



# Getting Started Guide

BlackBerry 8700 Smartphone

 **BlackBerry**

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# Welcome to BlackBerry!

Get ready to experience the freedom and connectivity of your all-in-one mobile solution. Setting up your BlackBerry® device is easy. Simply verify that your SIM card and battery are inserted in your device, charge the battery, and complete the setup wizard. After you complete the setup wizard, take some time to explore the features on your device. This guide provides tips and instructions to help you learn the basics quickly.



# Set up your device

## Insert the SIM card and battery

Your SIM card is a small rectangular plastic card that stores important information about your wireless service. Your SIM card might already be inserted in your BlackBerry® device.

1. Press the release button for the battery cover.
2. Slide off the battery cover.
3. If the battery is inserted, remove the battery.
4. If your SIM card is already inserted, proceed to step 11.
5. Slide the SIM card holder door toward its hinges to unlock it.
6. Open the SIM card holder door.
7. Remove the SIM card from any packaging.
8. Place the SIM card into the holder so that the metal contacts on the SIM card face down and the cutoff corner of the SIM card points toward the top of your device.
9. Close the SIM card holder door so that it holds the SIM card flat.
10. Slide the SIM card holder door away from its hinges to lock it.
11. Insert the battery so that the metal contacts on the battery align with the metal contacts on your device.

12. Slide the battery cover back onto the device so that it clicks into place. If the battery is charged, the device turns on. If the device does not turn on, charge the battery.

Figure 1. Remove the battery cover

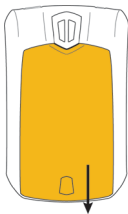


Figure 2. Insert the SIM card

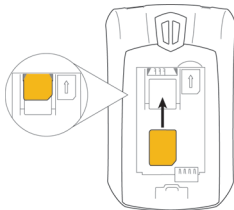
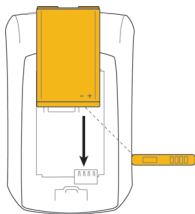




Figure 3. Insert the battery



## Charge the battery

1. Connect the small end of the travel charger cable to the USB port on the side of your BlackBerry® device.
2. If necessary, perform one of the following actions:
  - Insert the plug blade attachment into the power adapter.
  - Fold down the plug blades on the power adaptor.
3. Plug the power adapter into a power outlet.
4. Charge the battery to full power.

Figure 4. Connect the travel charger cable to your device

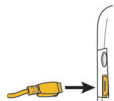
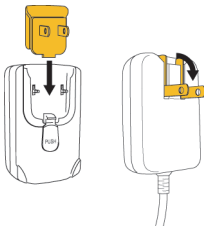


Figure 5. Insert the plug blade attachment or fold down the plug blades (if necessary)



If you have installed the BlackBerry® Desktop Software, you can use the USB cable that came with your device to connect your device to your computer for charging. For more information, see the "About using your device with a computer" topic.

## Battery power level indicators



full battery power



battery charging



low battery power

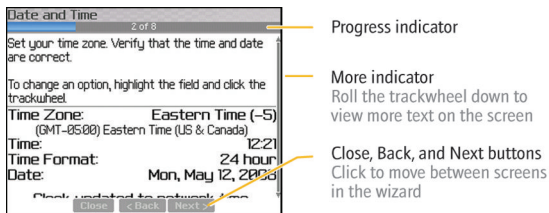
## Complete the setup wizard

The setup wizard is designed to help you learn about typing, change options to personalize your BlackBerry® device, and set up one or more email addresses.

1. In the setup wizard dialog box, roll the trackwheel to highlight **Run Setup Wizard**.
2. Click (press) the trackwheel.
3. Read the setup wizard introduction.
4. Roll the trackwheel to highlight **Next**.
5. Click the trackwheel.
6. Complete the the instructions on the screen.

**Note:** If the setup wizard dialog box does not appear automatically, on the Home screen, press the **Front Convenience** key. Click **Setup Wizard**.

