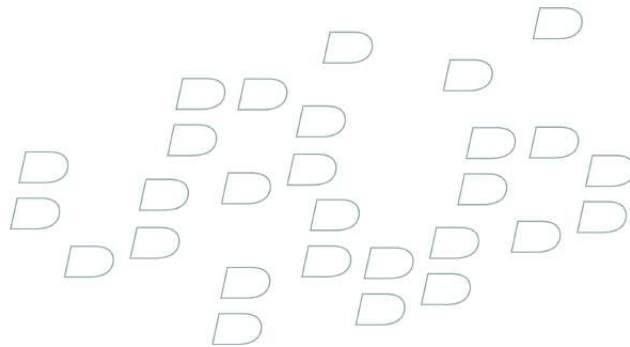




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You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY 8820. You'll find the answers to all your questions on the BLACKBERRY 8820 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BLACKBERRY 8820
User guide BLACKBERRY 8820
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Instruction manual BLACKBERRY 8820



User Guide
BlackBerry 8820 Smartphone



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21 Set the paddle speed

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273 10 BlackBerry basics 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. 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 field. Press the Menu key. Click Save. Set owner information 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. 11 Create a link for a PIN You can create a link for a PIN in messages, memos, tasks, or calendar entries. If you click the link, you can send a PIN message. When typing text, type pin: and the PIN. Expand a folder 1. Click a folder with a plus sign (+) beside it. 2. If necessary, click Expand. Collapse a folder 1. Click a folder with a minus sign (-) beside it.

2. If necessary, click Collapse. BlackBerry basics shortcuts · To move the cursor, roll the trackball. · 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 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 a different application to the key. 12 Shortcuts BlackBerry basics shortcuts · To move the cursor, roll the trackball. · 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 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 in the phone, 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. · To switch phone numbers, in the phone, click your active phone number. Click a phone number. Message shortcuts In a message · To reply to a message, press R. · To reply to all, press L.

13 · 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, 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.



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· To view call logs, press the Alt key and P. · 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 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 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. For example, to type ü, hold U and roll the trackball to the left until ü appears. Release the letter key when the accented or special character appears.

· 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 turn on NUM lock, press the Alt key and the Left Shift key. To turn off NUM lock, press the Shift key.

· To turn on CAP lock, press the Alt key and the Right Shift key. To turn off CAP lock, press the Shift key. 14 · 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. 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.

Work with text · To highlight a line of text, press the Shift key and roll the trackball. · 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 a message, press S. · To search for text in an attachment or on a web page, press F. @@Press F.

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, 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. · 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. 15 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 stop loading a web page, press the Escape key. · 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 web page address for a link, highlight a link. Press L. · To view the web page 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, press U. · To view a thumbnail version of a web page, press X. To return to the normal view, press any key. · To open the browser options, in the browser, press O.

· To hide the browser, press D. 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 pause a video or song, press the Mute key. To resume playing a video or song, press the Mute key. · To play the next song in a category, press N. · To play the previous song in a category, press P. · To rotate a picture, press R. · To zoom in to a picture, press I. To zoom to the original picture size, press W. · To zoom out from a picture, press O. To zoom to the original picture size, press W. 16 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 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 N. · To move to the previous direction on a route, press P. 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 to the current date, press T. · To move to a specific date, press G. 17 18 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.



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· 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 Press the Send key. To end the call, press the End key. Answer a second call 1. Press the Menu key.

2. Perform one of the following actions: · To answer the incoming call and hold the current call, click Answer - Hold Current. · To answer the incoming call and end the current call, click Answer - Drop Current. Ignore a call Press the End key. Mute a call During a call, press the Mute key. To turn mute off, press the Mute key again. 19 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 Speakerphone key. 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. Turn off the speakerphone Perform one of the following actions: · To turn off the speakerphone during a call, press the Speakerphone key. · To turn off the speakerphone and listen privately to a voice mail message, song, or video, press the Menu key. Click Activate Handset Speaker. 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, 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. Switch calls 1. Press the Menu key.

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, press the Enter key. 2. Click Place Call. 20 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. 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. To make a call using a voice command, hold the headset button.

