



Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY STORM 9550. You'll find the answers to all your questions on the BLACKBERRY STORM 9550 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 9550
User guide BLACKBERRY STORM 9550
Operating instructions BLACKBERRY STORM 9550
Instructions for use BLACKBERRY STORM 9550
Instruction manual BLACKBERRY STORM 9550

 **BlackBerry**

BlackBerry Storm2 Series
BlackBerry Storm2 9520/9550 Smartphones
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 STORM 9550 user guide](http://yourpdfguides.com/dref/4210571)
<http://yourpdfguides.com/dref/4210571>

Manual abstract:

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.... Perform an action using a voice command.....

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

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.. Turn off choice lists for voice commands...

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..... Change the options for voice prompts.

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..... *Files and attachments.*

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Troubleshooting: Browser.

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

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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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..... *Silence the alarm.*

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Change alarm notification options.....

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Change timer notification options.....

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... Troubleshooting: Date, time and alarm.....

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Categorizing contacts, tasks, or memos.....

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..... *Ring tones, sounds, and alerts..*

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

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Troubleshooting: Ring tones, sounds, and alerts.....

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184 186 *Change the display language.....*

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..... *Add a display language.....*

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

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... *Troubleshooting: Language..*

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

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.... *Backlighting.*

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.... *Display options.*

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..... *Keyboard.*

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..... *Themes.*

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.. Troubleshooting: Display.....

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

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... About synchronization..

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

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.. Delete email messages over the wireless network..

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

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

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

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Manage email reconciliation conflicts.....

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..... Prerequisites: Restoring data over the wireless network..

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.... Delete device data, third-party applications, or media card files.

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

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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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..... *GPS technology* ..

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.. *About GPS technology*

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212 212 Get your GPS location.

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..... Turn off location aiding...

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.. *Map basics*.....

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.... *Navigation*.....

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

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.... *Map options.*

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.... *Troubleshooting: Maps.*

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. *Applications.....*

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Keep an application running and switch to another application.....

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... Keep an application running and return to the Home screen.....

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

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..... *About social networking applications..*

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. Add, update, or return to the previous version of 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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..... *View the size of an application database...*

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.... *Check for application updates.*

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.... Troubleshooting: Applications.

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.... BlackBerry Device Software.

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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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.. Wireless networks that your device connects to..

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.. Change the connection speed for the wireless network..

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.... Turn on LED notification for wireless coverage.....

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

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..... *Roaming*.....

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..... *Wi-Fi technology*.....

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

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Turn on Wi-Fi technology.....

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

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. Turn off the prompt that appears for hotspots and Wi-Fi networks that you connect to manually.....

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..... Advanced Wi-Fi connection settings..

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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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.. *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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.. 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..

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

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.... *230 231 231 231 232 232 234 235 237 237 237 237 238 238 239 239 239 240 240 240 243 244 245 245 245 245 245 246 246 246 247 248 248 248 248 248 249 249 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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..... *Security basics.*

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

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298 298 299 299 299 299 300 301 301 302 303 304 306 311 *User Guide Welcome to BlackBerry! Welcome to BlackBerry! This is one of the many resources available to help you use your BlackBerry® device. You can look for answers in the Help application on the Home screen of your device, or by pressing the Menu key and clicking Help in most applications. Feature availability The following items affect the availability of features on your BlackBerry® device. The features discussed are meant as examples, and are not inclusive of every feature that might or might not be available on your device. Device model Features such as an internal GPS receiver, Wi-Fi® connection capability, and the camera and video camera are dependant on your device model.*

To find feature specifications for your device model, visit www.blackberry.com/go/devices. Wireless service plan A wireless service plan with phone or voice is required to use the phone application and to send and receive SMS text messages and MMS messages. A wireless service plan with data is required to use the browser service and instant messaging applications, and to send and receive email messages and PIN messages.

