



Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY BOLD 9700. You'll find the answers to all your questions on the BLACKBERRY BOLD 9700 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BLACKBERRY BOLD 9700
User guide BLACKBERRY BOLD 9700
Operating instructions BLACKBERRY BOLD 9700
Instructions for use BLACKBERRY BOLD 9700
Instruction manual BLACKBERRY BOLD 9700

 **BlackBerry.**

BlackBerry Bold 9700 Smartphone
Version: 5.0

User Guide

To find the latest user guides, visit www.blackberry.com/docs/smartphones.



[You're reading an excerpt. Click here to read official BLACKBERRY BOLD 9700 user guide](http://yourpdfguides.com/dref/2335547)
<http://yourpdfguides.com/dref/2335547>

Manual abstract:

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.. *Smart dialing*..

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Perform an action using a voice command....

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..... *Change the language for voice commands.....*

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... *Turn off choice lists for voice commands.....*

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. Improve voice recognition.....

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.... Media troubleshooting.....

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.. Browser options.....

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.... *Browser push.*

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.. *Browser shortcuts...*

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.. *Date, time, and alarm...*
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. Set the date and time manually.....

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..... *Get the date and time from the wireless network automatically..*

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. Change what appears on the display when your device is charging.....

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..... *Change the clock face..*

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... Set options for bedside clock mode..

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..... Turn on the alarm.

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. Change alarm notification options.....

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... Use the stopwatch..

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... *Date, time, and alarm troubleshooting*.....

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Personal organizer.....

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... *Memos*.....

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..... *Ring tones, sounds, and alerts.*

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..... *Ring tones, sounds, and alerts basics.*

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. Ring tones, sounds and alerts troubleshooting.....

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179 180 *Typing.....*

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... *Typing basics.....*

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Typing options.....

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Typing shortcuts.....

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..... *Change the display language.*

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Change the voice dialing language.....

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. Use a shortcut to switch typing input languages while you type...

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... Change the shortcut for switching typing input languages..

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.... Turn off the shortcut for switching typing input languages.....

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..... *Change the display options for contacts.....*

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..... *... Language troubleshooting..*

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..... *Backlighting*..

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..... *Display options..*

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... *Keyboard options*.....

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.. Display troubleshooting.....

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.. Messages, attachments, and web pages.....

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..... Organizer data.....

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... Synchronization.....

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.. About synchronization...

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206 206 206 *Manage email reconciliation conflicts.....*

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. Manage data synchronization conflicts....

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..... *About backing up and restoring device data*.....

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.. *Prerequisites: Restoring data over the wireless network*.....

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... Delete device data, third-party applications, or media card files..

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Empty the deleted items folder on your computer from your device.....

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.. Synchronization troubleshooting...

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..... *Bluetooth technology basics...*

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..... *Bluetooth technology options.*

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Bluetooth technology troubleshooting.....

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.. Get your GPS location.....

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.... *GPS technology troubleshooting*.....

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..... *Map options..*

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..... *Map shortcuts..*

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..... *Maps troubleshooting*.....

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..... *BlackBerry Messenger*.

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..... *Conversations..*

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..... *Applications*...

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..... *Keep an application running and switch to another application...*

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..... *Keep an application running and return to the Home screen.*

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..... *Close an application so that it is not running...*

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.. About adding applications..

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... Add, update, or return to the previous version of an application using the application center..

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. Add an application.....

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237 View properties for an application.....

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... Delete a third-party application..

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Receive a device password prompt before you add an application.....

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..... *View the size of an application database.*

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. Check for application updates.....

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. Application troubleshooting.....

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.... BlackBerry Device Software.....

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..... About updating the BlackBerry Device Software..

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..... Update the BlackBerry Device Software over the wireless network...

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..... Return to the previous version of the BlackBerry Device Software.....

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.... *Delete the previous version of the BlackBerry Device Software.....*

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..... *Check for BlackBerry Device Software updates that you can install over the wireless network..*

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About updating the BlackBerry Device Software from a web site.....

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. Update the BlackBerry Device Software from a web site....

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..... BlackBerry Device Software troubleshooting....

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. Wireless network coverage.....

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..... Turn on the connection to the wireless network....

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... *Wireless networks that your device connects to.....*

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... *Change the connection speed for the wireless network.....*

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... *LED notification for network connections...*

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.. Turn on LED notification for wireless coverage.....

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.... Verify the status of network connections and services.....

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... *Roaming..*

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.... *Preferred wireless network list.*

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... Wireless network coverage troubleshooting..

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..... Wi-Fi technology.....

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..... *Connect to a Wi-Fi network using the Push Button Setup method.*

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..... *Connect to a Wi-Fi network using the PIN method..*

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... Delete a Wi-Fi profile..

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..... Prevent your device from connecting to a Wi-Fi network..