Say the command. To pause a song, press the headset button. To resume playing the song, press the headset button again. 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 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. 21 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. 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." Set the voice dialing language Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider. 1. 2. 3. 4. In the device options, click Language.

Set the Voice Dialing Language field. Press the Menu key. Click Save. 22 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. 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. 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. Improve voice recognition of numbers 1. In the device options, click Voice Dialing. 2. Press the Menu key.

3. Click Adapt Digits. 23 4. Complete the instructions on the screen. 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.



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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 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. In the phone, press the Menu key. Click View Speed Dial List. Click an unassigned key. Click New Speed Dial. Click a contact. 24 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. 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, 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. Click the trackball. 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.

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 Save. 26 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. Click the trackball. 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 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.

Press the Menu key. Click View History. Press the Menu key. Click Add Notes. Type call notes. Click the trackball. Click Save. 27 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. Forward 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. · Verify that your wireless service provider has set up your SIM card for this service. 28 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 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 phone numbers. 1.

2. 3. 4. 5. 6.

7. 8. In the phone, press the Menu key. Click Options. Click Call Forwarding. Click a call type. Click Do Not Forward or the current call forwarding phone number. Click a call forwarding phone number. Press the Menu key. Click Save.

To stop forwarding calls, set the call forwarding phone number 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.



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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 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. If you have more than one phone number associated with your device, you can change call blocking options for the active 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 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.

In the phone, press the Menu key. 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.

Press the Menu key. 33 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 your BlackBerry® device headset jack. If you use an RJ-11 connector, you must use an adapter accessory to connect your TTY device to your BlackBerry device. Turn on TTY support 1. 2. 3.

4. 5. 6. In the phone, press the Menu key. Click Options. Click TTY. Set the TTY Mode field to Yes. Press the Menu key. 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. 34 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 Hide your phone number from contacts when you make calls 1.

2. 3. 4. 5. 6.

In the phone, press the Menu key. Click Options. Click General Options. Set the Restrict My Identity field to Always. Press the Menu key. 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. Press the Menu key. Click Save. 35 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.



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· 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. 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. 2. 3. 4. 5. In an application, press the Menu key. Click Options or General Options. Set 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. Stop answering calls when you remove your device from the holster 1.

2. 3. 4. 5. In the phone, press the Menu key.

Click Options. Click General Options. Set the Auto Answer Calls field to Never. Press the Menu key. 36 6. 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 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 in the phone, 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. · 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: · 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. 37 · 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 the primary 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. 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. · If your keyboard is locked, unlock your keyboard. · 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. · Use standard pronunciation rules when you say a voice command. · 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.

· Adapt digit dialing to 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. 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. 38 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. Use a headset You can purchase an optional headset to use with your BlackBerry® device.

· · · · To answer a call, press the headset button. 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. To make a call using a voice command, hold the headset button. Say the command. To pause a song, press the headset button. To resume playing the song, press the headset button again. For more information about using the headset, see the documentation that came with your headset. 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.



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2. Say "Check coverage." 39 Check the battery power level using a voice command 1. In the voice dialing application, wait for the sound. 2. Say "Check battery." Set the voice dialing language Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider. 1. 2. 3. 4. In the device options, click Language. Set the Voice Dialing Language field. Press the Menu key.

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.

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. Turn off voice prompts 1.

In the voice dialing application, wait for the sound. 2. Say "Turn prompts off." 40 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. 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. · If your keyboard is locked, unlock your keyboard.

· 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. · Use standard pronunciation rules when you say a voice command. · 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. 41 · Adapt digit dialing to improve voice recognition of numbers. 42 Email messages Email message basics Open a message In a message list, click a message. 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, press the key. 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 trackball. 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. Check spelling You can check the spelling in messages, memos, tasks, or calendar entries that you create. 1. In a message, memo, task, or appointment, press the Menu key. 2. Click Check Spelling.

3. Perform any of the following actions: · To accept the suggested spelling, click the highlighted word. · To ignore the suggested spelling, press the Escape key. · To ignore all instances of the suggested spelling, press the Menu key. Click Ignore All.

