



Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY PEARL 9100. You'll find the answers to all your questions on the BLACKBERRY PEARL 9100 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 9100

User guide BLACKBERRY PEARL 9100

Operating instructions BLACKBERRY PEARL 9100

Instructions for use BLACKBERRY PEARL 9100

Instruction manual BLACKBERRY PEARL 9100

 **BlackBerry**

BlackBerry Pearl 9100 Smartphone

Version: 5.0

User Guide

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



[You're reading an excerpt. Click here to read official BLACKBERRY PEARL 9100 user guide](http://yourpdfguides.com/dref/2465567)

<http://yourpdfguides.com/dref/2465567>

Manual abstract:

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Memory and media cards.....

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

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

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..... *Turn on bedside clock mode.....*

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

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

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179 180 *Typing basics.*

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.... *Troubleshooting typing*.....

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Change the display language.....

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. Add a display language.....

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..... *Change the typing input language.*

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

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

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

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..... Themes....

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

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.. Search shortcuts..

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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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205 205 206 *Manage data synchronization conflicts.....*

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

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..... *Troubleshooting synchronization.*

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

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..... *Bluetooth technology basics.*

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..... *Bluetooth technology options....*

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.. Troubleshooting Bluetooth technology...

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... Get your GPS location.....

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. Turn off location aiding...

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

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

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..... *.. Maps bookmarks...*

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..... *Map shortcuts.*

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..... *Troubleshooting maps....*

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.... *About multitasking.*

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

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.... *About adding applications.....*

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About instant messaging applications.....

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. About social networking applications....

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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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..... Check for application updates...

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.. About updating the BlackBerry Device Software...

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

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

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

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

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

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

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Troubleshooting BlackBerry Device Software.....

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Wireless network coverage.....

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

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Turn off the connection to the wireless network.....

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

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. Wi-Fi technology...

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... About connecting to a Wi-Fi network.....

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

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

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..... *About Wi-Fi profiles...*

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..... *.... Change the order of Wi-Fi profiles.*

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..... Delete a Wi-Fi profile...

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

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... UMA connection settings.....

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Wi-Fi technology troubleshooting.....

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.... *Power, battery, and memory.....*

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..... *Turn off your device...*

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

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Reset the device.....

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249 249 249 *Check the battery power level..*

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..... *Extend battery life..*

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..... *Format the device memory or a media card..*

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

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. Best practice: Conserving memory on your device.....

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.. The application memory on my device is low..

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.. *SIM card*.....

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..... *About the SIM card phone book.*

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

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



[You're reading an excerpt. Click here to read official BLACKBERRY PEARL 9100 user guide](http://yourpdfguides.com/dref/2465567)
<http://yourpdfguides.com/dref/2465567>

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

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Change a SIM card contact.....

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.... *Delete a SIM card contact.....*

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

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.. Change the SIM card PIN code...

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On the email setup screen, select one of the following options: · I want to create or add an email address: This email setup option is most common for individual users. Use this option to associate your BlackBerry® device with one or more (up to ten) existing email addresses (for example, a Google Mail™ or Windows Live™ Hotmail® email account) or to create a new email address for your device. To use a social networking application on your device, you must use this option to associate your device with the email address that you use to receive social networking notifications. If this option does not appear, contact your wireless service provider. · I want to use a work email account with a BlackBerry Enterprise Server: This email setup option is most common for corporate users. Use this option to associate your device with a work email account using the BlackBerry® Enterprise Server if your administrator has provided you with an enterprise activation password. 3. Click Next. 4. Complete the instructions on the screen.

Note: When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the Messages icon. 10 User Guide Welcome to BlackBerry! Navigation and typing About the Menu key and Escape key The Menu key and Escape key on your BlackBerry® device are designed to help you navigate screens and complete tasks quickly and easily. Key Menu key Actions view more applications on the Home screen open the menu in an application select a highlighted menu item move back a screen close a menu Escape key Move around the screen

To move the cursor in any direction and highlight items, slide your finger on the trackpad.



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To select an item or open a link, click (press) the trackpad. To change the value in a field, click a field. Click a value. To return to the Home screen, when you are not on a call, press the End key. BlackBerry basics Make a call 1. From the Home screen or in the phone application, perform one of the following actions: · Type a phone number.