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... Turn off the prompt that appears for hotspots and Wi-Fi networks that you connect to manually..

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Advanced Wi-Fi connection settings.....

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..... *UMA connection settings.*

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254 254 257 *Wi-Fi technology troubleshooting...*

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Power, battery, and memory....

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... Turn off your device..

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Set your device to turn on and turn off automatically.....

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. Reset the device.....

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. Add a contact to your SIM card.....

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..... *Copy contacts from your SIM card to your contact list.*

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... *Copy a contact from your contact list to your SIM card..*

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..... *Change a SIM card contact...*

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Delete a SIM card contact.....

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. Store SMS text messages on your SIM card....

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... Change the SIM card PIN code..

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. Change the display name for a phone number....

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... *Security* ..

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298 298 302 *Service books and diagnostic reports.....*

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Word Mole game.....

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304 304 305 306 309 309 309 309 310 310 310 310 311 311 312 312 313 314 314 314 315 315 315 315 316 316 317 317 318 319 320 322 327 *User Guide Welcome to BlackBerry! Welcome to BlackBerry! This is one of the many resources available to help you use your BlackBerry® device. You can look for answers in the Help application on the Home screen of your device, or by pressing the Menu key and clicking Help in most applications. Please read the Safety and Product Information booklet, located on the BlackBerry® User Tools CD, before using your device or any accessories for your device. For the most recent version of the booklet, visit www.blackberry.com/go/docs. Feature availability The following items affect the availability of features on your BlackBerry® device. The features discussed are meant as examples, and are not inclusive of every feature that might or might not be available on your device. Device model Features such as an internal GPS receiver, Wi-Fi® connection capability, and the camera and video camera are dependant on your device model. To find feature specifications for your device model, visit www.blackberry.com/go/devices.*

Wireless service plan A wireless service plan with phone or voice is required to use the phone application and to send and receive SMS text messages and MMS messages. A wireless service plan with data is required to use the browser service and instant messaging applications, and to send and receive email messages and PIN messages. For more information, contact your wireless service provider.

BlackBerry Internet Service and BlackBerry Enterprise Server Once you have a data plan, you must set up your email address or third-party instant messaging account in order to send and receive email messages, use third-party instant messaging applications, and use certain browser configurations. If you are an individual user, when you set up your email address or instant messaging account, you are associating it with the BlackBerry® Internet Service. If you are a corporate user, your administrator sets up your email account by associating it with a BlackBerry® Enterprise Server. Your administrator might set options that determine the features and settings that are available on your device. Wireless service provider Features such as MMS messages, location-based services, and some phone features are dependant on your wireless service provider's offerings.

For more information, contact your wireless service provider. Wireless network The wireless network that your device is connected to might affect the availability of some features. Depending on your wireless service provider and available roaming options, different wireless networks are available. Some wireless networks do not support features such as call blocking, call forwarding, or cell broadcasting. For more information, contact your wireless service provider. Related topics 9 User Guide Welcome to BlackBerry! Find more information, 10 Wireless networks that your device connects to, 245 BlackBerry Device Software, 240 Find more information To view the user guide for your BlackBerry® device, click Help in the application list or in an application menu. To view the BlackBerry® 101 tutorial, user guide, safety and product information booklet, or software license agreement and warranty for your device, insert the BlackBerry® User Tools CD that came with your device into the CD drive on your computer. To find information about your wireless network or your wireless service plan, visit your wireless service provider web site. To find software, games, and accessories for your device, visit www.discoverblackberry.com.

com. To buy accessories for your device, contact your wireless service provider or visit www.shopblackberry.com. Start using your device Complete the setup wizard The setup wizard is designed to help you learn about navigation and typing, change options to personalize your BlackBerry® device, set up wireless and Bluetooth® connections and set up one or more email addresses. The setup wizard should appear automatically the first time that you turn on your device. 1. If the Welcome screen does not appear automatically, on the Home screen or in a folder, click the Setup Wizard icon. 2. Complete the instructions on the screen.

Set up an email address To perform this task, you must know the login information for your existing email addresses or your administrator must have provided you with an enterprise activation password. 1. On the Home screen or in a folder, click the Setup Wizard icon. 2. On the email setup screen, select one of the following options: · I want to create or add an email address: This email setup option is most common for individual users.

Use this option to associate your BlackBerry® device with one or more (up to ten) existing email addresses (for example, a Google Mail™ or Windows Live™ Hotmail® email account) or to create a new email address for your device. To use a social networking application on your device, you must use this option to associate your device with the email address that you use to receive social networking notifications. If this option does not appear, contact your wireless service provider. · I want to use a work email account with a BlackBerry Enterprise Server: This email setup option is most common for corporate users.



