

# **Blackberry Getting Started Help; Tips & Tricks Lists**

**Version 8, 4-16-05**

## **HELP ME, HELP YOU, PLEASE**

**This document now has four parts:**

- 1. 7100 Model**
- 2. 72XX Model (many apply to the other models)**
- 3. Websites and ATT Voicemail**

**IF YOU SEE AN ITEM THAT IS NOT WORKING PLEASE CONTACT ME AND IF YOU SEE AN ITEM THAT SHOULD BE ADDED PLEASE CONTACT ME.**

**THANKS AND GOOD LUCK**

**Compiled from Various Sources by User :**

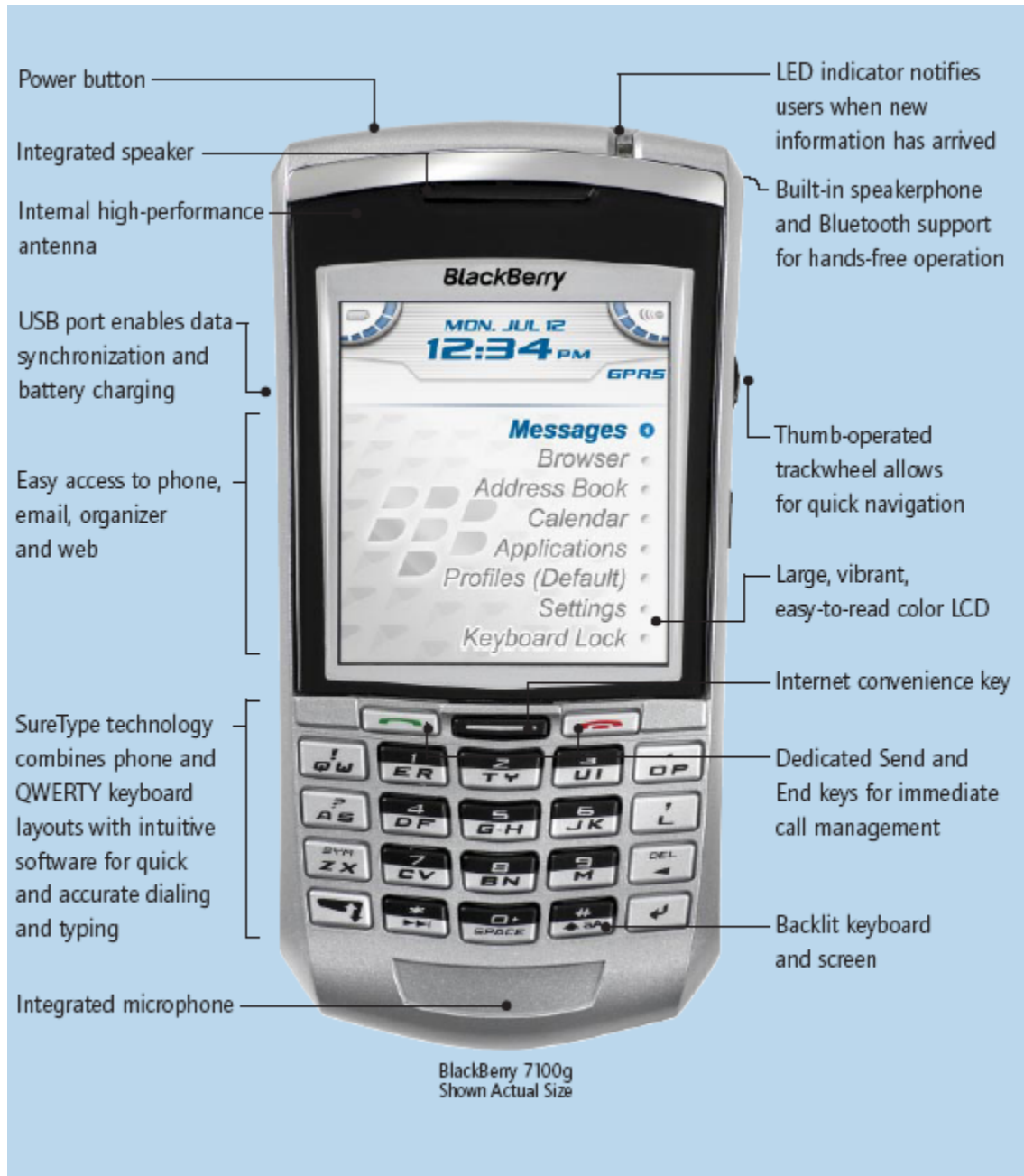
**Stinsonddog At Blackberryforums.com**

**You can send me a private message by going to:**

**<http://www.blackberryforums.com/member.php?u=4038> and clicking on private message.**

**Disclaimer – I am not doing this for any monetary benefit. If am sharing information to enhance user experiences. Some of the information is from forum posts, RIMM and product manuals.**

## Part I – 7100 Models



Read the Basics on using your BlackBerry first, so you can do basic navigation. The following items which have **Bolded in Orange** I found essential, and they are a personal choice.

**IMPORTANT MESSAGE FOR PEOPLE TRANSITIONING FROM A 72XX: THERE ARE NO APPLICATION SHORTCUTS FROM THE HOME SCREEN EXCEPT FOR THE PHONE AND BROWSER. USING ALT-ESC FROM MANY LOCATIONS IS PARAMOUNT. HIT ALT-ESC, ROLL THE TRACKWHEEL TO THE DESIRED LOCATION AND THEN RELEASE THE ALT-ESC TO GO TO THAT APPLICATION.**

