



# Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY PEARL 8230. You'll find the answers to all your questions on the BLACKBERRY PEARL 8230 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

**User manual BLACKBERRY PEARL 8230**

**User guide BLACKBERRY PEARL 8230**

**Operating instructions BLACKBERRY PEARL 8230**

**Instructions for use BLACKBERRY PEARL 8230**

**Instruction manual BLACKBERRY PEARL 8230**

**BlackBerry**

**BlackBerry Pearl 8230 Smartphone**

Version: 4.6.1

**User Guide**



[You're reading an excerpt. Click here to read official BLACKBERRY PEARL 8230 user guide](http://yourpdfguides.com/dref/2436392)

<http://yourpdfguides.com/dref/2436392>

*Manual abstract:*

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*Voice dialing.....*

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

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*.. Set options for bedside clock mode...*

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*... Turn on the alarm.....*

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

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

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

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

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

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*.. Display and keyboard...*

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*..... Backlighting....*

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..... *Display options*.....

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..... *External display*.....

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*Keyboard options.....*

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

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*... Organizer data.....*

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*. Synchronization.....*

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*About synchronization.....*

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..... *Reconcile email messages over the wireless network.*

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.... *Delete email messages over the wireless network.*

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*Prerequisites: Synchronizing organizer data over the wireless network.....*

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*..... Synchronize organizer data over the wireless network....*

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*..... About synchronization conflicts.....*

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

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*..... Manage data synchronization conflicts.*

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*. Delete all device data....*

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

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..... *Synchronization troubleshooting* ..

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.. *Bluetooth technology* .....

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*Bluetooth technology troubleshooting.....*

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

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*About GPS technology.....*

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*.. Prevent others from tracking your location.....*

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*GPS technology troubleshooting.....*

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*. Maps troubleshooting....*

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*..... BlackBerry Messenger.....*

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... *Conversations.....*

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*... Applications.....*

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*. Add an application....*

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*View properties for an application.....*

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*... Delete a third-party application.....*

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

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... View the size of an application database.  
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. About updating the BlackBerry Device Software.....

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Prerequisites: Updating the BlackBerry Device Software over the wireless network.....



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

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*Application troubleshooting.....*

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... *Wireless network coverage..*  
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... *Find information about wireless coverage indicators.....*

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*Turn off a wireless connection.....*

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*Network connection indicators.....*

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*Turn off your device.....*

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

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*... Reset the device..*

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*. Check the battery power level....*

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*. Extend battery life....*

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*. Format a media card.....*

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*.. View the amount of available memory...*

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*... Best practice: Optimizing your device performance.....*

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*. Password keeper.....*

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... *Encryption*.....

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..... *Memory cleaning*.....

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... *Certificates..*

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*PGP keys.....*

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..... *Certificate servers*.....

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*Key stores....*

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*Software tokens.....*

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*.... About security self-tests.*

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.... *Verify security software*.....

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..... *Third-party application control*.....

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*... Security troubleshooting.....*

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*.. Service books and diagnostic reports..*

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..... *Diagnostic reports..*

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... *BrickBreaker..*

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250 251 255 User Guide Shortcuts 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 or application list, press the End key. To delete a highlighted item, press the Backspace/Delete key.

On the Home screen · To lock the keyboard, hold the asterisk (\*) key. To unlock the keyboard, press the asterisk (\*) key and the Send key. · To lock the device, set a password. Hold the asterisk (\*) key. To unlock the device, type your password. Press the Enter key. · To switch between the active notification profile and the Vibrate notification profile, hold the # key. Phone shortcuts . . . . . To change your ring tone, in the phone application, press the Menu key.



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Click Set Ring Tone. To check your voice mail, press and hold 1.

To send an incoming call to voice mail when the flip is closed, press and hold the Volume Down key. To set up speed dial for a contact, on the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to. To add an extension to a phone number, press the X key. Type the extension number. To type a letter in a phone number field, press and hold the Alt key.

Use the multi-tap input method to type the letter. To insert a plus sign (+) when typing a phone number, press and hold 0. To turn on the speakerphone during a call, press the period (.) key. To turn off the speakerphone during a call, press the period (.

) key again. If you are using a wireless headset, to stop listening to a call with the headset, press the period (.) key. To listen to a call using the wireless headset again, press the period (.) key again. If you have multiple phone numbers associated with your BlackBerry® device, to switch phone numbers, in the phone application, click your active phone number. Click a phone number. 8 User Guide Shortcuts Message shortcuts In a message · To reply to a message, press the exclamation point (!) key. · To forward a message, press the period (.) key.

