

What a sweet deal — the secrets to
squeezing the most from your BlackBerry!

BlackBerry®

FOR
DUMMIES®

**A Reference
for the
Rest of Us!®**

FREE eTips at dummies.com®

Robert Kao
Dante Sarigumba



Companion Web site
has the latest
coverage on all
BlackBerry
models

BlackBerry[®]
FOR
DUMMIES[®]

by Robert Kao and Dante Sarigumba



WILEY

Wiley Publishing, Inc.

BlackBerry[®]
FOR
DUMMIES[®]

by Robert Kao and Dante Sarigumba



WILEY

Wiley Publishing, Inc.

BlackBerry® For Dummies®

Published by
Wiley Publishing, Inc.
909 Third Avenue
New York, NY 10022
www.wiley.com

Copyright © 2006 by Wiley Publishing, Inc., Indianapolis, Indiana

Published by Wiley Publishing, Inc., Indianapolis, Indiana

Published simultaneously in Canada

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning or otherwise, except as permitted under Sections 107 or 108 of the 1976 United States Copyright Act, without either the prior written permission of the Publisher, or authorization through payment of the appropriate per-copy fee to the Copyright Clearance Center, 222 Rosewood Drive, Danvers, MA 01923, (978) 750-8400, fax (978) 646-8600. Requests to the Publisher for permission should be addressed to the Legal Department, Wiley Publishing, Inc., 10475 Crosspoint Blvd., Indianapolis, IN 46256, (317) 572-3447, fax (317) 572-4355, or online at <http://www.wiley.com/go/permissions>.

Trademarks: Wiley, the Wiley Publishing logo, For Dummies, the Dummies Man logo, A Reference for the Rest of Us!, The Dummies Way, Dummies Daily, The Fun and Easy Way, Dummies.com, and related trade dress are trademarks or registered trademarks of John Wiley & Sons, Inc. and/or its affiliates in the United States and other countries, and may not be used without written permission. BlackBerry is a registered trademark of Research in Motion. All other trademarks are the property of their respective owners. Wiley Publishing, Inc., is not associated with any product or vendor mentioned in this book. Research in Motion was not involved in the production, and does not endorse, this product.

LIMIT OF LIABILITY/DISCLAIMER OF WARRANTY: THE PUBLISHER AND THE AUTHOR MAKE NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE ACCURACY OR COMPLETENESS OF THE CONTENTS OF THIS WORK AND SPECIFICALLY DISCLAIM ALL WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. NO WARRANTY MAY BE CREATED OR EXTENDED BY SALES OR PROMOTIONAL MATERIALS. THE ADVICE AND STRATEGIES CONTAINED HEREIN MAY NOT BE SUITABLE FOR EVERY SITUATION. THIS WORK IS SOLD WITH THE UNDERSTANDING THAT THE PUBLISHER IS NOT ENGAGED IN RENDERING LEGAL, ACCOUNTING, OR OTHER PROFESSIONAL SERVICES. IF PROFESSIONAL ASSISTANCE IS REQUIRED, THE SERVICES OF A COMPETENT PROFESSIONAL PERSON SHOULD BE SOUGHT. NEITHER THE PUBLISHER NOR THE AUTHOR SHALL BE LIABLE FOR DAMAGES ARISING HEREFROM. THE FACT THAT AN ORGANIZATION OR WEBSITE IS REFERRED TO IN THIS WORK AS A CITATION AND/OR A POTENTIAL SOURCE OF FURTHER INFORMATION DOES NOT MEAN THAT THE AUTHOR OR THE PUBLISHER ENDORSES THE INFORMATION THE ORGANIZATION OR WEBSITE MAY PROVIDE OR RECOMMENDATIONS IT MAY MAKE. FURTHER, READERS SHOULD BE AWARE THAT INTERNET WEBSITES LISTED IN THIS WORK MAY HAVE CHANGED OR DISAPPEARED BETWEEN WHEN THIS WORK WAS WRITTEN AND WHEN IT IS READ.

For general information on our other products and services, please contact our Customer Care Department within the U.S. at 800-762-2974, outside the U.S. at 317-572-3993, or fax 317-572-4002.

For technical support, please visit www.wiley.com/techsupport.

Wiley also publishes its books in a variety of electronic formats. Some content that appears in print may not be available in electronic books.

Library of Congress Control Number: 2005935162

ISBN-13: 978-0-471-75741-2

ISBN-10: 0-471-75741-1

Manufactured in the United States of America

10 9 8 7 6 5 4 3 2 1

10/RZ/RS/QV/IN



About the Authors

Robert Kao is one well-rounded professional. His ability to translate his technical knowledge and communicate in many languages with users of all types inevitably led him to develop BlackBerry applications for various financial firms in New York City — that truly global city. A graduate of Columbia University — with a Computer Engineering degree, of course — he currently lives in Somerset, NJ.

Dante Sarigumba has been working with computers for over 13 years. Currently, he's writing BlackBerry applications for a major investment bank in New York. With his engineering background, he's been a longtime gizmo enthusiast, which probably explains his interest in BlackBerries. He writes applications for the BlackBerry platform in his spare time (believe it or not) and writes the occasional article for the *BlackBerry Developer Journal*.

Authors' Acknowledgments

I would like to thank my father (MHK) and mother (SYT) for everything they've done for me because I wouldn't be here without their kindness and support. I would also like to thank my lovely wife Marie-Claude and little Jade for understanding all the weekends and nights that I missed while writing this book. Finally, I would like to thank Paul, Cathy, little TJ, and rest of my family for the same.

—Robert Kao

My sincere thanks to Aben Alvarez, Anna Kanyek-Sy, Jun Abad, and Ninky Avenir for their help and support during the early phase of this book. As always, my profoundest thanks to my dear wife and soul mate, Yosma, whose patience and understanding were invaluable during the writing of this book.

—Dante Sarigumba

Collectively, we'd like to thank Eric Giguere for getting us started on the path of book writing, as well as Carol McClendon, our agent, for her help getting this book started. Thanks as well to Richard Evers of Research In Motion for a wealth of information and guidance. For their insights, assistance, and extraordinary patience, thanks to Jennifer Y. Lee; Veru Narula; and Greg Croy, Paul Levesque, Teresa Artman, Colleen Totz, and the rest of the Wiley staff. Without you all, this book would not have been possible.

—Rob & Dante

Publisher's Acknowledgments

We're proud of this book; please send us your comments through our online registration form located at www.dummies.com/register/.

Some of the people who helped bring this book to market include the following:

Acquisitions, Editorial, and Media Development

Senior Project Editor: Paul Levesque

Senior Acquisitions Editor: Grey Croy

Senior Copy Editor: Teresa Artman

Technical Editor: Richard Evers

Editorial Manager: Leah Cameron,
Kevin Kirschner

Media Development Specialists: Angela Denny,
Kate Jenkins, Steven Kudirka,
Kit Malone, Travis Silvers

Media Development Coordinator:
Laura Atkinson

Media Project Supervisor: Laura Moss

Media Development Manager:
Laura VanWinkle

Editorial Assistant: Amanda Foxworth

Cartoons: Rich Tennant
(www.the5thwave.com)

Composition Services

Project Coordinator: Adrienne Martinez

Layout and Graphics: Carl Byers,
Andrea Dahl, Joyce Haughey,
Stephanie D. Jumper, Clint Lahnen,
Barbara Moore, Lynsey Osborn

Proofreaders: Leeann Harney, Jessica Kramer,
TECHBOOKS Production Services

Indexer: TECHBOOKS Production Services

Publishing and Editorial for Technology Dummies

Richard Swadley, Vice President and Executive Group Publisher

Andy Cummings, Vice President and Publisher

Mary Bednarek, Executive Acquisitions Director

Mary C. Corder, Editorial Director

Publishing for Consumer Dummies

Diane Graves Steele, Vice President and Publisher

Joyce Pepple, Acquisitions Director

Composition Services

Gerry Fahey, Vice President of Production Services

Debbie Stailey, Director of Composition Services

Contents at a Glance

<i>Introduction</i>	1
<i>Part I: Meet and Greet Your BlackBerry</i>	7
Chapter 1: Your BlackBerry Is NOT an Edible Fruit?	9
Chapter 2: Turning On Your BlackBerry (And Keeping It Happy)	27
<i>Part II: Getting Organized with Your BlackBerry</i>	57
Chapter 3: Remembering Your Acquaintances	59
Chapter 4: Never Miss Another Appointment — Ever!.....	89
Chapter 5: Being Your Own Taskmaster	103
Chapter 6: Making Notes and Calculations	121
<i>Part III: Getting Online with Your BlackBerry</i>	137
Chapter 7: You've Got (Lots of) E-Mail	139
Chapter 8: Too Cool for E-Mail.....	173
Chapter 9: Surfing the Internet Wave.....	203
Chapter 10: Calling Your Favorite Person	229
<i>Part IV: Working with Desktop Manager</i>	253
Chapter 11: Synching the Intellisync Way	255
Chapter 12: Installing Applications	275
Chapter 13: Running Redirector	287
Chapter 14: Protecting Your Information	299
<i>Part V: The Part of Tens</i>	309
Chapter 15: Ten (Or So) New Features on the New Generation BlackBerry.....	311
Chapter 16: Ten Great BlackBerry Accessories.....	317
Chapter 17: Ten Productive BlackBerry Applications	323
Chapter 18: Ten Fun Games on Your BlackBerry	327
Chapter 19: Ten Must-Have BlackBerry Programs	331
Chapter 20: Ten (More or Less) Web Site Categories for BlackBerry Browsing	337
<i>Index</i>	347

Table of Contents

.....

<i>Introduction</i>	1
About This Book.....	1
Who Are You?	2
What's in This Book.....	2
Part I: Meet and Greet Your BlackBerry	3
Part II: Getting Organized with Your BlackBerry.....	3
Part III: Getting Online with Your BlackBerry	3
Part IV: Working with Desktop Manager.....	3
Part V: The Part of Tens.....	4
So Many Models, So Little Time	4
Icons in This Book.....	4
Where to Go from Here.....	5

Part I: Meet and Greet Your BlackBerry..... **7**

Chapter 1: Your BlackBerry Is NOT an Edible Fruit?	9
Know Your BlackBerry History	10
How It All Works: The Schematic Approach.....	11
The role of the network service provider	11
Connecting to your personal computer	12
Connecting to the Enterprise.....	13
Doing the BlackBerry world-traveler thing.....	14
Oh, the Things You Can Do!	15
Internet at your fingertips	15
Me and my great personal assistant	16
A computer in the palm of your hand	16
Look Dad, no hands!.....	17
Going new look or traditional: Your BlackBerry choices.....	18
Anatomy 101: The Body and Features of Your BlackBerry.....	19
Display screen.....	20
QWERTY keyboard.....	21
Escape button	24
Trackwheel.....	24
Final BlackBerry Tidbits!.....	24
Power efficiency	25
Memory management	25
A sentry is always on duty	26



Chapter 2: Turning On Your BlackBerry (And Keeping It Happy) . . . 27

- Making Your BlackBerry YOURS27
 - Branding your BlackBerry.....28
 - Choose a language, any language.....29
 - Typing with ease using AutoText30
 - Inserting macros.....32
 - Getting your dates and times lined up32
 - Customizing your screen’s look and feel.....34
 - Choosing Themes for your BlackBerry37
 - Wallpaper for your BlackBerry38
 - Let freedom ring39
- Navigating Around43
 - SureType versus multitap44
- General Keyboard Shortcuts47
 - Using Home screen shortcuts.....49
 - Other (non-Home screen) shortcuts50
- Power Usage and Consumption51
- Keeping Your BlackBerry Safe52
- Who Ya Gonna Call (When Your BlackBerry Breaks)?54

Part II: Getting Organized with Your BlackBerry57

Chapter 3: Remembering Your Acquaintances 59

- Accessing Your Address Book.....60
- Working with Address Book Names.....62
 - Creating a new contact63
 - Adding contacts from other BlackBerry applications65
 - Viewing a contact66
 - Editing a contact.....67
 - Deleting a contact.....68
- Transferring Contacts from Cellphones69
 - Copying contacts from a SIM card69
 - Copying a contact to a SIM card.....73
- Copying Contacts from Desktop Applications74
- Looking for Someone?75
- Organizing Your Contacts77
 - Creating a group78
 - Using the Filter feature on your contacts.....80
 - Setting preferences.....84
- Sharing a Contact85
 - Sending a vCard86
 - Receiving a vCard.....86
- Searching for Somebody outside Your Address Book.....87

Chapter 4: Never Miss Another Appointment — Ever!	89
Accessing the BlackBerry Calendar	90
Choosing Your Calendar View	90
Moving between Time Frames	92
Customizing Your Calendar	93
All Things Appointments: Adding/Opening/Deleting	94
Creating an appointment	94
Opening an appointment	98
Deleting an appointment	99
Appointments versus Meetings	99
Sending a meeting request	99
Responding to a meeting request	100
Wirelessly Synching Your BlackBerry Calendar with Desktop Calendar	101
Chapter 5: Being Your Own Taskmaster	103
Accessing Tasks	104
Recording a New Task	105
Navigating the Tasks Fields	106
Task field	107
Status field	107
Priority field	107
Due field	108
Time Zone field	109
Reminder field	109
Categories field	110
Notes field	110
Updating Your Tasks	110
Deleting a Task	111
Organizing Your Tasks List	111
Customizing Tasks	112
Creating a category	114
Assigning categories to your tasks	116
Filtering the list	117
Creating Recurring Tasks	118
Chapter 6: Making Notes and Calculations	121
MemoPad	122
Accessing MemoPad	122
Jotting down notes	122
Viewing your notes	124
Updating your notes	124
Deleting your notes	124
Quickly finding a note	125
Organizing your notes	126
Printing notes	129

The Calculator	129
Accessing Calculator.....	130
Using Calculator	130
Converting between English and metric systems	132
Using Calculator shortcuts	134

