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You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY CURVE 8330. You'll find the answers to all your questions on the BLACKBERRY CURVE 8330 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

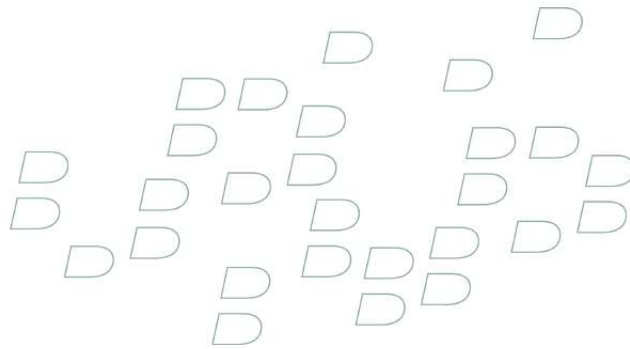
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User Guide

BlackBerry Curve 8330 Smartphone



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.....269 10 BlackBerry basics Switch typing input methods You can only switch typing input methods if the typing input language for your BlackBerry® device is Arabic or Russian. 1. In the device options, click Language.

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

Click Switch Application. 3. Perform one of the following actions: · If the application that you want to switch to appears, highlight an application and press the Enter key. · If the application that you want to switch to does not appear, highlight Home Screen and press the Enter key. Assign an application to a Convenience key Your BlackBerry® device has one Convenience key on the left side of the device and one on the right side. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key. 1. 2. 3. 4.

In the device options, click Screen/Keyboard. Set the Convenience Key Opens fields. Press the Menu key. Click Save. Set owner information 1. 2. 3. 4. In the device options, click Owner. Type your contact information.

Press the Menu key. Click Save. 11 Turn on standby mode If you are not on a call, you can turn on standby mode to avoid pressing keys accidentally when you are not using your BlackBerry® device. Hold the Mute key. To turn off standby mode, press the Mute key again. About links Links appear on your BlackBerry® device as underlined text. You can have links to various items such as phone numbers, web sites, and email addresses and can use these links to make calls, visit web sites, or start composing messages quickly. Create a link for a PIN You can create a link for a PIN in messages, calendar entries, tasks, or memos. If you click the link, you can send a PIN message. When typing text, type pin: and the PIN.

Expand a folder 1. Click a folder with a plus sign (+) beside it. 2. If necessary, click Expand. Collapse a folder 1. Click a folder with a minus sign (-) beside it. 2. If necessary, click Collapse. BlackBerry basics shortcuts · To move the cursor, roll the trackball. · To move back a screen, press the Escape key.

· To move to a list item or menu item, type the first letter of the item. · To select or clear a check box, press the Space key. · To view available values in a field, press the Alt key. · To switch applications, hold the Alt key and press the Escape key. Continue to hold the Alt key and highlight an application. Release the Alt key. · To return to the Home screen, press the End key. · To delete a highlighted item, press the Backspace/Delete key. 12 BlackBerry basics troubleshooting No application opens when I press a Convenience key Verify that you have not deleted the application that you assigned to the key. Assign a different application to the key.

Some features are not available on my device Depending on your wireless service plan or the type of email account that is associated with your BlackBerry® device, some features might not be available on your device. If your device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field. For more information about the features that are available on your device, contact your wireless service provider or administrator. 13 14 Shortcuts BlackBerry basics shortcuts · To move the cursor, roll the trackball. · To move back a screen, press the Escape key. · To move to a list item or menu item, type the first letter of the item. · To select or clear a check box, press the Space key. · To view available values in a field, press the Alt key. · To switch applications, hold the Alt key and press the Escape key.

Continue to hold the Alt key and highlight an application. Release the Alt key. · To return to the Home screen, press the End key. · To delete a highlighted item, press the Backspace/Delete key. Phone shortcuts · To answer a call, press the Send key. · To insert a plus sign (+) when typing a phone number, hold 0. · To add an extension to a phone number, press the Alt key and the X key. Type the extension number. · To assign a speed dial number to a key, on the Home screen or in the phone, hold the key. · To turn on the speakerphone during a call, press the Speakerphone key.

To turn off the speakerphone during a call, press the Speakerphone key. · To check your voice mail, hold 1. · To type a letter in a phone number field, press the Alt key and the letter key. · To view your contact list in the phone, press the Space key. Hold the Send key. · To switch phone numbers, in the phone, click your active phone number. Click a phone number. Camera and video camera shortcuts · To take a picture, press the Right Convenience key. · To zoom in to a subject before taking a picture, press the Volume Up key. · To zoom out from a subject before taking a picture, press the Volume Down key.