Figure 6. Setup wizard screen



## About email setup options

If you have not already set up an email address, you can use one of following options to set up email. Depending on your wireless service provider, the available options might vary.

- **BlackBerry Internet Service option:** Use this email setup option to create a new email address for your device or to associate your device with one or more (up to ten) existing email addresses. This option is most common for individual users. You can set up email using this option by selecting the **I want to create or add an email address** option in the setup wizard on your device
- **BlackBerry Enterprise Server option:** Use this email setup option to associate your device with a Microsoft® Outlook® work email account, IBM® Lotus Notes® work email account, or Novell® GroupWise® work email account and to take advantage of advanced capabilities for wireless data synchronization. If your administrator has provided you with an activation password, you can set up email using this option by selecting the **I want to use a work email account with a BlackBerry Enterprise Server** option in the setup wizard on your device. If you do not have an activation password, contact your administrator.
- **BlackBerry Desktop Redirector option:** Use this email setup option to associate your device with a Microsoft Outlook (Workgroup Installation) email account. You can set up email using this option by installing the BlackBerry® Desktop Software and selecting the BlackBerry Desktop Redirector option. If you use this email setup option, you must keep your computer turned on to receive email messages.

## Add or create an email address using the setup wizard

1. In the setup wizard, on the email setup screen, select the **I want to create or add an email address** option. Click **Next**.
2. Click **Next**.
3. If necessary, click **Update Now**.
4. If necessary, click **Create New Account**.
5. To accept the terms of the license agreement, select the **Yes** option. Click **I Agree**.
6. If necessary, type a login user name and password of your choice. Click **Next**. Record your user name and password in a safe place.
7. Complete the instructions on the screen.



# Learn the basics



## Move around the screen



- To open the application list, press the **Front Convenience** key on your device.
- To move the cursor and highlight items, roll the trackwheel.
- To select an item or follow a link, click the trackwheel or press the  key.
- To change the value in a field, click a field. Click a value.
- To move back a screen, press the **Escape** key.
- To return to the Home screen, press the  key.

Figure 7. Home screen



Figure 8. Application list

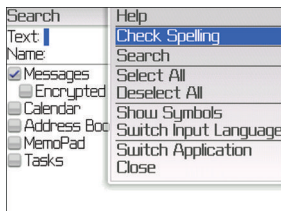




## Open a menu

- To open a menu of all the available actions for a highlighted item in an application, click the trackwheel.
- To close a menu, press the **Escape** key.

Figure 9. Full menu



## Typing basics

### Typing indicators












Shift mode



Alt mode



## Typing tips

- To capitalize a letter, hold the letter key until the capitalized letter appears or press the  key and the letter key.
- To type the alternate character on a key, press the  key and the character key. For example, to type a question mark (?), press the  key and .
- To type a symbol, press the  key. Type the letter that appears below the symbol.
- To type an accented or special character, hold the letter key and roll the trackwheel. Release the letter key when the accented or special character appears. For example, to type ü, hold  and roll the trackwheel until ü appears.
- To turn on NUM lock, press the  key and the  key. To turn off NUM lock, press the  key.

## Applications

Take some time to explore the applications that are available on your BlackBerry® device. Here are a few applications to get you started.



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Click **Setup Wizard** to learn about typing, change options to personalize your device, and set up your email address. The setup wizard also provides links to information about common tasks.



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Click **Email Settings** to set up one or more email addresses or change BlackBerry® Internet Service email options.



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Click **Browser** to visit web pages or view the browser bookmark list.



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Click **Call Log** to make a call or view a list of recent calls.



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Click **Media** to view saved songs, ring tones, videos, or pictures.



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Click **Messages** to view a list of your messages.



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Click **Options** to view the main list of device options. You can also access additional options from the menu in each application.



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Click **Address Book** to view your contact list or add a new contact.



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Click **Help** to view the user guide for your device.