For more information, contact your wireless service provider. BlackBerry Internet Service and BlackBerry Enterprise Server Once you have a data plan, you must set up your email address or third-party instant messaging account in order to send and receive email messages, use third-party instant messaging applications, and use certain browser configurations. If you are an individual user, when you set up your email address or instant messaging account, you are associating it with the BlackBerry® Internet Service. If you are a corporate user, your administrator sets up your email account by associating it with a BlackBerry® Enterprise Server. Your administrator might set options that determine the features and settings that are available on your device. Wireless service provider Features such as MMS messages, location-based services, and some phone features are dependant on your wireless service provider's offerings. For more information, contact your wireless service provider. Wireless network The wireless network that your device is connected to might affect the availability of some features. Depending on your wireless service provider and available roaming options, different wireless networks are available. Some wireless networks do not support features such as call blocking, call forwarding, or cell broadcasting.

For more information, contact your wireless service provider. Related topics Wireless networks that your device connects to, 231 BlackBerry Device Software, 226 9 User Guide Welcome to BlackBerry! Find more information Help on your device: Find step-by-step instructions in the user guide for your BlackBerry® device. Click Help on the Home screen or in an application menu. www.discoverblackberry.com: Find software, applications, and accessories for your device. Your wireless service provider web site: Find information about your wireless network or wireless service plan. www.blackberry.com/go/declarationofconformity: View the Declaration of Conformity made under Directive 1999/5/EC (HG nr.

88/2003). Start using your device Complete the setup wizard The setup wizard is designed to help you learn about navigation and typing, change options to personalize your BlackBerry® device, set up wireless and Bluetooth® connections and set up one or more email addresses. The setup wizard should appear automatically the first time that you turn on your device. 1. If the Welcome screen does not appear automatically, on the Home screen or in a folder, click the Setup Wizard icon.

2. Complete the instructions on the screen. Set up an email address To perform this task, you must know the login information for your existing email addresses or your administrator must have provided you with an enterprise activation password. 1. On the Home screen or in a folder, click the Setup Wizard icon.

2. 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 highlight an item, touch the screen lightly.



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<http://yourpdfguides.com/dref/4210571>

To scroll down, slide your finger up. To scroll up, slide your finger down. To select an item or open a link, click (press) the item. 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. For more information about SurePress™ touch screen navigation, see the setup wizard on your BlackBerry® device. BlackBerry basics 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 Send key. To end the call, press the End key.

11 User Guide Welcome to BlackBerry! Related topics Add a pause or a wait to a phone number, 146 Available voice commands, 42 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. 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. Related topics Search for contacts in your organization's address book, 146 Mailing lists, 148 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 12 User Guide Welcome to BlackBerry! 7. Click Send. Related topics Mailing lists, 148 Add a contact 1. 2.

3. 4. 5. On the Home screen, click the Contacts icon. Click New Contact.

Type the contact information. key. Press the Click Save. Schedule an appointment 1. 2.

3. 4. 5. 6. 7. On the Home screen, click the Calendar icon. key. Press the Click New. Type the appointment information. If the appointment recurs, change the Recurrence field.

Press the key. Click Save. Related topics Turn off your device, 245 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 13 User Guide Welcome to BlackBerry! Play a media file, 100 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. Turn on the alarm 1. 2. 3.

4. On the Home screen or in the Applications folder, click the Clock icon. Press the Menu key. Click Set Alarm. Slide your finger to highlight On or Weekdays. At the top of the Home screen, a clock indicator appears. Related topics Turn off your device, 245 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. 14 User Guide Welcome to BlackBerry! · 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, 33 Call blocking, 32 Call forwarding, 30 Switch the active phone number, 36 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.



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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. · 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. 15 User Guide Welcome to BlackBerry! · Verify that your device is not blocking messages. For more information, contact your administrator. Related topics Turn off the connection to the wireless network, 230 About wireless coverage indicators, 233 Turn on or turn off data service or set roaming options, 230 Change an email message filter, 54 Forward messages from a specific email message folder to your device, 51 I cannot send SMS text messages Depending on your wireless service plan, this feature might not be supported.

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. 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. Related topics Turn off the connection to the wireless network, 230 Fixed dialing, 33 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. Related topics Delete a media file or folder, 113 Delete a message, 50 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. 16 User Guide Welcome to BlackBerry! · · · · 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. 17 User Guide Shortcuts Shortcuts BlackBerry basics shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. · · · · · · · · · · To select an item, click (press) the screen. To highlight an item, touch the screen lightly.

