

BlackBerry Connect Software User Guide

Version 4.0

Windows Mobile powered Smartphones

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

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Safety information

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Instructions

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

Driving

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

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

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

Liquids and other foreign objects

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

High heat

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

Aircraft safety

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

Electronic devices

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

Pacemakers

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

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

Hearing aids

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

Other medical devices

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

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

Posted facilities

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

Installing and setting up the BlackBerry Connect application

About the BlackBerry Connect application

New in this release

Install the BlackBerry Connect Desktop for Windows Mobile

Install or upgrade the BlackBerry Connect application

Prerequisites: Setting up the BlackBerry Connect application

Set up the BlackBerry Connect application

Network status icons

About the BlackBerry Connect application

The BlackBerry® Connect™ application provides supported third-party devices with access to BlackBerry technology, such as push email delivery, wireless data synchronization, secure web browsing, attachment viewing, advanced security features, and more. It is designed to keep you connected to the people, data, and resources that you need.

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


- work email service using the BlackBerry® Enterprise Server
- personal or work email service using the BlackBerry® Internet Service

After you install and set up the BlackBerry Connect application, you must associate your Smartphone with an email address using the BlackBerry Enterprise Server or the BlackBerry Internet Service. See ["Choosing your email setup option"](#) on page 19 for more information.

New in this release

Feature	Description
Wireless data synchronization	You can synchronize organizer data items over the wireless network between your Smartphone and your computer. Changes that you make in one location are also made in the other location. See "About wireless data synchronization" on page 47 for more information.
Attachment viewing enhancements	In addition to previously supported attachment formats, the attachment viewer now supports viewing .bmp, .gif, .jpg, .png, and .tif image attachments as well as .vcf (vCard®) files. See "About attachments" on page 43 for more information.
Wireless enterprise activation	You can activate your Smartphone over the wireless network. See "About enterprise activation" on page 21 for more information.
Wireless email settings	You can use your Smartphone to set redirection options, email message filters, signatures, and out-of-office replies. See "Email message settings" on page 37 for more information.


Feature	Description
Secure web browsing	You can view your corporate intranet and other online corporate data and applications. See "About the browser" on page 53 for more information.
Enhanced security features	You can set a password for your Smartphone, lock your Smartphone, and set owner information. See "Security" on page 55 for more information.
Send and receive data when your Smartphone is connected to your computer	You can send and receive data on your Smartphone when it is connected to your computer without using the wireless network. See "Send and receive data when your Smartphone is connected to your computer" on page 48 for more information.

 **Note:** Depending on your wireless service provider and your email integration option, some features might not be available on your Smartphone.

Install the BlackBerry Connect Desktop for Windows Mobile


You can install the BlackBerry Connect Desktop for Windows Mobile® if you are planning to use the BlackBerry Enterprise Server email setup option.

1. On your computer, double-click the **.exe** installation file.

 **Note:** Visit www.motorola.com/us/q9h/BlackBerryConnect to download the **.exe** file.

2. In the Choose Setup Language dialog box, select a language, and click **OK**.
3. Click **Next**.
4. Select your country.
5. Click **Next**.
6. Read the License Agreement carefully and, if you accept the terms, click **I accept the terms in the license agreement**.
7. Complete the on-screen instructions.

Install or upgrade the BlackBerry Connect application

 **Note:** To determine whether the BlackBerry Connect application is already installed on your Smartphone, press **Start**. If the **BlackBerry** icon appears in the list of applications, the BlackBerry Connect application is installed on your Smartphone. See ["Set up the BlackBerry Connect application" on page 16.](#)

If you are upgrading your BlackBerry Connect application, you can keep all of your previous BlackBerry settings and data.

1. Verify that your SIM card is inserted in your Smartphone.
2. Turn on your Smartphone.
3. Turn on the wireless radio.
4. Verify that your Smartphone displays the correct date and time.

5. Perform one of the following actions:



Note: Depending on your wireless service provider, one or more installation options are available.

