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You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY INTERNET SERVICE. You'll find the answers to all your questions on the BLACKBERRY INTERNET SERVICE 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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 **BlackBerry**

BlackBerry Internet Service

Version: 3.1

User Guide



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Manual abstract:

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User Guide Getting started Getting started About the messaging service plans for the BlackBerry Internet Service There are multiple messaging service plans for the BlackBerry® Internet Service. Each messaging service plan offers a different set of BlackBerry service functionalities. You can view and change the options for your messaging service plan using a browser on a computer, a browser on your BlackBerry device, or the email setup application on your BlackBerry device. Messaging service plan BlackBerry Internet Service Email Description You can add up to ten email addresses for supported email accounts to your BlackBerry Internet Service Email account. The BlackBerry Internet Service is designed to retrieve and deliver email messages from these integrated email accounts to your device as well as provide wireless email reconciliation for supported integrated email accounts. You can create a BlackBerry email address that you can use to send and receive email messages on your device. You can also open attachments on your device. BlackBerry® Mail You can create a BlackBerry email address to send and receive email messages on your device. You cannot integrate other email accounts with your device or open attachments on your device.

You can set up your BlackBerry email address to forward email messages and attachments that you send and receive to another email address. social networking You can add up to two email addresses to the BlackBerry Internet Service. The email addresses must be the email addresses that you have set up to receive notifications for Facebook® for BlackBerry® devices or MySpace® for BlackBerry® devices. The BlackBerry Internet Service forwards notifications for these social networking applications to your device. You cannot send or receive email messages from your BlackBerry device using these integrated email addresses. For more information about setting up notifications, see the Facebook for BlackBerry Smartphones User Guide or the MySpace for BlackBerry Smartphones User Guide. For information about changing your messaging service plan, contact your wireless service provider. Determine how to access your BlackBerry Internet Service account The steps for completing common tasks are different depending on how you access your account. To complete tasks successfully, make sure that you follow the appropriate steps. 2 User Guide Getting started If you access your account using a computer, follow the steps that are labeled "From a browser on your computer".

If you access your account using your BlackBerry® device, perform the following actions to determine which steps to follow: On your device, on the Home screen or in the Setup folder, click the Email Setup icon. · If the Service Books option appears, follow the steps that are labeled "From the email setup application on your device". · If the Service Books option does not appear, follow the steps that are labeled "From the browser on your device". Basics About finding the web address for the BlackBerry Internet Service To access your BlackBerry® Internet Service account using a browser on a computer, you need the web address that your wireless service provider uses for the BlackBerry Internet Service web site. To find the web address, try performing one of the following actions: · · · · Check the documentation that came with your BlackBerry device.

Check your wireless service provider's web site. Search the Internet for "BlackBerry Internet Service" and the name of your wireless service provider and your country. Contact your wireless service provider for the web address. About accessing the BlackBerry Internet Service for the first time The first time that you open the BlackBerry® Internet Service email setup application, or visit the BlackBerry Internet Service web site, you can add a supported email address, create a BlackBerry email address, or do both. Note: Depending on your messaging service plan, you might not be able to add email addresses or create a BlackBerry® email address for your BlackBerry device.

You might want to add an email address if you have an existing supported email account that you want to access from your BlackBerry device or BlackBerry enabled device. You might want to create a BlackBerry email address if you do not have another existing, supported email account or if you need an additional email address that you can use to send and receive email messages. If you log in to your BlackBerry Internet Service account using a user name and password, the next time that you access the BlackBerry Internet Service web site, you must provide your login information. About logging in using a user name and password Note: Depending on your messaging service plan, you might not be able to add email addresses or create a BlackBerry® email address for your BlackBerry device. 3 User Guide Getting started In the email setup application, on the Email Accounts screen, press the Menu key. Click Change Password. Complete the Old password field. Complete the New password field. The password must be 6 to 16 characters long, cannot contain accented characters, but can contain uppercase and lowercase letters (a to z, A to Z), numbers (0 to 9), underscores (_), dashes (-), and periods (.).

5. Complete the Confirm password field. 6. Click Save. 1. 2. 3. 4. From the browser on your device 1. On the BlackBerry Internet Service web site, on the Settings web page, click Change Password.

2. Complete the New password field. The password must be 6 to 16 characters long, cannot contain accented characters, but can contain uppercase and

lowercase letters (a to z, A to Z), numbers (0 to 9), underscores (_), dashes (-), and periods (.). 3.

Complete the Confirm password field. 4. Click OK. From the browser on your computer 1. On the BlackBerry® Internet Service web site, in the left pane, click Password.

2. In the Old password field, type the password for your BlackBerry Internet Service account. 3. In the New password field, type a new password. The password must be 6 to 16 characters long, cannot contain accented characters, but can contain lowercase letters and uppercase letters (a to z, A to Z), numbers (0 to 9), underscores (_), hyphens (-), and periods (.



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). 5 User Guide Getting started 4. In the Confirm password field, type the password again. 5. Click Save.

Troubleshooting The BlackBerry Internet Service web site displays the incorrect language If you are able to access your BlackBerry® Internet Service account using a browser, you can choose the language that you want the web site to display. From the browser on your device 1. 2. 3. 4. On the BlackBerry® Internet Service web site, on the Email Accounts screen, click Settings. Click Language. Click the language you want the web site to display. Click Next. From the browser on your computer On the login web page, before you log in, click the language that you want the web site to display.

The password for my BlackBerry Internet Service account is no longer a secret You have a password if you access your BlackBerry® Internet Service account using a user name and password. Log in to the email setup application or the BlackBerry Internet Service web site and change your password. I have forgotten my password and cannot log in to the BlackBerry Internet Service You have a password for your BlackBerry® Internet Service account if you access your BlackBerry Internet Service account using a user name and password. You can request to have your password sent to your BlackBerry device. From the email setup application on your device 1.

