

Installation & Getting Started Guide

BlackBerry Handheld

Installation & Getting Started Guide
Last revised 03/04/01

Part Number: MAT-MAT-03298-001 Rev. 001

At the time of printing, documentation complies with versions: Applications 2.1, and Desktop 2.1.

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Printed In Canada

KG0301

FCC compliance statement (USA)

FCC Class B Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

WARNING

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instructions, may cause interference harmful to radio communications.

There is no guarantee, however, that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada Certification



The RIM 850 Wireless Handheld complies with Industry Canada RSS 119, under certification number 2503 195 366A.

IC Class B compliance —This device complies with the Class B limits for radio noise emissions as set out in the interference-causing equipment standard entitled “Digital Apparatus,” ICES-003 of Industry Canada.



The RIM 857 Wireless Handheld complies with Industry Canada RSS 119, under certification number 2503 195 634A.

IC Class B compliance —This device complies with the Class B limits for radio noise emissions as set out in the interference-causing equipment standard entitled “Digital Apparatus,” ICES-003 of Industry Canada.

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Important safety information

Please read these safety instructions and the operation instructions provided in this manual before operating the handheld or its cradle. Retain these instructions for future use.

Remember to follow any special regulations governing the use of the handheld and always switch it off in areas where radio devices are forbidden, or when it may cause interference or danger. Any safety laws and regulations pertaining to the use of cell phones and two-way radios will likely apply to your use of the handheld. We encourage you to follow such laws and regulations at all times. In particular, please observe all restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants, where blasting operations are in progress or in any other area in which restrictions on radio transmissions are imposed.

The handheld is not an FAA-approved electronic device for use on aircraft. Switch off the handheld when in an aircraft. The effect of the use of the handheld in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, and may be illegal.

Operation of any radio transmitting equipment, including the handheld, may interfere with the functionality of inadequately protected medical devices, including pacemakers. Consult a physician or the manufacturer of the medical device if you have any questions. Additionally, while most modern equipment is adequately shielded from radio signals such that your handheld will not interfere with the operation of such equipment, certain electronic equipment, including automotive systems, may not be shielded against the radio signals from your handheld. You should check with the manufacturer of your motor vehicle or the manufacturer's representative to determine whether the use of the handheld will present any safety issues.

Avoid using the handheld in any environment requiring your full attention, such as when driving a vehicle. If you need to use your handheld while driving, have a passenger in the vehicle use the handheld for you, or find a safe location to halt your vehicle prior to using the handheld. Do not use the cradle as a means of storing your handheld while in a vehicle.

WARNING Do not use any cradle or any other accessory or attachment that is not manufactured by RIM or supplied by RIM or an authorized RIM accessories supplier. Use of any accessory or attachment that is not supplied or approved for use by RIM in conjunction with the handheld is not permitted as it may cause hazards.

Do not place the handheld or its charging cradle on any unstable surface, such as a cart, stand, tripod, bracket, or table. It may fall, causing serious injury to a child or adult, and serious damage to the handheld.

Use proper care when disposing of your handheld. As the unit contains a lithium ion cell, neither the handheld nor the lithium ion cell (nor the external battery) should be disposed of in fire. Dispose of the handheld containing the lithium ion cell in accordance with the laws and regulations in your area governing disposal of such cell types. Similarly, dispose of external batteries in a responsible manner. Contact RIM if you have any questions concerning disposal of the handheld, the lithium ion cell, or the external battery.

The handheld should be operated only from the type of power source indicated on the marking label. Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the handheld or its cradle. Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.

Never push objects of any kind into the handheld or its cradle through openings as they may short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the handheld or cradle. Do not use the handheld or cradle near water (for example near a bathtub, or a sink, in a wet basement, near a swimming pool, etc.). The handheld and its cradle should be situated away from heat sources, such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

WARNING

To reduce the risk of fire or electric shock, do not expose the handheld or cradle to rain or moisture.



RIM 850 Wireless Handheld

RIM recommends that you use only single-use alkaline (AA) or rechargeable NiMH batteries in this unit. The use of any other battery may disable the handheld and may be dangerous. For added protection during a lightning storm, or when the handheld and charging cradle are left unattended and unused for long periods of time, unplug the charging cradle from the wall. This will prevent damage to the handheld due to lightning or power-line surges. Only plug in the charging cradle AC wall adapter if you are going to use the recharging feature.

Unplug the charging cradle from the wall and refer the handheld and charging cradle for service to qualified service personnel if:

- the power supply cord or plug is damaged
- liquid has been spilled or objects have fallen into the handheld or charging cradle
- the handheld or charging cradle has been exposed to rain or water
- the handheld or charging cradle has been dropped or damaged in any way
- the handheld or charging cradle does not operate normally by following the instructions contained in this manual
- the handheld or charging cradle exhibits a distinct change in performance.

Adjust only those controls that are covered in this manual. An improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the handheld or cradle to its normal operation.

Unplug the cradle before cleaning. Do not use liquid or aerosol cleaners. Rather, use a damp cloth to clean the unit.

Failure to observe all these instructions will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.



RIM 857 Wireless Handheld

Read these instructions. Keep these instructions. Heed all warnings. Follow all instructions.

Do not use this apparatus near water. Clean only with a dry cloth.

Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as when the power-supply cord or plug has been damaged, liquid has been spilled or objects have fallen into the apparatus, it has been exposed to rain or moisture, does not operate normally, or has been dropped.

WARNING To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

Adjust only those controls that are covered in this manual. An improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the handheld or charging cradle to its normal operation.

Failure to observe all safety instructions contained in this manual will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.

Welcome to your wireless solution

BlackBerry Internet Edition is a wireless email solution that includes either the RIM 850 Wireless Handheld (pager-sized) and cradle or the RIM 857 Wireless Handheld (palm-sized) and cradle. Your email solution also contains desktop software and flat-rate airtime on a nationwide wireless data network.

Equipped with a screen size of 132X65 pixels (for the pager-sized handheld) or 160X160 pixels (for the palm-sized handheld), RIM's always on, always connected wireless technology and QWERTY keyboard design, the handheld provides users with the ultimate pager-sized or palm-sized handheld for messaging and personal information.

Get ready to experience the power of messaging with your handheld using functions such as:

- **Messages:** Receive, read, reply to, compose, forward, save, file, and delete messages.
- **Compose:** Create and send messages to Internet email addresses and to other handhelds.
- **Saved Messages:** Store messages for future viewing.
- **Search Messages:** Locate messages in seconds with the powerful search tool.
- **Address Book:** Store your personal directory of contact information, such as multiple phone and fax numbers, and email addresses. Enter notes for individual contacts and search the database to find specific contacts.
- **Calendar:** Keep track of appointments using one of the four calendar views: Day, Week, Month, or Agenda.

- **Tasks:** Add, edit, and delete tasks and mark tasks as complete.
- **Alarm:** Set the alarm on the handheld to sound every day or on weekdays only.
- **MemoPad:** Compose, edit, and delete notes, memos, and lists.
- **Calculator:** Perform basic mathematical operations and conversions (conversions available only with the palm-sized handheld).
- **Options:** Customize the way the handheld notifies you of new messages; set the password; add, edit, and delete AutoText entries; set the current date; program the automatic on/off feature.
- **Lock:** Lock the handheld with a password security screen so that only you can use it. (This function is visible in the Home screen only after you have set a password.)
- **Turn Wireless Off / Turn Wireless On:** Turn off the handheld's radio when you do not wish to receive messages or when it may interfere with other radio communications, such as during a flight. Turn on the radio again to send and receive messages.
- **Power Off:** Turn off the handheld at night or on weekends.

About this guide

This guide provides information for operating the handheld and for installing the desktop software.

Note

Notes appear in this format and contain additional information to help you perform the task being described.

Tip

Tips appear in this format and provide information about performing tasks and offer different options to perform tasks.

WARNING

Warnings appear in this format and advise you that failure to take or avoid a specific action could result in data loss or damage to the handheld.

You can also refer to the list of frequently asked questions included in this guide for answers to troubleshooting issues that may arise.

This guide describes the operating procedures and instructions for both the pager-sized handheld and the palm-sized handheld. Where procedures between the two handhelds differ, you will see the following icons:



This icon indicates that the associated information or procedures pertain only to the pager-sized handheld.



This icon indicates that the associated information or procedures pertain only to the palm-sized handheld.

Throughout this guide, the graphics depicting keyboard keys and LCD screens show the palm-sized handheld. The keyboard layouts on each handheld are very similar; however, some keys are shaped differently and there are a few additional keys on the palm-sized handheld. Where the LCD screen differs between the pager-sized handheld and the palm-sized handheld, both LCD screens are shown. In addition, the handheld has two display options: Large Font and Small Font. This guide shows the Large Font display option.