· Type part of a contact name. Highlight a contact or phone number. 2. Press the Send key. To end the call, press the End key.

Change your ring tone 1. On the Home screen, click the Sounds icon. 11 User Guide Welcome to BlackBerry! 2. Click Set Ring Tones/Alerts. 3. Click the application or item that you want to change. 4. Perform one of the following actions: · To use a preloaded ring tone, in the Ring Tone field, click a ring tone. · To use a ring tone that you downloaded, in the Ring Tone field, click Select Music. Navigate to a folder that contains ring tones. Click a ring tone. 5. Press the Menu key. 6. Click Save.

Send an email message 1. 2. 3. 4. 5. 6. 7. On the Home screen, click the Messages icon. Press the key. Click Compose Email.

In the To field, type an email address or a contact name. Type a message. key. Press the Click Send. 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. Add a contact 1. 2. 3. 4. 5. On the Home screen, click the Contacts icon. Click New Contact.

Type the contact information. Press the key. Click Save. 12 User Guide Welcome to BlackBerry! Schedule an appointment 1. 2.

3. 4. 5. 6. 7.

On the Home screen, click the Calendar icon. Press the key. Click New. Type the appointment information. If the appointment recurs, change the Recurrence field. key. Press the Click Save. Take a picture 1. On the Home screen, click the Camera icon. 2.

Press the Right Convenience key all the way down. Related topics Record a video, 13 Record a video To perform this task, you might need to have a media card inserted in your BlackBerry® device. 1. 2. 3. 4. On the Home screen, click the Media icon. Click the Video Camera icon. To start recording, click the record icon. To pause recording, click the pause icon.

Note: The approximate amount of memory available for saving videos appears on the lower part of the screen when video recording is paused. Related topics Play a media file, 103 Take a picture, 13 Visit a web page Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider. 1. On the Home screen, click the Browser icon.

2. Perform one of the following actions: · If a web address field appears on the screen, type a web address. · If a web address field does not appear on the screen, press the key. Click Go To. Type a web address.

3. Press the Enter key. 13 User Guide Welcome to BlackBerry! Turn on the alarm 1. 2. 3. 4. 5. In the clock, press the Menu key. Click Set Alarm. On the trackpad, slide your finger up or down to select On or Weekdays.

Slide your finger to highlight On or Weekdays. Press the Escape key. Click Save. In the device status section of the Home screen, a clock indicator appears.

Pair with a Bluetooth enabled device Some Bluetooth® enabled devices have a passkey that you must type before you can pair with them. 1. In the Bluetooth setup application, click Search or Listen. 2. If necessary, click a Bluetooth enabled device. 3.

If necessary, type the passkey for the Bluetooth enabled device on your BlackBerry® device. 4. If necessary, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device. Troubleshooting basics I cannot make or receive calls Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. · Verify that your wireless service plan includes phone or voice services.

· If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing. · If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact. · If you are not receiving calls, verify that call blocking and call forwarding are turned off. · Your device or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.

· If you have more than one phone number associated with your device, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number. Related topics Fixed dialing, 36 Call blocking, 35 Call forwarding, 33 Switch the active phone number, 40 14 User Guide Welcome to BlackBerry! I cannot set up an email address Try performing the following actions: · On the Home screen or in a folder, click the Setup Wizard icon. On the email setup screen, verify that you have typed all the email address information correctly. To view the password that you typed, select the Show Password check box. · Verify that the email address is associated with a supported email account (for example, a POP3 email account or an IMAP email account). For more information about supported email accounts, contact your wireless service provider. · If you are switching from another BlackBerry® device that is associated with one or more email addresses using the BlackBerry® Internet Service, verify that you have completed the process for switching devices automatically or manually using the email setup application. For more information about switching devices, see the Learn More booklet that came with your device. For more information about setting up an email address, visit www.blackberry.com/go/docs

and click BlackBerry Internet Service. I am not receiving messages Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area. · If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.

com/go/docs and click BlackBerry Internet Service. I am not receiving messages Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area. · If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.



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· If you have not received a registration message from the wireless network, register your device. On the Home screen or in a folder, click the Options icon. Click Advanced Options. Click Host Routing Table. Press the Menu key.