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Use this option to associate your device with a work email account using the BlackBerry® Enterprise Server if your administrator has provided you with an enterprise activation password.

3. Click Next. 10 User Guide Welcome to BlackBerry! 4. Complete the instructions on the screen. Note: When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the Messages icon. Navigation and typing About the Menu key and Escape key The Menu key and Escape key on your BlackBerry® device are designed to help you navigate screens and complete tasks quickly and easily. Key Menu key Actions ···· view more applications on the Home screen open the menu in an application select a highlighted menu item move back a screen close a menu Escape key Move around the screen ···· To move the cursor in any direction and highlight items, slide your finger on the trackpad. To select an item or open a link, click (press) the trackpad. To change the value in a field, click a field.

Click a value. To return to the Home screen, when you are not on a call, press the End key. BlackBerry basics Make a call From the Home screen or in the phone application, 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 Send key. To end the call, press the End key. 1. 11 User Guide Welcome to BlackBerry! Related topics Add a pause or a wait to a phone number, 152 Available voice commands, 46 Change your ring tone On the Home screen, click the Sounds icon.

Click Set Ring Tones/Alerts. Click the application or item that you want to change. Perform one of the following actions: · To use a preloaded ring tone, in the Ring Tone field, click a ring tone. · To use a ring tone that you downloaded, in the Ring Tone field, click Select Music. Navigate to a folder that contains ring tones.

Click a ring tone. 5. Press the Menu key. 6. Click Save.

1. 2. 3. 4. Send an email message On the Home screen, click the Messages icon. Press the key. Click Compose Email. In the To field, perform one of the following actions: · Type an email address. · Type a contact name. · Type part of a contact name or email address.

Click a contact. 5. Type a message. key. 6. Press the 7. Click Send. Related topics Search for contacts in your organization's address book, 152 Mailing lists, 154 1. 2. 3.

4. Send an SMS text message You can send an SMS text message to up to ten recipients. 1. On the Home screen, click the Messages icon. key.

2. Press the 3. Click Compose SMS. 4. In the To field, perform one of the following actions: · Type an SMS phone number (include the country code and area code).

· Type a contact name. · Type part of a contact name. Click a contact. 12 User Guide Welcome to BlackBerry! · If your device is connected to a CDMA network, you can type an email address. 5. Type a message. 6. Press the key. 7. Click Send.

Related topics Mailing lists, 154 Add a contact 1. 2. 3. 4. In the contact list, click Add Contact. Type the contact information. key. Press the Click Save. Schedule an appointment 1. 2.

3. 4. 5. 6. 7.

On the Home screen, click the Calendar icon. Press the key. Click New. Type the appointment information. If the appointment recurs, change the Recurrence field.

key. Press the Click Save. Related topics Turn off your device, 259 Take a picture 1. On the Home screen, click the Camera icon. 2. If necessary, lock the focus on a subject by pressing the Right Convenience key halfway. 3. To take a picture, press the Right Convenience key all the way down. Related topics View a picture, 115 Record a video, 13 Record a video To perform this task, you might need to have a media card inserted in your BlackBerry® device. 1.

On the Home screen, click the Media icon. 2. Click the Video Camera icon. 3. To start recording, click the record icon. 13 User Guide Welcome to BlackBerry! 4. To pause recording, click the pause icon. Note: The approximate amount of memory available for saving videos appears on the lower part of the screen when video recording is paused. Related topics Play a media file, 106 Play a media file, 106 Take a picture, 13 Visit a web page Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. On the Home screen, click the Browser icon. 2. Perform one of the following actions: · If a web address field appears on the screen, type a web address. · If a web address field does not appear on the screen, press the key.

Click Go To. Type a web address. 3. Press the Enter key. Turn on the alarm 1.

2. 3. 4. 5. In the clock, press the Menu key. Click Set Alarm. On the trackpad, slide your finger up or down to select On or Weekdays. Slide your finger to highlight On or Weekdays. Press the Escape key. Click Save.

In the device status section of the Home screen, a clock indicator appears. Related topics Turn off your device, 259 Pair with a Bluetooth enabled device Some Bluetooth® enabled devices have a passkey that you must type before you can pair with them. 1. In the Bluetooth setup application, click Search or Listen. 2. If necessary, click a Bluetooth enabled device. 3. If necessary, type the passkey for the Bluetooth enabled device on your BlackBerry® device. 4. If necessary, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

14 User Guide Welcome to BlackBerry! Troubleshooting basics I cannot make or receive calls Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. · Verify that your wireless service plan includes phone or voice services. · 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.

· Your device or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number. · If you have more than one phone number associated with your device, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number. Related topics Fixed dialing, 37 Call blocking, 36 Call forwarding, 34 Switch the active phone number, 41 I cannot set up an email address Try performing the following actions: · On the Home screen or in a folder, click the Setup Wizard icon.