· To change the flash mode for a picture or to turn on low-light mode for a video, press the Space key. Message shortcuts In a message 15 · 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 an email message. 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 view received messages, press the Alt key and I. · To view sent messages, press the Alt key and O.



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· 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. Typing shortcuts · To insert a period, press the Space key twice. The next letter is capitalized. · To capitalize a letter, hold the letter key until the capitalized letter appears.

· To type the alternate character on a key, press the Alt key and the character key. · To type an accented or special character, hold the letter key and roll the trackball to the left or right. For example, to type ü, hold U and roll the trackball to the left until ü appears. Release the letter key when the accented or special character appears. · To type a number in a number field, press a number key. You do not need to press the Alt key. · To type a number in a text field, hold the Alt key and press the number key. 16 · 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. · To switch typing input languages, in the device options, on the Language screen, verify that the Use Input Language Shortcut field is set to Yes. Hold the Alt key and press the Enter key. Continue to hold the Alt key and highlight a language. Release the Alt key.

Insert symbols · To insert an at sign (@) or a period (.) in an email address field, press the Space key. · To type a symbol, press the Symbol key. Type the letter that appears below the symbol. Work with text · To highlight a line of text, press the Shift key and roll the trackball up or down.

· To highlight text character by character, hold the Shift key and roll the trackball left or right. · To cancel a text selection, press the Escape key. · To cut highlighted text when typing, press the Shift key and the Backspace/Delete key. · To copy highlighted text when typing, press the Alt key and click the trackball. · To paste highlighted text when typing, press the Shift key and click the trackball. Search shortcuts · To search for a contact in a list of contacts, type the contact name or initials separated by a space. · To search for text in a message, press S. · To search for text in an attachment or on a web page, press F. · To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. Press F.

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

In a spreadsheet · To move to a specific cell, press G. · To view the content of a cell, press the Space key. · To switch worksheets, press V. Highlight a worksheet. Press the Enter key. · To view hidden columns or rows, press H. To hide the columns or rows, press H. In a presentation · To switch presentation views, press M.

· To move to the next slide, verify that you are viewing the presentation in slide view. Press N. · To move to the previous slide, verify that you are viewing the presentation in slide view. Press P. 17 · To move to the last cursor position after closing and reopening a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

Press G. Browser shortcuts · To insert a period (.) in the 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, hold the Escape key. On a web page · To switch between Column view and Page view, press Z. · To move to a specific web page, press G. · To return to the home page, press H. · To open the bookmark list, press K. · To add a bookmark, press A. · To view a list of web pages that you have visited recently, press I. · To refresh a web page, press R. · To view the web page address for a link, highlight a link. Press L.

· To view the web page address for a web page, press P. · To save a web page to a message list, press S. · To follow a 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 O. · To hide the browser, press D. Navigate a web page · To move up a screen, press the Shift key and the Space key. · To move down a screen, press the Space key.

· To move to the top of a web page, press T. · To move to the bottom of a web page, press B. Media shortcuts · To pause a video or song, press the Mute key. To resume playing a video or song, press the Mute key. · To move to the controls at the bottom of the screen when you are viewing a list of songs, press the Space key.

· To play the next song in a category, press N. · To play the previous song in a category, press P. 18 · To amplify the volume for songs, ring tones, and videos, press the Volume Up key until you reach the highest volume setting. Press the Volume Up key four times quickly. · To rotate a picture, press L.

· To zoom in to a picture, press 3. To zoom to the original picture size, press 7. · To zoom out from a picture, press 9. To zoom to the original picture size, press 7. · To fit a picture to the screen size, press 1. Map shortcuts · To zoom in to a map, press I. · To zoom out from a map, press O. · To view status information at the top of a map, press U. To hide status information at the top of a map, press U. · To view tracking information at the bottom of a map, press the Space key.

To hide tracking information at the bottom of a map, press the Space key. · To move to the next direction on a route, press N. · To move to the previous direction on a route, press P. Calendar shortcuts For shortcuts to work in Day view, in the 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.



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· 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. 19 20 Phone basics Find your phone number In the phone, your phone number appears at the top of the screen. If you have more than one phone number associated with your BlackBerry® device, your active phone number appears at the top of the screen.

Make a call 1. On the Home screen or in the phone, perform one of the following actions: · Type a phone number. · Type part of a contact name. Highlight a contact or phone number. 2. Press the To end the call, press the key. key. Answer a call Press the Send key. To end the call, press the End key. Answer a second call 1. Press the Menu key. 2. Click Answer - Hold Current. Ignore a call Press the End key. Mute a call During a call, press the Mute key.

