Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY BOLD 9900. You'll find the answers to all your questions on the BLACKBERRY BOLD 9900 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 9900**
**User guide BLACKBERRY BOLD 9900**
**Operating instructions BLACKBERRY BOLD 9900**
**Instructions for use BLACKBERRY BOLD 9900**
**Instruction manual BLACKBERRY BOLD 9900**

# BlackBerry Bold Series

## BlackBerry Bold 9900/9930 Smartphones

User Guide

Version: 7.0

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

BlackBerry

You're reading an excerpt. Click here to read official BLACKBERRY BOLD 9900 user guide
http://yourpdfguides.com/dref/4210562

***Manual abstract:***

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*..... Storage space and media cards....*

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*..... Find your smartphone model number and version of the BlackBerry Device Software..*

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*..... 315 315 318 320 320 325 325 325 326 331 User Guide Quick Help Quick Help Getting started: Your smartphone Find out about apps and indicators, and what the keys do on your BlackBerry® smartphone. Your BlackBerry smartphone at a glance New in this release This release includes a number of exciting new features and services, as well as some enhancements to existing features. BlackBerry ID A BlackBerry® ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use a single email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry App WorldTM storefront and keep apps you downloaded when you switch smartphones.*

*For more information, see About the BlackBerry ID, 7. Voice enabled search Looking for something? You can now use your voice to search for help, contacts, documents, pictures, videos, and more on your BlackBerry smartphone and on the Internet. For more information, see Search for an item using voice enabled search, 274. Home screen customization 6 User Guide Quick Help Customize the home screen even more by hiding panels you don't use regularly, and hiding icons in specific panels or all panels. For more information, see Show or hide a home screen panel, 16 and Show, hide, or find an application icon, 17. Compass application Easily determine your direction in relation to the Earth's magnetic poles or to true north. You can also use the compass with location-*

*based applications (such as the Maps application) to find directions based on coordinates. For more information, see Compass, 218. NFC technology NFC technology allows you to quickly exchange information between your smartphone and smart accessories, smart payment terminals, smart access points, and smart tags. When you tap the NFC smart tag reader of your smartphone against a smart tag, you can see information such as web addresses, coupons, graphics, media files, and event details.*

*For more information, see NFC technology, 261. Touch-free call answering You don't need to use your hands to answer calls when you're using a Bluetooth® enabled headset or a regular headset! Now you can set your smartphone to answer calls automatically after 5 seconds. For more information, see Change how you answer calls with a headset, 65. Bluetooth enhancements You can now send multiple pictures at once using Bluetooth technology. For details, see Send a file, 109.*

*Conveniently send and receive a contact card (also called a vCard®) using Bluetooth technology, and save the received contact card into your smartphone's contact list. For more information, see Send and receive a contact card using Bluetooth technology, 254. Video enhancements Record and play back video in HD (720 x 1280) format. For more information, see Change the video size and format, 143. Picture enhancements When you rotate JPEG and PNG pictures, the pictures are saved automatically in the rotated view.*

*Sort pictures from either newest to oldest, or oldest to newest. This lets you see a slide show in the order that pictures were taken. You can now view pictures in a slide show using transitions such a sliding, zooming, and panning. For more information, see Change your slide show options, 150. About the BlackBerry ID A BlackBerry® ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use a single email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry App WorldTM storefront and keep apps you downloaded when you switch smartphones. When you set up your BlackBerry smartphone, you might be required to create a BlackBerry ID. You can also create a BlackBerry ID from within an app that uses BlackBerry ID, or by visiting www.*

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*blackberry.*

*com/blackberryid. 7 User Guide Quick Help Some services and apps that support BlackBerry® ID require you to re-enter your login information after a certain amount of time has passed if you are not actively using the app. You might also be required to re-enter your BlackBerry ID login information if you change any of your BlackBerry ID information, if you delete all the data on your smartphone, or if you update your BlackBerry® Device Software on your smartphone. Related information Create a BlackBerry ID, 226 Change your BlackBerry ID information, 226 Visit the Setup application The Setup application helps you learn about navigation and typing, change options to personalize your BlackBerry® smartphone, and set up network connections, such as Bluetooth® connections. You can also set up email addresses and social networking accounts. The Setup application should appear automatically the first time that you turn on your smartphone. 1. If the Setup application does not appear automatically, on the Home screen or in a folder, click the Setup icon. 2. Click a section to change options or to complete a short series of prompts that help you set the options.*

*Important keys Keys on the front of your BlackBerry® smartphone Trackpad · · · · · · · · · · · · Slide your finger to move around the screen. Press (click) to select an item. Press and hold to open a pop-up menu. Open a menu. Select a highlighted menu item.*

*Press and hold to switch applications quickly. Return to the previous screen. Close the menu. Make a call. Answer a call.*

*End a call. Return to the home screen. Press and hold to turn on or turn off your BlackBerry smartphone. Menu Escape Send End/Power Keys on the top of your smartphone Lock Lock or unlock the screen and keyboard. 8 User Guide Quick Help Keys on the right side of your smartphone Volume/Mute · · · · Convenience key · · · Press the top and bottom keys to change the volume. Press and hold the top or bottom key to play the next or previous media file. Before you take a picture or record a video, press the top or bottom key to zoom in or out. Press the middle key to mute a call or mute the volume. If supported, open the camera. If supported, take a picture.*