1. Change the Font to one you like and can read. Settings >Screen/Keyboard. I use Millbank Tall – 8pt. This offers a significant improvement in readability.
2. Get rid of the time on the Messages screen to see more of the name and title. Open Messages, click track-wheel, scroll to Options>Display Time>No
3. Contact List Sort – Set it to the way you like it, first or last names controls. Address Book>Options>Sort By>Last or First. For software 4.0, to show the email name last, first on your messages list screen, go to Options>Language, Name Display. In prior versions, it was Home Screen, choose Options>Localization>Name Display
4. Rearrange the Application List on the Home Screen. In the Home Screen hold the ALT key and click the trackwheel to bring up a menu. You can then select Move Application, Hide Application, or Show All. If you hide an application, to show it again click Show all and it will appear with an X over it, bring up the menu on it and uncheck hide icon.
5. Ringing Options – Profiles>Phone – Change it as you like – I don't have mine vibrate for messages when in the Holster.
6. Access your personal Yahoo account very easily using the browsers. Go to [www.yahoo.com](http://www.yahoo.com). Log in. Navigate to the mail page. Save a new bookmark for the mail page using the trackwheel. Probably works the same with other internet email providers.
7. Rather than looking at the signal strength bars, you can change the display of the 'signal strength' to read in real numbers. From the home screen, hold down the ALT key while you type NMLL. Double tap for the N. The bars should change to read numbers. For the 'signal strength', if you are in the 100 area (that means -100 dBm), you will be transmitting at maximum power (2 Watts), and since coverage is hit and miss at this weak a signal, you may end up transmitting many times before the packets make it through. This might help explain any poorer than normal battery life. I consider anything at -90 to -50 excellent.
8. Consider a decent case for your 7100 – search Ebay for RIM Blackberry 7100 7100t 7100r Leather Pouch / Case Item number: 5757702063 by uniquemobile2 or look at the ones RIM makes.
9. Go to <http://www.theboggles.com/Berry411.htm> for a very useful application to find locations. Two must haves in your web favorites are [www.google.com/xhtml](http://www.google.com/xhtml) and <http://www.srh.noaa.gov/wml/> for weather.

## Tips on the 7100 Models

The **Alt** key is in the bottom left corner of the keyboard and can be identified by its thick line.

[Most Missed Shortcuts on 7100 - You are my hero if you discover these: Browser refresh and switching between calendar views.](#)

## General Shortcuts

The following shortcuts can be used within many functions:

- To switch to another application, hold the **Alt** key and press the **Escape** button on the side, below the trackwheel. Continue to hold the **Alt** key, scroll to the application, and release the **Alt** key to select it.
- From the Home Screen, to switch between Default and Vibrate notification profiles, hold **#**. If you have a custom profile it switches between that one and Vibrate.
- To exit any menu, dialog box, or screen, press the **Escape** button.
- To move directly to an item in an options list or menu, press the first letter of the item.
- To select **Yes**, **No** or **Cancel** from a dialog box, press **Y**, **N** or **C**.
- To lock the handheld, press and hold **NEXT** for at least 3 seconds.

- To unlock the handheld, press **NEXT** followed by the **SEND** key, or doubleclick the Trackwheel
- To select a check box, press the **Space** key. To clear the check box, press the **Space** key again.

## Writing Shortcuts

These shortcuts can be used while writing or editing text in any application:

- To switch between SureType and multi-tap input methods in a text field **hold the Next key (\*)**. Three reasons to learn SureType:
  - The 7100 learns your typing habits. I find myself having to correct it less and less as time goes on.
  - With the 2-chars per key, the keys are large enough that I don't find myself slipping and hitting the wrong one often at
  - Much easier to type with one thumb. With a full QWERTY keyboard, you usually need to use both hands, or it gets really awkward.
- To type words quickly press keys one time for one letter using SureType™. You should type the entire word before attempting to make a correction. To scroll across the list that appears when you type, press Next or roll the Trackwheel. To choose selected item in list Press Enter or click the Trackwheel.
- To scroll horizontally in text, hold the **Alt** key and roll the trackwheel.
- To select text, press the **Shift** key and roll the trackwheel.
- To copy selected text, press the **Alt** key and click the trackwheel.
- To paste text in an editable field, press the **Shift** key and click the trackwheel.
- To select the alternative letters associated with keys, press and hold the letter and roll the trackwheel. When the desired character appears in the ribbon of characters, highlight it and click the trackwheel to select it.
- To insert an accent, symbol or another mark, press the **Alt+Symbol** key. To select a symbol, highlight it with the cursor and click the trackwheel or press the associated letter below the symbol.
- To capitalize a letter, hold it down. The **Key Rate** option must be enabled from **Options > Screen/Keyboard**.
- To insert a period when typing text, press the **Space** key twice. The letter following the period will be capitalized automatically.
- Press the **Space** key to insert the @ and PERIOD characters in an address field.
- To turn on NUM lock, press Shift + Alt
- To turn off NUM lock, press Alt

## Options Feature Shortcuts

All handhelds have settings that can be used to customize the features of an application. While using an application, click the trackwheel and select **Options**. The following shortcuts can be used while modifying settings:

- To modify an option field, hold down the **Alt** key while scrolling to view available choices.

- To select another option, press the first letter of the option you would like to choose while viewing available choices.

## Message Shortcuts

### When in list of messages:

- **5 or Return key**= open message
- **Delete/backspace** = delete message
- **1**=top of messages (most recent) (or to the top of an open message)
- **7**=bottom of messages (least recent) (or to the bottom of an open message)
- **2**=up one message (or up one line in a message)
- **8**=down one message (or down one line in a message)
- **4**=previous day in list or prior open message
- **6**=next day in list or next open message
- **3**=page up (also works when viewing message)
- **9 or space key**=page down (also works when viewing message)
- **Asterisk key(\*)** = closest unread message
- **Next**=oldest unread message
- To delete old messages, select a date in the message list and click the Trackwheel for Delete Prior to delete all prior messages ( I use this often with phone filter below).

### When highlighted on a message in mailbox OR in a open message:

- **Exclamation point (!) QW key** = reply to
- **Question mark (?) AS key** = reply to and includes yourself
- **Period (.) OP**= forward message to
- **Comma Key(,) L**=New blank message/call

### Filters for mailbox list:

- **Alt key + ? (AS)** = Filters just SMS messages
- **Alt key + 7 (CV)** = Filters just Voicemail messages
- **Alt key + 9 (M)** = Filters just MMS messages
- **Alt key + period (OP)** = Filters just Phone Calls
- **Alt key + 3 (UI)** = Filters just Incoming Email messages (includes PIN)

After my upgrade to Software v4.0, I found a really cool **Search** tool. You can save and edit searches. I had to reprogram some of the ones above. From the message list, click and select search. The search screen comes up, click again and choose Recall. From there you can edit searches and assign your own ALT + shortcut key.