To turn mute off, press the Mute key again. 21 Turn on the speakerphone During a call, press the Speakerphone key. Do not hold the BlackBerry® device near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the safety and product information booklet for your device. Turn off the speakerphone Perform one of the following actions: · To turn off the speakerphone during a call, press the Speakerphone key. · To turn off the speakerphone and listen privately to a voice mail message, song, or video, press the Menu key. Click Activate Handset Speaker. Dial using numbers or letters When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad. · To type a number, press a number key.

· To type a letter, hold the Alt key. Press the letter key. Switch applications during a call 1. During a call, press the Menu key. 2. Click Home Screen. Note: If you switch to a different application and you want to end the call, press the End key. Switch calls 1. Press the Menu key. 2. Click Flash. Make a call when the device is locked Verify that dialing from the Lock screen is turned on. 1. On the Lock screen, press the Enter key. 2. Click Place Call. 3. Perform one of the following actions: · Type a phone number. · Type part of a contact name. Click a contact or phone number.

4. Press the Send key. To end the call, press the End key. 22 Use a headset You can purchase an optional headset to use with your BlackBerry® device. To answer a call, press the headset button. To turn on mute during a call, press the headset button. To turn off mute, press the headset button again. To end a call, hold the headset button. To make a call using a voice command, hold the headset button. Say the command. To pause a song, press the headset button. To resume playing the song, press the headset button again. For more information about using the headset, see the documentation that came with your headset. Emergency calls About emergency calls Your BlackBerry® device is designed to make emergency calls even when it is locked. 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 in North America). About Emergency Callback Mode When you end an emergency call, the BlackBerry® device enters Emergency Callback Mode. This mode enables the operator to call you back or determine your approximate location. Depending on your service provider, Emergency Callback Mode is active for five minutes or is canceled when you make a non-emergency call. In Emergency Callback Mode, you cannot send and receive messages or browse web pages. Your device exits Emergency Callback Mode at any time if you make a non-emergency call. Make an emergency call · If your keyboard or BlackBerry® device is unlocked, in the phone, type the emergency number. Press the Send key. · If your keyboard or device is locked, press the Enter key. Click Emergency Call. Click Yes. Volume Adjust the volume · To increase the volume, press the Volume Up key. · To decrease the volume, press the Volume Down key. 23 Change the default volume for calls You can increase or decrease the default volume for calls. The higher the volume percentage, the louder the volume.

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

2. Click Enhance Call Audio. 3. Select a bass or treble option. Improve sound quality for all calls You can only change sound quality for the earpiece on your BlackBerry® device.

1. 2. 3. 4. 5. 6. In the phone, press the Menu key. Click Options. Click General Options. Change the Enhance Call Audio field.

Press the Menu key. Click Save. Voice dialing Make a call using a voice command If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry® device. You cannot make calls to emergency numbers using voice commands. 1. In the voice dialing application, wait for the sound. 2. Say "Call" and a contact name or phone number. To end the call, press the End key. 24 Dial an extension using a voice command Verify that you have set smart dialing options. You can dial extensions only within your company. Say "Call extension" and the extension number. Check your phone number using a voice command 1. In the voice dialing application, wait for the sound. 2. Say "Check my phone number." Change the voice dialing language Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your wireless service provider or administrator. 1. 2.

3. 4. In the device options, click Language. Change the Voice Dialing Language field. Press the Menu key. Click Save. Turn off choice lists for voice commands 1. 2. 3. 4.

In the device options, click Voice Dialing. Set the Choice Lists field to Always Off. Press the Menu key. Click Save. If your BlackBerry® device identifies more than one possible match to a voice command, your device selects the best match and dials the phone number automatically. Set the matching sensitivity level for voice commands 1. In the device options, click Voice Dialing. 2. Perform one of the following actions: · To increase matches, set the Sensitivity field closer to Reject Less.



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· To reduce the number of incorrect matches, set the Sensitivity field closer to Reject More.

3. Press the Menu key. 4. Click Save. Turn off voice prompts 1.

In the voice dialing application, wait for the sound. 25 2. Say "Turn prompts off." Set playback options for voice dialing 1. In the device options, click Voice Dialing.

2. Perform any of the following actions: · To turn off playback for phone numbers, set the Digit Playback field to Disabled. · To turn off playback for contacts, set the Name Playback field to Disabled. · To set how quickly playback for contacts occurs, set the Name Playback Speed field. · To set the playback volume for contacts, set the Name Playback Volume field. 3. Press the Menu key. 4. Click Save. Improve voice recognition of numbers 1.