Action	Procedure
Install or upgrade the BlackBerry Connect application using your computer.	<ul style="list-style-type: none"> • If Windows® XP or earlier is your computer operating system, verify that Microsoft® ActiveSync® Version 4.5 or later is installed on your computer. • If Windows Vista™ is your computer operating system, verify that Windows Mobile® Device Center is installed on your computer. <ol style="list-style-type: none"> 1. Connect your Smartphone to your computer. Microsoft ActiveSync starts and connects to your Smartphone. 2. On your computer, double-click the .exe file. <p>Note: The .exe file might be located on your wireless service provider's web site or on the installation CD that came with your Smartphone. Contact your wireless service provider for more information.</p> 3. On the Welcome screen, click Next. 4. Click Install. 5. In the Application Downloading Complete dialog box, click OK. 6. Click Finish. 7. Check the Smartphone screen for additional prompts.
Install or upgrade the BlackBerry Connect application using your Smartphone.	<ol style="list-style-type: none"> 1. On your Smartphone, visit www.motorola.com/us/q9h/BlackBerryConnect. 2. Select the link to download the BlackBerry Connect application. 3. Complete the on-screen instructions.

After you install the BlackBerry Connect application and restart your Smartphone, you must set up the application. See ["Set up the BlackBerry Connect application" on page 16 for more information](#).




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

If you add an application to your Smartphone, read the terms and conditions for the application carefully. Research In Motion makes no representation, warranty, or guarantee whatsoever for applications that you add to your Smartphone and assumes no liability for them.


Prerequisites: Setting up the BlackBerry Connect application


- The appropriate BlackBerry® service must be associated with your account or SIM card.
- The BlackBerry Connect application must be installed on your Smartphone.
- Your Smartphone must be connected to the wireless network.
- Your Smartphone must be disconnected from your computer.

Set up the BlackBerry Connect application

 **Note:** If the BlackBerry Setup screen appeared automatically on your Smartphone after you installed the BlackBerry Connect application and restarted your Smartphone, proceed to step 3.


1. On the Smartphone screen, press **Start**.
2. Select **BlackBerry**.
3. On the first BlackBerry Setup screen, select the check box beside one or more organizer data items that you want to synchronize over the wireless network. The BlackBerry Connect application does not support wireless data synchronization if you use only the BlackBerry Internet Service. Do not select any check boxes if you are planning to use the BlackBerry Internet Service as your only email setup option.

 **Warning:** When you turn on or turn off wireless synchronization for an organizer data item, all of your existing entries for that item are deleted from your Smartphone.

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

4. Press **Next**.
5. On the second BlackBerry Setup screen, if more than one service is available in the **Connection** field, select the service that you want to use.
6. Press **Next**.

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



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






After you set up the BlackBerry Connect application, you must associate your Smartphone with an email address. See ["Choosing your email setup option" on page 19 for more information](#).

To turn on wireless email synchronization, see "Turn on wireless email synchronization" on page 30.

Network status icons

Network status icons are displayed on the bottom of the screen and indicate the connection status of the BlackBerry Connect application.

Icon	Connection status	Description
	Connected	Your Smartphone is connected to the wireless network and it can send and receive data.
	Desktop Passthrough Connected	Your Smartphone is connected to your computer and it can send and receive data.

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

Choosing your email setup option

BlackBerry Enterprise Server option
BlackBerry Internet Service option

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

BlackBerry Enterprise Server option

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

BlackBerry Internet Service option

Use this option to create a new BlackBerry email address for your Smartphone or to associate your Smartphone with one or more existing supported personal or work email addresses. This option is the most common email setup option for individual users. See ["Setting up for email using the BlackBerry Internet Service" on page 23 for more information.](#)

Setting up for email using the BlackBerry Enterprise Server

About enterprise activation

Activate your Smartphone over the wireless network

Activate your Smartphone using the BlackBerry Connect Desktop for Windows Mobile

About enterprise activation

Use the enterprise activation feature to integrate your Smartphone with your work Microsoft Outlook, IBM Lotus Notes, or Novell GroupWise email account if you have access to a BlackBerry Enterprise Server version 4.0 or later. Enterprise activation enables you to set up for email without using the BlackBerry Connect Desktop for Windows Mobile.

If you have access to a BlackBerry Enterprise Server version 4.0 or later and the fields on the Activation tab are unavailable, verify with your wireless service provider that your Smartphone is set up for enterprise activation. If your Smartphone is set up for enterprise activation and the fields on the Activation tab are unavailable, contact your system administrator.