· To move to the last cursor position after you close and reopen a received email message or PIN message, press 5. In a message list · To open a highlighted message, press the Enter key. · To compose a message from a message list, press the comma (,) key. · To view received messages and received call logs, press the Alt key and 3. · To view call logs, press the Alt key and the period (.) key. · To view voice mail messages, press the Alt key and 7. · To view SMS text messages, press the Alt key and the question mark (?) key. · 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 1. · To move to the bottom of a message list, press 7. · To move up a message, press 2. · To move down a message, press 8.

· To move to the next date, press 6. · To move to the previous date, press 4. Attachment shortcuts · To search for text in an attachment, press Q. In a spreadsheet · To move to a specific cell, press A. · To view the content of a cell, press the Space key.

· To switch worksheets, press O. Highlight a worksheet. Press the Enter key. In a presentation · To switch presentation views, press Z. · To move to the next slide when viewing a presentation in slide view, press 6. · To move to the previous slide when viewing a presentation in slide view, press 4. 9 User Guide Shortcuts Camera and video camera shortcuts Depending on your BlackBerry® device, the camera or video camera feature might not be supported. . . . . To zoom in to a subject before taking a picture, press the Volume Up key. To zoom out from a subject before taking a picture, press the Volume Down key. To take a picture when the flip is open, press the Right Convenience key.

To change the flash mode for a picture or to turn on low-light mode for a video, press the Space key. Media shortcuts . . . . . To pause a song or video, press the Mute key. To resume playing a video or song, press the Mute key again. To play the next song in a category, press 6. To play the previous song in a category, press 4. To play the next song in a playlist, press and hold the Volume Up key. To play the previous song in a playlist, press and hold the Volume Down key. To turn on the audio boost feature to amplify the volume for songs, ring tones, and videos, press the Volume Up key until you reach the highest volume setting, and then press the Volume Up key four times quickly. To pan up in a picture, press 2. To pan down in a picture, press 8.

To pan right in a picture, press 6. To pan left in a picture, press 4. To return to the center of a picture, press 5. 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 rotate a picture, press the comma (,) key. To fit a picture to the screen size, press 1. 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 the at sign (@) key. 10 User Guide Shortcuts . . . . . To zoom in to a web page, press the comma (,) key. To zoom out from a web page, press the period (.) key. To turn on support for JavaScript, press the Symbol key. To move to a specific web page, press 5.

To add a bookmark, press the question mark (?) key. To follow a link, highlight or pause on the link. Press the Enter key. To hide the banner, press the exclamation point (!) key. To view the banner, press the exclamation point (!) key. Navigate a web page · To move up a screen, press 3. · To move down a screen, press 9. · To move to the top of a web page, press 1. · To move to the bottom of a web page, press 7. 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 the period (.) key. · To move to the next day, week, or month, press 9. · To move to the previous day, week, or month, press 3. · To move up an hour in Day view or Week view, press 2.

· To move down an hour in Day view or Week view, press 8. · To move to the current date, press the exclamation point (!) key. 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. Click a selected character. For example, to type ù, hold 3 and roll the trackball to the left until ù is highlighted. Click the trackball. To type a number in a number field, press a number key. You do not need to press the Alt key. To type a number in a text field, hold the Alt key and press the number key. To type a letter in a number field, hold the Alt key and use the multi-tap input method.



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To turn on NUM lock, hold the Shift key and press the Alt key.

To turn off NUM lock, press the Alt key. 11 User Guide Shortcuts · To type a long word quickly, type part of the word. In the list that appears when you type, highlight an item with the same initial letters as the word that you want to type. Roll the trackball to the right. In the second list that appears on the screen, highlight the word that you want to type. Press the Enter 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. To view more symbols, press the Symbol key again.

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 an attachment, press Q. To search for text in a presentation, you must view the presentation in text view or in text and slide view.

Press Q. Map shortcuts · · · · · To zoom in to a map, press L. To zoom out from a map, press O. To move to the next direction on a route, press 6. To move to the previous direction on a route, press 4. To view status information at the top of a map, press Q. To hide status information at the top of a map, press Q again. To view tracking information at the bottom of a map while you are tracking your movement, press the Space key. To hide tracking information at the bottom of a map, press the Space key again. 12 User Guide Phone Phone basics Find your phone number Perform one of the following actions: · To view your active phone number, from the Home screen, press the Send key.