2. 3. 4. In the device options, click Voice Dialing. Press the Menu key. Click Adapt Digits. Complete the instructions on the screen. Voice mail Check your voice mail Verify that you have a voice mail access number. Depending on your theme, you might be able to check your voice mail from the Home screen. 1. In the phone, press the Menu key. 2. Click Call Voice Mail. Change the voice mail access number If a voice mail access number is not already set on your BlackBerry® device, you can type the access number for a different voice mail system. If you have more than one phone number associated with your device, you can only set the voice mail access number for the active phone number.

1. 2. 3. 4. 5.

In the phone, press the Menu key. Click Options. Click Voice Mail. Type a voice mail access number and a password. Press the Menu key. 26 6. Click Save. Speed dial Make a call using speed dial You can make a call using speed dial in the phone, on the Home screen, in a message list, or in an open message. Hold the key that you have assigned to the contact or phone number. Assign a speed dial number to a key 1.

2. 3. 4. 5. In the phone, press the Menu key. Click View Speed Dial List. Click an unassigned key. Click New Speed Dial. Click a contact. Change the contact assigned to a speed dial key 1.

2. 3. 4. In the phone, press the Menu key. Click View Speed Dial List.

Click a contact or phone number. Perform one of the following actions: · To change the contact that is assigned to a speed dial key, click Edit. Click a new contact. · To assign the contact to a different speed dial key, click Move. Roll the trackball to move the contact to the new speed dial key.

Click the trackball. · To delete the contact from the speed dial list, click Delete. Conference calls Make a conference call You cannot add more than two contacts to a conference call. 1. 2. 3. 4. 5. During a call, press the Menu key. Click Conference Call.

Type a phone number or highlight a contact. Press the Send key. During the second call, press the Send key. 27 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. Leave a conference call Verify that your wireless service provider supports this feature. If you make a conference call, you can leave the conference call and the call continues without you. 1.

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

3. 4. 5. 6. 7.

8. 9. In the address book, highlight a contact. Press the Menu key. Click Add Picture. Highlight a picture. Press the Menu key. Click Select. Center the picture in the box. Click the trackball.

Click Crop and Save. Change the caller ID picture for a contact 1. 2. 3. 4. 5. 6. 7. 8. 9.

When changing a contact, highlight the caller ID picture. Press the Menu key. Click Replace Picture. Highlight a picture. Press the Menu key.

Click Select. Center the picture in the box. Click the trackball. Click Crop and Save. 28 Delete the caller ID picture for a contact 1.

2. 3. 4. 5. 6. 7. In the address book, highlight a contact. Press the Menu key. Click Edit. Click the caller ID picture.

Click Delete Picture. Click the trackball. Click Save. Call logs About call logs Call logs include the date on which you called your contact, the phone number that you called, and the duration of the call. You can also add notes to your call logs. You can view call logs in the phone or, depending on how you set your call logging options, you can view call logs in a message list. Depending on your theme, missed calls might also appear on the Home screen. Your

BlackBerry® device stores call logs for 30 days. View call logs in a message list 1. 2.

3. 4. In the phone, press the Menu key. Click Options. Click Call Logging.

Select a call log type option. To hide call logs in a message list, select the None option. Add notes to a call log 1. 2. 3.

4. 5. 6. 7. 8. In the phone, highlight a call log. Press the Menu key. Click View History. Press the Menu key. Click Add Notes.

Type call notes. Click the trackball. Click Save. 29 Change call log notes 1. 2. 3. 4. 5. 6. 7.

8. In the phone, highlight a call log. Press the Menu key. Click View History. Press the Menu key.

Click Edit Notes. Change the call notes. Click the trackball. Click Save. Forward a call log 1.

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

2. 3. 4. 5. 6. 7. 8. 9. In the phone, highlight a call log. Press the Menu key.

Click View History. Press the Menu key. Click Edit Notes. Press the Menu key. Click Clear Field.

Click the trackball. Click Save. Call forwarding About call forwarding Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your BlackBerry® device. You might not be able to change or delete these phone numbers or add new ones. If you have more than one phone number associated with your BlackBerry® device, you can only change call forwarding options for the active phone number.

30 For more information, contact your wireless service provider. Prerequisites: Call forwarding · Verify that your wireless service plan includes this service.

Forward calls Verify that you have one or more call forwarding numbers. 1. 2. 3. 4. 5. 6. 7.

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

3. 4. 5. 6. 7.

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

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

You can only change call forwarding phone numbers that you have added. 1. 2. 3.

4. 5. 6. 7. In the phone, press the Menu key. Click Options. Click Call Forwarding. Press the Menu key. Click Edit Numbers. Click a phone number. Click Edit. 31 8. Change the phone number. 9. Click the trackball.

Delete a call forwarding phone number You can only delete call forwarding phone numbers that you have added.



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1. 2. 3. 4.