Click Register Now. · Verify that data service is turned on. · If you use email message filters, verify that the options for email message filters are set correctly. · Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from. · If you have a Wi-Fi® enabled device and if your device uses a software token to connect to a Wi-Fi® network or to log in to a VPN, reset your device and connect to the Wi-Fi network or log in to the VPN again.

· Verify that your device is not blocking messages. For more information, contact your administrator. Related topics Change an email message filter, 57 Forward messages from a specific email message folder to your device, 54 I cannot send SMS text messages Depending on your wireless service plan, this feature might not be supported. Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.

· Verify that fixed dialing is turned off. 15 User Guide Welcome to BlackBerry! I cannot save media files Your BlackBerry® device memory or media card might not have enough available memory to store media files. Try performing the following actions: · If you are trying to save a media file to your device memory, delete old data or messages from your device. · If you are trying to save a media file on your media card, delete old media files. · In the camera options, verify that the Picture Quality field is not set to Superfine. Superfine pictures use more memory than fine or normal pictures. · If possible, increase the maximum amount of memory available for pictures. I cannot play a media file on a web page Your BlackBerry® device might not support the size or file format of the media file. The battery is not charging Depending on how you charge your BlackBerry® device, try performing the following actions: · · · Verify that the USB cable is securely connected to your device and a USB port. Try connecting your device to another USB port on your computer, a USB port on a different computer, a USB hub, or try using a travel charger.

Verify that BlackBerry device USB drivers are installed on your computer. When you install BlackBerry® Desktop Software from the CD that came with your device, the correct USB drivers should be installed. You can also download the latest version of BlackBerry Desktop Software from www.blackberry.com. Verify that your computer is not in standby, hibernate, or sleep mode. Some USB hubs might not provide enough power. Plug the hub into a power outlet (if available) and reconnect your device. · · 16 User Guide Shortcuts Shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. BlackBerry basics shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · · · · · · · · · · To move the cursor, slide your finger on the trackpad. To move back a screen, press the Escape key. To open a menu in an application to access options and available actions, press the Menu key. To move to a list item or menu item, type the first letter of the item. To select a highlighted menu item, press the Menu key.

To select or clear a check box, press the Space key. To view available values in a field, press the Alt key. To switch applications, press and hold the Menu key. Click an application. To return to the Home screen, when you are not on a call, press the End key.

To delete a highlighted item, press the Backspace/Delete key. From the Home screen · To lock the keyboard, press and hold the asterisk (*) key. To unlock the keyboard, press and hold the asterisk (*) key and press the Send key. · To lock the device, set a password. Press and 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, press and hold the # key. Phone shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · · · · · · · · To change your ring tone, from the Home screen, press the Send key.

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, press and hold the Volume Down key on the right side of your BlackBerry® device. To set up speed dial for a contact, on the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to. To add an extension to a phone number, press the 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. 17 User Guide Shortcuts · · 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 change the active phone number, from the Home screen, press the Send key. Click your phone number at the top of the screen. Click a phone number. Message shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. 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.



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

To capitalize a letter, press and hold the letter key until the capitalized letter appears. To type the alternate character on a key, press and hold the Alt key and press the character key. 18 User Guide Shortcuts · · · · · To type an accented or special character, press and hold the letter key and slide your finger on the trackpad left or right. Click a selected character. For example, to type ü, press and hold 3 and slide your finger on the trackpad to the left until ü is highlighted.

Click the trackpad. To type a number in a number field, press a number key. You do not need to press the Alt key. To type a number in a text field, press and hold the Alt key and press the number key. To type a letter in a number field, press and hold the Alt key and use the multi-tap input method. To turn on NUM lock, press the Shift key and the Alt key. To turn off NUM lock, press the Alt key. 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. Slide your finger on the trackpad 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 and hold the Shift key and slide your finger on the trackpad up or down. · To highlight text character by character, press and hold the Shift key and slide your finger on the trackpad 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 trackpad. · To paste highlighted text when typing, press the Shift key and click the trackpad. File and attachment shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · To search for text in 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. Media shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. 19 User Guide Shortcuts Audio and video files · To pause an audio or video file, press the Play/Pause/Mute key on the top of your BlackBerry® device. To resume playing an audio or video file, press the Play/Pause/Mute key again. · If you are using a headset, to turn on the audio boost feature to amplify the volume for songs, ring tones, and videos, press the Volume Up key until you reach the highest volume setting, and then press the Volume Up key four times quickly. Pictures To pan a picture, you must first be zoomed in. · To zoom in to a picture, press 3. To zoom to the original picture size, press 7.

