Roll the trackwheel to move the cursor and highlight items on the screen.

Click (press) the trackwheel to view the menu on most screens and to select items on the screen.

Press the Escape button to exit a screen, cancel an action, or go back one page in the browser.

Hold the Escape button to end a phone call.
Tips

Phone

Open the phone screen
Press the Phone button

End a call from the Active Call screen
Hold the Escape button

Mute a call from the Active Call screen
Press the Phone button

Change the volume during a call
Roll the trackwheel

Dial a letter in a phone number
Press + the letter key

Call voicemail
Hold 

Assign a speed dial phone number to a letter
Hold the letter > Type a phone number

Type a phone number extension
Press + > Type the extension number

Mute a call using a headset
Press the headset button

End a call using a headset
Hold the headset button

Browser

Open the home page
Press

Open the browser bookmarks screen
Press

Add a bookmark
Press

Refresh a web page
Press

Search a web page
Press

Page down
Press space

Go back a page
Press the Escape button

Stop a web page from loading
Press the Escape button

Go to a specific web page
Press

Exit the browser
Hold the Escape button

Messages

Compose from the messages list
Press 

Reply to sender
Press 

Reply to all
Press 

Forward a message
Press 

Go to the next date
Press 

Go to the previous date
Press 

Go to the next unread message
Press 

View sent messages
Press +

View received messages
Press +

View SMS messages
Press +

View voicemail messages
Press +

Page up in an open message
Press 

Page down in an open message
Press

Calendar*

Change to Agenda format
Press 

Change to Day format
Press 

Change to Week format
Press 

Change to Month format
Press 

Go to the next day, week, or month
Press 

Go to the previous day, week, or month
Press 

Go to the current date
Press 

Go to a specific date
Press 

*In the calendar options, set the Enable Quick Entry field to No to use these shortcuts in Day format.
Navigating your handheld

Lock the handheld  Set a password > Click the Lock icon
Lock the keyboard  Click the Keyboard Lock icon (only available if you have not set a password)
Move the cursor  Roll the trackwheel or Press + Roll the trackwheel
Return to previous screen  Press the Escape button
Click an item  Highlight the item > Click the trackwheel
Select multiple items  Hold + Roll the trackwheel
Go to the top of a screen  Press ↑
Go to the bottom of a screen  Press ↓
Turn on/off the handheld  Hold ☢
Turn on/off backlighting  Press ☼

Typing and editing

Capitalize a letter  Hold the letter
Insert a period  Press 🅳壓 twice
Type the alternate character on a key  Press + the key
Insert an accented character  Hold a letter + Roll the trackwheel
Insert a symbol  Press 🅱壓 > Click a symbol or Press a letter
Select text  Press 🅱壓 > Roll the trackwheel
Select characters  Hold 🅱押 > Roll the trackwheel
Copy selected text  Press 🅱押 + Click the trackwheel or Click the trackwheel > Click Copy
Paste selected text  Press 🅱押 + Click the trackwheel or Click the trackwheel > Click Paste
Cut selected text  Press 🅱押 + ☢ or Click the trackwheel > Click Cut
Cancel selection  Press the Escape button

Wireless network coverage

To turn the wireless radio on or off, click Turn Wireless On/Turn Wireless Off.

Wireless coverage
No wireless coverage

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Status indicators

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Battery power
Low battery power
Charging
Roaming
Home Zone
Receiving data
Transmitting data
Service book waiting
Bluetooth® radio on
Bluetooth connected

Charge the battery or plug in a charger to turn on the wireless radio.
How do I...

**Make a phone call**
1. On the Home screen, type a phone number.
2. Press the **Enter** key.

**Add a contact**
1. In the address book, click the trackwheel.
2. Click **New Address**.
3. Type contact information.
4. Click the trackwheel.
5. Click **Save**.

**Send a text (SMS) message**
1. In the messages list, click the trackwheel.
2. Click **Compose SMS**.
3. Click **[Use Once]**.
4. Click **SMS**.
5. Select whether the destination address is an SMS-compatible phone number or an email address.
6. Type the phone number or email address.
7. Click the trackwheel.
8. Click **Continue**.
9. Type a message.
10. Click the trackwheel.
11. Click **Send**.

**Send an email message**
1. In the messages list, click the trackwheel.
2. Click **Compose Email**.
3. Click **[Use Once]**.
4. Click **Email**.
5. In the **Email** field, type an email address.
6. Click the trackwheel.
7. Click **Continue**.
8. In the **Subject** field, type a subject.
9. Press the **Enter** key.
10. Type a message.
11. Click the trackwheel.
12. Click **Send**.

