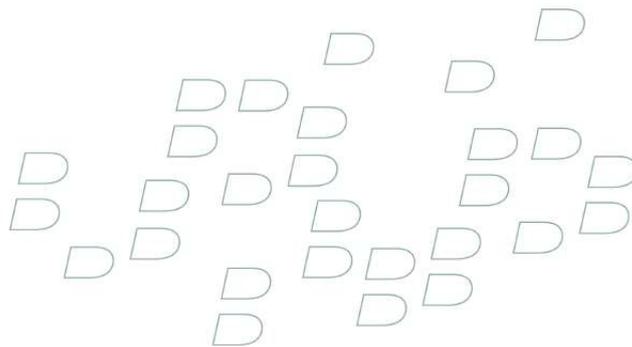




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You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY 8707. You'll find the answers to all your questions on the BLACKBERRY 8707 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

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User Guide
BlackBerry 8707 Series



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In any application, click the trackwheel. 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 front of the device and one on the left 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. Click the trackwheel.
Click Save. Set owner information 1. 2. 3. 4. In the device options, click Owner. Type your contact information. Click the trackwheel. Click Save. 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. Create a link for a PIN When typing text, type pin: and the PIN. 9 Expand a folder 1. Click a folder with a plus sign (+) beside it. 2. Click Expand. Collapse a folder 1. Click a folder with a minus sign (-) beside it. 2. Click Collapse.

BlackBerry basics shortcuts · To move the cursor, roll the trackwheel. · To move the cursor in a different direction, hold the Alt key and roll the trackwheel. · To exit a screen or move back a page in the browser, 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, press the End key.

· To switch between the active notification profile and the Vibrate notification profile, hold the Mute key. · To turn on a theme or notification profile, highlight a theme or notification profile. Press the Space key. · To delete a highlighted item, press the Backspace/Delete key. No application opens when I press a Convenience key Verify that you have not deleted the application that you assigned to the key. Assign an application to the key. 10 Shortcuts

BlackBerry basics shortcuts · To move the cursor, roll the trackwheel. · To move the cursor in a different direction, hold the Alt key and roll the trackwheel. · To exit a screen or move back a page in the browser, 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, press the End key. · To switch between the active notification profile and the Vibrate notification profile, hold the Mute key. · To turn on a theme or notification profile, highlight a theme or notification profile. Press the Space key. · To delete a highlighted item, press the Backspace/Delete 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 Alt key and the X key. Type the extension number. · To assign a speed dial number to a key, on the Home screen or in the phone, hold the key.

· To turn on the speakerphone during a call, press the Speakerphone key. · To turn off the speakerphone during a call, press the Speakerphone key. · To check your voice mail, hold 1. · To type a letter in a phone number field, press the Alt key and the letter key. · To move to the top of the Phone screen, press the Space key.

· To view the last phone number that you typed, press the Space key and the Enter key. Press the Send key to dial the number. · To view your contact list in the phone, hold the Send key. Message shortcuts In a message · To reply to a message, press R. · To reply to all, press L. 11 · To forward a message, press F. · To file a highlighted email message, press I. · To view the email address of a contact, in a message, highlight the contact. Press Q. To view the display name again, press Q.

In a message list · To open a highlighted message, press the Enter key. · To compose a message from a message list, press C. · To mark a message as opened or unopened, press the Alt key and U. · To view received messages, press the Alt key and I. · To view sent messages, press the Alt key and O. · To view voice mail messages, press the Alt key and V. · To view SMS text messages, press the Alt key and S. · To view call logs, press the Alt key and P. · To view all your messages again, 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 T. · To move to the bottom of a message list, press B. · To move to the next date, press N. · To move to the previous date, press P.

· To move to the next unopened item, press U. · To move to the next related message, press J. · To move to the previous related message, press K. Typing shortcuts · To insert a period, press the Space key twice. The next letter is capitalized.

@@@@@ · To type a number in a number field, press a number key. You do not need to press the Alt key. @@@@@ · To turn off NUM lock or CAP lock, press the Shift key. 12 @@ Hold the Alt key and press the Enter key. Continue to hold the Alt key and highlight a language. Release the Alt 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. Type the letter that appears below the symbol.

