



Frequently Asked Questions (FAQs)

BlackBerry Handheld – General Information {Page 2}

BlackBerry Handheld – General Troubleshooting {Page 5}

BlackBerry Desktop Manager {Page 6}

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FAQs Handheld: General Information

Q. How do I adjust the display font size so viewing messages are easier on the eye?

- A. You can configure the Standby Screen, Fonts, and Keys. To adjust the display settings of a handheld, complete the following steps:
1. On your handheld, on the Home screen, click the **Options** icon.
 2. Scroll to **Screen/Keyboard** and click the trackwheel once.
 3. Scroll down to **Font Size** and click the trackwheel once.
 4. With **Change Option** highlighted, click the trackwheel once.
 5. Scroll to the size of the font you wish (ie. default is 10) and click the trackwheel once.
 6. Click the trackwheel once and scroll to **Save** then click trackwheel again.

Q. The handheld screen is very faint. How do I adjust the screen contrast?

- A. To change the screen display on the handheld:
1. Click **Options > Screen/Keyboard** on your handheld.
 2. In the **Screen Contrast** field, press **SPACE** to scroll through the options or use the number keys to type the contrast.
 3. Release **SPACE** when the desired option is displayed or stop after you have typed in the desired contrast setting.
 4. Click the trackwheel and click **Save**.

Q. How do I change the ring tone on my BlackBerry handheld?

- A. To change the ring tone on the handheld:
1. On the handheld, go to **Options > Profiles**.
 2. Select your profile, click the trackwheel and click **Edit**.
 3. Select **Phone** and click the trackwheel and click **Edit**.
 4. Modify the **In Holster** and **Out of Holster** settings.

Q. How do I change the owner information on a BlackBerry handheld?

- A. To change the Owner Information on the handheld:
1. On the handheld, go to **Options > Profiles**.
 2. In the **Name** field, type the owner's name.
 3. In the **Information** field, type a phone number or address.
 4. Click the trackwheel and click **Save**.

Q. How do I enable a password on my handheld?

- A. One security feature of the BlackBerry handheld is the password option. If your handheld has a password enabled, the data on your handheld cannot be accessed until the correct password is typed. To enable the password option, perform the following steps:
1. On your handheld, on the Home screen, click the **Options** icon.
 2. Click **Security**.
 3. In the **Password** field, select **Enable**.
 4. You are prompted to type your new password twice, to verify the password.
 5. The **Security Timeout** field displays the amount of time after which the password is enabled when the handheld is inactive.
 6. Click the trackwheel and click **Save**.

Q. How do I make a voice call on my handheld?

- A. To make a voice call:
1. Scroll to the **Phone** icon and click the trackwheel
 2. Select the phone number you would like to call or select **OneTime Dial** by highlighting and clicking once on the trackwheel. Type the number to dial then press **ENTER** or click the trackwheel once to dial.
 3. Press in the trackwheel once to select the number you would like to call (e.g. 1-505-555-5555 or 555-555 if local)

To End a voice call

1. Click the trackwheel and click **End Call**.
2. If connected to a single call recipient, press **ENTER**.
3. If your handheld is in the holster, click **ESC** twice.
4. Press the button on the headset.

Q. How do I configure my Voice Mail Access number?

- A.** To configure the voice mail access number on the handheld:
1. On the Home screen, click the **Phone** icon.
 2. Click the trackwheel and scroll down to highlight **Options** in the menu.
 3. Scroll to highlight **Voice Mail** and click in the trackwheel.
 4. In the **Access Number** field, type the number used to access the voice mail.
 5. Click the trackwheel to view the menu.
 6. Scroll to highlight **Save** and click the trackwheel.