Part III: Getting Online with Your BlackBerry 137

Chapter 7: You've Got (Lots of) E-Mail 139

Getting Up and Running with E-Mail	139
Using the BlackBerry Internet Service client.....	140
Combining your e-mail accounts into one	141
Adding an e-mail account	143
Setting up e-mail in an enterprise environment	144
Customizing Your E-Mail	144
Setting your Sent From address	145
Enabling wireless reconciliation.....	146
Automating replies and Out of Office messages	148
Configuring your e-mail signature	149
Accessing Messages.....	151
Receiving e-mails	151
Sending e-mail.....	154
Adding a sender to your Address Book.....	158
Deleting e-mail	159
Filtering your e-mail	160
Saving e-mail	165
Searching through Your Messages Like a Pro	165
Searching by sender/recipient.....	166
Searching by subject.....	167
Running a general search	167
Saving search results	169
Reusing saved search results.....	170
Long Live E-Mail	171

Chapter 8: Too Cool for E-Mail 173

A Little Bit of RIM Prehistory.....	174
Sending and Receiving PIN-to-PIN Messages	174
Getting a BlackBerry PIN.....	175
Assigning PINs to names	177
Sending a PIN-to-PIN message.....	178
Receiving a PIN-to-PIN message	179
Keeping in Touch, the SMS Way	180
Using shorthand for speedy replies.....	181
Awwhy?.....	182
Showing some emotion.....	183
Sending a text message.....	183
Viewing a text message you receive	186

Always Online Using Instant Messaging.....	186
Chatting using IM rules.....	187
Instant messaging on a 7100 model.....	188
Instant messaging on a non-7100 model.....	192
Using BlackBerry Messenger.....	194
Taking control of your IM app.....	199
Messaging Etiquette and a Few Words of Caution.....	202

Chapter 9: Surfing the Internet Wave 203

Getting Started with the BlackBerry Browser.....	204
Accessing Browser.....	204
Hitting the (air)waves.....	206
Navigating Web pages.....	207
Saving a Web page address.....	209
Sending an address by e-mail.....	211
Saving Web images.....	211
Bookmarking Your Favorite Sites.....	211
Adding a bookmark.....	212
Available offline.....	212
Modifying a bookmark.....	213
Organizing your bookmarks.....	213
Browser Options and Optimization Techniques.....	215
Browser Configuration.....	216
General Properties.....	217
Cache Operations.....	218
Installing (And Uninstalling) Applications from the Web.....	220
Browser's Behavior on an Enterprise Environment.....	221
Using Browser on your company's BES.....	222
Using your network provider's browser.....	222
Setting the default browser.....	223
Using Password Keeper.....	223
Accessing Password Keeper.....	224
Setting a password for Password Keeper.....	224
Creating new credentials.....	224
Random Password generation.....	225
Using your password.....	226
Password Keeper options.....	227
Changing your password to Password Keeper.....	228

Chapter 10: Calling Your Favorite Person 229

Using the BlackBerry Phone Application.....	229
Making and Receiving Calls.....	230
Making a call.....	230
Receiving a call.....	233
Phone Options While on a Call.....	234
Muting your call.....	234
Placing your call on hold.....	235
Adjusting the call volume.....	235

Customizing the BlackBerry Phone	236
Setting up your voice mail number	236
Setting up call waiting	237
Using call forwarding	237
Configuring speed dial	239
Arranging Conference Calls	242
Talking privately to a conference participant	244
Alternate between phone conversations	245
Dropping that meeting hugger	245
Communicating Hands-Free	246
Using the speaker phone (7100 model only)	246
Pairing your BlackBerry with a Bluetooth headset	246
Multitasking While on the Phone	249
Starting multitasking	249
Taking notes while on the phone	250

***Part IV: Working with Desktop Manager*253**

Chapter 11: Synching the Intellisync Way 255

Introduction to BlackBerry Desktop Manager	256
Launching BDM	256
Connecting BDM to your BlackBerry	257
Running BDM for the first time	257
Setting Up Intellisync	258
Configuring e-mail reconciliation	259
Configuring PIM synchronization	260
Updating your BlackBerry's date and time	261
Mapping fields for synchronization	261
Confirming record changes	263
Resolving update conflicts	264
Setting Up Synchronization Filters	265
Creating filters	266
Creating special filters for Calendar synchronization	268
Creating special filters for Tasks synchronization	269
Configuring Synchronization for Third-Party Software	270
Ready, Set, Synchronize!	272
Synchronize Now	272
Automatic synchronization	273

Chapter 12: Installing Applications 275

Accessing Application Loader	276
Installing an Application	277
Encountering an invalid signature error	280
Using alternatives to Application Loader	280

Uninstalling an Application.....281
 Uninstalling using the Application Loader.....281
 Uninstalling using your BlackBerry handheld.....282
 Upgrading Your BlackBerry OS284

Chapter 13: Running Redirector Settings287

Redirector Settings: Your Friendly E-Mail Traffic Police.....288
 Red and green lights for incoming messages289
 Filtering e-mail290
 Saving and loading filters293
 Level1 Message: Your Special Kind of E-Mail.....294
 Defining a filter for a Level1 Message294
 Assigning a notification for Level1 Messages295
 Changing your BlackBerry E-mail Signature.....296
 Choosing E-Mail Folders to Forward to Your BlackBerry297

Chapter 14: Protecting Your Information299

Accessing Backup and Restore300
 Backing Up BlackBerry Style300
 Backing up your BlackBerry manually300
 Setting up auto backups302
 Full Restore from Backup Information303
 Protecting Your Data, Your Way304
 Backing up, your way.....305
 Restoring, your way306
 Clearing BlackBerry information, your way.....307

Part V: The Part of Tens309

Chapter 15: Ten (Or So) New Features on the New Generation BlackBerry311

Handheld Features311
 Display screen.....312
 Memory.....312
 Bluetooth.....312
 SureType.....313
 Wi-Fi/VoIP313
 Theme313
 Wallpaper/Picture Viewer.....314
 Ring tone.....314
 New Handheld Services.....314
 Wireless sync e-mail.....314
 Wireless calendar sync314
 Browser.....315

Chapter 16: Ten Great BlackBerry Accessories	317
Cases for Protection and Style (Belt Clip)	317
BlackBerry Protector Case	318
BlackBerry Screen Protector	318
Long Live Your BlackBerry (Extra Battery)	318
Replenishing Your BlackBerry	319
Bluetooth Hands-Free Headset	319
Full Keyboard	320
Bluetooth	320
Non-Bluetooth	320
External Speaker Phone	321
BlackBerry Car Mount	321
Chapter 17: Ten Productive BlackBerry Applications	323
WorldMate for BlackBerry	323
DocHawk	323
BerryVine RSS Reader	324
eOffice	324
Ascendo Photos for Blackberry	325
MortgageSolver for Blackberry	325
VeriChat for Blackberry	325
bbSpell	325
Idokorro Mobile SSH	326
TrafficEdge	326
Chapter 18: Ten Fun Games on Your BlackBerry	327
Bass Assassin	327
Raging Rivers	328
Texas Hold'em King	328
Klondike	328
Spider Solitaire	329
Pro Golf Paradise	329
StreetRacer	329
Blockazoid (For BlackBerry)	330
Wordcaster	330
Merriam-Webster Crossword	330
Chapter 19: Ten Must-Have BlackBerry Programs	331
BBWeather	332
Berry411	332
BlackBerryGoodies BB Blogger	332
AskMeNow	333
Stock Ticker	333
Wisepent Professional	333

Freenews	334
Ascendo Fitness for BlackBerry	334
BBToday	334
SportSeeker	335

Chapter 20: Ten (More or Less) Web Site Categories for BlackBerry Browsing 337

Weather	338
AccuWeather.com	338
Yahoo! Weather	338
News	338
BBC News	338
USA Today	339
Yahoo! News	339
ABC News	339
PR Newswire	340
Google	340
Portals	340
Yahoo! Mobile	341
PliNkIT!	341
MSN Mobile	341
Business Sites	342
Fidelity Anywhere	342
BusinessWeek Online	342
Financial Times	342
Travel Sites	343
Other Browsing Categories	343
BlackBerryGoodies	344
FedEx tracking	344
UPS tracking	344
Amazon Anywhere	344
The Onion	344
Wired News	345
wcities	345

<i>Index</i>	347
--------------------	------------

Introduction

Hi there, and welcome to *BlackBerry For Dummies*. If you already have a BlackBerry, this is a great book to have around if you want to discover new features or you need something to slap open and use as a quick reference. If you don't have a BlackBerry yet (but plan to get one) and have some basic questions (like "What is a BlackBerry?" or "How can a BlackBerry help me be more productive?"), you can benefit by reading this book cover to cover. No matter what your current BlackBerry User Status is — BUS, for short — we're here to help you get the most out of your BlackBerry.

We can tell you, right off the bat, that a BlackBerry is not a fruit you find at the supermarket but rather is a) an always-connected handheld device that b) has e-mail capabilities with an Internet browser built in. With your BlackBerry, you are in the privileged position of always being able to receive e-mail and browse the World Wide Web.

On top of that, a BlackBerry has all the features you'd expect from a personal organizer, including a calendar, to-do lists, and memos. Oh, and did we mention that a BlackBerry also has a mobile phone built in? Talk about multitasking! Imagine being stuck on a commuter train: With your BlackBerry by your side, you can compose e-mail while conducting a conference call — all from the comfort of your seat.

In this book, we show you all the basics but then go the extra mile by highlighting some of the lesser-known (but still really handy) features of the BlackBerry. Your BlackBerry can work hard for you when you need it as well as play hard when you want it to. (Need we say that we're ready, willing, and able to show you where to get great games for your BlackBerry?)

About This Book

BlackBerry For Dummies is written to be a comprehensive user guide as well as a quick user reference guide. This book is designed so that you certainly can read it cover to cover if you want, but you don't need to read one chapter after the other. Feel free to jump around while you explore the different functionalities of your BlackBerry.

We cover basic and advanced topics, but we stick to those that we consider the most practical and frequently used. So, whether you already know the basics, you can be certain that if you use/want to use a certain function of your BlackBerry, we likely cover it here.

Who Are You?

In writing this book, we tried to be considerate of your needs, but because we've never met you, our image of you is as follows. If you find that some of these images are true about you, this might just be the book for you:

- ✔ You have a BlackBerry, and you want to find out how to get the most from it.
- ✔ You don't have a BlackBerry yet, and you're wondering what one could do for you.
- ✔ You're looking for a book that doesn't assume that you know all the jargon and tech terms used in the PDA industry. (PDA stands for *personal digital assistant*, by the way.) Take that, you jargon, you!
- ✔ You want a reference that shows you, step by step, how to do useful and cool things with a BlackBerry without bogging you down with unnecessary background or theory.
- ✔ You're tired of hauling your ten-pound laptop with you on trips, and you're wondering how to turn your BlackBerry into a miniature traveling office.
- ✔ You no longer want to be tied to your desktop system for the critical activities in your life, such as sending/receiving e-mail, checking your calendar for appointments, and surfing the Web.

What's in This Book

BlackBerry For Dummies consists of five parts, and each part consists of different chapters related to that part's theme.

Part I: Meet and Greet Your BlackBerry

Part I starts with the basics of your BlackBerry. You know: What it is, what you can do with it, and what the parts are. We also show you how to

personalize and express yourself through your BlackBerry. This part wraps up with must-knows about security and where to go for help when you get into trouble with your BlackBerry.

Part II: Getting Organized with Your BlackBerry

Part II deals with the fact that your BlackBerry is also a full-fledged PDA. We show you how to get your BlackBerry to keep your contacts in its Address Book as well as how to manage your appointments and meetings in Calendar. We also show you how to create a to-do list and have Calendar manage your to-do's for you so you don't miss a task. As you'll see, most BlackBerry applications interconnect with one another, working hard for you.

Part III: Getting Online with Your BlackBerry

Part III shows you how you can use the true strengths of the BlackBerry — its always connected e-mail and its Web surfing functionality — but it doesn't stop there. We also point out to you how you can use other forms of messages on the BlackBerry that you might not have known about, such as PIN-to-PIN messages. To top it off, we show you how to multitask with the built-in phone along with other BlackBerry applications.

Part IV: Working with Desktop Manager

In Part IV, we detail the BlackBerry Desktop Manager and show you some of the hoops you can put it through with your BlackBerry, including making backups and installing BlackBerry applications from your PC on to your BlackBerry. And we didn't forget to cover important stuff like data synching your appointments/contacts with desktop applications like Outlook or Lotus Notes.

Part V: The Part of Tens

All *For Dummies* books include The Part of Tens at the end, and this book is no different. In Part V, we show you where to get cool BlackBerry accessories, download useful application, and (of course) get great games to play on your BlackBerry.

So Many Models, So Little Time

When you first visit the Research In Motion (RIM, the brains behind the BlackBerry device) Web site, you might be overwhelmed by the many different variations of BlackBerry. There are black ones, blue ones, some with colored screens, monochrome ones, ones with QWERTY keyboards, some with a QWERTY-like keyboard (which RIM calls SureType). . . . Whew!

Don't worry, it isn't as complicated as it seems; let us break it down for you. We generally don't like to generalize things, but you can pretty much divide BlackBerry into two categories: the 7100 series and the not-7100 series, which we refer to in this book as 72xx models. (OK, we could just as easily have called it the 75xx model or the 87xx model, since they are also not 7100, but you've got to draw the line somewhere right?) And why did we make such a separation? How you operate the 7100 series is a bit different compared with the 72xx models: The 7100 series uses the RIM SureType keyboard; the 72xx models have QWERTY keyboards. But just because how it operates is different doesn't mean the functions of the 7100 and 72xx series are different. Beneath the surface, they are quite similar. For example, both the 7100 series and 72xx models can do e-mail, phone, and address book functions. How you get to your e-mail or address book application is a bit different in each. It's that simple. Of course, there are other small (yet important) differences, which we denote in this book with a 7100 icon (see the following section).

This book is written with the latest model of the 7100 series and 72xx models in mind. If you have a slightly older model, not to worry; you can still find this book quite useful because the functionality is still similar. You just might discover, however, that some of the newer functions we cover in this book may not be available on your particular (older) BlackBerry.

Icons in This Book



Text marked with this icon applies to only the BlackBerry 7100 series.



