

# Blackberry Basics

Blackberry Tools to Maximize Usage

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## Setting up Your Blackberry: Device Options

### Set Owner Information

Owner information appears on your BlackBerry® device screen when the device is locked.



1. **Device Options**, click **Owner**.
2. **Type** your contact information.
3. Press the **Menu** key.
4. Click **Save**.

### Date and Time

1. **Device Options**, click Date/Time
2. Set your time zone to **Eastern Standard (-5)**
3. In **Time Format**, select either **12 or 24** hour format
4. Press **Menu** Key
5. Select **Update Time**

### Auto On/Off

1. **Device Options**, click Auto On/Off
2. Press Enter on the Weekday field – to Enable it
3. Scroll down to Turn On At field
4. Click track ball
5. Set a time for the device to turn on
6. Scroll to Turn Off At field
7. Set a time for the device to turn off.
8. Press **Menu** Button
9. Click **Save**

### Set Font Type and Size

1. **Device Options**
2. **Screen/Keyboard**
3. Font Family (*BBAlpha Sans is good*)
4. Press Enter
5. Scroll to the Font you would like to use
6. Press Enter on the font selection
7. Scroll to Font Size
8. Press Enter, and scroll to font size
9. Press **Menu** key
10. Select **Save**

### AutoText: Create an AutoText entry

1. **Device Options**, click AutoText.
2. Press the **Menu** key.
3. Click **New**.
4. In the **Replace** field, **type the text to replace**.
5. In the **With** field, perform **one of the following** actions:
  - a. Type replacement text.
  - b. To insert a macro (for example, the current date or time), press the **Menu** key. Click Insert Macro.
6. In the **Using** field, perform **one of the following** actions:
  - c. To capitalize the entry exactly as you typed it, click Specified Case.
  - d. To capitalize the entry according to the context, click SmartCase.
7. Set the language.
8. Press the **Menu** key.
9. Click **Save**.

### Change an AutoText entry

1. **Device Options**, click **AutoText**.
2. **Click an AutoText entry**.
3. **Change** the AutoText entry.
4. Click the trackball.
5. Click **Save**.

**Bluetooth®** technology is designed to enable you to establish a wireless connection between your BlackBerry® device and a Bluetooth enabled device, such as a hands free car kit or wireless stereo headset. After you pair your BlackBerry device with a Bluetooth enabled device, you can connect to that Bluetooth enabled device when the device is within range of your BlackBerry device (a typical range is approximately 10 meters).

**Turn on Bluetooth technology**

1. **Device Options**, click **Bluetooth**.
2. Press the **Menu key**.
3. Click **Enable Bluetooth**.

To turn off Bluetooth® technology, press the key. Click Disable Bluetooth.

**Setting a Convenience Key (to Bluetooth)**

1. **Device Options**, click **Screen/Keyboard**.
2. Scroll to **Convenience Key** section
3. Place cursor in the **Right Side Con. Key Opens** field.
4. Press **Enter** (or click trackball)
5. Scroll through the list to **find the application** you want the button to start
6. Press **Enter** (or track ball)
7. Press the **Menu key**.
8. Click **Save**.

**Media Card**

If you have inserted a Media card into the Blackberry, you must turn on Media card Support

1. **Device Options**
2. Media card
3. Media Card Support – On
4. Auto Enable Mass Storage Mode When Connected – Yes
5. **Menu key**
6. Save

**Turn on/off Standby Mode**

If you are not on a call, you can turn on standby mode to avoid pressing keys accidentally when you are not using the Blackberry

Press and Hold the **Mute Key** (Top of BB)

**Profiles**



**Changing Profile Settings**

1. Open the Profiles Application
2. Select the profile to change
3. Follow the instructions from point 7 down

**Make a Profile Setting Active**

1. Open the Profiles Application
2. Scroll to the desired Profile
3. Press Track ball


**Creating Your Own Profile**

1. Open the **Profiles Application**
2. Scroll to **Advanced...** (at the bottom of list)
3. Press **Menu Button**
4. Click **New Profile**
5. **Type a Name** for the profile
6. **Scroll to BB Alerts - Calls**, press **Enter**
7. **Scroll to each option and set the action**
8. Press **Menu Button**
9. Select **Save**
10. Follow the same steps for each category shown in the list
11. When finished all changes, Press **Menu Button**, Select **Save**







## Shortcuts

### Switch Applications

1. In any application press the **Menu** Button 
2. Choose **Switch Application** from the **Menu**
3. **Highlight** the **Application** from the Application Bar
4. **Press** the **Trackball** or Enter Button

### SHORTCUT

1. Press and Hold the ALT key 
2. Press Escape Key 
3. Trackball to the application 
4. Release ALT key 

### Typing Shortcuts

Insert a **period**  
**Capitalize** a letter

Type **alternate characters**  
Type an **accented** or **special** character

Type a **number in a text field**

Turn on **number lock**  
Turn **off number lock**  
Turn on **CAPS lock**

Turn **off CAPS lock**  
Insert **@ sign** in Email address

**Insert period** in email address

**Insert a Symbol**

**Enter current date in a message**

**Enter current Time**

**Space** Key twice

Press and **Hold the letter** key until the capital letter appears

**Alt** key and **character** key

**Hold the letter** key

**Roll the trackball**

**Release the letter** key when the character you want appears

Hold the **Alt** key

Press the **number** key

Press the **Alt** and **Left Shift** Key

Press **Shift** key

Press **Alt** and **Right Shift** Key

Press **Shift** Key

Press **space bar once**

Press **spacebar a second time**



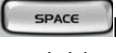



Press the **Symbol** key

**Type the letter** that appears below the letter






Press LD spacebar






LT spacebar

### Basic Shortcuts

1. To move the cursor roll the **trackball** 
2. To move back a screen, press **ESCAPE**  Key
3. To move to a list or **Menu** item, type the **first letter** of the item
4. To select or clear a checkbox, press the **SPACE**  key
5. To view all available values in a field, press **ALT**  key
6. To return to the home screen or application list press **END** 
7. To delete a highlighted item, press the **Backspace/DEL**  key

### Phone Shortcuts

1. To open the phone press the **Phone Button** or the **Space key**
2. To answer a call, press **SEND** 
3. To add an extension to a phone number, press the **X**  key, then type the extension number
4. To check your voice mail press and hold the number **1**  key
5. To type a letter in a phone number field press and Hold the **Alt**  key, press the letter key
6. To view your contact list in the phone, hold the **Send**  key
7. To show the last number you called, press the Space key + the Enter key. Press the Enter key again to dial the number
8. To insert a Wait when typing a phone number press B
9. To insert a pause while typing a phone number press N
10. To set up a speed dial contact, on the Home Screen or in the phone, hold the key/letter to which the number is to be assigned

<p><b>Make a Call</b></p> <ol style="list-style-type: none"> <li>1. On the Home Screen or in the phone:             <ol style="list-style-type: none"> <li>a. Type a phone number or</li> <li>b. Type part of a contact name</li> </ol> </li> <li>2. Press the  Key</li> <li>3. To end the call press the  key</li> </ol>	<p><b>Mute a Call</b></p> <ol style="list-style-type: none"> <li>1. During the call, press the <b>Mute</b> key</li> <li>2. To turn off Mute, press the <b>Mute</b> key again</li> </ol> <p><b>Turn on/off Speakerphone</b></p> <ol style="list-style-type: none"> <li>1. During a call, press the Speakerphone Key </li> </ol>
<p><b>Place a Call on Hold</b></p> <ol style="list-style-type: none"> <li>1. During a call, press <b>Menu</b> Key</li> <li>2. Click <b>Hold</b></li> </ol> <p><b>Resume the Call</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Menu</b> Key</li> <li>2. Click <b>Resume</b></li> </ol>	<p><b>Switch Applications During a Call</b></p> <ol style="list-style-type: none"> <li>1. Press the <b>Menu</b> Key</li> <li>2. Click Home Screen</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. Press and hold the <b>Alt</b> Button </li> <li>2. Tap the Escape Button </li> <li>3. Roll the trackball to the application</li> <li>4. Release the Alt Button</li> </ol>
<p><b>Make a Conference Call</b></p> <ol style="list-style-type: none"> <li>1. <b>During a call, press the Send</b> key</li> <li>2. <b>Type a phone number</b>, or highlight a contact</li> <li>3. Press the <b>Send</b> Key</li> <li>4. <b>During the second call, press the Menu</b> Key</li> <li>5. <b>Click Join</b></li> </ol>	<p><b>Speak Privately with a Contact during a Conference Call</b></p> <ol style="list-style-type: none"> <li>1. During a conference call, press the <b>Menu</b> key</li> <li>2. Click Split call</li> <li>3. Click a contact</li> </ol>
<p><b>Disconnect a Contact from a Conference Call</b></p> <ol style="list-style-type: none"> <li>1. During a conference call, press the <b>Menu</b> Key</li> <li>2. Click <b>Drop Call</b></li> <li>3. <b>Click a Contact</b></li> </ol>	<p><b>Leave a Conference Call</b></p> <p>Verify that your provider supports this feature</p> <ol style="list-style-type: none"> <li>1. During a conference call, press the <b>Menu</b> Key</li> <li>2. Click <b>Transfer</b></li> </ol>
<p><b>Improve Sound Quality During a Call</b></p> <p>Adjust the audio to suit their listening preferences:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Menu</b> Key</li> <li>2. Click <b>Enhance Call Audio</b></li> <li>3. Select a <b>bass</b> or <b>treble</b> option</li> </ol> <p>To <b>review</b> the different Selectable <b>Phone Equalizers</b> <b>during</b> a phone <b>call</b>, press the <b>L</b> key. The enhancement specific icons are displayed on the active call screen</p>	<p><b>Set Corporate Extension Dialing</b></p> <ol style="list-style-type: none"> <li>1. In the phone options, click Smart Dialing.</li> <li>2. In the Number field, type the main phone number for a corporation.</li> <li>3. Set how long the BlackBerry® device waits before dialing an extension.</li> <li>4. In the Extension Length field, set the default length for extensions.</li> <li>5. Click the track wheel.</li> <li>6. Click Save.</li> </ol> <p>If you call a corporation frequently, you can set smart-dialing options so that you do not have to type the main number for the corporation. To call a contact in the corporation, you only need to press the Alt key + the 8 key and type the extension number</p>