If you do not have access to a BlackBerry Enterprise Server version 4.0 or later, use the BlackBerry Connect Desktop for Windows Mobile to integrate your Smartphone with your work email account.

Activate your Smartphone over the wireless network

1. Verify that your Smartphone is connected to the wireless network.
2. Press **Start**.
3. Select **BlackBerry**.
4. Press **Settings**.
5. Select **Activation**.
6. Type your work email address and the password provided to you by your system administrator.
7. Press **Activate**.

The length of the enterprise activation process varies depending on the amount of data in your email application and your wireless network connection speed.



Note: Limit the use of your Smartphone and avoid using applications that require the wireless radio, such as Microsoft Internet Explorer, until enterprise activation is complete.

Activate your Smartphone using the BlackBerry Connect Desktop for Windows Mobile



Note: You cannot use the BlackBerry Connect Desktop for Windows Mobile to integrate your Smartphone with a Novell GroupWise email account.

1. Connect your Smartphone to your computer. Microsoft ActiveSync starts and connects to your Smartphone.
2. On your computer, open the BlackBerry Connect Desktop for Windows Mobile.
3. Click the **Advanced** tab.
4. Verify that the **Email** field displays your email address.
5. Click the **General** tab.
6. Click **Configure Wireless Handset**.
7. At the prompt, move the mouse to generate an encryption key.



Note: A PIN appears in the PIN field.

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

Setting up for email using the BlackBerry Internet Service

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Log in using the Smartphone
Log in using a computer
Request your login password using the Smartphone
Request your login password using a computer
Find more information

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

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

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



Note: If you are adding a work email address, you might need to use a computer to add the address. See ["About adding an email address" on page 25 for more information.](#)

Set up for email using the Smartphone

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



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

6. Select **Create New Account**.

7. Read the legal terms and conditions carefully. Perform one of the following actions:

Action	Procedure
Accept the legal terms and conditions and continue the setup process.	> Select Yes .
Decline the legal terms and conditions and stop the setup process.	> Select No .

8. Type the login information.

- **User ID:** Type a login name of your choice for the BlackBerry Internet Service web site.
- **Password:** Type a login password of your choice for the BlackBerry Internet Service web site.

9. Write down your user ID and password and keep the information in a safe place. You must type this information every time that you log in to the BlackBerry Internet Service web site.

10. Select **Next**.

11. Set a language for the BlackBerry Internet Service web site.

12. Perform one of the following actions:

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

13. Select **Next**.

14. Select **OK**.

Set up for email using a computer

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

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

4. Read the legal terms and conditions carefully. Perform one of the following actions:

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

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

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

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

About adding an email address

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

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

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

Email account type	Smartphone browser	Computer browser
Most email accounts	✓	✓
Personal email account - Microsoft Outlook	✓	✓
Personal email account - POP or IMAP	✓	✓
Work email account - Microsoft Outlook Web Access	✓	✓
Work email account - Microsoft Outlook		✓
Work email account - IBM Lotus Notes		✓

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



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

Log in using the Smartphone

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

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

Log in using a computer

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

1. Verify that the computer is connected to the Internet.
2. In a browser, type the web address supplied by your wireless service provider.

3. Type your login information.
 - **User ID:** Type your login name for the BlackBerry Internet Service web site.
 - **Password:** Type your login password for the BlackBerry Internet Service web site.
4. Click **Login**.

Request your login password using the Smartphone

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

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

Request your login password using a computer

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

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

Find more information

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

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

Email messages

- About wireless email synchronization
- Turn on wireless email synchronization
- Set wireless email synchronization options
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- Send an email message to a contact in your address book
- Send an email message to a contact using the check names feature
- Add an attachment to an email message
- Forward an email message that contains an attachment
- Search for a contact in your organization's contact list
- Delete an email message
- Delete a saved email message

About wireless email synchronization

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

To use wireless email synchronization, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 3.6 or later for Microsoft Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM Lotus Domino, or BlackBerry Enterprise Server version 4.0 or later for Novell GroupWise. If your Smartphone is integrated with an email account that uses BlackBerry Internet Service, your wireless service provider must support wireless email synchronization.