Other documentation available

Documentation for BlackBerry Internet Edition also includes:

- “Handheld User’s Guide” — Refer to this online guide, which is installed along with the desktop software, for detailed

information on handheld functions such as Messaging, Address Book, Calendar, Tasks and more.

- “Desktop Software Online Guides” — The desktop software offers online help to guide you and answer your questions. In the desktop software, select Help from any active window to view help information.
- “README.txt” — This file, installed with the desktop software, contains information about the new features of the version 2.1 release.

About version 2.1

Feature highlights of the handheld and desktop software 2.1 release include:

Downloads icon — This new icon in the Desktop Manager window provides a link to the Downloads website where you can access desktop software upgrades and third-party applications.

Cut, copy, and paste — Modify highlighted text in any editable field.

Search by subject — Perform a search to find and view all messages containing the same text in the **Subject** field.

Additional fields in Address Book — Four added fields are provided in the list of contact information. These fields are user-defined. (You can change the label of the fields and include any relevant information about the contact.)

Time zone support — Appointments created for a specific time zone are adjusted appropriately when the time zone is changed in the handheld’s date and time option.

Auto on/off functionality — during auto off, the handheld’s radio remains ON. Messages will continue to be received by your

handheld, even though the LCD and notifications have been turned off.

Note

For a complete list of new features for version 2.1 of the software, refer to the README.txt file, found on your installation CD.

For information on how to use these features, see the online “Handheld User’s Guide”.

Contents of your package

Your package should contain the following:

- Handheld
- Cradle
- Holster
- This “Installation and Getting Started Guide”
- Handheld “Quick Reference Card”
- Installation CD containing desktop software and online “Handheld User’s Guide”

If something from this package is missing or not working properly, contact the point of purchase.

System requirements

The following components are required to install the desktop software:

- Intel-compatible 486 or higher desktop with an available serial port
- Windows 95/98/2000 or NT 4.0
- To use the RIM Intellisync tool you must be running Personal Information Management software such as Microsoft Outlook,

Exchange or Schedule, ACT!, Lotus Organizer or Notes, Groupwise, Goldmine, or Netscape.

1

Getting started

Before you send and receive messages, you will need to perform some brief setup tasks on the handheld: install a new AA battery (for the pager-sized handheld) or charge the internal battery (for the palm-sized handheld), turn on the radio, and ensure that the handheld is registered with the wireless network. You need to set up your computer by installing the desktop software and connecting the handheld to your PC. Once setup is complete on both the handheld and PC, you can send and read a test message, and configure your handheld's options.

Before you begin

You should familiarize yourself with some of the handheld's basic components before sending and receiving email messages.

The QWERTY keyboard provides access to all of the regular alphabetic characters; numeric characters, a symbols library, punctuation, and special characters can all be generated using the orange ALT key in combination with the other keys. For easy typing, hold the handheld in both hands and use your thumbs.

Roll and click the handheld's trackwheel (located in the top right corner of the handheld) for navigation and selection.

When you turn on your handheld, the Home screen appears. This screen is your starting point for using the handheld's functions. It displays the date and time, the current signal strength, the battery level of the handheld, and the function icons. The Home screen also

displays notification of any new messages or alarms. See Chapter 2 for details about the handhelds' components.

About battery use and charging



Depending on usage, the handheld can operate for weeks using either a single AA alkaline battery or a rechargeable NiMH battery. The handheld will work best if you use standard, high quality alkaline or NiMH batteries.

Note

If you choose to use an AA alkaline cell we recommend that you unplug the AC adapter before you place the handheld in the charging cradle to synchronize with the PC. This will ensure that the charging cradle does not attempt to charge the alkaline cell.

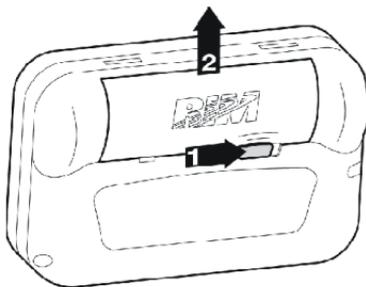
RIM recommends using the Sanyo NiMH model HR-3U if you choose to use a rechargeable battery in the handheld. This battery is supplied with the handheld

The Energizer NH15 NiMH battery is a suitable alternative for the Sanyo HR-3U battery. It has a lower capacity than the Sanyo battery so it will need to be recharged more frequently. It is, however, readily available from many retail locations.

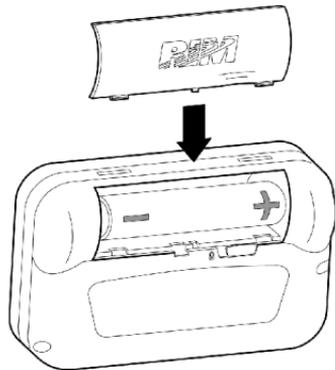
RIM has also performed limited testing on NiMH batteries from Gold Peak Group and Radio Shack (Tandy). While not certified for general use in the pager-sized handheld, you may wish to try them as substitutes for the Sanyo or Energizer cells. If you encounter any difficulties when using these batteries, return to using the Sanyo or Energizer cells.

To insert the battery

1. On the back of your pager-sized handheld, remove the battery cover by sliding the lock to the right and pulling the cover up and off. (Remove the old battery if one is present.)



2. Insert a new battery. Make sure that the polarities (- and + signs) are aligned correctly. The handheld will vibrate and beep if the battery has not been inserted properly.



3. Click (press down on) the trackwheel to turn on the handheld. The Home screen appears.



The Home Screen

Note

If you choose to use an AA alkaline battery and your handheld does not turn on after you've inserted the battery, then either the AA alkaline is too low or the internal lithium is discharged. Leave the handheld turned off for 6 to 8 hours to let the AA alkaline battery recharge the internal lithium battery. If this does not solve the problem, try inserting a new battery.

Using the charging cradle

If you have the pager-sized handheld and you choose to operate it with a rechargeable NiMH battery, you will use the cradle to recharge the NiMH battery. If you have the palm-sized handheld, there is no external battery required; your handheld is powered by an internal, rechargeable battery that is also recharged using the cradle.

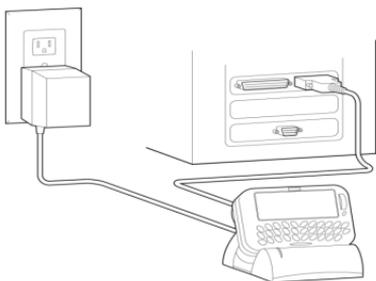
Note

When connecting to your PC, use only the cradle provided by Research In Motion.

**To recharge the NiMH battery**

Plug the supplied AC adapter into a power source.

1. Place the handheld in the charging cradle so that the handheld's serial port is securely connected to the charging cradle. To do so, line up the connector port on the bottom edge of the handheld with the connector prongs of the cradle and press the handheld firmly in place.



Handheld in cradle, plugged into wall outlet

When the charging cradle and handheld are connected and the charging cradle is plugged into a power source, the green LED on the cradle will be solid for a period of time, in which the cradle is detecting and testing the battery. The charging cradle then begins a charging cycle.

During this charging cycle, the green LED on the charging cradle will flash continually and the icon, located in the top right corner of the Home screen will change to a charging icon.

When charging is complete, the green LED returns to a solid green light. If the green LED turns off at any point during the charging cycle, there may be a problem with the battery, the charging cradle, or one or more of the connections, (e.g. the AC adapter, the handheld). A complete charging cycle may take as long as 8 hours but it will typically take less time to fully recharge the battery.

Recharging tips

Follow these practices for charging your pager-sized handheld to ensure that you get maximum battery performance.

- Allow the handheld to complete its charging cycle every time you attempt to charge it. Do not remove the handheld from the cradle while the green LED is flashing. A charging cycle is complete when the green LED is solid.

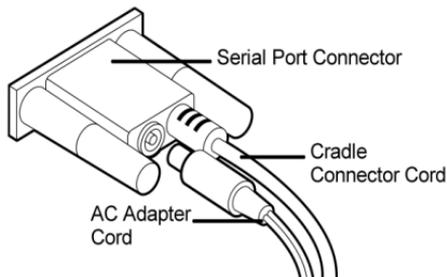
- Keeping the handheld in the cradle for a short time (5-15 minutes) during synchronization with your PC will not negatively affect the rechargeable battery. Keeping the handheld in the cradle longer than the time required for synchronizing, yet not long enough to complete the battery charging cycle, is not recommended.
- If you use a non-rechargeable battery in the handheld, such as an AA alkaline cell, unplug the AC adapter from the charging cradle before you connect the handheld to your PC. This ensures that the cradle does not attempt to charge the handheld's alkaline battery.
- Only recharge your handheld when the battery level indicator on the handheld's Home screen shows one or two bars. Do not recharge when the battery level is at three or more bars.