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## Home screen status indicators



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alarm set












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missed call count

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 unopened message count	 sending data
 missed calendar reminder	 receiving data
 voice mail message	 roaming
 Bluetooth® technology is turned on	 paired with Bluetooth enabled device

## Message list status indicators






 unopened message	 MMS message
 opened message	 sent message
 message with an attachment	 message is sending
 message is high priority	 message not sent
 SMS text message	

## Phone status indicators

 missed call	 received call
 placed call	

## Calendar status indicators

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 reminder set	 meeting
 recurring appointment or meeting	 exception to recurring appointment or meeting
 calendar entry with notes	

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## Wireless coverage indicators

Indicators on the Home screen display the wireless coverage level for the area in which you are using your BlackBerry® device.

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<b>EDGE</b>	You can use the phone, send and receive email messages, PIN messages, SMS text messages, and MMS messages, and use the browser with a high-speed data connection.
<b>GPRS</b>	You can use the phone, send and receive email messages, PIN messages, SMS text messages, and MMS messages, and use the browser.
<b>edge</b>	You can use the phone and send and receive SMS text messages.
<b>GSM</b>	
<b>gprs</b>	

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You can only make emergency calls.



Your connection to the wireless network is turned off.





You are not in a wireless coverage area.

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# Start using your device

## Make a call

1. On the Home screen or in the phone, perform one of the following actions:
  - Type a phone number.
  - Type part of a contact name. Highlight a contact or phone number.
2. Press the  key.

To end the call, press the  key.

## Send an email message

1. In a message list, click the trackwheel.
2. Click **Compose Email**.
3. In the **To** field, perform one of the following actions:
  - Type an email address.
  - Type a contact name.
  - Type part of a contact name. Click a contact.
4. Type a message.
5. Click the trackwheel.

6. Click **Send**.

## Send an SMS text message

1. In a message list, click the trackwheel.
2. Click **Compose SMS**.
3. Perform one of the following actions:
  - If the contact is not in your address book, click **Use Once**. Click **SMS**. Type an SMS phone number (include the country code and area code). Click the trackwheel. Click **Continue**.
  - If the contact is in your address book, click a contact. Click **SMS <contact name>**.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

## Add a contact

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



5. Click **Save**.

## Visit a web page

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. In the browser, perform one of the following actions:
  - If a web address field appears on the screen, type a web address.
  - If a web address field does not appear on the screen, click the trackwheel. Click **Go To**. Type a web address.
2. Click the trackwheel.

## Schedule an appointment

1. In a calendar, click the trackwheel.
2. Click **New**.
3. Type the appointment information.
4. If the appointment recurs, change the **Recurrence** field.
5. Click the trackwheel.
6. Click **Save**.

## Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have a passkey that you must type before you can pair with them.

1. In the Bluetooth setup application, click **Search for devices from here** or **Allow another device to find me**.
2. Click **OK**.
3. If necessary, click a Bluetooth enabled device.
4. If necessary, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
5. If necessary, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

## About using your device with a computer

You can install the BlackBerry® Desktop Software on your computer and connect your BlackBerry device to your computer to perform any of the following actions:

- Charge your device.
- Synchronize organizer data such as contacts, calendar entries, tasks, and memos between your device and your computer.
- Back up and restore device data.
- Transfer files between your device and your computer.

- Add applications to your device.
- Set up and manage email message forwarding or wireless calendar synchronization if your administrator has advised you to do so.
- Set up and manage email message forwarding using the BlackBerry Desktop Redirector to forward email messages from a Microsoft® Outlook® (Workgroup installation) email account that resides on a Microsoft Exchange Server version 5.5 or later.

For more information about synchronizing data, backing up or restoring data, adding applications, or other functions, see the *BlackBerry Desktop Software Online Help*.

## System requirements

- Intel® compatible 486 or higher computer that is compliant with USB 1.1 or later
- Microsoft® Windows® 2000, or later
- BlackBerry® User Tools CD
- available USB port

## Install the BlackBerry Desktop Software

1. Verify that your BlackBerry® device is not connected to your computer.
2. Insert the *BlackBerry® User Tools CD* into the CD drive on your computer.
3. Click **BlackBerry Desktop Software**.
4. Complete the instructions on the screen until the Setup Type screen appears.

