

# BlackBerry Connect for Smartphone

Version 2.1

User Guide

## BlackBerry Connect for Smartphone Version 2.1 User Guide

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Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server software, BlackBerry Desktop Software, and/or BlackBerry Device Software.

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# Safety information

Instructions  
Driving  
Liquids and other foreign objects  
High heat  
Aircraft safety  
Electronic devices  
Pacemakers  
Hearing aids  
Posted facilities

## Instructions

Please read these safety and operation instructions before using the BlackBerry Connect™ program on a Smartphone. Retain these instructions for future use.

## Driving

Check the laws and regulations on the use of wireless devices in the areas where you drive. Always obey them. Also, if using the Smartphone in your car, please use the following minimum guidelines:

- Give your full attention to driving; driving safely is your first responsibility.
- Use hands-free operation, if it is available.
- Pull off the road and park before using the Smartphone.

Avoid using the BlackBerry Connect program on the Smartphone in any environment requiring your full attention, such as when driving a vehicle. If you need to use the BlackBerry Connect program while driving, have a passenger in the vehicle use the program for you, or find a safe location to stop your vehicle before using the program.

## Liquids and other foreign objects

Do not use the BlackBerry Connect program on your Smartphone when you are near water (for example, near a bathtub or a sink, in a wet basement, or near a swimming pool).

## High heat

Do not use the BlackBerry Connect program on your Smartphone when you are near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

## Aircraft safety

On an airplane, do not use your Smartphone with the wireless radio or Bluetooth® radio turned on. Federal Aviation Administration (FAA) and Federal Communications Commission (FCC) regulations prohibit using the wireless radio of your Smartphone while in the air. Switch your Smartphone wireless radio and Bluetooth radio off before boarding the aircraft. The effect of the use of your Smartphone wireless radio or Bluetooth radio in an aircraft is unknown. Such use might affect aircraft instrumentation, communication, and performance; might disrupt the network; might otherwise be dangerous to the operation of the aircraft; and might be illegal.

## Electronic devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, electronic equipment might not be shielded against the RF signals from your wireless Smartphone.

## Pacemakers

Consult a physician or the manufacturer of your pacemaker if you have any questions regarding the effect of RF signals on your pacemaker. If you have a pacemaker, verify that you are using the Smartphone in accordance with the safety requirements associated with your particular pacemaker, which might include the following:

- Always keep the Smartphone more than 20 cm (7 inches) from the pacemaker when the Smartphone wireless radio is turned on.
- Do not carry the Smartphone in a breast pocket.
- If you have any reason to suspect that interference is taking place, turn the Smartphone wireless radio and the Bluetooth radio off immediately.

## Hearing aids

Some digital wireless devices might interfere with some hearing aids. In the event of such interferences, consult your service provider or contact the manufacturer of your hearing aid to discuss alternatives.

## Other medical devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician might be able to assist you in obtaining this information.

Turn your Smartphone wireless radio and Bluetooth radio off in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities might be using equipment that could be sensitive to external RF energy.

## Posted facilities

Turn your Smartphone wireless radio and Bluetooth radio off in any facility where posted notices so require.


# Installing BlackBerry Connect for Smartphone

Install or upgrade the BlackBerry Connect program  
Setting up the BlackBerry Connect program


## Install or upgrade the BlackBerry Connect program


You can upgrade your BlackBerry Connect™ software and keep all your previous BlackBerry® settings and data.

1. Connect your Smartphone to your computer.
2. On your computer, double-click the **Setup.exe** file.

 **Note:** The Setup.exe file might be located on your service provider's web site or on the installation CD that accompanied your Smartphone. Contact your service provider for more information.

3. Click **Next**.
4. Click **Install**.
5. If prompted, on the Installing Applications screen, click **Yes**.
6. Check the Smartphone screen for additional prompts.

 **Tip:** If you have difficulty upgrading your BlackBerry Connect software, reset your Smartphone and then perform the upgrade. See the documentation that accompanied your Smartphone for information about resetting your Smartphone.

 **Warning:** Research In Motion® (RIM®) recommends that, after you install the BlackBerry Connect program, you do not use any third-party backup tools or wireless synchronization tools to back up or synchronize your device data. Contact your service provider for more information.