· To add the word to the custom dictionary, press the Menu key. Click Add To Dictionary. · To stop checking the spelling, press the Menu key. Click Cancel Spell Check. 43 Save a draft of a message 1. When composing a message, click the trackball. 2. Click Save Draft. Blind carbon copy a contact 1. When composing a message, press the Menu key.

2. Click Add Bcc. Attach a contact to a message 1. When composing a message, press the Menu key. 2. Click Attach Address. 3. Click a contact. Set the importance level for a message 1. When composing a message, press the Menu key.

2. Click Options. 3. Set the Importance field. 4.

Press the Menu key. 5. Click Save. Save a message 1. In a message, press the Menu key.

2. Click Save. Reply to a message 1. In a message, click the trackball. 2. Click Reply or Reply to All. Delete the original text from a reply message 1. When replying to a message, press the Menu key. 2. Click Delete Original Text.

44 Forward a message 1. In a message, press the Menu key. 2. Perform one of the following actions: · Click Forward. · Click Forward As. Click a message type. Delete a message 1. In a message, click the trackball. 2. Click Delete.

Delete multiple messages 1. In a message list, highlight a date field. 2. Press the Menu key. 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. Press the Menu key. Click Mark Opened or Mark Unopened.

· Highlight a date field. Press the Menu key. Click Mark Prior Opened. Create a link for a PIN You can create a link for a PIN in messages, memos, tasks, or calendar entries. If you click the link, you can send a PIN message. When typing text, type pin: and the PIN. Search for text in a message, attachment, or web page 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, or web page, press the Menu key. Click Find. Type the text. @@Click Find Next. 45 Email message folders File an email message Verify that wireless email reconciliation is turned on. 1. 2. 3. 4.

In a message list, highlight an email message. Press the Menu key. Click File. Click an email message folder. 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.



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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. Hide filed email messages

1. 2.

3. 4. 5. 6. In a message list, press the Menu key. Click Options. Click General Options. Set the Hide Filed Messages field to Yes. Press the Menu key. Click Save.

View messages in a specific folder 1. In a message list, press the Menu key. 2. Click View Folder. 3. Click a folder. Sent messages Resend a message 1. In a sent message, press the Menu key. 2. Perform one of the following actions: 46 · To change the message, click Edit.

Change the message. Click the trackball. Click Send. · To change the recipients, click Edit. Highlight a contact.

Press the Menu key. Click Change Address. Click a new contact. Click the trackball. 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.

Press the Menu key. 3. Click Delete. Hide sent messages 1.

2. 3. 4. 5. 6. In a message list, press the Menu key. Click Options. Click General Options. Set the Hide Sent Messages field to Yes. Press the Menu key. 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, press the Menu key.

Click Options. Click Email Settings. Set the Save Copy In Sent Folder field to No. Press the Menu key. Click Save. Stop storing messages sent from your computer on your device 1. 2. 3. 4. In a message list, press the Menu key.

Click Options. Click Email Settings. Press the Menu key. 47 5. 6. 7. 8. Click Folder Redirection. Clear the check box beside the Sent Items folder. Press the Menu key.

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. 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, press the Menu key. Click Options. Click Email Filters. Press the Menu key.

Click New. Type a name for the email message filter. Set the email message filter options. Press the Menu key. 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. Press the Menu key. Click Filter Sender or Filter Subject.

Type a name for the email message filter. Set the email message filter options. Press the Menu key. Click Save. 48 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. 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, press the Menu key. Click Options.

Click Email Filters. Select the check box beside an email message filter. Change an email message filter 1. 2. 3.

4. In a message list, press the Menu key. Click Options. Click Email Filters. Highlight an email message filter.

49 5. 6. 7. 8. Press the Menu key. Click Edit. Change the email message filter options. Press the Menu key. 9. Click Save.

Change the order of email message filters 1. 2. 3. 4. 5. 6. 7. 8. In a message list, press the Menu key. Click Options.

Click Email Filters. Highlight an email message filter. Press the Menu key. Click Move. Roll the trackball to the new location.

Click the trackball. 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, press the Menu key. Click Options. Click Email Filters. Set the If no filters apply, send email to handheld option to Yes.



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