## Phone Options: General Options

Feature	Choices	Explanation
Auto Answer Calls	Never Out of Holster	When you take the phone out of the holster incoming calls will be automatically answered
Auto End Calls	Never Into Holster	When the phone is placed back in the holster it automatically hangs up
Confirm Delete	Yes No	Yes, gives you a second chance when a message is deleted – you can change your mind. No, sends the deleted item to the trash and it cannot be recalled.
Restrict My Network Identity	Always Never Network Determined	<ul style="list-style-type: none"> <li>• To request that your phone number is hidden, set the Restrict My Identity field to Always.</li> <li>• To request that your phone number is displayed, set the Restrict My Identity field to Never.</li> <li>• To request that the network decide whether to hide or display your phone number, set the Restrict My Identity field to Network Determined.</li> </ul>
Phone List View	Most Recent Most used Name Call Log	<ul style="list-style-type: none"> <li>• To sort phone numbers or contacts by frequency of use, set the Phone List View field to Most Used.</li> <li>• To sort contacts alphabetically by contact name, set the Phone List View field to Name.</li> <li>• To sort phone numbers or contacts by recent use, set the Phone List View field to Most Recent.</li> </ul>
Dial from Home Screen	Yes No	If set to Yes, you can make calls from the Home screen, but you cannot use Home screen shortcuts.
Show My Number	Yes No	To hide your phone number
Default Call Volume	Previous 25% 50% 75% 100%	You can specify a default volume level that is used for all calls, even if you adjusted the volume during a previous call.
Enhance Call Audio	Previous Normal Boost Bass Boost Treble	To improve sound quality for all calls

## Phone Options

### Voice Mail

#### Access Number and Password:

1. In the **Access Number field**, type the **phone number dialed** to connect to the voice mail mailbox.
2. In the **Additional Number or Password field**, enter the password to access the voice mail mailbox.

**Note:** If entering multiple sets of digits for the password, use a comma to separate the sets. A two second pause will be used before dialing the additional digits.

### Call Logging

Allows you to see specific types of calls in your message list:

1. From the Home screen, click the **Call Log** icon or press the Send key.
2. Press the **Menu** key and select **Options**.
3. Click **Call Logging**.
4. Change the Show These Call Log Types in Message List option to the desired selection.
5. Press the **Menu** key and click Save.

<p><b>Call Barring</b> Enables you to restrict or bar certain or all types of calls to and from your mobile phone, i.e. outgoing calls, outgoing international calls, incoming calls. Barring is activated with a personal code.</p> <ul style="list-style-type: none"> <li>Your wireless plan must include this option – you will see it in your <b>Menu</b>, but it will not work</li> <li>Your SIM card has to be set up for the service to work</li> <li>You must be given a password from your provider</li> </ul>	<p><b>Call Forwarding</b> For more information, or to determine if your wireless service plan includes call forwarding, contact your wireless service provider.</p> <ol style="list-style-type: none"> <li>Press the Send key to open the Phone application.</li> <li>Open the <b>Menu</b> and select Options.</li> <li>Click Call Forwarding.</li> <li>Type the phone number to which calls should be forwarded.</li> </ol>
<p><b>Call Waiting</b></p> <ol style="list-style-type: none"> <li>From the Home screen, open the Phone application, and display the <b>Menu</b>.</li> <li>Click Options &gt; Call Waiting.</li> <li>Set the Enable Call Waiting option to Yes</li> </ol>	<p><b>Smart Dialing</b> The Smart Dialing feature on the BlackBerry smartphone allows you to set a default country code and area code to be used for outgoing phone calls.</p> <p><b>Set the default country code and area code:</b></p> <ol style="list-style-type: none"> <li>From the phone application, press the <b>Menu</b> button.</li> <li>Click Options.</li> <li>Click Smart Dialing.</li> <li>Set the Country Code and Area Code fields.</li> <li>In the National Number Length field, set the default length for phone numbers in your country.</li> <li>Press the <b>Menu</b> key.</li> <li>Click Save.</li> </ol>
<p><b>TTY</b> To use the TeleType (TTY) device with the BlackBerry device, insert the TTY connector into the headset jack located on the side or top of the BlackBerry device.</p> <p><b>To activate TTY:</b></p> <ol style="list-style-type: none"> <li>On the <b>Home screen</b>, open the <b>Phone application</b>.</li> <li>Click the track wheel and select <b>Options</b>.</li> <li>Click TTY Option.</li> <li>Press the <b>Space</b> key and change the TTY Mode option to <b>Yes</b>.</li> <li>Click the <b>Menu Key</b> and click <b>Save</b>.</li> </ol> <p><b>Note:</b> Once TTY mode is initiated, it remains active until the user changes the TTY Mode option to No.</p>	<p><b>Hearing Aid Mode</b> In Telecoil mode, the magnetic signal of the BlackBerry® device is modified to an appropriate level and frequency response to be picked up by hearing aids that are equipped with telecoils.</p> <p>Verify that your BlackBerry® device supports telecoil mode. For more information, contact your wireless service provider.</p> <ol style="list-style-type: none"> <li>In the phone, <b>click the track wheel</b> (or Menu Key)       <ol style="list-style-type: none"> <li>Click <b>Options</b>.</li> <li>Click <b>Hearing Aid Mode</b>.</li> <li>Set the Mode Enabled Field to <b>Telecoil</b>.</li> <li>Click the <b>track wheel</b>.</li> <li>Click <b>Save</b>.</li> <li>The H-T telecoil indicator appears in the device status section of the screen.</li> </ol> </li> </ol>
<p><b>FDN Phone List</b> Fixed Dialing Number (FDN) The user may only place calls to specific numbers that are in your contact list. Useful if you're giving a phone to kids and want to restrict their dialing to a white-list of your choice. The FDN feature does not affect which calls can be received on the handheld. You can make emergency calls to 911 even if the number is not in your contact list</p>	<p><b>Dial an Extension</b></p> <ol style="list-style-type: none"> <li>While dialing a phone number: Press the <b>X</b> key</li> <li><b>Type</b> the extension <b>number</b></li> </ol>

<p><b>Make a Call Using a Voice Command</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Voice Dialing Application</b>, <b>wait for the sound</b></li> <li>2. Say <b>“Call”</b> and a <b>contact name</b> or phone number</li> <li>3. <b>Answer</b> (with your voice) the options presented to you.</li> </ol>	<p><b>Dial an Extension Using a Voice Command</b></p> <p>Verify that you have Smart Dialing Options turned On and a company phone number entered. You can dial extensions only within the company assigned to the phone number entered</p> <ol style="list-style-type: none"> <li>1. Say <b>“Call Extension”</b> and the <b>extension number</b></li> </ol>
<p><b>Add a pause or a wait to a phone number</b></p> <ol style="list-style-type: none"> <li>1. <b>After typing</b> the main part of a <b>phone number</b> in a phone number field, <b>click the trackball</b>.</li> <li>2. Click <b>Add Pause or Add Wait</b>.</li> <li>3. <b>Type</b> the additional <b>numbers</b>.</li> <li>4. Click the <b>trackball</b>.</li> <li>5. Click <b>Save</b>.</li> </ol> <p><b>Pause:</b> Stops the dialing sequence, waits 2 seconds then continues dialing with no action from the user <b>Wait:</b> stops the dialing sequence and continues only when the user presses a button to continue dialing</p>	<p><b>Assign a Ring Tone to a Contact</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, <b>highlight a contact</b>.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click <b>Edit</b>.</li> <li>4. <b>Click the trackball</b>.</li> <li>5. Click <b>Add Custom Phone Tune</b>.</li> <li>6. Set a <b>ring tone</b>.</li> <li>7. Press the <b>Menu</b> key.</li> <li>8. Click <b>Save</b>.</li> </ol>