### While in an attachment:

- While in Microsoft® Excel
  - To change the column size, press **Exclamation point (!) QW**.
  - To display the content of a specific cell, press the **SPACE** key or **5 (GH)**.
  - To move up a cell, press **2 (TY)**.
  - To move down a cell, press **8 (BN)**.
  - To move a cell to the right, press **4 (DF)**.
  - To move a cell to the left, press **6 (JK)**.
  - To move horizontally across the spreadsheet, scroll the trackwheel.
  - To move vertically across the spreadsheet, press the **ALT** key and roll the trackwheel.
- While viewing a .jpg:
  - To move vertically roll the trackwheel, and to move horizontally across an image, hold the **ALT** key and roll the trackwheel.
  - To zoom in on an image, press **3 (UI)**. To continue zooming into an image, hold the **Shift** key and roll the trackwheel.
  - To zoom out from an image, press **9(M)**. To continue zooming out from the image, hold the **Shift** key and roll the trackwheel.
  - To return to the original size of the image, press **5 (GH)**.

**SMS Messages** - To send an SMS message for free, add their 10 digit phone number to [#@teleflip.com](http://teleflip.com). This should reroute the message to any carrier at the phone number specified.

## Phone Shortcuts

In the Phone application:

- **To open the phone application, press the green Phone icon (also known as the Send key) or start typing the number. Press and HOLD the Green Send button from either the Home Screen and/or the Phone application, and if you hold it down (don't be afraid 😊) for a few seconds, it will bring you to dial-by-name as with the old BBs.**

**TO:**  
Open phone

**DO:**  
Press **Green Send**

**End call**

**Press Red End**

**Call selected name**

**Press Send or phone number**

**Call a speed dial number**

**Hold assigned number key**

**Type an extension**

**Press ZX and Type extension number**

**Call your voice mail access number**

**Hold 1**

Type a letter in a number field

Hold Alt and press letter key once for the first letter and twice for the second letter

Turn mute on/off during call

Press Exclamation point (!) key or QW

Switch between the speaker and the earpiece during call

Press Period (.) key or press OP

Change volume during call

Roll Trackwheel

- To type an extension, dial the phone number, press **ZX**. An **x** will appear beside the phone number, type the extension.
- To insert a pause when typing a phone number, press the comma key (**L**). A **P** will appear beside the phone number. A pause will dial the additional numbers, such as an extension, after two seconds.
- To insert a wait when typing a phone number, press **exclamation point ! QW**. An **W** will appear beside the phone number. A wait will prompt you to type the additional numbers before continuing the dialing process.
- **Calling a Number with Letters - Just type the letters using the alt key.** The 7100 will automatically convert them to the proper numbers. Try 1800gofedex to test it out.
- **Using Applications While On The Phone** – Press **ALT-Esc** to bring up the task switcher or press the trackwheel and choose Hide Call at the bottom of the list. To get back to the phone to hang-up or enter a number or another number, press the Phone Button.
- **Conference Calling Terms** - During a call, click the trackwheel. A menu appears. Click **New Call**. The Select Address screen appears and the current call is placed on hold. Click a contact. A menu appears. Click **Call <contact name>**. The phone number is dialed. During the second call, click the trackwheel. A menu appears. Click **Join**. You are connected to both calls. To speak privately with one contact, click the trackwheel. A menu appears. Click **Split Call**. The Select Call dialog box appears. Click a contact. To disconnect one contact, click the trackwheel. A menu appears. Click **Drop Call**. The Select Call dialog box appears. Click a contact. To end the conference call, hold the **Escape** button. You can also merely jump back and forth between two connected calls by clicking the trackwheel and selecting **Swap**.
- **Call Logs** – If you don't want call messages to show on the messages screen, go to Phone Options and turn call logging off.

## Address Book Shortcuts

In the Address Book application:

- To insert numbers in the **Work, Home, Mobile, Pager, Fax, and Other** fields when creating a new address, press number keys without using the **Alt** key. Software 4.0 had enhanced fields so check your Intellisync mapping after you upgrade.
- Type the first letter of a name to retrieve all entries that begin with a selected letter. This will shorten the list in the Address Book. This gives you all the entries that begin with one of two letters on the key.

## Calendar Shortcuts

In the Calendar application, quick entry must be set to NO for the Day View shortcuts to work:

Press the **exclamation point ! (QW)** to return to the current day in any calendar view.

To move to next day in any calendar view Press 6 (JK).

To move to previous day in any calendar view Press 4 (DF)

While in Day view:

- To go to the previous or the next day, **press the Alt** key and roll the trackwheel.
- To go to the next day, press the **Space** key.
- To move up by the hour **press 2 (TY)** and down by the hour **press 8(BN)**.

While in Week view:

- To move up by the hour **press 2 (TY)** and down by the hour **press 8(BN)**.
- To scroll horizontally through the days, press the **Alt** key and roll the trackwheel. Without the **Alt** key held you go up or down the hours.
- To open an appointment, **Hold 5 (GH)**. If you are not on an appointment, the new appointment dialog will open.
- To create an appointment, press **the Period key (.) (OP)**.

While in Month view:

- To scroll vertically, hold the **Alt** key and roll the trackwheel.
- To move up by a week **press 2 (TY)** and down by a week **press 8(BN)**.
- To create an appointment, press **the Period key (.) (OP)**.
- To open a day to a day view, **press 5 (GH)**, and press it again to back to the month view.

- To move one month back **press 3 (UI)** and to move one month forward **press 9 (M)**.

While in the Agenda view – see the message list tips to navigate.

**Creating Meetings** – When you invite someone to a meeting from Lotus Notes, and the recipient views it on a BB, the location field will show only **one** line of text. I put my Dial In Info in the location field often, but I have shortened it to include only the phone number, and PC code so it all fits on one line without any wrapping.