5. 6. 7. In the phone, press the Menu key. Click Options. Click Call Forwarding. Press the Menu key. Click Edit Numbers. Click a phone number. Click Delete.

Smart dialing About smart dialing You can change smart-dialing options to specify a default country code and area code for phone numbers. If you specify a default country code and area code, when you make calls, you only need to dial a country code and area code when the codes differ from the codes that you specified in the smart-dialing options. In the smart-dialing options, you can also specify the main phone number for an organization that you call frequently. If you specify a phone number for an organization, you can call a contact at the organization quickly by dialing the contact's extension only. Likewise, when you add a contact from the organization to your address book, you only need to type the contact's extension. Set the default country code and area code 1. 2.

3. 4. 5.

6. 7. In the phone, press the Menu key. Click Options. Click Smart Dialing.

Set the Country Code and Area Code fields. In the National Number Length field, set the default length for phone numbers in your country. Press the Menu key. Click Save. Note: When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix.

Set options for dialing extensions 1. In the phone, press the Menu key. 2. 3. 4. 5. Click Options. Click Smart Dialing. In the Number field, type the main phone number for an organization. Set how long the BlackBerry® device waits before dialing an extension.

6. In the Extension Length field, set the default length for extensions. 7. Press the Menu key. 8. Click Save. TTY support About TTY support When you turn on TTY support and you connect your BlackBerry® device to a TTY device, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device. Prerequisites: TTY support · Verify that your wireless service provider supports this feature. · Verify that your TTY device operates at 45.

45 bits per second. · Verify that you have inserted the TTY device connector into the headset jack on your BlackBerry® device. If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com. Turn on TTY support 1. 2. 3.

4. 5. 6. In the phone, press the Menu key. Click Options. Click TTY. Set the TTY Mode field to Yes. Press the Menu key. Click Save. A TTY indicator appears in the device status section of the screen.

To turn off TTY support, set the TTY Mode field to No. 33 Multiple phone numbers About multiple phone numbers Your BlackBerry® device might support more than one phone number, or your device might be associated with a phone number provided by your wireless service provider and an enterprise voice phone number provided by your organization. If you have more than one phone number associated with your device, you can switch the phone number that you use as your active phone number. You make calls from and receive calls to your active phone number. During a call, you can use your active phone number only. For example, you cannot place one call on hold and make a second call using another phone number. Switch the active phone number Verify that your BlackBerry® device is connected to the wireless network. 1. 2. 3.

4. In the phone options, click General Options. Change the Active Line field. Press the Menu key. Click Save.

Phone options Hide your phone number from contacts when you make calls 1. 2. 3. 4. 5.

6. In the phone, press the Menu key. Click Options. Click General Options. Set the Restrict My Identity field to Always. Press the Menu key. Click Save. Turn on dialing from the Lock screen 1. 2. 3.

4. 5. In the device options, click Security Options. Click General Settings. Set the Allow Outgoing Calls While Locked field to Yes. Press the Menu key. Click Save. 34 Sort phone numbers or contacts on the Phone screen 1. 2. 3.

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

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

Click Save. To sort phone numbers or contacts by call logs again, set the Phone List View field to Call Log. Turn off the prompt that appears before you delete items You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords. 1. 2. 3. 4. 5. 6.

In an application, press the Menu key.

Click Options. If necessary, click General Options. Change the Confirm Delete field to No. Press the Menu key. Click Save. Stop ending calls when you insert your device in the holster 1. 2. 3. 4. 5.

6. In the phone, press the Menu key. Click Options. Click General Options. Set the Auto End Calls field to Never.

Press the Menu key. Click Save. Answer calls automatically when you remove your device from the holster 1. 2. 3.

4. 5. In the phone, press the Menu key. Click Options. Click General Options. Change the Auto Answer Calls field to Out Of Holster. Press the Menu key. 35 6. Click Save. Reset a call timer 1.

2. 3. 4. 5. 6. In the phone, press the Menu key. Click Status. Click Last Call or Total Calls. Click Clear Timer. Press the Menu key.

Click Save. About telecoil mode In telecoil mode, the magnetic signal of the BlackBerry® device is modified to an appropriate level and frequency response to be picked up by hearing aids that are equipped with telecoils. Turn on telecoil mode Verify that your BlackBerry® device supports telecoil mode. For more information, contact your wireless service provider. 1.

2. 3. 4. 5. 6.

In the phone, press the Menu key. Click Options. Click Hearing Aid Mode. Set the Mode Enabled field to Telecoil. Press the Menu key. Click Save. The H-T telecoil indicator appears in the device status section of the screen. Phone shortcuts · To answer a call, press the Send key. · To insert a plus sign (+) when typing a phone number, hold 0. · To add an extension to a phone number, press the Alt key and the X key.