@@@@@ · To cancel a text selection, press the Escape key. @@@@ · To paste highlighted text when typing, press the Shift key and click the trackwheel.

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 a message or memo, press S. · To search for text in an attachment or web page, press F. · 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 F.



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Attachment shortcuts · To search for text in an attachment, press F. · To move to the last cursor position after closing and reopening an attachment, press G. In a spreadsheet · To move to a specific cell, press G.

· To view the content of a cell, press the Space key. · To switch worksheets, press V. Highlight a worksheet. Press the Enter key. · To view hidden columns or rows, press H.

· To hide the columns or rows again, press H. In a presentation · To switch presentation views, press M. · To move to the next slide, press N. · To move to the previous slide, press P. 13 · To move to the last cursor position after closing and reopening a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

Press G. Browser shortcuts · To insert a period (.) in the Go To dialog box, press the Space key. · To insert a slash mark (/) in the Go To dialog box, press the Shift key and the Space key. · To open the browser options, in the browser, press O. · To stop loading a web page, press the Escape key. · To hide the browser, press D. · To close the browser, hold the Escape key. On a web page · To move to a specific web page, press G. · To return to the home page, press H.

· To open the bookmark list, press K. · To add a bookmark, press A. · To view a list of web pages that you have visited recently, press I. · To refresh a web page, press R. · To view the address for a link, highlight a link. Press L. · To view the address for a web page, press P. · To save a web page to a message list, press S. · To follow a highlighted link, press the Enter key. · To hide the banner, press U.

· To view the banner again, press U. · To view a thumbnail version of a web page, press X. To return to the normal view, press any key. Navigate a web page · 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 web page, press T. · To move to the bottom of a web page, press B. Media shortcuts · To rotate a picture, press R. · To zoom in to a picture, press I. · To zoom out from a picture, press O.

· To zoom to the original picture size, press W. 14 Maps shortcuts · To zoom in to a map, press I. · To zoom out from a map, press O. · To view status information at the top of a map, press U. · To hide status information at the top of a map, press U. · To switch views, press the Space key. Calendar shortcuts For shortcuts to work in Day view, in the calendar options, set the Enable Quick Entry field to No. · To schedule an appointment, press C. · To change to Agenda view, press A. · To change to Day view, press D.

· To change to Week view, press W. · To change to Month view, press M. · To move to the next day, week, or month, press the Space key. · To move to the previous day, week, or month, press the Shift key and the Space key. · To move the cursor horizontally in Week view, hold the Alt key and roll the trackwheel. · To move the cursor vertically in Month view, hold the Alt key and roll the trackwheel. · To move to the current date, press T. · To move to a specific date, press G. 15 16 Phone Phone basics Find your phone number Open the phone. The My Number field displays your phone number.

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 call · · · · To answer a call, click Answer. To end a current call and answer the incoming call, click Answer - Drop Current. To place a current call on hold and answer the incoming call, click Answer - Hold Current.

To leave a conference call and answer the incoming call, click Answer - Drop All. To end the call, press the End key. Ignore a call Click Ignore. 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, click the trackwheel. 2. Click Hold. 17 To resume a call, click the trackwheel.

Click Resume. Turn on the speakerphone During a call, press the Speakerphone key. To turn off the speakerphone, press the Speakerphone key again. 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 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 a letter, hold the Alt key. Press the letter key. Switch applications during a call 1. During a call, click the trackwheel. 2. Click Home Screen. Note: If you switch to a different application and you want to end the call, press the End key.

Switch calls 1. During a call, if you receive another call, click Answer - Hold Current. 2. Click Swap. Make a call when the device is locked Verify that dialing from the Lock screen is turned on.

1. On the Lock screen, roll the trackwheel. 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. Use a headset You can purchase an optional headset to use with your BlackBerry® device. · To answer a call, press the headset button. 18 · To turn on mute during a call, press the headset button. To turn off mute, press the headset button again. · To end a call, hold the headset button. For more information about using the headset, see the documentation that came with your headset. 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 your device radio is turned off when you initiate an emergency call, your device is designed to turn on the radio and 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.



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Click Emergency Call.

Click Yes. Volume Adjust the volume · To increase the volume, roll the trackwheel up. · To decrease the volume, roll the trackwheel down. Set the default volume for calls 1. 2.