To charge the internal battery for the first time

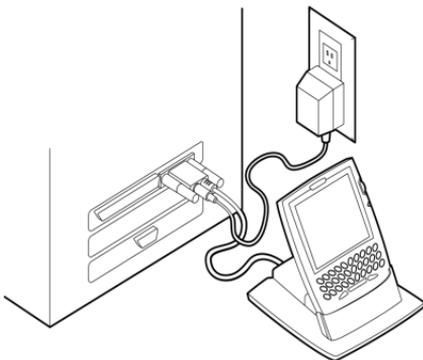
When you receive your palm-sized handheld, you must insert it into the charging cradle to charge the internal battery.

1. Connect the AC adapter to the cradle's serial port connector as illustrated below.



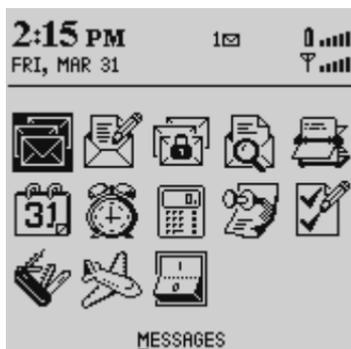
Connecting AC adapter cord to cradle serial port

2. Plug the cradle into a wall outlet and insert the handheld into the cradle by aligning the connector port on the bottom edge of the handheld with the connector prongs of the cradle and press the handheld firmly in place.



Handheld in cradle, plugged into wall outlet

After a few seconds, the Home screen should appear.



The Home screen

3. Allow the handheld to charge to full battery power before using it. When the handheld is charging, the battery icon (in the top right corner of the Home screen) will change to a charging icon. Once the handheld is fully charged, the battery icon will replace the charging icon.

Note

The cradle does not need to be connected to your PC for charging to occur.

Recharging the internal battery

Follow the same procedure to recharge the handheld's battery when necessary.

The handheld can be kept at a full charge by “topping up” the battery every day for 10-15 minutes. From an empty battery, a full charge can be achieved in approximately 3 hours. It is not necessary to drain the battery completely before recharging.

Note

If the battery level becomes too low, the battery icon will be replaced by LOW, indicating that it is time to recharge the handheld. In this state, all radio functions, such as sending and receiving email and PIM operation, will be disabled until the battery is recharged.

If you place the handheld in the charging cradle when it is turned off, the red LED light will turn on. This light indicates that the handheld is charging and it will turn off once the handheld is fully charged.

Beginning to use the handheld

In the Home screen, you can select any of the handheld's main functions. Using the trackwheel, scroll through the icons to view the functions. The name of each function appears at the bottom of the screen. To select a function, scroll to the appropriate icon and click the trackwheel..

You can also select a function by pressing the underlined character in the function's name. For example, press **M** to access the **M**essages screen.

To turn on the handheld



To turn on your pager-sized handheld, click (press down) the trackwheel.



To turn on your palm-sized handheld, press the silver key.

To turn off the handheld



When you want to turn off your pager-sized handheld, scroll to the **POWER OFF** icon and click.

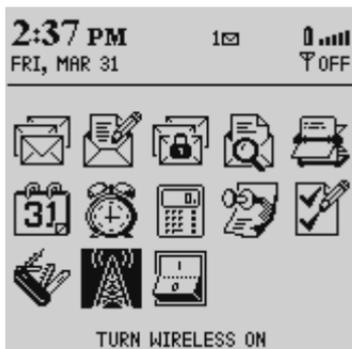


When you want to turn off your palm-sized handheld, scroll to the **POWER OFF** icon and click. You can also press and hold the silver key to turn off the handheld.

Turning the radio on and off

When you first receive your handheld, the wireless radio will be turned off. You must turn on the radio before you can send and receive messages.

In the Home screen, scroll to the **TURN WIRELESS ON** icon and click.



You will notice that the **TURN WIRELESS ON** icon was an antenna, but when you select the icon, the function name changes to **TURN WIRELESS OFF** and the icon changes to an airplane. The airplane icon is a reminder to turn off your handheld's radio when on an airplane, in a hospital, or in any place where it may interfere with other radio transmissions and frequencies. The icon will change depending on whether the wireless radio is on or off.

Note

You should turn off your handheld's radio if you are going to be out of coverage for an extended period of time. Turning off the radio will greatly improve battery life. To turn the radio off, scroll to the **TURN WIRELESS OFF** icon and click.

When you first receive your handheld there should be two messages in the Messages screen to introduce you to your handheld and some of its basic features.

Registering with the network

After you turn on the wireless radio, a Registration message should arrive. In the rare case that the Registration message does not arrive, check the Home screen to ensure you are in coverage. (You are in coverage if you have one or more bars beside the coverage indicator

in the top right corner of the Home screen.) Register your handheld using this procedure.

1. In the Home screen, scroll to the **OPTIONS** icon and click. The Device Options screen appears.
2. In the Device Options screen, scroll to Network Settings and click. The Network Settings screen appears.
3. Ensure that the Roaming field is set to your country (**U.S.** or **Canada**) and that the **Radio** field is set to **On**. Verify that the **Status** field is set to **Active**.
4. Click to view the menu. Scroll to **Register Now** and click.



If you are in coverage, a confirmation message should arrive within a few seconds.

Note

If the **Status** field in the Network Settings screen is not set to **Active**, contact customer support.

You may also need to re-register your handheld each time you load new applications using the Desktop Software's Application Loader tool. See Chapter 3 or the Application Loader online help for more information.

Activating your account

Consult your service provider's documentation for information on activating your BlackBerry Wireless Email account.

Forwarding and filtering messages

You can determine how email messages are forwarded to your handheld by visiting the web pages recommended to you by your Service Provider. Each Service Provider will have a different URL, but the web pages are generally referred to as BlackBerry Internet Edition Settings.

The web-based filters offered by BlackBerry Internet Edition enable you to specify which messages are forwarded to your handheld. A filter consists of conditions (set by you) based on message characteristics: message sender, message recipients, whether you were directly addressed, CC'd or BCC'd, words in the subject line, or the level of importance. If a message arrives in your mailbox that matches the set conditions, you can set the filter to forward the message to your handheld, forward with priority, send only the message header, or not forward the message to your handheld.

Using the default filters

There are two default filters set in the BlackBerry Internet Edition Settings web pages. The first filter, called To & BCC Default, forwards all messages that are sent directly to you or sent as blind carbon copies (BCC) to you. The second filter, called CC Default, forwards only the header of messages that are sent as carbon copies (CC) to you. (You can view the body text of the message on your handheld by selecting **More** from the menu in the open message.)

If messages do not meet the conditions of either of these default filters settings, the messages are not sent to your handheld. You can edit or delete default filters as desired.

To edit or delete a default filter

1. In the BlackBerry Internet Edition Settings page, click **Filters** to open the Filters page.
2. Select the default filter that you want to change and click **Edit** or **Delete**, depending on the action you'd like to perform.

For details on how to edit a filter, refer to the URL provided by your Service Provider and click the Help option at the bottom of any page.

Adding a new filter

You can add new filters to specify which messages get forwarded to your handheld and which messages remain on your PC.

To add a new filter

1. In the BlackBerry Internet Edition Settings page, click **Filters** to open the Filters page.
2. In the Filters page, click **New** to open the New Email Filter page.
3. In the **Filter Name** field, type a name that describes this new filter.
4. Select whether you'd like this filter **Enabled** or **Disabled**. You can disable a filter at any time (instead of deleting the filter and re-creating it).
5. Enter information into any of the following fields. When an incoming message matches all of the conditions for a particular

filter, the action that you specify will be performed on that message.

In this field	Enter
From	The full email (SMTP) address of the person/people that you want the filter to detect. For example, type <code>jsmith@rim.net</code> . If you are typing more than one email address, make sure that you separate each address with a semi-colon.
Sent to	The full email (SMTP) address of any recipients other than yourself that you would like the filter to detect (addresses for distribution lists that do not have an SMTP address cannot be used). If you are typing more than one email address, make sure that you separate each address with a semi-colon.
Subject	Any word(s) for the filter to detect in the Subject line of incoming messages. The filter will only search for the entire string, not individual words, unless you separate them with a semi-colon.
Body	Any word(s) for the filter to detect in the body of incoming messages.
Recipient Types	Click the appropriate check boxes to indicate if the filter applies to messages that are addressed directly (To) to you, carbon copied (CC) to you, or blind carbon copied (BCC). (This field only applies to messages sent directly to your address. It does not apply to distribution lists of which you are a member.)

