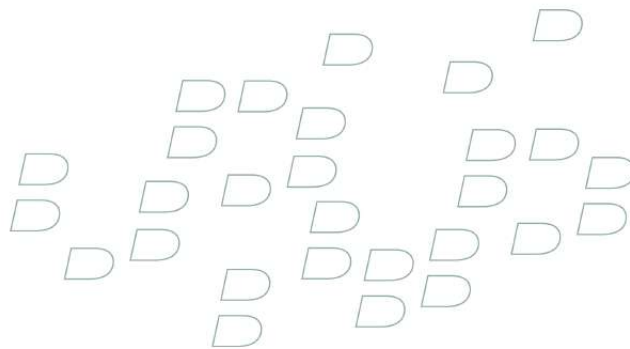




Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY STORM 9500. You'll find the answers to all your questions on the BLACKBERRY STORM 9500 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BLACKBERRY STORM 9500
User guide BLACKBERRY STORM 9500
Operating instructions BLACKBERRY STORM 9500
Instructions for use BLACKBERRY STORM 9500
Instruction manual BLACKBERRY STORM 9500



User Guide

BlackBerry Storm 9500 Smartphone

Version: 4.7



[You're reading an excerpt. Click here to read official BLACKBERRY STORM 9500 user guide](http://yourpdfguides.com/dref/1117560)

<http://yourpdfguides.com/dref/1117560>

Manual abstract:

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.... *Smart dialing*.....

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... Take a picture..

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. Zoom in to or out from a picture.....

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... *Transferring and downloading media files*.....

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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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bedside clock mode..*

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..... *Silence the alarm....*

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Change timer notification options.....

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... Date, time, and alarm troubleshooting..

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..... *Personal organizer.*

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... *Notifications.*

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... *Notification basics.....*

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..... *Notifications troubleshooting..*

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Typing basics.....

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... *Spelling checker*.....

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Typing shortcuts.....

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..... *Typing troubleshooting.*

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..... *Change the display language...*

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Change the display options for contacts.....

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

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148 149 *Backlighting...*

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

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..... *Synchronization..*

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

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

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Bluetooth technology basics.....

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..... *Switch applications....*

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..... *Add, update, or downgrade an application using the application center.*

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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 upgrading the BlackBerry Device Software...

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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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.... Application troubleshooting.

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.. Wireless network coverage..

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.. Network connection indicators...

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..... Wireless network coverage troubleshooting.....

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

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... *Turn off your device..*

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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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.... *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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... About SIM card security..

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.... *Protect your SIM card with a PIN code.....*

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.... *Change the SIM card PIN code.....*

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

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Word Mole game basics.....

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... Word Mole game troubleshooting.....

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241 241 242 242 242 242 242 243 243 244 245 246 247 251 *User Guide Shortcuts 8 User Guide Shortcuts Shortcuts BlackBerry basics shortcuts*
To select an item, click (press) the screen. To highlight an item, touch the screen lightly. To move back a screen, press the Escape key. To return to the Home screen, press the End key. To scroll down, slide your finger up. To scroll up, slide your finger down. To move to the next item, slide your finger to the left quickly. To move to the previous item, slide your finger to the right quickly.



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http://yourpdfguides.com/dref/1117560](http://yourpdfguides.com/dref/1117560)

To switch applications, hold the Menu key. Click an application.

Phone shortcuts To answer a call, press the Send key. To send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, hold the Volume Down key. To view your contact list in the phone application, hold the Send key. To set up speed dial for a contact, in the phone application, hold a key. To insert a plus sign (+) when typing a phone number, hold the 0 key.

Camera shortcuts . . . 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. 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 playlist, press and hold the Volume Up key. To play the previous song in a playlist, press and hold the Volume Down key. If you are using a headset, to amplify the volume for songs, ring tones, and videos, press the Volume Up key until you reach the highest volume setting. Press the Volume Up key four times quickly. Typing shortcuts . To insert a period, press the Space key twice. The next letter is capitalized. 9 User Guide Typing shortcuts To capitalize a letter, hold the letter key until the capitalized letter appears. To turn on NUM lock, hold the 123 key until the lock indicator appears on the 123 key. To turn off NUM lock, press the 123 key again. To turn on CAP lock, hold the Shift key until the lock indicator appears on the Shift key.

