Server for Lotus Domino version 2.1 or later.

If you have enabled wireless calendar synchronization and are in an area of sufficient wireless coverage, meetings are synchronized over the wireless network and appear on your desktop Calendar.

To create meeting requests

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Click the trackwheel to view the menu. Click **New**. The New Appointment screen appears.
3. Type information and set the fields for the meeting. Refer to “New Appointment screen fields” on page 112 for more information on these fields.
4. After you add information for the meeting, click the trackwheel to view the menu. Click **Invite Attendee**. The Invite screen appears, listing all of your contacts.
5. Select a contact (or add a new one if necessary) and click the trackwheel to view the menu. Click **Email**.
6. Repeat steps 4 and 5 until all invitees have been added to the meeting request.



Note: If you have specified more than one email address for a contact, you are prompted to select the address to which the meeting request should be addressed.

Do not invite yourself to the meeting. You are already registered as the meeting organizer.

If you want to change or remove attendees after you have added them to the meeting, click the trackwheel to view the menu. Click **Edit Attendee** or **Delete Attendee**.

7. Click the trackwheel to view the menu. Click **Save**. The appointment is added to your handheld.

If you have enabled wireless calendar synchronization, your desktop Calendar is also updated. A meeting request is sent to the invitees and a sent message is placed on the Messages screen. This message contains a meeting request attachment. You can open this attachment to review the details of your meeting.

Any responses to your meeting request are received as messages in the Messages application. You can also open the meeting in the Calendar application and view whether an invitee has accepted or declined the meeting.



Note: If your handheld is in the cradle, it does not receive responses to your meeting requests if the **Don't forward when handheld is in the cradle** check box is selected. You can clear this option in the desktop software, in the Redirector Settings tool, on the **General** tab.

To respond to meeting requests

Microsoft Exchange

If you receive a meeting request, the appointment appears in your desktop and handheld Calendars before you respond to the invitee. If you decline the meeting, the appointment is removed from your desktop and handheld Calendars.

You can respond to meeting requests you receive. When you receive a meeting request, it appears on your Messages screen as a message.

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the meeting request message. The details of the meeting are displayed.
3. Click the trackwheel to view the menu. If you want to send a response without comments, click **Accept** or **Decline**.

If you want to send a response with comments, click **Accept with comments** or **Decline with comments**. The Comments screen appears. Type your comments and click the trackwheel to view the menu. Click **Send**.

A response is sent to the meeting organizer.



Tip: You can check your Calendar while you view the open meeting request by selecting **View Calendar** from the menu. When you exit your Calendar, you return to the open meeting request.

If you accept the meeting, your handheld and desktop Calendars are updated over the wireless network. The original message that contains the meeting request is no longer on your Messages screen; it is replaced by the response message you sent to the meeting organizer. You can view all the details from the original message by viewing the appropriate appointment on the Calendar screen or by opening the Meeting Response attachment in the sent message.



Note: If you are managing someone else's Calendar, meeting requests for that person are not delivered to your handheld. The meeting request remains at your desktop and you can accept it from there. After you accept it, the person's handheld and desktop Calendars are updated.

If your handheld is in the cradle, it does not receive responses to your meeting requests if the **Don't forward when handheld is in the cradle** check box is selected. You can clear this option in the Redirector Settings tool, on the **General** tab.

To view meeting requests

You can view the details for meetings that you have organized or meetings to which you have responded by viewing the appointment in your handheld's Calendar. You can also view the details by opening the sent meeting request or meeting response on your Messages screen and viewing the Meeting Request or Meeting Response attachment.

If you have organized a meeting or the organizer has sent an update, you can view the invitees that have accepted the meeting request and invitees who have declined the meeting request.

To edit meeting requests

You can only edit the attendee list for a meeting if you are the organizer.

1. On the Home screen, click the **Calendar** icon. The Calendar screen appears.
2. Open the appointment for which you are the organizer. Edit the information in any of the fields on this screen.

Lotus Domino If you are using Lotus Notes as your desktop email program, you cannot edit the **Start Date**, **Start Time**, **End Date**, **End Time**, or **Time Zone** fields for a saved recurring appointment.

3. To add, edit, or delete invitees, scroll to the **Invite** field and click the trackwheel to view the menu. Click either **Invite Attendee**, **Edit Attendee**, or **Delete Attendee**.
4. If you are adding or editing an attendee, the Invite screen appears, listing your contacts. Select the contact and click the trackwheel to view the menu. Click **Email**.

If you are deleting an attendee, a dialog box appears, prompting you to confirm the deletion. Click **Yes**.
5. After you edit your meeting request, click the trackwheel to view the menu. Click **Save**.

The appointment is updated on your handheld and an updated meeting request is sent to all invitees. A sent message is placed on the Messages screen. This message contains an updated meeting request attachment. You can open this attachment to review the details of your meeting.



Note: Do not invite yourself to the meeting. You are already registered as the meeting organizer.

If your handheld is in the cradle, it does not receive responses to your meeting requests if the **Don't forward when handheld is in the cradle** check box is selected. You can clear this option in the Redirector Settings tool, on the **General** tab.

To delete meeting requests

Microsoft Exchange

If you have not responded to a meeting request (either on your handheld or on your desktop) and you delete the meeting request message from the Messages screen, the appointment is deleted and removed from both your handheld and your desktop Calendar.

To avoid inadvertently missing a meeting, always respond to meeting requests either on your desktop or from the Messages screen.

After the meeting has occurred, you can delete the meeting from your handheld Calendar. Refer to “Deleting appointments” on page 116 for more information.

To cancel meetings

If you have wireless calendar synchronization enabled and you delete a meeting from your handheld Calendar, the meeting is removed from your desktop Calendar. No response message is sent to the meeting organizer.

If you are the meeting organizer and you delete the meeting from your handheld, you can choose to send an email message that cancels the meeting. After you delete the meeting, the **Send cancellation to attendees** dialog box appears. Click **Yes** to send the email message.

Tips for using the Calendar application

- Press **C** to create a new appointment.
- Press **D** to switch to Day view. Press **D** again to return to the previous view. (**Note:** On the Calendar Options screen, you must have the **Enable Quick Entry** field set to **No** for this shortcut key to work in Day view.)
- Press **W** to switch to Week view. Press **W** again to return to the previous view. (**Note:** On the Calendar Options screen, you must have the **Enable Quick Entry** field set to **No** for this shortcut key to work in Day view.)
- Press **M** to switch to Month view. Press **M** again to return to the previous view. (**Note:** On the Calendar Options screen, you must have the **Enable Quick Entry** field set to **No** for this shortcut key to work in Day view.)
- Press **A** to switch to Agenda view. Press **A** again to return to the previous view. (**Note:** On the Calendar Options screen, you must have the **Enable Quick Entry** field set to **No** for this shortcut key to work in Day view.)
- Press **S** to scroll through all the calendar's views. (**Note:** On the Calendar Options screen, you must have the **Enable Quick Entry** field set to **No** for this shortcut key to work in Day view.)
- Hold **SHIFT** and roll the trackwheel in Day, Week, or Agenda view to select more than one appointment.
- Hold **ALT** and roll the trackwheel in Week view to scroll horizontally through the appointments.
- Hold **ALT** and roll the trackwheel in Month view to scroll to the next or previous month.
- Press **P** to go to the previous day/week/month on the Calendar screen. (**Note:** On the Calendar Options screen, you must have the **Enable Quick Entry** field set to **No** for this shortcut key to work in Day view.)
- Press **N** to go to the next day/week/month on the Calendar screen. (**Note:** On the Calendar Options screen, you must have the **Enable Quick Entry** field set to **No** for this shortcut key to work in Day view.)
- Press **SPACE** in Day view to go to the next day. Press **SHIFT + SPACE** to go to the previous day.
- Press **G** to go to a specific date.
- Press **T** to go to Today on the Calendar screen.
- Press **ENTER** to create an appointment at a selected time or view an appointment if one is highlighted.
- Hold **SHIFT** and roll the trackwheel in Day or Week view to highlight the hours during which an appointment occurs. When you create the new appointment, the start time and end time fields are already set.



- For the pager-sized handheld, press **ALT + BACKSPACE** to delete an appointment.