In the email setup application, on the login screen, click Forgot Password? 2. Type your user name. 3. Click OK. From the browser on your device 1.

On the BlackBerry Internet Service web site, on the login web page, click Forgot password? 6 User Guide Getting started 2. Type your user name. 3. Click Submit. From the browser on your computer 1. On the BlackBerry Internet Service web site, on the login web page, click Forgot password? 2. Type your user name or device PIN. 3. Click Request Password. I cannot remember my user name for the BlackBerry Internet Service Contact your wireless service provider to request this information.

7 User Guide Setting up existing email addresses Setting up existing email addresses Email address basics About adding email addresses Note: Depending on your messaging service plan, you might not be able to add email addresses or create a BlackBerry® email address for your BlackBerry device. When you add a supported email address to the BlackBerry® Internet Service, the BlackBerry Internet Service creates a link between the BlackBerry Internet Service and the email account that is associated with the email address that you add. This link enables you to send and receive email messages on your BlackBerry device using the integrated email address. With the BlackBerry Internet Service, you can add up to ten supported email addresses and you can create one BlackBerry email address. If you add email addresses for more than one email account to the BlackBerry Internet Service, you can access all of your email messages in the messages application on your device. Email messages continue to be delivered to the existing email account as they were before you added the email address to the BlackBerry Internet Service. You can add email addresses that are associated with the following email account types to the BlackBerry Internet Service: · email accounts that you access through your Internet service provider · POP or IMAP email accounts that you access through your Internet service provider · email accounts that use a Microsoft® Exchange server that you access using Microsoft® Outlook® Web Access Note: Depending on your Internet service provider, you might not be able to add email addresses that are associated with certain email account types. For more information, contact your Internet service provider. Note: Not all devices with BlackBerry® Connect™ software support more than one email address. About user names for integrated email addresses Your user name might take one of the following formats: · login ID: The login ID is the part of the email address before the at sign (@), for example, justinjones in justinjones@internetserviceprovider.

com. In some cases, this login ID could be the login name that you use to log in to your organization's network. network domain name and login ID: If you work for an organization that uses more than one network domain, the user name might use the format domain\username. For example, if the email address is justinjones@myorganization.com and the domain is domain 1, then the login ID is justinjones, and the network domain name and login ID is domain1justinjones.

· About email message storage Note: Depending on your messaging service plan, this feature might not be supported. 8 User Guide Setting up existing email addresses The BlackBerry® Internet Service stores your email messages that are larger than 4KB on the BlackBerry Internet Service server for 30 days. After 30 days, the BlackBerry Internet Service deletes the email messages from the BlackBerry Internet Service server. The email messages remain on your BlackBerry device, but you cannot reply to or forward these email messages. To reply to or forward email messages, if you have another email account, you can set your BlackBerry email address to automatically forward a copy of email messages that you send from or receive on your device to another email address.

For information about how long your email service provider's server stores email messages, contact your email service provider. About wireless email reconciliation Note: Depending on your messaging service plan, this feature might not be supported. Email messages that you open or delete on your BlackBerry® device might be marked automatically as opened or marked automatically as deleted in your integrated email account. Generally, changes that you make to email messages in your integrated email account are not reflected on your device. If you add an email address to the BlackBerry® Internet Service and delete an email message from your email account inbox, the change is reflected on your device. If you turn off wireless email reconciliation on your device, deleted email messages do not synchronize between your device and your integrated email account. If you have a Microsoft® Outlook® Web Access work email account, an IMAP email account, or an Windows Live™ Hotmail® email account, email messages that you send from your device are copied to the sent items folder in your email account. Likewise, email messages that you delete are copied to the deleted items folder (except for Windows Live Hotmail). Note: Depending on your type of integrated email account or email account setup, wireless email reconciliation might not be available for your device. If you have a work email account that uses Microsoft Outlook Web Access version 5.

5, email messages that you send from your device are not copied to the sent items folder in your email account. Depending on your wireless service provider, wireless email reconciliation for the sent items folder on your device might not be available for your Windows Live Hotmail email account.



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Adding an email address Add an email address Note: Depending on your messaging service plan, you might not be able to add email addresses or create a BlackBerry® email address for your BlackBerry device. From the email setup application on your device 1. 2. 3. 4. In the email setup application, on the Email Accounts screen, press the Menu key. Click Add Email Account. Click your email account type.

Type your email address information. Click Next. 9 User Guide Setting up existing email addresses 5. If the BlackBerry® Internet Service cannot add your email address, type your email address and password again. Click Next.

6. If the BlackBerry Internet Service still cannot add your email address, perform one of the following actions. Your email service provider or administrator can provide you with the information required and help you determine which action is appropriate for your email address. · For most types of email addresses, click POP/IMAP (Most common). Provide the advanced setup information for your email address.

Click Next. · If your email address uses Microsoft® Exchange, click Outlook Web Access (Exchange). Provide the setup information for your email address. Click Next. 7. If necessary, select the Contacts check box. Click Next. 8. Click OK until the Email Accounts screen appears. From the browser on your device

1.

2. 3. 4. 5. @@Click Add My Existing Email Account. Type your email address information. Click Next. If the BlackBerry Internet Service cannot add your email address, type your email address information again. Click Next. If the BlackBerry Internet Service still cannot add your email address, perform one of the following actions.

Your email service provider or administrator can provide you with the information required and help you determine which action is appropriate for your email address. · For most types of email addresses, click POP/IMAP (Most common). Click Next. Provide the advanced setup information for your email address. Click Next.