*You can also customize this key. Keyboard Shift Alt Symbol Backspace/Delete Enter Speakerphone Capitalize letters. Type the alternate character on a key. Open the symbol list. Delete the previous character or a selected item. Select an item. Turn on or turn off the speakerphone during a call. Flashing LED The LED on the top of your BlackBerry® smartphone flashes different colors to indicate different statuses. Flashing LED color Green Blue Red Description You're in a wireless coverage area. You can turn on or turn off this notification.*

*Your smartphone is connected to a Bluetooth® enabled device. You can turn on or turn off this notification. A new message has arrived and your selected profile is set to notify you using the flashing LED. If you're using your smartphone with a smart card, your smartphone is accessing data on the smart card. 9 User Guide Quick Help Flashing LED color Amber Description The battery power level for your smartphone is low, or your smartphone is turned off and is charging.*

*You can't turn off the notification for the low battery power level. The notification for charging turns off when you turn on your smartphone. Related information Turn off Bluetooth connection notification, 257 Turn on flashing LED notification for wireless coverage, 213 Icons Application icons You can access your applications by clicking the icons on the home screen and in folders on the home screen. The initial view of the home screen displays icons for only some of the available applications. To view more application icons on the home screen, click All.*

*Depending on your BlackBerry® smartphone model, administrator, and wireless service provider, some applications might not be available. You might be able to download some applications from the BlackBerry App WorldTM storefront. To see a full icon guide, go to www.blackberry.com/docs/smartphones. Click your smartphone model, then click the Icon Guide. Setup Setup Enterprise Activation Activate a work email account using the BlackBerry® Enterprise Server. Options Power and lock Password Lock Messages Messages Saved Messages Power Off 10 User Guide Quick Help Added email address Text Messages Instant messaging Instant Messaging folder Some applications might appear in this folder including applications that you download. Windows LiveTM Messenger for BlackBerry® smartphones Google TalkTM for BlackBerry® smartphones Applications Browser Maps Password Keeper Applications folder Some applications might appear in this folder, including applications that you download. Media Media folder Pictures Ring Tones Camera Added work email address BBMTM AOL® Instant MessengerTM Service for BlackBerry® smartphones Yahoo!® Messenger for BlackBerry® smartphones Manage Connections Help Voice Dialing Videos Music Voice Notes Video Camera 11 User Guide Quick Help Voice Notes Recorder Personal organizer Contacts Tasks Clock Podcasts Calendar MemoPad Calculator Files Documents To Go® Files Social networking and mobile purchasing BlackBerry App WorldTM Facebook® for BlackBerry® smartphones BlackBerry Device Software update A software update for the BlackBerry® Device Software is available.*

*A software update for the BlackBerry Device Software is ready to be installed. Sounds and alerts Normal profile Loud profile Medium profile Phone Calls Only profile Custom profile Silent profile A software update for the BlackBerry Device Software is being downloaded. A software update for the BlackBerry Device Software is stopped. Social Feeds Twitter® for BlackBerry® smartphones 12 User Guide Quick Help Vibrate Only profile Games Games folder Some applications might appear in this folder, including applications that you download. Word Mole All Alerts Off profile BrickBreaker Home screen icons These icons are status indicators that appear at the top of the home screen. Depending on your BlackBerry® smartphone model and wireless service provider, some of these icons might not appear. New item To clear this icon, open each item that has this indicator. Sending data Receiving data New BBMTM item To clear this icon, open each chat that has this icon. Roaming Alarm is set Calendar reminder count Wi-Fi® technology is turned on Unread message count Missed call count Bluetooth® technology is turned on NFC technology is turned on Update is available in the BlackBerry App WorldTM storefront New item in the Social Feeds application System is busy New BBM Groups item Message inbox icons These icons indicate the type or status of each message in your inbox.*

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*13 User Guide Quick Help Depending on your BlackBerry® smartphone model and wireless service provider, some of these icons might not appear. Unread message New BBMTM item To clear this indicator, open each chat that has this indicator. Read message Draft message Filed message Message with an attachment Message is high priority Text message with an attachment Text message Message has been read BBM chat is open New BBM Groups item New RSS item Message is being sent Message has not been sent Message has been sent Message has been delivered Battery power level icons These icons appear at the top of the Home screen and at the top of the screen in some applications. Full battery Low battery Battery is charging Typing icons These icons appear in the upper-right corner of the screen when you type. CAP lock (capital letter lock) NUM lock (number lock) Alt mode Multi-tap mode Current input language 14 User Guide Quick Help Phone icons These icons appear at the top of the Home screen and in the Phone application. Missed call Placed call Received call Voice mail message Calendar icons These icons appear at the bottom of the screen when you highlight a calendar entry.*

*Event reminder Meeting reminder Notes Recurring appointment Exception for recurring appointment Camera icons These icons appear at the bottom of the screen in the camera. You can click these icons. View pictures Geotagging is turned off Flash is turned on Automatic flash mode Geotagging is turned on Take another picture Flash is turned off Scene mode Video camera These icons appear at the bottom of the screen in the video camera. You can click these icons. Start recording Send video Delete video Pause recording Rename video 15 User Guide Quick Help Your Home screen Home screen at a glance Use a picture as your smartphone wallpaper 1.*

*On the Home screen, click the Media icon > Pictures icon. 2. Browse to a picture. key > Set As Wallpaper. 3. Press the Related information My display changed, 214 Add a shortcut to your home screen or Favorites panel You can add a shortcut to give yourself quick access to items such as frequently used websites, contacts, applications, files, podcast channels, or media categories. 1. Browse to a website, or highlight the item that you want to create a shortcut for. 2. Press the key > Add to Home Screen.*