To Retrieve voice mail

1. Go to **Phone**. The Phone screen appears.
2. Click the trackwheel and click **Call Voicemail**.

Q. How do I initiate a conference call on my BlackBerry Handheld?

- A.** To initiate a conference call on the handheld:
1. On the handheld's Home screen, click the **Phone** icon. The Phone screen appears.
 2. Click the trackwheel and click **New Call**. The Select Address screen appears.
 3. Select a contact, click the trackwheel and click **Call**.
 4. While connected to the first contact, click the trackwheel and click **Hold**. The call recipient is placed on hold.
 5. Click the trackwheel and click **New Call**. Select the second recipient, click the trackwheel and click **Call**.
 6. After you are connected to the second call, click the trackwheel and click **Join**. The **Phone** screen shows that you are on a conference call with the two recipients.
 7. To add additional recipients to the conference, repeat steps 4 through 6.
- Note:** The conference call is ended like a regular call.

Q. How do I prevent calls from being listed in my Messages screen?

- A.** By default, the BlackBerry Handheld will display all calls and show calls placed or received on the Messages screen.
- To customize the Messages screen to prevent calls from being displayed on the Messages screen:
1. From the handheld's Home screen, click **Phone** icon. The Phone screen appears.
 2. Click the trackwheel and click **Options**. The Phone Options screen appears.
 3. Click **Call Logging**. The Call Logging screen appears.
 4. Scroll to **Show Logs In Message List** field, and click the **Space** bar to change option to **No**.
 5. Scroll the trackwheel to select the types of calls that you want to display. By default, all types of calls (**Incoming Calls (Completed)**, **Outgoing Calls (Completed)**, **Attempted Calls**, and **Missed Calls**) are displayed. Press **SPACE** to clear the option beside the type of call that you do not want to display. Press **SPACE** again to select the option you would like displayed.
 6. Click the trackwheel and click **Save**.

Q. I've been working in other screens on my handheld, but want to return to the home screen.

- A.** You can return to the Home screen from any other screen or menu by pressing the BACKSPACE key (immediately below the trackwheel) until you see the Home screen. The BACKSPACE key lets you backup through screens that you have viewed.

Q. I've noticed the word PIN on the handheld, in the BlackBerry Desktop Software, and in the documentation. What is it?

- A.** PIN is short for Personal Identification Number. Each handheld has a unique PIN, like every phone line has a unique phone number. PINs are up to 8 digits long. If you know the PIN of another *BlackBerry* handheld, you can send messages directly to that PIN rather than to the person's email address. Enter the PIN in the address entry for that person and select **Use PIN** when you send the message.

You can find your PIN by selecting the Options icon, then selecting **Status**. Your PIN appears in the Status screen. Your PIN is also displayed in the *BlackBerry* Desktop Redirector and in the *BlackBerry* Desktop Manager.

Q. How do I compose messages on my BlackBerry Handheld?

- A.** You can send and receive email, peer-to-peer (PIN) messages, and Short Message Service (SMS) messages. A personal identification number (PIN) is the number that is used to identify your handheld on the network. If you know the PIN of another person's handheld, you can add it to your Address Book and use it to send a PIN message directly to that person. PIN to PIN messages bypass the mail server and do not appear on the mail client on the desktop.

To send an Email or PIN message:

1. On the Home screen of the handheld, click the **Compose** icon. The To screen appears.

2. Select a contact, and click the trackwheel to view the menu. Click a send method (email or PIN). For this example, click **Email**.
3. In the **Subject** field, type a subject and press **ENTER**. Type your message.
4. After your message is complete, click the trackwheel to view the menu, and then click **Send**. You return to the Messages screen.

To send an SMS Text message:

1. On the Home screen of the handheld, click the **Compose** icon. The To screen appears.
2. Select a contact for whom you have an SMS-compatible number saved in your Address Book. Click the trackwheel to view the menu, and then click **SMS**.
3. Type your message. As you type, the number of characters that you have typed appears in the upper right corner of the screen. SMS messages are limited to 160 characters.
4. After you compose your message, click the trackwheel to view the menu, and then click **Send**. You return to the Messages screen.

Q. I want to type a message, but I can't find the period on the keyboard.

- A.** There are a number of ways to get a period to appear when you type messages.
- If you want a period at the end of a sentence, press the SPACE key twice. A period will appear, followed by a space, and the next letter will automatically be capitalized.
 - If you want a period in an email field, press the SPACE key.
 - If you want to insert a period anywhere, press Alt + M. You can use the Alt key to insert the symbols printed on the keys in orange.