· If your email address uses Microsoft® Exchange, click Microsoft Outlook Web Access. Click Next. Provide the setup information for your email address. Click Next. From the browser on your computer 1.

2. 3. 4. 5. @@Click Set Up Email. Type your email address information. Click Next. If the BlackBerry Internet Service cannot add your email address, type your email address information again. Click Next. If the BlackBerry Internet Service still cannot add your email address, perform one of the following actions.

Your email service provider or administrator can provide you with the information required and help you determine which action is appropriate for your email address. · For most types of email addresses, select the POP/IMAP (Most common) option and provide the advanced setup information for your email address. Click Next. · If your email address uses Microsoft® Exchange, select the Microsoft Exchange (using Microsoft Outlook Web Access) option and provide the setup information for your email address. Click Next. · If you use Microsoft® Outlook® or Microsoft® Outlook® Express on your computer to access your email account, select the Automatically detect my POP/IMAP email setting from Microsoft Outlook / Outlook Express on my computer option. Click Install And Detect. Complete the instructions on the screen to download and install a utility that uses the Microsoft Outlook or Microsoft Outlook

Express settings on your computer to add your email address. (This option is only available when you use Windows® Internet Explorer®.) 6.

If necessary, to synchronize contacts between your email account and your BlackBerry device, select the Contacts checkbox. Click Next. 10 User Guide Setting up existing email addresses Setup fields for email addresses (POP or IMAP) Depending on your messaging service plan, these options might not be available. Email address: Type the complete email address of the email account that you want to add (for example, justinjones@blackberry.com).

Email password: Type the password for your personal email account or the password that you used to set up your email application on your computer.

Passwords are usually case sensitive. Email server: Type the address of your messaging server. The address of your messaging server can usually be derived from your email address. For example, if your email address is justinjones@blackberry.

com, the address of your messaging server might be mail.blackberry.com, imap.blackberry.com, or pop.blackberry.com. If you do not know the address of your messaging server, contact your Internet service provider. User name: Type the user name that you use to log in to your email account. Usually, the user name is the part of the email address before the at sign (@), for example, justinjones in justinjones@blackberry.

com. However, it could also be your complete email address. Setup fields for Microsoft Outlook Web Access email addresses Depending on your messaging service plan, these options might not be available. Email address: Type the complete email address of the email account that you want to add. Email password: Type the password that you use to log in to your email account on your organization's network. Passwords are usually case sensitive. Web Access URL: Type the web address that you use to access your work email account using a browser on your computer and Microsoft® Outlook® Web Access. User name: Type your user name. The user name is the part of the email address before the at sign (@). For example, justinjones in justinjones@blackberry.

com. In some cases, this might be the login name that you use to log in to your organization's network. If your organization uses multiple network domains, the user name might follow the format domain name\user name. For example, if the email address is justinjones@blackberry.com and the domain is domain 1, then the user name is justinjones, and the network domain name and user name are domain 1\justinjones.

Mailbox name: 11 User Guide Setting up existing email addresses Type the mailbox name for your Microsoft Outlook account. The mailbox name is the same as your login name, and it is usually case sensitive. Troubleshooting I cannot open email messages from my email account using my device Note: Depending on your messaging service plan, this feature might not be supported. The email message you are trying to open might be too large. Email messages that the BlackBerry® Internet Service retrieves from supported email applications cannot exceed 5 MB.

Using a browser on your computer or the email application on your computer, log in to your email address and open the email message. I cannot add an email address to the BlackBerry Internet Service Note: Depending on your messaging service plan, you might not be able to add email addresses or create a BlackBerry® email address for your BlackBerry device. You must use a browser on your computer to add some types of email addresses to your BlackBerry® Internet Service account.



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If you access your BlackBerry Internet Service account automatically each time you open the email setup application on your BlackBerry device or visit the BlackBerry Internet Service web site, you must create a user name and password for your BlackBerry Internet Service account to log in to the BlackBerry Internet Service web site using a browser on your computer. The BlackBerry Internet Service supports the most common types of email accounts and access options. However, there may be some situations that can prevent you from setting up your email account with the BlackBerry Internet Service. Try performing the following actions:

- Verify that you have provided the correct information for your email account.
- Verify if your email service provider only allows you to access your email account using a browser on a computer, which might prevent you from adding your email address.
- Verify if your email service provider requires you to subscribe to a premium email account to set up your email account with the BlackBerry Internet Service.
- Verify if your email service provider requires you to turn on client access (for example, POP) to set up your email account with the BlackBerry Internet Service.

For more information, contact your email service provider.

12 User Guide Setting up a BlackBerry email address

Setting up a BlackBerry email address

BlackBerry email address basics

About the BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported. You can create a BlackBerry® email address that you can use to send and receive email messages on your BlackBerry device. You can only access the email messages that are sent to your BlackBerry email address using your device. You cannot read these email messages using a computer. You might want to create a BlackBerry email address in the following situations:

- You do not have an existing email account that you want to access using your device. You added email addresses for existing email accounts to the BlackBerry® Internet Service, but you want an additional email address. If you are a BlackBerry Internet Service Email subscriber, when you create your BlackBerry email address, you can specify a user name for your email address. The BlackBerry Internet Service uses your user name to create the part of the email address before the at sign (@) (for example, justinjones in justinjones@blackberry.com). To change your user name, you must delete your BlackBerry email address and create a new one. If you are a BlackBerry® Mail subscriber and you access your BlackBerry Mail account automatically each time you open the email setup application on your BlackBerry device or visit the BlackBerry Mail web site, the first time that you access your BlackBerry Mail account, you specify a user name for your BlackBerry email address. If you are a BlackBerry Mail subscriber and you access your BlackBerry Mail account using a user name and password, the first time that you log in to BlackBerry Mail, you specify a user name for your BlackBerry Mail account. BlackBerry Mail uses your user name to create the part of the BlackBerry email address before the at sign (@) (for example, justinjones in justinjones@blackberry.com).