Turn on wireless email synchronization

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



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

Set wireless email synchronization options

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Services**.
5. Select the **BlackBerry[CMIME]** service book.
6. Press **Details**.
7. Verify that the **Wireless Synchronization** check box is selected.
8. In the **Conflicts** field, select an option to determine whether the email account on your computer or your Smartphone takes precedence if you change the same item on both your Smartphone and the email account on your computer before synchronization occurs.
 - **Mailbox Wins:** The email account on your computer takes precedence.
 - **Handheld Wins:** Your Smartphone takes precedence.
9. In the **Delete on** field, select an option to determine whether an email message is deleted from the email account on your computer when you delete it from the Smartphone.
 - **Handheld:** When you delete an email message from the Smartphone, the email message is not deleted from the email account on your computer.
 - **Mailbox & Handheld:** When you delete an email message from the Smartphone, the email message is moved to the Deleted Items or Trash folder in the email account on your computer.

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

Synchronize email messages manually

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

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

Access your BlackBerry email message account

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



Note: Each service appears as a separate email account.

Open an email message

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



Note: To change accounts, press **Menu** and select **Switch Accounts**.

4. Select an email message folder.
5. Select an email message.

Download more content of a long email message automatically



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

4. Select **Options**.
5. Select the **Auto More** check box.
6. Press **Done**.

Download more content of a long email message manually

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


Action	Procedure
Download the next section of the email message.	> Select More .
Download the remainder of the email message.	> Select More All .

 **Note:** If an error occurs when your Smartphone requests more of the message from the server, the  icon is displayed beside the message in the message list.


Send an email message

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

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

 **Note:** To change accounts, press **Menu** and select **Switch Accounts**.

4. Press **Menu**.
5. Select **New**.
6. Select the **To** field.

 **Tip:** Scroll to the top of the email message to display the **Cc** and **Bcc** fields.

7. Type the email address of one or more recipients.
8. Select the **Subject** field.
9. Type a subject.
10. Select the text area.
11. Type a message.

12. Press **Send**.



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

Send an email message to a contact in your address book

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



Note: To change accounts, press **Menu** and select **Switch Accounts**.

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

Send an email message to a contact using the check names feature

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



Note: To change accounts, press **Menu** and select **Switch Accounts**.

4. Press **Menu**.

5. Select **New**.
6. Select one of the following options:
 - **To**
 - **Cc**
 - **Bcc**
7. Type the first few letters of a contact name.
8. Press **Menu**.
9. Select **Check Names**.
10. Perform one of the following actions:

Action	Procedure
Select a contact for whom you have an email address saved.	> Select the contact.
Search for a contact in your organization's contact list.	1. Press Menu . 2. Select Lookup . 3. After the lookup results appear, select the contact name.

11. Type a message.
12. Press **Send**.

Add an attachment to an email message

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





Note: When you add an attachment to an email message, the  icon indicates that the attachment will be sent directly from the Smartphone.

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

Forward an email message that contains an attachment


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

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

Search for a contact in your organization's contact list

To search for a contact in your organization's contact list, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 3.5 or later for Microsoft Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM Lotus Domino, or BlackBerry Enterprise Server version 4.0 or later for Novell GroupWise.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Menu**.
4. Select **Address Lookup**.
5. Press **Lookup**.
6. Type a contact name.

 **Tip:** You can type the first few letters of a contact name to search for a list of possible matches.

7. Press **Done**.
8. Select a lookup result.
9. Press **Menu**.
10. Perform one of the following actions:

Action	Procedure
Compose an email message to the contact.	> Select Email .
Add the selected contact to your address book.	> Select Add .
Add all lookup contacts to your address book.	> Select Add All .
Delete the selected contact from the lookup results.	> Select Delete .
Delete the lookup results.	> Select Delete Lookup .