**Set a password**
1. In the handheld options, click **Security**.
2. Set the **Password** field to **Enabled**.
   - Set the other fields on the screen (optional).
3. Click the trackwheel.
4. Click **Save**.
5. Type a password.
6. Press the **Enter** key.
7. Type the password again.
8. Press the **Enter** key.

### Fields

Press the **Space** key to change the value in a field.

Press the **Alt** key to view all the values that are available in the selected field.

### Menus

Click the trackwheel to view the menu.

On the menu, click standard actions such as **New, View, Edit, Delete, Save, Options, and Help**. Additional options might appear depending on the item that you have selected.
Contents

Where can I find more information?

On the handheld
- On the menu, click Help to see help topics associated with the application that you are using.
- On any Help screen, click the trackwheel. Click Index to see a list of additional help topics.

In the BlackBerry Desktop Software
- On the Help menu, click Desktop Help Contents to view the Handheld User Guide or the BlackBerry Desktop Software Online Help.

In your BlackBerry Web Client account using a desktop browser
- On the menu bar, click Help to view the BlackBerry Web Client Online Help.

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Setting up your handheld

Insert the battery

Warning: Use only the battery that Research In Motion specifies for use with your handheld. Refer to the Safety and Product Information booklet that accompanied your handheld for more information on using the battery safely.

1. Press the battery cover release button.
2. Slide off the battery cover.
3. Insert the battery so that the connectors align.
4. Replace the battery cover. If the battery is charged, your handheld turns on and a dialog box appears.
5. Click OK.

If the date and time are incorrect, see "How do I correct the date and time?" on page 6 for more information.

Charge the battery

Using the travel charger

1. Connect the smaller end of the USB cable to your handheld.
2. If your travel charger includes a removable USB cable, connect the larger end of the USB cable into the power adapter.
3. Slide the appropriate attachment piece into the power adapter.
4. Plug the power adapter into a power outlet.
5. Charge the battery to full power.

Using your computer

To charge your handheld battery using the computer, the following system requirements must be met:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later
- Available USB port
- Windows®98, Windows ME, Windows 2000, or Windows XP
- BlackBerry Desktop Software or BlackBerry Handheld Manager must be installed to obtain the required USB driver on your computer. See "Setting up for email using BlackBerry Enterprise Server" on page 4 or "Setting up for email using BlackBerry Web Client" on page 5 for more information.

1. Connect the smaller end of the USB cable to your handheld.
2. Connect the larger end of the USB cable to an available USB port on your computer.
   **Note:** If you connect your handheld to the computer using a USB hub, the hub must be self powered.
3. Charge the battery to full power.

**Turn wireless on**

Your handheld connects to the wireless network using an internal radio.

When the battery is charged, turn on the radio in an area of wireless coverage.

See the inside front cover of this guide for information on wireless coverage levels and the wireless radio.

**Note:** If you use BlackBerry Web Client, the account setup process might begin automatically the first time that you turn on the wireless radio.
See "Setting up for email using BlackBerry Web Client" on page 5 for more information.

**Set up email**

To begin using email on your handheld, you must integrate with an email account using one of the setup options listed in the next sections of this guide.
Setting up for email using BlackBerry
Enterprise Server

Use this option if both of the following situations apply:

• you want to receive email from your
corporate Microsoft® Outlook® or IBM®
Lotus Notes® email account

• a system administrator is managing a
BlackBerry® Enterprise Server within your
company

To use this option, the following system
requirements must be met:

• Microsoft Outlook (Workgroup installation)
with an email account on a Microsoft®
Exchange Server version 5.5 or later

• Lotus Notes version 4.6 or later, with an
email account on an IBM Lotus® Domino®
Server version 4.6 or later

Note: If your handheld is not enabled on a
BlackBerry Enterprise Server, but you want to use
a corporate Microsoft Outlook email account with
your handheld, you can set up for email using the
BlackBerry Desktop Redirector. See "What is the
BlackBerry Desktop Redirector?" on page 6 for
more information.

Use enterprise activation

If enterprise activation appears on your handheld
and your handheld is enabled on a BlackBerry
Enterprise Server version 4.0, you can integrate
your handheld with your email account over the
wireless network.

1. Verify that your handheld wireless radio is on
and that you are in an area of wireless
coverage.

2. On the handheld, click Enterprise Activation.

3. Type your corporate email address.

4. Type the password provided by your system
administrator.

5. Click Activate.

Note: Your system administrator might request
that you install the BlackBerry Handheld Manager
program on your computer to reduce the amount
of data that is transmitted over the wireless
network when your handheld is connected to your
computer. If you install the BlackBerry Handheld
Manager program, you do not need to install the
BlackBerry Desktop Software.