- For the palm-sized handheld, press **DEL** to delete an appointment.

Chapter 8 **Using the MemoPad application**

This section provides information on the following topics:

- Setting MemoPad options
- Adding memos
- Viewing memos
- Editing memos
- Deleting memos
- Tips for using the MemoPad application

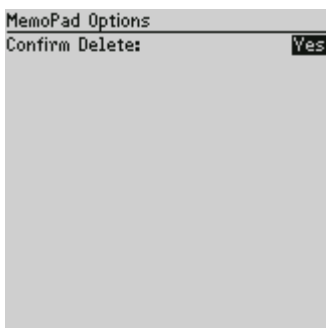
Setting MemoPad options

You can customize the following MemoPad option for your handheld.

- **Confirm Delete:** Select whether you want to confirm before the handheld deletes a memo. By default, this option is set to **Yes**.

To set MemoPad options

1. On the Home screen, click the **MemoPad** icon. The MemoPad screen appears.
2. Click the trackwheel to view the menu. Click **Options**. The MemoPad Options screen appears.
3. In the **Confirm Delete** field, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.



MemoPad Options screen

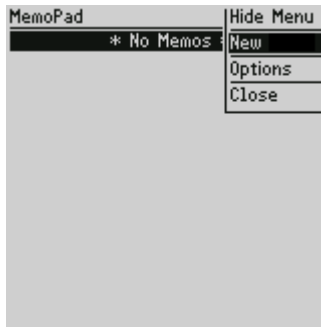
4. After you edit the field, click the trackwheel to view the menu. Click **Save**.
You return to the MemoPad screen.

Adding memos

You can add new memos to your handheld to record new lists.

To add memos

1. On the Home screen, click the **MemoPad** icon. The MemoPad screen appears.
2. Click the trackwheel to view the menu. Click **New**.



MemoPad screen - New item

3. Type a title for your memo and press **ENTER**. Type the body of the memo.
4. After you compose the memo, click the trackwheel to view the menu. Click **Save**.

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

Viewing memos

You can view the details of each memo.

To view memos

1. On the Home screen, click the **MemoPad** icon. The MemoPad screen appears.
2. Select the name of the memo that you want to view. Click the trackwheel to view the menu. Click **View**.

The full memo appears on the screen.



Tip: To edit a memo that you are viewing, click the trackwheel to view the menu, and then click **Edit**.

Editing memos

You can edit the details of any of your memos.

To edit memos

1. On the Home screen, click the **MemoPad** icon. The MemoPad screen appears.
2. Select the memo that you want to edit and click the trackwheel to view the menu. Click **Edit**.
3. Edit any of the information on this screen. Hold **ALT** and roll the trackwheel to scroll horizontally through the text.



Tip: You can use your handheld's cut, copy, and paste features when you edit memos. Refer to "Using cut, copy, and paste" on page 34 for more information.

To clear the **Title** field or the entire body of a memo, scroll to the field that you want to clear (either the **Title** field or the memo's body text) and click the trackwheel to view the menu. Click **Clear Field**. The field is erased and you can add new text.

4. After you edit the memo, click the trackwheel to view the menu. Click **Save**.

Deleting memos

You can delete old memos to save memory space.

To delete memos

1. On the Home screen, click the **MemoPad** icon. The MemoPad screen appears.
2. Scroll to the memo that you want to delete and click the trackwheel to view the menu. Click **Delete**.
3. A dialog box appears, asking whether or not you want to delete the memo. (This dialog box appears only if **Confirm Delete** is enabled on the MemoPad Options screen.) Click **Yes**.

You return to the MemoPad screen and the memo is no longer listed.

Tips for using the MemoPad application

Press **D** on the Messages screen to open the MemoPad application.

Press **T** to go to the top memo in the list.

Press **B** to go to the bottom memo in the list.

Press **ENTER** to view a memo.



For the pager-sized handheld, press **ALT + BACKSPACE** to delete the selected memo.

For the pager-sized handheld, press **BACKSPACE** to exit the MemoPad screen.



For the palm-sized handheld, press **DEL** to delete the selected memo.

For the palm-sized handheld, press **ESC** to exit the MemoPad screen.

Chapter 8: Using the MemoPad application

Chapter 9

Using the Calculator application

This section provides information on the following topics:

- Performing mathematical operations
- Using the tape feature
- Performing measurement conversions
- Exiting the Calculator
- Tips for using the Calculator application

Performing mathematical operations

You can use your handheld's Calculator to perform standard mathematical operations.



On the palm-sized handheld, you can also perform measurement conversions with the Calculator application.

To perform a calculation

1. On the Home screen, click the **Calculator** icon. The Calculator screen appears.
2. Use the keyboard to type the first number in the mathematical operation. You can also use the trackwheel to select the numbers that are displayed on the screen.
3. Click the mathematical operator that you want to use for this operation.
4. Type the next number in the mathematical calculation. Click the equal sign. The result of the calculation appears.



Tip: You can use your handheld's Calculator memory if you want to save the results of a particular calculation. Use **MR**, **MC**, **MS**, and **M+** to respectively recall, clear, and add numbers to the Calculator's memory. The current contents of the memory are shown at the top of the screen.

Press **ENTER** to perform the same action as clicking the equal sign.

Press **C** to clear the handheld's display.



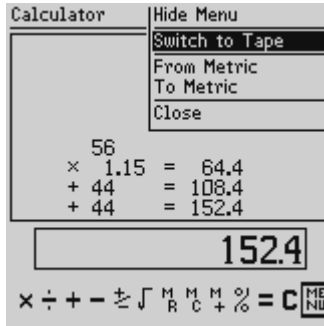
Using the tape feature

On the palm-sized handheld, you can use the calculator's tape feature to record and display your calculations. You can review, edit, delete, or insert entries on the tape.

To use the tape feature

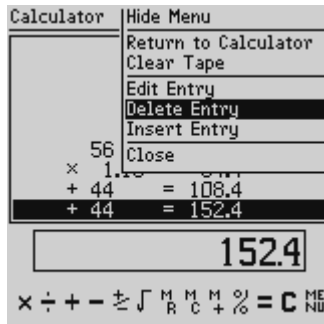
1. On the Home screen, click the **Calculator** icon. The Calculator screen appears.

2. Type a series of calculations on the calculator. Click **Menu**, and then click **Switch to Tape**.



Calculator screen menu - Switch to Tape item

3. Select an entry that you want to change, and then click the trackwheel to view the menu. Click **Edit Entry**, **Insert Entry**, or **Delete Entry**.



Calculator screen menu - Delete Entry item

4. The results of your change are shown on the tape and the main calculator display. To return to the calculator, click the trackwheel to view the menu. Click **Return to Calculator**.



Tip: While working with the tape entries, you can clear the entire tape by clicking the trackwheel to view the menu, and then clicking **Clear Tape**. The result of your calculations is not cleared, only the entries on the tape are removed.

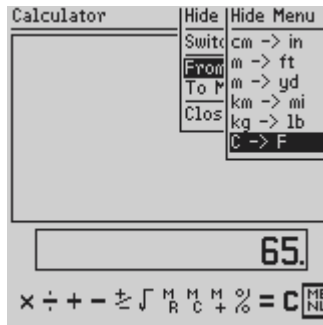


Performing measurement conversions

You can use your palm-sized handheld's Calculator to convert numbers to and from metric measurements. You can convert centimeters to inches, meters to feet, meters to yards, kilometers to miles, kilograms to pounds, and Celsius to Fahrenheit, and the other way around.

To convert measurements

1. On the Home screen, click the **Calculator** icon. The Calculator screen appears.
2. Type the number that you want to convert. Click **Menu**.
3. Click the appropriate conversion direction (either **From Metric** or **To Metric**). A second menu appears, from which you can select the type of conversion to that you want the handheld Calculator to perform.



Calculator screen menu - C -> F item

The converted results are shown on the Calculator screen.

Exiting the Calculator



On your pager-sized handheld, on the Calculator screen, click **Exit**.



On your palm-sized handheld, on the Calculator screen, click **Menu**. Click **Close**.

