

BlackBerry® Smartphone Frequently Asked Questions

Contents

| | |
|--|---|
| Battery Life..... | 3 |
| Q. How do I maximize battery power on my BlackBerry®? | 3 |
| Q. I was working on my BlackBerry when it went blank and the message "Battery too low | 4 |
| for use" appeared. Now it has turned off and won't come back on. | 4 |
| How do I enhance my BlackBerry's battery life? | 4 |
| Charging | 4 |
| Media | 4 |
| Browsing | 4 |
| Screen/Keyboard | 4 |
| Network Connections | 4 |
| Shortcuts | 4 |
| Camera | 4 |
| Applications | 4 |
| Indicators | 5 |
| GPS | 5 |
| Messages on BlackBerry | 5 |
| Q. How do I compose messages on my BlackBerry smartphone?..... | 5 |
| Q. How do I view messages that have been filed into folders?..... | 5 |
| Q. I have the notification option set to beep me when new messages arrive on the..... | 6 |
| BlackBerry, but I'm not receiving notification. | 6 |
| Getting Started..... | 6 |
| Q. My BlackBerry was lost or stolen. What can I do to ensure that someone else will not..... | 6 |
| be able to send or receive messages with it? | 6 |
| Q: What's my first step to take if my BlackBerry smartphone is having problems? | 6 |
| Q. My BlackBerry won't turn on. What should I do? | 6 |
| Q. The BlackBerry attempted to register but I received an error message saying..... | 6 |
| "Registration request failed: please try again". I am in coverage..... | 6 |
| Q. How do I change the owner information on a BlackBerry smartphone?..... | 6 |
| Q. How do I enable a password on my BlackBerry smartphone?..... | 7 |
| Q. How do I adjust the display font size so viewing messages are easier on the eye? | 7 |
| Q. The smartphone screen is very faint. How do I adjust the screen contrast?..... | 7 |

| | |
|---|----|
| Q. I've been working in other screens on my BlackBerry and now want to return to the..... | 7 |
| home screen..... | 7 |
| Q. I've set the alarm on my BlackBerry, but it doesn't go off. | 7 |
| Q. The BlackBerry LCD is very faint. Can I make it brighter? | 8 |
| Q. Why won't my radio on the BlackBerry stay on? | 8 |
| Q. I've noticed the word PIN on the BlackBerry smartphone. What is it?..... | 8 |
| Voice | 8 |
| Q. How do I make a voice call on my BlackBerry? | 8 |
| Q. How do I configure my Voice Mail Access number? | 9 |
| Set up speed dial for a contact | 9 |
| Change the contact that is assigned to a speed dial key | 9 |
| Change the voice mail access number and password | 9 |
| Place a call on hold | 10 |
| Q. How do I initiate a conference call on my BlackBerry smartphone? | 10 |
| Memory/Free Space | 10 |
| Q. How do I monitor the available memory on my BlackBerry? | 10 |
| Q. How do I maximize free space on my BlackBerry?..... | 10 |

Battery Life

Q. How do I maximize battery power on my BlackBerry®?

A. Battery power can be maximized by following these simple suggestions:

- **Use BlackBerry smartphone shortcuts** to access common features quickly and efficiently. For instructions, visit www.blackberry.com Support page and go to the BlackBerry Technical Knowledge Center to view Article ID KB02867 or refer to your *Getting Started Guide* for your BlackBerry.

- **Set the Auto On/Off option** to turn off the BlackBerry smartphone when not in use (ex. at night) and turn on again when ready to use (ex. before you wake up so email messages can be received that were sent when it was turned off).

To set the Auto On/Off option:

1. On the Home screen, open **Options**.
2. Select **Auto On/Off**.
3. Specify the on and off times.

- **Turn off wireless connections that are not needed.** For example, if you do not need

to use Bluetooth technology, you can turn the Bluetooth connection off as follows:

1. On the Home screen, open **Manage Connections**.
2. Click **Bluetooth**.

Note: Using **Manage Connections**, you can turn the mobile wireless transceiver off when you're out of network coverage to prevent the BlackBerry from continually attempting to locate the network, which uses a lot of battery power.