Your active phone number appears beside the My Number field at the top of the screen. · If you have multiple phone numbers associated with your BlackBerry® device, to view a list of your phone numbers, from the Home screen, press the Send key. Click the My Number field at the top of the screen. If your wireless service plan supports SMS text and MMS messaging, the first phone number in the list is the phone number that you use to send and receive SMS text and MMS messages. Make a call On the Home screen or in the phone application, perform one of the following actions: · Type a phone number. · Type part of a contact name. Highlight a contact or phone number. key. 2. Press the To end the call, press the key.

1. Related topics Add a pause or a wait to a phone number, 120 Answer a second call Depending on your wireless service provider and wireless network, this feature might not be supported. 1. During a call, press the Menu key. 2.

Perform one of the following actions: · To answer the incoming call and place the current call on hold, click Answer - Hold Current. · To answer the incoming call and end the current call, click Answer - Drop Current. To return to the first call, press the Menu key. Click Swap or Flash. Mute a call During a call, press the Mute key.

To turn off mute, press the Mute key again. 13 User Guide Phone Turn on the speakerphone During a call, press the period (.) 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. To turn off the speakerphone, press the period (.) key again. Related topics Bluetooth technology, 180 Dial an extension 1. Press the X key.

2. Type the extension number. Dial using numbers or letters When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad. · To type a number, press a number key. · To type the first letter on a key, hold the Alt key. Press the letter key once. · To type the second letter on a key, hold the Alt key. Press the letter key twice. Switch applications during a call 1. During a call, press the Menu key.

2. Click Home Screen. Note: If you switch to a different application and you want to end the call, press the End key. Make a call when the device is locked To perform this task, you must turn on dialing from the Lock screen. 1.

On the Lock screen, press the Menu key. 2. Click Place Call. 3. Perform one of the following actions: · Type a phone number.

· Type part of a contact name. Click a contact or phone number. 4. Press the Send key. To end the call, press the End key. Related topics 14 User Guide Phone Turn on dialing from the Lock screen, 27 About using a headset You can purchase an optional headset to use with your BlackBerry® device. If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. You can also use a headset button to make a call using a voice command. Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files. For more information about using the headset, see the documentation that came with your headset.

Emergency calls About emergency calls If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers. Your BlackBerry® device is designed to allow emergency calls even when your device is locked. Depending on your device model and the wireless network that your device is connected to, your device is also designed to allow emergency calls when the SIM card is not inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your device is designed to connect to the wireless network automatically. You can only make emergency calls by typing official emergency access numbers (for example, 911 or 112). Note: You should not rely on any wireless device for essential communications, including medical emergencies. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues. Make an emergency call Perform one of the following actions: · If your keyboard or BlackBerry® device is unlocked, in the phone application, type the emergency number. Press the Send key. · If your keyboard is locked, type the emergency number.

Press the Send key. · If your device is locked, press the Menu key.



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Click Emergency Call. Click Yes. About GPS technology Depending on your wireless service provider, this feature might not be supported.

You can use GPS technology on your BlackBerry® device to get your GPS location and to use location-based applications and location-based services. Location-based applications can use your GPS location to provide you with information such as driving directions. 15 User Guide Phone If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider. If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location.

Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology. Turn on GPS technology Depending on your BlackBerry® device model and wireless network, this feature might not be supported. The GPS options that appear on your device might differ slightly from the options that appear in this task. 1. On the Home screen, click the Options icon. 2. Click Advanced Options. 3. Click GPS.

4. Change the GPS Services field to Location On. 5. Press the Menu key. 6. Click Save. To turn off GPS technology, change the GPS Services field to Location Off. Volume Adjust the volume ·· To increase the volume, press the Volume Up key. To decrease the volume, press the Volume Down key. 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. In the phone application, press the Menu key. 2. Click Options.

3. Click General Options. 4. Change the Default Call Volume field. 5.

Press the Menu key. 6. Click Save. 16 User Guide Phone Improve sound quality during a call You cannot change sound quality when you are using a Bluetooth® enabled headset. 1. During a call, press the Menu key. 2. Click Enhance Call Audio. 3. Select a bass or treble option.

Improve sound quality for all calls You cannot change sound quality when you are using a Bluetooth® enabled headset. 1. In the phone application, press the Menu key. 2. Click Options. 3. Click General Options. 4. Change the Enhance Headset Call Audio or Enhance Handset Call Audio fields. 5.

Press the Menu key. 6. Click Save. Voice mail Check your voice mail Depending on your theme, you might be able to check your voice mail from the Home screen. 1.

In the phone application, 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. 1.

In the phone application, press the Menu key. 2. Click Options. 3. Click Voice Mail. 4. Type a voice mail access number and a password. 5. Press the Menu key. 6.