## Contacts

<p><b>Add a Contact</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, press the <b>Menu</b> key.</li> <li>2. Click <b>New Address</b>.</li> <li>3. <b>Type</b> the contact <b>information</b>.</li> <li>4. Click the <b>trackball</b>.</li> <li>5. Click <b>Save</b>.</li> </ol>	<p><b>Add a Contact from a Message, Call log, or Web Page</b></p> <ol style="list-style-type: none"> <li>1. In a message or call log or on a web page, <b>highlight a contact</b>.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click <b>Add to Address Book</b>.</li> <li>4. <b>Type</b> the contact <b>information</b>.</li> <li>5. Press the <b>Menu</b> key.</li> <li>6. Click <b>Save</b>.</li> </ol>
<p><b>Change a Contact</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, <b>highlight a contact</b>.</li> <li>2. Press the <b>Menu</b> key.</li> <li>1. Click <b>Edit</b>.</li> <li>2. <b>Change</b> the contact <b>information</b>.</li> <li>3. Click the <b>trackball</b>.</li> <li>4. Click <b>Save</b>.</li> </ol>	<p><b>Delete a Contact</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, <b>highlight a contact</b>.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click <b>Delete</b>.</li> </ol>
<p><b>Create a Mailing List (Group)</b></p> <ol style="list-style-type: none"> <li>1. <b>Address Book</b>, press the <b>Menu</b> key.</li> <li>2. Click <b>New Group</b>.</li> <li>3. <b>Type</b> a <b>name</b> for the mailing list.</li> <li>4. Click the <b>trackball</b>.</li> <li>5. Click <b>Add Member</b>.</li> <li>6. Click a <b>contact</b>.</li> <li>7. To add another contact, repeat steps 4 through 6.</li> <li>8. Click the <b>trackball</b>.</li> <li>9. Click <b>Save Group</b>.</li> </ol>	<p><b>Change a Mailing List (Group)</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, <b>highlight a mailing list</b>.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click <b>Edit Group</b>.</li> <li>4. Click a <b>contact</b>.</li> <li>5. Click one of the following <b>Menu</b> items: <ol style="list-style-type: none"> <li>a. Add Member</li> <li>b. Change Member</li> <li>c. Delete Member</li> </ol> </li> <li>6. Click the <b>trackball</b>.</li> <li>7. Click <b>Save Group</b>.</li> </ol> <p><b>Note:</b> When you delete a contact from a mailing list, the contact remains in your <b>Address Book</b>.</p>

<p><b>View a Member of a Mailing List (Group)</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, click a mailing list.</li> <li>2. To view the details for a contact in the mailing list, click a contact. Click View Member.</li> </ol>	<p><b>Delete a Mailing List</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, <b>highlight</b> a mailing <b>list/group</b>.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click <b>Delete Group</b>.</li> </ol>
<p><b>Add a Caller ID picture for a Contact</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, highlight a contact.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click <b>Add Picture</b>.</li> <li>4. Highlight a picture.</li> <li>5. Press the <b>Menu</b> key.</li> <li>6. Click <b>Select</b>.</li> <li>7. <b>Center</b> the <b>picture</b> in the box(roll trackball)</li> <li>8. Click the <b>trackball</b>.</li> <li>9. Click <b>Crop and Save</b>.</li> <li>10. Click <b>OK</b></li> </ol>	<p><b>Change the Caller ID picture for a Contact</b></p> <ol style="list-style-type: none"> <li>1. Address Book</li> <li>2. Highlight Contact</li> <li>3. Menu Button</li> <li>4. Edit a contact,</li> <li>5. Highlight the caller ID picture.</li> <li>6. Press the <b>Menu</b> key.</li> <li>7. Click <b>Replace Picture</b>.</li> <li>8. Highlight a picture.</li> <li>9. Press the <b>Menu</b> key.</li> <li>10. Click <b>Select</b>.</li> <li>11. <b>Center</b> the picture in the box.</li> <li>12. Click the <b>trackball</b>.</li> <li>13. Click <b>Crop and Save</b>.</li> </ol>
<p><b>Delete the Caller ID picture for a Contact</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, highlight a contact.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click <b>Edit</b>.</li> <li>4. Click the <b>caller ID picture</b>.</li> <li>5. Click <b>Delete Picture</b>.</li> <li>6. Click the <b>trackball</b></li> <li>7. Click <b>Save</b>.</li> </ol>	<p><b>Sort Contacts or Tasks</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b> or the task list, press the <b>Menu</b> key.</li> <li>2. Click <b>Options</b>.</li> <li>3. If necessary, click <b>General Options</b>.</li> <li>4. Change the <b>Sort By field</b>. (space bar)</li> <li>5. Press the <b>Menu</b> key.</li> <li>6. Click <b>Save</b>.</li> </ol>
<p><b>Prevent Duplicate Names in Your Address Book</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Address Book</b>, press the <b>Menu</b> key.</li> <li>2. Click <b>Options</b>.</li> <li>3. Click <b>General Options</b>.</li> <li>4. Set the <b>Allow Duplicate Names</b> field to <b>No</b>.</li> <li>5. Press the <b>Menu</b> key.</li> <li>6. Click <b>Save</b>.</li> </ol>	

## Email Message Shortcuts

### In a Message

<b>Reply</b> to a message	<b>R</b>
<b>Reply to all</b>	<b>L</b>
Forward a message	<b>F</b>
<b>File</b> a highlighted message	<b>I</b>
<b>View the email address</b> of a contact listed at the top of the message	<b>Highlight the name in the address line</b> <b>Press Q</b>

### Move Around in a Message

To move:	Press:
<b>Up</b> a screen	And hold the <b>SHIFT</b> key, tap the <b>Space</b> key
<b>Down</b> a screen	Space key
To the <b>top</b> of the message list	<b>T</b>
To the <b>bottom</b> of the message list	<b>B</b>
To the <b>next date</b>	<b>N</b>
To the <b>previous date</b>	<b>P</b>
To the <b>next unopened</b> item	

### In the Message List

Open a highlighted message	Enter
Compose a message	C (Compose)
Mark a message as opened or unopened	Alt U
View sent messages	Alt O (Outbox)
View received messages	Alt I (Inbox)
View voice mail messages	Alt V
View SMS messages	Alt S
View call logs	Alt P
View all your messages	Escape key

### InBox Shortcuts

<b>Search</b> for a Sender	<ol style="list-style-type: none"><li>1. In email Inbox, Press S</li><li>2. Type search criteria</li><li>3. Menu Button</li><li>4. Search</li></ol>
<b>Complete list</b> of Messages	Alt O
Access <b>Phone Log</b>	Alt P

<p><b>Compose a Message</b></p> <ol style="list-style-type: none"> <li>1. In a message list press the <b>Menu</b> key</li> <li>2. Click <b>Compose Email</b></li> <li>3. In the To field perform one of the following:             <ol style="list-style-type: none"> <li>a. Type an <b>email address</b></li> <li>b. Type a <b>contact name</b></li> <li>c. Type <b>part of a contact name</b>. Click Contact</li> </ol> </li> <li>4. <b>Type a message</b></li> <li>5. Press the <b>Menu</b> key</li> <li>6. Click <b>Send</b></li> </ol>	<p><b>Check Spelling</b></p> <p>You can check spelling in messages, calendar entries, tasks, or memos</p> <ol style="list-style-type: none"> <li>1. In one of the above, press the <b>Menu</b> Key</li> <li>2. Click <b>Check Spelling</b></li> <li>3. Perform any of the following actions:             <ol style="list-style-type: none"> <li>a. Accept the suggested spelling, click the highlighted word</li> <li>b. Ignore suggested, press Escape</li> <li>c. Ignore all spelling, press <b>Menu</b> key, Click Ignore All</li> <li>d. Add word to the custom dictionary, press <b>Menu</b> key, click Add to Dictionary</li> <li>e. Stop spell check, press <b>Menu</b> key, Click Cancel Spell Check</li> </ol> </li> </ol> <p><b>Check spelling automatically before sending email messages</b></p> <ol style="list-style-type: none"> <li>1. <b>Device Options</b>, click <b>Spell Check</b>.</li> <li>2. Select <b>Spell Check Email Before Sending</b>.</li> <li>3. Press the <b>Menu</b> key.</li> <li>4. Click <b>Save</b>.</li> </ol>
<p><b>Save a Draft of a message</b></p> <ol style="list-style-type: none"> <li>1. When composing a message, press the <b>Menu</b> key</li> <li>2. Click <b>Save Draft</b></li> </ol>	<p><b>Set the Importance Level for a Message</b></p> <p>You can set the importance level for an email, PIN Message or MMS message</p> <ol style="list-style-type: none"> <li>1. When composing a message, press the <b>Menu</b> Key</li> <li>2. Click <b>Options</b></li> <li>3. Set the Importance Field (Space Bar)</li> <li>4. Press the <b>Menu</b> Key</li> <li>5. Click <b>Save</b></li> </ol>
<p><b>Blind Carbon Copy a Contact</b></p> <p>You can blind carbon copy a contact in an email message, PIN, or an MMS message</p> <ol style="list-style-type: none"> <li>1. When composing a message, press the <b>Menu</b> key</li> <li>2. Click <b>Add Bcc</b></li> </ol>	<p><b>Attach a Contact to a Message</b></p> <p>You can attach a contact to an email message, a PIN message, or an MMS message.</p> <ol style="list-style-type: none"> <li>1. When composing a message, press the <b>Menu</b> key.</li> <li>2. Click <b>Attach Address</b> or <b>Attach Contact</b>.</li> <li>3. Click a <b>contact</b>.</li> </ol>
<p><b>Delete a Message</b></p> <ol style="list-style-type: none"> <li>1. In a message or with a message highlighted,</li> <li>2. Press <b>Delete</b></li> </ol>	<p><b>Delete Messages Prior to a Certain Date</b></p> <ol style="list-style-type: none"> <li>1. Highlight a Date field (in your list of emails)</li> <li>2. Press <b>Menu</b> Key</li> <li>3. Click <b>Delete Prior</b></li> <li>4. Click <b>Delete</b></li> </ol> <p><b>Note:</b> Email messages deleted using the Delete Prior command are not deleted from the email application on your computer.</p>