Tips for using the Calculator application

- Press **D** to add.
- Press **F** to subtract.
- Press **X** or **A** to multiply.
- Press **S** to divide.
- Press **Z** or **SPACE** to change the number from positive to negative or from negative to positive.
- 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 to the memory.
- Press **G** to see the result of your calculation.
- Press **C** to clear the Calculator screen.

Chapter 9: Using the Calculator application

Chapter 10

Using the Printer Manager

This section provides information on the following topics:

- Before you begin
- Printing messages and file attachments
- Adding a new printer
- Viewing printer information
- Editing printer information
- Receiving updated printer lists
- Deleting printers
- Setting printing options
- Cancelling printing

Before you begin

Before you can use the Printer Manager, you must complete the following actions:

- Verify that you have access to a printer that has an email address associated with it and is enabled for wireless printing. Contact your system administrator for more information on whether you can use the Printer Manager.
- Verify that the Printer Manager has been loaded onto your handheld. If the **Printer Manager** icon does not appear on the Home screen, refer to your *Installation and Getting Started Guide* or the *Desktop Software Online Help* for information on loading applications.
- Verify that you are in an area with sufficient wireless coverage for sending messages. You can send messages if one or more bars appears beside the antenna icon on the Home screen.



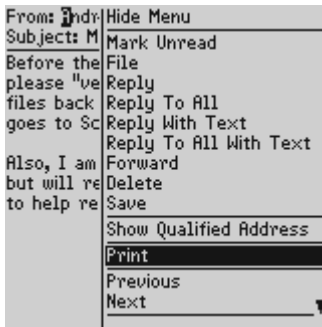
Tip: Refer to www.blackberry.net for a list of compatible third-party wireless printing solutions.

Printing messages and file attachments

You can send messages and file attachments to a remote printer.

To print messages

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the message that you want to print and click the trackwheel to view the menu. Click **Print**.



Open message menu - Print item

3. Select the printer to which you want to send your document and click the trackwheel to view the menu. Click **Print**.

Your message is sent to the selected printer.

To print file attachments

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the message that contains the attachment(s) that you want to print and click the trackwheel to view the menu. Click **Print**. The Select Attachments screen appears.
3. In the **Message Text** field, select whether you want to print the message text. Press **SPACE** to change options. Release **SPACE** when you set the field to your preference.
4. In the attachment field(s), select whether or not you want to print the attachment text. Press **SPACE** to change options. Release **SPACE** when you set the field to your preference.

Chapter 10: Using the Printer Manager



Select attachment screen - setting options

5. After you set the fields, click the trackwheel to view the menu. Click **Continue**. The To Printer screen appears.
6. Select the printer to which you want to send your document. Click the trackwheel to view the menu. Click **Print**.

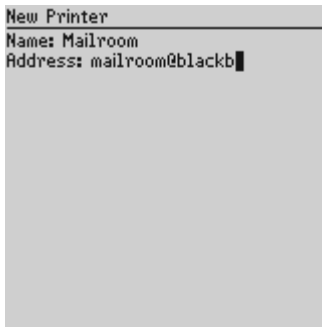
Your file attachment is sent to the selected printer.

Adding a new printer

You can add new printer addresses to your handheld using the Printer Manager. Any printer that you add must be enabled for wireless printing and it must have an email address associated with it.

To add a new printer

1. On the Home screen, click the **Printer Manager** icon. The Printer Manager screen appears.
2. Select **Printers** and click the trackwheel to view the menu. Click **Select**. The Printers screen appears.
3. Click the trackwheel to view the menu. Click **New Printer**. The New Printer screen appears.
4. In the **Name** field, type the name of the printer that you want to add.
5. In the **Address** field, type the email address of the printer that you want to add.



New Printer screen - adding a printer



Note: To use the Printer Manager, all printers that you add to your Printer Manager must have an email address associated with them and they must be enabled for wireless printing. Contact your system administrator for more information on printers that are enabled for wireless printing.

6. Click the trackwheel to view the menu. Click **Save**.

You return to the Printers screen and you can see that the new printer has been added to the printer list.

Viewing printer information

You can view printer information that is stored on your handheld.

To view printer information

1. On the Home screen, click the **Printer Manager** icon. The Printer Manager screen appears.
2. Select **Printers** and click the trackwheel to view the menu. Click **Select**. The Printers screen appears.
3. Select the printer for which you want to view information and click the trackwheel to view the menu. Click **View**. The information for the selected printer is displayed.



Tip: To edit or delete the information on the View Printer screen, click the trackwheel to view the menu and click **Edit** or **Delete**.

Chapter 10: Using the Printer Manager

4. After you view the printer information, click the trackwheel to view the menu. Click **Close**.

You return to the Printers screen.

Editing printer information

You can edit printer information that is stored on your handheld.

To edit printer information

1. On the Home screen, click the **Printer Manager** icon. The Printer Manager screen appears.
2. Select **Printers** and click the trackwheel to view the menu. Click **Select**. The Printers screen appears.
3. Select the printer for which you want to edit information. Click the trackwheel to view the menu. Click **Edit**. The Edit Printer screen appears.
4. Edit the information in the **Name** and **Address** fields.
5. After you edit the printer information, click the trackwheel to view the menu. Click **Save**.

You return to the Printers screen.

Receiving updated printer lists

Occasionally, you might receive email messages with attachments from your system administrator that contain updates for your printer list.

To update your printer list

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the message from your system administrator that contains the printer list update attachment. Scroll to the end of the message; you should see the name of the attachment and its file size.
3. With your cursor in the name of the printer list attachment, click the trackwheel to view the menu. Click **Open Attachment**.

Your printer list is updated and you return to the open message.

Deleting printers

You can delete printers from the handheld's printer list.

To delete printers

1. On the Home screen, click the **Printer Manager** icon. The Printer Manager screen appears.
2. Select **Printers** and click the trackwheel to view the menu. Click **Select**. The Printers screen appears.
3. Select the printer that you want to delete and click the trackwheel to view the menu. Click **Delete**.
4. A dialog box appears, prompting you to confirm the deletion. Click **Yes**.

Setting printing options

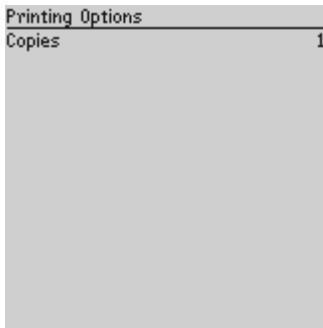
You can set the following printing option for your handheld. This option is applied to all the printers on your Printers screen.

- **Copies:** Select the number of copies that you want to print. By default, this option is set to 1.

To set default printing options

1. On the Home screen, click the **Printer Manager** icon. The Printer Manager screen appears.
2. Select **Printing Options** and click the trackwheel to view the menu. Click **Select**. The Printing Options screen appears.
3. In the **Copies** field, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.

Chapter 10: Using the Printer Manager



Printing Options screen - setting options

4. After you set the field, click the trackwheel to view the menu. Click **Save**.

You return to the Printer Manager screen. Your change applies to all documents that you print.

To set one-time printing options

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Open the message that you want to print and click the trackwheel to view the menu. Click **Print**. The To Printer screen appears.
3. Click the trackwheel to view the menu and click **Printing Options**. The Printing Options screen appears.
4. In the **Copies** field, press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
5. After you set the field, click the trackwheel to view the menu. Click **Save Options**.

Your change is applied to the document(s) that you are currently printing. Refer to "To set default printing options" above for more information on setting printing options for all documents that you print.

Cancelling printing

If you send a document to a printer, you can cancel printing at any time.

To cancel printing

1. On the Home screen, click the **Printer Manager** icon. The Printer Manager screen appears.
2. Select **Cancel Print Job** and click the trackwheel to view the menu. Click **Select**. The Cancel jobs on screen appears.
3. Select the printer to which the document that you want to cancel was sent and click the trackwheel to view the menu. Click **Cancel Now**.

All pending documents that you sent to the selected printer are cancelled and you return to the Printer Manager screen.