If a paragraph sports this icon, it means we're talking about BlackBerry devices that are provided by your employer.



This book rarely delves into the geeky, technical details, but when it does, this icon warns you. Read on if you want to get under the hood a little, or just skip ahead if you aren't interested in the gory details.



Here's where you can find not-so-obvious tricks that can make you a BlackBerry power-user in no time. Pay special attention to the paragraphs with this icon to get the most out of your BlackBerry.



This icon highlights an important point that you don't want to forget because it just might come up again. We'd never be so cruel as to spring a pop quiz on you, but paying attention to these details can definitely help you.



Look out! This icon tells you how to avoid trouble before it starts.

Where to Go from Here

If you want to find out more about the book, or have a question or comment for the authors, please visit us at www.dummies.com/go/blackberry.

Now you can dive in! Give Chapter 1 a quick look to get an idea of where this book takes you, and then feel free to head straight to your chapter of choice.

Part I

Meet and Greet Your BlackBerry

The 5th Wave

By Rich Tennant



"You can do a lot with a BlackBerry, and I guess dressing one up in G.I. Joe clothes and calling it your little desk commander is okay, too."

In this part . . .

The road to a happy and collaborative relationship with your BlackBerry starts here. Chapter 1 covers all the nuts and bolts — how things work, its look and feel, and connectivity. Chapter 2 then discusses customizing your BlackBerry and also offers timesaving shortcuts.

Chapter 1

Your BlackBerry Is NOT an Edible Fruit?

In This Chapter

- ▶ A berry, berry long time ago
 - ▶ Checking out your BlackBerry behind the scenes
 - ▶ Seeing what your BlackBerry can do
 - ▶ Comparing new- and old-generation models
 - ▶ Meeting and greeting your BlackBerry
 - ▶ Not sweating the minor stuff
-

Because you're reading this book, you probably have a BlackBerry (um, and we're pretty sure that you're not eating it). We're just curious, though — what actually convinced you to buy this particular handheld mobile device? Was it the always-connected e-mail? Or the wireless calendar sync? Was it the QWERTY keyboard? Or was it the really good sales pitch? We know; the list could go on and on — and we might never hit on the exact reason why you got yours. In fact, for some of you, your company simply handed you one. But for whichever reason you bought or acquired your BlackBerry, congratulations; you made an intelligent choice.

The same smarts that made you buy or obtain your BlackBerry are clearly at it again. This time, your native intelligence led you to pick up this book, perhaps because your intuition is telling you that there's more to this whole BlackBerry than meets the eye.

Your hunch is right. Your BlackBerry *can* help you do more things than you could ever think of. For example, your BlackBerry is a whiz at making phone calls, but it's also a device that you can use to check your e-mail as well as surf the Web. We're talking *World Wide Web* here, so the sky's the limit. Help is always at your fingertips rather than sitting on some desk at home or at the office. Need to check out the reviews of that restaurant there on the

corner? Need to see (right now) what's showing in your local movie theaters, or what the weather will be like later tonight, or the best place to shop? Need to get directions to that cozy bed and breakfast, or news headlines, or stock quotes? Want to do some online chatting or view some pictures online? You can do all these things (and more) by using your BlackBerry.



BlackBerry is also a full-fledged personal digital assistant (PDA). Out of the box, it provides you with the organizational tools you need to set up to-do lists, manage your appointments, take care of your address books, and more.

Being armed with a device that's a phone, an Internet connection, and a PDA all built into one makes you a power person. With your BlackBerry (along with this resourceful book), you really can increase your productivity and better organize yourself. Watch out, world! Person bearing a BlackBerry coming through!

If you stick with us throughout this book, you'll find out all you need to get the most out of your device or maybe even stave off (or save) a troubled relationship. (Well, the last one is a bit of an exaggeration, but we got your attention, right?)

Know Your BlackBerry History

Your BlackBerry is truly a wondrous thing, boasting many features beyond your ordinary mobile phone. And its "sudden" popularity didn't happen overnight. Like any other good product out there, BlackBerry has come a long way from its (relatively humble) beginnings.

In the days when the Palm Pilot ruled the PDA world, Research In Motion (RIM; the maker of the BlackBerry) was busy in its lab, ignoring the then-popular graffiti input method to design its own device with the QWERTY keyboard — the kind of keyboard people were already used to from working on their PCs. RIM didn't stop there, however. It also added an always-connected e-mail capability, making this device a must-have among government officials as well as professionals in the finance and health industries.

To meet the needs of government officials and industry professionals, RIM made reliability, security, and durability the priorities when manufacturing its devices. Today, the BlackBerry comes from the same line of RIM family products, inheriting all the good genes while boosting usability and adding more functions to its core BlackBerry applications. As a result, not only is BlackBerry popular among *prosumers* (professional customers) but among consumers as well.



Throughout the book, you'll see sections that apply to prosumers/enterprise users, indicated by the icon you see here in the margin. If your BlackBerry was given to you by your employer and your device is set up so that you can use only your company e-mail address for e-mailing, you can consider yourself an enterprise user.

On the other hand, if you bought your BlackBerry on your own from a network service provider, like T-Mobile, consider yourself a consumer.

Why the division? It's simple. A few features, such as the wireless address book lookup or wireless calendar sync, need the BlackBerry Enterprise Server to be connected to a central e-mail server. Such a connection is often available in large corporations, but no individuals that we could think of would have their own private BlackBerry Enterprise Server. (Although anything's possible, we suppose.)

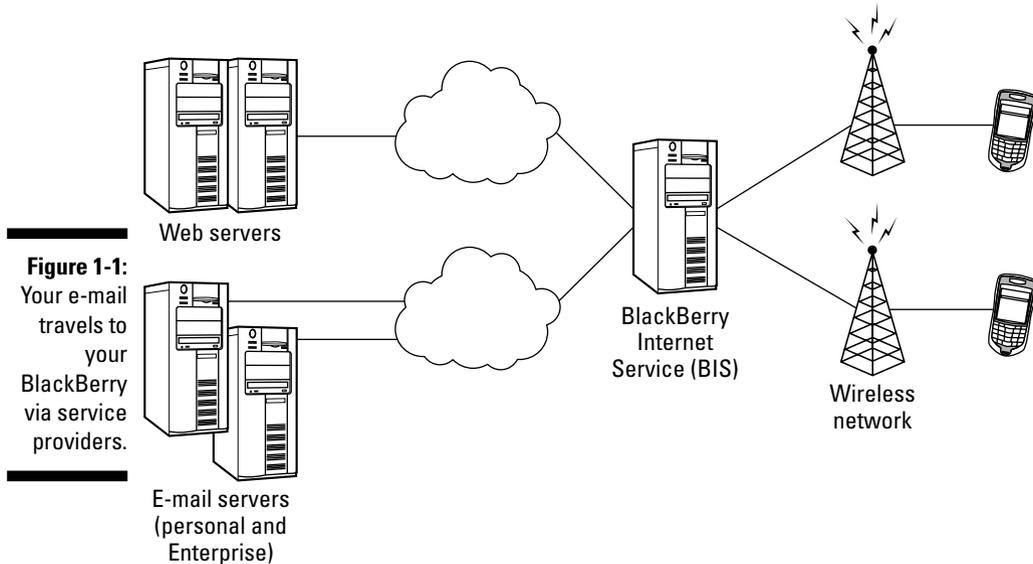
How It All Works: The Schematic Approach

For those of you who always ask, "How do they do that?" you don't have to go far; this little section is just for you.

The role of the network service provider

Along with wondering how your BlackBerry actually works, you might also be wondering why you didn't get your BlackBerry from RIM instead of a network service provider like Cingular or T-Mobile? Why did you need to go through a middle-person? After all, RIM makes BlackBerry.

Those are excellent questions — and here's quick-and-dirty answer. RIM needs a delivery system — a communication medium, as it were — for its technology to work. Not in a position to come up with such a delivery system all by its lonesome, RIM partnered (and built alliances across the globe) with what developed into its network service providers — the usual suspects (meaning the big cellphone companies). These middle-providers support the wireless network for your BlackBerry so that you have signals to connect to the BlackBerry Internet Service — meaning that you can get all those wonderful e-mails (and waste so much valuable time surfing the Internet). See Figure 1-1 for a schematic overview of this process.



Network service providers don't build alliances for nothing, right? In return, RIM gave them the right to brand their names on the BlackBerry they offer for sale. For example, a T-Mobile 7100t looks different from a similar model you get from Vodafone. Which leads to another question: Do BlackBerry functionalities actually differ from phone model to phone model? Quick answer: On the core BlackBerry applications (such as Tasks and Address Book), you find no major differences. However, some BlackBerry features, such as Instant Messaging, might or might not be supported by the network service provider. (See Chapter 9 for more details on Instant Messaging.)



Just to keep the scorecard straight, when we come across features available from one network service provider that aren't available from other providers, we'll be sure to point them out.

Connecting to your personal computer

Nowadays, a personal computer is a household necessity. We spend so much time on them, and so much information is stored in them. No surprise, BlackBerry works hand in hand with your PC. The USB cable that comes with your BlackBerry does more than just charge your device. All the chapters in Part IV of this book are dedicated to guide you in making use of this important connection with the help of the BlackBerry Desktop Manager and all the

utilities that come with it. You will find discussions in Chapter 11 on how to sync your device with the Personal Information Manager data that you keep in your PC. Chapter 12 talks about installing new applications to your BlackBerry with the help of your PC. You can also read Chapter 13 for directions on how to use the Redirector application in the desktop to set up filters on your e-mails. Lastly, Chapter 14 guides you on how to back up almost anything in your BlackBerry, down to your desktop.

Connecting to the Enterprise

Down, Trekkies! We're not talking about hooking up with Captain Kirk or Lt. Uhuru. RIM's initial markets were enterprises and governments, and e-mail was the key to RIM's success. And yet, BlackBerry is so much more than simply e-mail capability, and enterprises and governments quickly figured that out. A company that uses BlackBerry service has the option of integrating e-mail service as well as calendaring to its own enterprise software: Microsoft Exchange, Lotus Domino, or whatever. Such software likely existed on the company network before it started using BlackBerry, so the company was already heavily invested in it. RIM's decision to enable integration of its service within the frameworks of existing enterprise servers made good business sense.

The BlackBerry Enterprise Server

So how does it work? To integrate corporate e-mails and calendaring, RIM provides a connector to its service to and from a corporate network. This software is *BlackBerry Enterprise Server* (BES), which is the glue that connects the RIM network with a corporate network. Using BES, a company can have full control over what its employees can and cannot do with their devices. For example, a company's BES administrator could opt to disable *PIN-to-PIN* (personal identification number) messaging. This messaging system is supposedly more private than sending messages between e-mail accounts because PIN messages are sent directly from one device to another without going through a central corporate server. (See Chapter 9 for more details about PIN-to-PIN messaging.) A company's administrator can also enable or disable downloading and installation of applications to your device. Such control provides important flexibility for a corporation when security is an integral part of day-to-day operation.

One of the most important features of BlackBerry Enterprise Server is its Mobile Data Service (MDS). MDS answers the challenge of extending corporate data within the corporate network without jeopardizing security. MDS allows companies to make all BlackBerry browsers follow the existing constraints of Internet browsers inside a corporate network. For example, if the

firewalls on your corporate network prevent you from going to potentially malicious sites, you're not going to be able to use your BlackBerry browser to go to said sites — the same rules apply, in other words. This is all achieved by MDS. With MDS, your BlackBerry can be considered part of your corporate network, following all the rules that your network firewalls are set up to enforce.

Connecting wirelessly

From the get-go, e-mail is always connected to your e-mail server wirelessly. Then comes calendaring, where your appointments are synchronized to your company's calendaring system. RIM did not stop there. Version 4.0 of BES is a leap forward for the BlackBerry platform. It supports this new buzzword *wireless everything* sync, absolutely allowing you to sync all your PIM data (including notes, tasks, and address book) wirelessly. Most of the utilities you found in the desktop side can now be accomplished wirelessly. In essence, you don't need the desktop, but it's your choice.

Connecting via desktop computer

In addition to the wireless side of BlackBerry, there's also the wired side of connecting to enterprise data. The same utilities and functions that are available to you if you have a personal device are available to you when you have a BlackBerry from your company. But there's more in version 4.0 of your device OS and 4.0 of BES. RIM deployed the Handheld Manager for the desktop. This application allows the device to use the network connection in your PC for any communication to the BES. In essence, if your device is connected to your company's PC and the Handheld Manager is running, any e-mails do not go through the phone provider's network. They go straight from your e-mail server to the BES server and to your device.

Doing the BlackBerry world-traveler thing

Two dominant technologies compete in the worldwide cellphone industry today:

- ✓ **Code Division Multiple Access (CDMA):** This is available in the United States through Verizon Wireless.
- ✓ **Global System for Mobile Communication (GSM):** This is a tad older than its CDMA rival.

Nothing stands still in this world, and this saying is proven by the fact that GSM has spawned *Global Packet Radio Service* (GPRS), a second-generation technology that has been growing in popularity because it works on the same GSM phone infrastructure. This combo GSM/GPRS is also available in the U.S. through most of the major network service providers. As you might have guessed, GSM/GPRS competes in the marketplace against CDMA.

Why is this a factor? Or, to put this more bluntly, what's it to you? Well, because CDMA and GSM/GPRS aren't compatible with each other — which is what happens when you have competing technologies going for all the marbles in the marketplace — your phone works on only one technology. When you travel outside North America, you face the burning question: “CDMA or GSM/GPRS?” (The non-acronym version of this question is “Will my BlackBerry work on this country's network or won't it?”) If you currently work with GSM/GPRS, you should be okay because most non-North American countries are on GSM/GPRS networks. If you're a CDMA kind of person, you might have some “issues,” as they say. When in doubt, talk to your network service provider.

Oh, the Things You Can Do!