Q. I was working on my BlackBerry when it went blank and the message "Battery too low for use" appeared. Now it has turned off and won't come back on.

A. Your battery may be dead. Recharge the battery then try powering on. Any settings that you changed or information you entered will be saved.

How do I enhance my BlackBerry's battery life?

Charging

- Charge BlackBerry® smartphone as much as possible
- Use wall chargers as the preferred charging method

Media

- Reduce volume
- Use headphones
- Load media using the BlackBerry® Desktop Manager (Avoids resizing)
- Turn off equalizer settings (Media – Options)

Browsing

- Visit mobile sites where applicable
- Turn Repeat Animations to a lower setting (Browser – Options – General Properties)
- Close browser when finished using (close with ESC key, not red End key)

Screen/Keyboard

- Reduce Backlight Timeout (Options – Screen/Keyboard)
- Reduce Backlight Brightness (Options – Screen/Keyboard)
- Holster smartphone (turns off LCD automatically)
- Set Audible Roll to mute (Options – Screen/Keyboard)
- Key Tone Off (Options – Screen/Keyboard)
- Use a sleeve when storing the smartphone in a pocket

Network Connections

- Turn off unused connections when not in use, i.e. GPS, Wi-Fi®, Bluetooth®
- Use Auto On/Off
- Use single mode only (1XEV, 2G only, 3G only)

Shortcuts

- Use shortcuts instead of activating Java® menus (Browser – Options – Browser Configuration)

Camera

- Turn off flash (Camera – Options)
- Set picture size to Small (Camera – Options)
- Set Color Effect to Normal (Camera – Options)
- Set Picture Quality to Normal (Camera – Options)

Applications

- When exiting, be sure to close the app, not leave it running in the background (close with ESC key, not red End key)
- Log out of third-party applications when they are not needed (Instant Messaging, etc.)

Indicators

- Set Audible notification to Off (Profiles)
- Turn off coverage LED (Profiles)

GPS

- Use the zoom out function to get the largest viewable area that you can still use usefully

Messages on BlackBerry

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

A. You can send and receive Email, peer-to-peer (PIN) messages, and Short Message Service (SMS) Text messages.

SaskTel May, 2008 Page 7 of 18

To send a message:

1. On the Home screen of the BlackBerry smartphone, select the **Messages** icon.
2. Select **Menu** or click to bring up Menu and select a send method, for example, select **Compose Email** or **Compose SMS Text** or **Compose PIN**.
3. In the **To** field, type in an email address or 10 digit cellular number for SMS or the PIN of another BlackBerry depending on the send method you chose.
4. In the **Subject** field, type a subject and press the **Enter** key.
5. In the **Body**, type your message (text messages will display a character countdown).
6. After your message is complete, select **Menu** or click to bring up Menu, then click **Send**.

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

A. To disable the option on your BlackBerry smartphone to hide filed email messages:

1. In a message list, select the **Menu** key or click to bring up Menu.
2. Select **Options** then select **General Options**.
4. Set the **Hide Filed Messages** field to **No**.
5. Select the **Menu** key or click to bring up Menu and select **Save**.

To View messages in a specific folder:

1. In a message list, press the **Menu** key.
2. Click **View Folder**.
3. Click a folder.

To file an email message:

Verify that wireless email reconciliation is turned on.

1. In a message list, highlight an email message.
2. Select the **Menu** key or click to bring up the Menu then select **File**.
3. Select an email message folder.

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

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

Getting Started

Q. My BlackBerry was lost or stolen. What can I do to ensure that someone else will not be able to send or receive messages with it?

A. If your BlackBerry smartphone has been lost or stolen you should phone the *SaskTel Customer Relationship Centre* at 1-800-667-2355.
SaskTel May, 2008 Page 8 of 18

Q: What's my first step to take if my BlackBerry smartphone is having problems?