Tips for using the Printer Manager

- Press **N** on the Home screen to open the Printer Manager

Chapter 10: Using the Printer Manager

Chapter 11

Customizing your handheld options

This section contains information on the following topics:

- Setting the Alarm
- Customizing notification profiles
- Customizing handheld options
- Handheld options
- Tips for customizing handheld options

Setting the Alarm

Your handheld has an Alarm that you can set to tone or vibrate at a specific time. You can also specify whether the Alarm should notify you every day or on weekdays only.



Note: If you turn off your handheld using the silver key (on the palm-sized handheld) or the **Turn Power Off** icon on the Home screen, Alarm notifications do not turn on the handheld and you are not notified. Set the **Auto On/Off** feature if you want Alarm notifications to turn on the handheld. Refer to "Auto On/Off" on page 156 for more information.

To set the Alarm

1. On the Home screen, click the **Alarm** icon. The Daily Alarm screen appears.
2. Scroll to the field that you want to set and press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.



Daily Alarm screen - setting options

3. After you set the fields, click the trackwheel to view the menu. Click **Save**.



Note: When the Alarm notifies you, press any key to stop notification. This action does not disable the Alarm; it notifies you again at the set time even if it has been silenced. To disable the Alarm, you must set the **Alarm On/Off** field to **Off**.

Alarm fields

The Daily Alarm screen contains the following fields.

Alarm On/Off: Select whether you want the Alarm to notify you. By default, this field is set to **Off**.

Time: Set the time at which you want the Alarm to notify you. By default, this field is set to **12:00 AM**.

Snooze: Select whether you want a snooze feature, and the interval at which you want the Alarm to notify you again. By default, this field is set to **Off**.

Active on Weekends: Select whether the Alarm should notify you every day, including Saturday and Sunday. By default, this field is set to **Yes**. With the field set to **No**, the Alarm notifies you on weekdays only.

Customizing notification profiles

Your handheld has profiles that control notification. In each profile, you can set different notification options for each of the following items:

Alarm: Set how your handheld should notify you of an alarm.

Calendar: Set how your handheld should notify you of appointments.

Level 1 Messages: Set how your handheld should notify you of incoming high-priority messages.

Messages: Set how your handheld should notify you of incoming email and PIN messages.

Pages: Set how your handheld should notify you of pages.

Tasks: Set how your handheld should notify you of tasks.

To select a notification profile

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select the profile that you want to select. Click the trackwheel to view the menu. Click **Enable**. On the Profiles screen, the word **(On)** appears beside your selection.



Tip: On the Profiles screen, you can also enable a profile by scrolling to it and pressing **SPACE**.

To add a notification profile

You can create a profile to customize the way that you are notified of new items.

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Click the trackwheel to view the menu. Click **New**.
3. In the **Name** field, type a profile name. Select the item for which you want to set notification options. (For this example, select **Messages**.) Click the trackwheel to view the menu. Click **Edit**.
4. Scroll to the field that you want to set and press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
5. After you set the fields for this item, click the trackwheel to view the menu. Click **Save**. The list of items for which you can receive notification appears.
6. Repeat steps 3 to 5 to set the notification options for the other items.
7. After you set notification options for all the items, click the trackwheel to view the menu. Click **Save**.

A new notification profile appears on the Profiles screen.



Note: After you add a new profile, you must enable it before your customized notification options take effect.

You can copy notification option information from one item and copy it to another item. Refer to "To copy a profile's notification options" on page 154 for more information.

Profile fields

Each item for which you can be notified contains the following fields:

Out of Holster: Set how your handheld notifies you while it is out of the holster. Choose from **Off**, **Tone**, **Vibrate**, or **Vibrate+Tone**.

In Holster: Set how your handheld notifies you while it is in the holster. Choose from **Off**, **Tone**, **Vibrate**, or **Vibrate+Tone**.

Tune: Select the tune that you want to hear when you are notified. You can hear each tune by using **SPACE** to scroll through the options. Choose from **1** through **6**.

Volume: Select the volume for your notification tune. Choose from **Mute**, **Low**, **Medium**, **High**, or **Escalating**. (The **Escalating** option provides you with quiet notification that progresses to louder notification.)

Number of Beeps: Select the number of beeps that your handheld should make before notification stops. Choose from **1** through **20**.

Repeat Notification: Set whether you want to be reminded of unopened messages that are waiting. Choose from **Off**, **Low**, **Medium**, **High**, or, if you are using a palm-sized handheld, **LED only**. You can select **LED Only** to have the notification LED flash to remind of you of waiting items.

Default profile settings

The handheld has four preprogrammed profiles: **Loud**, **Discreet**, **Quiet**, and **Default**. When you first receive your handheld, the **Default** profile is enabled.

Loud profile

The following table outlines the default **Out of Holster** notification settings for each field in the different items of the **Loud** profile.

	Alarm	Calendar	Level 1 Messages	Messages	Pages	Tasks
Out of Holster	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone
Tune	1	2	3	3	3	2
Volume	Escalating	High	High	High	High	High
Number of Beeps	3	3	3	3	3	3
Repeat Notification	Off	Off	Off	Off	Off	Off

Chapter 11: Customizing your handheld options

The following table outlines the default **In Holster** notification settings for each field in the different items of the **Loud** profile.

	Alarm	Calendar	Level 1 Messages	Messages	Pages	Tasks
Out of Holster	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone	Vibrate + Tone
Tune	1	2	3	3	3	2
Volume	High	High	High	High	High	High
Number of Beeps	3	3	3	3	3	3
Repeat Notification	Palm-sized handheld: LED only Pager-sized handheld: High	Off	Off	Off	Off	Off

Discreet profile

The following table outlines the default **Out of Holster** notification settings for each field in the different items of the **Discreet** profile.

	Alarm	Calendar	Level 1 Messages	Messages	Pages	Tasks
Out of Holster	Tone	Vibrate	Vibrate	Vibrate	Vibrate	Vibrate
Tune	1	2	3	3	3	2
Volume	Escalating	Mute	Mute	Mute	Mute	Mute
Number of Beeps	3	3	3	3	3	3
Repeat Notification	Off	Off	Off	Off	Off	Off

Customizing notification profiles

The following table outlines the default **In Holster** notification settings for each field in the different items of the **Discreet** profile.

	Alarm	Calendar	Level 1 Messages	Messages	Pages	Tasks
Out of Holster	Tone	Vibrate	Vibrate	Vibrate	Vibrate	Vibrate
Tune	1	2	3	3	3	2
Volume	Low	Mute	Mute	Mute	Mute	Mute
Number of Beeps	3	3	3	3	3	3
Repeat Notification	Palm-sized handheld: LED only Pager-sized handheld: High	Off	Off	Off	Off	Off

Quiet profile

The following table outlines the default **Out of Holster** notification settings for each field in the different items of the **Quiet** profile.

	Alarm	Calendar	Level 1 Messages	Messages	Pages	Tasks
Out of Holster	Off	Off	Off	Off	Off	Off
Tune	1	2	3	3	3	2
Volume	Escalating	Mute	Mute	Mute	Mute	Mute
Number of Beeps	1	1	1	1	1	1
Repeat Notification	Off	Off	Off	Off	Off	Off

Chapter 11: Customizing your handheld options

The following table outlines the default **In Holster** notification settings for each field in the different items of the **Quiet** profile.

	Alarm	Calendar	Level 1 Messages	Messages	Pages	Tasks
Out of Holster	Off	Off	Off	Off	Off	Off
Tune	1	2	3	3	3	2
Volume	Mute	Mute	Mute	Mute	Mute	Mute
Number of Beeps	1	1	1	1	1	1
Repeat Notification	Palm-sized handheld: LED only Pager-sized handheld: High	Off	Off	Off	Off	Off

Default profile

The following table outlines the default **Out of Holster** notification settings for each field in the different items of the **Default** profile.

	Alarm	Calendar	Level 1 Messages	Messages	Pages	Tasks
Out of Holster	Tone	Off	Off	Off	Off	Off
Tune	1	2	3	3	3	2
Volume	Escalating	Mute	Mute	Mute	Mute	Mute
Number of Beeps	3	1	1	1	1	1
Repeat Notification	Off	Off	Off	Off	Off	Off

The following table outlines the default **In Holster** notification settings for each field in the different items of the **Default** profile.