You are solely responsible for the selection, implementation, and performance of any third-party applications that you use with the BlackBerry Connect program. Your use of third-party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third-party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third-party products or services and RIM assumes no liability whatsoever in relation to the third-party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

## Setting up the BlackBerry Connect program

Depending on your service provider, at least one of the following services is available:

- corporate email service using the BlackBerry Enterprise Server™
- individual email service using the BlackBerry Internet Service™

## System requirements

- The appropriate BlackBerry service must be associated with your account or SIM card.
- The BlackBerry Connect program must be installed on your Smartphone.
- The Smartphone must be connected to the wireless network.

## Set up the BlackBerry Connect program

1. On the Smartphone screen, press **Start**.
2. Select **BlackBerry**.
3. On the first BlackBerry setup screen, perform one of the following actions:

Action	Procedure
Turn on wireless calendar synchronization.	> Select the <b>Calendar</b> check box.
Turn off wireless calendar synchronization.	> Clear the <b>Calendar</b> check box.



**Note:** To use wireless calendar synchronization, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 2.1 or later.

4. Press **Next**.
5. On the second BlackBerry setup screen, select the **Connection** box.
6. If more than one service is available, select the service that you want to use.
7. Press **Next**.

Your personal identification number (PIN) is created, and the BlackBerry Connect program starts.



**Tip:** To view your PIN, press **Settings**. Select **Identity**.

# Choosing your email setup option

**BlackBerry Internet Service option**  
**BlackBerry Enterprise Server option**

To begin sending and receiving messages on your Smartphone using the BlackBerry Connect program, you must associate your Smartphone with an email address using one of the following options.

## BlackBerry Internet Service option

Use this option to create a new BlackBerry email address for your Smartphone or to associate your Smartphone with one or more existing supported email addresses. This option is the most common email setup option for individual users. See ["Setting up for email using the BlackBerry Internet Service" on page 15 for more information.](#)

## BlackBerry Enterprise Server option

Use this option if you have access to a BlackBerry Enterprise Server and you want to associate your Smartphone with a corporate Microsoft® Outlook® or IBM® Lotus Notes® email account. See ["Setting up for email using BlackBerry Enterprise Server" on page 21 for more information.](#)



# Setting up for email using the BlackBerry Internet Service

Set up for email using the Smartphone

Set up for email using a computer

About adding an email address

Log in using the Smartphone

Log in using a computer

Request your login password

Find more information

You can set up for email using a web browser on your Smartphone or on a computer.

To set up for email, you must create a login ID and password. The first time that you log in to the BlackBerry Internet Service web site, you can add a supported email address, create a BlackBerry email address, or do both.

- Add an email address if you have an existing, supported email account that you want to access from your Smartphone.
- Create a BlackBerry email address if you do not have another existing, supported email account, or if you need an additional email address that you can use to send and receive email messages.



**Note:** If you are adding a work email address, you might need to use a computer to add the address. See ["About adding an email address" on page 17 for more information.](#)

## Set up for email using the Smartphone

1. Verify that your Smartphone is connected to the wireless network.
2. Press **Start**.
3. Select **BlackBerry**.
4. Press **Menu**.
5. Select **Email Setup**.



**Note:** If you do not subscribe to a service that supports email setup using the BlackBerry Internet Service, the Email Setup menu item is not available.

6. Select **Create New Account**.
7. Read the legal terms and conditions carefully. Perform one of the following actions:

Action	Procedure
Accept the legal terms and conditions and continue the setup process.	> Select <b>Yes</b> .

Action	Procedure
Decline the legal terms and conditions and stop the setup process.	> Select <b>No</b> .

8. Type the login information.
  - **User ID:** Type a login name of your choice for the BlackBerry Internet Service web site.
  - **Password:** Type a login password of your choice for the BlackBerry Internet Service web site.
9. Write down your user ID and password and keep the information in a safe place. You must type this information every time that you log in to the BlackBerry Internet Service web site.
10. Select **Next**.
11. Select a language for the BlackBerry Internet Service web site.
12. Perform one of the following actions:

Action	Procedure
Add an email address for an existing supported email account.	<ol style="list-style-type: none"> <li>1. Type the full email address (for example, yourname@ispname.com).</li> <li>2. Type the password for your email account.</li> </ol>
Create a BlackBerry email address.	<ol style="list-style-type: none"> <li>1. Select <b>Create a BlackBerry email address</b>.</li> <li>2. In the <b>Username</b> field, type the name that you want to appear before the at sign (@) in your new BlackBerry email address.</li> </ol>