· To zoom out from a picture, press 9. To zoom to the original picture size, press 7. · To pan up in a picture, press 2. · To pan down in a picture, press 8. · To pan right in a picture, press 6. · To pan left in a picture, press 4. · To return to the center of a picture, press 5. · To rotate a picture, press the comma (,) key. Camera and video camera · To zoom in to a subject before taking a picture, press the Volume Up key. · To zoom out from a subject before taking a picture, press the Volume Down key.

· To take a picture, press the Right Convenience key. · To change the flash mode for a picture, if available, or to turn on low-light mode for a video, press the Space key. Browser shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · · · To insert a period (.) in the web address field, press the Space key.

To insert a slash mark (/) in the web address field, press the Shift key and the Space key. To stop loading a web page, press the Escape key. To close the browser, hold the Escape key. On a web page · To switch between Column view and Page view, press the at sign (@) key. · 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 20 User Guide Shortcuts · · · 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 Depending on the typing input language that you are using, some shortcuts might not be available. For shortcuts to work in Day view, in the general calendar options, change the Enable Quick Entry field to No. · · · · · To schedule an appointment, press 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. Search shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · · · To search for a contact in a list of contacts, type the contact name or initials separated by a space. To search for text in a file or 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.



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Press Q. Map shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. To zoom in to a map, press 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. 21 User Guide Shortcuts Troubleshooting for shortcuts I cannot use a shortcut Depending on the typing input language that you are using, some shortcuts might not be available. Try changing the typing input language. 22 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. Related topics About multiple phone numbers, 39 Make a call 1. From the Home screen or in the phone application, perform one of the following actions: · Type a phone number. · Type part of a contact name. Highlight a contact or phone number. 2. Press the Send key. To end the call, press the End key.

Answer a call Press the Send key. To end a call, press the End key. Related topics Change your ring tone, 11 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. 23 User Guide Phone To return to the first call, press the Menu key. Click Swap or Flash.

Change your ring tone On the Home screen, click the Sounds icon. Click Set Ring Tones/Alerts. Click the application or item that you want to change. Perform one of the following actions: · To use a preloaded ring tone, in the Ring Tone field, click a ring tone. · To use a ring tone that you downloaded, in the Ring Tone field, click Select Music. Navigate to a folder that contains ring tones. Click a ring tone. 5. Press the Menu key. 6.

Click Save. 1. 2. 3. 4. Mute a call During a call, press the Play/Pause/Mute key on the top of your device. To turn off mute, press the Play/Pause/Mute key again. Place a call on hold If your BlackBerry® device is connected to a CDMA network, you cannot place a call on hold. 1. During a call, press the Menu key.

2. Click Hold. To resume a call, press the Menu key. Click Resume. Turn on the speakerphone During a call, press the 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. Dial an extension 1. Press the X key. 2. Type the extension number. 24 User Guide Phone 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, press and hold the Alt key. Press the letter key once. · To type the second letter on a key, press and 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 your device is locked To perform this task, you must turn on dialing from the Lock screen. 1. From the Lock screen, press the Menu key. 2.

Click Place Call. 3. Perform one of the following actions: · Type a phone number. · Type part of a contact name. Click a contact or phone number. 4. Press the Send key. To end the call, press the End key. Related topics Turn on dialing from the Lock screen, 40 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.

Depending on your device model, you might be able to use a headset button to make a call using a voice command. Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files. For more information about using the headset, see the documentation that came with your headset. 25 User Guide Phone Emergency calls About emergency calls If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers. Your BlackBerry® device is designed to allow emergency calls even when your device is locked. Depending on your device model and the wireless network that your device is connected to, your device is also designed to allow emergency calls when the SIM card is not inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your device is designed to connect to the wireless network automatically. You can only make emergency calls by typing official emergency access numbers (for example, 911 or 112). Note: You should not rely on any wireless device for essential communications, including medical emergencies. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

Make an emergency call Perform one of the following actions: · If your keyboard or BlackBerry® device is unlocked, from the Home screen, press the Send key. Type the emergency number. Press the Send key. · If your keyboard is locked, type the emergency number. Press the Send key. · If your device is locked, press the Menu key. Click Emergency Call. Click Yes. If your keyboard or device is locked or your device is in standby mode, type the emergency number.