To turn off CAP lock, press the Shift key again. 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 see more symbols, press the Symbol key again. To place the cursor within text, click the screen. To move the cursor one character at a time, touch the screen near the cursor until the cursor changes from a solid box to an outlined box. Slide your finger to move the cursor. To cut or copy text and paste it into another application, simultaneously touch the screen before and after the text that you want to copy. Click the cut or copy icon at the bottom of the screen.

Place the cursor where you want to insert the cut or copied text. Press the Menu key. Click Paste. To change the typing input language quickly when you are using your BlackBerry® device in landscape view, click the globe icon. Click an input language.

10 User Guide Phone Phone basics Find your phone number In the phone application, your phone number appears at the top of the screen. If you have more than one phone number associated with your BlackBerry® device, only your active phone number appears at the top of the screen. Make a call 1. In the phone application, perform one of the following actions: . Type a phone number. . Click the contacts icon.

Type part of a contact name. Highlight a contact or phone number. 2. Press the key. To end the call, press the key. Related topics Add a pause or a wait to a phone number, 113 Answer a second call Depending on your wireless service provider and the wireless network that your BlackBerry® device is connected to, 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. Place a call on hold Depending on your wireless service provider and the wireless network that your BlackBerry® device is connected to, this feature might not be supported. 1. During a call, press the Menu key. 2. Click Hold.

11 User Guide Phone basics To resume a call, press the Menu key. Click Resume. Turn on the speakerphone 1. During a call, press the Menu key. 2. Click Activate Speakerphone. 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 Menu key. Click Activate Handset. Related topics Bluetooth technology, 165 Dial an extension 1. When typing a phone number, press the Menu key. 2. Click Add Pause. 3. Type the extension number. 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. Press the Lock key on the top of your BlackBerry® device. 2. Click Place Call. 3. Perform one of the following actions: . Type a phone number. . Click the contacts icon.

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, 26 About using a headset You can purchase an optional headset to use with your BlackBerry® device. 12 User Guide Emergency calls If you use a headset, you can use a headset button to answer or end a call, or 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 a song or a video in the media application. For more information about using the headset, see the documentation that came with your headset.

Emergency calls About emergency calls Your BlackBerry® device is designed to make emergency calls even when it is locked or 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. If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers. You can only make emergency calls by typing official emergency access numbers (for example, 911 in North America or 112 in countries that are part of the European Union). Make an emergency call Perform one of the following actions: . If your screen or BlackBerry® device is unlocked, in the phone application, type the emergency number. Press the Send key. . If your device is locked, press the Lock key on the top of your device. Type the emergency number. Press the Send key. Volume Adjust the volume . . To increase the volume, press the Volume Up key.



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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.

13 User Guide Voice mail 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 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. Speed dial Set up speed dial for a contact 1. In the phone application, press the Menu key. 2. Click View Speed Dial List. 3. Click an unassigned key. 14 User Guide Voice dialing 4. Click New Speed Dial.

5. Click a contact. To make a call using speed dial, in the phone application, 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. 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, 24 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." 15 User Guide Voice dialing · 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.

In the device options, click Language. Change the Voice Dialing Language field. Press the Menu key. Click Save. Turn off choice lists for voice commands 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. In the device options, click Voice Dialing. 2. Set the Choice Lists field to Always Off.

3. Press the Menu key. 4. 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. 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. In the device options, click Voice Dialing. 2. Perform any of the following actions: · To turn off playback for phone numbers, set the Digit Playback field to Disabled. · To turn off playback for contacts, set the Name Playback field to Disabled. · To set how quickly playback for contacts occurs, set the Name Playback Speed field. · To set the playback volume for contacts, set the Name Playback Volume field.

3. Press the Menu key. 4. Click Save. 16 User Guide Conference calls Set the matching sensitivity level for voice commands 1.