## Browser Shortcuts

Open the Browser application, by pushing the **Convenience Key (between Send and End key)**:

- To refresh, press (still a mystery trying to uncover it).
- To move between full-screen mode and normal mode, press **QW**.
- To move to the top of a web page, press **1 (ER)**.
- To move to the bottom, press **7 (CV)**.
- To move to the previous webpage, press **4 (DF)**.
- To move to the next webpage, press **6 (JK)**.
- To move down a screen, press **Space** or **9 (M)**.
- To move up a screen, press **Shift + Space** or **3 (UI)**.
- To move to the next line, press **NXT**.
- To move down one line at a time, press **8 (BN)**.
- To move up one line at a time, press **2 (TY)**.
- To open the Go To: URL dialog box, press **the period key (OP)**.
- To insert a PERIOD in the Go To dialog box, press the **SPACE** key.
- To insert a forward slash in the Go To dialog box, press the **Shift** key followed by the **SPACE** key.
- To open the Add Bookmark dialog box, press **the question mark (AS)**.
- To open the Connection Information dialog box when a link is highlighted, press the comma key (**L**).
- To stop the current page from loading, press the **Escape** button.
- To return to the previous web page, press the **Escape** button or press **4**.
- To expand folders, press the **SPACE** key.
- **Save a Web Page to the Messages Screen** – If a web page is loaded or loading, click the trackwheel and choose either Save Page or Save Request to save it to a Message and then you can email it to anyone.

## Tasks Shortcuts

In the Tasks application:

- To locate a task in the task application screen, type the first letters of a task.

## MemoPad Shortcuts

In the MemoPad application:

- To locate a memo on the memo application screen, type the first letter of the memo.
- To view a memo, press the **Enter** key.
- To move a down the page in an open memo, press the **Space** key.
- To move up the page in an open memo, press the **Shift** key + the **Space** key

## Calculator Shortcuts

- The Calculator on the 7100 with v 4.0 is a much improved interface which is just plain intuitive. Click the trackwheel to find the Copy command and also Metric conversion. After you put in a number, and select Metric Conversion you will be given choices of what conversion to make.

## Picture Application — Handheld and Desktop Software 4.0

To get a picture into the application you either need to email it to yourself or save it to a web page, then view the page and save it from the page. For attachments your company needs to be on BES 4.0. The screen size is 260 pixels high and 240 pixels wide. To make a Home Screen background use a picture 195 x 240 pixels with a 65 pixel border at the top. From the Pictures list you can open and delete images. You can also use an image as your standby screen or as a background to the Home Screen. If you want your Home Screen to be more vibrant, save a black image and Set As Home Screen Image. Remember images take up memory so be judicious. Use the ALT key and roll the trackwheel to pan images. By clicking the trackwheel you can zoom in on images and rotate them. You can also zoom in by pressing 3 and zoom out by pressing 9. Holding Shift and rolling the trackwheel allows you to continue the zoom in or out. You can also rotate an image by pressing the **period key** (.).

240x180 pixels is a good size for photos and possibly 240x195 for the Home Screen. See <http://www.blackberrywallpapers.com/> for some wallpaper choices. If you add a picture to the Home Screen, reducing the opacity in a photo editor might be wise.

## Password Application — Handheld and Desktop Software 4.0

You can use this to store passwords you often use. This is backed up if you use the Desktop backup, but I am not aware of a method to import many passwords at a single time. There are other applications available that are promising desktop clients that may have a import feature coming.

## Bluetooth

Use for a wireless headset. Be sure to use the latest software version for the BB as certain volume control issues were fixed from 3.8 to 4.0. Also under options, for some headsets indicate it's a trusted device so you don't have to accept the connection each time you turn it on.

## Other Software Version 4 Features

- **Internet Browser:** Enjoy browsing Internet content on the HTML browser on the BlackBerry Handheld via your carrier without BES.
- **Phone Enhancements:** 26 speed-dial entries (A through Z) and an improved user interface. 7100 model has only 9 speed dials.
- **Pictures Application:** You can now view JPG, BMP, GIF, PNG and TIFF files with basic image manipulation controls (pan, rotate & zoom).
- **Global Search:** When search, the Address Book, Calendar, MemoPad, Tasks and Messages applications will all be checked simultaneously.
- **Address Book:** Support for additional fields (phone numbers, home and work addresses and contact URL).
- **Tasks Enhancement:** Create recurring tasks and set reminders for tasks.
- **Categories:** Address Book, MemoPad and Tasks applications now support categories.
- **User -Adjustable Backlight Timer:** Now you can adjust your backlight timer from 10-60 seconds.
- **Profiles:** A context-sensitive icon is now displayed on your showing you which profile is currently active
- **On Device Help:** Application-specific information is available directly on the handheld.
- **Application and Data Removal:** Customers can now delete installed applications from the handheld without the PC Application Loader. Data can be wiped also.

Corporate Customers in a BES 4.0 Environment may also receive the following features depending on what your carrier implements:

- **Complete two-way wireless synchronization and reconciliation of email and PIM data:** This eliminates the need to cradle the device with a host PC to synchronize PIM data: Calendar, Contacts, Tasks and Memos. This also eliminates the need to cradle the device to reconcile email status, Sent Items and Filing of messages.
- **Remote management of commonly used email settings directly from the handheld:** Users can update their Out Of Office auto-reply, change email filters and update their auto-signature without returning to their PC.
- **Wireless Provisioning:** IT Administrators can quickly and securely provision end user devices wirelessly so users can start using their BlackBerry faster than ever.
- **Enriched BlackBerry Browser:** Users can now view even more sites than before from their handheld with JavaScript, partial support for cascading sheet styles (CSS) and support for animated GIFs.
- **Reconcile Now:** Customers can initiate a wireless email reconciliation even if no changes have been made on the handheld device.
- **Remote Address Lookup:** Lookups will now also return the target individual's BlackBerry device PIN, which can be used to send PIN to PIN messages between BlackBerry handheld users.

**END OF 7100 TIPS; However you should look at Part III and also look at Part II to see if there are shortcuts there that should be put on the 7100 list.**

## Part II - First Things First for the 72XX models



Read the Basics on Using Your Blackberry below so you can do basic navigation. The following items I found essential, but are a personal choice. Those items that I found essential I have **Bolded in Red**.