In this field	Enter
Importance	Click the drop-down list and select the level of Importance (if any) that you want the filter to detect in your incoming messages.

6. From the **Action** drop-down list, select an action to be performed on incoming messages that meet the conditions you have set in step 5.
 - **FORWARD:** messages meeting the filter conditions will be forwarded to your handheld.
 - **LEVEL 1 NOTIFICATION:** messages meeting the filter conditions will be forwarded to your handheld with Priority status.
 - **HEADER:** only the Header of messages meeting the filter conditions will be forwarded to your handheld. The Header consists of the **To**, **From**, **Subject**, and **Date** fields of the message.
 - **DON'T:** messages meeting the filter conditions will be held at your desktop. You will not receive the message on your handheld.
7. When you have set the filter conditions and action, click **Save**. The filter that you just created will be added to the list on the **Filters** page. Look for the new filter under **Filter Name**.

Suspending message delivery

You can suspend message delivery at any time from the BlackBerry Internet Edition Settings web pages. You may wish to suspend message delivery if you'll be spending a lot of time at your computer (the messages will arrive there anyway), if you're travelling out of network coverage, wish to conserve battery power, or simply don't require your email to be delivered wirelessly.

In the BlackBerry Internet Settings page, the **Forward the message to my handheld** check box is selected by default. You can clear the check box if you want messages to be suspended at your desktop. At any time you can select the check box; message delivery will resume after a short delay.

For details on how to edit, enable/disable, re-order filters, and use the other features of these web pages, refer to the URL provided by your Service Provider and click the Help option at the bottom of any page.

Installing the desktop software

You must install the desktop software in order to send and receive email and use the other desktop software tools.

1. Insert the CD into the appropriate drive. The Setup program starts automatically. Follow the instructions on your screen, using the default paths and names recommended for the desktop software.
2. When Setup is complete, you may choose to open the README.txt file and run the desktop software right away. Connecting the handheld to your PC.

To confirm the handheld to PC connection

1. Ensure that the end of the cradle cable is properly inserted into a COM port on the back of your PC and that the handheld is placed securely in the cradle.

Note

If the password function on your handheld is enabled, you must enter the password before you can connect to your PC.

Note If you are using an alkaline battery in the pager-sized handheld, leave the charging cradle unplugged. Otherwise, plug the cradle into an available power source.

2. Ensure that you have properly installed the desktop software. If it is not already open, launch the Desktop Manager by selecting it from the Windows **Start>Programs** menu. The Desktop Manager window appears.
3. In the Desktop Manager window, select **Options>Serial Settings**. The Settings window appears. Click **Detect** to confirm the PC to handheld connection.

Note The message “Handheld not found” will appear if the PC cannot detect the handheld on a serial port.

If the handheld and charging cradle cable seem connected securely, ensure that no other devices are sharing the serial port, such as a PCMCIA card or IrDA unit. Ensure that no other connectivity software is running on your PC, and that you are not using the same port as your mouse.

4. Once connection is confirmed, click **OK** to exit the Settings window. The Desktop Manager will show the handheld’s **Current Status** (now **Connected**) in the status bar at the bottom of the window.

Sending a test message

Once you have activated your handheld and completed the installation, you are ready to begin sending and receiving email. Remove the handheld from the cradle and if you use the Desktop Redirector, make sure it is running. (See the previous section.)

1. In the Home screen, scroll to the **COMPOSE** icon and click. The To:screen appears.

- Click the trackwheel to view the menu; scroll to New Address and click. The New Address screen appears.
- Type your own name and email address using the trackwheel to scroll from field to field.

Tip In the Email field, press the SPACE key where the '@' and '.' punctuation should appear. The handheld will insert it for you.

- Click the trackwheel to view the menu. Select Save Address by clicking again. You return to the **To:** screen with your own email address selected. Click the trackwheel to view the menu. Select Use Email as your send method by clicking again.



- Type a subject line such as “Test” and press ENTER. Type your message. When your message is complete, click the trackwheel to view the menu. Select Send Message by clicking again. The Messages screen appears.



If you are in coverage (as indicated by the number of bars beside the antenna icon in the Home screen) a check mark will appear beside the message within a couple of seconds or minutes. The check mark icon indicates that your message was transmitted successfully.

Reading your test message

When you receive your test message, follow these steps to read it.

1. In the Home screen, scroll to the **MESSAGES** icon and click. The Messages screen appears.
2. Scroll to the test message and click to view the menu. Select **Open Message** by clicking again.

Tip

To open messages quickly, scroll to an highlight the message in the Messages screen and double-click the trackwheel.

3. When the new message appears on your screen, scroll down to read the entire message. Scroll up past the subject line to view the status, recipient(s), sender, and date.



For the pager-sized handheld, press **BACKSPACE** to return to the Messages screen.



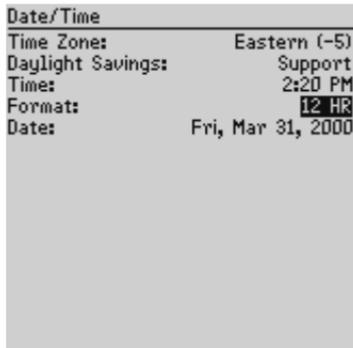
For the palm-sized handheld, press **ESC** to return to the Messages screen.

Configuring handheld options

Now that you have sent and received your first wireless email message, you should configure some of the handheld's basic options.

To set the date and time

1. In the Home screen, scroll to the **OPTIONS** icon and click. The Device Options screen appears.
2. Scroll to **Date/Time** and click. The Date/Time screen appears. Scroll to the field you would like to set, then press the **SPACE** key to scroll through your options.



3. Click the trackwheel to view the menu. Scroll to **Save Options** and click.

You return to the Device Options screen.

To set message notification

1. In the Home screen, scroll to the **OPTIONS** icon and click. The Device Options screen appears.
2. Scroll to **Notify** and click. The Notify screen appears. Scroll to the field you would like to set, then press the SPACE key to scroll through your options.

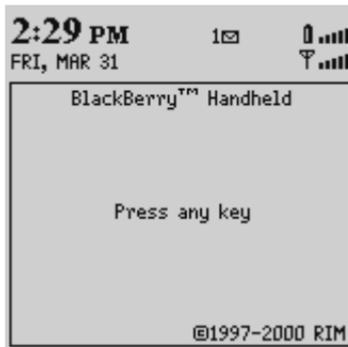
Notify	
In Holster:	Vibrate+Tone
Out of Holster:	Vibrate
Tune:	1
Volume:	Low
Number of Beeps:	4
Repeat Notification:	Off
Level 1 Notify Only:	No
Consider PIN Level 1:	Yes

3. Click the trackwheel to view the menu. Scroll to **Save Options** and click.

You return to the Device Options screen.

Using password protection

Set a password for your handheld to ensure greater security. Once the handheld is left idle for a specified amount of time, you will need to type your password to use it again. You can also manually activate the password security screen by selecting the **LOCK** function from the Home screen. You should lock your handheld if you leave it unattended. If you do not want the password security screen to appear, you must disable your password in the Security screen.



Password security screen

If you have entered information in the Owner screen of the Options function, it will appear on the password security screen. We recommend that you include your own (or your company's) contact information in case the handheld is lost.

WARNING

If an incorrect password is entered 10 times, all information will be erased from the handheld for security reasons. The handheld's radio is turned off and the radio icon is removed from the Home screen. You will need to reload the applications before you can use your handheld again. You should regularly backup any information from your handheld that might not have originated on your PC. See Chapter 3 or the Backup and Restore online help for more information.

To enable password protection

You should set a password so that no one can use your handheld without knowing the password.

1. In the Home screen, scroll to the **OPTIONS** icon and click. The Device Options screen appears.

2. Scroll to **Security** and click. The Security screen appears. In the **Password** field, press the SPACE key to enable the password. A dialog box appears, prompting you to enter a password of at least four characters. Press ENTER when you are finished. You will have to enter your password again for verification.



3. In the **Security Timeout** field, set how much idle time should pass before the password security screen will appear. To do so, press the SPACE key to scroll through the timeout settings. Release the SPACE key to set the field to your preference.
4. Click the trackwheel to view the menu. Scroll to **Save Options** and click.

You return to the Device Options screen.

Note

The password security screen will show your contact information (if you have entered it in the Owner screen) or it will prompt you to **Press any key**. Type the first letter of your password to gain access to the Enter Password dialog box. Type the remaining letters of your password to resume using the handheld.