Delete an email message



Warning: If wireless email synchronization is turned on and the Delete On option is set to Mailbox & Handheld, email messages that you delete on your Smartphone are also deleted from your computer during email synchronization. See ["Set wireless email synchronization options" on page 30 for more information.](#)

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

Delete a saved email message

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

Email message settings

- Forward incoming email messages to your Smartphone
- About email message folder redirection
- Set email message folder redirection
- Save email messages that you send from your Smartphone on your Smartphone only
- About email message filters
- Create an email message filter
- Turn on or turn off an email message filter
- Manage email message filters
- About signatures
- Add a signature
- About out-of-office replies
- Set an out-of-office reply

Forward incoming email messages to your Smartphone

To change this option using your Smartphone, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later. If your Smartphone is integrated with an account that uses an earlier version of the BlackBerry Enterprise Server, you can use the BlackBerry Connect Desktop for Windows Mobile to change this setting.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Email Settings**.
5. Select your email account.
6. Select the **Redirect to Handset** field.
7. Select **Enabled**.
8. Press **Done**.

About email message folder redirection

If rules within the email account on your computer direct new email messages into different email message folders, you must specify which email message folders should forward email messages to your Smartphone. To set email message folder redirection on your Smartphone, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later.

Set email message folder redirection

By default, your email account forwards new email messages that arrive in your inbox to your Smartphone.

i **Note:** If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server, you can also use the BlackBerry Connect Desktop for Windows Mobile to specify email message folder redirection settings. If your Smartphone is integrated with an email account that uses the BlackBerry Internet Service, log in to your email account using a browser on your computer to specify email message folder redirection settings.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Email Settings**.
5. Select your email account.
6. Select the **Folder Redirection** field.
7. Select the check box beside one or more email message folders.

i **Note:** Verify that the check box beside your inbox folder is selected. If you do not select the inbox folder, email messages are only forwarded from the email message folders that you select. To select all of your email message folders, including your sent items folder, press **Menu** and select **Select all**. Email messages that you send from the email account on your computer also appear on your Smartphone.

8. Press **Done**.

Save email messages that you send from your Smartphone on your Smartphone only

By default, email messages that you send from your Smartphone are saved in the email account on your computer.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Email Settings**.
5. Select your email account.
6. Select the **Save Sent Items** field.
7. Select **Disabled**.
8. Press **Done**.

About email message filters

You can create email message filters to specify which email messages are forwarded to your Smartphone and which email messages remain in the email account on your computer. Email message filters are applied to email messages based on the order in which the email message filters appear. If you create multiple email message filters that could apply to the same email message, place the email message filter that you want to apply first higher in the list.

To create email message filters on your Smartphone, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later.

Create an email message filter

By default, the BlackBerry Connect application turns on email message filters that you create. To turn off an email message filter, see "Manage email message filters" on page 40.



Note: If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server, you can also use the BlackBerry Connect Desktop for Windows Mobile to create email message filters. If your Smartphone is integrated with an account that uses the BlackBerry Internet Service, log in to your account using a browser on your computer to create email message filters.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Email Settings**.
5. Select your email account.
6. Select the **Filters** field.
7. Press **Menu**.
8. Select **Add Filter**.
9. Type the email message filter information.

Filter Name: Type a name for the email message filter.

Action: Set whether email messages that meet the email message filter criteria are forwarded to your Smartphone.

Action Options: Set whether email messages are sent to your Smartphone with only the **To**, **Sent**, and **From** fields.

From Condition: Type the email address of a sender that you want the email message filter to detect. To select a contact from your address book, press **Menu** and select **Add Contact**. If you want the email message filter to detect email messages from multiple senders, separate the addresses with a semicolon (;).

Sent To Condition: Type the email address of a recipient that you want the email message filter to detect. To select a contact from your address book, press **Menu** and select **Add Contact**. If you want the email message

filter to detect email messages to multiple recipients, separate the addresses with a semicolon. You can only specify a distribution list if the list has a Simple Mail Transfer Protocol (SMTP) address.

Subject Condition: Type a word or phrase that you want the email message filter to detect in the subject line of email messages. To search for individual keywords, separate them with a semicolon.

Body Condition: Type a word or phrase that you want the email message filter to detect in the body of email messages. To search for individual keywords, separate them with a semicolon.

Recipient Types: Set whether the email message filter applies to email messages with your address in the **To**, **Cc**, or **Bcc** field. This field applies only to email messages that are sent to your email address; it does not apply to distribution lists of which you are a member.