13. Select **Next**.
14. Select **OK**.

## Set up for email using a computer

To use this setup option, you require the following items:

- **Internet browser:** Microsoft Internet Explorer version 6.0 (or later) or Netscape® 10 Communicator version 7.2 (or later) with JavaScript™ enabled
  - **Operating system:** Microsoft Windows® 2000, Windows XP or Mac OS® 10.3 (or later)
1. Verify that the computer is connected to the Internet.
  2. In a web browser, in the web address field, type the web address supplied by your wireless service provider.
  3. Click **Create New Account**.
  4. Read the legal terms and conditions carefully. Perform one of the following actions:

Action	Procedure
Accept the legal terms and conditions and continue the setup process.	> Click <b>I Agree</b> .
Decline the legal terms and conditions and stop the setup process.	> Click <b>I Disagree</b> .

5. Type the personal identification number (PIN) and International Mobile Equipment Identity (IMEI) or electronic serial number (ESN) for your Smartphone.
6. Click **Continue**.
7. Type the login information.
  - **User ID:** Type a login name of your choice for the BlackBerry Internet Service web site.
  - **Password:** Type a login password of your choice for the BlackBerry Internet Service web site.
  - **Confirm Password:** Retype your login password.
  - **Language:** In the drop-down list, click the language for the BlackBerry Internet Service web site.
8. Write down your user ID and password and keep the information in a safe place. You must type this information every time that you log in to the BlackBerry Internet Service web site.
9. Click **Sign Up**.
10. Perform one of the following actions:

Action	Procedure
Add an email address for an existing supported email account.	<ol style="list-style-type: none"> <li>1. Type the full email address (for example, yourname@ispname.com).</li> <li>2. Type the password for your email account.</li> </ol>
Create a BlackBerry email address.	<ol style="list-style-type: none"> <li>1. Click <b>Create a BlackBerry email address</b>.</li> <li>2. In the <b>Username</b> field, type the name that you want to appear before the at sign (@) in your new BlackBerry email address.</li> </ol>

11. Click **Next**.
12. Click **OK**.

## About adding an email address

You can add email addresses that are associated with the following email account types to the BlackBerry Internet Service:

- ISP (using POP or IMAP)
- Microsoft Exchange (using Microsoft Outlook Web Access or the BlackBerry Mail Connector)
- IBM Lotus Domino (using the mail connector)

You can add most email addresses for most supported email accounts using your Smartphone. You must add email addresses for some types of supported email accounts using a computer.

Email account type	Smartphone web browser	Computer web browser
Most email accounts	✓	✓
Personal email account - Microsoft Outlook	✓	✓
Personal email account - POP or IMAP	✓	✓

Email account type	Smartphone web browser	Computer web browser
Work email account - Microsoft Outlook Web Access	✓	✓
Work email account - Microsoft Outlook		✓
Work email account - IBM Lotus Notes		✓

Depending on your email provider, you might not be able to add email addresses for certain email account types. Contact your email provider for more information.



**Note:** You might be prompted to install the BlackBerry Mail Connector on your computer when you add a supported work email address. The BlackBerry Mail Connector is designed to enable the BlackBerry Internet Service to retrieve email messages from a Microsoft Outlook or IBM Lotus Notes work email account from behind a company's firewall.

## Log in using the Smartphone

You must log in to the BlackBerry Internet Service web site to add or remove email addresses and to manage settings and message delivery options.

1. Verify that your Smartphone is connected to the wireless network.
2. Press **Start**.
3. Select **BlackBerry**.
4. Press **Menu**.
5. Select **Email Setup**.
6. Type your login information.
  - **User ID:** Type your login name for the BlackBerry Internet Service web site.
  - **Password:** Type your login password for the BlackBerry Internet Service web site.
7. Select **Submit**.

## Log in using a computer

You must log in to the BlackBerry Internet Service web site to add or remove email addresses and to manage settings and message delivery options.

1. Verify that the computer is connected to the Internet.
2. In a web browser, type the web address supplied by your wireless service provider.
3. Type your login information.
  - **User ID:** Type your login name for the BlackBerry Internet Service web site.
  - **Password:** Type your login password for the BlackBerry Internet Service web site.
4. Click **Login**.

