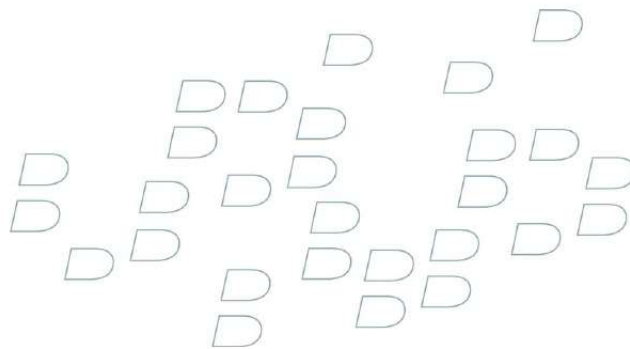# Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY 8120. You'll find the answers to all your questions on the BLACKBERRY 8120 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BLACKBERRY 8120
User guide BLACKBERRY 8120
Operating instructions BLACKBERRY 8120
Instructions for use BLACKBERRY 8120
Instruction manual BLACKBERRY 8120

User Guide
BlackBerry 8120 Smartphone

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BlackBerry basics

About typing input methods

You can type on your BlackBerry® device using the SureType® input method or the multi-tap input method. SureType technology combines a traditional phone-style key layout with a familiar computer-style letter layout that is designed to provide a quick and comfortable typing and dialing experience. SureType technology is designed to predict words as you type them. When you use SureType technology, you press the letter key for each letter in a word once until the word appears in a list that appears on the screen.

For example, to type run, you would press the R key once, the U key once, and so on until run appears in the list. When you use multi-tap, you press a letter key once to type the first letter on the key and twice to type the second letter. For example, to key twice, the key once, and the key twice. type run, you would press the SureType technology is the default typing input method for most fields. Multi-tap is the default typing input method for phone number and password fields.

Type text using SureType technology

1. Press the letter key once for each letter in a word. 2. Perform one of the following actions: · To select an item from the list that appears when you type and start typing a new word, highlight the item. Press the Enter key. · To select an item from the list that appears when you type and continue typing the same word, click the item. · To change a letter in a word that you are typing, highlight the letter. Click the alternate letter that appears on the screen. To change a letter in a word after you finish typing the word, click the word. Highlight the letter.

Click the alternate letter that appears on the screen.

Switch typing input methods

1. In the device options, click Language. 2. Perform one of the following actions: · To use the multi-tap input method, set the Input Language field to <Language> Multitap. · To use the SureType® input method, set the Input Language field to <Language>. 3. Press the Menu key. 4. Click Save.

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Switch applications

1. In any application, press the Menu key. 2. Click Switch Application. 3. Perform one of the following actions: · If the application that you want to switch to appears, highlight an application and press the Enter key. · If the application that you want to switch to does not appear, highlight Home Screen and press the Enter key.

Assign an application to a Convenience key

Your BlackBerry® device has one Convenience key on the left side of the device and one on the right side. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key. 1. 2. 3. 4. In the device options, click Screen/Keyboard. Set the Convenience Key Opens fields. Press the Menu key. Click Save.

Set owner information

Owner information appears on your BlackBerry® device screen when the device is locked. 1. 2. 3. 4. In the device options, click Owner. Type your contact information. Press the Menu key. Click Save.

Turn on 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 your BlackBerry® device. Hold the Mute key. To turn off standby mode, press the Mute key again.

About links

Links appear on your BlackBerry® device as underlined text.

You can have links to various items such as phone numbers, web sites, and email addresses and can use these links to make calls, visit web sites, or start composing messages quickly.

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Create a link for a PIN

You can create a link for a PIN in messages, calendar entries, tasks, or memos. If you click the link, you can send a PIN message. When typing text, type pin: and the PIN.

BlackBerry basics shortcuts

· To move the cursor, roll the trackball. · To move back a screen, press the Escape key. · To move to a list item or menu item, type the first letter of the item. · To select or clear a check box, press the Space key. · To view available values in a field, press the Alt key. · To switch applications, hold the Alt key and press the Escape key. Continue to hold the Alt key and highlight an application. Release the Alt key. · To return to the Home screen or application list, press the End key. · To delete

a highlighted item, press the Backspace/Delete key. On the Home screen · To lock the keyboard, hold the asterisk (*) key. To unlock the keyboard, press the asterisk (*) key and the Send key. · To lock the device, set a password. Hold the asterisk (*) key. To unlock the device, type your password. Press the Enter key.

· To switch between the active notification profile and the Vibrate notification profile, hold the # key. BlackBerry basics troubleshooting I cannot type a password Verify that you are using the multi-tap input method. No application opens when I press a Convenience key Verify that you have not deleted the application that you assigned to the key. Assign a different application to the key. Some features are not available on my device Depending on your wireless service plan or the type of email account that is associated with your BlackBerry® device, some features might not be available on your device. If your device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field. 13 For more information about the features that are available on your device, contact your wireless service provider or administrator. 14 Shortcuts BlackBerry basics shortcuts · To move the cursor, roll the trackball.