Always-connected e-mail is still what makes BlackBerry very attractive and is likely first in the long list of reasons why you got your BlackBerry in the first place. And, if you need to go global, you can use your BlackBerry in 30 countries. Just hop off your flight, turn on your BlackBerry, and *voilà!*: e-mails on your BlackBerry while you're 6,000 miles away from home. You can receive and send e-mails whether you are in Hong Kong, London, Paris, or New York. Your significant other can get in touch with you wherever you are — just to say hi or to remind you that you'd promised Aunt Edna a case of Chanel No. 5. (One caveat here — you need to make sure that your network service provider has the technology to go global. See the earlier “Doing the BlackBerry world-traveler thing” section for more info.) Generally speaking, you can receive and send e-mails just like when you're at home.



Although e-mail is BlackBerry's strength, that's not the only thing it can do. This section goes beyond e-mail to point out some of the other major benefits you can get from your device.

Internet at your fingertips

Yup, you can browse the Web with your BlackBerry. Even better, you can continue chatting with your friends through Instant Messenger, just as if you never left your desktop computer. You can also get up-to-the-minute information when you want it, when you need it. Just imagine getting an alert when your stock is tanking. True, that's not a good thing to happen, but this information is critical for you to act in a timely manner.

If you're not into stocks, how about getting sports and weather information? Or maybe traffic alerts? Say you want to know the best restaurants in town for that special evening — birthday, anniversary, first date, or whatever. Many services that are available on the Internet are also available to you on your BlackBerry.

Intrigued? Your questions about how your BlackBerry can take advantage of the Web are answered in due time (in Chapter 10 of this book, to be precise).

Me and my great personal assistant

You might be saying, “But I’m really a busy person, and I don’t have time to browse the Web. What I *do* need is an assistant to help me better organize my day-to-day tasks.” If you can afford one, by all means go ahead and hire a personal assistant. If not, the next best thing is a personal *digital* assistant (PDA). Many PDAs are on the market today, the most popular ones being those marketed by Palm and WinCE. Getting a PDA can be a big help — and mucho less expensive than hiring a secretary.

So, are we telling you to go out and buy a PDA? No way! Put away that credit card because you don’t need to go that route.

Whip out that BlackBerry of yours and take a closer look. That’s right, your BlackBerry is also a full-fledged PDA, able to help you remember all your acquaintances (see Chapter 3), manage your appointments (Chapter 4), keep a to-do list (Chapter 5), and much more.

In Chapters 3–6 of this book, you can read up on all the tricks and tips for managing your life using your BlackBerry. Heck, we even show you how your BlackBerry calendar can be wirelessly synced with your Outlook calendar (Chapter 7). Talk about an informational cornucopia!

A computer in the palm of your hand

A remarkable communication device? Check. A full-fledged PDA? Check. Yup, a BlackBerry is a pretty sophisticated product, but what we’ve described so far is just the tip of the iceberg. Don’t underestimate the device because of its size: Your BlackBerry is, in reality, a pretty powerful computer despite its small size.

Need convincing? Here goes. Out of the box, it comes with a great set of organizational as well as productivity tools. These tools are really just programs developed by RIM to run on this device firmware (its operating system; OS). You can find out more about these tools in the rest of the book: Chapter 4 talks about managing your appointments; Chapter 5 details how to keep track of your tasks and keep your password safe in a central location; and Chapter 6 guides you in using your BlackBerry for taking notes and making calculations. In Chapter 8, you will also find more on messaging tools for enhanced

collaborations. With the growing popularity of the device, software developers outside of RIM are taking advantage of this growing market — which means literally hundreds of applications are now out there for you to download.

Download? Absolutely! BlackBerry supports the downloading of applications through the BlackBerry Browser. And of course, it's wireless. (See Chapter 9.) For example, you can download more productivity tools like spreadsheet applications or applications to view and edit office documents written in Word or other word processing programs. The number of BlackBerry applications is growing — and growing fast.



To be honest, there's no way to foresee how many applications will be on the market when this book is published. And the price of an application varies, depending on how sophisticated the program is, so we can't really give firm numbers right now. But if you're curious, check out Chapter 17, where we describe some of the best business applications out there. You should be able to find some treasures suited to your field of work.

Does all this talk about productivity tools make your eyes glaze over? Well, “All work and no play” does something or other, so we have no qualms about shifting toward the more fun topics, such as games. BlackBerry comes out of the box supplied with just a single game, but you should look upon this merely as an appetizer (or at least the free candy that gets you wanting more). If do find yourself wanting more, go to the candy store — that is, the Web — to find an infinite variety of games designed for your BlackBerry. Chapter 18 highlights some of the more fun games out there, all available for downloading.

Look Dad, no hands!

Your BlackBerry comes equipped with an earphone that doubles as a mike for hands-free talking. This accessory is your doctor's prescription for preventing the stiff neck that comes from wedging your BlackBerry with your shoulder against your ear. At the very minimum, it helps free your hands so you can eat Chinese take-out. And, if you happen to be a New York resident, you're required by law to use an earphone while driving when you use a cellphone. (Not that we recommend using your cellphone while driving, but if you really need to make that call, going hands-free is better and safer.)

But RIM didn't stop with just your standard (wired) earphones. BlackBerry also supports cool, new wireless earphones/mikes — the ones based on Bluetooth technology. “But how could a bizarrely colored tooth help me here?” you might ask. Fooled you! *Bluetooth* is a codename for a (very) short-distance wireless technology first used to connect simple devices

like computer accessories, but that is now becoming more common on cell-phones, specifically on wireless earphones/mikes.



Because Bluetooth is a relatively new technology, this feature is available on only the more recent BlackBerry models. When it is available, you have an option to enable and disable it. (See Chapter 10 for details on turning Bluetooth On or Off.)

Going new look or traditional: Your BlackBerry choices

If you check out RIM's BlackBerry Web site — found at www.blackberry.com, strangely enough — you can find two broad categories of models in terms of look and feel: the new-looking BlackBerry (the 7100 series) and the traditional BlackBerry (everything else). To be honest, the new-looking 7100 series doesn't break any radically new ground in terms of industrial design — the devices have just been slimmed down so they look more like a largish cellphone (a bit easier to hold on to). The traditional-looking BlackBerry, on the other hand, looks pretty much like all the other clunky PDAs out there.

The big question, then, is what the differences are between the two types, other than their looks. To be honest, not much. Both types use the same underlying software; both have wireless e-mail, phone, and Internet browsing capabilities. The subtle differences involve things like the use of the SureType keyboard on the 7100 models and the option of a couple of different ways to get to the same applications. In addition, most of the 7100 models have more graphical icons as well as high-resolution screens — which means you get a sharper display with the 7100s than with most other BlackBerries.

Given the lack of profound differences between the two types, you might wonder why RIM went for the different look. As we mention earlier, the 7100 model *does* look more like a cellphone than the traditional BlackBerry, which leads us to conclude that its target audience is made up of heavy phone users who also want all the functions of a BlackBerry. But is one model in any way better than the other? That really depends on the type of user you are. For example, most business users are inclined to use e-mail more. As such, the traditional-looking BlackBerry is the preference for most of these companies. When it comes to personal users, however, they are probably more inclined to be heavy phone users — which would mean that the 7100 would probably have a bit more appeal for them.



Although RIM markets the 7100 to heavy phone users, the 7100 is just as capable as the rest of the BlackBerry models. You can do the same kinds of tasks on a 7100 as you would on any other BlackBerry models just keep in mind that how you perform those same tasks might be slightly different. (To help you keep these differences straight, we plunk down a 7100 icon just like the one you see here in the margin whenever we give you some 7100-specific instructions.

Anatomy 101: The Body and Features of Your BlackBerry

Progress being what it is, every new model of BlackBerry comes better equipped than the previous one. But generally speaking, most of the improvements have occurred under the hood, which means that what you actually see outside has remained relatively constant. No matter what type of BlackBerry you have, then, you're going to find the following four basic features, as shown in Figures 1-2 and 1-3:

- ✓ **Display screen:** Graphic user interface (GUI) of the BlackBerry
- ✓ **QWERTY keyboard:** Input for the BlackBerry
- ✓ **Escape button:** Button used to cancel a selection
- ✓ **Trackwheel:** Tool used to navigate the display screen

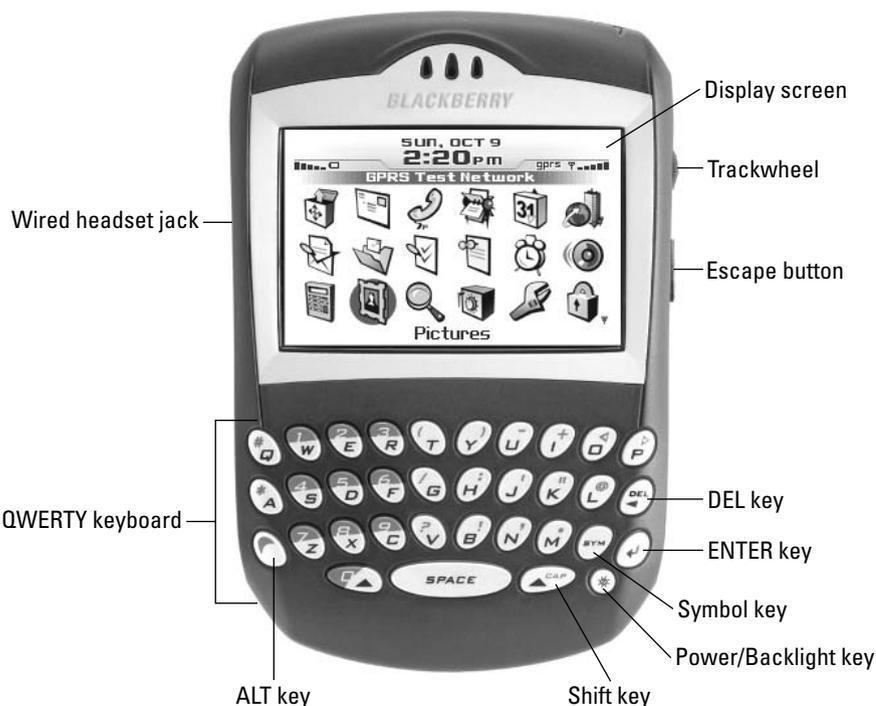


Figure 1-2:
Main
BlackBerry
features (on
the 72xx
series).



Figure 1-3:
Components
on a 7100
BlackBerry
model.

Display screen

When you first turn on your BlackBerry, the display screen displays the *Home screen*, which is your introduction to the GUI of your BlackBerry. The GUI represents the different applications found in your BlackBerry using graphic icons. Through the GUI, you can access your device's applications and features.



When checking out those icons, just remember that how your own GUI looks depends on how you want it to look. The font and theme are all customizable. For more on personalizing your BlackBerry, see Chapter 2.



On the 7100 models, you might not see icons per se the first time you turn on your BlackBerry. Depending on the theme you're using, you might see your applications listed in text form rather than as icons, as shown in Figure 1-4. (See Chapter 2 for more on customizing your theme.)



Figure 1-4:
One version
of a Home
screen on a
7100 model.

QWERTY keyboard

Unlike some PDA manufacturers out there — they know who they are — RIM chose the same QWERTY keyboard you know and love from your personal computer as the input method for the BlackBerry. We think that was a great decision because it means we don't have to learn some new way of writing — graffiti or whatever — to get data into our BlackBerry. All we have to do is type on a keyboard — and we already know how to do that.

Whether you use your pinky or your index finger, how you type on your BlackBerry is up to you. Most people do, however, find that typing with two thumbs is the more efficient way to type on a BlackBerry.



The 7100 model doesn't have a full QWERTY keyboard; rather, it works with a QWERTY-based keyboard known as the *SureType* keyboard. The idea here is that many keys share letters (refer to Figure 1-2 to see how this looks) and that the SureType technology is smart enough to learn what key combinations come up with the words you want. Basically, with SureType, you can now type with only one thumb, and your BlackBerry learns the words that you frequently use.

Here are tips to speed up the learning curve when using SureType technology:

- ✓ **Always finish typing a word before correcting it.** This way, SureType learns what you want to type next time.
- ✓ **If SureType got the word you're typing right on the first try, simply use the spacebar to move on instead of clicking the trackwheel or pressing ENTER.**
- ✓ **Type! Type! Type!** Because SureType learns how you type, the more you use it, the smarter it becomes in adapting to your style.

For more tips on mastering SureType, see Chapter 2.

Table 1-1 lists SureType keys.

<i>SureType Key</i>	<i>Possible Output without ALT</i>	<i>Possible Output with ALT + Key</i>
	Q, W	!
	A, S	?
	Z, X	Open list of Symbols
	E, R	I
	D, F	4

<i>SureType Key</i>	<i>Possible Output without ALT</i>	<i>Possible Output with ALT + Key</i>
	C, V	7
	T, Y	2
	G, H	5
	B, N	8
	U, I	3
	J, K	6
	M	9
	O, P	. or : or ;
	L	' or ,
	Backspace	N/A
	ENTER	N/A
	ALT	N/A

(continued)

Table 1-1 (continued)		
SureType Key	Possible Output without ALT	Possible Output with ALT + Key
	Next space	*
	SPACE	0
	CAP	#
	Opens Phone	N/A
	Disconnect an ongoing phone call/back to Home screen	N/A
	Opens Browser	N/A

Escape button

A simple yet useful button, the Escape button allows you to return to a previous screen or cancel a selection.

Trackwheel

The trackwheel allows you to navigate the display screen. And pressing the trackwheel allows you to confirm or enter a choice or selection.

Final BlackBerry Tidbits!

The main concerns most of us have when buying a product are quality and reliability. Will the product last? Will it perform as the flier says? Will I regret having bought this item six months down the road? This section looks at

some of the hardware features that make buying the BlackBerry device a wise purchase.

Power efficiency

Now, anyone who has had an ear to the ground regarding BlackBerry knows its reputation as a highly efficient little machine when it comes to power consumption. If you have/had the old 62xx series, you know that the device could run for two weeks without recharging. Right at the onset, RIM designed and made its devices to consume power effectively.

With the addition of colored and high-resolution screens, the much-vaunted power efficiency has gone down somewhat, especially with newer models like the 7100 series. Power requirements on these devices have now increased to such an extent that you need to recharge roughly every two to three days. Realizing that this is a bit of a hassle, we offer a section in Chapter 2 where we spell out some tips on prolonging the life of your battery, especially when you're traveling.