## Request your login password

If you forget your BlackBerry Internet Service web site password, you can request that the password be sent to your Smartphone.

### Request your login password using the Smartphone

1. On the BlackBerry Internet Service web site login screen, select **Forgot your password**.
2. In the **User ID** field, type your login name for the BlackBerry Internet Service web site.
3. Select **Submit**.

### Request your login password using a computer

1. On the BlackBerry Internet Service web site login screen, click **Forgot your password**.
2. Type the required information:
  - In the **User ID** field, type your login name for the BlackBerry Internet Service web site.
  - In the **PIN** field, type the PIN for your Smartphone.
3. Click **Request Password**.

## Find more information

See the *BlackBerry Internet Service Online Help* for more information about adding email addresses, creating a BlackBerry email address, or managing email settings and message delivery options.

- On your Smartphone, on the BlackBerry Internet Service web site, select **Help**.
- In a web browser on a computer, on the BlackBerry Internet Service web site, click **Help**.



# Setting up for email using BlackBerry Enterprise Server

## System requirements

### Set up the BlackBerry Connect Desktop for Windows Mobile

## System requirements

- Microsoft Outlook (Workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 or later
- IBM Lotus Notes version 4.6 or later, with an email account on an IBM Lotus Domino Server version 4.6 or later
- The BlackBerry Enterprise Server must be configured to support Triple Data Encryption Standard (Triple DES)

## Set up the BlackBerry Connect Desktop for Windows Mobile

1. Connect your Smartphone to your computer. Microsoft ActiveSync® starts and connects to your Smartphone.



**Note:** The BlackBerry Connect program suspends each time that Microsoft ActiveSync starts and connects to your Smartphone. The BlackBerry Connect program resumes when Microsoft ActiveSync disconnects from your Smartphone.

2. Open the BlackBerry Connect Desktop for Windows Mobile.
3. Click the **Advanced** tab.
4. Verify that the **Email** field displays your email address.
5. Click the **General** tab.
6. Click **Connect**.
7. At the prompt, move the mouse to generate an encryption key.

A PIN appears in the PIN field.

See the *BlackBerry Connect Desktop for Windows Mobile Online Help* for information about using the BlackBerry Connect Desktop for Windows Mobile.



# Using the BlackBerry Connect program

- About wireless email synchronization
- Turn on wireless email synchronization
- Synchronize messages manually
- About wireless calendar synchronization
- Turn on or turn off wireless calendar synchronization
- Select a BlackBerry service
- Stop the BlackBerry Connect program
- Restart the BlackBerry Connect program
- Suspend or resume the BlackBerry Connect program
- View the connection status of the BlackBerry Connect program
- Manage service books
- Register with the wireless network
- Network status icons

## About wireless email synchronization

If your Smartphone integration option supports wireless email synchronization, messages, folders, and deleted items are reconciled over the wireless network between your Smartphone and your computer. If you turn on wireless email synchronization, messages that are marked as read in one location are also marked as read in the other location. Messages that you file in a folder in your computer email program are filed in the corresponding folder on your Smartphone. If you are a Microsoft Outlook user, messages, folders, and deleted items that you store in a personal folders file (.pst) cannot be reconciled over the wireless network.



**Note:** To use wireless email synchronization, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange or BlackBerry Enterprise Server version 2.2 or later for IBM Lotus Domino. If your Smartphone is integrated with an account that uses BlackBerry Internet Service, your service provider must support wireless email synchronization.

## Turn on wireless email synchronization

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Services**.
5. Select the **BlackBerry[CMIME]** service book.
6. Press **Details**.

7. Select the **Wireless Synchronization** check box.
8. In the **Conflicts** box, select an option to determine whether your computer email program or Smartphone takes precedence if you edit the same item on both your Smartphone and your computer email program before synchronization occurs.
  - **Mailbox Wins:** Your computer email program takes precedence.
  - **Handheld Wins:** Your Smartphone takes precedence.
9. In the **Delete on** box, select a delete option to determine whether a message is deleted from your computer email program when you delete it from the Smartphone.
  - **Handheld:** When you delete a message from the Smartphone, the message is not deleted from your computer email program.
  - **Mailbox & Handheld:** When you delete a message from the Smartphone, the message is moved to the Deleted Items or Trash folder in your computer email program.