· To move back a screen, press the Escape key.
· To move to a list item or menu item, type the first letter of the item. · To select or clear a check box, press the Space key. · To view available values in a field, press the Alt key. · To switch applications, hold the Alt key and press the Escape key. Continue to hold the Alt key and highlight an application. Release the Alt key. · To return to the Home screen or application list, press the End key. · To delete a highlighted item, press the Backspace/Delete key. On the Home screen · To lock the keyboard, hold the asterisk (*) key. To unlock the keyboard, press the asterisk (*) key and the Send key.
· To lock the device, set a password. Hold the asterisk (*) key. To unlock the device, type your password. Press the Enter key. · To switch between the active notification profile and the Vibrate notification profile, hold the # key. Phone shortcuts · To answer a call, press the Send key. · To insert a plus sign (+) when typing a phone number, hold 0. · To add an extension to a phone number, press the X key. Type the extension number. · To set up speed dial for a contact, on the Home screen or in the phone, hold a key.

· To turn on the speakerphone during a call, press the period (.) key. To turn off the speakerphone during a call, press the period (.) key. · To switch the audio path to wired headphones during a call, press the period (.) key. To switch back to the previous audio path, press the period (.) key again. · To check your voice mail, hold 1. · To type a letter in a phone number field, hold the Alt key.
Use the multi-tap input method to type the letter. · To view your contact list in the phone, hold the Send key. · To switch phone numbers, in the phone, click your active phone number. Click a phone number. Camera and video camera shortcuts · To take a picture, press the Right Convenience key.
15 · To zoom in to a subject before taking a picture, press the Volume Up key. · To zoom out from a subject before taking a picture, press the Volume Down key. · To change the flash mode for a picture or to turn on low-light mode for a video, press the Space key. Media shortcuts · To pause a video or song, press the Mute key. To resume playing a video or song, press the Mute key.
· To move to the controls at the bottom of the screen when you are viewing a list of songs, press the Space key. · To play the next song in a category, press 4. · To play the previous song in a category, press 6. · To amplify the volume for songs, ring tones, and videos, press the Volume Up key until you reach the highest volume setting. Press the Volume Up key four times quickly. · To rotate a picture, press the comma (,) key. · To zoom in to a picture, press 3. To zoom to the original picture size, press 7. · To zoom out from a picture, press 9. To zoom to the original picture size, press 7.

· To fit a picture to the screen size, press 1. Message shortcuts In a message · To reply to a message, press the exclamation point (!) key. · To forward a message, press the period (.) key. · To move to the last cursor position after you close and reopen a received email message or PIN message, press 5. In a message list · To open a highlighted message, press the Enter key. · To compose a message from a message list, press the comma (,) key. · To view received messages, press the Alt key and 3. · To view call logs, press the Alt key and the period (.) key.
· To view voice mail messages, press the Alt key and 7. · To view SMS text messages, press the Alt key and the question mark (?) key. · To view all your messages, press the Escape key. Move around a message list · To move up a screen, press the Shift key and the Space key. · To move down a screen, press the Space key.
· To move to the top of a message list, press 1. · To move to the bottom of a message list, press 7. · To move up a message, press 2. 16 · To move down a message, press 8. · To move to the next date, press 6.
· To move to the previous date, press 4. Typing shortcuts · To insert a period, press the Space key twice. The next letter is capitalized. · To capitalize a letter, hold the letter key until the capitalized letter appears. · To type the alternate character on a key, press the Alt key and the character key. · To type an accented or special character, hold the letter key and roll the trackball to the left or right. Click a selected character. For example, to type ü, hold 3 and roll the trackball to the left until ü is highlighted. Click the trackball. · To type a number in a number field, press a number key.

You do not need to press the Alt key. · To type a number in a text field, hold the Alt key and press the number key. · To type a letter in a number field, hold the Alt key and use the multi-tap input method. · To turn on NUM lock, hold the Shift key and press the Alt key. To turn off NUM lock, press the Alt key. · To switch typing input languages, in the device options, on the Language screen, verify that the Use Input Language Shortcut field is set to Yes. Hold the Alt key and press the Enter key. Continue to hold the Alt key and highlight a language. Release the Alt key. · To type a long word quickly, type part of the word. In the list that appears when you type, highlight an item with the same initial letters as the word that you want to type. Roll the trackball to the right. In the second list that appears on the screen, highlight the word that you want to type. Press the Enter key. Insert symbols · To insert an at sign (@) or a period (.) in an email address field, press the Space key. · To type a symbol, press the Symbol key. To view more symbols, press the Symbol key again. Type the letter that appears below the symbol. Work with text · To highlight a line of text, press the Shift key and roll the trackball up or down.
· To highlight text character by character, hold the Shift key and roll the trackball left or right. · To cancel a text selection, press the Escape key. · To cut highlighted text when typing, press the Shift key and the Backspace/Delete key. · To copy highlighted text when typing, press the Alt key and click the trackball. · To paste highlighted text when typing, press the Shift key and click the trackball. Search shortcuts · To search for a contact in a list of contacts, type the contact name or initials separated by a space. · To search for text in an attachment, press Q. 17 · To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. Press Q. Attachment shortcuts · To search for text in an attachment, press Q.

In a spreadsheet · To move to a specific cell, press A. · To view the content of a cell, press the Space key. · To switch worksheets, press O. Highlight a worksheet. Press the Enter key. In a presentation · To switch presentation views, press Z. · To move to the next slide, verify that you are viewing the presentation in slide view. Press 6. · To move to the previous slide in slide view, verify that you are viewing the presentation in slide view. Press 4. Browser shortcuts · To insert a period (.) in the web address field, press the Space key. @@ · To stop loading a web page, press the Escape key. · To close the browser, hold the Escape key. @@ · To move to a specific web page, press the period (.