Q. How do I view messages that have been filed into folders?

- A.** To disable the option on your handheld for hiding filed messages, perform the following steps:
1. On your handheld, on the Home screen, click the **Messages** icon.
 2. Click the trackwheel and click **Options**.
 3. In the **Hide Filed Messages** field, set the option to **No**.
 4. Click the trackwheel and click **Save**.

To view all messages, including filed messages, perform the following steps:

1. On your handheld, on the Home screen, click the **Messages** icon.
2. To view all incoming messages, press **ALT + I**.
3. All incoming messages, including any filed messages, are displayed.

To view messages by folders, perform the following steps:

1. On your handheld, on the Home screen, click the **Search Messages** icon.
2. Scroll to the **Folder** field and click the trackwheel.
3. Click **Change Option**. The Select Folder window appears.
4. Select the folder that you want to view.
5. Click the trackwheel and click **Select Folder**.
6. Scroll to the **Show** field. Ensure that **Sent and Received** is selected.
7. Click the trackwheel and click **Search**.

FAQs Handheld: General Troubleshooting

Q. I pressed the trackwheel to turn on my handheld, but nothing happened.

- A. Make sure the AA battery is inserted properly in the battery compartment. If the battery is too low to turn on the handheld, a message will appear briefly on the screen saying "Battery too low for handheld usage". Replace the battery and then try again.

Note: In the unlikely situation that the battery is new and inserted properly, but your handheld still won't turn on when you press the trackwheel, you should reset the device. Insert the tip of a paper clip into the reset hole in the back of the handheld and then try to turn on the handheld once more.

Q. I've set my alarm, but it doesn't go off.

- A. When you set your alarm, make sure you change the **Alarm On/Off** field to **ON**. When the alarm is turned on, a bell icon appears on the home screen below the date. Verify that the **Tune** and **Volume** fields are set correctly. Some tunes are longer than others, so if you think you may be missing the alarm, you can select a longer one.

Q. I have the notification option set to beep me when new messages arrive, but I'm not receiving notification.

- A. Ensure that the volume setting of the notification option is set to **Low**, **Medium**, or **High**, rather than **Off**. If the volume is set to **Off**, you won't receive notification of new messages. If you are having trouble hearing the notification, increase the volume. You could also try increasing the number of beeps to make sure it gets your attention. Setting the notification to vibrate or beep and vibrate may also help.

Q. The handheld's LCD is very faint. Can I make it brighter?

- A. There are two ways you can make it brighter, depending on when you find the LCD to be faint:
- If the LCD is faint all the time, even in bright, indoor light, you can adjust the screen contrast. From the Device Options screen, choose Screen/Keypad and adjust the screen contrast to your preference.
 - If the LCD is faint when you use it in a poorly-lit or dark area, you can turn on the backlighting. Press the ALT key three times. Backlighting turns off automatically if you don't press any key or roll the trackwheel for 10 seconds.

Q. My handheld won't turn on. What should I do?

- A. Place the handheld in the cradle and charge it for 24 hours.

Q. The handheld attempted to register (either automatically or manually), and I received an error message saying "Registration request failed: please try again". I am in coverage.

- A. For some reason, your attempt to register on the network has failed. You can register again manually: scroll to and click **Options**, then select **Network Settings**. Click to view the menu and select **Register Now**. You will receive a message indicated that your handheld is successfully registered. You must be in coverage for registration to work - *SaskTel Mobility* offers 1x network coverage wherever there is digital coverage within Saskatchewan and, as well, roaming agreements with Bell across Canada and with Sprint in North America. Current coverage information on the SaskTel Mobility wireless network and roaming coverage across North America can be obtained from the *Mobility Assistance Centre (MAC)* at 1-800-667-5450.

Q. Why won't my radio stay on?

- A. Your handheld may not be active on the network.
- To ensure that your handheld is active, reset your handheld by inserting the end of a paperclip into the hole at the back of the handheld. After the reset, register your handheld with the wireless network.
- To register with the wireless network:**
1. In the Home screen, scroll to **Options > Network Settings** and click.
 2. Confirm that the settings are correct and that the **Radio** field reads **On**. If the **Radio** field reads **Off**, press the SPACE key to change the field to **On**.
 3. Click the trackwheel to view the menu and select **Register Now**. You should receive a confirmation response from the wireless network in the Messages screen stating that the handheld has been registered.