Once you have set a password, you need to enter it to use the **Security** screen again. In addition, if you turn off the handheld with the password security screen enabled, you will need to enter the password once you turn on the handheld again.

To lock the handheld

Once you have enabled your password in the Security screen, you can lock the handheld whenever you like. A lock icon (for palm-sized handhelds) or a key icon (for pager-sized handhelds) will appear on the Home screen.

1. In the Home screen, scroll to the **LOCK** icon and click. The password security screen appears.
2. To use your handheld again, type your password and click the trackwheel.

To change your password

Changing your password occasionally will help to provide greater security.

1. In the Home screen, scroll to the **OPTIONS** icon and click. The Device Options screen appears.
2. Scroll to **Security** and click. A dialog box appears, asking you to type your password. Once you've typed your password, press **ENTER** to open the Security screen.

- Click to view the menu. Scroll to **Change Password** and click. A dialog box appears.



- Enter a new password of at least four characters. Press ENTER when you are finished. You will have to enter your new password again for verification.
- Click the trackwheel to view the menu. Scroll to **Save Options** and click.

You return to the Device Options screen with your password changed.

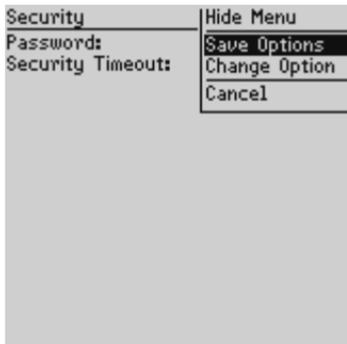
To disable password protection

Once you disable your password, the password security screen will no longer appear. You will not need to enter your password to open the Security screen or when connecting your handheld to your PC.

- In the Home screen, scroll to the **OPTIONS** icon and click.
- In the Device Options screen, scroll to **Security** and click. A dialog box appears, asking you to type your password. Once you do so, press ENTER to open the Security screen.



3. While in the **Password** field of the Security screen, press the SPACE key to change the password option to **Disabled**.
4. Click the trackwheel to view the menu. Scroll to **Save Options** and click.



You return to the Device Options screen.

Summary

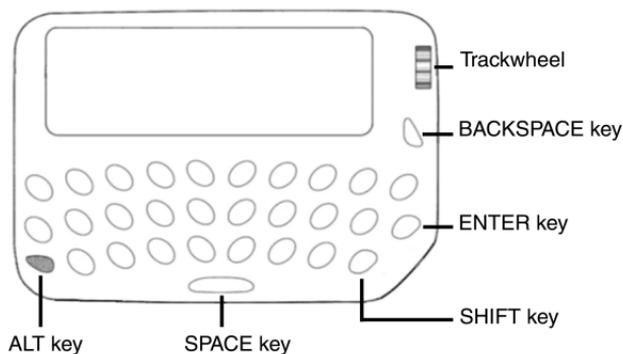
In this chapter, you learned the steps that are required to send and receive email messages wirelessly. You can install a battery or charge the internal one. You can turn on the radio, activate your account and register with the network. You've learned about the web-based forward and filter rules that control which of the email messages sent to your desktop also get sent to your handheld.

You have also learned how to install the desktop software on your PC, connect the handheld to your PC, and configure some basic handheld options. Read on to learn more about using the handheld.

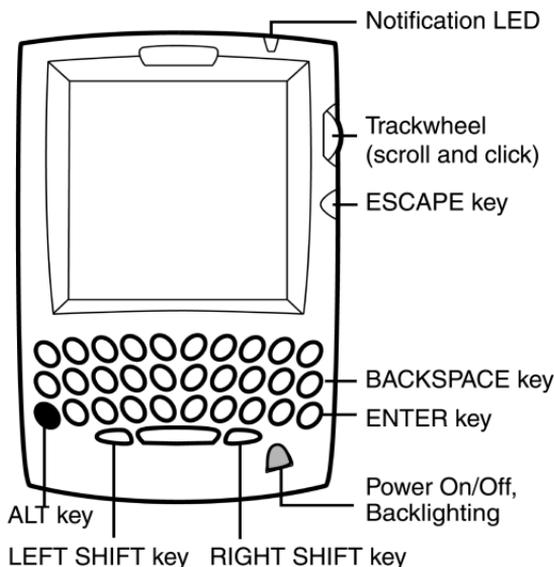
2

Getting to know your handheld

This chapter will help you get acquainted with your pager-sized handheld or your palm-sized handheld.



The RIM 950 (pager-sized) handheld



The RIM 957 (palm-sized) handheld

Handheld components

Here are some details on the handheld's main components:

Keyboard and trackwheel

The handheld's QWERTY keyboard provides access to all of the regular alphabetic characters. Numeric characters, a symbols library, punctuation, and special characters can be generated using the orange ALT key in combination with the other keys. For easy typing, hold the device in both hands and use your thumbs. Roll and click the trackwheel for navigation and selection.

A trackwheel that clicks!

The trackwheel on the handheld has a unique feature for greater usability and performance: it clicks! Pressing down on the trackwheel with your thumb is comparable to the clicking function of your PC mouse. Click to open menus and to select functions and menu options.

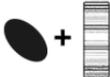
Keys and key combinations

The following chart describes special keyboard and trackwheel combinations that will help you navigate, compose messages, and configure options on the handheld.

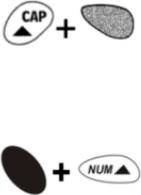
Key	Function
 TRACKWHEEL	 Turning the power on Click (press down) the trackwheel to turn on the pager-sized handheld.
 SILVER key	 Turning the power on/off <ul style="list-style-type: none"> • Press the silver key once to turn on the palm-sized handheld. • Press and hold the silver key to turn off the handheld.

Key	Function
 <p>SILVER key</p>  <p>ALT key</p>	<p>Activating backlighting</p> <ul style="list-style-type: none"> • When the handheld is on, press the silver key once to activate backlighting. Press again to turn off backlighting. (Backlighting will turn off automatically if you do not press any keys for 20 seconds.) • Press the ALT key three times to activate backlighting.
 <p>TRACKWHEEL</p>	<p>Scrolling and selecting</p> <ul style="list-style-type: none"> • Roll the trackwheel with your thumb to scroll up and down through screen lines, fields, and menu items. • Click (press down) the trackwheel with your thumb to open menus and select options, similar to the click function of a mouse used with your PC.

Key	Function
	<p>Scrolling through special characters</p> <ul style="list-style-type: none"> When composing a message or entering text, press and hold a letter key while rolling the trackwheel to scroll through international characters (characters with accents), equation symbols and other marks. When the desired character, symbol or mark appears, release the letter key.
 ALT key	<p>Typing ALT characters</p> <ul style="list-style-type: none"> The orange ALT key activates both the numeric and symbol characters, printed in orange above the alphabetic keys. Press the ALT key once to affect the next character you type. Press and hold the ALT key while you type to affect all characters. <p>An 'A' icon appears in the top right corner of your screen when the ALT key is active.</p>

Key	Function
 <p>ALT + ROLL the trackwheel</p>	<p>Scrolling horizontally and changing options</p> <ul style="list-style-type: none"> • Hold the ALT key while you roll the trackwheel to move the cursor horizontally across screen lines. • Hold the ALT key while you roll the trackwheel to scroll through field options.  <ul style="list-style-type: none"> • In the palm-sized handheld Home screen, hold the ALT key while rolling the trackwheel to move the cursor vertically.
 <p>RIGHT SHIFT key</p>  <p>LEFT SHIFT key (only on palm-sized handheld)</p>	<p>Capitalizing alphabetic characters</p> <ul style="list-style-type: none"> • Press a SHIFT key once to capitalize the next character that you type. • Press and hold a SHIFT key while you type so that all letters are capitalized. • Press and hold the letter to capitalize it. This feature only works when Key Rate is set to Slow or Fast in the Screen/Keyboard screen. <p>An 'up arrow' icon appears in the top right corner of your screen when a SHIFT key is activated.</p>

Key	Function
 <p>SHIFT + SCROLL</p>	<p>Selecting multiple items in a list such as messages in the Messages screen and appointments in the Calendar screen</p> <ul style="list-style-type: none"> • Hold a SHIFT key while rolling the trackwheel in a screen that contains a list
	<p>Activating CAPs lock</p> <ul style="list-style-type: none"> • Press ALT + RIGHT SHIFT to activate caps lock mode. Any key that you press will be typed in upper case. • Press a SHIFT key again to return to lower case mode. <p>An 'up arrow' icon appears in the top right corner of your screen when caps lock mode is active.</p>

Key	Function
	<p>Typing the orange alt characters (activating NUM lock mode)</p> <ul style="list-style-type: none">  • For the pager-sized handheld, press SHIFT + ALT to activate num lock mode.  • For the palm-sized handheld, press ALT + LEFT SHIFT (NUM) to activate num lock mode. • Press SHIFT or ALT again to return to regular mode. <p>An 'N' icon appears in the top right corner of your screen when num lock mode is activated.</p>
 ENTER key	<p>Inserting carriage returns; selecting highlighted items</p> <ul style="list-style-type: none"> • Press the ENTER key to insert a regular carriage return, moving your cursor to a new line. • Press the ENTER key to select the highlighted item. Instead of clicking the trackwheel to select the item, you can press the ENTER key to perform your task.