Complete the instructions on the screen.

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.



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Location-based applications can use your GPS location to provide you with information such as driving directions. If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider.

If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location. Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology. 26 User Guide Phone 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 on the right side of your BlackBerry® device. To decrease the volume, press the Volume Down key on the right side of your device. To mute the volume, press the Play/Pause/Mute key on the top of your device. To turn off mute, press the Play/Pause/Mute key again. Related topics Amplify the volume using the audio boost feature, 105 Improve sound quality for songs, 105 Change the default volume for calls You can increase or decrease the default volume for calls. The higher the volume percentage, the louder the volume. 1.

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

4. Click General Options. 5. Change the Default Call Volume field. 6.

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

1. During a call, press the Menu key. 27 User Guide Phone 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. From the Home screen, press the Send key. 2. Press the Menu key. 3. Click Options. 4. Click Enhanced Audio. 5.

Change the Phone Call Audio or Headset Call Audio fields. 6. Press the Menu key. 7. Click Save.

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

From the Home screen, press the Send key. 2. Press the Menu key. 3. Click Call Voice Mail. Change the voice mail access number If a voice mail access number is not already set on your BlackBerry® device, you can type the access number for a different voice mail system. 1. From the Home screen, press the Send key. 2. Press the Menu key.

3. Click Options. 4. Click Voice Mail. 5. Type a voice mail access number and a password. 6. Press the Menu key. 7. Click Save.

28 User Guide Phone Speed dial Set up speed dial for a contact 1. 2. 3. 4. 5.

6. From the Home screen, press the Send key. Press the Menu key. Click View Speed Dial List. Click an unassigned key.

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

Press the Menu key. Click View Speed Dial List. Highlight a contact or phone number. Press the Menu key. Perform one of the following actions: · To change the contact that is assigned to a speed dial key, click Edit. Click a new contact. · To assign the contact to a different speed dial key, click Move. Click a new speed dial key. · To delete the contact from the speed dial list, click Delete. Conference calls About conference calls You can create two types of conference calls with your BlackBerry® device.

If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your device or computer. Conference call meetings allow participants who have a BlackBerry device to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their device, so that they do not have to dial the conference call bridge number and access codes. If you do not have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together. 29 User Guide Phone Make a conference call If your BlackBerry® device is connected to a CDMA network, you cannot join more than two contacts to a conference call. 1.

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

4. Press the Send key. 5. During the second call, press the Send key to join your first contact to the conference call. 6. To join another contact to the call, repeat steps 1 to 5. Related topics Place a call on hold, 24 Create a phone number link for a conference call 1. Type a phone number for the conference call bridge. 2. Type X and the access code.

Speak privately with a contact during a conference call You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar. 1. During a conference call, press the Menu key. 2. Click Split Call. 3. Click a contact. To return to the conference call, press the Menu key. Click Join. Disconnect a contact from a conference call You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

1. During a conference call, press the Menu key. 2. Click Drop Call. 3.

Click a contact. Leave a conference call You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar. 30 User Guide Phone If you make a conference call, you can leave the conference call and the call continues without you. Depending on your wireless service provider, this feature might not be supported. 1.

During a conference call, press the Menu key.



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2. Click **Transfer** or **Flash**. Call logs About call logs Call logs appear in the phone application and show the status of recent calls by showing either a missed call indicator, placed call indicator or received call indicator. A call log also includes the date of the call, the phone number, and the estimated duration of the call. For more information about the exact duration of a call, contact your wireless service provider. The phone list view option allows you to sort how call logs appear in the phone application. Depending on how you set your call logging options, you can also view call logs in the messages application. Depending on your theme, when you miss a call, a missed call indicator might also appear at the top of the Home screen. You can also add notes to call logs or send call logs as email messages.

Unless you delete a call log, it is stored on your BlackBerry® device for 30 days. View call logs in the messages application 1. 2. 3. 4. 5. From the Home screen, press the **Send** key. Press the **Menu** key. Click **Options**. Click **Call Logging**.