Memory management

We know that memory is the last thing on people's mind when they buy a BlackBerry. Not many know the role ample memory plays for a device because you definitely have ample free memory on your device when you first receive it. The thing is, though, that this memory does not grow as you use BlackBerry. You're stuck with a fixed amount of memory, which can prove limiting over time. As you install more and more applications, this free memory gets used up. In fact, you could eventually run out of memory altogether.

Does your device die when you run out of memory? No, thank goodness. Your BlackBerry is quite capable of monitoring the free memory on your device. If you're ever in danger of reaching your upper limits, your BlackBerry has a memory management that cleans house to free this limited resource.

BlackBerry applications right out of the box are capable of figuring out what data just isn't that important. For example, the BlackBerry Browser caches data in order to enhance your experience when browsing the Web. *Caches* use local copies of Web pages to speed up the reloading of previously visited Web sites, so they are generally good things to have around. However, this cache also takes up space. When the OS tells Browser that the device is reaching its upper memory limit and that it needs to do some house cleaning, Browser deletes this cache. This is also true for Message, which deletes e-mails you've already read, starting from the oldest and working its way backward.



Curious about how much available space your device has? Using your trackwheel, scroll to highlight Options on the BlackBerry Home screen and then press the trackwheel. Scroll through the list and click Status. In the Status screen, File Free is the field that tells you how much available space is left.

On the 7100 models, you can find Options in the Tools.

On models other than 7100, a shortcut is available to get to the HelpME screen, which among other information also shows File Free. Simply press Alt+CAP+H together and the HelpME screen appears.

A sentry is always on duty

Throughout the history of human existence, we've seen some nasty things that human beings are capable of doing. Unfortunately, the virtual world is not exempt; in fact, every day a battle is fought between those who are trying to attack a system and those who are trying to protect it. Included among those attacking the system are those who are trying to steal corporate data for their advantage, as well as individuals trying to steal personal data in order to carry out identity theft.

A computer connected to the Internet faces an extra risk of being hacked or becoming infected by a computer virus intent on simply annoying the heck out of you or (even worse) wreaking havoc on your computer. Fortunately, security is one of the strong points of the BlackBerry. RIM has built into its software features that allow companies to curtail activities for their BlackBerry users that they deem risky, such as installing or running a third-party application. Data transmitted on and from the device are encrypted so that possible snooping is prevented. RIM also has a Signature process for application developers, which forces developers to identify themselves and their programs if they are developing any applications running on the BlackBerry platform that need to integrate with either BlackBerry core applications or the OS.

Remember the *I love you* and *Anna Kournikova* viruses? These are virtual evils transmitted through e-mail, a script, or sets of instructions in the e-mail body or attachment that can be executed either by the host e-mail program or, in the case of an attachment, by the program that is associated with the attached file. Fortunately, BlackBerry's Messages does not support scripting languages. As for attachments, out of the box BlackBerry supports very few file types, mostly images and text documents. BlackBerry's viewer for such files doesn't support scripting either, so you won't be facing threats from e-mails having these attachments.



The security measures RIM implemented on the BlackBerry platform have gained the trust of the U.S. government as well as many of the Forbes Top 500 enterprises in the financial and health industries.

Chapter 2

Turning On Your BlackBerry (And Keeping It Happy)

In This Chapter

- ▶ Putting your stamp on your BlackBerry device
 - ▶ Working with keyboard shortcuts
 - ▶ Keeping your BlackBerry energized (and rarin' to go)
 - ▶ Watching your BlackBerry's back
 - ▶ Knowing what to do if your BlackBerry breaks
-

Regardless of how long you've had your BlackBerry — one week, one month, one year, or five years — you'll want to have it around for as long as you possibly can. (Or, at least, until you have the bucks for that way-cool new model that's surely coming down the pike.) And, for the duration that you *do* have your device, you'll want to trick it out so that your BlackBerry doesn't feel and sound exactly like the couple of millions of other BlackBerry devices out there. (C'mon, admit it — your BlackBerry is definitely a fashion statement, so you better feel comfortable with what that statement is saying.)

In addition to customizing your BlackBerry so that it expresses the inner you, you want to make sure that you keep your BlackBerry in tip-top shape by watching out for things like your BlackBerry battery life and information security. Luckily for you, this chapter puts any and all such worries to rest by filling you in on all you need to know to keep your BlackBerry a finely-tuned (and yet quirkily personal) little PDA.

Making Your BlackBerry YOURS

BlackBerry devices are increasingly popular, so much so that close to three million BlackBerries are out there serving the needs of people like you. Because of this fact, we're certain that finding ways to distinguish your BlackBerry from your colleagues' BlackBerries is high on your list of priorities.

Your wish is our command. Follow the tips and techniques outlined in this section and you, too, can have your very own personalized BlackBerry.

Branding your BlackBerry

Like any number of other electronic gadgets that you could possibly own, your BlackBerry comes to you off the shelf fitted out with a collection of rather white-bread factory settings. This section helps you put your name on your BlackBerry, both figuratively and literally. You can start by branding your name on your BlackBerry:



- 1. Highlight the Options (Settings) application from the BlackBerry Home screen and press the trackwheel.**
- 2. Scroll through the list of options until you find the Owner setting and then press the trackwheel.**

You see places to enter your owner information.

- 3. Enter your name in the Name field and then enter your contact information in the Information field.**

The idea here is to phrase a message (like the one shown in Figure 2-1) that would make sense to any possible Good Samaritan who might find your lost BlackBerry and want to get it back to you.

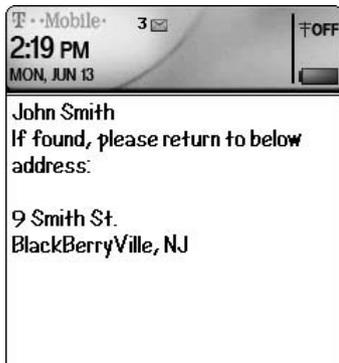


Figure 2-1:
List your
owner info
here.



If you lock or don't use your BlackBerry for a while, the standby screen comes on, displaying the owner information that you entered into the Options (Settings) screen. Read how to lock your BlackBerry, either

manually or by using an auto setting, as described in the later section, “Keeping Your BlackBerry Safe.”

4. **Confirm your changes by pressing the trackwheel and then choosing Save from the contextual menu that appears.**

Choose a language, any language

Branding your BlackBerry with your own John Hancock is a good start, but setting the language to your native tongue so you don’t need to hire a translator to use your BlackBerry is equally important — and equally easy. You can also set your input method of choice here, which can affect whether your AutoText shows up. Don’t worry. We explain what that means.

Here’s how it’s done:



1. **Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
2. **Scroll through the list of options until you find the Language setting and then press the trackwheel.**

Here you can choose the language and input method of your choice.

3. **Select the Language field and scroll the drop-down menu until you see your native tongue.**

Depending on your network provider, as well as what region (North America, Europe, and so on) you’re in, the language choices you have vary. Most handhelds sold in North America default to English or English (United States).

If your network provider supports it, you can install more languages into your BlackBerry by using the Application Loader in the BlackBerry Desktop Manager. For more information on Application Loader, please see Chapter 12.

4. **Confirm your changes by pressing the trackwheel and then choosing Save from the contextual menu that appears.**

Isn’t it great when you can actually read what’s onscreen? But don’t think that you’re done quite yet. You’ve still got some personalizing to do.



Typing with ease using AutoText

Even the most devoted BlackBerry user has to admit that typing on a full keyboard is easier than thumb-typing on a BlackBerry. In an attempt to even the

score a bit, your BlackBerry comes equipped with an *AutoText feature*, which is a kind of shorthand that can help you cut down on how much you actually have to type. Even if you have the 7100 model with SureType technology, you can still benefit by using the AutoText feature. (For more on SureType technology, see Chapter 1.)

AutoText basically works with a pool of abbreviations that you set up — you then just type an abbreviation to get the word you associated with that abbreviation. For example, after setting up *b/c* as an AutoText word, anytime you type **b/c**, you automatically get *because* onscreen.



The whole AutoText thing works only if you set up your own personal code, mapping your abbreviations to their meanings. (This is why we're discussing AutoText as part of our personalization discussion.) To set up your own code, do the following:



1. **Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
2. **Scroll through the list of options until you find AutoText and then press the trackwheel.**

Here, you can choose to either see (or search for) existing AutoText words or create new ones.

3. **Select New from the contextual menu and press the trackwheel.**

The AutoText screen appears, as shown in Figure 2-2.

Figure 2-2:
Create
AutoText
here.

4. **In the Replace field, enter the characters that you want to replace (in this example, b/c). Then type what replaces your characters in the With field (in this example, because).**

5. In the Using field, choose between the SmartCase and Specified Case options.

- *SmartCase* capitalizes the first letter when the context calls for that, such as the first word in a sentence.
- *Specified Case* replaces your AutoText with the exact text found in the With field.

For example, say you have an AutoText bbg set up for the term *blackberryGoodies.com*, and you want it to appear as is, in terms of letter cases (the first *b* is not capitalized). If you were to choose SmartCase for this particular AutoText, then it would be capitalized as the first word in a sentence, which is NOT what you want to achieve. On the other hand, if you use Specified Case, your AutoText always appears as *blackberryGoodies.com* no matter where it is in the sentence.

6. In the Language field, specify whether this particular AutoText applies only to a specific language input method or to all language input methods.

Our preference for this setting for any self-created AutoText is All Locales, which is one of the choices for this field. What this means is that no matter what language input method (English UK or English US or French), any self-created AutoText will be available for you to use. So, in the case of the AutoText bbg (*blackberryGoodies.com*), whether you are typing in French or Chinese, you can use this AutoText. On the other hand, if you select only the French input method for bbg as the language field, you would be able to use this only if your input method is set to French in the language option.

You can choose the input method of your choice in the Language options. We go over choosing a language input method next.

7. Confirm your changes by pressing the trackwheel and then choosing Save from the contextual menu that appears.

In the case where you specify a language input method other than All Locales, in order for you to use your newly created AutoText, you need to make sure that your input method setting in the Language option matches:



- 1. Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
- 2. Scroll through the list of options until you find the Language setting and then press the trackwheel.**

Here you can choose the language and input method of your choice.

- 3. Select the Input Method field and scroll down the drop-down menu until you see the input method you need.**

In order for your new AutoText setting to work (assuming that you didn't choose All Locales as language for your AutoText), this option needs to match.

4. **Confirm your changes by pressing the trackwheel and then choosing Save from the contextual menu that appears.**

Inserting macros

If you frequently give out your BlackBerry phone number or your PIN within e-mails, you'll appreciate macros. Basically, you can use the AutoText feature to add a customized word for preset items — things like your BlackBerry number, PIN, or just the date — so you don't have to type them all the time.



Keep in mind that we're talking about your BlackBerry PIN here — your device's unique identifying number — and not the PIN someone would use to empty out your checking account with the help of one of those automated tellers. For more on BlackBerry PINs, see Chapter 8.

To add a macro for your phone number, for example, first call up the AutoText screen. (AutoText is one of the options in Options [Settings].) Type an appropriate word in the Replace field (*mynum* would work nicely), scroll to the With field, choose Insert Macro from the field's drop-down menu, and then click the trackwheel. You're prompted with a popup to select from a list of preset items; be sure to scroll to the Phone Number (%p) option.

After saving your setting, you can test your AutoText by drafting a simple e-mail.

Getting your dates and times lined up

Having the correct date, time, and time zone is quite important when it comes to your BlackBerry for, we hope, quite obvious reasons. Many of the fine features that make up the BlackBerry core experience, as it were, depend on the time, date, and time zone being accurate.

Need an example? How about your BlackBerry calendar events? Imagine, if you will, that you have set up a make-or-break meeting with a client for 9 a.m. EST your time — in Paris, France, which is in who-knows-what time zone. You definitely want to be on time for that appointment, but you probably won't be if you're planning on your BlackBerry to remind you — that is, if you haven't set up the appropriate date, time, and time zone. So go ahead and do the necessary things.



1. **Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
2. **Scroll through the list of options until you find the Date/Time setting and then press the trackwheel.**

The Date/Time screen appears.

3. **Highlight the Time Zone field, press the trackwheel, and then choose Change Option from the contextual menu that appears.**

A drop-down list of time zones appears.

4. **Scroll to the time zone you are in and press the trackwheel.**

The Date/Time screen confirms the time zone that you select.

5. **Continuing down the Date/Time screen, select the Month field, press the trackwheel, and then choose Change Option from the contextual menu that appears.**

You're prompted with an edit box with a current date setting.

6. **Use the trackwheel to scroll to the proper month and then press the trackwheel.**

You can see from the Date/Time screen that the Month field has been set.

7. **Perform Steps 5 and 6 for the Date and Year fields.**

Note: If your BlackBerry is in network coverage, just press the trackwheel and choose Copy Network Time from the contextual menu that appears. The date is automatically entered into this field, as shown in Figure 2-3. (The Copy Network Time command sets both the date and the time.)

Date/Time	Hide Menu
Time Zone:	Change Option
(GMT) Cas	Copy Network Time
Time:	Request Time
Time Format:	Save
Date:	Close
Auto Time Set	
Network Time:	2:18 PM
Network Date:	Mon, Jun 13, 2005

Figure 2-3: Set the date by copying from your network's clock.

8. Continuing down the Date/Time screen, highlight the Hour field, press the trackwheel, and then choose Change Option from the contextual menu that appears.

You're prompted with an edit box with the current time setting.

9. Use the trackwheel to scroll to the proper time and then press the trackwheel.

You can see from the Date/Time screen that the Hour field has been set.

10. Perform Steps 8 and 9 for the Minute field.

Note: Similarly, if your BlackBerry is in network coverage, you can press the trackwheel and select Request Time from the contextual menu that appears. (Refer to Figure 2-3.) This is the quickest way to set the time on your BlackBerry. Note, however, that this sets only the time, not the date.

11. Continuing down the Date/Time screen, highlight the Auto Time Set field, press the trackwheel, and then choose Change Option from the contextual menu that appears.