*· To change the name of the shortcut, type a new name. · To change the location where the shortcut appears, change the Location field. · To add the shortcut to your Favorites panel, select the Mark as Favorite checkbox. 3. Click Add. Show or hide a home screen panel 1. On the home screen, press the key > Manage Panels. 2. Select or clear the checkbox for each panel. 3.*

*Press the key > Save. 16 User Guide Quick Help Show, hide, or find an application icon Depending on your theme, you might not be able to hide some application icons. On the Home screen or in a folder, do any of the following: · To see all your application icons, on the navigation bar, click All. · To hide an application icon, highlight the icon. Press the key > Hide Icon.*

*If the icon appears in other panels, you can hide the icon in all panels or in the current panel only. · To show all hidden application icons, press the key > Show All Icons. · To stop hiding an application icon, highlight the icon. Press the key > Hide Icon. A check mark should not appear beside the Hide Icon field. Related information My display changed, 214 Move an application icon 1. On the Home screen or in an application folder, highlight an application icon. 2. Press the key. · To move the application icon to a different location on the Home screen, click Move. Click the new location. · To move the application icon into an application folder, click Move To Folder. Click an application folder. · To move the application icon out of an application folder, click Move To Folder. Click Home or an application folder.*

*Change themes 1. 2. 3. 4. On the Home screen or in a folder, click the Options icon. Click Display > Screen Display. In the Theme section, click a theme. Click Activate. To delete a theme, click the theme. Click Delete.*

*Related information My display changed, 214 Set the number of icons that appear on the Home screen 1. 2. 3. 4. On the Home screen or in a folder, click the Options icon.*

*Click Accessibility. Change the Home Screen Grid Layout field. Press the key > Save. Change what happens when you type on the Home screen Depending on your typing input language, you might not be able to use shortcut keys to open applications. 1.*

*On the Home screen, press the key > Options. 17 User Guide Quick Help · To search your BlackBerry® smartphone or the Internet when you type on the Home screen, change the Launch by Typing field to Universal Search. · To open applications when you press shortcut keys, change the Launch by Typing field to Application Shortcuts. 2. Press the key > Save. Add a message that appears when your smartphone is locked 1. 2. 3. 4. On the Home screen or in a folder, click the Options icon.*

*Click Display > Message on Lock Screen. Type the text that you want to appear on the screen when your smartphone is locked. Press the key > Save. Feature availability The following items affect the availability of features on your BlackBerry® smartphone. The features discussed are meant as examples, and are not inclusive of every feature that might or might not be available on your smartphone. Smartphone model Features such as GPS, the camera and video camera, and network connection options are dependent on your smartphone model. To find feature specifications for your smartphone model, visit www.blackberry.com/go/devices. You must purchase or change your wireless service plan through your wireless service provider.*

*A wireless service plan with phone or voice is required for you to use the Phone application and to send and receive text messages. A wireless service plan with data is required for you to use the browser service and instant messaging applications, and to send and receive email messages and PIN messages. A wireless service plan might affect which apps you can download and how you can download them. For more information about your plan, 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 some browser options.*

*Wireless service plan 18 User Guide Quick Help 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.*

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*Your administrator might set options that determine the features and settings that are available on your smartphone and if you can add or update an app. To view the IT policies that have been set by your administrator, on the Home screen or in a folder, click the Options icon. Click Security > Security Status Information > View IT Policy.*

*Wireless service provider Features such as text messaging, location-based services, and some phone features are dependent on your wireless service provider's offerings. You might have the option to download apps from a webpage or an application. For more information, contact your wireless service provider. The wireless network that your smartphone 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 don't support features such as call blocking, call forwarding, or cell broadcasting. For more information, contact your wireless service provider. Depending on your region, you might have the option to add or update apps using the BlackBerry App WorldTM storefront. You might also be able to download apps from a web page or an application. The availability of certain apps varies by region.*

*Wireless network Region Related information BlackBerry Device Software, 233 Check what wireless networks your smartphone connects to, 237 Find more information, 19 Find more information · · · Help on your smartphone: Find step-by-step instructions in the user guide for your BlackBerry® smartphone. Click Help on the Home screen or in an application menu. www.discoverblackberry.com: Find software, applications, and accessories for your smartphone. Your wireless service provider website: Find information about your wireless network or wireless service plan. 19 User Guide Quick Help · www.blackberry.com/go/declarationofconformity: View the Declaration of Conformity made under Directive 1999/5/EC (HG nr.88/2003).*

*How to: Top 10 BlackBerry® smartphone users have spoken! Here are the top 10 things they want to know how to do on their smartphones. Set up an email address 1. On the Home screen, click the Setup icon. 2. In the Setup section, click the Email Accounts icon.*

*3. Follow the screens to set up your email address. 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. Note: In some cases, you might see the following options.*

*If so, select one of the options. · Internet Mail Account: Use this option to associate your BlackBerry® smartphone with one or more existing email accounts (for example, Windows LiveTM Hotmail®) or to create a new email address for your smartphone. · Enterprise Account: If your administrator gave you an enterprise activation password, use this option to associate your smartphone with your work email account using the BlackBerry® Enterprise Server. If you are trying to set up a Internet email account (for example, Windows LiveTM Hotmail® or Google MailTM) or a new email address for your smartphone, and do not see this option, contact your administrator or wireless service provider. Related information Change options for your personal email account, 90 About downloading apps with the BlackBerry App World With the BlackBerry App WorldTM storefront, you can search for and download games, themes, social networking apps, personal productivity apps, and much more. Using an existing PayPal® account, you can buy and download apps to your smartphone over the wireless network. If you don't already have the BlackBerry App World on your smartphone, you can download it at www.blackberryappworld.com. For more information about managing apps using BlackBerry App World, click the BlackBerry App World icon.*