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On the email setup screen, verify that you have typed all the email address information correctly.

To view the password that you typed, select the Show Password check box. · Verify that the email address is associated with a supported email account (for example, a POP3 email account or an IMAP email account). For more information about supported email accounts, contact your wireless service provider. · If you are switching from another BlackBerry® device that is associated with one or more email addresses using the BlackBerry® Internet Service, verify that you have completed the process for switching devices automatically or manually using the email setup application. For more information about switching devices, see the Learn More booklet that came with your device. For more information about setting up an email address, visit www.blackberry.com/go/docs and click BlackBerry Internet Service. I am not receiving 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, you should receive messages when you return to a wireless coverage area.

15 User Guide Welcome to BlackBerry! · If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, 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), in the setup wizard, open the email setup screen to send a service book to your device. · If you have not received a registration message from the wireless network, register your device. On the Home screen or in a folder, click the Options icon. Click Advanced Options. Click Host Routing Table. Press the Menu key. 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. · If you have a Wi-Fi® enabled device and if your device uses a software token to connect to a Wi-Fi® network or to log in to a VPN, reset your device and connect to the Wi-Fi network or log in to the VPN again. · Verify that your device is not blocking messages. For more information, contact your administrator. Related topics Turn off the connection to the wireless network, 244 About wireless coverage indicators, 247 Turn on or turn off data service or set roaming options, 244 Change an email message filter, 59 Forward messages from a specific email message folder to your device, 56 I cannot send SMS text messages Depending on your wireless service plan, this feature might not be supported.

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. · Verify that fixed dialing is turned off. Related topics Turn off the connection to the wireless network, 244 Fixed dialing, 37 I cannot save media files Your BlackBerry® device memory or media card might not have enough available memory to store media files. Try performing the following actions: · If you are trying to save a media file to your device memory, delete old data or messages from your device.

· If you are trying to save a media file on your media card, delete old media files. · In the camera options, verify that the Picture Quality field is not set to Superfine. Superfine pictures use more memory than fine or normal pictures. · If possible, increase the maximum amount of memory available for pictures. Related topics Delete a media file or folder, 119 16 User Guide Welcome to BlackBerry! Delete a message, 54 I cannot play a media file on a web page Your BlackBerry® device might not support the size or file format of the media file. 17 User Guide Shortcuts Shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. BlackBerry basics shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. To move the cursor, slide your finger on the trackpad. To move back a screen, press the Escape key. To return to the Home screen, when you are not on a call, press the End key.

To view more applications on the Home screen, press the Menu key. To open a menu in an application to access options and available actions, press the Menu key. To move to a list item or menu item, type the first letter of the item. To select a highlighted menu item, press the Menu key. 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, press and hold the Menu key. Click an application. To switch between the active notification profile and the Vibrate notification profile, press and hold the Q key. To delete a highlighted item, press the Backspace/Delete key.

Phone shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. To change your ring tone, in the phone application, press the Menu key. Click Set Ring Tone. To check your voice mail, press and hold 1. To send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, press and hold the Volume Down key on the right side of your device.

To set up speed dial for a contact, on the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to. To add an extension to a phone number, press the Alt key and the X key. Type the extension number. To type a letter in a phone number field, press the Alt key and the letter key. To insert a plus sign (+) when typing a phone number, press the O key.

To turn on the speakerphone during a call, press the Speakerphone key () on the keyboard. To turn off the speakerphone during a call, press the Speakerphone key again. If you are using a wireless headset, to stop listening to a call with the headset, press the Speakerphone key. To listen to a call using the wireless headset again, press the Speakerphone key again. 18 User Guide Shortcuts · If you have multiple phone numbers associated with your device, to switch phone numbers, in the phone application, click your active phone number. Click a phone number. Message shortcuts Depending on the typing input language that you are using, some shortcuts might not be available.



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In a message · To reply to a message, press R. · To reply to all in an email message or a PIN message, press L. · To forward a message, press F.

· To file a highlighted email message, press I. · To view the email address of a contact, highlight the contact in the To or From field. Press Q. To view the display name, press Q again. · To move to the last cursor position after you close and reopen a received email message or PIN message, press G. 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 add a flag to a highlighted message, press W. · To view all flagged messages, press the Alt key and F. · To view received messages and received call logs, 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, 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. 19 User Guide Shortcuts File and attachment shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · To search for text in a file or an attachment, press F. To move to the last cursor position after closing and reopening a file or 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 columns or rows that are hidden by default, press H. To hide these columns or rows again, press H again. In a presentation · To switch presentation views, press M. · To move to the next slide when viewing a presentation in slide view, press N. · To move to the previous slide when viewing a presentation in slide view, press P. · To move to the last cursor position after closing and reopening a presentation that you were viewing in text view or in text and slide view, press G. Media shortcuts Depending on the typing input language that you are using, some shortcuts might not be available.