) key. · To open the bookmark list, press 5. · To add a bookmark, press the question mark (?) key. · To follow a link, highlight or pause on the link. Press the Enter key.

· To hide the banner, press the exclamation point (!) key. To view the banner, press the exclamation point (!) key. Navigate a web page · To move up a screen, press 3. · To move down a screen, press 9. · To move to the top of a web page, press 1. · To move to the bottom of a web page, press 7. Map shortcuts · To zoom in to a map, press L. 18 · To zoom out from a map, press O. · To view status information at the top of a map, press Q. To hide status information at the top of a map, press Q.

· To view tracking information at the bottom of a map, press the Space key. To hide tracking information at the bottom of a map, press the Space key. · To move to the next direction on a route, press 6. · To move to the previous direction on a route, press 4. Calendar shortcuts For shortcuts to work in Day view, in the general calendar options, change the Enable Quick Entry field to No. · To schedule an appointment, press the period (.) key. · To move to the next day, week, or month, press 9. · To move to the previous day, week, or month, press 3. · To move up an hour in Day view or Week view, press 2.

· To move down an hour in Day view or Week view, press 8. · To move to the current date, press the exclamation point (!) key. 19 20 Phone Phone basics Find your phone number In the phone, your phone number appears at the top of the screen. If you have more than one phone number associated with your BlackBerry® device, your active phone number appears at the top of the screen. Make a call 1.

On the Home screen or in the phone, perform one of the following actions: · Type a phone number. · Type part of a contact name. Highlight a contact or phone number. 2. Press the To end the call, press the key.

key. Answer a second call 1. Press the Menu key. 2. Perform one of the following actions: · To answer the incoming call and place the current call on hold, click Answer - Hold Current. · To answer the incoming call and end the current call, click Answer - Drop Current. To return to the first call, press the Menu key.Click Swap. Mute a call During a call, press the Mute key. To turn mute off, press the Mute key again.

Place a call on hold 1. During a call, press the Menu key. 2. Click Hold. To resume a call, press the Menu key. Click Resume. Turn on the speakerphone During a call, press the period (.) key. To turn off the speakerphone, press the period (.) key again.

21 Do not hold the BlackBerry® device near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the safety and product information booklet for your device. Dial an extension 1. Press the X key.

2. Type the extension number. Dial using numbers or letters When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad. · To type a number, press a number key. · To type the first letter on a key, hold the Alt key. Press the letter key once. · To type the second letter on a key, hold the Alt key. Press the letter key twice. Switch applications during a call 1. During a call, press the Menu key. 2. Click Home Screen. Note: If you switch to a different application and you want to end the call, press the End key. Make a call when the device is locked Verify that dialing from the Lock screen is turned on. 1.

On the Lock screen, press the Enter key. 2. Click Place Call. 3. Perform one of the following actions: · Type a phone number. · Type part of a contact name. Click a contact or phone number. 4. Press the Send key. To end the call, press the End key.

About using a headset You can purchase an optional headset to use with your BlackBerry® device. In the phone, you can use a headset button to answer or end a call, or turn on or turn off mute during a call. You can also use a headset button to make a call using a voice command. Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of a song or a video in the media application. For more information about using the headset, see the documentation that came with your headset.

22 Emergency calls About emergency calls Your BlackBerry® device is designed to make emergency calls even when it is locked or the SIM card is not inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your device is designed to connect to the wireless network automatically. If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers. You can only make emergency calls by typing official emergency access numbers (for example, 911 in North America or 112 in countries that are part of the European Union). Make an emergency call · If your keyboard or BlackBerry® device is unlocked, in the phone, type the emergency number.

Press the Send key. · If your keyboard or device is locked, press the Enter key. Click Emergency Call. Click Yes. Volume Adjust the volume · To increase the volume, press the Volume Up key. · To decrease the volume, press the Volume Down key. Change the default volume for calls You can increase or decrease the default volume for calls. The higher the volume percentage, the louder the volume. 1. 2.

3. 4. 5. 6. In the phone, press the Menu key. Click Options. Click General Options. Change the Default Call Volume field. Press the Menu key. Click Save. Improve sound quality during a call You can only change sound quality for the earpiece on your BlackBerry® device. 1. During a call, press the Menu key. 2. Click Enhance Call Audio.

3. Select a bass or treble option. 23 Improve sound quality for all calls You can only change sound quality for the earpiece on your BlackBerry® device. 1. 2. 3. 4. 5. 6. In the phone, press the Menu key. Click Options. Click General Options.

Change the Enhance Call Audio field. Press the Menu key. Click Save.

Voice mail Check your voice mail Verify that you have a voice mail access number. Depending on your theme, you might be able to check your voice mail from the Home screen. 1. In the phone, press the Menu key. 2. Click Call Voice Mail. Change the voice mail access number If a voice mail access number is not already set on your BlackBerry® device, you can type the access number for a different voice mail system. If you have more than one phone number associated with your device, you can only set the voice mail access number for the active phone number. 1. 2.

3. 4. 5. 6. In the phone, press the Menu key.