5. On the Setup Type screen, perform one of the following actions:
  - If you do not want to use the BlackBerry® Desktop Software to synchronize certificates between your device and your computer, select the **Typical** option. Click **Next**.
  - If you want to use the BlackBerry Desktop Software to synchronize certificates between your device and your computer, select the **Custom** option. Click **Next**. In the **Certificate Synchronization** drop-down list, click **This feature, and all subfeatures, will be installed on local hard drive**.
6. Complete the instructions on the screen.
7. When the installation is complete, connect the smaller end of the USB cable to the USB port on the side of your device.
8. Connect the larger end of the USB cable to the USB port on your computer.

If the BlackBerry® Desktop Manager does not open automatically, on the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.

## About switching devices

You can import data from your current BlackBerry® device, Palm® device, or Windows Mobile® powered device to your new BlackBerry device using the switch device wizard tool of the BlackBerry® Desktop Manager. For more information about switching devices, see the *BlackBerry Desktop Software Online Help*.

## Switch devices

Verify that you have installed the most recent version of the BlackBerry® Desktop Software.

1. Connect your current device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Switch Device Wizard**.
4. Click **Start**.
5. Complete the instructions on the screen.

If you are switching from a BlackBerry device that is associated with the BlackBerry® Internet Service, on your new BlackBerry device, in the setup wizard, open the email setup screen. Update your device PIN.

## Transfer a file between your device and your computer using the Roxio Media Manager

1. Connect your BlackBerry® device to your computer.
2. On your computer, open the BlackBerry® Desktop Manager.
3. Double-click **Media Manager**.
4. Drag a file or folder from one location to another.

For more information about transferring and managing media files, see the online help that is available in the Roxio® Media Manager.

## Synchronize data between your device and your computer

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. Select the check box beside one or more actions.
5. Click **Synchronize**.

## Find more information

- To view the user guide for your BlackBerry® device, click **Help** in the application list or in an application menu.
- To view the BlackBerry® 101 tutorial, user guide, safety and product information booklet, or software license agreement and warranty for your device, insert the *BlackBerry® User Tools CD* that came with your device into the CD drive on your computer.
- To find information about your wireless network or your wireless service plan, visit your wireless service provider web site.
- To find software, games, and accessories for your device, visit [www.discoverblackberry.com](http://www.discoverblackberry.com).

- To buy accessories for your device, contact your wireless service provider or visit [www.shopblackberry.com](http://www.shopblackberry.com).





# Troubleshooting

## I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- Verify that you have turned on the connection to the wireless network.

## I cannot associate my device with an email address

Try performing the following actions:

- On the email setup screen, verify that you have typed all the email address information correctly.
- Verify that the email address is associated with a supported email account (for example, a POP3 email account or an IMAP email account). For more information about supported email accounts, contact your wireless service provider.
- If you are trying to add a Microsoft® Outlook® or IBM® Lotus Notes® work email address to your BlackBerry® device, in a browser on your computer, log in to the email setup web site using the web page address provided by your wireless service

provider and add the work email address. To log in, you must have a login user name and password. You can create a login user name and password in the setup wizard on the email setup screen.

## I cannot send or receive messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- If you switched devices, verify that you have switched email service to your new device. To switch email service to your new device, in the setup wizard, open the email setup screen. If you created a user name and password when you set up

email on your device, type your login information. Click the trackwheel. Click **Change Device**. If you did not create a user name and password when you set up email, complete the instructions on the screen.

- If the menu item for sending a message does not appear, verify that you have added an email address or a PIN for your contact.
- Resend the message. Open the message. Click the trackwheel. Click **Resend**.
- If you use email message filters, verify that the options for email message filters are set correctly.

## I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.
- Your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.



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