3. 4. 5. 6. In the phone, click the trackwheel. Click Options. Click General Options. Set the Default Call Volume field. Click the trackwheel. Click Save.

19 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, click the trackwheel. 2. Click Call Voice Mail. Set a voice mail access number If your SIM card is set up for voice mail, the voice mail access number might already be available. Contact your wireless service provider for more information about voice mail for your SIM card. 1. 2.

3. 4. 5. 6. In the phone, click the trackwheel.

Click Options. Click Voice Mail. Type a voice mail access number and a password. Click the trackwheel. Click Save.

Note: If your SIM card is not set up for voice mail, you can type the access number for a different voice mail system. Speed dial Make a call using speed dial You can make a call using speed dial in the phone, on the Home screen, in a message list, or in an open message. Hold the key that you have assigned to the contact or phone number. Assign a speed dial number to a key 1. 2. 3. 4. 5. 6. In the phone, click the trackwheel.

Click View Speed Dial List. Click an unassigned key. Click New Speed Dial. Click a contact. Click Add Speed Dial To <contact name>. 20 Change a speed dial number 1. 2. 3. 4. In the phone, click the trackwheel.

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. Click Add Speed Dial To <contact name>.

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

During a call, press the Send key. 2. Type a phone number or highlight a contact. 3. Press the Send key. 4. During the second call, click the trackwheel. 5. 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. Perform one of the following actions: · Type X and the access code. · Insert a pause or wait and type the access code. Note: If you add a pause or wait when creating a phone number link for a conference call in a message, an appointment, or a meeting, type Tel: before the phone number for the conference call bridge. Do not type a space between Tel: and the phone number. Speak privately with a contact during a conference call 1. During a conference call, click the trackwheel. 2.

Click Split Call. 21 Disconnect a contact from a conference call 1. During a conference call, click the trackwheel. 2. Click Drop Call.

3. Click a contact. Leave a conference call 1. During a conference call, click the trackwheel. 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. Click the trackwheel. Click Add Picture. Highlight a picture. Click the trackwheel. Click Select. Center the picture in the box. Click the trackwheel. Click Crop and Save. Change the caller ID picture for a contact 1.

2. 3. 4. 5. 6.

7. 8. 9. When changing a contact, highlight the caller ID picture. Click the trackwheel.

Click Add Picture. Highlight a picture. Click the trackwheel. Click Select. Center the picture in the box. Click the trackwheel. Click Save. 22 Delete the caller ID picture for a contact 1. 2. 3.

4. 5. 6. 7. In the address book, highlight a contact. Click the trackwheel. Click Edit. Click the caller ID picture. Click Delete Picture. Click the trackwheel. 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, click the trackwheel. Click Options. Click Call Logging. Select a call log type option. To hide call logs in a message list, select the None option. Add notes to a call log 1. 2. 3. 4. 5.

6. 7. 8. In the phone, highlight a call log. Click the trackwheel. Click View History. Click the trackwheel. Click Add Notes. Type call notes. Click the trackwheel.

Click Save. 23 Change call log notes 1. 2. 3. 4.

5. 6. 7. 8. In the phone, highlight a call log.

Click the trackwheel. Click View History. Click the trackwheel. Click Edit Notes. Change the call notes. Click the trackwheel. Click Save. Forward a call log 1. 2. 3.

4. 5. In the phone, highlight a call log. Click the trackwheel. Click View History. Click the trackwheel. Click Forward. Delete call log notes 1. 2. 3. 4. 5. 6. 7. 8.

9. In the phone, highlight a call log. Click the trackwheel. Click View History. Click the trackwheel.

Click Edit Notes. Click the trackwheel. Click Clear Field. Click the trackwheel. Click Save. Call waiting Call waiting prerequisites · Verify that your wireless service plan includes this service. · Verify that your wireless service provider has set up your SIM card for this service. 24 Turn on call waiting 1. 2. 3.

4. 5. 6. In the phone, click the trackwheel. Click Options. Click Call Waiting. Set the Call Waiting Enabled field to Yes. Click the trackwheel. Click Save. To turn off call waiting, set 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. For more information, contact your wireless service provider. Call forwarding prerequisites · 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 phone numbers. 1. 2. 3. 4.

5. 6. 7. 8. 9. In the phone, click the trackwheel. Click Options. Click Call Forwarding. Click a call type. Click Do Not Forward or the current call forwarding phone number.