Click Options. Click Voice Mail. Type a voice mail access number and a password. Press the Menu key. Click Save.

Speed dial Set up speed dial for a contact 1. 2. 3. 4. In the phone, press the Menu key. Click View Speed Dial List. Click an unassigned key. Click New Speed Dial. 24 5. Click a contact.

To make a call using speed dial, in the phone, on the Home screen, in a message, or in a message list, hold the key that you assigned to the contact. Change the contact assigned to a speed dial key 1. 2. 3. 4. In the phone, press the Menu key. Click View Speed Dial List. Click a contact or phone number. Perform one of the following actions: · To change the contact that is assigned to a speed dial key, click Edit. Click a new contact.

· To assign the contact to a different speed dial key, click Move. Roll the trackball to move the contact to the new speed dial key. Click the trackball. · To delete the contact from the speed dial list, click Delete. Conference calls Make a conference call 1.

2. 3. 4. 5. During a call, press the Send key.

Type a phone number or highlight a contact. Press the Send key. During the second call, press the Menu key. Click Join. Note: When you add more than two numbers to a conference call, place the conference call on hold before you call the next phone number or contact. Create a phone number link for a conference call 1. Type a phone number for the conference call bridge. 2. Type X and the access code. Speak privately with a contact during a conference call 1.

During a conference call, press the Menu key. 2. Click Split Call. 3. Click a contact. To return to the conference call, press the Menu key. Click Join. 25 Disconnect a contact from a conference call 1. During a conference call, press the Menu key. 2.

Click Drop Call. 3. Click a contact. Leave a conference call Verify that your wireless service provider supports this feature. If you make a conference call, you can leave the conference call and the call continues without you.

1. During a conference call, press the Menu key. 2. Click Transfer. Caller ID Add a caller ID picture for a contact 1.

2. 3. 4. 5. 6. 7. 8. 9. In the address book, highlight a contact. Press the Menu key.

Click Add Picture. Highlight a picture. Press the Menu key. Click Select. Center the picture in the box. Press the Menu key. Click Crop and Save. Change the caller ID picture for a contact 1. 2. 3.

4. 5. 6. 7. 8.

9. In the address book, highlight a contact. Press the Menu key. Click Edit. Highlight the caller ID picture.

Press the Menu key. Click Replace Picture. Highlight a picture. Press the Menu key. Click Select. 26 10. Center the picture in the box. 11. Press the Menu key. 12.

Click Crop and Save. Delete the caller ID picture for a contact 1. 2. 3. 4. 5. 6. 7. In the address book, highlight a contact. Press the Menu key. Click Edit. Click the caller ID picture. Click Delete Picture. Press the Menu key. Click Save.

Call logs About call logs Call logs include the date on which you called your contact, the phone number that you called, and the duration of the call. You can also add notes to your call logs. You can view call logs in the phone or, depending on how you set your call logging options, you can view call logs in a message list. Depending on your theme, missed calls might also appear on the Home screen. Your BlackBerry® device stores call logs for 30 days.

View call logs in a message list 1. 2. 3. 4. In the phone, press the Menu key. Click Options. Click Call Logging. Select an option for a call log type. To hide call logs in a message list, select the None option. Add notes to a call log 1.

2. 3. 4. 5. 6. In the phone, highlight a call log. Press the Menu key. Click View History. Press the Menu key. Click Add Notes. Type call notes. 27 7. Click the trackball. 8. Click Save.

Change call log notes 1. 2. 3. 4. 5.

6. 7. 8. In the phone, highlight a call log. Press the Menu key. Click View History. Press the Menu key. Click Edit Notes. Change the call notes. Click the trackball.

Click Save. Send a call log 1. 2. 3. 4. 5. In the phone, highlight a call log. Press the Menu key. Click View History. Press the Menu key. Click Forward. Delete call log notes 1. 2. 3. 4.

5. 6. 7. 8. 9.

In the phone, highlight a call log. Press the Menu key. Click View History. Press the Menu key. Click Edit Notes. Press the Menu key. Click Clear Field. Click the trackball. Click Save. Call waiting Prerequisites: Call waiting · Verify that your wireless service plan includes this service.

28 · Verify that your wireless service provider has set up your SIM card for this service. Turn on call waiting If you have more than one phone number associated with your BlackBerry® device, you can change call waiting options for the active phone number only. 1. 2. 3. 4. 5. 6. In the phone, press the Menu key. Click Options.

Click Call Waiting. Change the Call Waiting Enabled field to Yes. Press the Menu key. Click Save. To turn off call waiting, change the Call Waiting Enabled field to No.

Call forwarding About call forwarding Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card. You might not be able to change or delete these phone numbers or add new ones. If you have more than one phone number associated with your BlackBerry® device, you can only change call forwarding options for the active phone number. For more information, contact your wireless service provider. Prerequisites: Call forwarding · Verify that your wireless service plan includes this service.

· Verify that your wireless service provider has set up your SIM card for this service. Forward calls Verify that you have one or more call forwarding numbers. 1. 2. 3. 4. 5. 6. 7. In the phone, press the Menu key.

Click Options. Click Call Forwarding. Press the Menu key. Click a call forwarding number. Press the Menu key. Click Save. To stop forwarding calls, change the Forward All Calls field to Do Not Forward. 29 Add a call forwarding phone number 1. 2. 3.