*Press the key > Help. Depending on your wireless service provider and region, you might have the option to add or update apps using the BlackBerry App WorldTM storefront. You might also be able to download apps from a webpage (try visiting mobile.blackberry.com from your BlackBerry smartphone), or through your wireless service provider. Data charges might apply when you add or use an app over the wireless network. For more information, contact your wireless service provider. 20 User Guide Quick Help Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive You must use the BlackBerry® Desktop Software to manage and preserve the information or the encryption that is associated with your media files when you transfer files between your BlackBerry smartphone and your computer. 1. Connect your smartphone to your computer using a USB cable.*

*2. Do one of the following: · If you want to transfer most types of files, in the dialog box that appears on your smartphone, select the USB option. · If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option. 3. If necessary, type a password.*

*Your smartphone appears as a drive on your computer. 4. Drag a file from a location on your computer to a folder on your smartphone. To view the transferred file on your smartphone, disconnect your smartphone from your computer and find the file. Related information Transfer your media files from your computer to your smartphone using the BlackBerry Desktop Software, 135 Synchronize email over the wireless network You can set the Wireless Reconcile option for each email address that is associated with your BlackBerry® smartphone, which will synchronize your email over the wireless network. 1. On the Home screen, click the Messages icon. 2. Press the key > Options > Email Reconciliation. 3. If the Message Services field appears, set this field to the appropriate email account. 4. Select the Wireless Reconcile checkbox. 5. Press the key > Save.*

*Copy contacts from your SIM card to your contact list Depending on your wireless service provider and wireless network, this feature might not be supported. 1. In the contact list, press the key > SIM Phone Book. 2. Press the key > Copy All To Contacts. Note: If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that already appears in your contact list, your BlackBerry® smartphone does not copy the SIM card contact. Related information Add a contact, 183 Send a text message The number of recipients that you can send a text message to depends on your wireless service provider. 1. On the Home screen, click the Text Messages icon. 21 User Guide Quick Help 2.*

*Press the key > Compose Text Message. 3. In the To field, do one of the following: · Type a contact name. · Press the key > Choose Contact. Click a contact. · Type a phone number that can receive text messages (including the country code and area code).*

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*For languages with non-Latin characters, press the Alt key to type numbers. Press the key on the keyboard. · If your BlackBerry® smartphone is connected to a CDMA network, you can type an email address. 4.*
*Type a message. 5. Press the key on the keyboard. Related information Personal distribution lists, 188 I can't send messages, 35 Attach a media file, contact card, appointment, or location to a text message, 98 View a location on a map 1. On the Home screen, click the Maps icon. key > Find a Location. 2. Press the · To search for a point of interest such as a business or landmark, in the Find a store, café, etc. field, type the information for the point of interest. Highlight the point of interest.*

*· To view a new location, in the Find an address field, type an address. Highlight the location. · To view a location for a contact, in the Find a store, café, etc. field, type the contact name. Highlight the contact information. · To view a favorite location, in the Favorites section, highlight the location. 3. Press the key > View on Map. If you are viewing a location other than your current location, to get directions to this location from your current location, key > Navigate to Here. Your BlackBerry® smartphone must have an internal GPS receiver or be paired with a press the Bluetooth® enabled GPS receiver to perform this task. Lock or unlock your smartphone You can lock the keyboard and screen to avoid pressing a key or the screen accidentally or making calls accidentally and, if you have set a BlackBerry® smartphone password, you can also lock your smartphone with a password. Depending on how you or your administrator set your password options, if you don't use your smartphone for a certain period of time, your smartphone might lock with a password automatically. Do one of the following: · To lock the keyboard and screen, press the Lock key on the top of your smartphone. · To unlock the keyboard and screen, press the Lock key again. · To lock your smartphone with a password, on the home screen or in a folder, click the icon.*
*22 User Guide Quick Help · To unlock your smartphone, enter your password. Press the Related information Set a smartphone password, 281 key on the keyboard. Turn on or turn off airplane mode You should keep network connections turned off in certain places, such as on an airplane or in a hospital. For more information, see the Safety and Product Information booklet for your BlackBerry® smartphone. On the home screen, click the connections area at the top of the screen, or click the Manage Connections icon.*
*· To turn on airplane mode, click All Off. · To turn off airplane mode, click Restore Connections. Related information Turn on or turn off a network connection, 238 Turn on or turn off data service or set roaming options, 239 Turn off word substitution 1. 2. 3. 4. 5. On the Home screen or in a folder, click the Options icon. Click Typing and Input > Typing. For a keyboard, click Advanced Style Options.*