Click Change Number. Click a call forwarding phone number. Click the trackwheel. Click Save. To stop forwarding calls, set the call forwarding phone number to Do Not Forward. 25 Add a call forwarding phone number 1. 2. 3. 4. 5.

6.



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7. 8. 9. In the phone, click the trackwheel.

Click Options. Click Call Forwarding. Click the trackwheel. Click New Number. Type a phone number.

Press the Enter key. Click the trackwheel. 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, click the trackwheel. Click Options. Click Call Forwarding. Click the trackwheel. Click Edit Numbers. Click a phone number. Click Edit. Change the phone number. Click the trackwheel. 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, click the trackwheel. Click Options. Click Call Forwarding. Click the trackwheel. Click Edit Numbers. Click a phone number. Click Delete. 26 Call blocking About call blocking You can block all incoming calls or block incoming calls only when your BlackBerry® device roams 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 your device roams to another wireless network. Call blocking prerequisites · 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, click the trackwheel.

Click Options. Click Call Barring. Highlight a call blocking option. Click the trackwheel. Click Enable.

Type your call blocking password. To stop blocking calls, highlight a call blocking option. Click the trackwheel. Click Disable. Change the call blocking password 1.

2. 3. 4. 5. In the phone, click the trackwheel. Click Options. Click Call Barring. Click the trackwheel. Click Change Password. 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.

27 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. Fixed dialing prerequisites · 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, click the trackwheel. Click Options. Click FDN Phone List. Click the trackwheel.

Click Enable FDN Mode. Type your PIN2 code. Click the trackwheel. To turn off fixed dialing, click the trackwheel. 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, click the trackwheel. Click Options. Click FDN Phone List. Click the trackwheel. Click New. Type your PIN2 code. Click the trackwheel. Type a name and a phone number. Click the trackwheel. Click Save.

Change a contact in your fixed dialing list 1. 2. 3. 4. In the phone, click the trackwheel.

Click Options. Click FDN Phone List. Highlight a contact. 28 5. 6.

7. 8. Click the trackwheel. Click Edit. Change the contact information. Click the trackwheel. 9. Click Save. Delete a contact from your fixed dialing list 1. 2.

3. 4. 5. 6. In the phone, click the trackwheel. Click Options. Click FDN Phone List. Highlight a contact. Click the trackwheel. Click Delete.

Smart dialing About smart dialing You can specify default country and area codes so that any numbers that are specified as links, or any numbers in your address book that do not contain these codes, are dialed correctly. If you call an organization frequently, you can also set your smart-dialing options so that you do not have to type the main number for the organization. Set the default country code and area code 1. 2. 3.

4. 5. 6. 7. In the phone, click the trackwheel.

Click Options. Click Smart Dialing. Set the Country Code and Area Code fields. In the National Number Length field, set the default length for phone numbers in your country. Click the trackwheel. 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. In the phone, click the trackwheel. 29 2.

3. 4. 5. 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. 6. In the Extension Length field, set the default length for extensions. 7.

Click the trackwheel. 8. 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.

TTY support prerequisites · 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 your BlackBerry® device headset jack. If you use an RJ-11 connector, you must use an adapter to connect the TTY device to your BlackBerry device.

Turn on TTY support 1. 2. 3. 4. 5. 6. In the phone, click the trackwheel. Click Options. Click TTY. Set the TTY Mode field to Yes.

Click the trackwheel. 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.

Phone settings Hide your phone number from contacts when you make calls 1. In the phone, click the trackwheel. 2. Click Options. 30 3. 4.

5. 6. Click General Options. Set the Restrict My Identity field to Always. Click the trackwheel.

Click Save. 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. Click the trackwheel. Click Save. Sort phone numbers or contacts on the Phone screen 1. 2. 3. 4.

In the phone, click the trackwheel. 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. · 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. Click the trackwheel. 6. Click Save.

To sort phone numbers or contacts by call logs again, set the Phone List View field to Call Log. Turn off the prompt that appears before you delete items You

can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.



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1. 2. 3.

4. 5. In an application, click the trackwheel. Click Options. Set the Confirm Delete field to No.