4. 5. 6. 7. 8.

9. In the phone, press the Menu key. Click Options. Click Call Forwarding. Press the Menu key.

Click New Number. Type a phone number. Press the Enter key. Press the Menu key. Click Close. Change a call forwarding phone number You can only change call forwarding phone numbers that you have added. 1. 2. 3. 4.

5. 6. 7. 8. 9. In the phone, press the Menu key.

Click Options. Click Call Forwarding. Press the Menu key. Click Edit Numbers.
Click a phone number. Click Edit. Change the phone number. Click the trackball. Delete a call forwarding phone number You can only delete call forwarding phone numbers that you have added.
1. 2. 3. 4. 5.
6. 7. In the phone, press the Menu key. Click Options. Click Call Forwarding. Press the Menu key. Click Edit Numbers. Click a phone number. Click Delete.
30 Call blocking About call blocking You can block all incoming calls or block incoming calls only when you roam to another wireless network.

You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when you roam to another wireless network. If you have more than one phone number associated with your BlackBerry®device, you can change call blocking options for the active phone number only. Prerequisites: Call blocking · Verify that your wireless service plan includes this service. · Verify that your wireless service provider has set up your SIM card for this service. · Verify that your wireless service provider has provided you with a call blocking password. Block calls 1. 2. 3. 4. 5.
6. 7. In the phone, press the Menu key. Click Options. Click Call Barring.
Highlight a call blocking option. Press the Menu key. Click Enable. Type your call blocking password. To stop blocking calls, highlight a call blocking option. Press the Menu key. Click Disable. Change the call blocking password 1. 2. 3. 4. 5. In the phone, press the Menu key. Click Options. Click Call Barring.

Press the Menu key. Click Change Password. 31 Fixed dialing About fixed dialing If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list. You can make an emergency call when fixed dialing is turned on, even if the emergency number does not appear in your fixed dialing list. If your wireless service plan includes SMS text messaging, you can also send SMS text messages to contacts that appear in your fixed dialing list. Prerequisites: Fixed dialing · Verify that your wireless service provider has set up your SIM card for this service. · Verify that your wireless service provider has provided you with a SIM card PIN 2 code. Turn on fixed dialing 1. 2. 3.
4. 5. 6. 7. In the phone, press the Menu key.
Click Options. Click FDN Phone List. Press the Menu key. Click Enable FDN Mode. Type your PIN2 code.
Click the trackball. To turn off fixed dialing, press the Menu key. Click Disable FDN Mode. Add a contact to your fixed dialing list 1. 2. 3. 4. 5. 6. 7.

8. 9. 10. In the phone, press the Menu key. Click Options. Click FDN Phone List. Click the trackball. Click New. Type your PIN2 code. Press the Menu key. Type a name and a phone number. Press the Menu key. Click Save. 32 Change a contact in your fixed dialing list 1. 2.
3. 4. 5. 6. 7.
8. 9. In the phone, press the Menu key. Click Options. Click FDN Phone List. Highlight a contact. Press the Menu key. Click Edit. Change the contact information. Press the Menu key.

Click Save. Delete a contact from your fixed dialing list 1. 2. 3. 4. 5. 6. In the phone, press the Menu key. Click Options. Click FDN Phone List. Highlight a contact. Press the Menu key. Click Delete. Smart dialing About smart dialing You can change smart-dialing options to specify a default country code and area code for phone numbers. If you specify a default country code and area code, when you make calls, you only need to dial a country code and area code when the codes differ from the codes that you specified in the smart-dialing options.
In the smart-dialing options, you can also specify the main phone number for an organization that you call frequently. If you specify a phone number for an organization, you can call a contact at the organization quickly by dialing the contact's extension only. Likewise, when you add a contact from the organization to your address book, you only need to type the contact's extension. Set the default country code and area code 1. 2.
3. 4. In the phone, press the Menu key. Click Options. Click Smart Dialing. Set the Country Code and Area Code fields. 33 5. In the National Number Length field, set the default length for phone numbers in your country. 6. Press the Menu key.

7. Click Save. Note: When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix. Set options for dialing extensions 1. 2. 3. 4. 5. 6. 7.
8. In the phone, press the Menu key. Click Options. Click Smart Dialing. In the Number field, type the main phone number for an organization.
Set how long the BlackBerry® device waits before dialing an extension. In the Extension Length field, set the default length for extensions. Press the Menu key. Click Save. TTY support About TTY support When you turn on TTY support and you connect your BlackBerry® device to a TTY device, you can make calls to and receive calls from TTY devices.
Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device. Prerequisites: TTY support · Verify that your wireless service provider supports this feature. · Verify that your TTY device operates at 45.45 bits per second. · Verify that you have inserted the TTY device connector into the headset jack on your BlackBerry® device. If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com.

Turn on TTY support 1. 2. 3. 4. 5. In the phone, press the Menu key. Click Options. Click TTY. Set the TTY Mode field to Yes. Press the Menu key.
34 6. Click Save. A TTY indicator appears in the device status section of the screen. To turn off TTY support, set the TTY Mode field to No. Multiple phone numbers About multiple phone numbers Your SIM card might support more than one phone number, or your BlackBerry® device might be associated with a phone number provided by your wireless service provider and an enterprise voice phone number provided by your organization.
If you have more than one phone number associated with your device, you can switch the phone number that you use as your active phone number. You can receive calls to all phone numbers that are associated with your device, but you make calls using your active phone number. During a call, you can use your active phone number only. For example, you cannot place one call on hold and make a second call using another phone number. Switch the active phone number 1.
2. 3. 4. In the phone options, click General Options. Change the Active Line field. Press the Menu key. Click Save. Phone options Turn on dialing from the Lock screen 1. 2. 3.