Click Save. 17 User Guide Phone Speed dial Set up speed dial for a contact 1. 2. 3. 4. 5. In the phone application, press the Menu key. Click View Speed Dial List. Click an unassigned key. Click New Speed Dial.

Click a contact. To make a call using speed dial, in the phone application, on the Home screen, in a message, or in a message list, hold the key that you assigned to the contact. Change the contact assigned to a speed dial key 1. 2. 3.

4. 5. In the phone application, press the Menu key. Click View Speed Dial List. Highlight a contact or phone number.

Press the Menu key. Perform one of the following actions: · To change the contact that is assigned to a speed dial key, click Edit. Click a new contact. · To assign the contact to a different speed dial key, click Move. Click a new speed dial key. · To delete the contact from the speed dial list, click Delete. Voice dialing Make a call using a voice command To perform this task with a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology. 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. 18 User Guide Phone Dial an extension using a voice command To perform this task, you must set options for dialing extensions. You can dial extensions only within your company. Say "Call extension" and the extension number. Related topics Set options for dialing extensions, 25 Check a status using a voice command You can check your active phone number, the wireless coverage level, and the battery power level using a voice command. 1. In the voice dialing application, wait for the sound. 2.

Perform any of the following actions: · To check your active phone number, say "Check my phone number." · To check the wireless coverage level, say "Check coverage." · To check the battery power level, say "Check battery." Change the voice dialing language To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. 2. 3. 4. 5.

On the Home screen, click the Options icon. Click Language. Change the Voice Dialing Language field. Press the Menu key. Click Save. Turn off choice lists for voice commands If your BlackBerry® device identifies more than one possible match to a voice command, your device presents you with a list of possible matches, or a choice list. You can turn off choice lists so that your device always selects the best match and dials the phone number automatically. 1. On the Home screen, click the Options icon. 2.

Click Voice Dialing. 3. Set the Choice Lists field to Always Off. 4. Press the Menu key. 5. Click Save. Turn off voice prompts After you say a command, you might be prompted for further information or clarification. You can turn off voice prompts using a voice command. 1.

In the voice dialing application, wait for the sound. 19 User Guide Phone 2. Say "Turn prompts off." To turn on voice prompts again, say "Turn prompts on." Set playback options for voice dialing After you say the phone number or contact that you want to call, your BlackBerry® device plays your choice back for you.

You can set different playback options. 1. On the Home screen, click the Options icon. 2. Click Voice Dialing.

3. 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.



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· To set the playback volume for contacts, set the Name Playback Volume field. 4. Press the Menu key. 5. Click Save. Set the matching sensitivity level for voice commands 1.

On the Home screen, click the Options icon. 2. Click Voice Dialing. 3. 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. 4. Press the Menu key. 5. Click Save. Improve voice recognition of numbers 1. 2. 3. 4. 5.

On the Home screen, click the Options icon. Click Voice Dialing. Press the Menu key. Click Adapt Digits. Complete the instructions on the screen.

20 User Guide Phone Conference calls Make a conference call You cannot add more than two contacts to a conference call. 1. During a call, press the Menu key. 2. Click Conference Call. 3. Type a phone number or highlight a contact. 4. Press the Send key. 5.

During the second call, press the Send key. 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 Depending on your wireless service provider, this feature might not be supported. 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. Call logs About call logs A call log includes the date of your phone call, the phone number, and the estimated duration of the call. For more information about the exact duration of a call, contact your wireless service provider. You can view call logs in the phone application or, depending on how you set your call logging options, you can view call logs in the messages application. You can also add notes to call logs or send call logs as email messages. Depending on your theme, missed calls might also appear on the Home screen. Unless you delete a call log, it is stored on your BlackBerry® device for 30 days. View call logs in a message list 1. In the phone application, press the Menu key. 21 User Guide Phone 2.

Click Options. 3. Click Call Logging. 4. Select an option for a call log type. 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 application, highlight a call log. Press the Menu key. Click View History. Press the Menu key. Click Add Notes. Type call notes. Press the Menu key. Click Save. Change call log notes 1. 2. 3. 4. 5. 6. 7. 8.

In the phone application, highlight a call log. Press the Menu key. Click View History. Press the Menu key. Click Edit Notes. Change the call notes. Press the Menu key. Click Save. Send a call log 1. 2.

3. 4. 5. In the phone application, 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. In the phone application, highlight a call log. Press the Menu key. Click View History. Press the Menu key. Click Edit Notes. 22 User Guide Phone 6. 7.