Type the extension number. · To assign a speed dial number to a key, on the Home screen or in the phone, hold the key. · To turn on the speakerphone during a call, press the Speakerphone key. To turn off the speakerphone during a call, press the Speakerphone key. · To check your voice mail, hold 1. · To type a

letter in a phone number field, press the Alt key and the letter key.



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· To view your contact list in the phone, press the Space key. Hold the Send key. · To switch phone numbers, in the phone, click your active phone number. Click a phone number.

36 Phone troubleshooting I cannot make or receive calls Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. · If you 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 forwarding is turned off. · If you have more than one phone number associated with your device, you can receive calls to the active phone number only. I cannot make calls using a voice command Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network.

· If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device. · If your keyboard is locked, unlock your keyboard. · Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported. My device does not recognize names or numbers in voice commands Try performing the following actions: · Say the first name and the last name of your contact.

· Use standard pronunciation rules when you say a voice command. · If your BlackBerry® device does not often identify matches, set the matching sensitivity level to reject less. · If your device often identifies incorrect matches, set the matching sensitivity level to reject more. · Adapt digit dialing to improve voice recognition of numbers. I cannot check my voice mail If you have more than one phone number associated with your BlackBerry® device and you are trying to check your voice mail using a shortcut key, your device calls the voice mail access number for your active phone number. Try checking the voice mail for your alternate phone number. 37 I cannot join a call If your BlackBerry® device is associated with an enterprise voice phone number, you cannot join a call

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

In the voice dialing application, wait for the sound. 2. Say "Call" and a contact name or phone number. To end the call, press the End key. Dial an extension using a voice command Verify that you have set smart dialing options. You can dial extensions only within your company. Say "Call extension" and the extension number. Check your phone number using a voice command 1. In the voice dialing application, wait for the sound. 2.

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

" Check the battery power level using a voice command 1. In the voice dialing application, wait for the sound. 2. Say "Check battery." Change the voice dialing language Verify that your BlackBerry® Device Software supports multiple languages.

For more information, contact your wireless service provider or administrator. 1. In the device options, click Language. 2. Change the Voice Dialing Language field. 39 3. Press the Menu key. 4. Click Save. Turn off choice lists for voice commands 1.

2. 3. 4. In the device options, click Voice Dialing. Set the Choice Lists field to Always Off. Press the Menu key. Click Save. If your BlackBerry® device identifies more than one possible match to a voice command, your device selects the best match and dials the phone number automatically. Set the matching sensitivity level for voice commands 1. In the device options, click Voice Dialing.

2. Perform one of the following actions: · To increase matches, set the Sensitivity field closer to Reject Less. · To reduce the number of incorrect matches, set the Sensitivity field closer to Reject More. 3. Press the Menu key.

4. Click Save. Turn off voice prompts 1. In the voice dialing application, wait for the sound. 2.

Say "Turn prompts off." Set playback options for voice dialing 1. In the device options, click Voice Dialing. 2. Perform any of the following actions: · To turn off playback for phone numbers, set the Digit Playback field to Disabled. · To turn off playback for contacts, set the Name Playback field to Disabled. · To set how quickly playback for contacts occurs, set the Name Playback Speed field. · To set the playback volume for contacts, set the Name Playback Volume field.

3. Press the Menu key.

4. Click Save. 40 Improve voice recognition of numbers 1. 2. 3. 4. In the device options, click Voice Dialing. Press the Menu key. Click Adapt Digits. Complete the instructions on the screen.

Use a headset You can purchase an optional headset to use with your BlackBerry® device. To answer a call, press the headset button. To turn on mute during a call, press the headset button. To turn off mute, press the headset button again. To end a call, hold the headset button.

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

Voice dialing troubleshooting I cannot make calls using a voice command Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. · If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device. · If your keyboard is locked, unlock your keyboard. · Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported. My device does not recognize names or numbers in voice commands Try performing the following actions:

· Say the first name and the last name of your contact.



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· Use standard pronunciation rules when you say a voice command. · If your BlackBerry® device does not often identify matches, set the matching sensitivity level to reject less. · If your device often identifies incorrect matches, set the matching sensitivity level to reject more. · Adapt digit dialing to improve voice recognition of numbers.

41 42 Camera and video camera Take a picture 1. In the camera, click the trackball. 2. Perform one of the following actions: · To take another picture, click the icon. icon. · To set the picture as a caller ID picture or Home screen background, click the · To rename and save the picture, click the · To send the picture, click the · To delete the picture, click the icon. icon. icon. Zoom in to or out from a subject In the camera, perform one of the following actions: · To zoom in, roll the trackball up. · To zoom out, roll the trackball down.