A: The 1st Step is to pull the battery out of the device and leave it out for about 30 seconds. This will clear the internal memory and solves many, many issues.

1. Leave the BlackBerry powered ON.
2. Pull the battery
3. Leave it out for 30 seconds
4. Replace battery and let device boot (may take a few minutes)
5. See if the problem has been resolved

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

A. Try a reset on your BlackBerry smartphone:

1. Remove the battery
2. Wait 30 seconds then reinsert.

If that does not work, connect your BlackBerry to a power charger and fully charge the battery then try to power on again.

Q. The BlackBerry attempted to register but I received an error message saying "Registration request failed: please try again". I am in coverage.

A. For some reason, your attempt to register on the network has failed. You can perform a Register Now again manually (see above Q&A for instructions). If you don't receive a confirmation message you may not be in coverage. Ensure you are in an area of sufficient coverage for receiving email messages.

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

A. To change the Owner Information on the BlackBerry smartphone:

1. From the Home screen, select the **Options** icon then select **Owner**.
2. Type the owner's name in the **Name** field and in the **Information** field, type a phone number or address.
3. Select **Menu** or click to bring up Menu and select to **Save** your changes.

Q. How do I enable a password on my BlackBerry smartphone?

A. One security feature of the BlackBerry smartphone is the password option. If this feature is enabled, the data on your BlackBerry cannot be accessed until the correct password is typed.

To enable the password option:

1. On the Home screen, select **Options** then select **Security** (*on some BlackBerry models, you may need to select General Settings*).
2. In the **Password** field, select it and choose **Enable**.
3. You're prompted to type your new password twice, to verify the password. The **Security Timeout** field displays the amount of time after which the password is enabled when the BlackBerry is inactive.
4. Select **Menu** or click to bring up Menu and select to **Save** your changes.

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

A. To adjust the display settings of a BlackBerry smartphone:

1. From the Home screen, select **Options**.
2. Select **Screen/Keyboard** then **Font Size** then select the size of font you wish.
3. Select **Menu** or click to bring up Menu and select to **Save** your changes.

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

A. To change the screen display on the BlackBerry smartphone:

1. From the Home screen, select **Options**.
2. Select **Screen/Keyboard** then in the **Screen Contrast** field, scroll through the options or use the number keys to type the contrast.
3. Select **Menu** or click to bring up Menu and select to **Save** the changes.

SaskTel May, 2008 Page 5 of 18

Q. I've been working in other screens on my BlackBerry and now want to return to the home screen.

A. You can return to the Home screen from any other screen or menu by pressing the **Enter** key (*or on older BlackBerry models, press the **Backspace** key immediately below the trackwheel*) until you see the Home screen.

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

A. When you set your alarm, make sure you change the **Alarm On/Off** field to **ON**. When the alarm is turned on, a bell icon appears on the home screen below the date.

Verify the **Tune** and **Volume** fields are set correctly. Some tunes are longer than others, so if you think you may be missing the alarm, you can select a longer one.

Q. The BlackBerry LCD is very faint. Can I make it brighter?

A. If the LCD is faint all the time, even in bright, indoor light, you can adjust the screen contrast. From the BlackBerry models Home screen, select **Options** and choose **Screen/Keypad** and adjust the **Backlight Brightness**, **Timeout**, and **Automatic Backlighting** to your preference.

Q. Why won't my radio on the BlackBerry stay on?

A. Your BlackBerry smartphone may not be active on the network. To ensure it is active, reset your BlackBerry (see above Q&A for instructions) then perform a registration.

To perform a Register Now:

- *On Older BlackBerry models* - select **Options** > **Network Settings** then click to view the menu and select **Register Now**. You will receive a message in your Messages list indicating your BlackBerry is successfully registered.
- *On Newer BlackBerry models* - select **Options** > **Advanced Options** > **Host Routing Table** and on the first line of information, click to view the menu and select **Register Now**. You will receive a message in your Messaging list indicating your BlackBerry is successfully registered.
- there is digital coverage within Saskatchewan and,
- they have roaming agreements with Bell across Canada and with Sprint in North America.