8. 9. Press the Menu key. Click Clear Field. Press the Menu key. 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 SIM card or BlackBerry® device. You might not be able to change or delete these phone numbers or add new ones. For more information, contact your wireless service provider. Forward calls To perform this task, your wireless service provider must set up your BlackBerry® device for this service.

1. 2. 3. 4. In the phone application, press the Menu key. Click Options. Click Call Forwarding. Perform one of the following actions: · To forward all calls to a call forwarding number, click All Calls. Change the Forward All Calls field to a call forwarding number. · To forward unanswered calls only, click All Calls.

Change the Forward All Calls field to Do Not Forward. Press the Menu key. Click Save. Click Busy, No Answer, or Unreachable. Change the If Busy, If No Reply, or If Not Reachable fields to a call forwarding number.

5. Press the Menu key. 6. Click Save. To stop forwarding calls, change the Forward All Calls field to Do Not Forward.

Add a call forwarding phone number To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service. 1. 2. 3. 4. 5. 6. 7. In the phone application, press the Menu key. Click Options.

Click Call Forwarding. Press the Menu key. Click New Number. Type a phone number. Press the Enter key. 23 User Guide Phone 8. Press the Menu key. 9. Click Close. Change a call forwarding phone number You can only change call forwarding phone numbers that you have added.

1. In the phone application, press the Menu key. 2. Click Options. 3.

Click Call Forwarding. 4. Press the Menu key. 5. Click Edit Numbers.

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

Delete a call forwarding phone number You can only delete call forwarding phone numbers that you have added. 1. In the phone application, press the Menu key. 2. Click Options. 3. Click Call Forwarding. 4. Press the Menu key. 5. Click Edit Numbers. 6. Click a phone number. 7. 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. Depending on your BlackBerry® device model, in the smart-dialing options, you can also specify the main phone number for an organization that you call frequently. If you specify a phone number for an organization, you can call a contact at the organization quickly by dialing the contact's extension only. Likewise, when you add a contact from the organization to your contact list, you only need to type the contact's extension. 24 User Guide Phone Set the default country code and area code 1. 2. 3. 4. 5. 6. 7. In the phone application, press the Menu key. Click Options. Click Smart Dialing.

Set the Country Code and Area Code fields. In the National Number Length field, set the default length for phone numbers in your country. Press the Menu key. Click Save. Note: When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix. Set options for dialing extensions 1. 2. 3. 4. 5.

6. 7. 8. In the phone application, press the Menu key. Click Options.

Click Smart Dialing. In the Number field, type the main phone number for an organization. In the Wait For field, set how long your BlackBerry® device waits before dialing an extension. In the Extension Length field, set the default length for extensions. Press the Menu key.

*Click Save. TTY support Depending on your wireless service provider, this feature might not be supported.*



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*About TTY support* When you turn on TTY support and you connect your BlackBerry® device to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device. If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit [www.shopblackberry.com](http://www.shopblackberry.com).

*Turn on TTY support* 1. From the Home screen, press the Send key. 25 User Guide Phone 2. 3. 4. 5. 6. 7. Press the Menu key. Click Options. Click TTY. Change the TTY Mode field to Yes. Press the Menu key. Click Save. A TTY indicator appears in the device status section of the screen. To turn off TTY support, change the TTY Mode field to No. Multiple phone numbers About multiple phone numbers You can have multiple phone numbers associated with your BlackBerry® device if one of the following situations applies: · Your device supports more than one phone number. Your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry® MVS Client phone number. 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. If your device supports more than one phone number, you make calls from and receive calls to your active phone number only. If your device supports a BlackBerry MVS Client phone number and another phone number, you can receive calls to both phone numbers, but you make calls using your active phone number only. For example, you cannot place one call on hold and make a second call using another phone number. If you have a BlackBerry MVS Client phone number and another phone number, you can receive calls to either phone number even when you are on a call. You can change call waiting, call forwarding, and voice mail options for each phone number associated with your device. Switch the active phone number To perform this task, your BlackBerry® device must be connected to the wireless network. You can make and receive calls using another phone number that is associated with your device by changing the active phone number. 1. In the phone application, click your phone number at the top of the screen. 2. Click the phone number that you want to set as the active phone number.

26 User Guide Phone Phone options Turn on dialing from the Lock screen 1. 2. 3. 4. 5. On the Home screen, click the Options icon. Click Password. Set the Allow Outgoing Calls While Locked field to Yes. Press the Menu key. Click Save.