*Clear the Spelling checkbox. Press the key > Save. Tips: Top 10 Save time and maximize your efficiency with these quick tips. Tips: Finding apps Look in a folder on your home screen. Make all hidden apps visible on the home screen. Some apps are located in folders on your home screen. Click a folder to see what apps are inside. On the home screen, press the key > Show All Icons. To unhide the app, highlight it and then click Hide Icon to clear the check mark. If the icon is hidden in other panels, you can unhide the icon in all panels, or in the current panel only.*
*If Show All Icons does not appear in the menu, there are no apps hidden from view. 23 User Guide Quick Help Search for an app. Verify that the app is installed. On the home screen, start typing the app name. On the home screen or in a folder, click the Options icon.*
*Click Device > Application Management. If the app is listed, it is installed on your BlackBerry® smartphone. Tips: Managing indicators Indicators tell you that there is something new or updated, such as a new message, voice mail message, or feed, or they inform you of the status of something, such as the battery or network connection. Indicators often appear on app icons, new content within apps, and at the top of the Home screen. Remove the new item indicator . . Open each item that has this indicator. For example, to remove it from the Messages icon, click the icon. In the Messages app, do one or more of the following: · Open all of your messages by clicking on them. If you can't find all of your unread messages in your inbox, look in your messages folders. · Mark a message as read. Highlight a message. Press the key > Mark Read. · Mark all messages that are prior to a date as read. key > Mark Prior Highlight a date field.*

*Press the Read. Identify an indicator. · You might be able to identify an indicator by seeing the icon of the application that the indicator refers to. To see a complete list of applications on your BlackBerry® smartphone and their icons, on the Home screen or in a folder, click the Options icon. Click Device > Application Management. For a complete list of indicators, visit www.blackberry.com/docs/smartphones. Click your smartphone model, and then click the Icons guide. Remove the unopened message indicator · 24 User Guide Quick Help Tips: Updating your software Updated BlackBerry® Device Software and BlackBerry® Desktop Software are released periodically, and you might be able to update the software from either your computer or your smartphone. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue. Check to see if there is updated BlackBerry Device Software that you can download over the network. Update your BlackBerry Device Software from your computer. Depending on your smartphone model, this feature might not be supported.*
*On the Home screen or in a folder, click the Options icon. Click Device > Software Updates. On your computer, visit www.blackberry.com/update. Click Check for Updates. Connect your smartphone to your computer. For instructions, see the Help in BlackBerry Desktop Software. Visit www.blackberry.com/desktopsoftware. Set your BlackBerry Desktop Software to check for updates automatically. Update your BlackBerry Desktop Software . Related information BlackBerry Device Software, 233 Tips: Doing things quickly For full instructions, click the links under Related information at the bottom. Access popular options such as changing your ring tone, setting the alarm, viewing notifications, and turning on or turning off network connections.*

*See all the apps and folders on the Home screen, or minimize the panel and view the wallpaper.*

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*Switch to another app. Open an app with a convenience key. Use pop-up menus. Highlight and click the areas at the top of the Home screen. On the navigation bar, click All. Press and hold the key. Click an app. Note: The other app might still be running in the background. Press a convenience key on the side of your smartphone.*

*Note: You can customize which app a convenience key opens. Pop-up menus provide common available actions, and appear in the center of the screen. For example, you can use the popup menu in a message to file, forward, or reply to the message. 25 User Guide Quick Help To open a pop-up menu, touch and hold the screen or press and hold the trackpad. To select a command, tap the icon or click the trackpad.*

*Switch to the Favorites, Media, Downloads, and Frequent panels. Add an app to the Favorites panel. Change options for the Home screen such as the wallpaper. On the Home screen, highlight All on the navigation bar and slide your finger on the trackpad right or left. Highlight an app on the Home screen or in a folder.*

*Press the key > Mark as Favorite. On the Home screen, press the key > Options. Related information Change what happens when you type on the Home screen, 17 Assign an application to a convenience key, 33 Keep an application running in the background and switch to another application, 227 Tips: Extending battery life For full instructions, click the links under Related information at the bottom. Set your BlackBerry® smartphone to turn on and turn off automatically. You can set your smartphone to turn off while you aren't using it for an extended period, like when you sleep. Data you receive when the smartphone is turned off automatically updates when the smartphone turns on. Set backlighting to remain on for a shorter period of time, and lower its brightness. Turn off network connections you aren't using. On the Home screen or in a folder, click the Options icon. Click Display > Screen Display.*

*On the Home screen, click the connections area at the top of the screen, or click the Manage Connections icon. Click a network connection to clear the checkbox. In an app, press the key > Close. On the Home screen or in a folder, click the Options icon. Click Device > Auto On/Off. Close apps when you're finished with them. When you switch from one app to another, some apps, such as the Browser app or the Music app, run in the background, which uses battery power. Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone. On the Home screen, click the Sound and Alert Profiles icon. Click Change Sounds and Alerts.*

*26 User Guide Quick Help Delete the original text from a reply message. If your smartphone has a camera flash, turn off the flash. When you are replying to a message, press the Delete Original Text. key > On the Home screen, click the Camera icon. Click the flash icon at the bottom of the screen until the flash off indicator appears.*

*Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the smartphone. Keep your battery connections clean. Keeping the battery clean extends the life of your battery. Related information Delete the original text from a reply message, 80 Change your ring tone, notifiers, or reminders, 31 Turn on or turn off a network connection, 238 Set options for backlighting, 211 Set your smartphone to turn on and turn off automatically, 267 Tips: Freeing and conserving storage space Try to maintain at least 10 MB of available application storage on your BlackBerry® smartphone. If you find that your smartphone processes are unusually slow, try freeing storage space by deleting files that you don't need.*

*Changing options for email, calendar entries, and media files might help you conserve storage space. Check how much free storage space you have. Close any apps you're not using. Delete unneeded files. Delete browsing history and clear the cache. Reduce the amount of time that your smartphone stores email messages and calendar entries. Stop storing sent messages on your smartphone. Receive only the first section of long email messages, and choose whether to download more. Store files on a media card instead of the smartphone. On the home screen or in a folder, click the Options icon.*