Click the trackwheel. Click Save. Stop ending calls when you insert your device in the holster 1. In the phone, click the trackwheel. 2. Click Options. 31 3. 4. 5. 6.

Click General Options. Set the Auto End Calls field to Never. Click the trackwheel. Click Save. Stop answering calls when you remove your device from the holster 1. 2. 3. 4. 5. 6.

In the phone, click the trackwheel. Click Options. Click General Options. Set the Auto Answer Calls field to Never. Click the trackwheel. Click Save. Reset a call timer 1. 2. 3. 4.

5. 6. In the phone, click the trackwheel. Click Status. Click Last Call or Total Calls. Click Clear Timer. Click the trackwheel. Click Save. About telecoil mode 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. Turn on telecoil mode Verify that your BlackBerry® device supports telecoil mode.

For more information, contact your wireless service provider. 1. 2. 3. 4. 5. 6. In the phone, click the trackwheel. Click Options. Click Hearing Aid Mode. Set the Mode Enabled field to Telecoil. Click the trackwheel. Click Save. The H-T telecoil indicator appears in the device status section of the screen. 32

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 Alt key and the X key. Type the extension number. · To assign a speed dial number to a key, on the Home screen or in the phone, hold the key. · To turn on the speakerphone during a call, press the Speakerphone key.

· To turn off the speakerphone during a call, press the Speakerphone key. · To check your voice mail, hold 1. · To type a letter in a phone number field, press the Alt key and the letter key. · To move to the top of the Phone screen, press the Space key. · To view the last phone number that you typed, press the Space key and the Enter key. Press the Send key to dial the number. · To view your contact list in the phone, hold the Send key. Phone troubleshooting I cannot make or receive calls Try performing the following actions: · 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. 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.

Click the trackwheel. Click Edit SIM Phone Number. Type your phone number. Click the trackwheel. 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. 33 34 Email messages Email message basics Open a message 1.

In a message list, click a message. 2. Click Open. Note: If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address. Send an email message 1.

In a message list, click the trackwheel. 2. Click Compose Email. 3. In the To field, perform one of the following actions: · Type an email address.

· Type a contact name. · Type part of a contact name. Click a contact. 4. Type a message. 5. Click the trackwheel. 6. Click Send. Note: If your BlackBerry® device is associated with more than one email address, in the Send Using field, you can set the email address that you want to use to send the email message.

Save a draft of a message 1. When composing a message, click the trackwheel. 2. Click Save Draft. Blind carbon copy a contact 1. When composing a message, click the trackwheel. 2. Click Add Bcc. Attach a contact to a message 1. When composing a message, click the trackwheel.

2. Click Attach Address. 35 3. Click a contact. 4.

Click Continue. Set the importance level for a message 1. 2. 3. 4.

5. When composing a message, click the trackwheel. Click Options. Set the Importance field. Click the trackwheel. Click Save. Save a message 1. In a message, click the trackwheel. 2. Click Save.

Reply to a message 1. In a message, click the trackwheel. 2. Click Reply or Reply to All. Delete the original text from a reply message 1. When replying to a message, click the trackwheel. 2. Click Delete Original Text. Forward a message 1. In a message, click the trackwheel.

2. Click Forward or Forward As. 3. Click a message type. Delete a message 1.

In a message, click the trackwheel. 2. Click Delete. Delete multiple messages 1. In a message list, highlight a date field.

2. Click the trackwheel. 36 3. Click Delete Prior. Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation. Mark a message as opened or unopened In a message list, perform one of the following actions: · Highlight a message. Click the trackwheel. Click Mark Opened or Mark Unopened. · Highlight a date field. Click the trackwheel.

Click Mark Prior Opened. Create a link for a PIN When typing text, type pin: and the PIN. Search for text in a message, attachment, web page, or memo To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. 1. 2. 3. 4. In a message, attachment, web page, or memo, click the trackwheel. Click Find. Type the text.

Press the Enter key. To search for the next instance of the text, click the trackwheel. Click Find Next. Email message folders File an email message Verify that wireless email reconciliation is turned on. 1.

2. 3. 4. 5. In a message list, highlight an email message.