Sort phone numbers or contacts on the Phone screen In the phone application, 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, change the Phone List View field to Most Used. · To sort contacts alphabetically by contact name, change the Phone List View field to Name.

· To sort phone numbers or contacts by recency of use, change 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, change the Phone List View field to Call Log. 1. 2. 3. 4. Hide or display your phone number when you make calls The wireless network can override the option that you choose. 1. In the phone application, press the Menu key. 2. Click Options.

3. Click General Options. 4. Perform one of the following actions: · To request that your phone number is hidden, change the Restrict My Identity field to Always. · To request that your phone number is displayed, change the Restrict My Identity field to Never. · To request that the network decide whether to hide or display your phone number, change the Restrict My Identity field to Network Determined. 5. Press the Menu key. 6. Click Save.

27 User Guide Phone 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. On the Home screen, click an application icon. 2. In an application, press the Menu key. 3. Click Options. 4. If necessary, click General Options. 5. Change the Confirm Delete field to No. 6. Press the Menu key. 7. Click Save. Stop answering calls automatically when you open the flip 1. 2. 3. 4. 5.

6. In the phone application, press the Menu key. Click Options. Click General Options. Change Auto Answer Calls field to Never. Press the Menu key. Click Save. Reset a call timer A call timer provides the estimated duration of calls. For more information about the exact duration of a call, contact your wireless service provider. 1.

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

Click Save. About hearing aid mode In hearing aid mode, or telecoil mode, the magnetic signal of your BlackBerry® device is modified to an appropriate level and frequency response to be picked up by hearing aids that are equipped with telecoils. Turn on hearing aid mode 1. 2. 3. 4. From the Home screen, press the Send key. Press the Menu key. Click Options. Click Hearing Aid Mode.

28 User Guide Phone 5. Change the Mode Enabled field to Telecoil. 6. Press the Menu key. 7. Click Save. The H-T telecoil indicator appears in the device status section of the screen. Phone shortcuts · · · · · · · · · · To change your ring tone, in the phone application, press the Menu key. Click Set Ring Tone. To check your voice mail, press and hold 1.

To send an incoming call to voice mail when the flip is closed, press and hold the Volume Down key. To set up speed dial for a contact, on the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to. To add an extension to a phone number, press the X key. Type the extension number. To type a letter in a phone number field, press and hold the Alt key.

Use the multi-tap input method to type the letter. To insert a plus sign (+) when typing a phone number, press and hold 0. To turn on the speakerphone during a call, press the period (.) key. To turn off the speakerphone during a call, press the period (.

) key again. If you are using a wireless headset, to stop listening to a call with the headset, press the period (.) key. To listen to a call using the wireless headset again, press the period (.) key again. If you have multiple phone numbers associated with your BlackBerry® device, to switch phone numbers, in the phone application, click your active phone number. Click a phone number. Phone troubleshooting I cannot make or receive calls Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network.



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· Verify that your wireless service plan includes phone or voice services. · If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.

· If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact. · If you are not receiving calls, verify that call blocking and call forwarding are turned off. · Your device or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number. · If you have more than one phone number associated with your device, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number. 29 User Guide Phone Related topics Call forwarding, 23 Switch the active phone number, 26 I cannot check my voice mail Try performing the following actions: · 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. Check the voice mail for your alternate phone number. · You need a voice mail access number to check your voice mail. To obtain a voice mail access number, contact your wireless service provider or administrator. 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. · Verify that your keyboard is unlocked. · 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. Related topics Change the voice dialing language, 19 Bluetooth technology, 180 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.

· 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. · Improve voice recognition of numbers. Related topics Set the matching sensitivity level for voice commands, 20 Improve voice recognition of numbers, 20 30 User Guide Phone I cannot make a conference call If your BlackBerry® device is associated with a BlackBerry® MVS Client phone number, you cannot join a call that you make or receive using your BlackBerry MVS Client phone number with a call that you make or receive using the phone number provided by your wireless service provider. Some features are not available on my device The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account 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, or visit [www.blackberry.com/go/devices](http://www.blackberry.com/go/devices). 31 User Guide Messages Messages Message basics Composing messages 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 a word in the list that appears. · 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, press the Menu key. 2. Click Save Draft. 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. Blind carbon copy a contact You can blind carbon copy a contact in an email message, a PIN message, or an MMS message. 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. 32 User Guide Messages 2. Click Attach Address or Attach Contact. 3. Click a contact. Add a signature To perform this task, your BlackBerry® device must be 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. On the Home screen, click the Messages icon. Press the Menu key.