View the number of remaining pictures In the camera, if the viewfinder is not occupying the full screen, the approximate number of pictures that you can save appears in the lower-left corner of the screen. Record a video Verify that you have inserted a media card into your BlackBerry® device. 1. In the video camera, click the trackball. 2.

To pause recording, click the trackball. 3. Perform one of the following actions: · To resume recording, click the icon. · To stop recording and save the video, click the · To play the video, click the · To rename the video, click the · To delete the video, click the icon. icon.

43 · To send the video, click the icon. View the amount of memory available for recording videos In the video camera, the approximate amount of memory available for recording videos appears in the lower-left corner of the screen. Camera and video camera options Change the location for storing pictures or videos 1. In the camera or video camera, press the Menu key. 2. Click Options. 3. Perform one of the following actions: · In the camera, change the Store Pictures and Folder fields.

· In the video camera, change the Folder field. 4. Press the Menu key. 5. Click Save. Change the default flash mode 1. 2. 3. 4. 5. In the camera, press the Menu key. Click Options. Change the Default Flash Setting field. Press the Menu key. Click Save.

Turn on low-light mode for videos 1. 2. 3. 4. 5.

In the video camera, press the Menu key. Click Options. Change the Video Light field. Press the Menu key. Click Save. The light mode indicator in the lower-right corner of the screen displays the current light mode. Change white balance for pictures and videos Lighting conditions can affect the colors in pictures and videos. Change the white balance to compensate for different lighting conditions. 1. In the camera or video camera, press the Menu key.

44 2. 3. 4. 5. Click Options. Change the White Balance field. Press the Menu key. Click Save. Change the video size and format 1. 2. 3. 4. 5. In the video camera, press the Menu key. Click Options.

Change the Video Format field. Press the Menu key. Click Save. Set picture size 1. 2.

3. 4. 5. In the camera, press the Menu key. Click Options. Set the Picture Size field. Press the Menu key. Click Save. Set picture quality You can set the fineness of detail that the camera captures in pictures. The finer the detail of a picture, the more memory the picture requires.

1. 2. 3. 4. 5. In the camera, press the Menu key. Click Options. Set the Picture Quality field. Press the Menu key. Click Save.

Apply a color effect to pictures You can apply a sepia or black-and-white color effect to pictures that you take. 1. 2. 3. 4.

5. In the camera, press the Menu key. Click Options. Change the Color Effect field. Press the Menu key.

Click Save. 45 Camera and video camera shortcuts · To take a picture, press the Right Convenience key. · To zoom in to a subject before taking a picture, press the Volume Up key. · To zoom out from a subject before taking a picture, press the Volume Down key. · To change the flash mode for a picture or to turn on low-light mode for a video, press the Space key. Camera and video camera troubleshooting I cannot save pictures or videos Your BlackBerry® device memory or media card might not have enough available memory to store pictures or videos. Try performing the following actions: · If you are trying to save a picture to your device memory, delete old data or messages from your device. · If you are trying to save a picture or video on your media card, delete old media files. · In the camera options, verify that the Picture Quality field is not set to Superfine. Superfine pictures use more memory than fine or normal pictures.

· Increase the maximum amount of memory available for pictures. The flash dims or turns off If the battery power level drops below 20 percent, the flash dims to conserve battery power. In cold temperatures, when the battery power level drops below 20 percent, the flash might turn off. Some pictures that I take are blurry In low lighting conditions, the camera might compensate for the lack of exposure by using a slower shutter speed. If you move the camera before the shutter clicks, the picture might be blurry. If the camera is using a slower shutter speed and the viewfinder is not occupying the full screen, an exclamation point indicator appears at the bottom of the screen. 46 Email messages Email message basics Open a message If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address. In a message list, click a message. If you open an MMS message and the content does not appear, press the Menu key. Click Retrieve.

Send an email message 1. In a message list, press the key. 2. Click Compose Email. 3.

In the To field, perform one of the following actions: · Type an email address. · Type a contact name. · Type part of a contact name. Click a contact. 4. Type a message. 5. Press the key. 6. Click Send. Check spelling You can check spelling in messages, calendar entries, tasks, or memos that you create. 1. In a message, calendar entry, task, or memo, press the Menu key. 2. Click Check Spelling.

3. Perform any of the following actions: · To accept the suggested spelling, click the highlighted word. · To ignore the suggested spelling, press the Escape key. · To ignore all instances of the suggested spelling, press the Menu key. Click Ignore All. · To add the word to the custom dictionary, press the Menu key. Click Add To Dictionary. · To stop checking spelling, press the Menu key. Click Cancel Spell Check. Save a draft of a message 1.