Click the trackwheel. Click File. Click an email message folder. Click File. Add, change, or delete an email message folder You can add, change, or delete the email message folder in the email application on your computer. If wireless email reconciliation is turned on, your BlackBerry® device receives changes that you make to the email message folder on your computer over the wireless network. If wireless email reconciliation is turned off or is not available for your device, reconcile the changes using the email settings tool of the BlackBerry Desktop Manager. See the BlackBerry Desktop Software Online Help for more information about email reconciliation. 37 Hide filed email messages 1.



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2.

3. 4. 5. 6. In a message list, click the trackwheel. Click Options. Click General Options. Set the Hide Filed Messages field to Yes. Click the trackwheel. Click Save.

View messages in a specific folder 1. 2. 3. 4. In a message list, click the trackwheel.

Click View Folder. Click a folder. Click Select Folder. Sent messages Resend a message 1. In a sent message, click the trackwheel.

2. Perform one of the following actions: · To change the message, click Edit. Change the message. Click the trackwheel. Click Send. · To change the recipients, click Edit. Highlight a contact. Click the trackwheel. Click Change Address. Click a new contact.

Click the trackwheel. Click Send. · To resend the message without changing it, click Resend. Stop a message from sending Verify that you are not in a wireless coverage area and your BlackBerry® device is not connected to the wireless network. A clock icon should appear beside the message. 1. In a message list, highlight the message. 2. Click the trackwheel. 3.

Click Delete. Hide sent messages 1. In a message list, click the trackwheel. 2. Click Options.

38 3. 4. 5. 6. Click General Options.

Set the Hide Sent Messages field to Yes. Click the trackwheel. Click Save. Note: If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages. Stop storing messages sent from your device on your computer By default, a copy of messages that you send from your BlackBerry® device appears in the sent items folder in the email application on your computer. 1. 2. 3. 4. 5.

6. In a message list, click the trackwheel. Click Options. Click Email Settings. Set the Save Copy In Sent Folder field to No. Click the trackwheel. Click Save. Stop storing messages sent from your computer on your device 1. 2. 3.

4. 5. 6. 7. 8.

In a message list, click the trackwheel. Click Options. Click Email Settings. Click the trackwheel. Click Folder Redirection.

Clear the check box beside the Sent Items folder. Click the trackwheel. Click Save. Email message filters About email message filters You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list. 39

Create an email message filter Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the BlackBerry Internet Service Online Help for more information. 1.

2. 3. 4. 5. 6. 7. 8. 9. In a message list, click the trackwheel. Click Options.

Click Email Filters. Click the trackwheel. Click New. Type a name for the email message filter. Set the email message filter options.

Click the trackwheel. Click Save. Create an email message filter based on a contact or subject 1. 2. 3.

4. 5. 6. 7. In a message list, highlight an email message. Click the trackwheel. Click Filter Sender or Filter Subject. Type a name for the email message filter. Set the email message filter options. Click the trackwheel.

Click Save. Email message filter options From: Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email messages that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address. Sent To: Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages.

Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email messages that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address. Subject: Type text that the email message filter should search for in the subject of email messages. Message: Type text that the email message filter should search for in the body of email messages. 40 Sent directly to me: Set whether the email message filter applies to email messages that include your email address in the To field.

CC to me: Set whether the email message filter applies to email messages that include your email address in the CC field. BCC to me: Set whether the email message filter applies to email messages that include your email address in the BCC field. Importance: Set the importance level of email messages that the email message filter applies to. Sensitivity: Set the sensitivity level of email messages that the email message filter applies to. Action: Set whether email messages that the email message filter applies to are forwarded to your BlackBerry® device.

If email messages are forwarded, specify whether they are forwarded with high importance or with the email message header only. Turn on an email message filter 1. 2. 3. 4.

In a message list, click the trackwheel. Click Options. Click Email Filters. Select the check box beside an email message filter. Change an email message filter 1. 2. 3. 4. 5. 6.

7. 8. 9. In a message list, click the trackwheel. Click Options. Click Email Filters. Highlight an email message filter. Click the trackwheel. Click Edit. Change the email message filter options.

Click the trackwheel. Click Save. Change the order of email message filters 1. 2. 3.

4. 5. 6. In a message list, click the trackwheel. Click Options.

Click Email Filters. Highlight an email message filter. Click the trackwheel. Click Move. 41 7. Roll the trackwheel to the new location. 8. Click the trackwheel. Forward email messages to your device when no filters apply Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator.