	Alarm	Calendar	Level 1 Messages	Messages	Pages	Tasks
Out of Holster	Tone	Vibrate	Vibrate	Vibrate	Vibrate	Vibrate
Tune	1	2	3	3	3	2
Volume	High	Mute	Mute	Mute	Mute	Mute
Number of Beeps	3	1	1	1	1	1
Repeat Notification	Palm-sized handheld: LED only Pager-sized handheld: High	Off	Off	Off	Off	Off

To edit notification profiles

You can customize your handheld's notification profiles to suit your needs.

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select the profile that you want to edit and click the trackwheel to view the menu. Click **Edit**.
3. Select the item for which you want to edit the notification options and click the trackwheel to view the menu. Click **Edit**.
4. Scroll to the field that you want to set and press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
5. After you set the fields for this item, click the trackwheel to view the menu. Click **Save**. The list of items for which you can receive notification appears. Repeat steps 3 to 5 to edit the notification options for the other items.
6. After you edit notification options for all the items, click the trackwheel to view the menu. Click **Close**.

You return to the Profiles screen.

To copy a notification profile

You can copy any of the notification profiles that appear on your Profiles screen.

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select the profile that you want to copy and click the trackwheel to view the menu. Click **Copy**.
3. In the **Name** field, type a profile name. Edit the notification options for any of the items that are listed on the screen. Refer to “To edit notification profiles” on page 153 for more information on editing notification profiles.
4. After you set the notification options, click the trackwheel to view the menu. Click **Save**.

The copied notification profile appears on the Profiles screen.

To copy a profile’s notification options

You can copy any of the notification options for **Alarm, Calendar, Level 1 Messages, Messages, Pages, or Tasks**.

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select an existing profile (or add a new one if necessary) and click the trackwheel to view the menu. Click **Edit**.
3. Select the item from which you want to copy the notification options and click the trackwheel to view the menu. Click **Copy**. The Copy To screen appears.
4. Press **SPACE** to select the check box beside the items to which you want to copy the notification options.
5. Click the trackwheel to view the menu. Click **Save**. The list of items for which you can receive notification appears.
6. Click the trackwheel to view the menu. Click **Close**.

You return to the Profiles screen.

To delete a notification profile

You can delete any of the notification profiles that you have added to the Profiles screen. The default notification profiles cannot be removed.

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

2. Select the profile that you want to delete and click the trackwheel to view the menu. Click **Delete**.
3. A dialog box appears, prompting you to confirm the deletion. (This dialog box appears only if you have set the **Confirm Delete** field to **Yes** on the Profiles Options screen.) Click **Yes**.



Note: To set the **Confirm Delete** field, on the Home screen, click **Profiles**. Click the trackwheel to view the menu and click **Options**. On the Options screen, set whether or not you want to confirm the deletion of notification profiles.

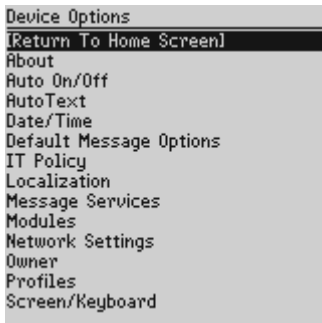
You return to the Profiles screen and the profile is no longer listed.

Customizing handheld options

On the Device Options screen, you can customize several of your handheld's features by typing information in some fields and choosing options in other fields.

To customize handheld options

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click the handheld option that you want to change.



Device Options screen

3. Scroll to the field that you want to set and press **SPACE** to scroll through your options. Release **SPACE** when you set the option to your preference.
4. After you edit the fields, click the trackwheel to view the menu. Click **Save**.

Chapter 11: Customizing your handheld options

You return to the Device Options screen.

Handheld options

The following pages list further information on each of your handheld's options.

About

The About screen contains copyright information about your handheld. You cannot change the information on this screen. Click the trackwheel 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 your handheld to turn on automatically at a specific time throughout the week. By default, this option is set to **12:00 AM**.

Weekday Off: Set your handheld to turn off automatically at a specific time throughout the week. By default, this option is set to **12:00 AM**.

Weekend On: Set your handheld to turn on automatically at a specific time on the weekend. By default, this option is set to **12:00 AM**.

Weekend Off: Set your handheld to turn off automatically at a specific time on the weekend. By default, this option is set to **12:00 AM**.



Note: Both **Weekday** and **Weekend** options have an **Enable/Disable** field. These fields must be set to **Enable** for your handheld to turn on and off automatically.

The radio does not turn off when your handheld is in Auto Off mode. You must turn off your handheld's radio when on an airplane, in a hospital, or in any place in which your handheld might interfere with other radio transmissions and frequencies.

AutoText

The AutoText screen contains a list of all the current AutoText entries. You can add, edit, and delete entries at any time. Refer to "Using AutoText" on page 28 for more information.

Date/Time

Set the date and time on your handheld so that your items contain the correct time stamp.



Tip: You can set the date and time automatically by updating the date and time using the desktop software. Refer to the *Intellisync Online Help* for more information.

Date: Set the current date.

Time: Set the current time.

Time Zone: Select your time zone. Your handheld adjusts the time automatically according to the time zone.

Format: Select a 12-hour or 24-hour clock. By default, this option is set to **12 HR**.

The information that you set in the **Time**, **Format**, and **Date** fields determines how the date and time appear on your handheld's Home, Calendar, Messages, Saved Messages, and Lock screens.

Default message options

On the Default Message Options screen, you can set the following options for every message you compose:

Importance: Set the level of importance of all messages. By default, this option is set to **Normal**.

IT policy

This option shows the name of the IT Policy that has been assigned to your handheld. IT Policy enables system administrators to configure policy settings for your handheld. After you connect your handheld to your desktop for the first time, system administrators can send the policy settings to your handheld over the wireless network.



Note: Wireless IT Policy is only available if your handheld is enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 3.5 or later. Contact your system administrator for more information on your company's IT Policy settings.

If your handheld is lost or stolen, contact your system administrator. Using wireless IT Policy, your system administrator can disable your handheld, clearing all data and applications or reset your handheld password, displaying the Lock screen.

Message services

Any services to which you have access are listed on this screen.

Email Service: Select your default email service. Any new messages are sent to the selected message service. The default messaging service is **Desktop**.

Modules

This screen displays the version number of the installed applications. You cannot change the information on this screen. Press **ESC** to return to the Device Options screen.

To view additional information for an installed application, select a module, click the trackwheel to view the menu, and then click **Module Information**.

Network settings

This screen displays your handheld's network settings.

Roaming: Select the country in which you are currently located. By default, this field is set to the country in which you registered your handheld.

Radio: Turn on or turn off your handheld's radio. In certain situations, such as in an airplane, it is important to turn off your handheld's radio to prevent radio frequency interference. Refer to the "Important safety information" on page 7 for more information.

Status: This field displays the status of the network on which you are roaming.

Powersave: If you are using a RIM 850 Wireless Handheld (TM) or a RIM 857 Wireless Handheld (TM), this field puts the handheld into a mode in which it can save more power. Choose from **Minimum**, **Average**, or **Maximum**. Each mode provides progressively better power savings. By default, this option is set to **Maximum**. It is recommended that you do not change this field.



Note: You can register with the network on the Network screen. Click the trackwheel to view the menu and click **Register Now**. Unless you have been advised to do so, or if you have just received your handheld and it is not working, you should not register your handheld more than once.

Owner

The text that you type here appears on the Lock screen (if you have set a password). If you do not type any owner information, a default message appears on the Lock screen.



Note: Depending on how your system administrator has configured your IT Policy settings, the owner information might be set for your handheld already. Refer to "IT policy" on page 157 for more information on IT Policy settings.

Name: Type your name. You can type a maximum of 38 characters in this field.

Information: Type any extra information that you want to appear on the Lock screen. It is recommended that you include your own (or your company's) contact information in the event that your handheld is lost. You can type a maximum of 126 characters in this field.

Profiles

The Profiles screen contains a list of notification profiles. You can enable, add, edit, and delete profiles at any time. Refer to "Customizing notification profiles" on page 147 for more information.