A simple Enabled/Disabled drop-down menu appears. To have BlackBerry auto-adjust to Daylight Savings Time, enable the Auto Time Set field.

12. To confirm your changes, press the trackwheel, and then choose Save from the contextual menu that appears.

Doing so saves your date and time settings in perpetuity — a really long time, in other words.

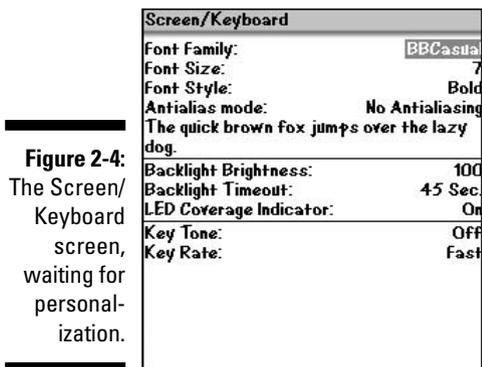
Customizing your screen's look and feel

Right up there with making sure that your date and time settings are accurate is getting the display font, font size, and screen contrast to your liking. Now we know that some of you don't give a hoot if your fonts are Batang or Bookman as long as you can read the text, but we also know that some of you won't stop configuring the fonts until you get them absolutely right. For all you tweekers out there, here's how you play around with your BlackBerry fonts:



1. Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.
2. Scroll through the list of options until you find the Screen/Keyboard setting and then press the trackwheel.

The Screen/Keyboard screen appears with various customizable fields, as shown in Figure 2-4.



3. Select the Font Family field and press the trackwheel.

You're prompted with a drop-down list. From here, you can select one of the listed fonts. You'll find there are anywhere from three to ten fonts for you to choose from, depending on the model you have.

4. Continuing down the Screen/Keyboard screen, select the Font Size field and press the trackwheel.

This activates the Font Size drop-down menu. Scroll to the font size of your choice. One thing to keep in mind is that the smaller the font size, the more you can see onscreen; however, a smallish font is harder on the eyes.

Note: As you scroll up and down the list of fonts and font sizes, notice that the text "The quick brown fox jumps. . . ." in the background takes on the look of the selected font and sizes so that you can preview what the particular text looks like before you confirm your selection.

5. To confirm your changes, press the trackwheel, and then choose Save from the contextual menu that appears.

Similar to setting Font Size, you can also play with Font Style to set it to Bold, Italics, or None. At this point, you are probably wondering what Antialias Mode is for. Think of antialias as a way your BlackBerry renders the alphabet characters. With No Antialiasing set, your fonts will have round edges. On the other hand, with Antialiasing set, your fonts will have sharp edges. The difference is quite subtle, so you can leave this setting if you choose to.

With fonts out of the way, it's time to change the brightness of your screen as well as a couple of other viewing options.

We will next go over how to adjust the backlight on your BlackBerry. What is *backlight* you ask? Well, it is simply the light that enables you to see your screen better. As you will see, you can adjust backlight brightness (how bright it is when it is on), as well as how long the backlight stays on after you've struck your last key. (Please note that not all BlackBerry models allow you to set the backlight brightness.)



- 1. Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
- 2. Scroll through the list of options until you find the Screen/Keyboard setting and then press the trackwheel.**

The Screen/Keyboard screen appears with its various customizable fields. (Refer to Figure 2-4.)

- 3. Select the Backlight Brightness field and then press the trackwheel.**

You're prompted with a drop-down list. Use your trackwheel and scroll to select the desired brightness. You can choose anywhere from 0–100 for this option, where 0 is the darkest and 100 is the brightest.

- 4. Select the Backlight Timeout field and then press the trackwheel.**

You're prompted with a drop-down list. You can select from ten seconds up to two minutes for backlight timeout.



Backlighting helps you see better on a BlackBerry color screen, but it also eats away at your battery. Keeping this setting low helps you cut down on unnecessary battery use. Admittedly, the lower this setting is, the less time you'll have backlighting (after you press each key), but a low setting helps you conserve battery life.

- 5. Select the Key Tone field and press the trackwheel.**

If you'd like a tone to sound every time you press a key, enable the Key Tone field to On.

Some users like to have Key Tone turned on to confirm their struck keys.

- 6. Select the Key Rate field and press the trackwheel. Select Slow, Normal, or Fast.**

Key Rate determines how fast BlackBerry responds to your keystrokes.

You can set the Key Rate field based on how fast you type on your BlackBerry. For example, if you are a fast typer but the Key Rate field is set to Slow, then you might feel that your BlackBerry is responding quite slowly to you.

- 7. To confirm your changes, press the trackwheel and then choose Save from the contextual menu that appears.**

Choosing Themes for your BlackBerry

If you have the 7100 series, your BlackBerry is preloaded with two different *Themes* — Default (List) and Service Provider. Basically, your choices are going to be the Default (List) theme or the theme put together by your service provider — T-Mobile, for example.

If you don't have a 7100 series, your BlackBerry still has the capability to download themes. We will point you to a couple of sites that you can download themes from.

Regardless of what BlackBerry model you have, to change your theme, follow these steps:



- 1. Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
 - 2. Scroll through the list of options until you find the Theme setting and then press the trackwheel.**
- You see a list of available Themes here.
- 3. Scroll to the Theme you want and press the trackwheel.**
 - 4. Choose Activate from the contextual menu that appears.**

You should be able to see the change immediately.

Just to give you a sense of what's involved here, Figure 2-5 shows you how two different themes affect the Home screen of a 7100t model. The screen on the left is service provider specific (T-Mobile), whereas the screen on the right shows the default.



Figure 2-5:
Two
different
themes on a
7100 series
model.



If you don't have a 7100 series model, you can still change your Theme. Although your BlackBerry might not be preloaded with themes, have no worries: You can always download other themes here — just remember that you have to use your BlackBerry to access these URLs, not your PC:

- ✓ <http://mobile.blackberry.com>
- ✓ www.blackberrygoodies.com/bb/themes

Wallpaper for your BlackBerry

Like your desktop PC, you can customize your BlackBerry to have personalized wallpaper for your Home screen. You can set an image to be your BlackBerry Home screen background by using the BlackBerry Pictures application.



- 1. From the Home screen, scroll to Pictures application and press the trackwheel once.**

This opens the Pictures application, where you can see some preloaded images that come with your BlackBerry.

- 2. Using the trackwheel, scroll to the image you want as your BlackBerry wallpaper and press the trackwheel once to bring up the Picture menu.**

Doing so shows the Picture menu where you can see the option Set As Home Screen Image.

- 3. From Picture menu, scroll to Set As Home Screen Image and press the trackwheel once.**

This sets the picture of your choice as the Home screen background.

- 4. Exit the Pictures application to see your new wallpaper.**

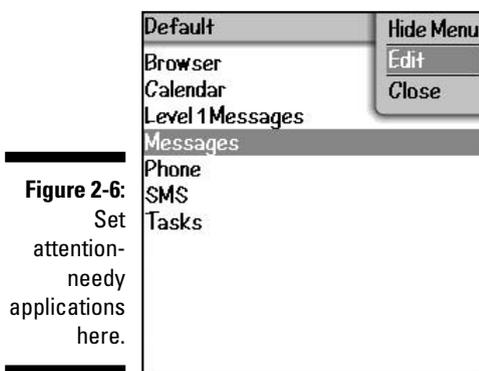
You can download free wallpaper here — as long as you use your BlackBerry to access the URLs and not your PC:

- ✓ <http://mobile.blackberry.com>
- ✓ www.blackberrywallpapers.com
- ✓ www.blackberrygoodies.com/bb/wallpapers

After you have your BlackBerry's look and feel just the way you want, there's just one thing left to do before you can move on: getting your BlackBerry to *sound* the way you want it to.

Let freedom ring

The whole appeal of the BlackBerry phenomenon is the idea that this little electronic device can make your life easier. One of the ways it accomplishes this is by acting as your personal reminder service — letting you know when an appointment is coming up, a phone call is coming in, an e-mail has arrived, and so on. Basically, your BlackBerry is set to bark at you if it feels there's something it knows that you should know about. Figure 2-6 lists the kinds of things your BlackBerry considers bark-worthy, ranging from browser alerts to Tasks deadlines.



Different people react differently to different sounds. Some BlackBerry barks would be greatly appreciated by certain segments of the population, whereas other segments might react to the same sound by pitching their BlackBerry under the nearest bus. The folks at Research In Motion are well aware of this fact and have devised a great way for you to customize how you want your BlackBerry to bark at you — they call it your *Profile*.

You can jump right into things by using a predefined Profile, or you can create your own Profile. The upcoming sections take a look at both approaches.

Whether you create your own or customize a predefined Profile, each Profile is divided into seven categories. Each category is really just the application that you can define how it can alert you. The following is the list of applications that you can define within each Profile on how they alert you:

- ✔ **Browser:** Will alert you when you receive a new *channel push*, which is just a Web page sent to your BlackBerry.
- ✔ **Calendar:** Will alert you when you have upcoming appointments.

- ✔ **Level1 Messages (urgent e-mail messages):** Will alert you with a special tone when you have an urgent e-mail. What's considered an urgent message? E-mail can be defined as urgent by your sender. Also, a BlackBerry PIN-to-PIN message can be considered urgent. For more on PIN-to-PIN, please see Chapter 8.
- ✔ **Messages:** Will alert you when there is a new e-mail message in your inbox.
- ✔ **Phone:** Will alert you if there is an incoming call or a new voice mail.
- ✔ **SMS:** Will alert you when you have an SMS message.
- ✔ **Tasks:** Will alert you of an upcoming to-do deadline.

You can personalize all the listed applications depending on how you want to be alerted. Because the way you customize them is similar, we use the Messages application as an example in the text that follows, as we customize a predefined Profile that comes with your BlackBerry.

After this, we go over creating a new Profile from scratch. You might be wondering: Why do I need to create a new Profile if I can personalize the predefined Profiles? Well, for those of you who like to keep the predefined settings the way they are and want to heavily personalize your Profile, creating a new Profile is the way to go.

Using factory settings

If you're okay with customizing a predefined, factory-loaded Profile, just do the following:



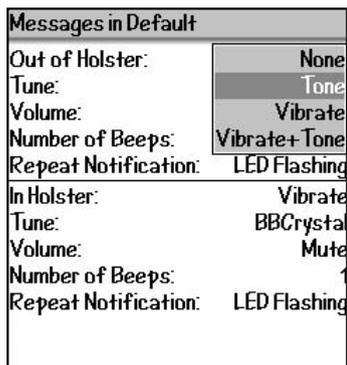
- 1. Highlight the Profiles application from the BlackBerry Home screen and then press the trackwheel.**
- 2. Scroll to the Default profile in the list, press the trackwheel highlight Edit from the contextual menu, and then press the trackwheel again.**

The Default screen appears, listing the seven applications with alert capabilities that we mention in the preceding section. (Refer to Figure 2-6.)

- 3. In the Default screen, start by highlighting the Messages application, select Edit from the contextual menu, and then press the trackwheel.**

You're faced with the Messages in Default screen, which is divided into an Out of Holster section and an In Holster section, as shown in Figure 2-7. A *holster* (in this context) is simply the belt-clip or case that RIM gave you to house your BlackBerry while you're not using it. BlackBerry is smart enough to know when it is in its holster.

Figure 2-7:
Pick a Tone to alert you when your BlackBerry is out of its holster.



4. Highlight the Out of Holster field, choose Change Option from the contextual menu that appears, and then press the trackwheel.

You're prompted with a drop-down list, spelling out your alert options.

5. Choose Tone from the drop-down list.

Doing so enables sound in the Out of Holster mode.

6. Highlight the Tune field in the Messages in Default screen, choose Change Option from the contextual menu, and then press the trackwheel.

You're prompted with a set of tunes in a drop-down list.

Note: You're not going to find "Stairway to Heaven" here, but you should be able to find something you like. If you can't find one you like, you can always download ring tones and use them. See the section on downloading ring tones for more information.

7. Scroll down to select the tune you'd like.

As you scroll through the tunes and pause, BlackBerry plays the tune so you know what it sounds like before you change it.

8. To confirm your changes, press the trackwheel, and then choose Save from the contextual menu that appears.

As you might have guessed from how the Messages in Default screen is divided, your BlackBerry can notify you in different ways based on whether your BlackBerry is in plain view (Out of Holster) or tucked away next to your belt (In Holster). To set up a different sound for In Holster mode, just put the necessary info in the fields for the In Holster section — and be sure to pick a different tune this time. (Picking the same tune kind of defeats the purpose, doesn't it?)

As we mention before, you can do the same to personalize other applications listed in each Profile.



If you're like us and you get more than 200 e-mails a day, you probably don't want your BlackBerry sounding off 200 times a day. What you can do is set up your BlackBerry so that it notifies you only if an e-mail has been marked as *urgent*, requiring your immediate attention. You can do this by setting the notification for your Messages application to None for both In Holster and Out of Holster. Then, in the Level1 Messages option (refer to Figure 2-6), you can set your desired notification for both In Holster and Out of Holster. That way, you have conveniently filtered out any unnecessary e-mail notifications, leaving just the urgent stuff to sound off to you.

Creating your own Profile

You need to know which applications on your BlackBerry have alert capabilities because you can then personalize each "Hey, you!" to your liking. You can have your BlackBerry so personalized that you can tell whether you've got a phone call or an incoming message just by how your BlackBerry sounds.

If you're already familiar with the different applications and are clear how you want each one to alert you, go on and create your own Profile. As we mentioned before, you can achieve the same result by personalizing the predefined Profiles that come with your BlackBerry. But if you are one of those who like to keep the predefined Profiles the way they are, then go ahead and create a new Profile.



- 1. Highlight Profiles from the BlackBerry Home screen and press the trackwheel.**
- 2. Press the trackwheel, highlight New from the contextual menu, and then press the trackwheel once more, as shown in Figure 2-8.**

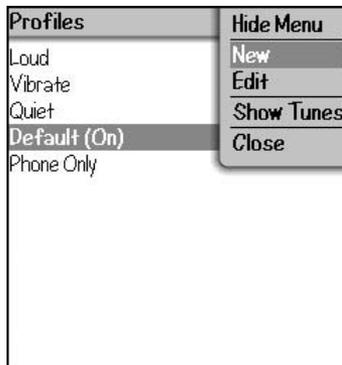


Figure 2-8:
A menu showing you that you can create your own Profile here.