If you use the BlackBerry Internet Service, see the BlackBerry Internet Service Online Help for more information. 1. 2. 3. 4. 5. 6. In a message list, click the trackwheel. Click Options. Click Email Filters.

Set the If no filters apply, send email to handheld option to Yes. Click the trackwheel. Click Save. Delete an email message filter 1. 2.

3. 4. 5. 6. In a message list, click the trackwheel.

Click Options. Click Email Filters. Highlight an email message filter. Click the trackwheel. Click Delete. Email message forwarding Forward messages from a specific email message folder to your device Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise

Server version 4.



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0 or later. 1. 2. 3.

4. 5. 6. 7. 8. In a message list, click the trackwheel. Click Options. Click Email Settings. Click the trackwheel. Click Folder Redirection. Select the check box beside an email message folder. Click the trackwheel. Click Save. Note: If you click the Select All menu item, all email messages, including email messages that appear in the sent items folder in the email application on your computer, appear on your device. 42 Stop forwarding email messages to your device Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.

0 or later. 1. 2. 3. 4.

5. 6. In a message list, click the trackwheel. Click Options. Click Email Settings. Set the Send Email to Handheld field to No. Click the trackwheel. Click Save. To forward email messages to your device again, set the Send Email to Handheld field to Yes. Block incoming messages If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization.

For more information, contact your system administrator. 1. 2. 3. 4. 5. In the device options, click Security Options. Click Firewall. Select the check box beside one or more message types. Click the trackwheel.

Click Save. Note: Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters. Reset a blocked message counter 1. 2.

3. 4. 5. In the device options, click Security Options. Click Firewall.

Highlight a message type. Click the trackwheel. Click Reset Count or Reset All Counts. Message settings Request delivery or read confirmation for email messages Verify that your BlackBerry® device is associated with an email account that uses the BlackBerry Internet Service. 1. In a message list, click the trackwheel. 2. Click Options. 3. Click Email Settings.

43 4. In the Delivery Status Notification section, perform any of the following actions: · To send read notification when a sender requests it, set the Send Read Receipts field. · To request delivery or read notification when you send email messages, set the Confirm Delivery and Confirm Read fields. 5. Click the trackwheel. 6. Click Save. View an address instead of a display name 1. In a message, click a contact. 2.

Click Show Address. To view the display name again, click a contact. Click Show Name. Add a signature Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator.

If you use the BlackBerry Internet Service, see the BlackBerry Internet Service Online Help for more information. 1. 2. 3. 4.

5. 6. 7. In a message list, click the trackwheel. Click Options. Click Email Settings. Set the Use Auto Signature field to Yes. Type a signature. Click the trackwheel. Click Save.

Your signature is added to email messages after you send them. Set an out-of-office reply Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the BlackBerry Internet Service Online Help for more information. 1. 2. 3. 4. 5. 6.

7. 8. In a message list, click the trackwheel. Click Options. Click Email Settings.

Set the Use Out Of Office Reply field to Yes. Type a reply. If you use IBM® Lotus Notes®, in the Until field, set the date on which the out-of-office reply should turn off. Click the trackwheel. Click Save.

To turn off the out-of-office reply, set the Use Out Of Office Reply field to No. 44 Set the email address that you use to send messages Verify that your BlackBerry® device is associated with more than one email address. 1. 2. 3. 4. 5. In the device options, click Advanced Options. Click Message Services. Set the Messaging (CMIME) field.

Click the trackwheel. Click Save. Delete the disclaimer from an email message If your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later, the BlackBerry Enterprise Server might add a disclaimer to email messages after you send them. You cannot change this disclaimer. 1. When composing an email message, click the trackwheel. 2. Click Remove Disclaimer. To add the disclaimer again, click the trackwheel.

Click Add Disclaimer. Use color to differentiate work messages from other messages Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server. 1. In the device options, click Security Options. 2.

Click General Settings. 3. Perform any of the following actions: · To set a background color for email messages that are sent to your device through a BlackBerry Enterprise Server, set the Enterprise Messages field. · To set a background color for messages that are not sent to your device through a BlackBerry Enterprise Server, set the Other Messages field. 4.