<p><b>Reply to a Message</b></p> <ol style="list-style-type: none"> <li>1. In a message, <b>click</b> the <b>trackball</b>.</li> <li>2. Click <b>Reply</b> or <b>Reply to All</b>.</li> </ol>	<p><b>Delete the Original Text from a Reply Message</b></p> <ol style="list-style-type: none"> <li>1. When replying to a message, press the <b>Menu</b> key.</li> <li>2. Click <b>Delete Original Text</b></li> </ol>
<p><b>Resend a Message</b></p> <ol style="list-style-type: none"> <li>1. In a sent message, press the <b>Menu</b> key.</li> <li>2. Perform one of the following actions:</li> <li>3. To change the message, click Edit. Change the message. Click the trackball. Click Send.</li> <li>4. To change the recipients, click Edit. Highlight a contact. Press the <b>Menu</b> key. Click Change Address. Click a new contact. Click the trackball. Click Send.</li> <li>6. • To resend the message without changing it, click Resend.</li> </ol>	<p><b>Forward a Message</b></p> <p>You cannot forward MMS messages that contain content that is copyright protected.</p> <ol style="list-style-type: none"> <li>1. In a message, press the <b>Menu</b> key.</li> <li>2. Perform one of the following actions: <ul style="list-style-type: none"> <li>• Click Forward.</li> <li>• Click Forward As. Click a message type</li> </ul> </li> </ol>
<p><b>Hide Sent Messages</b></p> <ol style="list-style-type: none"> <li>1. In a message list, press the <b>Menu</b> key.</li> <li>2. Click <b>Options</b>.</li> <li>3. Click <b>General Options</b>.</li> <li>4. Change the <b>Hide Sent Messages</b> field to <b>Yes</b>.</li> <li>5. Press the <b>Menu</b> key.</li> <li>6. Click <b>Save</b>.</li> </ol>	<p><b>Stop a Message from Sending (You MUST Be VERY FAST!)</b></p> <p>Verify that you are not in a wireless coverage area and your BlackBerry® device is not connected to the wireless network. <b>A clock icon should appear beside the message.</b></p> <ol style="list-style-type: none"> <li>1. In a message list, highlight the message.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click Delete.</li> </ol> <p><b>If there is no clock – your message has already been sent!</b></p>
<p><b>Save an Email Message</b></p> <ol style="list-style-type: none"> <li>1. In a message list, <b>highlight</b> an email message.</li> <li>2. Press the <b>Menu</b> key.</li> <li>3. Click <b>Save</b>.</li> </ol>	<p><b>Set How Long Your Device Stores Messages</b></p> <ol style="list-style-type: none"> <li>1. In a message list, press the <b>Menu</b> key.</li> <li>2. Click <b>Options</b>.</li> <li>3. Click <b>General Options</b>.</li> <li>4. Set the <b>Keep Messages Field</b>.</li> <li>5. Press the <b>Menu</b> key.</li> <li>6. Click <b>Save</b>.</li> </ol> <p><b>To restore messages</b> set the Keep Messages field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.</p>
<p><b>View Saved Messages</b></p> <ol style="list-style-type: none"> <li>1. In a message list, press the <b>Menu</b> key.</li> <li>2. Click View Saved Messages</li> </ol>	<p><b>Change the Email address that you use to Send Messages or Meeting invitations</b></p> <p>Verify that your BlackBerry® device is associated with more than one email address.</p> <ol style="list-style-type: none"> <li>1. In the <b>Device Options</b>, click Advanced Options.</li> <li>2. Click <b>Default Services</b>.</li> <li>3. Change the Messaging (CMIME) field.</li> <li>4. Press the <b>Menu</b> key.</li> <li>5. 5. Click Save.</li> </ol>
<p><b>View Messages in a Specific folder</b></p> <p>You can view email messages and MMS messages in a specific folder.</p> <ol style="list-style-type: none"> <li>1. In a message list, press the <b>Menu</b> key.</li> <li>2. Click View Folder.</li> <li>3. Click a folder.</li> </ol>	

## Calendar

### Switch Calendar Views

1. In a Calendar, press the **Menu** key.
2. Click a **View**.

### Schedule an Appointment

1. In a calendar, press the **Menu** key.
2. Click **New**.
3. **Type** the appointment **information**.
4. If the appointment recurs, change the Recurrence field.
5. Click the **trackball**
6. Click **Save**

### Move Around in a Calendar

1. In a calendar, press the Menu key.
2. Perform one of the following actions:
  - a. To move to a specific date, click Go To Date.
  - b. To move to the current date, click Today.
  - c. To move forward or back by a time period, click Prev or Next.

**Space Bar – will advance the view**

### Schedule a Meeting

Verify that your BlackBerry® device is associated with an email account that uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a Calendar, press the **Menu** key.
2. Click **New**.
3. **Type** the meeting **information**.
4. If the meeting recurs, change the Recurrence field.
5. Click the **trackball**.
6. Click **Invite Attendee**.
7. Click a **contact**.
8. To add another contact to your meeting, repeat steps 5 to 7.
9. Click the **trackball**.
10. Click **Save**.

**Note:** If your device is associated with more than one email address, in the Send Meeting Request Using field, you can change the email address that you want to use to send the meeting invitation.

### Schedule an Appointment Quickly in Day View

In the general calendar options, verify that the Enable Quick Entry field is set to Yes.

1. In Day View, beside the start time, **type** the **subject** of the appointment.
2. **Type** a **location** in **parentheses**.
3. To change the end time, **roll the trackball**.
4. Click the trackball.

**Note:** If you have multiple calendars on your BlackBerry® device, the appointment appears in your default calendar.

### Delete an Appointment or a Meeting

1. In a calendar, **highlight an appointment** or a meeting.
2. Press the **Menu** key.
3. 3. Click **Delete**.

### Change the List of Participants for a Meeting

Verify that you are the meeting organizer.

1. In a meeting, in the **Accepted or Declined** field, **click a contact**.
2. Click one of the following Menu items:
  - Invite Attendee
  - Change Attendee
  - Remove Attendee
3. Press the **Menu** key.
4. 4. Click **Save**.

### Respond to a Meeting Invitation

1. In a meeting invitation, press the **Menu** key.
2. Click one of the following Menu items:
  - Accept or Accept with Comments
  - Tentative or Tentative with Comments
  - Decline or Decline with Comments

## Calendar Options

### Change the Default Calendar View

1. In a calendar, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the Initial **View** field.
5. Press the **Menu** key.
6. Click **Save**.

### Change the Default Reminder Time for Calendar Entries

1. In a calendar, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Default Reminder** field.
5. Press the **Menu** key.
6. Click **Save**.

### Change the Start and End Time for Days

1. In a calendar, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Start of Day and End of Day** fields.
5. Press the **Menu** key.
6. Click **Save**.

### Change the Snooze Time for Reminders

1. In a calendar or task list, press the **Menu** key.
2. Click **Options**.
3. If necessary, click **General Options**.
4. Change the **Snooze** field.
5. Press the **Menu** key.
6. Click **Save**.

### Change the First Day of the Week

1. In a calendar, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **First Day of Week** field.
5. Press the **Menu** key.
6. Click **Save**.

### View Tasks in a Calendar

1. In a calendar, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Show Tasks** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

### Hide Free Time in Agenda View

1. In a calendar, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Show Free Time in Agenda View** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

### View More of the Subject Line for Appointments in Agenda View

1. In a calendar, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Show End Time in Agenda View** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

### Change How Long your Device Stores Calendar Entries

1. In a calendar, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Keep Appointments** field.
5. Press the **Menu** key.
6. Click **Save**.