Note: You can only have one BlackBerry email address that is associated with your BlackBerry Internet Service account and your device at one time. Create a BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported. If you are a BlackBerry® Mail subscriber and you change your BlackBerry email address, the user name that you type when you create your new BlackBerry email address is different from the user name that you type to log in to the BlackBerry® Internet Service web site. Use your original user name to log in to the BlackBerry Internet Service web site.

From the email setup application on your device 1.

In the email setup application, on the Email Accounts screen, press the Menu key. 2. Click Add Email Account. 3. Click Create New Address. 13 User Guide Setting up a BlackBerry email address 4. 5. 6. 7. 8.

9. 10. 11. 12. Type the setup information for your BlackBerry® email address. Click Next. Click OK. Click your BlackBerry email address. Press the Menu key. Click Edit.

Change the options for your BlackBerry email address. Press the Menu key. Click Save. From the browser on your device 1. 2.

3. 4. 5. 6. 7.

8. 9. @@Click Add My Existing Email Account. Click name@<wirelesserviceprovider.blackberry.com>. Type the setup information for your BlackBerry email address. Click Next. Click OK. Under your BlackBerry email address, click Edit.

Change the options for your BlackBerry email address. Click Save. From the browser on your computer 1. 2. 3. 4. 5. 6. 7. 8.

On the BlackBerry Internet Service web site, in the left pane, click Email Accounts. Click Set Up Email. Select the Need an email account option. Type the setup information for your BlackBerry email address. Click Next.

Click Signature and Settings. Change the options for your BlackBerry email address. Click Save. Setup fields for the BlackBerry email address

Depending on your messaging service plan, these options might not be available. User name: Type a user name for your BlackBerry® email address.

Your user name will appear before the @ sign in your BlackBerry email address. The user name must begin with a letter or number, must be 4 to 32 characters long, and can contain uppercase and lowercase letters (a to z, A to Z), numbers (0 to 9), underscores (_), dashes (-), and periods (.). Password: 14 User Guide Setting up a BlackBerry email address If necessary, type a password. A password is between 6-16 characters in length and is case sensitive. The password must be 6 to 16 characters long, cannot contain accented characters, but can contain uppercase and lowercase letters (a to z, A to Z), numbers (0 to 9), underscores (_), dashes (-), and periods (.). Confirm Password: If necessary, type the password again. Secret question: If necessary, select a predefined secret question or type a secret question. The question cannot exceed 100 characters.

Secret answer: If necessary, type an answer for the secret question. Your secret answer must not exceed 100 characters and is not case sensitive. Setup options for the BlackBerry email address

Depending on your messaging service plan, these options might not be available. Email account name: Type a description for your email account. This email account name appears on the Home screen of your BlackBerry® device below the messages application icon for the BlackBerry email address. Password: Change the password for your BlackBerry email address. You use this password when you change options for the email address or need to validate the email address. If you access the BlackBerry® Internet Service using a user name and password, this does not change your password for the BlackBerry Internet Service, only for your BlackBerry email address.



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Secret question: Change the secret question that the BlackBerry Internet Service uses to confirm your identity. If you forget the password for your BlackBerry email address, you must answer your secret question correctly to send your password to your BlackBerry device.

Reply to: Type an email address that replies are sent to when your contacts reply to your email messages. You can use the Reply to email address to hide your BlackBerry email address. If you added more than one email address to the BlackBerry Internet Service, you can make email messages that you send from one email address appear as if you sent them from another email address. Your name: Type the display name that you want to appear in the From field of email messages that you send. The display name identifies you as the sender of an email message in a friendly, informal manner.

Signature: Type a signature for your email address. Your signature appears at the end of email messages that you send from your BlackBerry device. Auto BCC to: Type an email address to which you want to automatically forward a blind copy of email messages that you send from your BlackBerry device. 15 User Guide Setting up a BlackBerry email address Auto forward to: Type an email address to which you want to automatically forward a copy of all received email messages from your BlackBerry device, including all attachments and text. Auto forward: Specify whether you want to automatically forward a copy of all of your incoming email messages.

Only messages with attachments: Specify whether you want to automatically forward a copy of email messages with attachments only. About setting up email message forwarding Note: Depending on your messaging service plan, this feature might not be supported. Depending on your email service provider, you might be able to specify options to forward incoming email messages from another email account to your BlackBerry® email address. You might encounter one of the following situations: . . . Your email service provider might allow you to set up email message forwarding. Your email service provider might set up email message forwarding for you, if you request the service. Your email service provider might not allow you to forward email messages to other email addresses. For more information about setting up or stopping email message forwarding, see the online help in your email account or contact your email service provider. If you use an email application on your computer (such as Microsoft® Outlook®, Microsoft® Outlook® Express, or Apple Mail) to access another email address and your computer is always turned on and has a constant connection to the Internet, you might be able to set up your email application to forward incoming email messages to your BlackBerry email address. For example, to set up email message forwarding in Microsoft Outlook, you can create a forwarding rule for email messages. For more information, see the online help in your email application or contact your administrator.

Troubleshooting I cannot create my BlackBerry email address Note: Depending on your messaging service plan, this feature might not be supported. Try performing the following actions: . Verify that the user name that you type contains supported characters. . Verify that you do not already have an existing BlackBerry email address. I cannot use a particular name to create a BlackBerry email address Note: Depending on your messaging service plan, this feature might not be supported. 16 User Guide Setting up a BlackBerry email address The user name that you typed might be taken by another BlackBerry® Internet Service subscriber. Try performing the following actions: . Verify that your user name is 1 to 32 characters long. . Verify that your user name contains only supported characters. . Select one of the alternate user names that appear or type another user name. I cannot remember the password for my BlackBerry email address You can request to have your password sent to your BlackBerry® device. From the email setup application on your device 1.