Screen/Keyboard

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

Screen Contrast: Adjust the screen contrast if you are having difficulty seeing the screen. The default contrast level is **15**, but you can set it to any value between **1** and **30**. If you are using your handheld in low light, try the backlighting feature.

Font Size: Set the size of the font to appear on the screen. Choose from **Large Font** or **Small Font**. By default, this option is set to **Large Font**.

Key Tone: Set the key tone field to **On** if you want your handheld to emit a tone each time a key is pressed. By default this option is set to **Off**.

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Key Rate: Set the speed (**Slow**, **Fast**, or **Off**) at which your cursor moves whenever **BACKSPACE**, **ENTER**, or **SPACE** is pressed and held. By default, this option is set to **Slow**.



Tip: The **Key Rate** setting controls the auto capitalization feature. With **Key Rate** set to either **Slow** or **Fast**, you can hold a letter to capitalize it.

Security

On the Security screen, you can set your password options to provide greater handheld security.



Note: Depending on how your system administrator has configured your IT Policy settings, a password might be set for your handheld already. Refer to "IT policy" on page 157 for more information on IT Policy settings.

Password: Select whether you want to enable a password on your handheld. By default, this option is set to **Disabled**. Your password must be a minimum of four characters and can contain both letters and numbers. You cannot use a sequence of letters or numbers (for example, **abcd**) as your password.



Note: Depending on how your system administrator has configured your IT Policy settings, your password might need to be longer than four characters. In this case, your handheld will not accept a password that contains fewer characters than the minimum number specified by your system administrator. Refer to "IT policy" on page 157 for more information on IT Policy.

Security Timeout: Set the duration of time (in minutes) that your handheld is idle before the Lock screen appears. The default setting is **1 Min**.



Note: The Lock screen shows your contact information (if you have typed it on the Owner screen) or it prompts you to **Press any key**. Type the first letter of your password to open the Enter Password dialog box. Type the remaining letters of your password and click the trackwheel to resume using your handheld.

After you enable a password, you must type it to open the Security screen again, to connect to the desktop software, and to use the Application Loader. Refer to the *Installation and Getting Started Guide* that came with your handheld for more information on your password and other handheld security features.

Service book options

This option shows your handheld's Service Book entries. You can view and delete the entries that are listed in this field, but you cannot change them.



Warning: You should only delete the services listed on this screen if you are certain that you do not require them.

Status

The Status screen provides information about your handheld and the wireless network. You cannot change the information on this screen.

Signal: This field shows the strength of your wireless network signal, in decibel milliwatts (dBms).

Battery: This field shows the percentage of battery life remaining.

Memory Free: This field shows the amount of available RAM in bytes.

File Free: This field shows the amount of available memory, in bytes, to store messages, Address Book entries, AutoText entries, memos, tasks, and appointments.

PIN: This field shows your handheld's personal information number (PIN). Other handheld users can use this number to send messages directly to your handheld.

O/S: This field shows the version of the operating system (OS) that is currently loaded on your handheld.

Flash Size: This field shows the amount of flash memory on your handheld.



Storage mode

If you are not going to use your palm-sized handheld for an extended period of time (more than two weeks), you should put it into storage mode. Putting your handheld into storage mode is different from turning it off and, as a result, the current date, time, and the encryption key is lost.

To put the handheld into storage mode

1. On the Home screen, click the **Options** icon. The Device Options screen appears.
2. Click **Storage Mode**. The following message appears: **Storage mode powers off device to save battery life. Continue?** Click **Yes**.
3. The following message appears: **Entering storage mode will lose current time. Continue?** Click **Yes**.
4. The following message appears: **To restart device, perform a hardware reset. Continue?** Click **Yes**.
5. The following message appears: **Do you wish to enter storage mode?** Click **Yes**.

Your handheld is turned off and put into storage mode.

To activate the handheld from storage mode

1. To activate your palm-sized handheld from storage mode, insert it into the charging cradle, and connect the cradle to a power outlet. After a few moments, the Home screen appears.
2. Verify that your handheld is fully charged before using it again. Refer to the *Installation and Getting Started Guide* that came with your handheld for more information on charging your handheld.
3. Generate new encryption keys. If you do not generate new encryption keys, email redirection does not occur. Refer to the *Intellisync Online Help* for more information on generating encryption keys.

Tips for customizing handheld options

4. Set the date and time. If you do not set the date and time, messages are stamped with the date of January 1 and are placed at the bottom of your Messages screen. Refer to the *Intellisync Online Help* for more information on updating your handheld's date and time automatically.



Tip: You can also activate your handheld from storage mode by inserting a paper clip into the reset hole that is located on the back of your handheld. Verify that your handheld is fully charged before you use it again.

Tips for customizing handheld options

- Press **F** on the Home screen to open the Profiles screen.
- Press **SPACE** on the Profiles screen to enable a selected profile.
- Press **ENTER** on the Profiles screen to open the item list for the selected profile.

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Chapter 12 **Troubleshooting**

This section contains information on the following sections:

- Frequently asked questions
- Handheld error messages

Frequently asked questions

This section provides answers to frequently asked questions about the Alarm, battery, Calendar, hardware, Home screen, messages, punctuation, and storage.

Alarm

My Alarm is not notifying me. What can I do?

- Verify 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. Refer to "Setting the Alarm" on page 146 for more information.
- Verify that the **Alarm** item is set correctly in your selected notification profile. On the **Alarm** item screen, the **Volume** field should be set to **Low**, **Medium**, **Escalating**, or **High**, instead of **Mute**. Refer to "Customizing handheld options" on page 155 for more information.

Browser

I have loaded the Browser application onto my handheld, but the BlackBerry Browser icon does not appear on the Home screen. What can I do?

To access the Browser application, the **Internet** service book must be present on your handheld. Contact your system administrator to determine whether your handheld is enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 3.5 or later and on the Mobile Data Service.

If your handheld is enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 3.5 or later and on the Mobile Data Service, insert your handheld into the cradle and start the desktop manager. The **Internet** service book is sent to your handheld through the serial port.

After the **Internet** service book is sent to your handheld, the **BlackBerry Browser** icon should appear on the Home screen.

Calendar

I am a Microsoft Outlook user. I deleted a meeting request from my handheld and now the appointment is not on my handheld or my desktop. Why?

If you have not responded to a meeting request (either on your handheld or on your desktop) and you delete the meeting request from your handheld's Messages screen, the appointment is deleted and removed from both your handheld and desktop Calendars. To avoid missing a meeting, respond to all meeting requests on either your desktop or your handheld.

Why is the handheld Calendar not synchronizing over the wireless network?

The BlackBerry Enterprise Server controls wireless calendar synchronization. To enable wireless calendar synchronization, your handheld must be enabled on a BlackBerry Enterprise Server for Microsoft Exchange version 2.1 or later or a BlackBerry Enterprise Software for Lotus Domino

version 2.1. Contact your system administrator to determine whether you can enable wireless calendar synchronization.

Hardware

My handheld got wet and stopped working. What should I do?

If your handheld is exposed to liquid and stops operating, let it dry out. If it does not begin to work again when it is dry, contact your service provider.

How can I reset my handheld?

Rarely, the handheld might report an internal handheld error message and instruct you to press **R** to perform a reset. Resetting the handheld returns it to normal operation. Send yourself a message and, on the Status screen, verify that all the information has been properly restored to your handheld.

A reset hole is located on the back of the handheld. If your handheld no longer responds when you press keys or use the trackwheel, insert one end of a paper clip into this hole to press the reset button. Your handheld should restart and return to normal operation.

If you are using a pager-sized handheld, the reset hole is located on the back of the handheld, below the bottom label.

If you are using a palm-sized handheld, the reset hole is located on the back of the handheld, in the information label.

My LCD screen is faint. What can I do?

If you are operating your handheld in low light conditions, try using the backlighting feature.

If you are using a pager-sized handheld, activate the backlighting by pressing **ALT** three times. The backlighting turns off if you do not press a key or use the trackwheel for 20 seconds.

If you are using a palm-sized handheld, activate the backlighting by pressing the silver key. The backlighting turns off if you do not press a key or use the trackwheel for 20 seconds. You can manually turn off the backlighting by pressing the silver key again.