Current coverage information on the SaskTel wireless network and roaming coverage across North America can be obtained from the www.sasktel.com or the SaskTel Wireless Support

Q. I've noticed the word PIN on the BlackBerry smartphone. What is it?

A. PIN is short for Personal Identification Number (up to 8 digits) used to identify the BlackBerry on the network. If you know the PIN of another person's BlackBerry, you can add it to your Address Book and use it to send a PIN message directly to that person rather than using the person's email address. PIN to PIN messaging is a free, propriety service offered to BlackBerry users by Research In Motion (RIM), which bypasses mail servers and does not appear on the mail client on the desktop.

To find your PIN, from the Home screen, select **Options** then **Status**. This will list your PIN, along with your ESN (Electronic Serial Number).

Voice

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

A. To make a voice call:

1. On the Home screen, select the **Phone** icon.
2. You can now either type a phone number or pick from the Address Book (select **Menu** or click to bring up Menu and select **Call From Address Book** then select a contact to call).
3. To dial, press the **Green Send** key or the **Enter** key (you can also select **Menu** or click to bring up Menu and select **Call #**).

To End a voice call:

Click the trackwheel then click **End Call** or press the **Red End** key.
SaskTel May, 2008 Page 6 of 18

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


A. To configure the voice mail access number on the BlackBerry smartphone:

1. On the Home screen, select the **Phone** icon.
2. Select **Menu** or click to bring up Menu then select **Options** and select **Voice Mail**
3. In the **Access Number** field, type the number used to access voice mail.
4. Select **Menu** or click to bring up Menu and select to **Save** your changes.

To Retrieve voice mail




1. Go to **Phone**. The Phone screen appears.
2. Select **Menu** or click to bring up Menu and select **Call Voicemail**.

Set up speed dial for a contact

1. From the Home screen, press the Send key.
2. Press the  key > View Speed Dial List.
3. In the Speed Dial Numbers list, click an unassigned key.
4. Click a contact.
5. If necessary, click a phone number for the contact.

To make a call using speed dial, from the Phone application, the Home screen, a message, or a message list, press and hold the key that you assigned to the contact.


Change the contact that is assigned to a speed dial key

1. From the Home screen, press the  key.
2. Press the  key > View Speed Dial List.
3. Highlight a contact or phone number.
4. Press the  key.
 - o To change the contact that is assigned to a speed dial key, click Edit. Click a new contact.
 - o To assign the contact to a different speed dial key, click Move. In the Speed Dial Numbers list, click a new speed dial key.
 - o To delete the contact from the Speed Dial Numbers list, click Delete.

Change the voice mail access number and password

If a voice mail access number is not already set on your BlackBerry® device, you can type the access number for a different voice mail system.


Note: If you change the voice mail password on your device, you must also call your voice mail system to change the password there. Otherwise, the password for your voice mail is not updated in your voice mail system.


1. From the Home screen, press the Send key.
2. Press the  key > Options > Voice Mail.
3. Type a voice mail access number and a password.

4. Press the  key > Save.

Place a call on hold

If your BlackBerry® device is connected to a CDMA network, you cannot place a call on hold.

During a call, press the  key > Hold.

To resume a call, press the  key > Resume

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

A. To initiate a conference call on a BlackBerry:

1. On the Home screen, select the **Phone** icon.
2. Select **Menu** or click to bring up Menu and select **Call From Address Book** then select a contact to call (*for some older BlackBerry models, you would click the trackwheel and click **New Call** then select a contact, click the trackwheel, and click **Call***).
3. While connected to the first contact, select **Menu** or click to bring up Menu and select **Conference Call** (*for some older BlackBerry models, you would click the trackwheel and click **Hold***).
4. Select the next contact to call (*for some older BlackBerry models, you would click the trackwheel and click **New Call**, select the second recipient, click the trackwheel, and click **Call***).
5. After you are connected to the second call, select **Menu** or click to bring up Menu and select **Join** or **Flash**.
6. To add additional recipients to the conference, repeat these steps.