In the device options, click Voice Dialing. 2. Perform one of the following actions: · To increase matches, set the Sensitivity field closer to Reject Less. · To reduce the number of incorrect matches, set the Sensitivity field closer to Reject More. 3.

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

Complete the instructions on the screen. Conference calls 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, 11 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 Depending on your wireless service provider and the wireless network that your BlackBerry® device is connected to, this feature might not be supported. 1.

During a conference call, press the Menu key. 2. Click Split Call. 3. Click a contact. 17 User Guide Call logs To return to the conference call, press the Menu key. Click Join. Disconnect a contact from a conference call Depending on your wireless service provider and the wireless network that your BlackBerry® device is connected to, this feature might not be supported.



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1. During a conference call, press the Menu key.

2. Click Drop Call. 3. Click a contact. 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 Transfer. Call logs About call logs Call logs include the date on which you called your contact, the phone number that you called, and the duration of the call. You can also add notes to your call logs. You can view call logs in the phone application or, depending on how you set your call logging options, you can view call logs in a message list. Depending on your theme, missed calls might also appear on the Home screen. Your BlackBerry® device stores call logs for 30 days.

View call logs in a message list 1. 2. 3. 4. In the phone application, press the Menu key.

Click Options. Click Call Logging. 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. In the phone application, click the call log icon.

Highlight a call log. Press the Menu key. Click View History. Press the Menu key. 18 User Guide Call logs 6. 7. 8. 9. Click Add Notes. Type call notes.

Press the Menu key. Click Save. Change call log notes 1. 2. 3.

4. 5. 6. 7. 8.

9. In the phone application, click the call log icon. 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. In the phone application, click the call log icon. Highlight a call log. Press the Menu key. Click View History.

Press the Menu key. Click Forward. Delete call log notes 1. 2. 3.

4. 5. 6. 7. 8.

9. 10. In the phone application, click the call log icon. 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. Click Save. 19 User Guide Call waiting 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. In the phone application, 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. 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, select the Forward All Calls option. Change the Forward All Calls field to a call forwarding number. · 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. 5. Press the Menu key. 6. Click Save. To stop forwarding calls, change the Forward All Calls field to Do Not Forward. 20 User Guide Call forwarding 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. 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. 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. 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. 21 User Guide Call blocking Call blocking About call blocking You can block all incoming calls or block incoming calls only when you roam to another wireless network. You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when you roam to another wireless network. Block calls · · 1. 2. 3. 4. 5. 6. 7.

Depending on your wireless service provider and the wireless network that your BlackBerry® device is connected to, this feature might not be supported. To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a call blocking password. In the phone application, 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. In the phone application, press the Menu key. Click Options. Click Call Barring.

Press the Menu key. Click Change Password. Fixed dialing About fixed dialing If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list. You can make an emergency call when fixed dialing is turned on, even if the emergency number does not appear in your fixed dialing list. 22 User Guide Fixed dialing 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. Turn on fixed dialing · · 1. 2. 3. 4. 5.

6. 7. Depending on your wireless service provider and the wireless network that your BlackBerry® device is connected to, this feature might not be supported. 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. In the phone application, 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. 8. 9. 10. In the phone application, press the Menu key. Click Options. Click FDN Phone List.



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Press the Menu key. Click New. Type your PIN2 code.

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. In the phone application, press the Menu key. Click Options. Click FDN Phone List. Highlight a contact. Press the Menu key. Click Edit. Change the contact information. 23 User Guide Smart dialing 8. Press the Menu key.

9. Click Save. Delete a contact from your fixed dialing list 1. 2. 3. 4. 5. 6. In the phone application, press the Menu key. Click Options.

Click FDN Phone List. Highlight a contact. Press the Menu key. Click Delete. Smart dialing About smart dialing You can change smart-dialing options to specify a default country code and area code for phone numbers.

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

2. 3. 4. 5. 6. 7. 8. In the phone application, 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. In the phone application, press the Menu key. 2. Click Options.