A new Profiles screen appears, prompting you to name your profile.

3. Enter a name for your Profile in the Name field.

For this example, just type in **My Profile**.

4. Configure your new Profile.

Refer to Steps 3 and 4 of the “Using factory settings” section to customize each one of the seven applications.

5. Press the trackwheel and then choose Save from the contextual menu that appears.

Your newly created Profile appears listed in the Profiles screen.

6. In the Profiles screen, scroll to My Profile, press the trackwheel, and then select Enable from the contextual menu that appears, as shown in Figure 2-9.

Doing so allows you to start using your newly created profile.

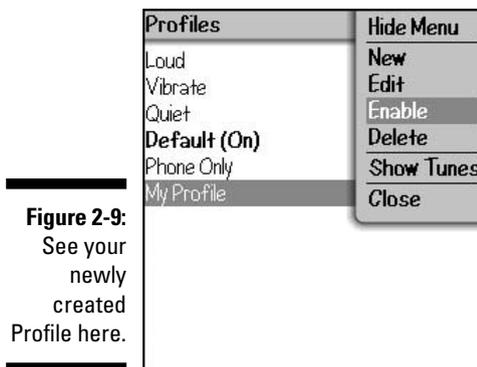


Figure 2-9:
See your newly created Profile here.

Regardless whether the ring tone is for an incoming call or an incoming e-mail, you can download more ring tones to personalize your BlackBerry.

You can download free ring tones here — just be sure to call up this URL with your BlackBerry and not your PC: mobile.blackberry.com.

Navigating Around

In this section, we show you the basic key commands for navigating around your BlackBerry using both the trackwheel and the QWERTY keyboard.

(Those of you out there with a 7100 get to use the trackwheel and the SureType keyboard.) Because the keyboard is different in 7100 series than in other models, Table 2-1 shows you two sets of basic key commands.

Table 2-1		Doing the Basics	
7100 Key Combination	72XX Key Combination	Action	
		Lock the handheld.	
 +Roll the trackwheel up or down.	ALT+Roll the trackwheel up or down.	Move the cursor horizontally.	
Roll the trackwheel up or down.	Roll the trackwheel up or down.	Move the cursor vertically.	
		Move through a list of items (when a list appears).	
 +Roll the trackwheel.	Shift+roll the trackwheel.	Select multiple items (rows).	
 +Letter	Shift+Any letter key.	Capitalize a letter.	
 + 	Press SYM key.	Symbol menu to insert symbol	
 + 	Shift+ALT key	Num Lock	
	Hold in a text field.	Switch between multitap and SureType mode.	

SureType versus multitap

On the 7100 series, you can type text in two ways: *SureType* and *multitap*. The regular way — at least we think of it as the regular way — is the multitap

approach. The best way to explain multitap is by example: Say you want to type an **h** character on the 7100. You search out the *h* on your keyboard but then notice to your dismay that the *h* shares a key with the letter *g*. What's a person to do? Do you really want to go through life writing *GHello* for *Hello*?

Actually, there's a perfectly easy solution to your problem. To get the letter *g*, you tap the GH key once. To get the letter *h* — the second letter in the key's pair — you tap the key twice — hence, the term *multitap*.

What about SureType? When you are in SureType mode, your BlackBerry tries to help you do the communication thing by figuring out what word you are typing. For example, if you want to type in the word **hi**, you start by pressing by GH key and then the UI key. Doing so prompts SureType to display a list of words it thinks might be what you're aiming for, as shown in Figure 2-10. If the first listed word is what you want, simply press the SPACE key. The word is automatically selected, and you can continue to type. If what you really wanted to type appears a little later in the list, simply select it using the trackwheel. Over time, SureType learns the words you're most likely to use and sticks those at the front of the list. Yup, that's right — it gets smarter the more you use it.



Figure 2-10:
Now, did
you want
to type
hi or **gi**?

Here are tips to speed up the learning curve on using SureType technology:

- ✔ **Always finish typing a word before correcting it.** This way, SureType learns what you want to type next time.
- ✔ **If SureType got the word you're typing right on the first try, simply use the Space key to move on instead of clicking the trackwheel or pressing ENTER.**
- ✔ **Type! Type! Type!** Because SureType learns how you type, the more you use it, the more adept it becomes at adapting to your style.

One final tip takes some explaining. As you'd expect, SureType keeps all the words it's learned in a safe place — a Wordlist, to be precise. It turns out that you can review your SureType Wordlist — and even add to it — using the Custom Wordlist option. (Using this option to add words or proper names to the list means that SureType doesn't have to learn them when you are in the act of typing.)

To see/add words using the Custom Wordlist option



- 1. Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
- 2. Scroll through the list of options until you find the Custom Wordlist setting and then press the trackwheel.**

This opens up Custom Wordlist. This is where you can see all the words that SureType has learned. (If just got your BlackBerry recently, there might be only a few words or even no words in this list, depending how often you've used SureType mode to type.)

- 3. From within the Custom Wordlist, you add a new word by pressing the trackwheel and then selecting New from the menu that appears.**

Doing so brings up a dialog box prompting you to type in a new word, as shown in Figure 2-11.

Figure 2-11:
Adding our favorite **btw** to the Custom Wordlist.



- 4. To save your changes, press the trackwheel once and select Save from the menu that appears.**

Getting people's names right is one of those things that is tough with SureType, but thankfully, you can make sure all the names in your address book are automatically learned by SureType by doing the following:



1. **Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
2. **Scroll through the list of options in the menu that appears until you find the Language setting and then press the trackwheel.**

You now see the Language option screen, where the handy Input Options button makes its home.

3. **Scroll to the Input Options button and press the trackwheel once.**

This brings up Fast Options screen with the following options:

- *Frequency Learning*: If turned on, the word used most frequently will appear first in the SureType word list while you type. (Refer back to Figure 2-10 to see what we mean.)
- *Auto Word Learning*: If turned on, SureType will learn as you type.
- *Use Address Book as Data Source*: If turned on, SureType will learn all the names in your address book.

By default, all the options in this screen are turned on.

4. **Make sure the Use Address Book as Data Source option is turned on. If not, scroll to this field, press the trackwheel, select Change Option from the context menu, and then select On from the drop-down menu.**
5. **To save your changes, press the trackwheel once and select Save from the context menu.**

General Keyboard Shortcuts

In many instances within this book, when we ask you to go to a BlackBerry application (Profile, for example), you have to first scroll to it from the Home screen and then click the trackwheel. You might be thinking “Hey, there must be shortcuts for this,” and you’d be right. This section covers such general keyboard shortcuts, all in the name of making your life easier. (Shortcuts that are a bit more application-specific get covered in the chapters dealing with a particular application.)

Before you get all excited about doing shortcuts, there’s one bit of house-keeping you need to take care of. In order for you to use some of these general keyboard shortcuts, you first have to make sure that the Dial From Home Screen setting — buried deep within the Phone application — is turned off.

Enquiring minds want to know, so we’ll tell you. The Dial From Home Screen option is designed for heavy phone users who frequently make BlackBerry

phone calls. If you are not a frequent phone user and would like to access all applications with a press of a button, get ready to ditch Dial From Home Screen. (Keep in mind that 7100 users don't need to mess with their Dial From Home Screen settings, since their shortcuts work differently. 7100 users can always dial from their home screens.)



1. From the BlackBerry Home screen, highlight the Phone application and then press the trackwheel.

2. Press the trackwheel to bring up the contextual menu, highlight Options, and then press the trackwheel once more.

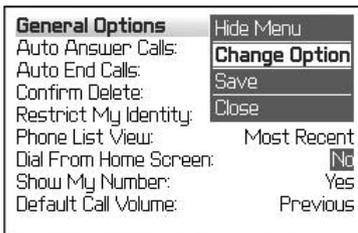
A screen listing a range of different options appears.

3. Highlight General Options from the list and press the trackwheel.

The General Options screen appears.

4. Scroll to the Dial From Home Screen field, press the trackwheel to bring up the contextual menu, and then highlight Change Option, as shown in Figure 2-12.

Figure 2-12:
Disable Dial From Home Screen to use Home screen shortcuts.



You see a drop-down menu with a rather limited set of choices — Yes and No, to be exact.

5. Choose No from the drop-down menu.

Doing so shuts down the Dial From Home Screen option, enabling you to use Home screen shortcuts.

6. To confirm your changes, press the trackwheel and then choose Save from the contextual menu that appears.



If you're a frequent phone user on your BlackBerry, as opposed to an e-mail or Internet user, you might not want to turn the Dial From Home Screen feature off.

Using Home screen shortcuts

After you disable the Dial From Home Screen feature (see the previous section), you are free to use any and all Home screen shortcuts. (The name for these shortcuts is actually a pretty good fit because you can use these shortcuts only while you are at the Home screen.)



All the Home screen shortcuts described within this section work on the majority of BlackBerry models — with the notable exception of the BlackBerry 7100 series.

Okay, here goes. To call up the application listed in the first column of Table 2-2, press the key listed in the table's second column.

<i>Application</i>	<i>Shortcut Key</i>
Messages	M
Saved Messages	V
Compose	C
Search	S
Address Book	A
Alarm	R
Tasks	T
Profile	F
Browser	B
Calendar	L
Calculator	U
MemoPad	D
Keyboard Lock	K
On/Off and Backlight	Power
Phone	P

Other (non-Home screen) shortcuts

The following shortcuts can be used at any time, regardless of which screen you're currently in — or whether you have Dial From Home Screen enabled, for that matter:

- ✓ **Quick menu:** This keyboard shortcut (ALT+ESCAPE) is similar to the Alt+Tab keyboard combination on Windows PCs. It's great when you want to quickly switch between applications, either to look up information or to check on something else while waiting for an event to occur (your browser to load, for example). Figure 2-13 shows you what the Quick menu looks like onscreen.



Figure 2-13:
The Quick
menu
shortcut.

- ✓ **Hide/Show/Move Application Position on the Home Screen:** The old ALT-click trackwheel combination calls up the menu for hiding/showing/moving an application icon. (See Figure 2-14.) This is great for those times when you want to tidy up your Home screen by removing some little-used icons or when you just want to rearrange the icon order.
- ✓ **Device Reset (also known as the 3-Button Salute):** Pressing ALT+CAP+DEL forces a manual reset, which is just what you need when your BlackBerry has crashed or when you install an application and it needs a manual reset. You can achieve the same result by pulling out the battery from the back of the BlackBerry.
- ✓ **HelpME:** In the BlackBerry world, SOS is actually spelled ALT+CAP+H. Use it when you're on the phone with technical support. (It gives them things like your BlackBerry PIN, memory space, and BlackBerry version number so they have information about your BlackBerry when they try to troubleshoot your problems.)

Note: BlackBerry PIN isn't a security password; rather, it is a unique number that identifies your BlackBerry, sort of like a serial number. But unlike a serial number, you can message another BlackBerry using PIN-to-PIN messages. For more on PIN-to-PIN messages, please see Chapter 8.

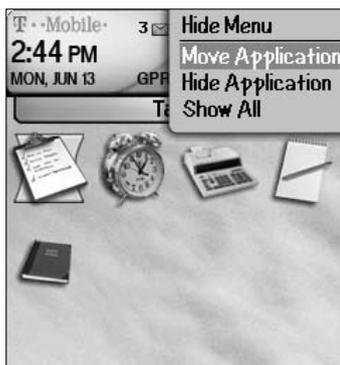


Figure 2-14:
The Hide
menu.

Power Usage and Consumption

Your BlackBerry comes equipped with a rechargeable, replaceable lithium battery that can have *stand-by time* (time when your BlackBerry is on but not being used) that lasts from three to seven days, depending on your BlackBerry model. As you would expect, a color screen BlackBerry consumes more battery than a non-color screen BlackBerry. (Color screens are big consumers of battery juice.) Also, the more you use the *backlight* (the light that lets you see your display screen better) the more quickly your battery is going to run out. Finally, do keep in mind that your BlackBerry is an Internet-ready device (okay, okay, we know you know that, because that's why you got it, right?) and that anything you can't do without a network signal (sending and receiving e-mails, Internet browsing, talking on the phone) eats into your battery reserves in a big way. Typically, a color BlackBerry lasts around three days with normal use or five days stand-by time.



Like with any lithium battery, first condition your BlackBerry battery by *discharging* it (letting your battery drain out) and then recharging. This way, you can get the most out of your battery.

We briefly mention here how recharging is handled/how best to do it/tips for charging on the go (charging while in your car?). Then we go into the battery conservation tips.

Here is a handy list of battery conservation tips to keep your BlackBerry up and running as long as possible while you're on the go:

- ✓ **Reduce backlight amount and timeout.** Using the Screen/Keyboard option, adjust your backlight to a low setting. With the exception of the 7100 models, BlackBerry screens are usually quite legible while outdoors or in a well-lit environment. In addition, set the backlight timeout as low as possible. (You can get the details in setting Screen/Keyboard option in the “Customizing your screen’s look and feel” section, earlier in this chapter.)

- ✓ **Don't use what you don't need.** Turn off any wireless capabilities if you're in an area where you're out of coverage (for example, underground or on an airplane) so that your BlackBerry doesn't waste its battery searching for radio signals. (For all the details on dealing with wireless features, see Chapters 7–10.)

Similarly, if your BlackBerry has Bluetooth capability, turn it off during those times when you have no use for it.

- ✓ **Bulk up your power.** If you are a heavy phone user or are on the go all the time, consider purchasing an extra extended battery or a car power kit. See Chapter 16 where we suggest to you where to purchase one.

Keeping Your BlackBerry Safe

The folks at Research In Motion take security very seriously, and so should you. Always set up a password on your BlackBerry. If your BlackBerry hasn't prompted you to set up a password, you should immediately do so. Here's how it's done:



1. **Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
2. **Scroll through the list of options until you find the Security option and then press the trackwheel.**

The Security screen appears, as shown in Figure 2-15.