If your screen is faint all the time, check the **Screen/Keyboard** option on the Device Options screen. Refer to "Screen/Keyboard" on page 159 for more information on screen options.

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

- If you are using a pager-sized handheld, make sure that the AA battery is properly installed or insert a new battery. You might have to leave the handheld turned off for six to eight hours for the AA battery to charge the internal lithium cell.
- If you are using a RIM 850 Wireless Handheld and you are powering your handheld with a NiMH rechargeable battery, recharge the battery.
- If you are using a palm-sized handheld, recharge the battery.
- If the handheld does not turn on after you replace the battery, reset the handheld.

Refer to the *Installation and Getting Started Guide* that came with your handheld for more information on battery use.

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My battery is depleting quickly. What can I do to extend battery life?

- Limit sending long messages.
- Limit your use of the backlighting feature.
- Enable the handheld's Auto On/Off feature to conserve the handheld's battery at night or on weekends.
- If you are sending the same message to more than one person, include multiple recipients in one message instead of transmitting the same message more than once. Refer to "Sending messages to multiple contacts" on page 36 for more information.
- Turn off your handheld radio when you are not sending or reading messages, or when receiving your messages is not urgent.

Home screen

How can I return to the Home screen?

The screen that displays the applications list, and the date and time, is called the Home screen.

- If you are using a pager-sized handheld, press **BACKSPACE** repeatedly until you return to the Home screen.
- If you are using a palm-sized handheld, press **ESC** repeatedly until you return to the Home screen.
- You can also click **Close** or **Cancel** on an application menu or, on the Device Options screen, click **[Return to Home Screen]**.

Messages

What is a PIN?

PIN stands for personal identification number. Each handheld has a unique address number similar to a phone number. PINs are up to eight-digits long and they cannot be modified or altered.

An X appears beside a message on my handheld's Messages screen. What should I do?

When an **X** appears beside a message that you sent from your handheld, a problem prevented the message from being sent properly. You can determine what went wrong by opening the message and scrolling to the top of it. The **Message Status** field specifies the problem.

Refer to "Transmission error messages" on page 173 for more information.

I am not being notified when new messages arrive. What should I do?

- Verify that the volume setting of your selected notification profile is set to either **Low**, **Medium**, **High**, or **Escalating**, instead of **Mute**. If the volume set to **Mute**, you are not audibly notified when new messages arrive.
- Verify that the **Repeat Notification** field is set to either **Low**, **Medium**, or **High** so that you are reminded of unread messages on your handheld.

Refer to "Customizing notification profiles" on page 147 for more information.

Messages are arriving at my handheld in an unknown folder. What should I do?

Reconcile your email using the Intellisync tool to transfer the folder that you created on your desktop to your handheld. Refer to the "Reconciling email" topic of the *Intellisync Online Help* for more information.

Why are new email messages on my handheld being marked as read?

If you removed your handheld from the holster briefly to stop notification, a new message might become marked as read. If you remove your handheld from the holster when you are notified of a new message, the new message is displayed on the screen. When you return your handheld to the holster, the message closes. Even if you did not actually read the message, your handheld might mark the message as read.

If you do not want to receive notification of messages when your handheld is in the holster, you can turn off the **In Holster** notification option. Refer to "Customizing handheld options" on page 155 for more information.

Why are messages that I deleted from my desktop not being deleted from my handheld after I perform an email reconciliation?

On the Message List Options screen, you must have the **Delete On** field set to **Desktop and Handheld**. Refer to "Setting message options" on page 23 for more information.

If you are using Microsoft Outlook as your desktop email program, messages might not be deleted if the following situations apply:

- If Microsoft Outlook has been set to **Empty Deleted Items folder upon exit**: In Microsoft Outlook, on the **Tools** menu, click **Options** and click the **Other** tab. Verify that you have not selected the **Empty Deleted Items folder upon exit** option. If you empty your Deleted Items folder when you close Outlook, the Intellisync tool has no method of verifying where that message belongs. Without reference to the Deleted Items folder, the status of the message on your handheld cannot be updated and the message is not deleted.
- If you use **SHIFT + DELETE** to delete messages from your Inbox, the message is removed from your desktop and does not appear in the Deleted Items folder. Without reference to this folder, the Intellisync tool cannot update the status of the message on your handheld and does not delete that message.

Messages are not being sent from my handheld. What should I do?

On the Messages screen, a clock icon beside the message header indicates that the message has not been sent.

- Verify that your handheld's radio is turned on (on the Home screen, click the **Turn Wireless On** icon), and verify that you are in an area of sufficient wireless coverage.
- Check the Network Settings screen to verify that your handheld has been activated on the network.
- Try resending your message. As long as a clock icon appears beside the message when you resend it, another attempt is made to transmit the original message. Refer to "Resending messages" on page 62 for more information.

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Email messages are not being forwarded to my handheld. What should I do?

- On your handheld, verify that one or more bars appear beside the wireless coverage indicator.
- If you are a Microsoft Exchange user and you are using the BlackBerry Desktop Redirector, verify that your computer is turned on. Your computer must be turned on any time that you want to receive messages on your handheld.
- In the Redirector Settings tool, on the **General** tab, verify that the **Forward messages to my handheld** check box is selected. Refer to the *Redirector Setting Online Help* for more information.
- In the Redirector Settings tool, on the **Advanced** tab, verify that you have selected the folders from which email messages should be redirected.
- In the Redirector Settings tool, check the filters of the desktop software to verify that the messages that you want to receive are being forwarded. Refer to the *Redirector Settings Online Help* for information.
- In the Redirector Settings tool, the order in which the filters appear in your filter list reflects the order in which they are applied to new messages. Verify that none of your filters is preventing desired messages from being redirected to your handheld.
- If your system administrator has applied filters on the server, they override any filters that you set on your desktop and, as a result, some email messages might not be forwarded. Check with your system administrator to see if any filters have been added.
- There are certain instances in which email messages might not be forwarded to your handheld if they have already been read on your desktop before being processed by the BlackBerry Enterprise Server. If you are in an area of insufficient wireless coverage and you read a message on your desktop, the BlackBerry Enterprise Server might not recognize the message as unopened. Therefore, it is not forwarded to your handheld.

I cannot forward messages from my handheld. What should I do?

If an **X** appears beside the message that you sent, a transmission error occurred that prevented it from being sent. You cannot forward messages that have not been transmitted properly. Open the message and scroll to the top of it. The **Message Status** field indicates the error.

Refer to "Transmission error messages" on page 173 for more information.

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

These email messages are previously loaded onto your handheld and contain information to help you learn about your handheld when you first receive it. As soon as you turn on your radio, a third message should arrive, indicating that the handheld is registered with the network.

Punctuation

On the keyboard, where is the period (.) and the other punctuation marks?

The quickest way to type a period (.) is to press **SPACE** twice at the end of a sentence. The next letter is capitalized automatically.

Press **ALT** and the key that displays the punctuation mark that you want to use. Refer to the *Installation and Getting Started Guide* that came with your handheld for more information on using the keyboard and trackwheel.

Other punctuation marks are included in the symbols library, which you can open by pressing **ALT + SPACE**. Refer to "Inserting symbols" on page 27 for more information.

You can also insert international and accented characters into your messages. When you are composing a message or typing text, hold a letter key and roll the trackwheel to scroll through international characters, marks, and equation symbols. When the desired character appears, release the letter.

Storage

What should I do if I will not 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) turn the handheld off. On the Home screen, click the **Turn Power Off** icon. Refer to your *Installation and Getting Started Guide* for more information on turning your handheld on and off.

What should I do if I will not be using my handheld for an extended period of time?

Before storing your handheld for an extended period of time, you should back up the information from your handheld to your computer using the desktop software's Backup and Restore tool.

If you have a pager-sized handheld and you expect that you will not be using it for many weeks or months, remove the battery.

If you have a palm-sized handheld and you expect that you will not be using it for many weeks or months, put the handheld into storage mode. On the Home screen, click the Options icon. On the Device Options screen, click **Storage Mode**. Click **Yes** in the four dialog boxes that follow.

How do I activate my handheld from storage mode?

If you have pager-sized handheld, insert a new AA alkaline battery into the handheld (a used alkaline battery might not be powerful enough to reactivate the handheld).