### Turn Off the Prompt that Appears Before you Delete Items

1. In an application, press the **Menu** key.
2. Click **Options**.
3. If necessary, click **General Options**.
4. Change the **Confirm Delete** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

## Calendar Shortcuts

Schedule an Appointment	C
Agenda View	A
Day View	D
Week View	W
Month View	M
Move to the next day, week, or month	Shift & Space Key
Current Date	T (Today)
Specific Date	G

**NOTE: Some Shortcuts won't work if you have Quick Entry turned on.**

## Alarm

### Turn On the Alarm

1. In the alarm, change the **Daily Alarm Field** to On or Weekdays Only.
2. Change the **alarm options**.



In the device status section of the screen, a bell indicator appears.

### Silence the Alarm

- If snooze is not turned on, press any key.
- If snooze is turned on, click Snooze.

## Calculator

### Use the Calculator

- To press a key in the calculator, press the corresponding key on the BlackBerry® device keyboard.

### Convert a Measurement

1. In the calculator, **type a number**.
2. Press the **Menu** key.
3. Perform one of the following actions:
  - To convert the number from imperial to metric, click To Metric.
  - To convert the number from metric to imperial, click From Metric.
4. Click a **conversion type**.

## Bluetooth

### Turn on Bluetooth Technology

1. Click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Enable Bluetooth**.



To turn off Bluetooth® technology, press the **Menu** key. Click Disable Bluetooth.

### Pair with a Bluetooth Enabled Device

Some Bluetooth® enabled devices have a passkey that you must type before you can pair with them.

1. In the **Bluetooth setup application**,
  - a. click **Search** for devices from here
  - b. or **Allow** another device to find me.
2. Click **OK**.
3. If necessary, click a Bluetooth enabled device.
4. If necessary, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
5. If necessary, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

### Connect to a Bluetooth Enabled Device

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

7. **Bluetooth**.
8. Click a **Bluetooth enabled device**.
9. Click **Connect**.

### Switch to a Paired Bluetooth Enabled Device During a Call

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. During a call, press the **Menu** key.
2. Click Activate <Bluetooth device>.

### Share Contacts with a Paired Bluetooth Enabled Car Kit

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled car kit.

1. **Bluetooth**.
2. Click a **Bluetooth enabled car kit**.
3. Click **Connect**.
4. Press the **Menu** key.
5. Click Transfer **Address Book**.

### Rename a Paired Bluetooth Enabled Device

1. **Bluetooth**.
2. Click a **paired Bluetooth® enabled device**.
3. Click **Device Properties**.
4. In the **Device Name field**, change the name for the Bluetooth enabled device.
5. Press the **Menu** key.
6. Click **Save**.

### Delete a Paired Bluetooth Enabled Device

Verify that your BlackBerry® device is not connected to the Bluetooth® device.

1. **Bluetooth**.
2. Click a **Bluetooth enabled device**.
3. Click **Delete Device**.

### Make your BlackBerry Device Discoverable

1. **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Discoverable field** to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

### Change the Pairing Name for your BlackBerry Device

1. **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. In the **Device Name field**, **type a name** for your BlackBerry® device.
5. Press the **Menu** key.
6. Click **Save**.

### Turn off Bluetooth connection notification

1. **Bluetooth**
2. Press the **Menu** key.
3. Click **Options**.
4. Change the LED Connection Indicator field to Off.
5. Press the **Menu** key.
6. Click **Save**.

To turn on Bluetooth® connection notification again, change the LED Connection Indicator field to On.

## Notifications

The LED light on the top of your BlackBerry® device flashes different colors to indicate different statuses.

**Green:** You are in a wireless coverage area.

**Blue:** Your device is connected to a Bluetooth® enabled device.

**Red:** A new message has arrived and your selected notification profile is set to notify you using the LED. If you are using your device with a smart card, your device is accessing data on the smart card.

**Amber:** The battery power level for your device is low.

**Set Custom Notification for Calls or Messages from a Specific Contact**

1. In the **Profile List**, click **Advanced**.
2. Press the **Menu** key.
3. Click **New Exception**.
4. In the Exception field, **type a name** for the profile exception.
5. In the **From field**, press the **Menu** key.
6. Click **Add Name**.
7. Click a **contact**.
8. To add another contact, repeat steps 5 through 7.
9. Set the Use Profile field to the notification profile on which the exception should be based.
10. To set a ring tone, select the Custom Phone Tune check box. **Set a ring tone**.
11. Press the **Menu** key.
12. Click **Save**.

**Change a Notification Profile Exception**

1. In the profile list, click **Advanced**.
2. **Highlight** a notification **profile exception**.
3. Press the **Menu** key.
4. Click **Edit**.
5. **Change** the notification profile exception information.
6. Press the **Menu** key.
7. Click **Save**.

**Change the list of Contacts for a Notification Profile Exception**

1. **Profile List**, click **Advanced**.
2. **Highlight** a notification profile **exception**.
3. Press the **Menu** key.
4. Click **Edit**.
5. In the **From field**, press the **Menu** key.
6. Click one of the following **Menu** items:
  - Add Name
  - Change Name
  - Delete Name

**Assign a Ring Tone to a Contact**

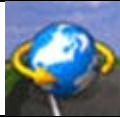
1. In the **Address Book**, highlight a **contact**.
2. Press the **Menu** key.
3. Click **Edit**.
4. Click the **trackball**.
5. Click **Add Custom Phone Tune**.
6. Set a **ring tone**.
7. Press the **Menu** key.
8. Click **Save**.

**Delete a notification Profile Exception**

1. **Profile List**, click **Advanced**.
2. **Highlight** a notification profile **exception**.
3. Press the **Menu** key.
4. Click **Delete**.

## Filogix DMS

1. Start Your Web Browser

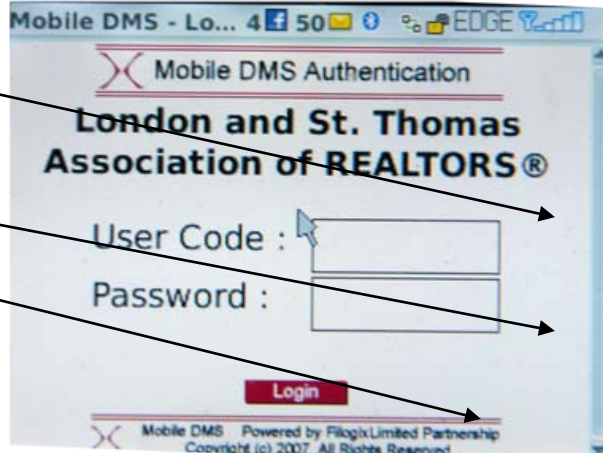


1. Go to:  
<http://mdms.filogix.com/mdms/login.html?sBoardID=LDON>

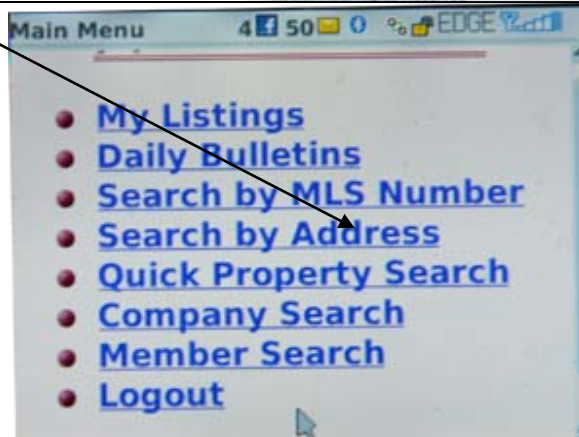
a. When you get to this page for the first time add it to your bookmarks:

1. Press the **Menu** Button
2. Click **Add Bookmark**
3. **Scroll** Down to Add
4. Click the **Add Button**

1. Click in the **User Code Field**
2. **Type** your **login name**
3. **Click Trackball** (to get the arrow back on the screen)
4. **Click in the Password Field**
5. **Type** your **password**
6. **Click Trackball**
7. **Click Login** (Red Button)