2. 3. 4. In the email setup application, on the Change Password screen, click Forgot Password?. Type the answer to your secret question.

Click OK. Click OK. From the browser on your device 1. On the BlackBerry Internet Service web site, complete one of the following actions: . On the Password Verification web page, click Forgot Password? . On the Change Password web page, click Forgot Password? 2. Type the answer to your secret question.

3. Click Submit. 4. Click OK. From the browser on your computer Note: Depending on your messaging service plan, this feature might not be supported. 1. On the BlackBerry Internet Service web site, in the left pane, click Email Accounts. 2. Click the Edit icon beside your BlackBerry email address. 3.

Click Forgot your password? Send it to your BlackBerry device. 4. Type the answer to your secret question. 5. Click Send. I cannot reply to or forward an email message Note: Depending on your messaging service plan, this feature might not be supported. The email message that you are trying to reply to or forward might be more than 30 days old. After 30 days, email messages remain on your BlackBerry® device, but you cannot reply to or forward them. Perform one of the following actions: . If the email message is from an integrated email address, reply to or forward this email message from your integrated email account. 17 User Guide Setting up a BlackBerry email address . If the email message is from your BlackBerry email address, set up your BlackBerry email address to automatically forward a copy of email messages that you send or receive on your device to another email address, and then reply to or forward the email message from that email account.

18 User Guide Changing email address information Changing email address information Changing email address information About changing your email address or the password for your integrated email address Note: Depending on your messaging service plan, this feature might not be supported. When you add an email address to the BlackBerry® Internet Service, you provide the email address, user name, and password. You can change the email address password, but you cannot change the user name. If you change an integrated email address, you must delete the existing email address from the email setup application or the BlackBerry Internet Service web site and add the new email address. If you change the password for an integrated email address, you must update the password on the email setup application or the BlackBerry Internet Service web site.

Change the password for your integrated email address Note: Depending on your messaging service plan, this feature might not be supported. From the email setup application on your device 1. 2. 3. 4.

5. 6. 7. @@Press the Menu key.



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Click Edit. Click Login Information. Type the new password. Press the Menu key. Click Save. From the browser on your device 1.

2. 3. 4. 5. @@ Under the email address, click Edit. Delete the existing password. Type the new password. Click Save. From the browser on your computer 1. @@2.

Click the Edit icon beside an email address. 19 User Guide Changing email address information 3. Delete the existing password. 4. Type the new password. 5. Click Save. About changing your BlackBerry email address Note: Depending on your messaging service plan, this feature might not be supported. When you create your BlackBerry® email address, the BlackBerry® Internet Service uses the user name that you provide to create the part of your email address before the at sign (@) (for example, justinjones in justinjones@blackberry.com).

If you want to change the user name part of your BlackBerry email address, you must delete your existing BlackBerry email address and create a new BlackBerry email address. When you create a new BlackBerry email address, if the new user name that you type is not available, the BlackBerry Internet Service will provide you with alternate user names. You can select one of the alternate user names or type your own user name. Note: When you delete your BlackBerry email address, the BlackBerry Internet Service stops sending email messages that are addressed to your previous BlackBerry email address to your BlackBerry device. About changing the password and secret question for your BlackBerry email address Note: Depending on your messaging service plan, this feature might not be supported. When you create a BlackBerry® email address, you specify a password and a secret question and answer for the BlackBerry email address. When you change your password, secret question, or answer to your secret question, you must type the current password for your BlackBerry email address. If you cannot remember the current password, you must type the answer to your secret question so that the BlackBerry® Internet Service can send the password to your BlackBerry device. Change the password for your BlackBerry email address Note: Depending on your messaging service plan, this feature might not be supported. If you log in to your BlackBerry® Internet Service account using a user name and password, you do not have a password for your BlackBerry email address and do not need to perform this task.

From the email setup application on your device 1. 2. 3. 4. 5. 6. 7. 8. 9. In the email setup application, on the Email Accounts screen, highlight your BlackBerry email address.

Press the Menu key. Click Edit. Click Login Information. Complete the Old password field. Complete the New password field. Complete the Confirm new password field. Press the Menu key. Click Save. 20 User Guide Changing email address information From the browser on your device 1. 2.

3. 4. 5. @@ Under your BlackBerry email address, click Edit. Click Change Password. Complete the password fields. Click Save. From the browser on your computer 1. 2. 3.

4. 5. @@ Click the Edit icon beside your BlackBerry email address. Click Change Password. Type your old password and the new password that you want to use. Click Save. Change the secret question and answer for your BlackBerry email address Note: Depending on your messaging service plan, this feature might not be supported. If you log in to your BlackBerry® Internet Service account using a user name and password, you do not have a secret question for your BlackBerry email address and do not need to perform this task. From the email setup application on your device 1. 2.

3. 4. 5. 6. 7.

In the email setup application, on the Email Accounts screen, highlight your BlackBerry email address. Press the Menu key. Click Edit. Click Login Information. Specify a new secret question or secret answer.

Press the Menu key. Click Save. From the browser on your device 1. 2. 3. 4. 5. 6. 7. @@ Under your BlackBerry email address, click Edit.

Click Change Question. Complete the instructions on the screen. Click Save. Type the password for your BlackBerry email address. Click OK. 21 User Guide Changing email address information From the browser on your computer 1. 2. 3. 4. 5.