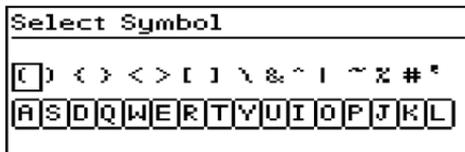
Key	Function
 <p>BACKSPACE key</p>	<p>Deleting previous characters</p> <ul style="list-style-type: none"> • Press the BACKSPACE key to move the cursor backwards and delete characters to the left of the cursor position.  • For the pager-sized handheld, press the BACKSPACE key to hide (close) a menu or cancel an action.  • For the pager-sized handheld, press the BACKSPACE key repeatedly to return to the Home screen.
 <p>ALT+BACKSPACE</p>	<p> Deleting characters ahead of cursor; deleting messages</p> <ul style="list-style-type: none"> • Press ALT + BACKSPACE with a character highlighted to delete that character only. • Press ALT + BACKSPACE in the Messages screen to delete the selected message. If you scroll to a date in the Messages screen and press ALT + BACKSPACE, a message appears asking if you wish to delete all messages prior to that date.

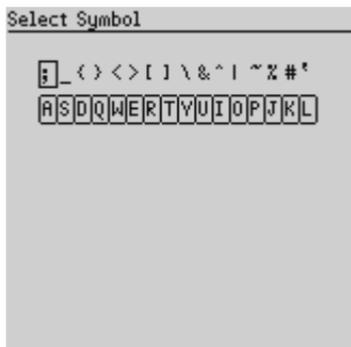
Key	Function
	 <p>Deleting characters ahead of cursor; deleting messages</p> <ul style="list-style-type: none"> • Press the DEL key to erase characters to the right of the cursor position. • Press the DEL key with one or more characters highlighted to delete those characters only. • Press the DEL key in the Messages screen to delete the selected message. If you scroll to a date in the Messages screen and press DEL, a message appears asking if you wish to delete all messages prior to that date.
 <p>ESCAPE key (under trackwheel)</p>	 <p>Escaping from screens/menus</p> <ul style="list-style-type: none"> • Press the ESC key to hide (close) a menu. • Press the ESC key repeatedly to return to the Home screen. • Press the ESC key to cancel an action.

Key	Function
 <p>SPACE key</p>	<p>Inserting a space; scrolling through field options</p> <ul style="list-style-type: none"> • Press the SPACE key to insert a space between characters while you type. • Press the SPACE key to insert the '@' and '.' characters in Email fields. • Press the SPACE key to toggle through field options.
	<p>Opening symbols library for extra characters</p> <p>Press ALT + SPACE to open the Select Symbol screen, from which you can insert the symbol you need.</p>

Symbols screen

As described in the Keys and key combinations chart, you can press ALT + SPACE to open the Select Symbol screen. The following characters are available for you to insert into your message:





To select a symbol, either scroll to a symbol and click, or press the associated alphabetic key under the desired symbol. You will return to your message with the symbol inserted.

LCD screen

The LCD screen is your interface with functions such as composing and reading messages, setting tasks and appointments, viewing and editing contact information, customizing device options, and performing basic mathematical calculations. It is composed of the Home screen, function screens that are launched from the Home screen, and menus within each function. Icons are used throughout for message status, handheld status, and navigational aid.

Backlighting

In low light conditions, you can increase the readability of the LCD by using the backlighting feature.



Activate the backlighting by pressing the ALT key three times. It will shut off automatically if you do not press any keys or use the trackwheel for 10 seconds.



Activate the backlighting by pressing the silver key once. It will shut off automatically if you do not press any keys or use the trackwheel for 20 seconds. Turn off the backlighting manually by pressing the silver key again.

Function screens

The functions list appears on the Home screen. To open a function's screen, scroll to an icon and click the trackwheel (or, press the underlined character in the function name).



Press BACKSPACE to return to the Home screen.



Press ESC to return to the Home screen.

Function menus

Menus provide a list of options for the current function. You can open a function screen's menu by clicking the trackwheel; the menu appears on top and covers approximately half of the screen's width.



Address B	Hide Menu
Allen Johr	New Address
Andy Clips	View Address
Cheryl an	Edit Address
Christine f	Delete Address
Dave Baja	

Address Book function menu



Address Book	Hide Menu
Allen John	New Address
Andy Clipsham	View Address
Dean Kelly	Edit Address
Deborah Cooper	Delete Address
Donna Moser	Compose Message
Heather Dwyer	Options
Jennifer Hines	Close
Jennifer Krul	
Ryan Hickey	
Tanya Busch	
Tom Papadopoulos	
Tracey Seupaul	

Address Book function menu

Function icons

The following chart shows each function icon and describes the corresponding function.

Icon		Description
950 Wireless Handheld	957 Wireless Handheld	
		Messages Receive, read, reply to, compose, forward, save, file, and delete messages.
		Compose Type and send messages to Internet email addresses.
		Saved Messages Store important messages for future reference.
		Search Messages Locate messages in seconds with the powerful search tool.
		Address Book Store your personal directory of contact information, such as multiple phone, fax numbers, and email addresses. Use the search function to locate a specific contact.
		Calendar Keep track of appointments using one of the four calendar views: Day, Week, Month, or Agenda.

Icon		Description
950 Wireless Handheld	957 Wireless Handheld	
		Tasks Add, edit, delete tasks and mark tasks as complete.
		Alarm Set the alarm on the handheld to sound on weekdays only or every day (including Saturday and Sunday).
		MemoPad Compose, edit, and delete important notes and memos.
		Calculator Perform basic mathematical operations. With the palm-sized handheld, you can also perform measurement conversions.
		Options Customize the way the handheld notifies you of messages; set the password; customize AutoText; set the date/time; program the automatic on/off feature.
		Lock Lock the handheld with a password security screen so that only you can use it. This icon will only appear in the Home screen after you have set a password.

Icon		Description
950 Wireless Handheld	957 Wireless Handheld	
		Turn Wireless On/Turn Wireless Off Turn off the handheld's radio when it may interfere with other radio communications, such as during flight, or whenever you prefer not to receive email messages. You will not be able to send or receive messages until you turn the radio on again.
		Power Off Turn off the handheld when you wish to conserve battery power. All queued messages will be delivered to your handheld once you turn it back on.

Handheld status icons

These icons appear on the handheld's LCD screen to indicate battery power, coverage levels, and keyboard modes.

Icon	Description
	Battery power indicator
	Coverage strength indicator
	Charging indicator

Icon	Description
	Data is being sent
	Data is being received
	ALT key mode is active
	SHIFT key mode is active
	NUM lock mode is active
	Unread messages waiting

Message status icons

These icons appear on the handheld's LCD screen to indicate the status of pending, sent, and received messages.

Icon	Description
	Message is being sent
	Message has been sent out to the network
	Message pending (will be sent later)
	Composed message has been saved (not sent yet)

Icon	Description
	Unread message transmission error
	Message returned, message transmission error
	New, unread message has been received
	Message has been read
	Message has been filed
	Importance level of message is high

Navigational icons

These icons appear on the handheld's LCD screen to indicate positions within fields, lists, menus, and screens.

Icon	Description
	Indicates the cursor position
	You are at the bottom of a menu or screen; scroll the trackwheel up to view more items.
	You are at the top of a menu or screen; scroll the trackwheel down to view more items.

Icon	Description
	You can scroll the trackwheel up or down to view more screen or menu items.
	You can scroll the trackwheel left or right to continue viewing icons on the functions list.

Holster (belt clip)

A holster, equipped with a belt clip, accompanies the handheld. While in the holster, the handheld is protected and wearable. You can choose different forms of message notification based on whether the handheld is in or out of the holster.

When you receive a new message and remove the handheld from the holster within five seconds, notification (based on how you've set it) stops and the most recently received message will be open. If you pull the handheld out of the holster and quickly replace it, notification stops but the message will remain marked unread. See page 37 for information on notification settings.