*Click Device > Storage. In an app, press the key > Close or press the key until the home screen appears. On the home screen or in a folder, click the Files icon. Find and key > Delete. highlight a file. Press the On the home screen, click the Browser icon. Press the key > Options. Go to the Clear Browsing Data section. On the home screen, click the Messages icon or Calendar icon. Press the key > Options.*

*On the home screen, click the Messages icon. Press the key > Options > Email Preferences. On the home screen, click the Messages icon. Press the key > Options > Message Display and Actions. Your BlackBerry smartphone supports media card sizes up to 32 GB.*

*Only microSD media cards are supported. 27 User Guide Quick Help Reduce the size of pictures you take. On the home screen, click the Camera icon. Press the key > Options. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software.*

*Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue. Related information Copy, move, rename, or delete a file, 128 Receive only the first section of long email messages, 89 Change the size of pictures that you take, 146 View the amount of available storage space on your smartphone, 270 Set how long your smartphone stores messages, 78 Stop storing messages sent from your computer on your smartphone, 88 Stop storing messages sent from your smartphone on your computer, 89 Change how long your smartphone stores calendar entries, 179 Keep an application running in the background and switch to another application, 227 The application storage on my smartphone is low, 273 Tips: Keeping your information safe You can take some simple steps to help prevent the information on your BlackBerry® smartphone from being compromised, such as avoiding leaving your smartphone unattended. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue. Set a smartphone password. Encrypt contacts and files. Back up your smartphone data to your computer. On the Home screen or in a folder, click the Options icon. Click Security > Password. On the Home screen or in a folder, click the Options icon.*

*Click Security > Encryption. Use the BlackBerry® Desktop Software to back up your smartphone data to your computer.*

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*To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer. On the Home screen, click the Setup icon. In the Setup section, click Device Switch > Save Data. Back up your smartphone data to a media card. Related information Set a smartphone password, 281 28 User Guide Quick Help Turn on encryption, 271 Phone shortcuts Depending on the typing input language that you're using, some shortcuts might not be available. Change your ring tone Check your voice mail Set up a speed dial for a contact Add an extension to a phone number Type a letter in a phone number field Insert a plus sign (+) when typing a phone number Turn on or turn off the speakerphone during a call Stop listening to a call with a wireless headset Change the active phone number From the home screen, press the Ring Tones.*

*Press and hold 1. From the home screen or in the Phone application, press and hold the key that you would like to assign speed dial to. Press the Press the Press O. Press the Press the key on the keyboard. key on the keyboard.*

*key. Click your phone number at key and X. Type the extension number. key and the letter key. key.*

*Press the key > Phone From the home screen, press the the top of the screen. Click a phone number. Typing shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. Insert a period Insert an at sign (@) or a period (.) in an email address field Capitalize a letter Turn on CAP lock Type a symbol Type the alternate character on a key Press the Space key twice. The next letter is capitalized. Press the Space key. Press and hold the letter key until the capitalized letter appears. Press the Alt key and the Right Shift key. To turn off CAP lock, press the Left Shift key or Right Shift key.*

*Press the Symbol key. Type the letter that appears below the symbol. Press the Alt key and the character key. 29 User Guide Quick Help Type an accented or special character Press and hold the letter key and, on the trackpad, slide your finger left or right. 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. Press and hold the Alt key and press the number key. Press a number key. You do not need to press the Alt key. Press the Alt key and the Left Shift key.*

*To turn off NUM lock, press the Left Shift key or Right Shift key. Press the Left Shift key or Right Shift key and, on the trackpad, slide your finger up or down. Press the Left Shift key or Right Shift key and, on the trackpad, slide your finger left or right. Press the Left Shift key or Right Shift key and the Backspace/ Delete key. Press the Alt key and click the trackpad.*

*Press the Left Shift key or Right Shift key and click the trackpad. Type a number in a text field Type a number in a number field Turn on NUM lock Highlight a line of text Highlight text character by character Cut highlighted text Copy highlighted text Paste text Media shortcuts Depending on the typing input language that you're using, some shortcuts might not be available. Audio and video files Pause an audio or video file Resume playing an audio or video file Play the next audio file Play the previous audio file Turn on the audio boost feature if you're using a headset Press the Mute key on the right side of your BlackBerry® smartphone. Press the Mute key again. Press and hold the Volume Up key on the right side of your smartphone.*

*Press and hold the Volume Down key on the right side of your smartphone. Press the Volume Up key until the audio boost feature turns on. Pictures Zoom in Press I 30 User Guide Quick Help Zoom out Pan up Pan down Pan right Pan left Rotate Camera and video camera Zoom in before you take a picture or record a video Zoom out before you take a picture or record a video Take a picture Press O Press 2 Press 8 Press 6 Press 4 Press L Press the Volume Up key. Press the Volume Down key. Press the Convenience key on the right side of your smartphone. Personalize: Top 10 Make your BlackBerry® smartphone your own by getting apps, transferring your files, and personalizing your settings. Change your ring tone, notifiers, or reminders In addition to changing the tone, you can also change options for notifcation during calls, volume, LED, and vibration. 1. On the Home screen, click the Sound and Alert Profiles icon. 2.*

*Click Change Sounds and Alerts > Sounds for Selected Profile. · To change your ring tone, click Phone. · To change notifiers or reminders, click to expand a section. Click an option. 3. In the Ring Tone, Notifier Tone, or Reminder Tone field, do one of the following: · Click a tone. · To use a song that is on your BlackBerry® smartphone or on a media card, click All Music. Find and click a song. · To use a voice note that you recorded, click All Voice Notes. Find and click a voice note.*