If you didn't receive a confirmation message you may not be in coverage. Ensure that you are in an area of sufficient coverage for receiving email messages.

FAQs Desktop Manager

Q. I connected my handheld to my PC and launched *BlackBerry* Desktop Manager. A dialog appeared asking me to enter my password. What password?

A. If you have a password enabled on your handheld, enter that password. The password dialog will appear whenever you are transferring information between your PC and your handheld.

If you do not have a password enabled on your handheld, there is a minor file problem on your handheld. Remove your handheld from the cradle and reset it by pressing ALT + SHIFT + BACKSPACE simultaneously. Now you can place it in the cradle again and connect to your PC.

Q. I selected Settings from the File menu in the *BlackBerry* Desktop Manager, then clicked the Detect button. A dialog appeared saying "Handheld not found".

A. Make sure that your cradle is plugged in to a COM port on the back of your PC and that the handheld is placed securely in the cradle.

The serial ports on your handheld and in the cradle must be aligned.

Try clicking Detect again, or you can manually select the COM port you are using from the drop down list.

Q. I selected Settings from the File menu in the *BlackBerry* Desktop Manager, then selected the COM port my cradle is plugged into. A dialog appeared saying "Invalid serial port selected".

A. The serial port you have selected is not recognized by *BlackBerry* Desktop Manager as a valid port on your PC. Verify that the port you have selected is the port you have plugged the cradle into. Clicking Detect will automatically tell you the port number of your cradle.

Q. My handheld was connected to my desktop, but now the connection is broken even though my handheld is still in the cradle. I'm using *BlackBerry* Desktop Manager on a laptop.

A. Some laptops may re-assign COM ports spontaneously. If you are using a laptop and it re-assigns the COM port you are using to connect your handheld, the connection will be broken. To find out what the COM port number is, go to the *BlackBerry* Desktop Manager, select Settings from the File menu, and click Detect.

Q. The Status field of *BlackBerry* Desktop Manager still says "Connected" after I've removed my handheld from the cradle.

A. Try re-inserting the handheld and then removing it again. If that doesn't work, restart *BlackBerry* Desktop Manager. If you are done working in *BlackBerry* Desktop Manager, you can simply close the program. It does not need to be running for messages to be redirected to your handheld.

Q. I selected Settings from the File menu in *BlackBerry* Desktop Manager, then I selected the COM port I'm using for my cradle. A dialog appeared saying "Unable to open COM x".

A. Plug the cradle into the COM port you are selecting and place the handheld in it. Now try again to select the COM port.

- If you get the error message again, verify that you are using the COM port that you selected.

- If you aren't sure what port you are using, click **Detect**.

Q. My Redirector Settings icon is gone. What happened?

A. If you are working offline or are not connected to the mail server, your **Redirector Settings** icon will not appear. If you are connected to the mail server, you may be experiencing a slow connection. Call your IT department and check if there are any internal network issues.

If there are no internal network issues, you are not working offline, and you are connected to the mail server, there may be a problem with your MAPI profile which can cause the Redirector Settings icon to disappear. **Note: This will only happen if the user's mail client is *Microsoft Exchange*.**

Q. When I start my desktop software, it stops responding. How can I correct this?

A. You should confirm that *Microsoft Outlook* is selected as the default email program.

1. From your Start menu, click **Settings>Control Panel**.

2. Open **Internet Options** and select the Programs tab. Confirm that Microsoft Outlook or Lotus Notes is listed beside the **Email** field.

The desktop software must be installed using your own account. If you are unsure of what account

was used to install the BlackBerry software, contact your IT department.

Note: This will only happen if the user's mail client is *Microsoft Exchange*. An incorrect MAPI profile can also cause the desktop software to stop responding. You will need to recreate your MAPI profile.

For more information, you can go online to the *BlackBerry* web site [www.blackberry.com] and search their knowledge base for any "how to" questions you may have.