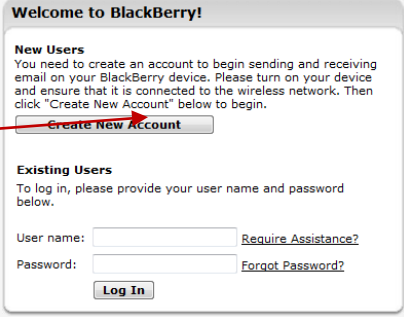
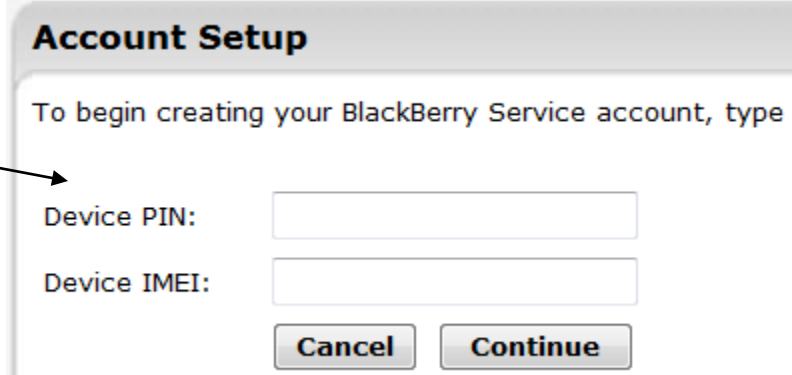
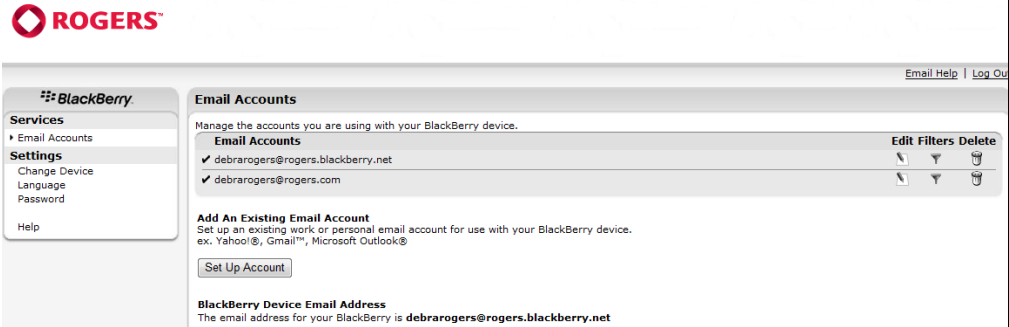
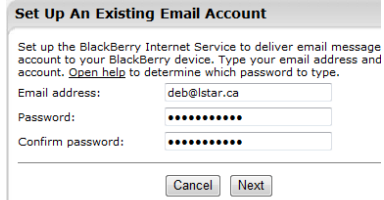

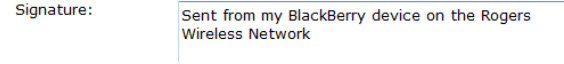




8. Click the **Search by Address Link**

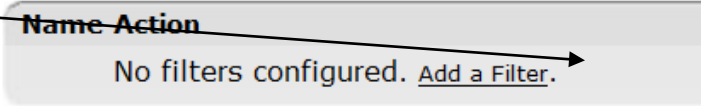
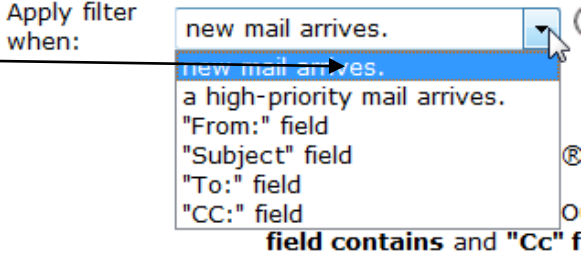
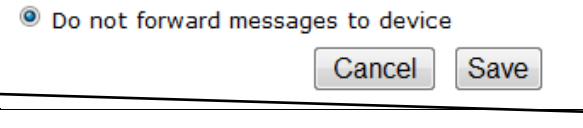


9. **Fill in the blanks** as you go...



<b>Setting Up Your Email</b>	
<p>1. Go to:  <a href="http://na.blackberry.com/eng/support/blackberry10/1/setup.jsp#tab_email">http://na.blackberry.com/eng/support/blackberry10/1/setup.jsp#tab_email</a></p> <p>2. Click your provider in the list</p> <p>3. This screen will appear:</p> <ol style="list-style-type: none"> <li>1. <b>Create a New user Account</b> – if your Blackberry is brand new and not receiving email you must to set up the email to be sent to your Blackberry, choose Create a New user Account</li> <li>2. <b>Login</b> - If you already are receiving email then you already have an account – Click Login</li> </ol>	
<p><b>Find Your PIN and IMEI</b></p> <ol style="list-style-type: none"> <li>1. Be at the Home screen on your BB</li> <li>2. Press Alt, Shift H</li> <li>3. Enter your PIN and Device IMEI</li> </ol>	
<p>1. Click Set Up Account</p>	
<p>2. Enter your email address and password</p> <p>3. Click Next</p> <p>A window will pop-up showing that you have added an account.</p>	
<p>4. Change your signature</p> <p>5. Click the Edit Button to the right of the screen</p>	
<p>6. Type the signature you would like sent at the end of every email</p>	
<p>7. Click Save</p>	
<p><b>Filter (Stop) Messages from being Sent to Your Blackberry</b></p>	



<ol style="list-style-type: none"> <li>1. Click the Filter Button</li> <li>2. Click Add a Filter</li> <li>3. Type a name for the Filter</li> </ol>	
<ol style="list-style-type: none"> <li>4. From the drop-menu select when you would like to apply the filter.</li> </ol>	
<ol style="list-style-type: none"> <li>5. Click the button beside Do not forward messages to device</li> <li>6. Click Save</li> </ol>	

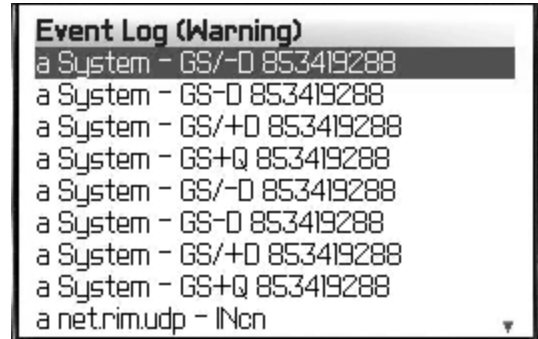
## Import Your Address Book

To import your Microsoft® Outlook® Address Book to your BlackBerry® Internet Service Address Book, complete the following:

- First, export the Microsoft Outlook **Address Book** to a CSV file:
  1. In Microsoft Outlook, from the File **Menu**, select **Import and Export**  
The Import and Export Wizard is displayed
  2. Select **Export to a file**, then click **Next**
  3. Select **Comma Separated Values (Windows®)**, then click **Next**  
If a message window appears asking you to install the Import/Export engine, you might need the Microsoft® Office CD to complete this task
  4. In the Export to a File window, select the Contacts folder that contains your **Address Book**
  5. Click **Next**, then click **Browse**
  6. In the Browse window, choose a location where you want to save the CSV file
  7. In the File name field, type a file name with a .csv extension, then click **OK**
  8. Click **Next > Finished**  
The CSV file is created
- Once you've completed the preceding steps, import the CSV file into BlackBerry Internet Service:
  1. Connect to the BlackBerry Internet Service website and log in to your BlackBerry account
  2. Click the **Address Book** link
  3. On the navigation bar, click **Import**
  4. Click **Browse**
  5. In the Choose File window, browse to the location where you saved the CSV file
  6. Select the CSV file and click **Open**
  7. Click **Add**  
Your Microsoft Outlook **Address Book** contacts appear in your BlackBerry Internet Service **Address Book**

### View Event Log Details, Free Up Memory by Clearing the List

Your BlackBerry's Event Log displays your system's recently run events and processes. If you're experiencing a problem with your BlackBerry or having an issue with a specific application or service, information from the Event Log can be helpful for troubleshooting. And it can be a good BlackBerry hygiene to clear out the log, to keep your device running smoothly.



### To Clear Your Event Log:

1. Go to your **Home Screen**
2. Hold down the **ALT** key and then type "**LGLG.**"
3. **Release Alt Button**
4. Press **Menu** Button
5. Click **Clear Log**

### Reboot Your BlackBerry Without Removing the Battery

1. The quickest and easiest way to reboot is hit **ALT**, **RIGHT SHIFT** and **DELETE**.
2. After pressing these three keys in tandem, your device powers down, your LED indicator turns red for a few seconds and the reboot process commences.

### Dialing Alphanumeric Phone Numbers on Full QWERTY BlackBerry Keyboard

Ever tried dialing a phone number with letters, instead of all numerals, using your BlackBerry's QWERTY keyboard? You know, 1.800.Comcast, for example. If so, you've likely experienced the frustration of being unable to key in the letters you want as part of your number--unless, of course, you already know this shortcut. It's simple really. Just type the numerals as you normal would--1,8,0,0--then **hold the ALT key while dialing the letters**, and you're good to go.

### Programming Application Switcher as a Convenience Key

The vast majority of BlackBerry devices have buttons on their side or sides that can be programmed by individual users to activate functions of the user's choosing. These buttons are commonly known as convenience keys.