Perform one of the following actions: · To show recent and missed calls in the messages application, select the **All Calls** option. · To hide call logs in the messages application, select the **None** option. Add notes to a call log 1. 2. 3. 4. 5. 6. 7. 8.

9. From the Home screen, press the **Send** key. Highlight a call log. Press the **Menu** key. Click **View History**. Press the **Menu** key. Click **Add Notes**. Type call notes. Press the **Menu** key. Click **Save**.

31 User Guide Phone Change call log notes 1. 2. 3. 4. 5. 6. 7. 8. 9. From the Home screen, press the **Send** key.

Highlight a call log. Press the **Menu** key. Click **View History**. Press the **Menu** key. Click **Edit Notes**.

Change the call notes. Press the **Menu** key. Click **Save**. Send a call log 1. 2.

3. 4. 5. 6. From the Home screen, press the **Send** key. Highlight a call log. Press the **Menu** key. Click **View History**. Press the **Menu** key. Click **Forward**.

Delete call logs 1. From the Home screen, press the **Send** key. 2. Perform one of the following actions: · To delete a single call log, highlight a call log. · To delete a range of call logs, highlight a call log. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key. 3. Press the **Menu** key.

4. Click **Delete**. Delete call log notes 1. 2. 3.

4. 5. 6. 7. 8.

9. From the Home screen, press the **Send** key. Highlight a call log. Press the **Menu** key. Click **View History**. Press the **Menu** key. Click **Edit Notes**. Press the **Menu** key. Click **Clear Field**. Press the **Menu** key.

32 User Guide Phone 10. Click **Save**. Call waiting Turn on call waiting To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service. 1. 2. 3. 4. 5. 6. 7.

From the Home screen, press the **Send** key. Press the **Menu** key. Click **Options**. Click **Call Waiting**. Change the **Call Waiting Enabled** field to **Yes**.

Press the **Menu** key. Click **Save**. To turn off call waiting, change the **Call Waiting Enabled** field to **No**. Call forwarding About call forwarding Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card or BlackBerry® device. You might not be able to change or delete these phone numbers or add new ones.

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

Click **Call Forwarding**. Perform one of the following actions: · To forward all calls to a call forwarding number, select the **Forward All Calls** option. Change the **Forward All Calls** field to a call forwarding number. 33 User Guide Phone · To forward unanswered calls only, verify that the **Forward All Calls** field is set to **Do Not Forward**. Change the **If Busy**, **If No Reply**, and **If Not Reachable** fields to a call forwarding number. 6. Press the **Menu** key. 7. Click **Save**. To stop forwarding calls, change the **Forward All Calls** field to **Do Not Forward**.

Add a call forwarding phone number To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. 2. 3. 4.

5. 6. 7. 8. 9.

10. From the Home screen, press the **Send** key. Press the **Menu** key. Click **Options**. Click **Call Forwarding**. Press the **Menu** key. Click **New Number**. Type a phone number. Press the **Enter** key. Press the **Menu** key.

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

5. Press the **Menu** key. 6. Click **Edit Numbers**. 7.

Highlight a phone number. 8. Press the **Menu** key. 9. Click **Edit**.

10. Change the phone number. 11. Press the **Enter** key. Delete a call forwarding phone number You can only delete call forwarding phone numbers that you have added. 1. From the Home screen, press the **Send** key. 2. Press the **Menu** key. 3.

Click **Options**. 34 User Guide Phone 4. 5. 6. 7. 8. Click **Call Forwarding**. Press the **Menu** key. Click **Edit Numbers**. Click a phone number.

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

Depending on your wireless service provider and wireless network, this feature might not be supported. Block calls To perform this task, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password. 1. 2. 3.

4. 5. 6. 7. 8. From the Home screen, press the **Send** key. Press the **Menu** key. Click **Options**. Click **Call Barring**. Highlight a call blocking option.

Press the **Menu** key. Click **Enable**. Type your call blocking password. To stop blocking calls, highlight a call blocking option. Press the **Menu** key. Click **Disable**. Change the call blocking password 1. 2. 3. 4.