4. 5. In the device options, click Security Options. Click General Settings. Set the Allow Outgoing Calls While Locked field to Yes.

Press the Menu key. Click Save. Sort phone numbers or contacts on the Phone screen 1. 2. 3.

4. In the phone, press the Menu key. Click Options. Click General Options. Perform one of the following actions: · To sort phone numbers or contacts by frequency of use, set the Phone List View field to Most Used.

35 · To sort contacts alphabetically by contact name, set the Phone List View field to Name. · To sort phone numbers or contacts by recency of use, set the Phone List View field to Most Recent. 5. Press the Menu key. 6.

Click Save. To sort phone numbers or contacts by call logs again, set the Phone List View field to Call Log. Hide or display your phone number when you make calls The wireless network can override the option that you choose. 1. 2. 3. 4. In the phone, press the Menu key. Click Options. Click General Options.

Perform one of the following actions: · To request that your phone number is hidden, set the Restrict My Identity field to Always. · To request that your phone number is displayed, set the Restrict My Identity field to Never. · To request that the network decide whether to hide or display your phone number, set the Restrict My Identity field to Network Determined. 5. Press the Menu key. 6. Click Save. Turn off the prompt that appears before you delete items You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords. 1. 2.

3. 4. 5. 6. In an application, press the Menu key.

Click Options. If necessary, click General Options. Change the Confirm Delete field to No. Press the Menu key. Click Save.

Stop ending calls when you insert your device in the holster 1. 2. 3. 4. 5. 6. In the phone, press the Menu key. Click Options. Click General Options. Set the Auto End Calls field to Never.

Press the Menu key. Click Save. 36 Answer calls automatically when you remove your device from the holster 1. 2. 3. 4. 5. 6. In the phone, press the Menu key. Click Options.

Click General Options. Change the Auto Answer Calls field to Out Of Holster. Press the Menu key. Click Save. Reset a call timer 1.

2. 3. 4. 5. 6.

In the phone, press the Menu key. Click Status. Click Last Call or Total Calls. Click Clear Timer. Press the Menu key. Click Save. Phone shortcuts · To answer a call, press the Send key. · To insert a plus sign (+) when typing a phone number, hold 0. · To add an extension to a phone number, press the X key. Type the extension number.

· To set up speed dial for a contact, on the Home screen or in the phone, hold a key. · To turn on the speakerphone during a call, press the period (.) key. To turn off the speakerphone during a call, press the period (.) key. · To switch the audio path to wired headphones during a call, press the period (.) key. To switch back to the previous audio path, press the period (.) key again. · To check your voice mail, hold 1.

· To type a letter in a phone number field, hold the Alt key. Use the multi-tap input method to type the letter. · To view your contact list in the phone, hold the Send key. · To switch phone numbers, in the phone, click your active phone number. Click a phone number.

Phone troubleshooting I cannot make or receive calls Try performing the following actions: 37 · Verify that your BlackBerry® device is connected to the wireless network. · If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing. · If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact. · If you are not receiving calls, verify that call blocking and call forwarding are turned off. · If your SIM card supports more than one phone number, but you have only one phone number, verify that the phone number is set as your active phone number.

My phone number appears as Unknown in the phone Try changing the phone number on your SIM card to change how your phone number appears in the phone. In the device options, click Advanced Options. Click SIM Card. Highlight the phone number. Press the Menu key. Click Edit SIM Phone Number. Type your phone number. Click the trackball. Note: If you change the phone number on your SIM card, you do not change the phone number that your BlackBerry® device uses to make and receive calls. I cannot make calls using a voice command Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network.

· If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device. · Verify that your keyboard is unlocked. · Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported. My device does not recognize names or numbers in voice commands Try performing the following actions: · Say the first name and the last name of your contact. · If your BlackBerry® device does not often identify matches, set the matching sensitivity level to reject less. · If your device often identifies incorrect matches, set the matching sensitivity level to reject more. · Improve voice recognition of numbers. I cannot check my voice mail If you have more than one phone number associated with your BlackBerry® device and you are trying to check your voice mail using a shortcut key, your device calls the voice mail access number for your active phone number. Try checking the voice mail for your alternate phone number.

38 I cannot join a call If your BlackBerry® device is associated with an enterprise voice phone number, you cannot join a call that you make from or receive to your enterprise voice phone number with a call that you make from or receive to the phone number provided by your wireless service provider. 39 40 Voice dialing Make a call using a voice command If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry® device. You cannot make calls to emergency numbers using voice commands. 1. In the voice dialing application, wait for the sound.

2. Say "Call" and a contact name or phone number. To end the call, press the End key. Dial an extension using a voice command Verify that you have set smart dialing options. You can dial extensions only within your company.

Say "Call extension" and the extension number. Check your phone number using a voice command 1.