The obvious choice for convenience keys are the applications that you use most frequently, but we found an even better use: Program one of your convenience keys to be your Application Switcher. The Application Switcher displays a taskbar or "ribbon" with all of your active applications, so you can switch back and forth between programs without closing them out or ever returning to your Home Screen

1. click your **Options** icon on the BlackBerry Home Screen,
2. choose **Screen/Keyboard**
3. scroll down to the **Convenience Key Opens** field(s).
4. Then open the corresponding dropdown menu and choose **Application Switcher**. (Note: You can also access **Application Switcher** at any time by holding the **ALT** key and hitting **Escape**.)

## Access Default BlackBerry Apps With a Single Click from Home Screen

Many folks use their BlackBerry smartphones for messaging and Web surfing more often than they employ phone features. If you fall into this category, you probably want to disable your Dial From Home Screen option so you can access a variety of helpful Home Screen shortcuts.

### Disable Dial from Home Screen

1. Click your Phone icon on the Home Screen or hit the green phone button on your device.
2. Press your Menu key,
3. Options
4. General Options
5. Change the Dial From Home Screen field from "Yes" to "No."
6. Hit the Escape key and choose to save your changes.

**Now you'll need to hit your Phone icon or click the green phone button to dial a number and place a call**, but you'll have access to all of the following shortcuts from your Home Screen via a single click of the corresponding letter key:

WAP Browser -- W	Alarm -- R	Tasks -- T
Calculator -- U	Options -- O	Address Book -- A
Search -- S	Notes -- D	Profiles -- F
Help -- H	Lock keypad -- K	Calendar -- L
Messages -- M	Browser -- B	BlackBerry Messenger -- N
Saved messages -- V	Compose -- C	

### 1 Set Connectivity Options Wisely

Wireless connectivity options such as Wi-Fi and Bluetooth eat up BlackBerry battery life when they're on but aren't in use, because they constantly try to connect to networks or devices. Even leaving your device's cellular radio on when you're not using it drains battery life, because it's communicating with cellular towers to determine if you're still in range of the network and to update various services or applications.

Not all BlackBerry devices have Wi-Fi--in fact only a few of them do, like the 8820 and the new Pearl 8120--but most new RIM devices have Bluetooth support, and the vast majority have cellular radios

**To turn off one or all of these options, go to your device's icon screen and click the:**

1. Manage Connections icon.
  - a. (It looks a bit like a camera tripod with a few halos around the top.)
2. From there, you can deactivate all connectivity options by hitting the "Turn All Connections Off" option, or turn individual connections on and off by checking or unchecking the boxes next to each.
  - a. One caution: the cellular radio enables your device to make and receive calls, as well as view Web pages and transfer data, so you won't be able to place calls or surf the Web when your radio is turned off. If you enter an area with poor or no cellular coverage--when riding on a subway, for example--turn off your radio unless it's absolutely necessary, because it will drain battery trying to reconnect with the network.

### 2. Automatically Shut Off your Device Each Night:

You can also set your device to automatically shut down at night (or other little-used times) and turn itself back on, to save battery life.

1. Goto your device's icon screen and click the Options icon.
  - a. (It looks like a wrench.)
2. Then click Auto On/Off,
  - a. select whether or not settings should apply to weekdays, weekends or both, and choose stop and start times.

### 3. Examine Your Notification Profiles

The notification alerts that you use to signal new phone calls or messages can have a significant impact on your BlackBerry battery life. For example, if you set your call notification to vibrate three times and then ring loudly, your battery is going to drain faster than if you turn off the vibration and reduce your ring tone volume to low.

If you use a custom ring tone--a little Buffett, say--you're also using more battery life than with a traditional ring.

**The most energy efficient way to employ call or message notifications:**

**Set your ring tone to the lowest volume you can and reduce or eliminate the use of vibration alerts.**

We all need to set our devices to vibrate occasionally while in meetings or other locales that require quiet, but you can modify your vibrations settings.

To reduce the number of times that your device vibrates when a new call or message is received:

1. Go to your device's icon screen
2. Click the Profiles icon.
  - a. (It looks like a speaker.)
3. From there you can adjust your various profile settings--Loud, Vibrate, Quiet, Normal and Phone Off--and access Advanced settings.
4. Scroll down and click the Advanced option, and you'll see another list of the same profile settings. To modify these settings, just highlight one, hit your BlackBerry menu key and click the Edit option. This displays all the various applications and services with notification options, like your phone, e-mail inbox, text message inbox, IM application and more. To change notification settings for an app or service, simply click one and select whether you want your device to both ring and vibrate when you receive a call or an email message and how many times for each.

If you use an original equipment manufacturer (OEM) holster from RIM, you can also set different notification options for when your device is holstered. (RIM's newer holsters have built-in magnets that let your device know it's secured.) These options can save precious battery life, as well, because you can set your device to remain silent and still while holstered and then revert to normal settings when it's removed.

As a general rule, the fewer times you BlackBerry rings or vibrates, the less battery life your notifications use.

### **3) Adjust Your Screen Backlight**

Newer BlackBerry devices enable you to heighten or reduce your display's backlight brightness. The brighter your screen, and the longer that screen stays lit, the more battery life you're using.

To modify backlight settings, go to your BlackBerry icon screen and click on the Options icon that looks like a wrench. Then click the Screen/Keyboard option and set your Backlight Brightness to the lowest level you can stand without needing to struggle to see your display. Then set your Backlight Timeout--how long your screen will stay on before going black--to the shortest time period you can handle.

An OEM BlackBerry holster can also reduce the amount of time your screen stays lit regardless of your settings, because it blacks out your display whenever the device is holstered.

### **4) Use Power-Hogging Applications Wisely**

The larger the number of BlackBerry applications you use, the more power you're going to need. If you constantly use a couple of apps, say the Viigo RSS reader and Facebook for BlackBerry, you need to consider how much power those specific applications employ. If battery life is of the essence, you probably want to use them sparingly.

Some applications eat up power only when in use. For example, [Google Maps mobile application for BlackBerry](#) drains significant battery life when you search for directions or satellite images of a specific locale, but it doesn't use much power when not being employed.

But, many BlackBerry applications drain battery life even when you're not using them by pulling in new content or updates. [Viigo, a mobile RSS reader for BlackBerry](#) and Windows Mobile devices, for instance, pulls in content from whatever feeds you select. If you use Viigo and you're receiving articles from 30 feeds, the application is going to eat up a good chunk of your battery, even when you're not reading the stories it's collecting. Or take the [Facebook for BlackBerry](#) application: Depending on your Facebook notification settings, you could be receiving BlackBerry alerts every time a Facebook Friend sends you a message, writes on your wall, pokes you, or interacts with one of your widgets. All of that back and forth activity takes a lot of power.

So be aware of how much battery your BlackBerry applications need, and why, and be selective.

### **5) Keep Battery Connections Clean**

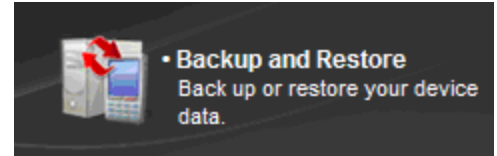
Over time, the battery connections within your device can gather dust and other particles and impede the transfer of power to your hardware. Every few months, it's a good idea to remove your battery and wipe clean the small sections of metal through which battery power is transferred, as well as the metal prongs inside your device's battery slot that connect to the power supply.

Those prongs are delicate, however, so you should be very careful cleaning them. Q Tips and cleansing wipes made specifically for electronic gadgets work well, though they can leave residue, so you should ensure both surfaces are clear before replacing your battery.

Finally, your battery will become less efficient over time, so it is occasionally necessary to buy a new one. If your battery is a year or older, and you've determined that its poor performance can't be attributed to a weak cellular connection, a power-hogging app or a similar issue, you may need to replace it.

### 1. Download the Latest Version of RIM's BlackBerry Desktop Manager

First, you'll want to download the latest version of RIM's BlackBerry Desktop Manager Software, which at the time of this article's time of publication is v4.5. To determine which version of Desktop Manager you're currently running, launch the program via **Windows Start Menu** by clicking **All Programs, BlackBerry** and **Desktop Manager**. When the program is open, hit the **Help** tab on the main screen and then choose **About BlackBerry Desktop Manager**. The software version will be listed on the **General** tab.



If you're not running Desktop Manager v4.5, [visit RIM's site](#) and download and install the latest version of the software.

### 2) Launch Desktop Manager, Connect Your BlackBerry and PC

Next, launch the desktop manager software if you haven't already done so. Follow the procedure detailed above to open the program if you didn't choose to create a desktop shortcut upon installation. When the program is running, connect your BlackBerry device to the PC via USB cord. Close any dialogue boxes that may appear when your BlackBerry is connected, including the desktop manager box that informs you it's searching for application updates.

Your BlackBerry should now be connected to the software and the word "Connected" should appear in both the top and bottom left corners of the desktop manager screen. If you're still not connected, try unplugging the device and inserting it into another USB port.