- 1. Change the Font to one you like and can read. Options (wrench on Home Screen)>Screen/Keyboard. I use Millbank Tall – 10pt. This offers a significant improvement in readability.**
- 2. Get rid of the time on the Messages screen to see more of the name and title. Open Messages, click track-wheel, scroll to Options>Display Time>No**
- 3. Calendar view navigation – very easy with quick entry disabled. Calendar>Options>Quick Entry>No. While it makes it slightly harder to enter a new item, it makes navigation a breeze with the tips below. See the Shortcuts section and you will be a Calendar master in no time. There appears to be no way to search the Calendar.**
- 4. Contact List Sort – Set it to the way you like it, first or last names controls. Contacts>Options>Sort By>Last or First. Also from the Home Screen, choose Options (the wrench)>Localization>Name Display to show the email name last, first on your screen. In Software v4 this is under Language.**
- 5. Rearrange the Icons on the Home Screen (ribbon). In the Home Screen (ribbon), hold the ALT key and click the trackwheel to bring up a menu. You can then select Move Icon, Hide Icon, or Show All. If you hide an icon, to show it again click Show all and it will appear with an X over it, bring up the menu on it and uncheck hide icon. The Power Icon is one I moved.**
- 6. Ringing Options – Profiles>Phone – Change it as you like – I don't have mine vibrate for messages when in the Holster.**

7. **Access your personal Yahoo account very easily using the ATT HTML browser. Go to [www.yahoo.com](http://www.yahoo.com). Log in. Navigate to the mail page. Save a new bookmark for the mail page using the trackwheel. Probably works the same with other internet email.**

Below you will find helpful tips for using the BB in narrative form and lists of Shortcuts, Basics, Web Pages, and ATT voicemail instructions.

## Narrative Tips

The following section will enhance your abilities on the BB if you practice these for 15 minutes a day to learn them you will save countless hours in the future.

ALT key = has half moon on top of it. Left side of keyboard below the A.  
CAP key = bottom right key (AKA SHIFT key)

### Text Moving and Typing

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1. **Type the first letters of a name or the initials separated by a space to find a contact in the Address Book screen.**
2. Hold the ALT key while you roll the trackwheel to scroll horizontally in any field where you can enter or view text.
3. Hold the CAP key while you roll the trackwheel to select multiple items in a list.
4. Type the first letter of an item in an options list or menu to jump directly to that item.
5. Press ESCAPE to exit any menu, dialog box, or screen.
6. Press ALT + RIGHT SHIFT to turn on CAP-lock mode. Press SHIFT again to turn it off.
7. Press number keys, without using ALT, to insert numbers in the Phone, Work, Home, Mobile, PIN, and Fax fields. ALT B to insert a W (wait) and ALT N to insert a P (pause). Use **Right Shift** to enter an alpha character or **ALT-Right Shift** for multiple alpha characters.
8. When typing text, press and hold a letter while rolling the trackwheel to scroll through the accents, symbols, or marks associated with that character. When the desired character appears, release the letter key.
9. To use more than one signature from the BB. Wipe out your auto-signature in the Redirector of the Desktop Software and just use 'AutoText' to configure alternate signatures. Delete your existing auto signature and **leave it blank**. Make an auto text entry where you type any irregular 2 letter combo like zx, to automatically replace it with your desired signature. Options>Auto Text>New

### In the Message List

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(Some of these work in tasks, memos, and appointments also)

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Sorting: Use Esc to return to full listing with any of these

- ALT-i: show only incoming mail
- ALT-o: show only outgoing mail (messages you have sent - i.e. checkmark icon)
- ALT-p: show phone log messages
- ALT-s: show SMS messages
- ALT-v: show Voicemail messages

Navigating:

- t: go to top of message listing
- b: go to end/bottom of message listing
- backspace: close message listing and return to home screen (ribbon)
- spacebar: page down
- cap + spacebar: page up

Deleting multiple messages at once:

- Highlight a date (i.e. Fri, March 05, 2004) in the message list; click the trackwheel and select delete prior. All messages prior to that date will be deleted from your BB not from your Lotus Notes.
- Hold down the CAP key and use the trackwheel to scroll up or down to select messages. Click the trackwheel and select 'Delete Messages'. Combine this with a sorting tip to make it even more useful (i.e. To delete the last 5 messages that you have sent (checkmarks), press 'ALT' then the letter 'o' (for outgoing) this will show all of your sent messages, then per this tip scroll down and select the last five.

### While in a Message

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 Navigating:

- **enter or spacebar: scroll down a page/screen at a time**
- **ALT or CAP +enter: scroll up a page/screen at a time**
- **b: scroll to end of page**
- **t: scroll to top of page**
- u: jump to oldest unread message
- n: jump to next message
- p: jump to previous message
- backspace: close message and return to message listing

Reply-to/Forward:

- **r: reply to or answer this message**
- **f: forward this message**
- **l: reply to all**

Select Text

- **Press the CAP key and then scroll the trackwheel to select an individual letter. If you release the CAP key and scroll the trackwheel you will select entire lines. Press the CAP key again at any time to start selecting by character again. I prefer this method to the following one.**
- **Hold down ALT key + CLICK the trackwheel (click it don't hold it down), release the trackwheel and then use it to scroll whole lines. You can press and hold the ALT key at anytime to start selecting by character again. To paste the selected text, place the cursor in an editable field, and then press SHIFT and click the track-wheel.**
- Click scroll wheel and choose SELECT from the menu. Scroll wheel to select entire line. Click scroll wheel again and select copy.
- With either method, click the trackwheel and select 'Cut Selection' or 'Copy Selection.' To paste, open a new message or whatever, click the trackwheel, and then select 'Paste Selection'.