Click the trackwheel. 5. Click Save. Note: PIN messages might use the background color that you have set for work email messages. Contact your system administrator for more information. Message list settings Turn off the prompt that appears before you delete items You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper. 1. In an application, click the trackwheel. 2. Click Options.

45 3. Set the Confirm Delete field to No. 4. Click the trackwheel. 5. Click Save. View more of the subject line for messages 1. 2. 3. 4.

In a message list, click the trackwheel. Click Options. Click General Options. Perform any of the following actions: · Set the Display Message Header On field to 2 lines. · Set the Display Time and Display Name fields to No.

5. Click the trackwheel. 6. Click Save. Set how long your device stores messages 1.

2. 3. 4. 5. 6. In a message list, click the trackwheel. Click Options. Click General Options. Set the Keep Messages field. Click the trackwheel.

Click Save. To restore messages, 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. About multiple message lists Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account.

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See the BlackBerry Internet Service Online Help for more information about associating your device with more than one email account. Depending on your theme, a separate message list might appear for SMS and MMS messages. Use one message list or multiple message lists. By default, your BlackBerry® device theme determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, click the trackwheel. 46 2. Click Options. 3.

Click General Options. 4. Perform one of the following actions: · To use one message list for all messages, set the SMS and Email Inboxes field to Combined. · To separate SMS text messages from email messages, set the SMS and Email Inboxes field to Separate. 5.

Click the trackwheel. 6. Click Save. Hide the new or unopened message indicator 1. 2. 3. 4. 5. 6. In a message list, click the trackwheel.

Click Options. Click General Options. Set the Display Message Count field to None. Click the trackwheel. Click Save. To view the number of unopened messages again, set the Display Message Count field to Unread. To view the new message indicator, set the Display New Message Indicator field to Yes. View call logs in a message list 1. 2. 3.

4. In the phone, click the trackwheel. Click Options. Click Call Logging. Select a call log type option.

To hide call logs in a message list, select the None option. Message shortcuts In a message · To reply to a message, press R. · To reply to all, press L. · To forward a message, press F. · To file a highlighted email message, press I.

· To view the email address of a contact, in a message, highlight the contact. Press Q. To view the display name again, press Q. In a message list · To open a highlighted message, press the Enter key. · To compose a message from a message list, press C. · To mark a message as opened or unopened, press the Alt key and U. 47 · To view received messages, press the Alt key and I. · To view sent messages, press the Alt key and O. · To view voice mail messages, press the Alt key and V. · To view SMS text messages, press the Alt key and S.

· To view call logs, press the Alt key and P. · To view all your messages again, 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 T. · To move to the bottom of a message list, press B. · To move to the next date, press N. · To move to the previous date, press P. · To move to the next unopened item, press U. · To move to the next related message, press J.

· To move to the previous related message, press K. Message troubleshooting I cannot send messages Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area. · If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact. · If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service.

If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device. · If you have not received a registration message from the wireless network, register your device. In the device options, click Advanced Options.

Click Host Routing Table. Click the trackwheel.

Click Register Now. · Generate an encryption key. · Verify that data service is turned on. · Resend the message. I am not receiving messages Try performing the following actions: 48 · Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area. · If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device. · If you have not received a registration message from the wireless network, register your device. In the device options, click Advanced Options.

Click Host Routing Table. Click the trackwheel. Click Register Now. · Verify that data service is turned on. · If you use email message filters, verify that the options for email message filters are set correctly. · Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from. · Verify that your device is not blocking messages. For more information, contact your system administrator. I cannot file email messages Try performing the following actions: · Verify that wireless email reconciliation is turned on.

If your email message folders do not appear on your BlackBerry® device, reconcile your email messages using the email settings tool of the BlackBerry Desktop Manager.

See the BlackBerry Desktop Software Online Help for more information. I received notification of a new message, but no new messages appear in my message list If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email message folder in the email application on your computer other than your inbox, your device files the message. Some messages no longer appear on my device If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages. If wireless email reconciliation is turned on, and, in the message options, the Delete On field is set to Mailbox & Handheld, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment is truncated Try performing the following actions: · Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections. · If "More available" appears at the end of the message or attachment, click the trackwheel. Click More or More All. Some email message folders appear dimmed If you cannot forward email messages from an email message folder, the check box beside the folder appears dimmed.

49 Try performing the following actions: · Wait for a few seconds.



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