Importance: Set the importance level of the email messages that you want the email message filter to detect.

Sensitivity: Set the sensitivity level of the email messages that you want the email message filter to detect.

10. Press **Done**.



Note: If you want email messages that do not meet any email message filter criteria to be forwarded to your Smartphone, in the **If No Filters Apply** field, select **Forward to Handset**.

Turn on or turn off an email message filter

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Email Settings**.
5. Select your email account.
6. Select the **Filters** field.
7. Perform one of the following actions:

Action	Procedure
Turn on an email message filter.	> Select the check box beside the email message filter.
Turn off an email message filter.	> Clear the check box beside the email message filter.

Manage email message filters

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Email Settings**.
5. Select your email account.
6. Select the **Filters** field.

7. Select a filter and press **Menu**.
8. Perform one of the following actions:

Action	Procedure
View an email message filter.	> Select View Filter .
Change an email message filter.	> Select Edit Filter .
Delete an email message filter.	> Select Delete Filter .
Change the order in which email message filters apply to email messages.	<ul style="list-style-type: none"> • To position the email message filter higher in the list, select Move Filter Up. • To position the email message filter lower in the list, select Move Filter Down.

About signatures

A signature is added to email messages after you send them. To add a signature from your Smartphone, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later.

Add a signature



Note: If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server, you can also use the BlackBerry Connect Desktop for Windows Mobile to add a signature. If your Smartphone is integrated with an account that uses the BlackBerry Internet Service, log in to your account using a browser on your computer to add a signature. You cannot use the Microsoft Windows Mobile signature feature to add a signature to email messages that you send from your BlackBerry account.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Email Settings**.
5. Select your email account.
6. Select the **Auto Signature** field.
7. Select **Enabled**.
8. Press **Done**.
9. Select the **Auto Signature Text** field.
10. Type a signature.
11. Press **Done**.

About out-of-office replies

The out-of-office reply is designed to be sent automatically to a contact the first time that contact sends you an email message. To set an out-of-office reply on your Smartphone, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later.

Set an out-of-office reply



Note: You can also set an out-of-office reply in your email application on your computer. If your Smartphone is integrated with an account that uses the BlackBerry Internet Service, log in to your account using a browser on your computer to set an out-of-office reply.

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Email Settings**.
5. Select your email account.
6. Select the **Out of Office** field.
7. Select **Enabled**.
8. Press **Done**.
9. Select the **Out of Office Text** field.
10. Type an out-of-office reply.
11. Press **Done**.

Attachments

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











About attachments

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

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

If your Smartphone is integrated with an account that uses BlackBerry Enterprise Server version 4.1 or later, you can view .wmf files on your Smartphone.

Attachment status icons

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

View an attachment in the attachment viewer

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. Open an email message that contains an attachment.
5. Select the attachment.
6. Perform one of the following actions:

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

Download an attachment

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

Action	Procedure
Open the attachment.	<ol style="list-style-type: none"> 1. Press Menu. 2. Select Attachments > Open.

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

Manage vCard contact attachments

Contact attachments (vCard .vcf files) contain contact information for a specific user. When you open an email message that contains a vCard contact attachment, you can view and add the contact information to your address book.

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. Open an email message that contains a vCard contact attachment.
5. Select the attachment.
6. Perform one of the following actions:

Action	Procedure
View the vCard contact attachment.	<ol style="list-style-type: none"> 1. Press Menu. 2. Select Attachments > View Address.
Add the contact information to your address book.	<ol style="list-style-type: none"> 1. Press Menu. 2. Select Attachments > Add Address.

Synchronizing data

About wireless data synchronization

Turn on or turn off wireless data synchronization

Send and receive data when your Smartphone is connected to your computer

About wireless data synchronization

You can synchronize organizer data items such as contacts, calendar entries, and tasks so that the entries on your Smartphone and in the email application on your computer are similar. Changes that you make in one location are also made in the other location. You can turn wireless data synchronization on and off using the Smartphone.

To use wireless data synchronization for contacts or tasks, your Smartphone must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later. To use wireless calendar synchronization, your Smartphone must be integrated with an account that uses a BlackBerry Enterprise Server.