To open a menu in an application to access options and available actions, press the Menu key. To select a highlighted menu item, press the Menu key. To move back a screen, press the Escape key. To return to the Home screen, when you are not on a call, press the End key. To scroll down, slide your finger up. To scroll up, slide your finger down. To stop continuous scrolling, touch the screen. 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. To switch applications, press and hold the Menu key. Click an application. 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 send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, press and hold the Volume Down key on the right side of your device. To set up speed dial for a contact, in the phone application, press and hold a key. To insert a plus sign (+) when typing a phone number, press and hold 0. 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 an accented character, press and hold the letter key. Click the accented character that appears on the screen. To turn on NUM lock, press and hold the 123 key until the lock indicator appears on the 123 key.

To turn off NUM lock, press the 123 key again. 18 User Guide Shortcuts · · · · · To turn on CAP lock, press and 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 edit text that you have typed, click the text. Your BlackBerry® device displays the editing indicator around the cursor. To move the cursor one character at a time, touch the editing indicator and slide your finger.



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To cut or copy text and paste it into an 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 device in landscape view, or in portrait view with the full keyboard, click the globe icon. Click an input language. Media shortcuts Depending on the typing input language that you are using, some shortcuts might not be available. Audio and video files · To pause an audio or video file, press the Mute key on the top of your BlackBerry® device. To resume playing an audio or video file, press the Mute key again.

· To play the next song, press and hold the Volume Up key on the right side of your device. · To play the previous song, press and hold the Volume Down key on the right side of your device. · 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 audio boost turns on. 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. Troubleshooting: 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. Related topics Change the typing input language, 186 19 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, 36 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 Send key.

To end the call, press the End key. Related topics Add a pause or a wait to a phone number, 146 Available voice commands, 42 Answer a call Press the Send key. To end a call, press the End key. Related topics Change your ring tone, 12 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: 20 User Guide Phone · 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. 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 Mute key on the top of your device. To turn off mute, press the 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 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, 204 21 User Guide Phone 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 your device is locked To perform this task, you must turn on dialing from the Lock screen. 1. Press the Power key or Power/Lock key on the top left 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, 36 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. 22 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.

About Emergency Callback Mode If your BlackBerry® device is connected to a CDMA network, when you end an emergency call, your device enters Emergency Callback Mode.



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This mode enables the operator to call you back or determine your approximate location. Depending on your wireless service provider, Emergency Callback Mode is active for five minutes or is canceled when you make a non-emergency call. In Emergency Callback Mode, you cannot send and receive messages or browse web pages. Your device exits Emergency Callback Mode at any time if you make a non-emergency call.

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

Complete the instructions on the screen. If your device is locked, press the Menu key. Click Emergency Call. Click Yes. · If your device is in standby mode, press the Power/Lock key. Press the Send key. Type the emergency number. Press the Send key. About GPS technology Depending on your wireless service provider, this feature might not be supported. You can use GPS technology on your BlackBerry® device to get your GPS location and to use location-based applications and location-based services.

Location-based applications can use your GPS location to provide you with information such as driving directions. 23 User Guide Phone If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider. If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location. Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology. Turn on GPS technology Depending on your BlackBerry® device model and wireless network, this feature might not be supported. The GPS options that appear on your device might differ slightly from the options that appear in this task. 1. On the Home screen, click the Options icon.

2. Click Advanced Options. 3. Click GPS. 4.

Change the GPS Services field to Location On. 5. Press the Menu key. 6. Click Save.

To turn off GPS technology, change the GPS Services field to Location Off. Volume Adjust the volume · · · To increase the volume, press the Volume Up key 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 Mute key on the top of your device. To turn off mute, press the Mute key again. Related topics Amplify the volume using the audio boost feature, 102 Improve sound quality for songs, 102 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. 24 User Guide Phone 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. 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 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. 25 User Guide Phone 4.

5. 6. 7. Click Voice Mail. Type a voice mail access number and a password. Press the Menu key. Click Save. Speed dial Set up speed dial for a contact 1. 2. 3.

4. 5. From the Home screen, press the Send key. Press the Menu key. Click View Speed Dial List. Click an unassigned key. Click a contact. To make a call using speed dial, in the phone application, 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. 26 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, 21 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.