If you select the **Mailbox & Handheld** option, to permanently remove deleted messages from your computer email program, press **Menu**. Select **Purge Deleted**.
10. Press **Done**.



**Note:** Some supported third-party email account types or specific mail implementations do not support wireless email synchronization.

## Synchronize messages manually

If wireless email synchronization is turned on, you can synchronize messages, folders, and deleted items manually if you do not want to wait for these items to synchronize automatically.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Services**.
5. Select the **BlackBerry[CMIME]** service book.
6. Press **Details**.
7. Press **Menu**.
8. Select **Synchronize Now**.

## About wireless calendar synchronization

You can synchronize calendar entries over the wireless network so that entries on your Smartphone and in your desktop calendar are similar.



**Note:** To use wireless calendar synchronization, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 2.1 or later.

## Turn on or turn off wireless calendar synchronization



**Warning:** When you turn off wireless calendar synchronization, all your existing calendar entries are deleted from your Smartphone.



**Note:** Wireless calendar synchronization and Microsoft ActiveSync calendar synchronization cannot be turned on at the same time. Before you turn on wireless calendar synchronization, you must turn off Microsoft ActiveSync calendar synchronization. Connect your Smartphone to your computer. Microsoft ActiveSync starts and connects to your Smartphone. On your computer, click **Tools > Options**. Clear the **Calendar** check box. Click **OK**. See the *Microsoft ActiveSync Online Help* for more information about Microsoft ActiveSync calendar synchronization.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **PIM**.
5. Perform one of the following actions:

Action	Procedure
Turn on wireless calendar synchronization.	> Select the <b>Calendar</b> check box.
Turn off wireless calendar synchronization.	> Clear the <b>Calendar</b> check box.

6. Connect your Smartphone to your computer.
7. Open the BlackBerry Connect Desktop for Windows Mobile.
8. Click **Connect**.

## Select a BlackBerry service

Depending on your service provider, at least one of the following services is available:

- corporate email service using the BlackBerry Enterprise Server
  - individual email service using the BlackBerry Internet Service
1. Press **Start**.
  2. Select **BlackBerry**.
  3. Press **Settings**.
  4. Select **Options**.
  5. In the **Connection** box, select a service.
  6. Press **Done**.

## Stop the BlackBerry Connect program



**Warning:** When you stop the BlackBerry Connect program and you do not select the option to keep your BlackBerry data, your Smartphone returns to the state that it was in before the BlackBerry Connect program was activated. All your BlackBerry data, such as email messages, and calendar appointments, is deleted.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Status**.
5. Press **Menu**.
6. Select **Disable**.
7. Press **Yes**.
8. Perform one of the following actions:

Action	Procedure
Stop the BlackBerry Connect program and keep all of your BlackBerry data.	> Press <b>Yes</b> .
Stop the BlackBerry Connect program and delete all of your BlackBerry data to return your Smartphone to the state that it was in before the BlackBerry Connect program was activated.	> Press <b>No</b> .

## Restart the BlackBerry Connect program

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Status**.
5. Press **Menu**.
6. Select **Restart**.

## Suspend or resume the BlackBerry Connect program

When you suspend the BlackBerry Connect program, you cannot send or receive BlackBerry data. All your current BlackBerry data, such as email messages and calendar appointments, remains on the Smartphone. When you resume the BlackBerry Connect program, and you are in a wireless coverage area, pending data should be sent and received automatically.



**Note:** If there is insufficient permanent storage available on your Smartphone, the BlackBerry Connect program suspends. The BlackBerry Connect program resumes automatically when sufficient permanent storage becomes available.

1. Press **Start**.

2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Status**.
5. Perform one of the following actions:

Action	Procedure
Suspend the BlackBerry Connect program.	> Press <b>Suspend</b> .
Resume the BlackBerry Connect program.	> Press <b>Resume</b> .
Turn on the option to suspend the BlackBerry Connect program each time that the BlackBerry Connect program starts.	> Select the <b>Suspend At Startup</b> check box.
Turn off the option to suspend the BlackBerry Connect program each time that the BlackBerry Connect program starts.	> Clear the <b>Suspend At Startup</b> check box.
Turn on the option to suspend the BlackBerry Connect program while your Smartphone is roaming.	> Select the <b>Suspend While Roaming</b> check box.
Turn off the option to suspend the BlackBerry Connect program while your Smartphone is roaming.	> Clear the <b>Suspend While Roaming</b> check box.