Cradle

The cradle provides a link between the handheld and your PC, so that you may use the desktop software provided with your package.

Serial port

The serial port on the bottom of the handheld fits into the prongs of the cradle. You must connect the cradle to your PC to use the desktop software (provided on the CD with your package).



Battery compartment

The pager-sized handheld operates on one AA alkaline battery housed in the battery compartment at the back of the handheld.



Charger

The palm-sized handheld is designed to operate for one week or more on a full charge; exact battery life will depend on factors such as usage and quality of coverage. The handheld contains an internal lithium cell. The cradle provided with your palm-sized handheld is also used to recharge this cell.

Scrolling through settings

The handheld provides alternate methods of performing the same action (e.g. using hotkeys instead of the trackwheel). In particular, there are four ways to change the configurable options on your handheld. These alternatives apply to all screens where you can change settings, such as in the Date/Time, New Appointment, or Daily Alarm screens.

- **Use the menu.** While in an option field, click to view the menu. Scroll to **Change Options** and click. A dialog box appears where you can scroll through your options. Once you reach the option you prefer, click the trackwheel. After setting all of the options in the screen, click to view the menu. Scroll to **Save Options** and click.
- **Use ALT + roll.** Hold the ALT key while rolling the trackwheel to scroll through the options. Release the ALT key once you reach your desired setting.

- **Use the keyboard.** You can press the letter or number which represents your choice. For example, if you are in a time field, press the first number of the hour you want to specify.
- **Use the SPACE key.** You can use the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference. This method is used throughout the guide.

Summary and tips

- In this chapter, you learned about the various components and features of the handheld.

Getting to know your handheld - Tips

- Press the first letter of an item in an options list, menu, or choice list to jump directly to the item.
- Press Y to select Yes in a pop-up dialog box.
- Press N to select No in a pop-up dialog box.
- Press SPACE twice to insert a period while composing a message (the letter following the period will automatically be capitalized).
- Type the first letters of the name or the initials separated by a space to find a specific contact in the To field.
- Press and hold a letter to capitalize it (must have **Key Rate** enabled).
- Press ALT and click the trackwheel to select an icon in the Home screen. Roll the trackwheel to move the icon to another position, and click the trackwheel to “drop” it into the new position.
- Press SPACE to scroll through field settings.



- Press **C** or BACKSPACE to select Cancel in a pop-up dialog box.



- Press **C** or ESC to select Cancel in a pop-up dialog box.

3

Using the desktop software

The “Getting started” chapter provided instructions to install the desktop software and connect the cradle to your PC. This chapter shows you how to use the software to get the most from your handheld.

The desktop software can synchronize contacts, appointments, memos, and tasks between your handheld and PC. You can also backup any important information from the handheld to your PC, edit the Address Book and AutoText files, restore data back to the handheld, and load new applications onto the handheld, all using the desktop software’s convenient Windows interface.

Note

You will find basic instructions in this chapter for using the desktop software and its tools; you can find more detailed information in the online help. From any window, select **Help** to view procedures.

Backing up files from handheld to PC

Use the Backup and Restore tool to save any handheld files to your PC or restore previously-saved files back to your handheld. Additionally, you can use it to customize the Address Book and AutoText files: create new entries, edit existing entries, and delete the entries on your PC.

Note Before updating your handheld with new software using the Application Loader, use the Backup and Restore tool to save any important information from the handheld to your PC.

See the online help topic, “Advanced backup and restore” for more information on editing AutoText and Address Book entries.

To backup files from handheld to PC

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click **Backup and Restore**. The Backup and Restore window appears.
2. To backup everything on your handheld, click the Backup button. The Select file for Full Backup window appears. The default file name will be **Backup-today's date.ipd**. Select the location and name of the file as desired and click **Save**. A dialog box will chart the progress of the data transfer from the handheld to your PC. Once the information has been saved to your PC.
3. Once the information has been saved to your PC, you return to the **Backup and Restore** window.

Note You can backup specific databases to your PC by performing an Advanced backup. See the online help topic “Performing an Advanced backup” for more information.

Importing files from your PC to the handheld

You can import address book entries from your PC's address book to your handheld. See the “Importing Address Book entries” online help topic for more information.

To restore files back to the handheld

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click **Backup and Restore**. The Backup and Restore window appears.
2. To restore everything that was saved previously from your handheld, click the **Restore** button. The Select file for Full Restore window appears. Select the file name that contains the information you want to restore and click **Open**.
3. A dialog box will chart the progress of the data transfer from the PC to your handheld. Once the information is retrieved and organized, another dialog box appears, warning you that you are replacing the information currently stored in the listed databases of the handheld.
4. Click **Yes** to continue. Once the information has been restored to your handheld, you return to the Backup and Restore window.

Note

You can restore only specific databases to your handheld by performing an Advanced restore. See the online help topic “Performing an Advanced restore” for more information.

Loading handheld applications

If necessary, use the Application Loader tool to update the software on the handheld and add any new applications that might be available.

Note

Before updating your handheld with new software using the Application Loader, use the Backup and Restore tool to save any important information from the handheld to your PC.

To add new software

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click **Application Loader**. The Welcome to Application Loader window appears. The handheld must be connected before you can load new software.
2. Click **Next** to start the process of loading new software onto your handheld. An **Initialization Progress** dialog box appears on your PC to indicate that the Application Loader is connecting to your handheld and is reading your handheld's configuration. At the same time, your handheld's LCD will read "Loader activity...". Wait until initialization is complete and the dialog box disappears. The Optional Application Selection window appears, displaying the applications that you can choose to download to your handheld.
3. Select the check boxes next to the names of the applications you want to load and click **Next**. The Existing Data Preservation window appears.

WARNING Any applications that do not have a checkmark beside them will be erased from the handheld (even if you have them currently loaded).

4. In the **Application Data** section, select the check box if you want to delete the information on your handheld (including your messages and address book entries). If you select this check box, ensure that any important information is backed up first. In the **Applications** section, select the check box if you wish to erase the applications from your handheld before loading updated ones. You should select this option if you are loading applications after a failed load operation. Click **Next** to continue.

5. The Summary window appears, displaying the application versions that will be downloaded to your handheld. Verify that the information is correct and click **Finish**.
6. The **Load Progress** dialog box appears and the new files are added to your handheld.
7. When loading is complete, the **Loader** dialog box will indicate whether loading was successful. If loading was not successful, make sure that your handheld is in the cradle and the cradle is connected to your PC properly. Then, repeat these steps. Click OK to return to the Desktop Manager.

Note

After the loading process is complete, you will need to turn on your handheld's radio to send and receive messages. In the Home screen, scroll to the TURN WIRELESS ON icon and click.

Synchronizing PIM

Using the Intellisync tool, you can synchronize your Personal Information Management (PIM) applications.

Note

See the online help for specific information based on the PIM application you use on your PC.

You can also update the handheld's date and time using the Intellisync tool. See the online help for more information.

In the **Intellisync** window, click the Auto start button to specify settings for automatic synchronization.

To configure PIM synchronization

1. Place your handheld in the cradle and connect it to your PC. In the Desktop Manager, double-click Intellisync. The **Intellisync** window appears.

2. In the **Intellisync** window, click **Configure PIM...** to customize your PIM synchronization settings. The **Handheld Configuration** window appears. Select a PIM application (Address Book, Calendar, MemoPad, or Tasks) and click Choose.
3. In the **Choose Translator** window, select the PC program (called the “translator”) that you use and click OK.
4. You can configure other options in these windows such as field mapping, synchronization filters, and conflict resolution settings, depending on the translator that you have selected. See the online help for more information.
5. Once you have configured all the PIM applications, ensure the the check box next to Synchronize PIM is selected in the **Intellisync** window. Click Synchronize now to perform the operation.

Summary

In this chapter, you learned how to use the desktop software. You can update your handheld’s applications, backup and restore information, synchronize PIM.

4

Frequently asked questions

This chapter includes answers to some common questions about the handheld.

Alarm

Why is my alarm not sounding when I've set the time?

- Ensure that you have enabled the alarm by setting the Alarm On/Off field to 'On.' When the alarm is set, a bell icon appears on the **Home** screen.

Battery

What should I do when I see the message "Battery too low for handheld usage"?

- Press any key to close this dialog box. Recharge the handheld's battery. See page 60 for information. The handheld can be kept at a full charge by simply "topping up" the battery every day for 10-15 minutes. From an empty battery, a full charge can be achieved in approximately 3 hours. It is not necessary to completely drain the battery before recharging.

What should I do if my handheld does not turn on?