6. @@ Click the Edit icon beside your BlackBerry email address. Click Change Secret Question. Specify a new secret question and answer. Type the password for your BlackBerry email address.

Click Save. Setup fields for your secret question and answer Depending on your messaging service plan, these options might not be available. Secret question: Select a predefined secret question for your BlackBerry® email address or type your own secret question for your BlackBerry email address. Your secret question cannot exceed 100 characters. Secret answer: Type an answer for your secret question.

Your secret answer cannot exceed 100 characters and is not case sensitive. Changing access options Change the options for your POP or IMAP messaging server Note: Depending on your messaging service plan, this feature might not be supported. From the email setup application on your device 1. 2. 3. 4. 5. 6. 7. 8.

9. In the email setup application, on the Email Accounts screen, highlight a POP or IMAP email address. Press the Menu key. Click Edit. Click Advanced Options. Change the advanced options for your email address. Press the Menu key. Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears.

From the browser on your device 1. 22 User Guide Changing email address information 2. 3. 4. 5.

6. 7. Under a POP or IMAP email address, click Edit. Click Advanced Settings. Change the advanced options for your email address.

Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears. From the browser on your computer 1. 2. 3. 4. 5. @@ Click the Edit icon beside a POP or IMAP email address. Click Advanced Settings.

Change the advanced options for your email address. Click Save. Advanced options for POP or IMAP email addresses Depending on your messaging service plan, these options might not be available. Email server: Type the name of the POP or IMAP messaging server for the email address. Use SSL: Select this check box if your wireless service provider supports SSL encryption and you want to turn on SSL encryption for email messages from the email account. Change the options for your Microsoft Outlook Web Access server Note: Depending on your messaging service plan, this feature might not be supported.

From the email setup application on your device 1. 2. 3. 4.

5. 6. 7. 8. 9.

In the email setup application, on the Email Accounts screen, highlight a Microsoft® Outlook® Web Access email address. Press the Menu key. Click Edit. Click Advanced Options. Change the advanced options for your email address.

Press the Menu key. Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears.

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7. @@ Under a Microsoft® Outlook® Web Access email address, click Edit. Click Advanced Settings. Change the advanced options for your email address. Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears. From the browser on your computer 1. 2. 3.

4. 5. @@ Click the Edit icon beside a Microsoft® Outlook® Web Access email address. Click Advanced Settings. Change the advanced options for your email address.

Click Save. Advanced options for your Microsoft Outlook Web Access email address Depending on your messaging service plan, these options might not be available. Outlook Web Access URL: Type the web address that you use to access your work email account using Microsoft® Outlook® Web Access. Email account: Type the complete email address of the email account. About switching to the Mobile Services Protocol Depending on your messaging service plan, this feature might not be supported.

If you use a Windows Live™ email account (for example, Windows Live™ Hotmail®), you might be able to change the protocol for your integrated email account from POP to the Microsoft® Mobile Services Protocol. The Microsoft Mobile Services Protocol adds support for near real-time delivery of email messages and reconciliation of opened and unopened email messages from your BlackBerry® device to your email account. These features are not supported by POP. The Microsoft Mobile Services Protocol requires you to type your email account password again every 360 days. If you switch to this protocol, you receive a message every 360 days reminding you to log in to your BlackBerry® Internet Service account to type your email account password. If you switch to the Microsoft Mobile Services Protocol, you will not be able to perform some actions on email messages that are already on your device, including replying to and forwarding email messages and viewing attachments. You cannot return to using POP after you switch to the Microsoft Mobile Services Protocol. 24 User Guide Changing email address information Changing display options About email address names Note: Depending on your messaging service plan, you might not be able to add email addresses or create a BlackBerry® email address for your BlackBerry device. By default, the Email account name field displays your email address. You can name an email address to make it more meaningful to you.

For example, if your email address is justinjones@blackberry.com, you could name it to "Justin Jones at work". When you compose an email message from your device, the name that you give to your email address appears in the Send Using field at the top of the email message. The name that you use for your email address also appears on the Home screen of your device below the messages application icon for the email address. Change an email address name

Note: Depending on your messaging service plan, this feature might not be supported. From the email setup application on your device 1. 2. 3. 4. 5.

6. 7. @@ Press the Menu key. Click Edit. In the Email account name field, type an email address name.

Click Save. If necessary, type the password for your email address. If necessary, click OK. From the browser on your device 1. 2.

3. 4. 5. 6. @@ Under an email address, click Edit. In the Email account name field, type an email address name. Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears. From the browser on your computer 1.

@@2. Click the Edit icon beside an email address. 3. In the Email account name field, type an email address name. 25 User Guide Changing email address information 4. Click Save. About display names Note: Depending on your messaging service plan, you might not be able to add email addresses or create a BlackBerry® email address for your BlackBerry device. You can use the Your name field to change the name that appears in the From field when you send email messages from your BlackBerry device. @@2. 3.

4. 5. 6. 7. 8.

@@ Press the Menu key. Click Edit. In the Your name field, type a display name. Press the Menu key. Click Save.

If necessary, type the password for your email address. @@2. 3. 4. 5. 6. @@ Under an email address, click Edit. In the Your name field, type a display name. Click Save. If necessary, type the password for your email address.

@@2. @@ In the Your name field, type a display name. 4. Click Save. To delete the display name, do not complete the Your name field.

@@2. 3. 4. 5. 6.

7. 8. @@ Press the Menu key. Click Edit. In the Signature field, type a new signature.

Press the Menu key. Click Save. If necessary, type the password for your email address. @@2. 3.

4. @@ Under an email address, click Edit. In the Signature field, type a new signature. Click Save. From the browser on your computer 1. 2. 3. 4. @@ Click the Edit icon beside an email address. In the Signature field, type a signature.