When composing a message, click the trackball. 47 2. Click Save Draft. Blind carbon copy a contact You can blind carbon copy a contact in an email message, a PIN message, or an MMS message.



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1.

When composing a message, press the Menu key. 2. Click Add Bcc. Attach a contact to a message You can attach a contact to an email message, a PIN message, or an MMS message. 1.

When composing a message, press the Menu key. 2. Click Attach Address or Attach Contact . 3. Click a contact. Set the importance level for a message You can set the importance level for an email message, PIN message, or MMS message. 1. When composing a message, press the Menu key. 2. Click Options.

3. Set the Importance field. 4. Press the Menu key. 5. Click Save. Save a message 1. In a message, press the Menu key. 2. Click Save. Reply to a message 1. In a message, click the trackball. 2. Click Reply or Reply to All. Delete the original text from a reply message 1.

When replying to a message, press the Menu key. 2. Click Delete Original Text. Forward a message You cannot forward MMS messages that contain content that is copyright protected. 48 1.

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

2. 3. 4. In a message list, highlight a date field. Press the Menu key. Click Delete Prior. Click Delete. Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation. Mark a message as opened or unopened In a message list, perform one of the following actions: · Highlight a message. Press the Menu key.

Click Mark Opened or Mark Unopened. · Highlight a date field. Press the Menu key. Click Mark Prior Opened. Click Mark Opened.

Create a link for a PIN You can create a link for a PIN in messages, calendar entries, tasks, or memos. If you click the link, you can send a PIN message. When typing text, type pin: and the PIN. Search for text in a message, attachment, or web page To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. 1.

2. 3. 4. In a message, attachment, or web page, press the Menu key. Click Find. Type the text. @@ Click Find Next. 49 Email message folders File an email message Verify that wireless email reconciliation is turned on. 1. 2.

3. 4. In a message list, highlight an email message. Press the Menu key. Click File. Highlight a message folder. 5. Press the Menu key. 6. Click File. Add, change, or delete an email message folder You can add, change, or delete email message folders in the email application on your computer. If wireless email reconciliation is turned on, your BlackBerry® device receives changes that you make to the email message folder on your computer over the wireless network. If wireless email reconciliation is turned off or is not available for your device, reconcile the changes using the email settings tool of the BlackBerry® Desktop Manager. For more information about email reconciliation, see the BlackBerry Desktop Software Online Help. Hide filed email messages 1.

2. 3. 4. 5. 6.

In a message list, press the Menu key. Click Options. Click General Options. Change the Hide Filed Messages field to Yes. Press the Menu key. Click Save. View messages in a specific folder You can view email messages and MMS messages in a specific folder. 1. In a message list, press the Menu key. 2.

Click View Folder. 3. Click a folder. 50 Sent messages Resend a message 1. In a sent message, press the Menu key. 2. Perform one of the following actions: · To change the message, click Edit. Change the message. Click the trackball. Click Send.

· To change the recipients, click Edit. Highlight a contact. Press the Menu key. Click Change Address. Click a new contact.

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

1. In a message list, highlight the message. 2. Press the Menu key. 3. Click Delete. Hide sent messages 1. 2. 3. 4.

5. 6. In a message list, press the Menu key. Click Options. Click General Options. Change the Hide Sent Messages field to Yes. Press the Menu key. Click Save. Stop storing messages sent from your device on your computer By default, a copy of messages that you send from your BlackBerry® device appears in the sent items folder in the email application on your computer. 1.

2. 3. 4. 5. 6.

In a message list, press the Menu key. Click Options. Click Email Settings. Change the Save Copy In Sent Folder field to No. Press the Menu key. Click Save. 51 Stop storing messages sent from your computer on your device 1. 2. 3. 4. 5. 6. 7. 8. In a message list, press the Menu key.

Click Options. Click Email Settings. Press the Menu key. Click Folder Redirection. Clear the check box beside the Sent Items folder. Press the Menu key. Click Save. Email message filters About email message filters You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer. Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator. If you use the BlackBerry® Internet Service, see the BlackBerry Internet Service Online Help for more information. 1. 2.

3. 4. 5. 6. 7.

8. 9. In a message list, press the Menu key. Click Options. Click Email Filters. Press the Menu key. Click New. Type a name for the email message filter. Set the email message filter options. Press the Menu key.

Click Save. Create an email message filter based on a contact or subject 1. In a message list, highlight an email message. 52 2. 3. 4. 5. Press the Menu key. Click Filter Sender or Filter Subject. Type a name for the email message filter.

Set the email message filter options. 6. Press the Menu key. 7. Click Save.

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

Sent To: Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages.



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