See "Calendar" on page 49 for more information about using the calendar application on your Smartphone. See the *Microsoft Windows Mobile Help* on your Smartphone for more information about using the contacts and tasks applications on your Smartphone.



Note: The contacts and tasks applications on your Smartphone and computer might support fields that are not synchronized over the wireless network.

Turn on or turn off wireless data synchronization



Warning: When you turn on or turn off wireless synchronization for an organizer data item, all of your existing entries for that organizer data item are deleted from your Smartphone.



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

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

5. Perform one of the following actions:

Action	Procedure
Turn on wireless synchronization for an organizer data item.	> Select the check box beside the organizer data item. Note: You can select more than one organizer data item.
Turn off wireless synchronization for an organizer item.	> Clear the check box beside the organizer data item.

6. Press **Done**.



Note: If your system administrator has disabled wireless synchronization for an organizer data item, data is not synchronized over the wireless network even if the check box beside that organizer data item is selected. Contact your system administrator for more information.

Send and receive data when your Smartphone is connected to your computer

If your Smartphone is integrated with an account that uses BlackBerry Enterprise Server Version 4.0 or later, you can send and receive data on your Smartphone when it is connected to your computer even if the wireless radio is turned off. This enables data to be synchronized while your Smartphone is charging and it enables you to save wireless data charges because data is not sent over the wireless network.

To begin sending and receiving data without using the wireless network, connect your Smartphone to your computer and wait for Microsoft ActiveSync to start and connect to your Smartphone.



Note: To use the BlackBerry Connect application to send and receive data without using the wireless network, your computer must be behind the corporate firewall.

Calendar

About wireless calendar synchronization

Create an appointment

Change an appointment

Delete an appointment

Change a meeting

Delete a meeting

Respond to a meeting invitation

About wireless calendar synchronization

If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server, appointments and meetings are designed to synchronize wirelessly so that entries on your Smartphone and in the email application on your computer are similar. To turn on or turn off wireless calendar synchronization, see "Turn on or turn off wireless data synchronization" on page 47.

Create an appointment

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

Change an appointment

1. Press **Start**.
2. Select **Calendar**.
3. Select an appointment.
4. Press **Edit**.
5. Change the information.
6. Press **Done**.

Delete an appointment

1. Press **Start**.
2. Select **Calendar**.
3. Select an appointment.
4. Press **Menu**.
5. Select **Delete Appointment**.

Change a meeting

1. Press **Start**.
2. Select **Calendar**.
3. Select a meeting.
4. Press **Edit**.
5. Change the information.
6. Press **Done**.

Delete a meeting

1. Press **Start**.
2. Select **Calendar**.
3. Select a meeting.
4. Press **Menu**.
5. Select **Delete Appointment**.

Respond to a meeting invitation

1. Press **Start**.
2. Select **Messaging**.
3. Select a BlackBerry account.
4. In the message list, open an email message that contains a meeting invitation.
5. Press **Menu**.

6. Perform one of the following actions:

Action	Procedure
Accept the meeting.	> Select Accept .
Tentatively accept the meeting.	> Select Tentative .
Decline the meeting.	> Select Decline .

Browser

About the browser

Open the browser

About the browser

Depending on your wireless service provider and your email setup option, more than one browser icon might appear. Your wireless service provider might also change the browser name to reflect available services.

Use the BlackBerry Browser to view HTML web pages. If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server with Mobile Data Service (BlackBerry MDS Connection Service) enabled, the BlackBerry Browser also enables you to view your corporate intranet. The Mobile Data Service is designed to provide the BlackBerry Browser with secure access to the Internet and online corporate data and applications. It encrypts content using the same encryption standard used to encrypt email messages and other BlackBerry data. Contact your system administrator for more information.

Use the Internet Browser, which is available from some wireless service providers, to view HTML web pages. Contact your wireless service provider for more information about Internet Browser support.

Open the browser

1. Press **Start**.
2. Select .
3. Select a browser.

Security

About passwords
Set a password for your Smartphone
Change your Smartphone password
Turn off your Smartphone password
Lock your Smartphone
Unlock your Smartphone
Set owner information
About encryption keys
Regenerate encryption keys


About passwords


You can set a password for your Smartphone. If you type your password incorrectly, you might be prompted to type **blackberry** before you can continue. The next time that you type your password, and on subsequent password attempts, the characters that you type might be displayed.