### 3) Backup All or Some of the Data on Your BlackBerry

Click on the **Backup and Restore** icon in the top right corner of the desktop manager home screen. The following screen should offer three separate options: **Backup**, **Restore** and **Advanced**. To save all the personal data stored in your BlackBerry's internal memory, hit the **Back up** tab, choose a name and location for the file and hit **Save**. The backup process should take about a minute, and your BlackBerry screen will display a graphic of a connected handheld and PC while it's in progress.



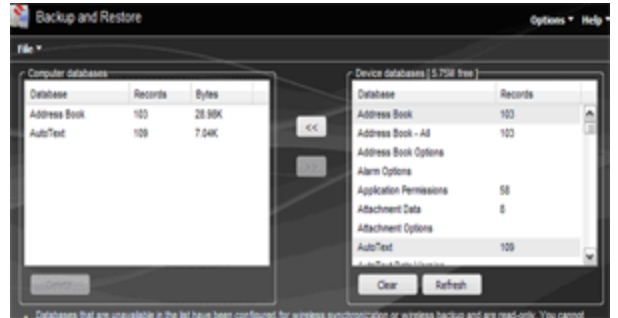
You can also set your BlackBerry Desktop Manager to automatically backup device data in preset intervals (5 days, 7 days, 14 days, etc.) whenever you launch the program and connect your smartphone and PC. To do so, click the **Options** tab beneath the **Backup** icon, and on the following screen fill in the box next to **Back up my device data automatically every XX days**. Then choose the specific data you want backed up. For instance, you can opt to back up all of your device data, or all data except messages and/or data that's synced with an organizer app. When you've selected the information you want to copy, hit **OK** and then click the **Back up** tab on the main screen.

To further customize the specific information you wish to back up, click the **Advanced** tab on the main **Backup and Restore** screen. You'll quickly see a dialogue box that displays the application's progress scanning your device database, and then a screen with two columns appears: one column on the left named **Computer Databases** and another on the right titled **Device Databases**. In the right column, select the specific device data you wish to backup and then hit the left-facing arrow between the columns to copy the information from the **Device Databases** side to the **Computer Databases**. Once you've transferred all the data you wish to copy, open the **File** dropdown menu--located directly above the **Computer Databases** column--choose a name for your backup file and save it to your hard drive.

#### 4) Restore Data to Your BlackBerry Using Desktop Manager Files

Restoring BlackBerry device data using the desktop manager software and backup files created using the application isn't difficult at all. First, you'll want to locate your backup files so they're easy to find when you try to restore data. Next, launch the BlackBerry Desktop Manager, click the **Backup and Restore** icon in the top right corner and on the next screen, and choose **Restore**. Browse to the appropriate backup file on your hard drive and click **Open**. You'll then be asked to confirm that you wish to replace all the existing data on your device with the information in the backup file. Hit **Yes**, and the desktop manager starts restoring your data. This can take several minutes depending on the amount of information in the file.

Restoring only specific device data, such as address book contacts or custom AutoText entries, is similar to the above-mentioned process, but instead of hitting **Restore** on the main Backup and Restore screen, click **Advanced**. Then open the **File** dropdown menu on the left--directly above the **Computer Databases** column--and open an existing back up file. Choose the specific data you'd like to restore from that file and click the right-facing arrow between the **Computer Databases** and **Device Databases** columns. When the progress box disappears, your data has been restored and you're good to go.





## BlackBerry Storm Keyboard Shortcuts

The BlackBerry Storm is touch-screen-based, and as such, it lacks a physical keyboard; however, three types of on-screen, virtual keyboards are available to users:

1. RIM's **SureType** keyboard, which is a QWERTY keyboard with more than one letter/number on each key (available only in portrait mode);
2. a **Multitap** keyboard that resembles the keys on a traditional cell phone (portrait mode);
3. and a full **QWERTY** like the one found on your computer keyboard (landscape mode only).

To switch back and forth between keyboards in portrait mode, simply click the BlackBerry Menu key whenever a keyboard is displayed, and click "Enable Multitap" or "Enable SureType."

1. To quickly **display the Storm's onscreen keyboard**, swipe a finger upward from the very bottom of the screen to the middle.
2. To quickly **hide the Storm's keyboard**, swipe a finger downward from the top of the keyboard to the very bottom of the device's screen.
3. **Accented, or "special," characters** can be typed via Storm in both portrait (vertical) and landscape (horizontal) views. To enter in a special character while in portrait or landscape mode, such as an ï, bring up the on-screen keyboard, depress the "i" key--but don't click it--and a number of options appear on screen, one of which is ï. To choose that character, simply click it on screen.
4. To **activate number lock**, display the onscreen keyboard and then hold down the "123" key for about two seconds until a lock appears on that button. The number pad will then stay on screen until you either hide it or tap the "123" key again to return to the normal keyboard layout.
5. To activate **capital lock**, display the onscreen keyboard and then hold down the "Shift/Arrow Up" key for about two seconds until a lock appears on that button. The number pad will then stay on screen until you either hide it or tap the "Shift/Arrow Up" key again to return to the normal keyboard layout.
6. To **change text input languages**, hold the Storm in landscape mode, bring up the virtual keyboard and click the "Globe" key found directly to the left of the Space key. Next, scroll to the desired language, highlight it and click the Storm's screen to select.

### Finding Your Way Around the Storm: Navigation Tips and Tricks

1. To **scroll downward in a message** or while viewing a Web page, place your finger lightly at the bottom of the screen--but don't click--and drag upward. To scroll down a full screen's length, slide your finger up rapidly.
2. To **scroll up**, place your finger lightly at the top of the screen--but don't click--and drag it down. To scroll up a full screen's length, slide your finger down rapidly.
3. To **zoom in** on a picture or a Web page, tap the screen lightly twice--but don't click it. (The BlackBerry browser also has zoom in/out options; two separate magnifying glasses for zooming in and out sit at the bottom of the browser screen.) To zoom back out after zooming in, click the BlackBerry Escape key until you return to the original view.
4. To **"pan,"** or move around while viewing a web page, hold your finger on the display--but again, don't click--and drag it in the direction you wish to move.
5. To quickly **switch between active applications** from the Storm home screen, hold the BlackBerry Menu key until the Application Switch ribbon appears on screen. Then lightly touch the ribbon and move back and forth to scroll between available apps. To select one, click the screen when a specific app is highlighted.
6. To **jump from the Storm home screen to the main icon screen**, put your finger on the home screen, just above the app dock, and click once. (You can also simply hit the BlackBerry Menu key while on the home screen to access your icon page.)

## Text and Messaging Shortcuts for the Storm

1. To **copy and paste text** from one location to another, lightly touch a finger to the Storm's screen at the start of the text you wish to copy. Then hold that first finger in place while you touch the end of the text with another finger. The text in between your digits will then be selected. To copy it, click the BlackBerry Menu key, scroll to "Copy" and click the screen. To paste, follow the same instructions but pick "Paste" instead of "Copy."
2. To quickly **search your messages for all mailings** from a specific contact, find a message from that contact in your Messages application and then gently hold a finger on screen directly over the contact's name. After a few seconds, all messages from that contact appear on screen.
3. To quickly **search your messages for a specific subject line**, or to track a thread, find a message with the desired subject line in your Messages application and then gently hold a finger on screen directly over the subject line. After a few seconds, all messages with that specific subject appear on screen.
4. To **precisely navigate** to the middle of a sentence, or even a specific word, while typing on the Storm, gently press your finger on the Storm's screen on or around the text or character you wish to edit. Then, with your finger on the display, but not clicking it, slide your finger around until it's exactly where you want it and then let go. The specific character or set of characters will then be highlighted for easy editing.
5. To **delete multiple messages** at once via Storm, open your Messages app and gently hold a finger on a message near the top of the list you want to delete. Keep that finger in place, and then touch another message further down the list. All the messages between your two fingers will then be highlighted. From there, you can click the Delete Messages key at the bottom of the screen to do away with the selected messages. Or you can continue to select older messages by keeping one finger on the selected messages and scrolling down. When new, unselected messages appear beneath your current selections, touch any of them to select it and all the messages between it and your previous selections. Again, hit the Delete Messages key to trash messages when you're ready. To unselect messages at any time, click the BlackBerry Escape key.
6. **Rapidly scroll through messages** by sliding a finger sideways while reading an e-mail or text. Slide your finger to the left while in an open message to skip to newer messages; and slide to the right for older correspondence.

## A Storm of Multimedia: Image and Audio Tips

1. **Scroll through images** just as you would messages, by sliding a finger horizontally across the Storm's display. Slide your finger to the right while viewing an image to see newer images; and slide to the left for older pictures.
2. To **zoom in on an image**, tap the screen twice--don't click. Or you can also zoom by clicking the screen one time. Zoom out by hitting the BlackBerry Escape key.
3. To **"pan,"** or move around while viewing an image, hold your finger on the display--but again, don't click--and drag it in the direction you wish to move.
4. To **quickly search your music library** for all songs from one specific artist, find a track by that musician or group in a list of songs, and then gently hold a finger on screen directly over the musician's name. After a few seconds, all songs from that artist appear on screen.