## View the connection status of the BlackBerry Connect program

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Status**.

The connection status is displayed in the Service field.

## Manage service books

Service books determine which services are available on your Smartphone. Service books arrive on your Smartphone over the wireless network from your service provider.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Services**.

5. Perform one of the following actions:







Action	Procedure
View a service book.	<ol style="list-style-type: none"> <li>1. Select a service book.</li> <li>2. Press <b>View</b>.</li> </ol> <p><b>Note:</b> A green check mark indicates that a service book has been accepted. A red x indicates that a service book has not been accepted.</p>
Delete a service book.	<ol style="list-style-type: none"> <li>1. Select a service book.</li> <li>2. Press <b>Delete</b>.</li> </ol>

## Register with the wireless network

When you install the BlackBerry Connect program, your Smartphone should register with the wireless network automatically. You can also register with the wireless network manually.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Menu**.
4. Select **Register Now**.

## Network status icons

Icon	Connection status	Description
	Connected	Your Smartphone is connected to the wireless network and it can send and receive email messages.
	Network Available/ Data Tunnel Available	Your Smartphone is connecting to the wireless network and it cannot send or receive email messages. The connection status of your Smartphone is transitioning to  .
	Not Connected	Your Smartphone is not in a wireless coverage area and it cannot send or receive email messages. Your Smartphone sends any pending messages after you return to a wireless coverage area.
	Blocked	Your Smartphone cannot send or receive email messages for one of the following reasons: <ul style="list-style-type: none"> <li>• Another program, such as Microsoft Internet Explorer is using the wireless radio.</li> <li>• Your Smartphone is connected to Microsoft ActiveSync.</li> <li>• Your Smartphone memory is full.</li> <li>• Your Smartphone has reached its message storage limit.</li> </ul>
	Suspended	Your Smartphone cannot send or receive email messages for one of the following reasons: <ul style="list-style-type: none"> <li>• You have suspended the BlackBerry Connect program.</li> <li>• The Suspend While Roaming feature is turned on and your Smartphone is roaming.</li> <li>• Your Smartphone cannot establish a connection to the wireless network.</li> </ul>

# Managing messages

- Set message options
- Open a message
- Request more of a message automatically
- Request more of a message manually
- Send a BlackBerry message
- Send a message to a contact in your address book
- Send a message to a contact using the check names feature
- Add an attachment to a message
- Forward a message that contains an attachment
- Search for a contact in your company contact list
- Delete a message
- Delete a saved message

## Set message options

Option	Description
Auto More	Set whether the next section of a long message or attachment is delivered to your Smartphone automatically. <a href="#">See "Request more of a message automatically" on page 30 for more information.</a>
Wireless Synchronization	Set whether messages, folders, and deleted items are reconciled over the wireless network between your Smartphone and your computer. <a href="#">See "Turn on wireless email synchronization" on page 23 for more information.</a>
Conflicts	Set whether your Smartphone or your computer takes precedence if a message is moved or deleted from both locations. <a href="#">See "Turn on wireless email synchronization" on page 23 for more information.</a>
Delete On	Set whether email messages are deleted from your Smartphone only or from both your Smartphone and your computer during email synchronization. <a href="#">See "Turn on wireless email synchronization" on page 23 for more information.</a>

## Open a message

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.

4. Select a message.



**Note:** If an error occurs, the Status field appears in the message header. The Status field indicates the status of the message that is currently open.

## Request more of a message automatically

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Options**.
5. Select the **Auto More** check box.
6. Press **Done**.

## Request more of a message manually

1. Open a message.
2. Press **Menu**.
3. Perform one of the following actions:

Action	Procedure
Request the next section of the message.	> Select <b>More</b> .
Request the remainder of the message.	> Select <b>More All</b> .



**Note:** If an error occurs, the  icon is displayed beside the message in the messages list.

## Send a BlackBerry message

Email messages that are sent from or received by your Smartphone are routed through an existing supported email account. New messages are sent from the account that is currently active.