Audio and video files · To pause an audio or video file, press the Mute key on the top of your BlackBerry® device. To resume playing an audio or video file, press the Mute key again. · To play the next song, press and hold the Volume Up key on the right side of your device. · To play the previous song, press and hold the Volume Down key on the right side of your device. · If you are using a headset, to turn on the audio boost feature to amplify the volume for songs, ring tones, and videos, press the Volume Up key until you reach the highest volume setting, and then press the Volume Up key four times quickly.

Pictures To pan a picture, you must first be zoomed in. To zoom in to a picture, press 3. To zoom to the original picture size, press 7. To zoom out from a picture, press 9. To zoom to the original picture size, press 7.

To pan up in a picture, press 2. To pan down in a picture, press 8. To pan right in a picture, press 4. To pan left in a picture, press 6. 20 User Guide Shortcuts · To return to the center of a picture, press 5. · To rotate a picture, press L. · To fit a picture to the screen size, press I. Camera and video camera · To zoom in to a subject before taking a picture, press the Volume Up key. · To zoom out from a subject before taking a picture, press the Volume Down key. · To take a picture, press the Right Convenience key.

· To change the flash mode for a picture, if available, or to turn on low-light mode for a video, press the Space key. Browser shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. To insert a period (.) in the web address field, press the Space key. To insert a slash mark (/) in the web address field, press the Shift key and the Space key. To stop loading a web page, press the Escape key. To close the browser, press and hold the Escape key. On a web page · To switch between Column view and Page view, press Z. · To zoom in to a web page, press I. · To zoom out from a web page, press O.

· To move to a specific web page, press G. · To return to the home page, press H. · To turn on support for JavaScript, press J. · 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 Y. · 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 follow a link, highlight or pause on the link. Press the Enter key. · To hide the banner, press U. To view the banner, press U. · To open the browser options, in the browser, press S. 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. 21 User Guide Shortcuts Calendar shortcuts Depending on the typing input language that you are using, some shortcuts might not be available.

For shortcuts to work in Day view, in the general calendar options, change the Enable Quick Entry field to No. To schedule an appointment, press 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.

Typing shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. To insert a period, press the Space key twice. The next letter is capitalized. To capitalize a letter, press and hold the letter key until the capitalized letter appears.



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To type the alternate character on a key, press the Alt key and the character key.

To type an accented or special character, press and hold the letter key and slide your finger left or right on the trackpad. For example, to type ü, press and hold U and slide your finger 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, press and 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. 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 slide your finger up or down on the trackpad.

· To highlight text character by character, press and hold the Shift key and slide your finger left or right on the trackpad. · 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 trackpad. · To paste highlighted text when typing, press the Shift key and click the trackpad. 22 User Guide Shortcuts Search shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · · · · · 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 a file or an attachment, press F. To search for text on a web page, press F.

To search for text in a presentation, you must view the presentation in text view or in text and slide view. Press F. Map shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · · · · · To zoom in to a map, press I. To zoom out from a map, press O. To move to the next direction on a route, press N. To move to the previous direction on a route, press P. To view status information at the top of a map, press U. To hide status information at the top of a map, press U again. To view tracking information at the bottom of a map while you are tracking your movement, press the Space key.

To hide tracking information at the bottom of a map, press the Space key again. Shortcuts troubleshooting I cannot use a shortcut Depending on the typing input language that you are using, some shortcuts might not be available. Try changing the typing input language. Related topics Change the typing input language, 191 Use a shortcut to switch typing input languages while you type, 192 23 User Guide Phone Phone Phone basics Find your phone number Perform one of the following actions: · To view your active phone number, from the Home screen, press the Send key. Your active phone number appears beside the My Number field at the top of the screen. · If you have multiple phone numbers associated with your BlackBerry® device, to view a list of your phone numbers, from the Home screen, press the Send key. Click the My Number field at the top of the screen. If your wireless service plan supports SMS text and MMS messaging, the first phone number in the list is the phone number that you use to send and receive SMS text and MMS messages. Related topics About multiple phone numbers, 41 Make a call From the Home screen or in the phone application, 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 Send key. To end the call, press the End key. Related topics Add a pause or a wait to a phone number, 152 Available voice commands, 46 1. Answer a call Press the Send key. To end a call, press the End key. Related topics Change your ring tone, 12 Answer a second call Depending on your wireless service provider and wireless network, this feature might not be supported. 1. During a call, press the Menu key. 2. Perform one of the following actions: 24 User Guide Phone · To answer the incoming call and place the current call on hold, click Answer - Hold Current. To answer the incoming call and end the current call, click Answer - Drop Current. To return to the first call, press the Menu key. Click Swap or Flash. Change your ring tone On the Home screen, click the Sounds icon. Click Set Ring Tones/Alerts. Click the application or item that you want to change. Perform one of the following actions: · To use a preloaded ring tone, in the Ring Tone field, click a ring tone. · To use a ring tone that you downloaded, in the Ring Tone field, click Select Music.