If you have a RIM 850 Wireless Handheld and you are using a rechargeable NiMH battery, insert the handheld into the charging cradle and recharge the battery.

If you have a palm-sized handheld, insert it into the charging cradle and recharge the battery.

Your stored addresses and messages are preserved while the handheld is turned off. However, the handheld no longer has the correct date and time. Refer to your *Installation and Getting Started Guide* for more information on setting the date and time.

Handheld error messages

The following error messages might appear when you use your handheld applications and features.

Chapter 12: Troubleshooting

Browser error messages

Error	Description
Object not found	If this message appears, either the server did not recognize the web page address or the web page address was mis-typed or invalid.
Server error	This message appears if an error occurs on the server.
Unsupported content	This message appears if you are attempting to load a web page that is not currently supported by the Browser. The Browser supports Wireless Markup Pages (WML) pages, but it does not support WML script pages or HTML pages.

Calendar error messages

Error	Description
Appointments cannot span midnight	If you are using Lotus Notes as your desktop email program, this message appears if you attempt to create an appointment that starts on one date and ends on another. Appointments must start and end on the same day.
Cannot reschedule: Date skips over a later/earlier occurrence	If you are using Microsoft Outlook as your desktop email program, this message appears when you edit an occurrence of a recurring appointment, and the new date for that appointment is earlier than the previous occurrence of the appointment or later than the next occurrence of the appointment.

Remote Address Lookup error messages

If you are performing a remote address search and the search request fails, **Failed** appears in the search field. This chart can help you determine the problem.

Error	Description
Failed error 0 - 127	If the error message returns a number between 0 and 127, there might be a problem with your handheld. Contact your system administrator for more information
Failed error 128+	If the error message returns a number that is higher than 128, there is a problem with the BlackBerry Enterprise Server. Contact your system administrator for more information.

Password error messages

Error	Description
Invalid password. Same as previous password.	If this message appears, you have attempted to type a new password that is the same as a password that you used previously. Click OK . Try setting a new password again, but type a password that you have not used before.

Transmission error messages

If an **x** appears beside a message that you sent from your handheld, the message was not sent properly. You can determine what went wrong by opening the message and scrolling to the top of it. The **Message Status** field identifies the problem.

Transmission error	Description
Could not receive message from service	<p>If this message appears, there might be a temporary problem with the network. Wait for a few minutes and then try to send your message again.</p> <p>If this message appears repeatedly, your handheld might have a different encryption key than your desktop. You cannot send or receive messages until you update the encryption key. Refer to the "Generating an encryption key manually" topic of the <i>Redirector Settings Online Help</i> for more information.</p>
Could not receive More - original message was deleted	<p>The original message must appear on the Messages or Saved Messages screen when your handheld receives the rest of the message. If you delete the first part of the message, and then you select More to receive the rest of the message, your handheld is not able to receive more of the message.</p> <p>The original message must also appear on your desktop. You are not able to receive more of the message if you have deleted, moved, or modified the message from your desktop Inbox.</p> <p>Verify that your handheld is within an area of sufficient wireless coverage and verify that there are no Inbox rules that filter incoming email messages.</p>
Decryption failure - please connect your handheld to your computer	If this message appears, your handheld might have a different encryption key than your desktop. You cannot send or receive messages until you update the encryption key. Refer to the "Generating an encryption key manually" topic of the <i>Redirector Settings Online Help</i> for more information.

Chapter 12: Troubleshooting

Transmission error	Description
Desktop couldn't find the original message	This message indicates that the original message is no longer on your desktop. If a message has been deleted from your desktop email program, you cannot forward, reply to, or request to see more of that message.
Delivery to service not confirmed	If this message appears, your message was not delivered. Resend the message.
Encryption failure - please connect your handheld to your computer	If this message appears, your handheld might have a different encryption key than your desktop. You cannot send or receive messages until you update the encryption key. Refer to the "Generating an encryption key manually" topic of the <i>Redirector Settings Online Help</i> for more information.
General message error	If this message appears, your message could not be sent. Resend the message. If that does not work, save your message and reset your handheld by pressing ALT + SHIFT + BACKSPACE simultaneously. If you still encounter problems, contact your service provider or network operator for more information.
General send failure - please try again	If this message appears, your message could not be sent. Resend the message. If that does not work, save your message and reset your handheld by pressing ALT + SHIFT + BACKSPACE simultaneously. Try registering with the wireless network again. Make sure that you receive an email message confirming that your registration was successful. You must be in an area of sufficient wireless coverage area for registration to occur. Refer to your <i>Installation and Getting Started Guide</i> for more information on registering with the network.
General transaction failure	If this message appears, a your message could not be sent. Resend the message. If that does not work, save your message and reset your handheld by pressing ALT + SHIFT + BACKSPACE simultaneously. If you still encounter problems, contact your service provider or network operator for more information.

Handheld error messages

Transmission error	Description
Handheld is not registered - please register now	When you first receive your handheld and turn it on, it attempts to register with the wireless network. You must be in an area of sufficient wireless coverage for registration to occur. You are in an area of sufficient wireless coverage if one or more bars appear beside the coverage indicator in the upper right corner of the Home screen. If your handheld is not in an area of sufficient wireless coverage, is not connected to your computer, or was turned off before it could register, you must register with the network manually. Refer to your <i>Installation and Getting Started Guide</i> for more information on registering with the network.
Handheld message packet queue full	This message indicates that the queue of messages waiting to be sent from your handheld is too long. Wait until the messages in the queue are sent to the network successfully before sending any more.
Invalid routing - please connect your handheld to your desktop	Invalid routing is usually caused by an invalid configuration of your email system. Verify that you have a mailbox on a Microsoft Exchange Server or a Lotus Domino Server. The connection between your handheld and your computer might not be working properly. Connect your handheld to your computer and start the desktop software to update the settings.
Message included an invalid address	If this message appears, one of the email addresses to which you are sending the message is invalid. Check the email addresses, correct the error, and resend the message.
Message refused - please try again later	If this message appears, there is a temporary problem transmitting the message. Resend the message later.
Please connect your handheld to your computer	If this message appears, your handheld has an encryption key that is different from the one on your computer. You cannot send or receive messages until you update the encryption key. Refer to the "Generating an encryption key manually" topic of the <i>Redirector Settings Online Help</i> for more information.
Please repeat your last More request	Your handheld has received more of a message but cannot save the data into the associated message because your handheld has insufficient memory to save the message. To check the amount of free space on your handheld, click the Options icon and click Status . The File Free field should indicate at least 64 000 bytes. If you have less than 64 000 bytes, delete old messages, tasks, memos, or appointments.
Redirector transaction failure	If you are a Microsoft Exchange user, this message appears if your desktop redirector is temporarily not working. This transaction failure is probably caused by problem with your network. Resend the message later.

Chapter 12: Troubleshooting

Transmission error	Description
Registration request failed - please try again	For some reason, your attempt to register with the network has failed. Try registering again manually. Refer to your <i>Installation and Getting Started Guide</i> for more information on registering with the network.
Registration request sent	This message confirms that the registration request reached the network successfully, but the network has not responded.
Request failed - please try again	A request associated with a received message (such as a request for More) was sent from your handheld, but failed due to a temporary error on your company's computer network. Resend your request.
Request for More failed	This error message usually indicates that more of a particular message cannot be obtained. Try requesting More again. If that does not work, you can read the entire message in your desktop email program.
Send cancelled by transport	If this message appears, the send process was cancelled before it was complete. Resend the message.
Sending failed (please resend later and watch for error messages)	If this message appears, there is a network registration problem or a connection failure between your handheld to your computer. Resend the message.
Temporary network problem - please resend later	If this message appears, the network is temporarily busy. Resend the message later.
Temporary service problem - please resend later	If this message appears, there is a temporary problem with the network. Resend the message later.
Timeout - message not delivered	If this message appears, the message was not delivered. Resend the message later.
This meeting update conflicts with an update that was sent to the device	If you are a Lotus Notes user and this message appears, a meeting update that you sent from your handheld was rejected by the BlackBerry Enterprise Server. Try resending the update from your desktop email program.

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