3. Click Smart Dialing. 24 User Guide TTY support 4. 5. 6.

7. 8. 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 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.

Turn on TTY support Depending on your wireless service provider, this feature might not be supported. 1. In the phone application, press the Menu key. 2. Click Options. 3. Click TTY. 4. Change the TTY Mode field to Yes. 5.

Press the Menu key. 6. 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 SIM card supports more than one phone number. 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. 25 User Guide Phone options 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 device supports 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. You can change call waiting, call forwarding, and voice mail options for each phone number associated with your device. Switch 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.

Related topics About multiple phone numbers, 25 Phone options Turn on dialing from the Lock screen 1. 2. 3. 4. In the device options, 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. 26 User Guide Phone options 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. 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.

In an application, press the Menu key. 2. Click Options. 3. If necessary, click General Options.



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4. Change the Confirm Delete field to No. 5. Press the Menu key. 6.

Click Save. Stop ending calls when you insert your device in the holster 1. 2. 3. 4. 5. 6. In the phone application, press the Menu key. Click Options. Click General Options.

Change the Auto End Calls field to Never. Press the Menu key. Click Save. Answer calls automatically when you remove your device from the holster 1. 2. 3. 4. 5. 6. In the phone application, press the Menu key.

Click Options. Click General Options. Change the Auto Answer Calls field to Out Of Holster. Press the Menu key. Click Save.

27 User Guide Phone shortcuts Reset a call timer 1. 2. 3. 4. 5.

6. In the phone application, press the Menu key. Click Status. Click Last Call or Total Calls. Click Clear Timer. Press the Menu key. Click Save. Phone shortcuts To answer a call, press the Send key. To send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, hold the Volume Down key. To view your contact list in the phone application, hold the Send key.

To set up speed dial for a contact, in the phone application, hold a key. To insert a plus sign (+) when typing a phone number, hold the 0 key. Phone troubleshooting I cannot make or receive calls Try performing the following actions: · Verify that your BlackBerry® device is connected to the wireless network. · If you 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 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. Related topics Fixed dialing, 22 Call blocking, 22 Call forwarding, 20 Switch the active phone number, 26 My phone number appears as Unknown in the phone application Try changing the phone number on your SIM card to change how your phone number appears in the phone application. In the device options, click Advanced Options.

Click SIM Card. Highlight the phone number. Press the Menu key. Click Edit SIM Phone Number. Type your phone number.

28 User Guide Phone troubleshooting 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 screen 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, 16 Lock the screen, 207 Bluetooth technology, 165 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, 17 Improve voice recognition of numbers,

17 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 Depending on your wireless service plan or the type of email account that is associated with your BlackBerry® device, some features might not be available on your device.

29 User Guide Phone troubleshooting If your device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field. For more information about the features that are available on your device, contact your wireless service provider or administrator. 30 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.

2. Click Attach Address or Attach Contact . 3. Click a contact. 31 User Guide Message basics 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.



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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. In a message list, 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. In a message list, 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. Type a message. Press the key. Click Send. 4. 5. 6. 32 User Guide Message basics Related topics Search for contacts in your organization's address book, 114 Mailing lists, 116 Send a PIN message 1.

In a message list, press the Menu key. 2. Click Compose PIN. 3. In the To field, perform one of the following actions: · Type a PIN. · Type a contact name. · Type part of a contact name. Click a contact. 4. Type a message.

5. Press the Menu key. 6. Click Send. Related topics Mailing lists, 116 Send an SMS text message You can send an SMS text message to up to ten recipients. 1. In a message list, press the key. 2. Click Compose SMS. 3.

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. 4. Type a message. 5. Press the key. 6. Click Send.

Related topics Mailing lists, 116 Send an MMS message Depending on your wireless service plan, this feature might not be supported. 1. In a message list, press the key. 2. Click Compose MMS. 3. 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. · If the contact is in your contact list, click a contact.

Click an email address or MMS phone number. 4. Type a message. 5. Press the key.

6. Click Send. 33 User Guide Message basics Related topics Mailing lists, 116 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. In a message list, highlight the message. 2. Press the Menu key. 3.