Navigate to a folder that contains ring tones. Click a ring tone. 5. Press the Menu key. 6. Click Save. 1. 2. 3. 4.

Mute a call During a call, press the Mute key on the top of your device. To turn off mute, press the Mute key again. Place a call on hold If your BlackBerry® device is connected to a CDMA network, you cannot 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 () on the keyboard.

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. To turn off the speakerphone, press the Speakerphone key again. Related topics Bluetooth technology, 211 25 User Guide Phone Dial an extension 1.

Press the X key. 2. Type the extension number. Dial using numbers or letters When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad. · To type a number, press a number key.

· To type a letter, press and 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. Make a call when your device is locked To perform this task, you must turn on dialing from the Lock screen. 1. From the Lock screen, press the Menu key.

2. Click Place Call. 3. Perform one of the following actions: · Type a phone number. · Type part of a contact name. Click a contact or phone number. 4. Press the Send key. To end the call, press the End key. Related topics Turn on dialing from the Lock screen, 41 About using a headset You can purchase an optional headset to use with your BlackBerry® device.



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If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. Depending on your device model, you might be able to use a headset button to make a call using a voice command. Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files. For more information about using the headset, see the documentation that came with your headset. 26 User Guide Phone Emergency calls About emergency calls If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers.

Your BlackBerry® device is designed to allow emergency calls even when your device is locked. Depending on your device model and the wireless network that your device is connected to, your device is also designed to allow emergency calls when 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. You can only make emergency calls by typing official emergency access numbers (for example, 911 or 112). Note: You should not rely on any wireless device for essential communications, including medical emergencies.

Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues. Make an emergency call Perform one of the following actions: · If your keyboard or BlackBerry® device is unlocked, from the Home screen, press the Send key. Type the emergency number. Press the Send key. · If your keyboard is locked, type the emergency number. Press the Send key. · If your device is locked, press the Menu key. Click Emergency Call. Click Yes. About GPS technology Depending on your wireless service provider, this feature might not be supported.

You can use GPS technology on your BlackBerry® device to get your GPS location and to use location-based applications and location-based services. Location-based applications can use your GPS location to provide you with information such as driving directions. If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider. If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location. Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology. Turn on GPS technology Depending on your BlackBerry® device model and wireless network, this feature might not be supported. 27 User Guide Phone The GPS options that appear on your device might differ slightly from the options that appear in this task. 1.

On the Home screen, click the Options icon. 2. Click Advanced Options. 3. Click GPS.

4. Change the GPS Services field to Location On. 5. Press the Menu key. 6.

Click Save. To turn off GPS technology, change the GPS Services field to Location Off. Volume Adjust the volume · · · To increase the volume, press the Volume Up key on the right side of your BlackBerry® device. To decrease the volume, press the Volume Down key on the right side of your device. To mute the volume, press the Mute key on the top of your device. To turn off mute, press the Mute key again. Related topics Amplify the volume using the audio boost feature, 108 Improve sound quality for media files, 108 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. From the Home screen, press the Send key.

2. Press the Menu key. 3. Click Options. 4. Click General Options. 5. Change the Default Call Volume field. 6. Press the Menu key.

7. Click Save. Improve sound quality during a call You cannot change sound quality when you are using a Bluetooth® enabled headset. 1. During a call, press the Menu key.

2. Click Enhance Call Audio. 3. Select a bass or treble option. 28 User Guide Phone Improve sound quality for all calls You cannot change sound quality when you are using a Bluetooth® enabled headset.

1. From the Home screen, press the Send key. 2. Press the Menu key. 3. Click Options. 4. Click General Options. 5. Change the Enhance Headset Call Audio or Enhance Handset Call Audio fields.

6. Press the Menu key. 7. Click Save. Voice mail About your voice mail greeting and voice mail password Depending on your wireless service provider, the method for changing your voice mail greeting or voice mail password might differ. You should be able to access the options for changing your voice mail greeting or voice mail password when you check your voice mail. For more information, contact your wireless service provider. Check your voice mail Depending on your theme, you might be able to check your voice mail from the Home screen. 1. From the Home screen, press the Send key.

2. Press the Menu key. 3. 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.

1. From the Home screen, press the Send key. 2. Press the Menu key. 3.

Click Options. 4. Click Voice Mail. 5. Type a voice mail access number and a password. 6. Press the Menu key. 7. Click Save. 29 User Guide Phone Speed dial Set up speed dial for a contact 1.