5. From the Home screen, press the **Send** key. Press the **Menu** key. Click **Options**. Click **Call Barring**.

Press the Menu key. 35 User Guide Phone 6. Click Change Password. Fixed dialing Depending on your wireless service provider and wireless network, this feature might not be supported. About fixed dialing If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list and to official emergency access numbers (for example, 911 or 112).

If your wireless service plan includes SMS text messaging, you can also send SMS text messages to contacts that appear in your fixed dialing list.



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To use fixed dialing, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. Depending on your wireless service provider and wireless network, this feature might not be supported. Turn on fixed dialing To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. 1. 2. 3. 4. 5. 6.

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

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

From the Home screen, press the Send key. Press the Menu key. Click Options. Click FDN Phone List. Press the Menu key. Click New. Type your PIN2 code. 36 User Guide Phone 8. 9. 10.

11. Press the Menu key. Type a name and a phone number. Press the Menu key. Click Save. Change a contact in your fixed dialing list 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

From the Home screen, press the Send key. Press the Menu key. Click Options. Click FDN Phone List. Highlight a contact.

Press the Menu key. Click Edit. Change the contact information. Press the Menu key. Click Save. Delete a contact from your fixed dialing list 1. 2. 3. 4. 5.

6. 7. From the Home screen, press the Send key. Press the Menu key. Click Options. Click FDN Phone List. Highlight a contact. Press the Menu key. Click Delete. Smart dialing About smart dialing With the smart-dialing feature, you can set a default country code and area code for phone numbers so that you do not have to dial a country code and area code each time that you make a call, unless the country code or area code are different from the default codes that you set.

Some country codes are not supported by the smart-dialing feature. In the smart-dialing options, you can also specify the main phone number for an organization that you call frequently so that you can quickly call a contact in that organization by dialing only the extension for the contact. If you add contacts from that organization to your contact list, when you add their phone numbers, you can type only the extensions instead of typing out the main phone number for the organization. 37 User Guide Phone Set the default country code and area code 1. 2. 3. 4. 5. 6. 7.

8. 9. From the Home screen, press the Send key. Press the Menu key. Click Options. Click Smart Dialing. Set the Country Code and Area Code fields. If necessary, set the Local Country Code and International Dialing Digits fields. In the National Number Length field, set the default length for phone numbers in your country. Press the Menu key.

Click Save. Note: When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix. Set options for dialing extensions 1. 2. 3. 4. 5. 6. 7. 8.

9. From the Home screen, press the Send key. Press the Menu key. Click Options. Click Smart Dialing.

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

TTY support Depending on your wireless service provider, this feature might not be supported. About TTY support When you turn on TTY support and you connect your BlackBerry® device to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device. If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com. 38 User Guide Phone Turn on TTY support 1.

2. 3. 4. 5. 6. 7. From the Home screen, press the Send key. Press the Menu key. Click Options. Click TTY.

Change the TTY Mode field to Yes. Press the Menu key. Click Save. A TTY indicator appears in the device status section of the screen. To turn off TTY support, change the TTY Mode field to No.

Multiple phone numbers About multiple phone numbers When you have multiple phone numbers associated with your BlackBerry® device, you can switch the phone number that you use as your active phone number. You have multiple phone numbers associated with your device if one of the following situations applies: . . . Your device uses a SIM card and your SIM card supports more than one phone number. Your wireless service provider has set up your device to support 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 your SIM card supports more than one phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers.

If you are already on a call, you receive calls to your active phone number only, and any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail. If your wireless service provider has set up your device to support more than one phone number, you can make calls and receive calls using your active phone number only. Any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail. If your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry MVS Client phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you are already on a call, you can receive calls to all phone numbers. If your wireless service plan supports SMS text messaging and MMS messaging, the first phone number that appears in the drop-down list at the top of the screen in the phone application is the phone number that you use to send and receive SMS text messages and MMS messages. You can change call waiting, call forwarding, and voice mail options for each phone number associated with your device. 39 User Guide Phone Switch the active phone number 1. From the Home screen, press the Send key. 2.

Click your phone number at the top of the screen. 3. Click the phone number that you want to set as the active phone number. Phone options Turn on dialing from the Lock screen 1. 2. 3. 4. 5. On the Home screen or in a folder, 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 From the Home screen, press the Send key.

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