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. Press **New**.
5. Select the **To** field.
6. Type the email address of one or more recipients.
7. Select the **Subject** field.
8. Type a subject.

9. Select the text area.
10. Type a message.
11. Press **Send**.



**Note:** To reply to the sender, reply to all, or forward a message, press **Menu** and select **Reply**. Select **Reply**, **Reply All**, or **Forward**.

## Send a message to a contact in your address book

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. Press **New**.
5. Select one of the following options:
  - **To**
  - **Cc**
  - **Bcc**
6. Press **Menu**.
7. Select **Add Recipient**.
8. Select a contact.
9. Select the **Subject** field.
10. Type a subject.
11. Select the text area.
12. Type a message.
13. Press **Send**.

## Send a message to a contact using the check names feature

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. Press **New**.
5. Select one of the following options:
  - **To**
  - **Cc**
  - **Bcc**

6. Type the first few letters of a contact name.
7. Press **Menu**.
8. Select **Check Names**.
9. Perform one of the following actions:

Action	Procedure
Select a contact for whom you have an email address saved.	1. Select the contact name.
Search for the contact in your company contact list.	1. Press <b>Menu</b> . 2. Select <b>Lookup</b> . 3. Select the contact name.

10. Type a message.

## Add an attachment to a message

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. Press **New**.
5. Press **Menu**.
6. Select **Add Attachment**.
7. Select a file.
8. Type a message.




**Note:** The status bar at the bottom of the screen indicates the maximum attachment file size that is supported. If the attachment is too large, the Send button is unavailable.

## Forward a message that contains an attachment

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. Select a message that contains an attachment.
5. Press **Menu**.
6. Select **Reply**.
7. Select **Forward**.



**Note:** When you forward a message that contains an attachment, the  icon indicates that the server appends the attachment to the message before sending the message to recipients.

## Search for a contact in your company contact list



**Note:** This feature is only available if your Smartphone is integrated with an account that uses BlackBerry Enterprise Server version 3.5 or later for Microsoft Exchange or BlackBerry Enterprise Server version 2.2 or later for IBM Lotus Domino.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Menu**.
4. Select **Address Lookup**.
5. Press **Lookup**.
6. Type a contact name.
7. Press **Done**.
8. Select a lookup result.
9. Press **Menu**.
10. Perform one of the following actions:

Action	Procedure
Compose an email to the contact.	> Select <b>Email</b> .
Add the selected contact to your contacts database.	> Select <b>Add</b> .
Add all lookup contacts to your contacts database.	> Select <b>Add All</b> .
Delete the selected contact from the lookup results.	> Select <b>Delete</b> .
Delete the lookup results.	> Select <b>Delete Lookup</b> .
Cancel the results.	> Press the <b>Back</b> key.

## Delete a message



**Warning:** If wireless email synchronization is enabled and the Delete On option is set to Mailbox & Handheld, messages that you delete on your Smartphone are also deleted from your computer during email synchronization. See ["Turn on wireless email synchronization" on page 23 for more information](#).

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. In the messages list, select a message.
5. Press **Menu**.
6. Select **Delete**.

## Delete a saved message

1. Press **Start**.

2. Select **Messaging**.
3. Select a BlackBerry account.
4. Press **Menu**.
5. Select **Folders**.
6. Press **Menu**.
7. Select **Show All Folders**.
8. Select **Saved Items**.
9. Select a message.
10. Press **Menu**.
11. Select **Delete**.

# Managing attachments











[About attachments](#)  
[Attachment status icons](#)  
[View an attachment in the attachment viewer](#)  
[Download an attachment](#)

## About attachments

You view a message attachment in one of the following ways:

- You can download the attachment to view (and sometimes edit) the attachment in the program in which the document was originally created, if that program is available on your Smartphone. There is a limit on the size of attachments that you can download.
- You can view the attachment quickly using the attachment viewer if the attachment viewer supports this type of document. You can view several types of file attachments including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, and .xls files. Your server specifies a maximum attachment file size.

## Attachment status icons

Attachment download icon	Attachment viewer icon	Description
–	–	No icon indicates the default status. The attachment is available for your Smartphone to download or view.
		This icon indicates that your Smartphone has downloaded the attachment.
		This icon indicates that the request is pending.
		This icon indicates that your Smartphone does not support the attachment format, or the attachment is too large.
		This icon indicates that an error occurred when your Smartphone attempted to download or view the attachment.
		This icon indicates that an error occurred when your Smartphone requested more of the attachment from the server. The icon appears beside the message in the messages list.