@@2. 3. 4. @@ Press the Menu key. Click Delete. Click Yes. From the browser on your device 1. @@2. Under an email address, click Delete. 3.

Click Yes. From the browser on your computer 1. @@2. Click the Delete icon beside an email address. 3.

@@2. 3. 4. In the email setup application, on the Email Accounts screen, highlight your BlackBerry® email address. Press the Menu key.

Click Delete. Click Yes. From the browser on your device 1. @@2. Under your BlackBerry email address, click Delete. 3. Click OK. 28 User Guide Changing email address information From the browser on your computer 1. @@2. Beside your BlackBerry email address, click the Delete icon.

3. Click OK. Troubleshooting My email address is not valid Note: Depending on your messaging service plan, you might not be able to add email addresses or create a BlackBerry® email address for your BlackBerry device. If you switch to a new BlackBerry device, you must validate your integrated email addresses and your BlackBerry email address. You do not receive email messages until you type the password for your email addresses. If you change information (such as a password) for an integrated email address and you do not update this information in the email setup application or on the BlackBerry Internet Service web site, the email address will not be valid. You do not receive email messages from this email account until you update your information.

From the email setup application on your device 1. 2. 3.

4. In the email setup application, on the Email Accounts screen, highlight the email address that is not valid. Press the Menu key. Click Validate. Click OK.

From the browser on your device 1. 2. 3. 4. On the BlackBerry Internet Service web site, on the Settings web page, click Email Accounts.

Click the email account that is not valid. Click Validate. Change your email account information. Click Save. Note: Depending on your integrated email address, you might not be able to validate the email address from the BlackBerry Internet Service web site.



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For more information, contact your email service provider. From the browser on your computer 1. 2. 3. 4.

In a browser on your computer, on the BlackBerry Internet Service web site, in the left pane, click Email Accounts. Click the Invalid Email Account icon beside the email account. If your email account cannot be validated, click OK. Change your email account information. 29 User Guide Changing email address information 5. Click Save. Note: Depending on your integrated email address, you might not be able to validate the email address from the BlackBerry Internet Service web site. For more information, contact your email service provider. 30 User Guide Managing email messages Managing email messages Email message forwarding About the Reply to email address Note: Depending on your messaging service plan, this feature might not be supported.

You can specify a Reply to email address for your BlackBerry® email address and integrated email addresses.

If you specify a Reply to email address for an integrated email address, when contacts reply to email messages that you send from that email address, the reply is sent to the Reply to email address instead of to the email address that you used to send the email message. You can use the Reply to email address to hide your BlackBerry email address, or if you have more than one integrated email address, you can make email messages that you send from one email address appear as if you sent them from another email address. Specify a Reply to email address Note: Depending on your messaging service plan, this feature might not be supported. From the email setup application on your device 1. 2.

3. 4. 5. 6. 7.

8. 9. @@Press the Menu key. Click Edit. Click Delivery Options. In the Reply to field, type an email address. Press the Menu key. Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears.

From the browser on your device 1. 2. 3. 4. 5. 6. @@Under an email address, click Edit. In the Reply to field, type an email address. Click Save. If necessary, type the password for the email address.

If necessary, click OK until the Email Accounts screen appears. From the browser on your computer 1. 31 User Guide Managing email messages 2. Click the Edit icon beside the email address. 3.

In the Reply to field, type an email address. 4. Click Save. About forwarding sent email messages to another email address automatically Note: Depending on your messaging service plan, this feature might not be supported. When you specify an Auto BCC email address, the BlackBerry® Internet Service automatically forwards a copy of email messages that you send from your BlackBerry device to the email address that you specify.

Forward sent email messages to another email address automatically Note: Depending on your messaging service plan, this feature might not be supported. From the email setup application on your device 1. 2. 3. 4. 5. 6. 7. 8. 9.

@@Press the Menu key. Click Edit. Click Delivery Options. In the Auto BCC field, type an email address. Press the Menu key. Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears. To stop forwarding a copy of email messages that you send, clear the Auto BCC field. From the browser on your device 1.

2. 3. 4. 5. 6.

@@Under an email address, click Edit. In the Auto BCC to field, type an email address. Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears.

To stop forwarding a copy of email messages that you send, clear the Auto BCC to field. From the browser on your computer 1. @@2. Click the Edit icon beside the email address. 3. In the Auto BCC to field, type an email address. 32 User Guide Managing email messages 4. Click Save. To stop forwarding a copy of email messages that you send, clear the Auto BCC to field. About forwarding received email messages to another email address automatically Note: Depending on your messaging service plan, this feature might not be supported.

You can specify an Auto forward email address for your BlackBerry® email address. When you specify an Auto forward email address, BlackBerry® Internet Service automatically forwards a copy of all email messages, including all applicable attachments and content that you receive on your BlackBerry device to the email address that you specify. Forward received email messages to another email address automatically Note: Depending on your messaging service plan, this feature might not be supported. From the email setup application on your device 1. 2. 3. 4. 5. 6. 7.

8. 9. 10. In the email setup application, on the Email Accounts screen, highlight your BlackBerry® email address. Press the Menu key.

Click Edit. Click Delivery Options. Click an auto forward option. In the Auto forward field, type an email address. Press the Menu key.

Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears. To stop forwarding a copy of received email messages, clear the Auto forward field. From the browser on your device 1. 2. 3. 4. 5. 6.

7. @@Under your BlackBerry email address, click Edit. In the Auto forward to field, type an email address. Click an auto forward option. Click Save. If necessary, type the password for your email address. If necessary, click OK until the Email Accounts screen appears. To stop forwarding a copy of received email messages, clear the Auto forward to field. 33 User Guide Managing email messages From the browser on your computer 1. 2.