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. In a message list, click a message. If you open an MMS message and the content does not appear, press the Menu key. Click Retrieve. Save a message 1. In a message, press the Menu key. 34 User Guide 2. Click Save. Search for text in a message, in an attachment, or on a web page To search for text in a presentation attachment, 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 In a message list, perform one of the following actions: · Highlight a message. Press the Menu key. Click Mark Opened or Mark Unopened. · Highlight a date field. Press the Menu key.

Click Mark Prior Opened. Click Mark Opened. 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. View messages in a specific folder You can view email messages and MMS messages in a specific folder. 1. In a message list, press the Menu key. 2. Click View Folder. 3. Click a folder.

Delete a message 1. In a message, press the Menu key. 2. Click Delete. Delete multiple messages In a message list, perform one of the following actions: · To delete a range of messages, touch two messages simultaneously and slide your finger up or down to select additional messages. Press the Menu key. Click Delete Messages. · To delete all message 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. 35 User Guide Email messages Email messages Email message basics Send an email message In a message list, press the key. 2. Click Compose Email.

3. In the To field, perform one of the following actions: · Type an email address. · Type a contact name. · Type part of a contact name. Click a contact.

4. Type a message. 5. Press the key. 6. Click Send. Related topics Search for contacts in your organization's address book, 114 Mailing lists, 116 1. 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 1. 2. 3. 4. 5. 6. In a message list, 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, 159 Add, change, or delete an email message folder You can add, change, or delete email message folders in the email application on your computer.



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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. 36 User Guide Email messages 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. 1.

2. 3. 4. 5. 6. 7. 8. 9. In a message list, 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. 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, 37 Add, change, or delete an email message folder, 36 Stop storing messages sent from your device on your computer 1. 2.

3. 4. 5. 6. 7.

In a message list, 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. In a message list, 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.

37 User Guide Email messages Email message filters About email message filters You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer. Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list. Create an email message filter 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. In a message list, press the Menu key. Click Options. Click Email Filters. Press the Menu key. Click New.

Type a name for the email message filter. Set the email message filter options. Press the Menu key. Click Save. Create an email message filter based on a contact or subject 1. 2. 3. 4. 5. 6.

7. In a message list, 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. 38 User Guide Email messages 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. 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. In a message list, 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. In a message list, 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. 39 User Guide Email messages Prioritize email message filters 1. 2. 3. 4. 5. 6. 7. In a message list, press the Menu key. Click Options.

Click Email Filters. 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. In a message list, 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. In the device options, 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. In a message list, 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.

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40 User Guide Email messages Request delivery or read confirmation for email messages Depending on your wireless service provider, this feature might not be supported. In a message list, 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. · To request delivery or read notification when you send email messages, change the Confirm Delivery and Confirm Read fields. 6. Press the Menu key. 7. Click Save. 1. 2. 3.

4. 5. View email messages in plain text format 1. 2. 3.

4. 5. 6. 7. In a message list, press the Menu key.

Click Options. Click Email Settings. If necessary, change the Message Services field. Change the Enable HTML Email field to No. Press the Menu key. Click Save. Stop loading pictures in HTML email messages 1. 2. 3. 4.

5. 6. 7. In a message list, press the Menu key. Click Options. Click Email Settings. If necessary, change the Message Services field. Change the Download Images Automatically field to No. Press the Menu key. Click Save.

To view pictures in an HTML email message, press the Menu key. Click Get Images. Hide filed email messages 1. 2. 3.

4. 5. 6. In a message list, press the Menu key. Click Options.

Click General Options. Change the Hide Filed Messages field to Yes. Press the Menu key. Click Save. 41 User Guide PIN messages Receive only the first section of long email messages 1. 2. 3. 4. 5. 6.

In a message list, press the Menu key. Click Options. Click General Options. Change the Auto More field to No. Press the Menu key. Click Save. To download more of an email message, press the Menu key. Click More or More All. Change the email address that you use to send messages or meeting invitations 1. 2.