Memory/Free Space

Q. How do I monitor the available memory on my BlackBerry?

A. To see the approximate amount of available flash memory on the BlackBerry:

1. On the Home screen, open **Options**.
2. Select **Status**.
 - o **File Free** field shows approx. amount of available flash memory for data.
 - o **File Total** field shows amount of available flash memory after loading the wireless transceiver, operating system, and basic applications.

To see approx. amount of occupied flash memory on the BlackBerry:

1. On the Home screen, open **Options**.
2. Select **Status**.
3. Display the menu and select **Database Sizes**.

Q. How do I maximize free space on my BlackBerry?

A. The following are suggestions on how to maximize available flash memory on the BlackBerry. For detailed instructions, visit www.blackberry.com Support page and go to the BlackBerry Technical Knowledge Center or refer to your *Getting Started Guide* for your BlackBerry.

- **Use a media card** to store media files like songs, pictures, videos, voice notes, and ring tones, or pictures taken with the built-in camera.

- **Remove unnecessary items** (features and applications). It's highly recommended to remove languages you don't use from the BlackBerry, as it's one of the most significant ways to increase available flash memory.

To remove unused languages using the Setup Wizard:

1. On the Home screen, open **Setup Wizard**.
2. Select **Languages**.
3. Select the language you want to use and click **Next**. The BlackBerry deletes all languages that you do not select.

To remove underused applications:

1. On the Home screen, open **Options**.
2. Select **Advanced Options**.
3. Select **Applications**.
4. Highlight application you want to delete, display menu and select **Delete**.

- **Minimize number of contacts stored in the Address Book** on the BlackBerry.

- **Delete Multimedia Messaging Service (MMS) messages that are no longer needed.**

Because MMS messages can contain large media files and can't be stored on a media card, they can use a lot of flash memory. If you don't want to delete the media files in an MMS message, open the MMS message and save the media files on a media card before you delete the MMS message.

- **Change the Keep Messages and Keep Appointments setting** on the BlackBerry to reduce number of old messages and calendar events using flash memory:

1. On the Home screen, open **Messages**.
2. Display the menu and select **Options**.
3. Select **General Options**.
4. Set the **Keep Messages** field to either **15 Days** or **30 Days**.
5. Repeat steps 1 to 4 for **Appointments**.

Note: Email messages and appointments are only removed from the BlackBerry, not on the mail program or server.

- **Clear the browser cache often** on the BlackBerry:

1. On the Home screen, open **Browser**.
2. Display the menu and select **Options**.
3. Select **Cache Operations**.
4. Select **Clear for Content Cache**.

- **Adjust settings for optimal storage efficiency** on the BlackBerry:

- o In BlackBerry Desktop Software, set messages to stop being forwarded to the BlackBerry when it's connected to your computer.

- o Set messages to prompt you when deleting email messages on the BlackBerry:

1. On the Home screen, open **Messages**.
2. Display the menu and select **Options**.
3. Select **Email Reconciliation**.
4. Select **Prompt** for the **Delete On** setting. This allows you to choose to either delete the message on the BlackBerry only or on the BlackBerry and the messaging server (deletes message on both the BlackBerry and the email application with which it's associated).

• **Set the Auto More option to No** which disallows the automatic download option so only sections of email messages you want to read on the BlackBerry are downloaded, displayed, and stored in flash memory. This displays approximately first 2 KB of an email message; you can display more of the message by selecting **More** on the menu.

To set the Auto More option to No:

1. On the Home screen, open **Messages**.
2. Display the menu and select **Options**.
3. Select **General Options**.
4. In the Auto More field, select **No**.