## Composing Messages

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- **Press and hold a letter to capitalize it (with Key Rate enabled). Options>Screen\Keyboard.**
- **Press the SPACE key twice to insert a period and capitalize the next letter.**
- **Press the SPACE key to insert the "@" and "." characters in an Email field. Backspace and type again to over-ride these letters.**

## Battery, Backlighting and Spotty Coverage

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- The largest draw on battery life is the transmitter, and the backlight. Being in fringe or no coverage areas will eat up your battery as it attempts to transmit. If you're in an area that is out of range, turn your BB's radio off manually or use Options / Auto On Off to conserve battery life.
- The Blackberry display can be backlit to allow reading messages in the dark. To get the light to come on, press the backlight button usually in the lower right of the keyboard with the light icon on it.
- Turning the radio off and back on when coverage is spotty and you've lost signal seems to help. Also going to Options>Network and selecting register now will help. And if you have a phone/combo BB then on some you can go into network and select Scan for Networks. Then select the network you are on, for example AATWS, and then save. After doing this the radio will reset and you may receive a register message and a new service book, which you can accept from the service book menu in options. With ATT or Cingular's national plans you can freely access the other's network now due to their merger.

## Phone Tips and Other Features

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- **If you use a 72XX model, update your software to version 3.7.1.41 or later to get speed dialing.**
- **Taking Phone Notes** - You can take notes while you are on a phone (easiest if you are using a headset) and then you can email the log to anyone. Click the trackwheel and choose **Notes**. To get back to the phone to hang-up or enter a number or another number, press the Phone Button.
- **Muting the Phone** – Press the Phone Button at the top of the BB. See the diagram below.
- **Using Applications While On The Phone** – Press **ALT-Esc** to bring up the task switcher or press the trackwheel and choose Hide Call at the bottom of the list. To get back to the phone to hang-up or enter a number or another number, press the Phone Button.
- **Conference Calling Terms** - During a call, click the trackwheel. A menu appears. Click **New Call**. The Select Address screen appears and the current call is placed on hold. Click a contact. A menu appears. Click **Call <contact name>**. The phone number is dialed. During the second call, click the trackwheel. A menu appears. Click **Join**. You are connected to both calls. To speak privately with one contact, click the trackwheel. A menu appears. Click **Split Call**. The Select Call dialog box appears. Click a contact. To disconnect one contact, click the trackwheel. A menu appears. Click **Drop Call**. The Select Call dialog box appears. Click a contact. To end the conference call, hold the **Escape** button. You can also merely jump back and forth between two connected calls by clicking the trackwheel and selecting **Swap**.
- **Call Logs** – If you don't want call messages to show on the messages screen, go to Phone Options and turn call logging off.
- **Auto Answer and Hang-up-** Turn these on from the Phone>Options>General Options menu if you want these features when you remove or place the phone in the holster.
- **Restrict Caller ID and Dial from Home Screen** - From the Phone>Options>General Options, adjust these. I restrict my caller ID and turn **off** the Dial from Home so I can use the very useful shortcuts below on the home screen.
- **Voicemail Phone Numbers** – Program your voicemail number for the BB, not the office, under Phone>Options>Voicemail
- **Call Forwarding and Waiting** - When you don't want to carry your BB, you can forward calls to your cell phone under Phone Options>Call Forwarding. A number can be stored and this feature

can be turned on and off. Your carrier must have this feature. I do this on weekends but the minutes are not included in the general, plan, so be prepared to pay for the convenience. Call Waiting can also be activated from the Phone Options menu.

- **Save a Web Page to the Messages Screen** – If a web page is loaded or loading, click the trackwheel and choose either Save Page or Save Request to save it to a Message and then you can email it to anyone.

## Email and Contact Tips

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- **Filing Email in Folders** - When you send your mail from your BB you need to look in your Lotus Notes Sent folder to find the email. Be sure to move copies from your Sent Folder to other Folders you want to save your messages in. Alternatively you can move mail to folders from the BB by going to Options (Wrench)>Network>Wireless Reconciliation>On. After that you should be able to file emails from your BB.
- **Forwarding Email from your PC** - When in messages, click the trackwheel, and select View Folders. You can view all the folders on your PC if you have Wireless Email Reconciliation turned on. Call GTS for instructions.
- **Email Contact info**- After addressing an email, click the trackwheel and select Add Address to send contact information along with your email.
- **Contacts Can Be Grouped** – If you frequently email the same group of people, it's a good idea to group them. Click the trackwheel and choose New Group.
- **Changing User Defined Fields** - You can change the User Defined Fields 1-4 in the address book and map them using Intellisync in the Desktop Manager. I changed mine to Home Address, City, State and Zip. Open Intellisync, go to Configure PIM (4<sup>th</sup> button down), select Address Book, click on Configure in Lower Right, and choose Advanced Settings. In next Dialog look for field mapping in lower right. Map the User Defined Fields as you choose.
- **Viewing Attachments on the BB** - What can be viewed on the BB as attachments: text based files such as word, excel and PDFs (but only text based ones). Right fax PDFs are pictures and are not viewable.
- **More than one Email address can be added per person** - When adding or editing a contact, on the email line press the trackwheel and select **Add Email Address**.
- **Saved Messages** – This is where Messages that are saved can be found and these will not be deleted to make space for more messages.
- **Creating Meetings** – When you invite someone to a meeting from Lotus Notes, and the recipient views it on a BB, the location field will show only one line of text. I put my Dial in Info in the location field often, but I have shortened it to include only the phone number, and PC code so it all fits on one line without any wrapping.

## Tech Tips

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- **Rather than looking at the bars, you can change the display of the 'signal strength' to read in real numbers. While at the home screen (ribbon), hold down the half moon ALT key while you type NMLL. The bars should change to read numbers. For the 'signal strength', if you are in the 100 area (that means -100 dBm), you will be transmitting at maximum power (2 Watts), and since coverage is hit and miss at this weak a signal, you may end up transmitting many times before the packets make it through. This might help explain any poorer than normal battery life. I consider anything at -90 to -50 excellent. To get the bars back: While at the home screen (ribbon), hold down the half moon ALT key while you type NMLL again.**
- Hold down the half moon ALT key -AND- the CAP key at the same time, then the letter 'h'. This brings up the "Help Me!" screen listing version, app version, pin, imei, uptime, signal strength, battery level, file free, and file total.
- Hold down the half moon ALT while you type LGLG. This brings up the event log where you can clear events (frees some memory) or view them or copy the contents to mail to someone.