*· To use a preloaded alert, click All Alerts. Find and click an alert. 4. Press the key > Save. Related information Add or delete a custom profile, 157 Add or delete a contact alert, 33 I can't change the number of times that my smartphone rings, 69 31 User Guide Quick Help Use a picture as your smartphone wallpaper 1.*

*On the Home screen, click the Media icon > Pictures icon. 2. Browse to a picture. 3. Press the key > Set As Wallpaper.*

*Related information My display changed, 214 Add, rename, or delete a folder on the home screen On the home screen, do one of the following: · To add a folder, press the key > Add Folder. Type a name for the folder. Click Add. key > Edit Folder. Type a name for the folder. Click Save. · To rename a folder, highlight a folder. Press the key > Delete. · To delete a folder, highlight a folder. Press the Add or change your signature Depending on your wireless service plan, this feature might not be supported.*

*1. On the Home screen, click the Messages icon. key > Options. 2. Press the · For a work email account, click Email Preferences. If the Message Services field appears, change this field to the appropriate email account. If the Use Auto Signature check box is not selected, select it. In the field that appears, place your cursor. · For a personal email account, click Email Account Management. Click an email account.*

*Click Edit. 3. Type a signature. 4. Press the key > Save.*

*Your signature is added to your email after you send it. Change the language 1. On the Home screen or in a folder, click the Options icon. 2. Click Typing and Language > Language and Method.*

*· To change the display language, change the Display Language field. · To change the typing language, change the Typing Language field. · To change the language for voice commands, change the Voice Dialing Language field. 3. Press the key > Save. Change the display font 1.*

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*On the Home screen or in a folder, click the Options icon. 32 User Guide Quick Help 2. Click Display > Screen Display. 3.*

*Change the font fields. 4. Press the key > Save. Related information Use grayscale or reverse contrast for the screen display, 213 Screen display, 211 Assign an application to a convenience key Your BlackBerry® smartphone has a convenience key on the side of the smartphone. Depending on your theme, you might not be able to change the application that is assigned to a convenience key. 1. On the Home screen or in a folder, click the Options icon. 2. Click Device > Convenience Key. 3.*

*Change the Convenience Key Opens field. 4. Press the key > Save. Set up speed dial for a contact 1. 2.*

*3. 4. 5. key. From the Home screen, press the Press the key > View > Speed Dial List.*

*In the Speed Dial Numbers list, click an unassigned key. Click a contact. If necessary, click a phone number for the 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. Add or delete a contact alert You can create contact alerts that allow you to customize ring tones and alerts for calls and messages from specific contacts or groups of contacts. When you receive a call or message from the contact, your BlackBerry® smartphone uses the assigned ring tone or alert, even if you select the Silent profile or Vibrate Only profile. If you do not want to be notified with the assigned ring tone or alert, you can select the All Alerts Off profile. 1. On the home screen, click the Sound and Alert Profiles icon. 2.*

*Click Change Sounds and Alerts > Sounds for Contacts > Add Contact Alert. 3. In the Name field, type the name of the contact alert. 4. In the Contacts field, type the name of the contact. 5. Click a contact. 6. Change the ring tone and alert information for calls and messages. 7.*

*Press the key > Save. To delete a contact alert, highlight the contact alert that you want to delete. Press the key > Delete. 33 User Guide Quick Help Add a contact picture for caller ID 1. On the Home screen, click the Contacts icon.*

*2. Highlight a contact. 3. Press the key > Edit. key > Add Picture.*

*4. Press the 5. Find, highlight, and click a picture. 6. If necessary, move the crop box to the portion of the picture that you want to use. 7. Press the key > Crop & Save. 8. Press the key > Save. Related information My contact pictures keep changing, 190 Troubleshooting: Top 10 Save time and maximize your efficiency with these quick tips.*

*I can't make or receive calls Try the following actions: · · · · · · · · · Verify that your BlackBerry® smartphone is connected to the wireless network. Verify that your wireless service plan includes phone or voice services. If you can't 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 haven't changed your smart dialing options, dial the full phone number, including the country code and area code, for your contact. If you're not receiving calls, verify that call blocking and call forwarding are turned off. Your smartphone 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 smartphone, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number. If you're using your BlackBerry® MVS Client phone number, verify that support for the BlackBerry MVS Client is turned on. If you're using your BlackBerry MVS Client phone number, verify that your smartphone is registered with the BlackBerry® Mobile Voice System.*

*From the Home screen, press the key. Press the key. Click Options. Click BlackBerry MVS Client. Press the key.*

*Click Register Now. If the Register Now menu item doesn't appear, or if the registration fails, contact your administrator. If the registration doesn't complete, wait for a short period of time and then try again. If you have set call forwarding for the phone number provided by your wireless service provider, calls to your BlackBerry MVS Client phone number are also forwarded. To receive calls to your BlackBerry MVS Client phone number, verify that call forwarding is turned off.*

*· 34 User Guide Quick Help Related information Fixed dialing and smart dialing, 59 Call waiting, call forwarding, and call blocking, 57 Switch the active phone number, 64 I'm not receiving messages Try the following actions: · · · Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area. Reset your smartphone. Connect to the network and try again. If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry® Internet Service. If you haven't received an activation message (the message might take a short period of time to arrive), in the Setup application, open the email setup screen to send a service book to your smartphone. If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the Options icon. Click Device > Advanced System Settings > Host Routing Table. Press the key > Register Now.*