- Make sure that the internal battery has been fully charged. (There should be five bars beside the battery indicator in the **Home** screen if the battery is fully charged.)

- If the handheld does not turn on after charging the battery, reset the handheld. See page 82 for more information.

Storage

What should I do if I won't be using my handheld for a short period of time?

- If you expect that you will not be using your handheld for a short period of time (two weeks or less), you should turn the handheld off. In the **Home** screen, scroll to the **POWER OFF** icon and click on the functions list.
- When you want to turn the handheld back on, simply press the silver key.

What should I do if I won't be using my handheld for a longer period of time?

Before storing your handheld for an extended period of time, you should save information on the handheld to your PC using the Desktop Software's Backup and Restore tool.

- If you expect that you will not be using your handheld for many weeks or months, then you should put the handheld in Storage Mode. In the Options function, scroll to Storage Mode and click. Click Yes in the two dialog boxes that follow. The handheld shuts down, and after approximately 24 hours enters a special storage state. You should store the handheld in a cool, dry place. When you press any keys or click the trackwheel while the handheld is in this state, it will not respond.
- To reactivate the handheld, you must insert the handheld into the charging cradle, as you did when you first received your handheld, and recharge the battery. The handheld should then turn on and read "Initializing".

All of your stored addresses and messages will be preserved while the handheld is in storage mode. However, the handheld will no longer have the correct date and time.

Home screen

How can I return to the Home screen?

The screen that displays the functions list and the date and time is called the **Home** screen.

- Press the ESC key repeatedly until you return to the **Home** screen. See page 43 for more information on other shortcuts.
- Select Close from an application's menu or, in the **Device Options** screen, scroll to the [Return to Home Screen] option and click.

LCD screen

What can I do if my LCD screen seems faint?

- Check the Screen/Keyboard option in the **Device Options** screen. In Options>Screen/Keyboard, scroll to the Screen Contrast field. Press and hold the ALT key while rolling the trackwheel to select a higher contrast. Once you have set the field to your preference, click the trackwheel to view the menu. Scroll to Save Options and click.
- While the handheld is on, press the silver key once to activate backlighting. See page 52 for more information.

The backlighting on my display screen keeps disappearing.

- The LCD backlighting will turn off after 20 seconds if you have not pressed a key or the trackwheel.

Messages

Why did I have two messages on my handheld before I turned on the radio?

- These messages are pre-loaded to help you learn about the handheld when you first receive it.

Why are my messages not being sent out?

You can tell that messages have not been sent because they have a clock icon beside them.

- Check that the handheld's radio has been turned on (select the **TURN WIRELESS ON** icon), and check that you are within range of network coverage (check the coverage indicator in the **Home** screen). See page 24 for more information.
- Check the **Network Settings** screen to ensure that your handheld has been activated on the network. If the Status: field in this screen is Pending, contact your service provider to have your account activated.
- You can try resending your message. As long as there is a clock icon beside the message when you resend it, another attempt is made to transmit the original message. A copy is not sent.

What should I do if a message is returned?

A returned message will have an 'x' beside it in the **Messages** screen.

- Open the message and scroll to the top. The Message Status field indicates why the message was returned. Follow the instructions given there.

I am not being notified when new messages arrive, even though I have set the handheld to notify me.

- Ensure that the volume setting of the notification options is set to either Low, Medium, High, or Escalating, rather than Off. With the volume set to Off, the beeper will not sound when new messages arrive.
- Ensure that the Level 1 Only setting in your notification options is set to No. When this field is set to Yes, you will only be notified of level 1 messages, rather than all messages.
- In the **Notify** screen, set the Repeat Notification: field to Low, Medium, High, or LED only so that you are reminded of unread messages on your handheld.

Punctuation

Where can I find the period (.) and other punctuation marks on my keyboard?

- The quickest way to type a period (.) is to press the SPACE key twice at the end of a sentence. The next letter is capitalized automatically.
- Press the ALT key with an associated character key to insert common punctuation marks. You will see the punctuation mark printed in orange above the primary key on the keyboard. See page 43 for information on the ALT key and other key functions.
- Other punctuation marks are included in the symbols library which you can open by pressing ALT + SPACE.
- You can also insert international/accented characters into your messages. When composing a message or entering text, press and hold a letter key while rolling the trackwheel to scroll through international characters/characters with accents. When the desired character appears, release the letter key.

Desktop software

For a complete list of frequently asked questions and answers, refer to the online help.

Resetting the handheld

On rare occasions, the handheld may report an internal handheld error message, instructing you to press 'R' to reset. Doing so will return the handheld to normal operation after a few minutes. Try sending yourself a message and check that all the information has been properly restored in the **Status** screen.

There is also a reset hole on the back of the handheld, located in the information label. Normally, you will not need to use this method of reset. However, if the handheld 'locks up' (no longer responds when you press keys or use the trackwheel) you can use this method to reset the handheld. One end of a paper clip can be inserted into this hole to press the reset button, restarting and restoring the handheld to normal operation.

Note

You can also reset the handheld by simultaneously pressing the ALT + SHIFT + BACKSPACE keys.

Messages and other information stored on the handheld will not be lost. If you were in the process of composing a message, however, the message will be lost.

If you reset your handheld, you will not lose the connection with your PC. After you reset your handheld, synchronize with the Desktop Manager to ensure that all information has been restored. See the Desktop Manager online help for more information

5

Specifications



RIM 850 Wireless Handheld

Mechanical Properties

Weight:	4.1oz (115g) (without AA battery)
Size (LXWXH):	3.5"X2.5"X0.89" landscape, (0.94 at battery compartment)
Memory:	R950-2 - 2 MB Flash memory, 304 kB RAM R950-4 - 4 MB Flash memory, 512 kB RAM

Display and control features

Display:	Full graphic LCD with custom annunciators and backlighting; 132 x 65 pixels, and 8 line by ~25 character text/graphics display
Controls:	Trackwheel for scrolling and selecting menus; 31-key QWERTY-style keyboard

Message Notification:	Audible beeper and mechanical vibrator; user-configurable alert options
Other features:	Real-time clock; audible alarm; AutoText and Address Book updates
Ports:	RS-232 compatible serial port at operating speeds up to 115 200 baud <ul style="list-style-type: none">• Input voltage from 5V p-p to +/- 30 V• Maximum data rate 115 200 baud• Port impedance 5kΩ nominal input, 300Ω minimum impedance output

Power

Battery:	One AA alkaline cell and one internal, rechargeable Lithium Ion cell
Power Supply:	Internal, rechargeable Lithium Ion cell

Temperature

Operating:	-10°C to +60°C
Storage:	10°C to +30°C — Keep the handheld under these conditions. Storage in high temperatures can damage the internal lithium cell.
Relative Humidity:	5-95% Non-condensing

Radio specifications

Network Support	800 MHz DataTAC networks
Interface Protocols:	MDC4800 v3.2/3.3, RD-LAP v3.2/3.3

Frequency

Transmitting:	896 to 902 MHz, 12.5 kHz Channels
Receiving:	935 to 941 MHz, 12.5 kHz Channels

Regulatory compliance

Handheld Complies with:	FCC Part 15 Class B, Part 90 Industry Canada RSS 119
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RIM 857 Wireless Handheld

Mechanical Properties

Weight:	Approx. 5oz
Size (LXWXH):	4.6"X3.1"X0.70"
Memory:	5 MB Flash memory 0.5 MB SRAM

Display and control features

Display:	Full graphic LCD with backlighting, 160 x 160 pixel viewing area
Controls:	Thumb-operated trackwheel; PC-style keyboard
Message Notification:	Red LED indicator; audible beeper; mechanical vibrator, on-screen notification; configurable by user
Other features:	Real-time clock; audible alarm; AutoText and Address Book updates
Ports:	RS-232 compatible serial port at operating speeds up to 115 200 baud

Power

Battery:	Internal lithium cell
----------	-----------------------

Temperature

Operating:	0°C to +50°C
Storage:	10°C to +30°C — Keep the handheld under these conditions. Storage in high temperatures can damage the internal lithium cell.
Relative Humidity:	5-95% Non-condensing

Radio specifications

Network Support	800 MHz DataTAC networks
Interface Protocols:	MDC4800 v3.2/3.3, RD-LAP v3.2/3.3

Frequency

Transmitting:	896 to 902 MHz, 12.5 kHz Channels
Receiving:	935 to 941 MHz, 12.5 kHz Channels

Regulatory compliance

Handheld Complies with:	FCC Part 15 Class B, and Part 90 Industry Canada RSS 119
Charging cradle Complies with:	FCC Part 15, Class B Declaration of Conformity (DoC)

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