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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. 27 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. 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. 10. From the Home screen, press the Send key. Click the call log icon. 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. 28 User Guide Phone Change call log notes 1. 2. 3.

4. 5. 6. 7. 8. 9. 10. From the Home screen, press the Send key. 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. 7. From the Home screen, press the Send key.

Click the call log icon. 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. Click the Phone History icon. 3. Perform one of the following actions: · To delete a single call log, highlight a call log. · To delete a range of call logs, touch two call logs simultaneously and slide your finger up or down to select additional call logs. Release the Shift key. 4.

Press the Menu key. 5. Click Delete. Delete call log notes 1. 2. 3. 4. 5. 6. From the Home screen, press the Send key.

Click the call log icon. Highlight a call log. Press the Menu key. Click View History. Press the Menu key.

29 User Guide Phone 7. 8. 9. 10. 11.

Click Edit Notes. Press the Menu key. Click Clear Field. Press the Menu key. 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. From the Home screen, press the Send key.

Press the Menu key. Click Options. Click Call Forwarding. 30 User Guide Phone 5. Perform one of the following actions: · To forward all calls to a call forwarding number, change the Forward Calls field to Always. Change the Forward All Calls field to a call forwarding number. · To forward unanswered calls only, change the Forward Calls field to Conditional. 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. Your call forwarding settings apply to all subsequent incoming calls, until you change your settings again. To stop forwarding calls, change the Forward Calls field to Never. 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. 31 User Guide Phone 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. 4. Click Call Forwarding. 5. Press the Menu key. 6.

Click Edit Numbers. 7. Click a phone number. 8. 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.



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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.

32 User Guide Phone Change the call blocking password 1. 2. 3. 4. 5. 6. From the Home screen, press the Send key. Press the Menu key. Click Options. Click Call Barring.

Press the Menu key. 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.

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. 33 User Guide Phone 1. 2. 3.

4. 5. 6. 7. 8.

9. 10. 11. 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. 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. 34 User Guide Phone 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. 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. 35 User Guide Phone 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. 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. On the Home screen or in a folder, click the Options icon. 2. Click Password. 3. Set the Allow Outgoing Calls While Locked field to Yes. 36 User Guide Phone 4. Press the Menu key. 5. Click Save. Sort phone numbers or contacts on the Phone screen From the Home screen, press the Send key.

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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. 6.

Press the Menu key. 7. 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. 5. Hide or display your phone number when you make calls The wireless network can override the option that you choose.

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

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. On the Home screen, click an application icon. 2.

In an application, press the Menu key. 3. Click Options. 4. If necessary, click General Options. 5. Change the Confirm Delete field to No. 6. Press the Menu key. 7.

Click Save. 37 User Guide Phone Stop ending calls when you insert your device in the holster 1. 2. 3. 4. 5. 6. 7. From the Home screen, press the Send key. 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. 7. From the Home screen, press the Send key. 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. Reset a call timer A call timer provides the estimated duration of calls.

For more information about the exact duration of a call, contact your wireless service provider. 1. From the Home screen, press the Send key. 2. Press the Menu key. 3. Click Status. 4. Click Last Call or Total Calls. 5.

Click Clear Timer. 6. Press the Menu key. 7. Click Save.

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. 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 send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, press and hold the Volume Down key on the right side of your device. To set up speed dial for a contact, in the phone application, press and hold a key.

To insert a plus sign (+) when typing a phone number, press and hold 0. Troubleshooting: Phone 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. 39 User Guide Phone · 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, 33 Call blocking, 32 Call forwarding, 30 Switch the active phone number, 36 My phone number appears as Unknown in the phone application If your BlackBerry® device uses a SIM card, try changing the phone number on your SIM card to change how your phone number appears in the phone application. On the Home screen or in a folder, click the Options icon. Click Advanced Options. Click SIM Card. Highlight the phone number. Press the Menu key.

Click Edit SIM Phone Number. Type your phone number. Press the Enter key. 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 Bluetooth technology, 204 Change the language for voice commands, 43 I cannot change the number of times that my device rings Depending on your wireless service provider, you might not be able to choose the length of time that your BlackBerry® device rings before the call is picked up by voice mail.



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