- ALT-CAP-Backspace will reboot your BB.

## ESSENTIAL 72XX SHORTCUTS

### HOME SCREEN SHORTCUTS – push the letter alone to open that app from the Home Screen –Dial

Messages	M
Phone	P
Address Book	A
Calendar	L
Profiles	F
Tasks	T
Memo Pad	D
Saved Messages	V
Calculator	U
Alarm	R
Options	O
Lock	K
Blackberry Browser	B
ATT WAP Browser	W
Compose Message	C
Search	S

### PHONE

Open the Phone screen	<b>Phone</b> button
Dial quickly from the Phone screen	<b>Space</b> key
Dial letters	<b>Alt</b> key
End a call from the Active Call screen	<b>Escape</b> button
Mute a call from the Active Call screen	<b>Phone</b> button

### MESSAGES

Compose a message from the Messages screen	<b>C</b>
Page up in an open message	<b>Alt</b> key + <b>Enter</b> key or better, <b>Cap</b> and <b>Space</b>
Page down in an open message	<b>Enter</b> key or <b>Space</b> key
Reply to sender	<b>R</b>
Reply to all	<b>L</b>
Forward a message	<b>F</b>
Mark a message opened or unopened	<b>Alt</b> key + <b>U</b>
Move to next date	<b>N</b>
Move to previous date	<b>P</b>
Move to oldest unread message	<b>U</b>
Move to the last cursor position in a received message	<b>G</b>

### ATTACHMENTS

Select a worksheet	<b>V</b>
Move to next page or worksheet	<b>N</b>
Move to previous page or worksheet	<b>P</b>
Move to a specific cell	<b>G</b>
Display contents of a specific cell	<b>Space</b> key

### CALENDAR\*

Change to Agenda format	<b>A</b>
Change to Day format	<b>D</b>
Change to Week format	<b>W</b>
Change to Month format	<b>M</b>
Move to the next day, week, month	<b>N</b>
Move to the previous day, week, month	<b>P</b>
Move to the current date	<b>T</b>

Move to a specific date

**Move to next or previous day**

\*The Enable Quick Entry field must be set to No for these tips to work in Day format.

**G**

**ALT-Scroll**

## CALCULATOR

Add

Subtract

Multiply

Divide

Clear the screen

**I**

**U**

**A**

**G**

**Y**

## BROWSER

**Help**

Open the home page

Open the Browser Bookmarks screen

Add a bookmark

Refresh a web page

Page down

Stop a web page from loading

Go to a specific web page

Display the result

Find

Toggle Full Screen

Page Address

Save Page

Jump to Top

Jump to Bottom

Find Next

History

Forward

Link Address

More Images

All Images

Configurations Options

**Z – brings up all these shortcuts**

**H**

**K**

**A**

**R**

**Space** key

**Escape** button

**G**

**Enter** key

**F**

**U**

**P**

**S**

**T**

**B**

**6**

**I**

**N**

**L**

**M**

**Q**

**O**

## BASICS ON USING YOUR BLACKBERRY (BB)

Turn on the handheld	Press the <b>Power</b> button
Turn off the handheld	Hold the <b>Power</b> button <i>OR</i> Click the <b>Turn Power Off</b> icon
Turn on/off the radio	Click the <b>Turn Wireless On/Turn Wireless Off</b> icon
Turn on/off backlighting	Press the <b>Power</b> button
Lock the handheld	Click the <b>Lock</b> icon*
Lock the keyboard	Click the <b>Keyboard Lock</b> icon
Unlock the keyboard	Double-click the track-wheel

\*The Lock icon appears when a password is set.

**The tips below from the BB Quick Start Guide are not really shortcuts. They mostly rely on the trackwheel which takes longer, so use the tips above if you want to save time.**

### NAVIGATING

Move the cursor	Roll the track-wheel <i>OR</i> Press the <b>Alt</b> key + roll the track-wheel
Click an item	Highlight the item > Click the Track-wheel
Return to the previous screen	Press the Escape button
Move backward/forward	Hold <b>ALT</b> and Press the Back/Forward key
Select multiple items	Hold the Shift key + roll the track-wheel
Move to the top of a screen	Press <b>T</b>
Move to the bottom of a screen	Press <b>B</b>
Move to an item in a list or menu	Press the first letter of the item
Page up or down in a list	Press the Alt key + roll the track-wheel

### TYPING TEXT

Capitalize a letter	Hold the letter down
Insert a period	Press the <b>Space</b> key twice
Type the alternate character on a key	Press the <b>Alt</b> key + the key
Insert a special character	Hold a letter + roll the track-wheel
Insert a symbol	Press the <b>Symbol</b> key > Click a symbol
Enter CAP-lock mode	Press the <b>Alt</b> key first then the Right <b>Shift</b> key
Enter NUM-lock mode	Hold the <b>Right Shift</b> key first then press the <b>Alt</b> key
Exit NUM-lock or CAP-lock mode	Press the <b>Right Shift</b> key

### EDITING TEXT

Enter selection mode	Press the <b>Alt</b> key + click the track-wheel
Select text	Enter selection mode > Roll the track-wheel
Select one character	Enter selection mode > Hold the <b>Shift</b> key + roll the track-wheel
Copy selected text	Press the <b>Alt</b> key + click the track-wheel <i>OR</i> Click the track-wheel > Click <b>Copy</b>
Paste selected text	Press the <b>Shift</b> key + click the track-wheel <i>OR</i> Click the track-wheel > Click <b>Paste</b>
Cut selected text	Press the <b>Shift</b> key + the Backspace key <i>OR</i> Click the track-wheel > Click <b>Cut</b>

### MISCELLANEOUS

Search for text	Click the track-wheel > Click <b>Find</b> > Type text
Clear a field	Click the track-wheel > Click <b>Clear Field</b>
Move an icon on the Home screen	Press the <b>Alt</b> key > Click the track-wheel > Click <b>Move Icon</b> > Roll the track-wheel > Click the track-wheel
Bring up the Taskbar from any screen	<b>ALT-Escape</b>