3. 4. 5. In the device options, click Advanced Options. Click Default Services.

Change the Messaging (CMIME) field or the Calendar (CICAL) field. Press the Menu key. Click Save. Stop forwarding email messages 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.

1. 2. 3. 4. 5. 6. 7. In a message list, press the Menu key. Click Options. Click Email Settings.

If necessary, change the Message Services field. Change the Send Email to Handheld field to No. Press the Menu key. Click Save. To forward email messages to your device again, change the Send Email to Handheld field to Yes. PIN messages About PIN messages A PIN uniquely identifies BlackBerry® devices and BlackBerry enabled devices on the wireless network. If you have contacts who use a BlackBerry device or a BlackBerry enabled device and you know their PIN, you can send them PIN messages. PIN messages are not routed through your email account. When your PIN message is delivered to the recipient, in a message list, a D appears with a check mark beside the PIN message. 42 User Guide SMS text messages Find your PIN In the device options, click Status.

Send a PIN message 1. In a message list, press the Menu key. 2. Click Compose PIN. 3.

In the To field, perform one of the following actions: · Type a PIN. · Type a contact name. · Type part of a contact name. Click a contact. 4.

Type a message. 5. Press the Menu key. 6. Click Send. Related topics Mailing lists, 116 Set a high importance level for received PIN messages 1. 2. 3. 4. 5.

6. In a message list, press the Menu key. Click Options. Click General Options. Set the Make PIN Messages Level 1 field to Yes. Press the Menu key. Click Save. SMS text messages SMS text message basics About SMS text messages With an SMS phone number, you can send and receive SMS text messages. An

SMS phone number is a phone number that your wireless service provider sets up for SMS text messaging. If you have more than one phone number associated with your BlackBerry® device, your device sends SMS text messages using the first phone number that appears in the drop-down list at the top of the Phone screen in the phone application.

You can send SMS text messages to contacts who have SMS phone numbers. You can also forward SMS text messages as PIN or email messages. 43 User Guide SMS text messages Find your SMS phone number In the phone application, your phone number appears at the top of the screen. If your wireless service provider has set up your BlackBerry® device for SMS text messaging, this number is also your SMS phone number. If you have more than one phone number associated with your device, the first phone number that appears in the drop-down list at the top of the screen is your SMS phone number.

Send an SMS text message You can send an SMS text message to up to ten recipients. 1. In a message list, press the key. 2. Click Compose SMS.

3. 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. 4. Type a message. 5. Press the key. 6.

Click Send. Related topics Mailing lists, 116 Delete the history from an SMS text message 1. When replying to an SMS text message, press the Menu key. 2.

Click Remove History. Options for SMS text messages Turn off AutoText for SMS text messages 1. 2. 3. 4. In the device options, click SMS.

Set the Disable AutoText field to Yes. Press the Menu key. Click Save. View more of the history in SMS text messages 1. 2.

3. 4. In the device options, click SMS. Set the Number of Previous Items field. Press the Menu key.

Click Save. 44 User Guide SMS text messages Store SMS text messages on your SIM card Depending on your wireless service provider and the wireless network that your BlackBerry® device is connected to, this feature might not be supported. If you set your SIM card to store SMS text messages, the SIM card does not delete SMS text messages after the BlackBerry® device imports them to a message list. 1. In the device options, click SMS. 2. Set the Leave Messages

On SIM Card field to Yes. 3. Press the Menu key. 4.

Click Save. To stop storing SMS text messages on your SIM card, set the Leave Messages On SIM Card field to No. If you set this field to No, SMS text messages on your SIM card are deleted after the device imports them to a message list. Request delivery notification for all SMS text messages Depending on your wireless service provider, this option might not appear. 1. In the device options, click SMS. 2. Set the Delivery Reports field to On. 3. Press the Menu key.

4. Click Save. Set how long your service center attempts to send SMS text messages If you send an SMS text message and it cannot be delivered immediately, your service center tries to send the SMS text message for the amount of time set in the Validity Period field. Depending on your wireless service provider, this option might not appear.

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