In the voice dialing application, wait for the sound. 2. Say "Check my phone number." Check the wireless coverage level using a voice command 1. In the voice dialing application, wait for the sound. 2. Say "Check coverage." Check the battery power level using a voice command 1.

In the voice dialing application, wait for the sound. 2. Say "Check battery." Change the voice dialing language Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your wireless service provider or administrator. 1. In the device options, click Language. 2. Change the Voice Dialing Language field. 41 3.
Press the Menu key. 4. Click Save. Turn off choice lists for voice commands 1. 2.
3. 4. In the device options, click Voice Dialing. Set the Choice Lists field to Always Off. Press the Menu key.
Click Save. If your BlackBerry® device identifies more than one possible match to a voice command, your device selects the best match and dials the phone number automatically. Turn off voice prompts 1. In the voice dialing application, wait for the sound. 2. Say "Turn prompts off." Set playback options for voice dialing 1. In the device options, click Voice Dialing. 2. Perform any of the following actions: · To turn off playback for phone numbers, set the Digit Playback field to Disabled.

· To turn off playback for contacts, set the Name Playback field to Disabled. · To set how quickly playback for contacts occurs, set the Name Playback Speed field. · To set the playback volume for contacts, set the Name Playback Volume field. 3. Press the Menu key. 4. Click Save. Set the matching sensitivity level for voice commands 1. In the device options, click Voice Dialing. 2.
Perform one of the following actions: · To increase matches, set the Sensitivity field closer to Reject Less. · To reduce the number of incorrect matches, set the Sensitivity field closer to Reject More. 3. Press the Menu key. 4.
Click Save. 42 Improve voice recognition of numbers 1. 2. 3. 4.
In the device options, click Voice Dialing. Press the Menu key. Click Adapt Digits. Complete the instructions on the screen. Voice dialing troubleshooting I cannot make calls using a voice command Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. · If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device. · Verify that your keyboard is unlocked. · Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported. My device does not recognize names or numbers in voice commands Try performing the following actions: · Say the first name and the last name of your contact.

· If your BlackBerry® device does not often identify matches, set the matching sensitivity level to reject less. · If your device often identifies incorrect matches, set the matching sensitivity level to reject more. · Improve voice recognition of numbers. 43 44 Camera and video camera Take a picture 1. In the camera, click the trackball. 2. Perform one of the following actions: · To take another picture, click the icon. icon. · To set the picture as a caller ID picture or Home screen background, click the · To rename and save the picture, click the · To send the picture, click the · To delete the picture, click the icon. icon.
icon. Zoom in to or out from a subject In the camera, perform one of the following actions: · To zoom in, roll the trackball up. · To zoom out, roll the trackball down. View the number of remaining pictures In the camera, the approximate number of pictures that you can save appears in the lower-left corner of the screen. Record a video Verify that you have inserted a media card into your BlackBerry® device.
1. In the video camera, click the trackball. 2. To pause recording, click the trackball. 3.
Perform one of the following actions: · To resume recording, click the icon. · To stop recording and save the video, click the · To play the video, click the icon.
icon. icon. · To rename and save the video, click the · To delete the video, click the · To send the video, click the icon. icon. 45 View the amount of memory available for recording videos In the video camera, the approximate amount of memory available for recording videos appears in the lower-left corner of the screen. Camera and video camera options Change the location for storing pictures or videos 1. In the camera or video camera, press the Menu key. 2.

Click Options. 3. Perform one of the following actions: · In the camera, change the Store Pictures and Folder fields. · In the video camera, change the Folder field. 4. Press the Menu key. 5. Click Save. Change options for pictures or videos to compensate for different lighting conditions 1. In the camera or video camera, press the Menu key.
2. Click Options. 3. Perform any of the following actions: · To change the default flash mode for pictures, change the Default Flash Setting field. · To turn on low-light mode for videos, change the Video Light field.
· To compensate for the current lighting conditions, change the White Balance field. Change the video size and format 1. 2. 3. 4.
5. In the video camera, press the Menu key. Click Options. Change the Video Format field. Press the Menu key. Click Save. Set picture size 1. In the camera, press the Menu key. 2. Click Options.

3. Set the Picture Size field. 46 4. Press the Menu key. 5. Click Save. Set picture quality You can set the fineness of detail that the camera captures in pictures. The finer the detail of a picture, the more memory the picture requires. 1. 2.
3. 4. 5. In the camera, press the Menu key. Click Options.
Set the Picture Quality field. Press the Menu key. Click Save. Apply a color effect to pictures You can apply a sepia or black-and-white color effect to pictures that you take. 1.
2. 3. 4. 5. In the camera, press the Menu key. Click Options. Change the Color Effect field. Press the Menu key. Click Save. Camera and video camera shortcuts · To take a picture, press the Right Convenience key.

· To zoom in to a subject before taking a picture, press the Volume Up key. · To zoom out from a subject before taking a picture, press the Volume Down key. · To change the flash mode for a picture or to turn on low-light mode for a video, press the Space key. Camera and video camera troubleshooting I cannot save pictures or videos Your BlackBerry® device memory or media card might not have enough available memory to store pictures or videos.

Try performing the following actions: · If you are trying to save a picture to your device memory, delete old data or messages from your device. · If you are trying to save a picture or video on your media card, delete old media files. · In the camera options, verify that the Picture Quality field is not set to Superfine. Superfine pictures use more memory than fine or normal pictures. 47 · Increase the maximum amount of memory available for pictures. The flash dims or turns off If the battery power level drops below 20 percent, the flash dims to conserve battery power.