2. 3. 4. 5. 6. From the Home screen, press the Send key. Press the Menu key. Click View Speed Dial List. Click an unassigned key. Click New Speed Dial. Click a contact. To make a call using speed dial, from the phone application, the Home screen, a message, or a message list, press and hold the key that you assigned to the contact. Change the contact assigned to a speed dial key 1. 2. 3.

4. 5. 6. From the Home screen, press the Send key. Press the Menu key.

Click View Speed Dial List. Highlight a contact or phone number. Press the Menu key. 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. Click a new speed dial key. · To delete the contact from the speed dial list, click Delete. Conference calls About conference calls You can create two types of conference calls with your BlackBerry® device. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your device or computer.

Conference call meetings allow participants who have a BlackBerry device to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their device, so that they do not have to dial the conference call bridge number and access codes.



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If you do not have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together. 30 User Guide Phone Make a conference call If your BlackBerry® device is connected to a CDMA network, you cannot join more than two contacts to a conference call. 1.

During a call, press the Menu key. 2. Click Add Participant. 3. Type a phone number or highlight a contact. 4.

Press the Send key. 5. During the second call, press the Send key to join your first contact to the conference call. 6. To join another contact to the call, repeat steps 1 to 5.

Related topics Place a call on hold, 25 Create a phone number link for a conference call 1. Type a phone number for the conference call bridge. 2. Type X and the access code. Speak privately with a contact during a conference call You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

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. Disconnect a contact from a conference call You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar. 1.

During a conference call, press the Menu key. 2. Click Drop Call. 3. Click a contact. Leave a conference call You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar. 31 User Guide Phone If you make a conference call, you can leave the conference call and the call continues without you. Depending on your wireless service provider, this feature might not be supported. 1.

During a conference call, press the Menu key.

2. Click Transfer or Flash. Call logs About call logs Call logs appear in the phone application and show the status of recent calls by showing either a missed call indicator, placed call indicator or received call indicator. A call log also includes the date of the call, the phone number, and the estimated duration of the call. For more information about the exact duration of a call, contact your wireless service provider.

The phone list view option allows you to sort how call logs appear in the phone application. Depending on how you set your call logging options, you can also view call logs in the messages application. Depending on your theme, when you miss a call, a missed call indicator might also appear at the top of the Home screen. You can also add notes to call logs or send call logs as email messages. Unless you delete a call log, it is stored on your BlackBerry® device for 30 days.

View call logs in the messages application 1. 2. 3. 4. 5. From the Home screen, press the Send key. Press the Menu key. Click Options. Click Call Logging. Perform one of the following actions: · To show recent and missed calls in the messages application, select the All Calls option.

· To hide call logs in the messages application, select the None option. Add notes to a call log 1. 2. 3. 4. 5. 6. 7. 8. 9.

From the Home screen, press the Send key. Highlight a call log. Press the Menu key. Click View History. Press the Menu key.

Click Add Notes. Type call notes. Press the Menu key. Click Save. 32 User Guide Phone Change call log notes 1.

2. 3. 4. 5. 6. 7. 8. 9. From the Home screen, press the Send key. Highlight a call log.

Press the Menu key. Click View History. Press the Menu key. Click Edit Notes. Change the call notes. Press the Menu key. Click Save. Send a call log 1. 2. 3. 4. 5. 6. From the Home screen, press the Send key. Highlight a call log.

Press the Menu key. Click View History. Press the Menu key. Click Forward. Delete call logs 1.

From the Home screen, press the Send key. 2. Perform one of the following actions: · To delete a single call log, highlight a call log. · To delete a range of call logs, highlight a call log. Press and hold the Shift key. On the trackpad, slide your finger up or down. Release the Shift key. 3. Press the Menu key. 4.

Click Delete. Delete call log notes 1. 2. 3. 4. 5. 6. 7. 8. 9.

From the Home screen, press the Send key. 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. Press the Menu key. 33 User Guide Phone 10.

Click Save. Call waiting Turn on call waiting To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service. 1. 2. 3. 4. 5. 6. 7. From the Home screen, press the Send key.

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 or BlackBerry® device. You might not be able to change or delete these phone numbers or add new ones. For more information, contact your wireless service provider.

Forward calls To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service. 1. 2. 3. 4. 5. From the Home screen, press the Send key. Press the Menu key. Click Options. Click Call Forwarding.

Perform one of the following actions: · To forward all calls to a call forwarding number, select the Forward All Calls option. Change the Forward All Calls field to a call forwarding number. 34 User Guide Phone · To forward unanswered calls only, verify that the Forward All Calls field is set to Do Not Forward.