Click Options. Click Email Settings. If necessary, change the Message Services field. Set the Use Auto Signature field to Yes. In the text box that appears, type a signature. Press the Menu key. Click Save. Your signature is added to email messages after you send them. Delete the disclaimer from an email message If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature, the BlackBerry Enterprise Server might add a disclaimer to email messages after you send them. 1.

When composing an email message, press the Menu key. 2. Click Remove Disclaimer. To add the disclaimer again, press the Menu key. Click Add Disclaimer. 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. Sending messages Send an email message 1. 2.

3. 4. On the Home screen, click the Messages icon. Press the key. Click Compose Email.

In the To field, perform one of the following actions: · Type an email address. 33 User Guide Messages · Type a contact name. · Type part of a contact name.



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Click a contact. 5.

Type a message. key. 6. Press the 7. Click Send. Related topics Search for contacts in your organization's address book, 120 Mailing lists, 122 Send a PIN message 1. 2. 3. 4. On the Home screen, click the Messages icon.

Press the Menu key. Click Compose PIN. In the To field, perform one of the following actions: · Type a PIN. Press the Enter key. · Type a contact name. Press the Enter key. · Type part of a contact name. Click a contact. 5. Type a message.

6. Press the Menu key. 7. Click Send. Related topics Mailing lists, 122 Send an SMS text message You can send an SMS text message to up to ten recipients. 1. On the Home screen, click the Messages icon. key. 2. Press the 3.

Click Compose SMS. 4. In the To field, perform one of the following actions: · Type an SMS phone number (include the country code and area code). · Type a contact name. · Type part of a contact name. Click a contact. · If your device is connected to a CDMA network, you can type an email address. 5. Type a message. key.

6. Press the 7. Click Send. Related topics Mailing lists, 122 34 User Guide Messages Send an MMS message Depending on your wireless service plan, this feature might not be supported. 1. On the Home screen, click the Messages icon. 2. Press the key. 3. Click Compose MMS.

4. Perform one of the following actions: · If the contact is not in your contact list, click [Use Once]. Click Email or Phone. Type an email address or an MMS phone number. Press the Enter key.

· If the contact is in your contact list, click a contact. Click an email address or phone number. 5. Type a message. key.

6. Press the 7. Click Send. Related topics Mailing lists, 122 View the size of an MMS message before sending it, 50 Reply to a message 1. In a message, press the Menu key. 2. Click Reply or Reply to All. Forward a message You cannot forward MMS messages that contain content that is copyright protected. 1. In a message, press the Menu key.

2. Perform one of the following actions: · Click Forward. · Click Forward As. Click a message type. Resend a message You cannot change an SMS text message or MMS message before you resend it. 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.

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

Click Change Address. Click a new contact. Press the Menu key. Click Send. · To resend the message without changing it, click Resend.

Stop a message from sending You can stop a message from sending only if a clock icon appears beside the message. 1. On the Home screen, click the Messages icon. 35 User Guide Messages 2. Highlight the message. 3. Press the Menu key. 4. Click Delete. Managing messages 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.

1. On the Home screen, click the Messages icon. 2. Click a message. If you open an MMS message and the content does not appear, press the Menu key. Click Retrieve. Save a message 1. In a message, press the Menu key. 2. Click Save.

Search for text in a message, in an attachment, or on a web page To search for text in a presentation, you must view the presentation in text view or in text and slide view. 1. 2. 3. 4.

In a message, in an attachment, or on a web page, press the Menu key. Click Find. Type the text. Press the Enter key. To search for the next instance of the text, press the Menu key.

Click Find Next. Mark a message as opened or unopened 1. On the Home screen, click the Messages icon. 2. 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. View an address instead of a display name 1. In a message, click a contact. 2. Click Show Address. To view the display name again, click a contact. Click Show Name. 36 User Guide Messages View messages in a specific folder You can view email messages and MMS messages in a specific folder. 1. On the Home screen, click the Messages icon.

2. Press the Menu key. 3. Click View Folder. 4.

Click a folder. Delete a message 1. In a message, press the Menu key. 2. Click Delete.

Delete multiple messages 1. On the Home screen, click the Messages icon. 2. Perform one of the following actions: · To delete a range of messages, highlight a message. Press and hold the Shift key. Roll the trackball up or down. Release the Shift key. Press the Menu key. Click Delete Messages. · To delete all messages prior to a certain date, 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. Email messages Email message basics Send an email message On the Home screen, click the Messages icon. Press the key. Click Compose Email. In the To field, perform one of the following actions: · Type an email address. · Type a contact name. · Type part of a contact name.