## Part III Great BB Web Sites

Directions	<a href="http://wireless.mapquest.com/wml/">http://wireless.mapquest.com/wml/</a>
Search	<a href="http://wap.google.com/wml">http://wap.google.com/wml</a>
Ring tones	<a href="http://blackberry.com/browserdemo/dpbw/ringtones.html">http://blackberry.com/browserdemo/dpbw/ringtones.html</a>
United Air	<a href="http://www.ua2go.com/">http://www.ua2go.com/</a>
American	<a href="http://www.aatimetable.com/wap">http://www.aatimetable.com/wap</a>
Zagat	<a href="http://mobile.zagat.com">http://mobile.zagat.com</a> (not working last I checked)
News	<a href="http://wap.cnet.com">http://wap.cnet.com</a> or <a href="http://mobile.yahoo.com/news">http://mobile.yahoo.com/news</a> "
Weather	<a href="http://mobile.yahoo.com/weather">http://mobile.yahoo.com/weather</a> or <a href="http://www.accuweather.com/pda/pda_5dy.asp">http://www.accuweather.com/pda/pda_5dy.asp</a> (my favorite for its concise 5 day forecast) <a href="http://www.srh.noaa.gov/wml/">http://www.srh.noaa.gov/wml/</a> (most accurate site)
Mail	<a href="http://mobile.yahoo.com/mail">http://mobile.yahoo.com/mail</a>
Travel	<a href="http://www.faa.gov/wireless">http://www.faa.gov/wireless</a> ( includes airport delays and airline wireless web sites.)

Easiest way to get these into your BB is to paste them into an email that you send yourself. Then open the email and launch the link. Then save as a new bookmark.

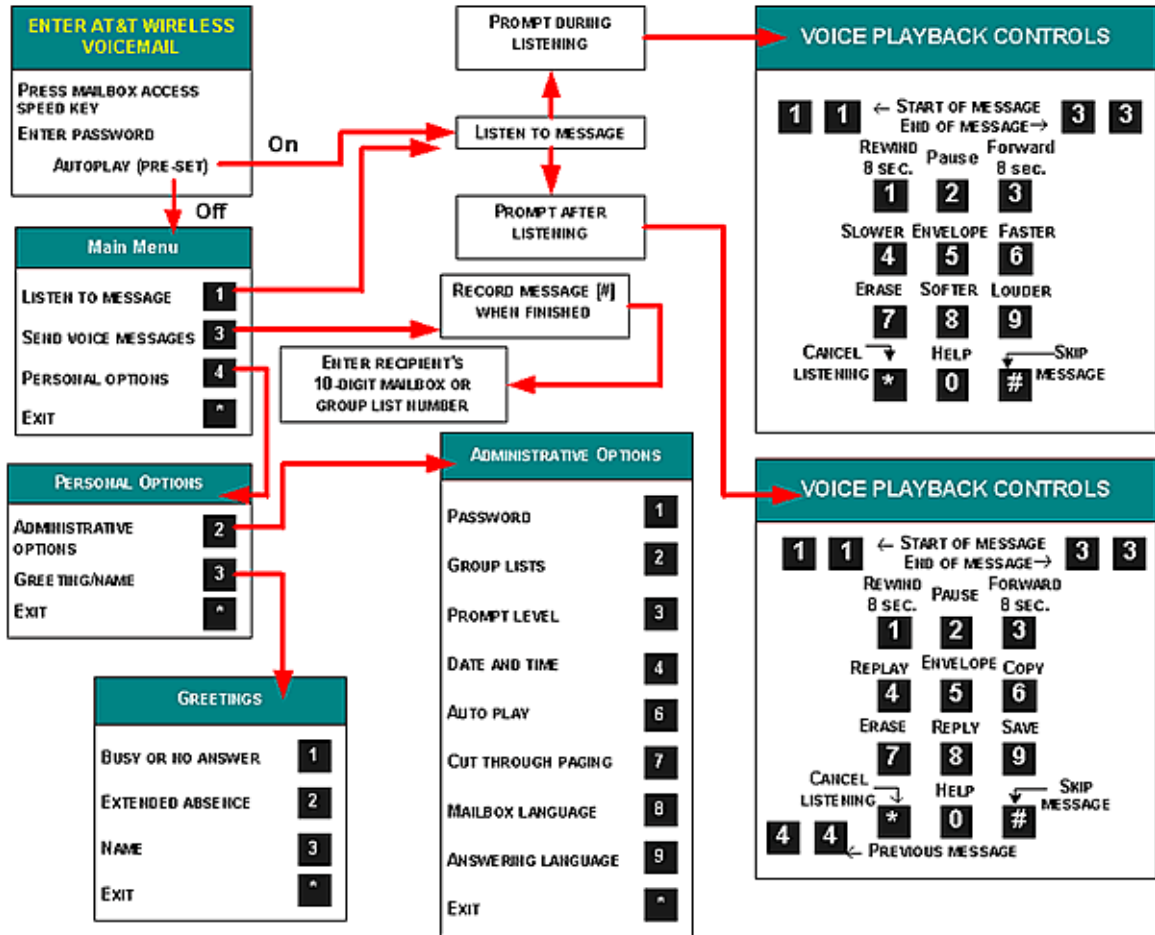
My ATT BB has two browsers – one from ATT and one from BB. The ATT one is WAP (Wireless Application Protocol) only. The BB one goes through the business servers and is full HTML (color, images etc). The WAP one is designed for special web pages that have little graphics so they load quickly. The BB one has many good links on its home page. If you change the home page, don't lose the BB one. If you upgrade to 4.0 you get full HTML on the Cingular browser. I am not a fan of Reqwireless Webviewer (commonly sited alternative browser) since your cookies reside on their website.

Last update for 72xx models -October, 2004

# ATTWS Voicemail

## AT&T WIRELESS VOICEMAIL NAVIGATION

Map of Controls for Playback of VoiceMail Messages



- Autoplay – plays messages to start right away.
- Prompt level – complexity of instructions can be changed
- Cut Through Paging – enables ability for callers to leave a numeric page