## View an attachment in the attachment viewer

1. Press **Start**.
2. Select **Messaging**.

3. Select a BlackBerry account.
4. Select a message that contains an attachment.
5. Perform one of the following actions:

Action	Procedure
View content in the attachment viewer.	<ol style="list-style-type: none"> <li>1. Press <b>Menu</b>.</li> <li>2. Select <b>Retrieve Content</b>.</li> <li>3. After the content is retrieved, press <b>Menu</b>.</li> <li>4. Select <b>View Content</b>. <b>Note:</b> Some files might be password-protected. To type the password for the attachment, select <b>Enter Password</b>.</li> <li>5. Press <b>Tools &gt; More</b> to view more of the attachment.</li> </ol>
View the table of contents in the attachment viewer.	<ol style="list-style-type: none"> <li>1. Press <b>Menu</b>.</li> <li>2. Select <b>Retrieve Table of Contents</b>.</li> <li>3. After the table of contents is retrieved, press <b>Menu</b>.</li> <li>4. Select <b>View Table of Contents</b>. <b>Note:</b> Some files might be password-protected. To type the password for the attachment, select <b>Enter Password</b>.</li> </ol>

## Download an attachment

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. Select a message that contains an attachment.
5. Press **Menu**.
6. Select **Download**.
7. After the attachment is downloaded, perform one of the following actions:

Action	Procedure
Open the attachment.	<ol style="list-style-type: none"> <li>1. Press <b>Menu</b>.</li> <li>2. Select <b>Open</b>.</li> </ol>
Save the attachment.	<ol style="list-style-type: none"> <li>1. Press <b>Menu</b>.</li> <li>2. Select <b>Save As</b>.</li> <li>3. Type a name for the file.</li> <li>4. In the <b>Folder</b> drop-down list, select a folder.</li> <li>5. In the <b>Location</b> drop-down list, select a location.</li> <li>6. Press <b>Save</b>.</li> </ol>

# Using the calendar

[Create an appointment](#)  
[Modify an appointment](#)  
[Modify a meeting](#)  
[Respond to a meeting invitation](#)

## Create an appointment

If your Smartphone is integrated with an account that uses BlackBerry Enterprise Server version 2.1 or later, appointments and meetings are designed to synchronize wirelessly so that entries on your Smartphone and in your desktop calendar are similar. To turn on or turn off wireless calendar synchronization, refer to "Turn on or turn off wireless calendar synchronization" on page 25.

1. Press **Start**.
2. Select **Calendar**.
3. Press **Menu**.
4. Select **New Appointment**.
5. Type the appointment details.
6. Press **Done**.

## Modify an appointment

1. Press **Start**.
2. Select **Calendar**.
3. Select an appointment.
4. Press **Menu**.
5. Perform one of the following actions:

Action	Procedure
Update an appointment.	<ol style="list-style-type: none"> <li>1. Select <b>Edit</b>.</li> <li>2. Edit the information.</li> <li>3. Press <b>Done</b>.</li> </ol>
Delete an appointment.	<ol style="list-style-type: none"> <li>1. Select <b>Delete</b>.</li> <li>2. Press <b>Yes</b>.</li> </ol>

## Modify a meeting

1. Press **Start**.
2. Select **Calendar**.
3. Select a meeting.
4. Press **Menu**.
5. Perform one of the following actions:

Action	Procedure
Update a meeting.	<ol style="list-style-type: none"><li>1. Select <b>Edit</b>.</li><li>2. Edit the information.</li><li>3. Press <b>Done</b>.</li></ol>
Delete a meeting.	<ol style="list-style-type: none"><li>1. Select <b>Delete</b>.</li><li>2. Press <b>Yes</b>.</li></ol>

## Respond to a meeting invitation

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. In the messages list, select a message that contains a meeting request.
5. Press **Menu**.
6. Perform one of the following actions:

Action	Procedure
Accept the meeting.	> Select <b>Accept</b> .
Tentatively accept the meeting.	> Select <b>Tentatively Accept</b> .
Decline the meeting.	> Select <b>Decline</b> .

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