Click a contact. 5. Type a message. key. 6.

Press the 7. Click Send. 1. 2. 3.

4. 37 User Guide Messages Related topics Search for contacts in your organization's address book, 120 Mailing lists, 122 Delete the original text from a reply message 1. When replying to a message, press the Menu key. 2. Click Delete Original Text. File an email message To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator. 1. 2. 3.

4. 5. 6. 7. On the Home screen, click the Messages icon. Highlight an email message. Press the Menu key. Click File. Highlight a message folder. Press the Menu key.

Click File. Related topics Reconcile email messages over the wireless network, 175 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 folders 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.

Forward messages from a specific email message folder to your device To perform this task, your BlackBerry® device must be associated with an email

*account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.*



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1. 2. 3.

4. 5. 6. 7. 8. 9. On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Settings.

If necessary, change the Message Services field. Press the Menu key. Click Folder Redirection. Select the check box beside an email message folder. Press the Menu key. 38 User Guide Messages 10. Click Save. Note: If you click the Select All menu item, all email messages, including email messages that appear in the sent items folder in the email application on your computer, appear on your device. Related topics Stop storing messages sent from your computer on your device, 39 Add, change, or delete an email message folder, 38 Stop storing messages sent from your device on your computer 1. 2.

3. 4. 5. 6. 7.

8. On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Settings.

If necessary, change the Message Services field. Change the Save Copy In Sent Folder field to No. Press the Menu key. Click Save. Stop storing messages sent from your computer on your device 1. 2. 3. 4. 5. 6.

7. 8. 9. 10. On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Settings. If necessary, change the Message Services field. 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. 39 User

Guide Messages Create an email message filter To perform this task, your BlackBerry® device must be 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. 10.

On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Filters. Press the Menu key. Click New. Type a name for the email message filter. Set the email message filter options. Press the Menu key. Click Save.

Create an email message filter based on a contact or subject 1. 2. 3. 4. 5.

6. 7. 8. On the Home screen, click the Messages icon. Highlight an email message.

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

Click Save. 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.

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 directly to me:

Set whether the email message filter applies to email messages that include your email address in the To field. 40 User Guide Messages CC to me: Set whether the email message filter applies to email messages that include your email address in the CC field. BCC to me: Set whether the email message filter applies to email messages that include your email address in the BCC field. Importance: Set the importance level of email messages that the email message filter applies to. Sensitivity: Set the sensitivity level of email messages that the email message filter applies to. Action: Set whether email messages that the email message filter applies to are forwarded to your BlackBerry® device. If email messages are forwarded, specify whether they are forwarded with high importance or with the email message header only. Turn on an email message filter 1.

2. 3. 4. 5. 6.

7. On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Filters.

Select the check box beside an email message filter. Press the Menu key. Click Save. Change an email message filter 1. 2. 3. 4. 5. 6. 7.

8. 9. 10. On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Filters. Highlight an email message filter. Press the Menu key. Click Edit.

Change the options for the email message filter. Press the Menu key. Click Save. Prioritize email message filters 1. 2.

3. 4. On the Home screen, click the Messages icon. Press the Menu key. Click Options.

Click Email Filters. 41 User Guide Messages 5. 6. 7. 8. Highlight an email message filter. Press the Menu key. Click Move. Click the new location. Delete an email message filter 1.

2. 3. 4. 5. 6. 7. On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Filters.

Highlight an email message filter. Press the Menu key. Click Delete. Email message options Check spelling automatically before sending email messages 1. 2.

3. 4. 5. On the Home screen, click the Options icon. Click Spell Check.

Select the Spell Check Email Before Sending option. Press the Menu key. Click Save. Set an out-of-office reply To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator. 1. 2. 3. 4. 5.

6. 7. 8. 9. 10. On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Settings. If necessary, change the Message Services field.

Change the Use Out Of Office Reply field to Yes. In the text box that appears, type a reply. If you use IBM® Lotus Notes®, in the Until field, set the date on which the out-of-office reply should turn off. Press the Menu key. Click Save.

To turn off the out-of-office reply, change the Use Out Of Office Reply field to No. 42 User Guide Messages Request delivery or read confirmation for email messages Depending on your wireless service provider, this feature might not be supported. 1. 2. 3.

4. 5. 6. On the Home screen, click the Messages icon. Press the Menu key. Click Options. Click Email Settings. If necessary, change the Message Services

field to the email account that uses the BlackBerry Internet Service. Perform any of the following actions: · To send read notification when a sender requests it, change the Send Read Receipts field.



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