In cold temperatures, when the battery power level drops below 20 percent, the flash might turn off. Some pictures that I take are blurry In low lighting conditions, the camera might compensate for the lack of exposure by using a slower shutter speed. If you move the camera before the shutter clicks, the picture might be blurry. If the camera is using a slower shutter speed, an exclamation point indicator appears at the bottom of the screen. 48 Media Transferring and downloading media files About transferring media files You can connect your BlackBerry® device to your computer to transfer files between your device and your computer, or you can use Bluetooth® technology to send media files to or receive media files from a Bluetooth enabled device. If you connect your device to your computer, you can transfer files between your media card and your computer using mass storage mode, or you can transfer media files between your device and your computer using the media manager tool of the BlackBerry® Desktop Manager. For more information about using the media manager tool, see the Media Manager Online Help. If you turn on media card encryption and you transfer files to your media card using mass storage mode or Bluetooth technology, your device does not encrypt the transferred files. If you transfer encrypted files from your media card using mass storage mode or Bluetooth technology, you cannot decrypt the files on your computer or on a Bluetooth enabled device. Transfer a file between your device and your computer using the Roxio Media Manager 1.

2. 3. 4. Connect your BlackBerry® device to your computer. On your computer, open the BlackBerry® Desktop Manager. Double-click Media Manager. Drag a file or folder from one location to another. For more information about transferring and managing media files, see the online help that is available in the Roxio® Media Manager. Transfer a file between your device and your computer in mass storage mode Verify that mass storage mode is turned on. 1.

2. 3. 4. Connect your BlackBerry® device to your computer. On your computer, double-click My Computer. In the Devices with Removable Storage section, click Removable Disk. Drag a file from one location to another. To exit mass storage mode, disconnect your device from your computer. Save a song or video from a web page 1. 2.

3. 4. In the browser, click a link for a song or video. Click Save. Type a name for the song or video.

Click Save. 49 Receive a media file using Bluetooth technology Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device. 1. 2. 3.

4. 5. In the media application, click a media type. Press the Menu key. Click Receive Using Bluetooth. Click Yes. Click Save. Send a media file If you send a media file using Bluetooth® technology, verify that Bluetooth technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device. You can only send media files that you added. 1.

2. 3. 4. 5. In the media application, click a media type. If necessary, click a category. Highlight a media file. Press the Menu key. Click one of the following menu items: · Send As Email · Send As MMS · Send Using Bluetooth Download a ring tone Verify that your wireless service provider supports this feature. 1. 2. 3. 4. In the media application, click Ring Tones. Click All Ring Tones.

Press the Menu key. Click Download Ring Tones. Download a Home screen background Verify that your wireless service provider supports this feature. 1. 2. 3. 4. In the media application, click Pictures. Click My Pictures. Press the Menu key. Click Download Images. 50 Playing media files and recording voice notes Play a media file 1. In the media application, click a media type. 2. If necessary, click a category.

3. Click a song, ring tone, video, or voice note. Play a song or video on a web page 1. In the browser, click a link for a song or video. 2. Click Open. Shuffle songs 1. In the media application, click Music. 2. Perform one of the following actions: · To shuffle all songs, click Shuffle Songs.

· To shuffle all the songs in a category, click a category. Click a song. Press the Menu key. Click Shuffle. To stop shuffling songs, press the Menu key. Click Shuffle. Pause a media file When playing a song, video, or voice note, click the pause icon. To resume playing the song, video, or voice note, click the play icon. Fast-forward or rewind a media file 1. When playing a song, video, or voice note, click the progress bar.

2. Roll the trackball to the right or left. 3. Click the trackball. Play the next or previous song in a category 1. When playing a song, press the Menu key. 2. Click Next Track or Previous Track. Repeat a media file 1. In the media application, click a media type.

51 2. 3. 4. 5. If necessary, click a category. Click a song, video, or voice note. Press the Menu key. Click Repeat. To stop repeating a song, video, or voice note, press the Menu key. Click Repeat.

Search for a media file 1. In the media application, click a media type. 2. If necessary, click a category. 3.

In the Find field, type part or all of a name for a song, ring tone, video, or voice note. Switch applications during a song 1. Press the End key. 2. Click an application.

To return to the media application, press the Menu key. Click Now Playing. Record a voice note 1. 2. 3. 4. In the media application, click Voice Notes. Click Record. Click the record icon. Perform any of the following actions: · To pause recording, click the pause icon.

To resume recording, click the record icon. · To stop recording, click the pause icon. Click the stop icon. Adjust the volume · To increase the volume, press the Volume Up key. · To decrease the volume, press the Volume Down key. Amplify the volume You can amplify the volume for songs, ring tones, and videos. 1. 2. 3. 4.

5. In the media application, press the Menu key. Click Options. Change the Audio Boost field to On. Press the Menu key.

Click Save. 52 Improve sound quality for media files You can only improve sound quality when you use stereo headphones with your BlackBerry® device. 1. In the media application, press the Menu key. 2.

Click Options. 3. Change the Equalizer field. Keep backlighting on when you play a video 1. 2. 3. 4. 5. In the media application, press the Menu key.