Change the If Busy, If No Reply, and If Not Reachable fields to a call forwarding number. 6. Press the Menu key. 7. Click Save. To stop forwarding calls, change the Forward All Calls field to Do Not Forward. Add a call forwarding phone number To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

From the Home screen, press the Send key. Press the Menu key. Click Options. Click Call Forwarding. Press the Menu key.

Click New Number. Type a phone number. Press the Enter key. Press the Menu key. Click Close.

Change a call forwarding phone number You can only change call forwarding phone numbers that you have added. 1. From the Home screen, press the Send key. 2. Press the Menu key. 3. Click Options. 4. Click Call Forwarding. 5.

Press the Menu key. 6. Click Edit Numbers. 7. Highlight a phone number. 8. Press the Menu key. 9. Click Edit. 10.

Change the phone number. 11. Press the Enter key. Delete a call forwarding phone number You can only delete call forwarding phone numbers that you have added. 1.

From the Home screen, press the Send key. 2. Press the Menu key. 3. Click Options.

35 User Guide Phone 4. 5. 6. 7. 8. Click Call Forwarding. Press the Menu key. Click Edit Numbers.



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Click a phone number. Click Delete.

Call blocking Depending on your wireless service provider and wireless network, this feature might not be supported. About call blocking The blocked calling feature allows you to block all incoming calls or block incoming calls only when roaming. You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when roaming. To use the blocked calling feature, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password. Depending on your wireless service provider and wireless network, this feature might not be supported. Block calls To perform this task, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password. 1. 2. 3. 4.

5. 6. 7. 8. From the Home screen, press the Send key.

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.

From the Home screen, press the Send key. Press the Menu key. Click Options. Click Call Barring. Press the Menu key. 36 User Guide Phone 6. Click Change Password. Fixed dialing Depending on your wireless service provider and wireless network, this feature might not be supported. About fixed dialing If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list and to official emergency access numbers (for example, 911 or 112). 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. To use fixed dialing, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. Depending on your wireless service provider and wireless network, this feature might not be supported. Turn on fixed dialing To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. 1. 2.

3. 4. 5. 6. 7.

8. From the Home screen, press the Send key. Press the Menu key. Click Options. Click FDN Phone List. Press the Menu key. Click Enable FDN Mode. Type your PIN2 code. Press the Enter key. To turn off fixed dialing, press the Menu key.

Click Disable FDN Mode. Add a contact to your fixed dialing list To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. 1. 2. 3. 4. 5. 6. 7. From the Home screen, press the Send key.

Press the Menu key. Click Options. Click FDN Phone List. Press the Menu key. Click New.

Type your PIN2 code. 37 User Guide Phone 8. 9. 10. 11.

Press the Menu key. Type a name and a phone number. Press the Menu key. Click Save. Change a contact in your fixed dialing list 1. 2. 3. 4. 5. 6.

7. 8. 9. 10. From the Home screen, press the Send key. 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.

7. From the Home screen, press the Send key. Press the Menu key. Click Options. Click FDN Phone List. Highlight a contact. Press the Menu key. Click Delete. Smart dialing About smart dialing You can change smart-dialing options to specify a default country code and area code for phone numbers. If you specify a default country code and area code, when you make calls, you only need to dial a country code and area code when the codes differ from the codes that you specified in the smart-dialing options.

In the smart-dialing options, you can also specify the main phone number for an organization that you call frequently. If you specify a phone number for an organization, you can call a contact at the organization quickly by dialing the contact's extension only. Likewise, when you add a contact from the organization to your contact list, you only need to type the contact's extension. 38 User Guide Phone Set the default country code and area code 1. 2. 3. 4. 5.

6. 7.

In the phone application, 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. 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. 9. From the Home screen, press the Send key. Press the Menu key. Click Options.

Click Smart Dialing. In the Number field, type the main phone number for an organization. In the Wait For field, set how long your 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 Depending on your wireless service provider, this feature might not be supported. About TTY support When you turn on TTY support and you connect your BlackBerry® device to a TTY device that operates at 45.45 bits per second, 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.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com.

39 User Guide Phone Turn on TTY support 1. 2. 3. 4. 5.

6. 7. From the Home screen, press the Send key. Press the Menu key. Click Options. Click TTY. Change 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, change the TTY Mode field to No. Hearing aid mode Depending on your device model, this feature might not be supported. About hearing aid mode In hearing aid mode, or telecoil mode, the magnetic signal of your 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 hearing aid mode 1. 2. 3. 4. 5. 6. 7.

From the Home screen, press the Send key. Press the Menu key. Click Options. Click Hearing Aid Mode. Change the Mode Enabled field to Telecoil.

Press the Menu key. Click Save. The H-T telecoil indicator appears at the top of the Home screen. 40 User Guide Phone Multiple phone numbers About multiple phone numbers When you have multiple phone numbers associated with your BlackBerry® device, you can switch the phone number that you use as your active phone number.



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