*Verify that data service is turned on. If you use email filters, verify that the options for email filters are set correctly. Verify that email forwarding is turned on and that you have selected all the email folders, including your inbox folder, that you want to receive email from. Verify that your smartphone is not blocking messages. For more information, contact your administrator. · · · · · Related information Change, prioritize, or delete an email filter, 82 Forward messages from a specific email folder to your smartphone, 88 I can't send messages Try the following actions: · · · Verify that your BlackBerry® smartphone is connected to the wireless network. If the menu item for sending a message doesn't appear, verify that you have added an email address, a PIN, or a phone number for your contact. If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry® Internet Service. If you haven't received an activation message (the message might take a short period of time to arrive), in the Setup application, open the email setup screen to send a service book to your smartphone.*

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*If you haven't received a registration message from the wireless network, register your smartphone.*
*On the Home screen or in a folder, click the Options icon. Click Device > Advanced System Settings > Host Routing Table. Press the key > Register Now. Generate an encryption key. Verify that data service is turned on.*
*· · · 35 User Guide Quick Help · Resend the message. Related information Generate an encryption key, 286 Wireless coverage indicators, 241 Change or delete a contact, 184 Turn on or turn off a network connection, 238 Turn on or turn off data service or set roaming options, 239 Options for email filters, 81 Resend a message, 75 Resend a message, 75 I forget my smartphone password If you forget your BlackBerry® smartphone password, it can't be recovered. If your smartphone uses a BlackBerry® Enterprise Server, your administrator might be able to reset your password without deleting your smartphone data. Otherwise, the only way you can reset your password without knowing your current password is to delete all your smartphone data. You can do this by exceeding the number of allowed password attempts.*
*If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, when you delete your smartphone data, you might also delete the data on your media card. For more information, contact your administrator. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue. My smartphone isn't ringing or vibrating when I receive a call or message Try the following actions: · · On the Home screen, click the Sound and Alert Profiles icon. Verify that your profile isn't set to All Alerts Off or Silent. If you have created contact alerts, on the Home screen, click the Sound and Alert Profiles icon. Click Change Sounds and Alerts > Sounds for Contacts. Click a contact alert. Click Phone or Messages.*

*Verify that the Volume field isn't set to Silent and that the Vibration field isn't set to Off. The screen turns off When you don't use your BlackBerry® smartphone for a period of time, the screen turns off to conserve battery power. You can change the length of time that the backlight stays on when you aren't touching your smartphone. To turn on the screen, click the trackpad or press a key. Related information Set options for backlighting, 211 36 User Guide Quick Help Email messages aren't reconciling over the wireless network Try the following actions: · Verify that your BlackBerry® smartphone is connected to the wireless network. · Verify that wireless email reconciliation is turned on. · Reconcile email messages manually. Organizer data isn't synchronizing over the wireless network Try the following actions: · Verify that your BlackBerry® smartphone is connected to the wireless network. · Verify that wireless data synchronization is turned on in the Contacts application, Calendar application, Tasks application, and MemoPad. · If you use the BlackBerry® Internet Service, you must synchronize calendar data using the BlackBerry® Desktop Software.*
*For more information, see the Help in the BlackBerry Desktop Software. I can't pair with a Bluetooth enabled device Try the following actions: · · · Verify that your BlackBerry® smartphone is compatible with the Bluetooth® enabled device. For more information, see the documentation that came with the Bluetooth enabled device. If you don't know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device. If your smartphone doesn't detect the Bluetooth enabled device that you want to pair with, try making your smartphone discoverable for a short period of time. Many car kits need to discover your smartphone rather than your smartphone discovering the car kit. On the home screen, click the connections area at the top of the screen, or click the Manage Connections icon. Click Networks and Connections > Bluetooth Connections. Click Add New Device. Click Listen. Bluetooth enabled devices can detect your smartphone for 2 minutes. Turn off encryption for Bluetooth connections between your smartphone and the Bluetooth enabled device. On the home screen, click the connections area at the top of the screen, or click the Manage Connections icon. Click Networks and Connections > Bluetooth Connections. Highlight a Bluetooth enabled device. Press the > Devices Properties. Clear the Encryption checkbox. Press the key > Save. · Related information Make your smartphone discoverable, 255 The media player screen closes If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry® smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.*

*37 User Guide Quick Help Related information Change the amount of time before the media player screen closes, 134 38 User Guide Tips and shortcuts Tips and shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. Tips: Doing things quickly For full instructions, click the links under Related information at the bottom. Access popular options such as changing your ring tone, setting the alarm, viewing notifications, and turning on or turning off network connections. See all the apps and folders on the Home screen, or minimize the panel and view the wallpaper. Switch to another app. Open an app with a convenience key. Use pop-up menus. Highlight and click the areas at the top of the Home screen. On the navigation bar, click All. Press and hold the key.*
*Click an app. Note: The other app might still be running in the background. Press a convenience key on the side of your smartphone. Note: You can customize which app a convenience key opens. Pop-up menus provide common available actions, and appear in the center of the screen.*
*For example, you can use the popup menu in a message to file, forward, or reply to the message. To open a pop-up menu, touch and hold the screen or press and hold the trackpad. To select a command, tap the icon or click the trackpad. On the Home screen, highlight All on the navigation bar and slide your finger on the trackpad right or left. Highlight an app on the Home screen or in a folder.*
*Press the key > Mark as Favorite. On the Home screen, press the key > Options. Switch to the Favorites, Media, Downloads, and Frequent panels. Add an app to the Favorites panel. Change options for the Home screen such as the wallpaper.*

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