3. 4. 5. @@Click the Edit icon beside your BlackBerry email address. In the Auto forward to field, type the email address of another email account.

Click an auto forward option. Click Save. To stop forwarding a copy of received email messages, clear the Auto forward to field. Options for email message forwarding Depending on your messaging service plan, these options might not be available. All messages: Set whether the BlackBerry® Internet Service forwards a copy of all of your incoming email messages.

Only messages with attachments: Set whether the BlackBerry Internet Service forwards only a copy of email messages with attachments. Email message filters About email message filters Note: Depending on your messaging service plan, this feature might not be supported. You can create email message filters to specify which incoming email messages are forwarded from your email account to your BlackBerry® device. Email message filters also determine how the BlackBerry® Internet Service forwards email messages (for example, the BlackBerry Internet Service forwards only email messages that are sent with high importance or the BlackBerry Internet Service forwards only the header of email messages). You can specify criteria for your email message filters based on who sent the email message, how you were addressed, and what level of importance the sender assigned to the email message.



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The BlackBerry Internet Service applies email message filters to an incoming email message in the order that the email message filters appear. If none of the email message filters that you create apply to an incoming email message, the BlackBerry Internet Service applies a default email message filter to the email message. You can specify whether you want this default email message filter to forward all email messages to your device. You cannot create or change email message filters from a browser on your device. To create or change email message filters, you must use the email setup application on your device or log in to the BlackBerry Internet Service web site using a browser on your computer.

Note: If you have added more than one email address to the BlackBerry Internet Service, email message filters that you create for one email address are not applied to another email address. 34 User Guide Managing email messages Create an email message filter Note: Depending on your messaging service plan, this feature might not be supported. To complete this task, you must use the email setup application on your BlackBerry® device or log in to the BlackBerry® Internet Service web site using a browser on your computer. You cannot create email message filters from a browser on your device. From the email setup application on your device 1. 2. 3. 4. 5. 6.

7. 8. 9. 10. 11.

12. 13. @@ Press the Menu key. Click Filters. Press the Menu key.

Click Add Filter. Type a name for the email message filter. Change the Filter on field. Press the Menu key. Change the options for the email message filter. If necessary, in the Contains field, type the text that the email message filter applies to. Change the action for the email message filter. Press the Menu key. Click Save. From the browser on your computer 1.

@@2. Click the Filter icon beside an email address. 3. Perform one of the following actions: · If you have not created other email message filters, click Add A Filter. · If you have created other email message filters, click Add Filter. 4. Complete the Filter name field. 5. In the Apply filter when drop-down list, click an option for when to apply the email message filter. 6.

If necessary, in the Contains field, type the text that the email message filter applies to. 7. Change the notification options for the email message filter. 8. Click Add Filter.

Options for email message filters Note: Depending on your messaging service plan, these options might not be available. Options for the default email message filter are only available if you use the email setup application on your BlackBerry® device or log in to the BlackBerry® Internet Service web site using a browser on your computer. You cannot access these options from a browser on your device. 35 User Guide Managing email messages From the email setup application on your device From address: Type the email address that the email message filter should search for in the From field of email messages.

To create a specific email message filter, type a complete email address.

To specify that the email message filter should search for email messages that contain specific text, type part of an email address. For example, type justin for email addresses that start with justin, or type jones@blackberry for email addresses that contain jones@blackberry. To forward or block email messages from multiple contacts, type each separate email address and click Add. To address: Type an email address that the email message filter should search for in the To field of email messages. The address can be your email address or another email address. If the email address belongs to a mailing list, the email message filter will not block email messages from the mailing list unless you create another email message filter for the email address of that mailing list. To specify that the email message filter should search for email messages that contain specific text, type part of an email address. For example, type justin for email addresses that start with justin, or type jones@blackberry for email addresses that contain jones@blackberry. CC address: Type an email address that the email message filter should search for in the CC field of email messages. The address can be your email address or another email address.

If the email address belongs to a mailing list, the email message filter will not block email messages from the mailing list unless you create another email message filter for the email address of that mailing list. To specify that the email message filter should search for email messages that contain specific text, type part of an email address. For example, type justin for email addresses that start with justin, or type jones@blackberry for email addresses that contain jones@blackberry. To forward or block email messages from multiple email addresses, type each separate email address and click Add. Subject: Type the text that the email message filter should search for in the subject of email messages. To specify that the email message filter should search for email messages that contains a specific keyword, type part of a keyword. For example, type re for keywords such as request, regarding, and so on. New email: Set whether the email message filter applies only to new email messages. High priority email: Set whether the email message filter applies only to email messages with high importance. Forward messages to the device: Set whether the email message filter forwards email messages to your BlackBerry® device that meet the criteria.

Header only: Select this check box to forward only the subject of the email message to your device. You can download the content of the email message after you open it. Level 1 notification: Select this check box to forward email messages with high importance to your device. 36 User Guide Managing email messages Do not forward messages to the device: Change this option to stop email messages from being forwarded to your device. If you set this option for your BlackBerry email address, you will not be able to view filtered email messages unless you set the option to forward received email messages to another email address automatically.

From the browser on your computer New mail arrives: Set whether the email message filter applies only to new email messages. A high-priority mail arrives:

Set whether the email message filter applies only to email messages with high importance. From field contains: Specify the email address that the email message filter should search for in the From field of email messages. To create a specific email message filter, type an email address. To specify that the email message filter should search for all email messages that contain specific text, type part of an email address.

For example, type justin for email addresses that start with justin, or type jones@blackberry for email addresses that contain jones@blackberry. To forward or block email messages from multiple contacts, separate each email address with a semicolon (;).



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