If you exceed the number of allowed password attempts, all BlackBerry data is erased from your Smartphone for security reasons.

If your Smartphone is integrated with an email account that uses a BlackBerry Enterprise Server, you might not be able to change some security options. Contact your system administrator for more information.

Set a password for your Smartphone


 **Note:** If you have set a password for your Smartphone using the Microsoft Windows Mobile password feature, turn it off before you set a password using the BlackBerry Connect application.

1. Press **Start**.
2. Select .
3. Select **BlackBerry Security**.
4. Select **Password**.
5. Select the **Password Enabled** check box.
6. In the **Security Timeout** field, set the amount of time that your Smartphone can be unused before the password is required.


 **Note:** If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server, you might not be able to set the security timeout. Contact your system administrator for more information.

7. In the **Password** field, type a password.
8. In the **Confirm** field, retype the password.
9. Press **Done**.

Change your Smartphone password

1. Press **Start**.
2. Select .
3. Select **BlackBerry Security**.
4. Select **Password**.
5. Verify that the **Password Enabled** check box is selected.
6. In the **Password** field, type a password.
7. In the **Confirm** field, retype the password.
8. Press **Done**.
9. In the **Enter Password** field, type your old password.
10. Press **OK**.

Turn off your Smartphone password

1. Press **Start**.
2. Select .
3. Select **BlackBerry Security**.
4. Select **Password**.
5. Clear the **Password Enabled** check box.
6. Press **Done**.
7. Type the password.
8. Press **OK**.



Note: If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server, you might not be able to turn off the password. Contact your system administrator for more information.

Lock your Smartphone

If you have set a password, you can lock your Smartphone.


1. Press **Start**.
2. Select .
3. Select **BlackBerry Lock Device**.


Unlock your Smartphone


1. On the Lock screen, press **Unlock**.
2. In the **Enter Password** field, type your password.
3. Press **Unlock**.

Set owner information

Owner information appears on the Home screen.

 **Note:** If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server, your owner information might have been set by your system administrator. Contact your system administrator for more information.

1. Press **Start**.
2. Select .
3. Select **BlackBerry Security**.
4. Select **User Info**.
5. Type your contact information.
6. Press **Done**.

 **Note:** If you have set a password for your Smartphone, in the **Enter Password** field, type your password. Press **OK**.

About encryption keys

If your Smartphone is integrated with an account that uses a BlackBerry Enterprise Server, encryption keys are used. Encryption keys are designed to protect data as it travels between the BlackBerry Enterprise Server and your Smartphone. Encryption keys are designed to be generated automatically every 30 days, but you can regenerate keys manually at any time.

Regenerate encryption keys

If your Smartphone is integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later, you can regenerate encryption keys from your Smartphone. You can also use the BlackBerry Connect Desktop for Windows Mobile to regenerate encryption keys. See the *BlackBerry Connect Desktop for Windows Mobile Online Help* for more information.

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

4. Select **Activation**.
5. Press **Menu**.
6. Select **Regenerate Keys**.

BlackBerry Connect application settings

View the connection status of the BlackBerry Connect application
View your PIN
Select a BlackBerry service
Register with the wireless network
Manage service books
Suspend or resume the BlackBerry Connect application

View the connection status of the BlackBerry Connect application

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Status**. The connection status appears in the Service field.

See "Network status icons" on page 16 for more information about network status icons that indicate the connection status of the BlackBerry Connect application.

View your PIN

1. Press **Start**.
2. Select **BlackBerry**.
3. Press **Settings**.
4. Select **Identity**. The PIN appears in the PIN field.

Select a BlackBerry service

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

- work email service using the BlackBerry Enterprise Server
- personal or work email service using the BlackBerry Internet Service

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

4. Select **Options**.
5. In the **Connection** field, select a service.
6. Press **Done**.

Register with the wireless network

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

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

Manage service books

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

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

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

Suspend or resume the BlackBerry Connect application

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



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

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

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

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