Use the BlackBerry Desktop
Software

If enterprise activation does not appear on your
Home screen, or if your handheld is not enabled
on a BlackBerry Enterprise Server version 4.0, you
can install the desktop software to integrate your
handheld with your email account.

1. Insert the BlackBerry Desktop Software
Installation CD into your CD-ROM drive.

2. Complete the on-screen instructions.

• Select BlackBerry Enterprise Server or
BlackBerry Desktop Redirector as your
email integration option.

• Select BlackBerry Enterprise Server as your
email redirection option.

3. Connect your handheld to your computer.

4. On the Windows taskbar, click Start.

5. Select Programs > BlackBerry > Desktop
Manager.

• When you are prompted to generate an
encryption key, follow the on-screen
instructions.
Setting up for email using BlackBerry Web Client

Use this setup option if one or more of the following situations apply:
• you purchased your handheld in a store
• you want to set up a new email account for your handheld
• you want to set up an existing email account for your handheld

Create an account
Consult your service provider's documentation for more information on setting up the BlackBerry Web Client.

Synchronize your handheld data
Install the BlackBerry Desktop Software to synchronize and back up handheld personal information management (PIM) data such as contacts and appointments, or to reconcile the status of email messages.

1. Insert the BlackBerry Desktop Software Installation CD into your CD-ROM drive.
2. Complete the on-screen instructions.
   • Select BlackBerry Web Client as your email integration option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click Start.
5. Click Programs > BlackBerry > Desktop Manager.
Frequently asked questions

Why does my handheld not turn on?
The power is off. Press the Power button to turn the power on.
The battery is not charged. See "Charge the battery" on page 2.
Remove and then reinsert the battery.

Why does my handheld not charge?
A connection is not secure. Check that all cables and plugs are fully inserted into ports and power outlets. See "Charge the battery" on page 2 for more information.
The battery is not inserted properly. Reinsert the battery so that the connectors align.

How do I correct the date and time?
1. In the handheld options, click Date/Time.
2. Set the date and time.
3. Click the trackwheel.
4. Click Save.

How is there a book icon on the Home screen?
A new service book is available on your handheld.
Service books determine which services and features are available on your handheld.
1. In the handheld options, click Service Book.
2. Click the new service book beside the book icon.
3. Click Accept.

Why can I not send or receive email?
Verify that you have integrated your handheld with an email account. See "Setting up for email using BlackBerry Enterprise Server" on page 4.

How do I connect my handheld to the BlackBerry Desktop Software?
If the desktop software is installed on your computer, your handheld should connect to the desktop software automatically when you connect the handheld to the computer. If your handheld does not connect, open the BlackBerry Desktop Software.
1. Click Options > Connection Settings.
2. From the drop down list, select the correct port.
3. Click Connect.
If the connection problems continue, close the BlackBerry Desktop Software and disconnect the handheld. Open the desktop software again and reconnect the handheld. Verify that all connections are secure.

Why can I not use shortcuts on the Home screen?
By default, you can quickly dial phone numbers from the Home screen. To use shortcuts on the Home screen, in the phone, click Options. Click General Options. Set the Dial From Home Screen field to No.

What is the BlackBerry Desktop Redirector?
If you use Microsoft Outlook (Workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 or later and your handheld is not enabled on a BlackBerry Enterprise Server, you can use the BlackBerry Desktop Redirector to set up email on your handheld.
1. Insert the BlackBerry Desktop Software Installation CD into your CD-ROM drive.

2. Complete the on-screen instructions.
   • Select BlackBerry Enterprise Server or BlackBerry Desktop Redirector as your email integration option.
   • Select BlackBerry Desktop Redirector as your email redirection option.

3. Connect your handheld to your computer.

4. On the Windows taskbar, click Start.

5. Click Programs > BlackBerry > Desktop Manager.
   • When you are prompted to generate an encryption key, follow the on-screen instructions.

Your computer must be on and the BlackBerry Desktop Redirector must be running to send and receive email on your handheld.

Can I set up email using both BlackBerry Enterprise Server and BlackBerry Web Client?
Yes. Complete the steps in “Setting up for email using BlackBerry Enterprise Server” on page 4 followed by the steps in “Setting up for email using BlackBerry Web Client” on page 5.

How do I reset my handheld?
Only reset your handheld if the handheld does not respond for more than a few minutes, or if your system administrator or service provider has advised you to reset your handheld.

To reset your handheld hardware and programs (a hard reset), remove and then reinsert the battery.

Customer support

BlackBerry support website:
www.blackberry.com/support