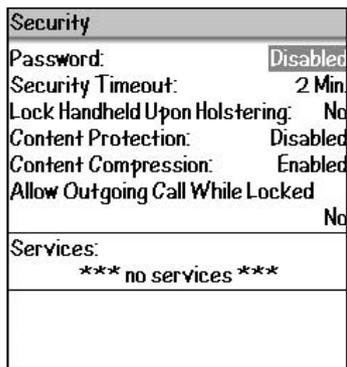


Figure 2-15:
Keeping things secure with the Security screen.

3. **Highlight the Password field, press the trackwheel to bring up the contextual menu, and then choose Change Option.**

You're faced with drop-down menu offering two options: Enabled or Disabled.

4. Select Enabled from the drop-down menu and then press the track-wheel.

All this does for now is enable the Password feature. You won't actually be prompted to type a password until you save the changes you just made.

5. To confirm your changes, press the trackwheel and then choose Save from the contextual menu that appears.

At this time, you should be prompted for a password, as shown in Figure 2-16.

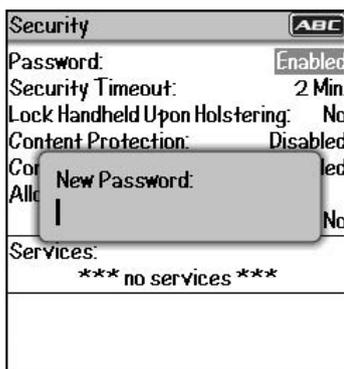


Figure 2-16:
Time to
enter a new
password.

6. Type in a password and then type it again for verification.

From this point on, whenever you lock your BlackBerry and want to use it again, you only have to type the same password. How to lock your BlackBerry? Good question, keep reading.



Remember that when you set your password on a 7100 series, please make sure you know what letter your password is and not just which key you press. You will need the same password if you link your BlackBerry with the BlackBerry Desktop Manager for synchronization purposes. For more on BlackBerry Desktop Manager, please refer to Chapters 11–14. Keep in mind as well that, with the 7100 series, all passwords must be entered in multitap mode.

Setting up your password is a good first step, but just having a password won't help you much if you don't take the further step of locking your BlackBerry when you are not using it. (You don't want people at the office or sitting at the next table at the coffee shop checking out your e-mails or phone history when you take a bathroom break, do you?) So, how do you lock your BlackBerry? Let us count the ways . . . and we came up with two, in fact.

You can go the Autolock After Timeout (also known as Security Timeout) route:



- 1. Highlight Options (Settings) from the BlackBerry Home screen and press the trackwheel.**
- 2. Scroll through the list of options until you find the Security option and then press the trackwheel.**

The Security screen displays.

- 3. Highlight the Security Timeout field, press the trackwheel to bring up the contextual menu, and then choose Change Option.**

A drop-down menu appears, listing preset times ranging from 1 minute to 1 hour.

- 4. From the drop-down, select 20 minutes and press the trackwheel.**

This seems high to me — you can read a lot of e-mail in 20 minutes

- 5. To confirm your changes, press the trackwheel and then choose Save from the contextual menu that appears.**



If you're more the hands-on kind of person, you can go the Manual Lockout route by scrolling to the Keyboard Lock icon on your Home screen and pressing the trackwheel. (Pressing K while at the Home screen does the same thing.)



To lock a 7100 model, just press the asterisk (*) key.

No matter what route you take to lock your BlackBerry, you use your (newly created) password to unlock it when you get back from wherever you've been.

Who Ya Gonna Call (When Your BlackBerry Breaks)?

Certainly not those Ghostbusters guys. We do suggest that you contact your network service provider first. (Remember them? They're the guys who sold you the device in the first place.)

You can't buy direct from RIM? Is that true? Before you start calling anyone, you should know that your BlackBerry device, holster, and cradle (if it came with one) are under a one-year warranty from either RIM itself or your service

provider. Within the first year, RIM or your service provider will replace or repair your BlackBerry if any defect is found. Do keep in mind, though, that your warranty does not cover any damage to your BlackBerry caused by either an accident or misuse.

With that out of the way, if your BlackBerry is still under the one-year warranty and it somehow isn't functioning properly, give your service provider a ring. (Table 2-3 lists the customer service numbers of the major U.S. and Canadian service providers.)

<i>Network Service Provider</i>	<i>Customer Support Number</i>
T-Mobile	1-800-937-8997
Verizon	1-800-922-0204
Cingular/AT&T	1-800-331-0500/1-866-293-4634
Rogers AT&T (Canada)	1-866-931-3282
Telus (Canada)	1-866-558-2273

If you are out of warranty, you can have your BlackBerry repaired or replaced for a fee. The best bet is still to contact your network service provider to find out how much it would cost you to repair it, and if you have other options.

Part II

Getting Organized with Your BlackBerry

The 5th Wave

By Rich Tennant



"Well, here's what happened - I forgot to put it on my 'To Do' list."

In this part . . .

This part covers how to use your BlackBerry to its fullest to get you — and keep you — organized. Peruse the chapters here to find out how to use your Address Book, keep appointments, keep on track with to-do's, and make notes.

Chapter 3

Remembering Your Acquaintances

In This Chapter

- ▶ Exploring the BlackBerry Address Book
 - ▶ Adding, viewing, editing, and deleting contacts
 - ▶ Finding a contact in the Address Book
 - ▶ Organizing your Address Book
 - ▶ Sharing BlackBerry contacts
 - ▶ Transferring contacts from cellphones to your BlackBerry
-

The idea of an address book has been around long before the BlackBerry was conceived. The *Address Book* on the BlackBerry serves the same function as any address book: an organizational tool that gives you a place to record information about people. This tool gives you a central place from which you can retrieve information so that you can reach your contacts via many ways: phone, cellphone, e-mail, snail-mail. Depending on the type of work you do, an address book is likely an essential tool, and your BlackBerry is there at the ready.

If any of the following fit you and your lifestyle, you can benefit from using your BlackBerry Address Book:

- ✔ Do you travel?
- ✔ Do you meet clients frequently?
- ✔ Do you spend a lot of time on the phone?
- ✔ Have you asked somebody for his phone number or e-mail address more than once?
- ✔ Do you carry around the old-fashioned, paper day-planner with a section allocated for recording contacts? Or do you write phone numbers of acquaintances on the back of business cards?
- ✔ Is your wallet or purse full of these “important” business cards, but you can never seem to find the ones you need when you need them?

If you answered yes to any of these questions, you need an address book. Regardless of how you keep your contact information, if you already own a BlackBerry, get down to business and organize your contacts using your BlackBerry. In this chapter, we show you how to make your BlackBerry a handy, timesaving tool for managing your contacts' information. Specifically, you find out how to add, change, and delete contacts as well as how to locate them later. You'll also be amazed at how well the Address Book is integrated with all the other BlackBerry features you've come to know and love — phoning contacts, adding invites to your meetings, adding contacts to BlackBerry Messenger, and composing e-mails.



If you're one of those um, stubborn, folks who insist that they don't need an address book — "I'm doing just fine without one, thank you very much!" — think of it this way. You've been using a virtual address book all the time — the one buried inside your cellphone. And that address book often isn't even a very good one! When you're ready to join the rest of us in this millennium, read this chapter to see how to transfer all that good contact info from an old phone into your new (BlackBerry-based) Address Book.

Accessing Your Address Book

The good people at Research In Motion make it easy for you to distinguish the Address Book. Start by taking a look at the BlackBerry Home screen. The Address Book icon looks like an old-fashioned Rolodex. (Remember those?) By default, the Address Book icon is located next to the Phone icon. If you have a hard time locating it, Figure 3-1 shows what it looks like in both BlackBerry incarnations. (For more about the BlackBerry models and their differences, check out Chapter 15.) To describe the Address Book in this chapter and for most of the illustrations throughout this book, we use the 7100t model.

Opening the Address Book couldn't be more simple:



1. **Highlight its icon (by using the trackwheel).**
2. **Click the trackwheel.**



Alternatively, you can press Enter.

The trackwheel is also used to display menus inside the application.



Figure 3-1:
The BlackBerry Address Book icon as depicted on different models.



Your BlackBerry Address Book is also accessible from a number of different applications, including Phone, Messages, and Calendar. For example, say you're in Calendar and you want to invite people to one of your meetings or appointments. Look no further — Address Book is in the menu, ready to lend a helping hand. The same is true for Phone and Messages.



You can also get to the Address Book by pressing A while at the Home screen. Go to Chapter 2 for more on Home screen shortcuts.

Working with Address Book Names

Getting a new gizmo is always exciting because you just *know* that your newest toy is chockfull of features you're dying to try out. Imagine having a new BlackBerry, for example. The first thing you'll want to do is try to call or e-mail someone, right? (Older devices that have three-digit model numbers are data-only devices and can't be used for phoning.) But wait a sec — you don't have any contact information yet, which means you're going to have to type in someone's e-mail address each time you send an e-mail — a hassle if there ever were one.

Time to get with the plan. Most of us humans — social creatures that we are — maintain a list of contacts somewhere, whether in an e-mail program like Outlook or Lotus Notes, in an old cellphone, or maybe on a piece of paper kept tucked away in a wallet. We're pretty sure you have some kind of list somewhere. So the trick is getting that list into your BlackBerry device so that you can access the info more efficiently. The good news for you is that the “getting contact info into your BlackBerry device” trick isn't a hard one to master. Stick with us, and you'll have it down pat by the end of this chapter.



Often the simplest way to get contact information into your BlackBerry is to enter it manually. However, if you've invested a lot of time and energy in maintaining some type of address book application on your desktop computer, you might want to hot sync that data into your BlackBerry. (For more on synchronizing data, you can check Chapter 12. It gives you details on how to synchronize some of your desktop application data — the address book, e-mail, appointments and memos stuff.) You can also transfer your old cellphone contacts into your BlackBerry. Intrigued? Then check out the “Transferring Contacts from Cellphones” section, later in this chapter. Do you have an Address Book in another PDA, such as a Palm Pilot or a PocketPC? No problem. Most of these devices allow you to sync to a desktop computer application such as Outlook. But this is not a book about other PDAs, so please refer to your other device's instructions on how to sync it to your desktop. After the data is in the desktop, you can check Chapter 12 for details on synchronizing it to your BlackBerry.

Creating a new contact

Imagine you've just run into Jane Doe, an old high school friend you haven't seen in years. Jane is about to give you her number, but you don't have a pen or pencil handy to write her information down. Are you then forced to chant her phone number to yourself until you can scare up a writing implement? Not if you have your handy BlackBerry device on you. With BlackBerry in hand, follow these steps to create a new contact:



- 1. Using the trackwheel, scroll to highlight the Address Book application on the BlackBerry Home screen and then press the trackwheel.**

The Address Book opens. You can also access the Address Book from different applications. Check Chapter 14 for using the Address Book to invite people to an appointment and check Chapter 7 on how to access the Address Book from Messages.

- 2. Press the trackwheel, scroll, and click to choose New Address from the menu that appears.**

The New Address screen appears, as shown in Figure 3-2.

Figure 3-2:
Create a
new contact
here.

- 3. Scroll through the various fields, stopping and entering the contact information you feel is appropriate.**

You'll use your BlackBerry keyboard to enter this information, but most BlackBerry keyboards look (and work) alike. For an overview of the different keyboard types, see Chapter 1.

We don't think you can overdo it when entering a person's contact information. You should strive to enter complete information or as much as you possibly can. Maybe the benefit won't be obvious now, but in the



future when your memory fails you or your boss needs a critical piece of info that you just so happen to have at the ready, you'll thank us for this advice.



Hint: To create another new blank e-mail field for the same contact, press the trackwheel and select Add Email Address from the menu that appears. You can have up to three e-mail addresses per contact.

Bonus hint: When entering an e-mail address, press the SPACE key to insert an @ symbol or a period (.).



If a contact has an extension for her phone number, no problem. When calling such a contact from your BlackBerry, you can instruct BlackBerry to dial the extension after the initial phone number. When entering the phone number into the New Address or Enter Address screen, type in the primary phone number, press the trackwheel, choose Add Pause from the menu that appears, and then add the extension number. (If you have sharp eyes, note the Add Wait menu option, which is a variation on the easy way to dial phone extensions feature. Adding a pause tells your BlackBerry to dial the extension number for you — after a two-second delay — whenever you want it to. Adding a wait lets your BlackBerry know that it's time to call up the Extension Dialog screen, which prompts you to enter the extension number.)

4. When you finish entering the contact information you want, press the trackwheel, scroll, and click Save.

At this point, you should see your Jane Doe added to the list, as shown in Figure 3-3.

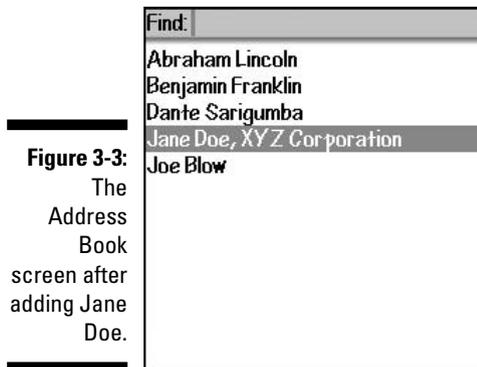


Figure 3-3:
The Address Book screen after adding Jane Doe.

Taking Notes

The Notes field in the New Address — you might need to scroll down a bit to see it — is quite useful for adding a unique description about your contact.

For example, jog or refresh your memory with tidbits such as, *knows somebody at ABC Corporation* or *can provide introduction to a Broadway agent*. Or perhaps your note is something personal, such as *likes golf; has 2 children, boy - 7 & girl - 3; husband's name is Ray*. It's really up to you: Again, the more useful the information, the better it will serve you.

Adding your own fields

Perhaps your contact information really doesn't fit into any of the available fields. Although you can't really create any additional fields from scratch, you can commandeer one of the User fields for your own purposes.

The User fields are located at the bottom of the screen — you have to scroll down to see them. Basically, the User fields are fair game — you can use these fields any way you want (which is great), and you can even change the field's name. (Face it, *User field* is not that helpful as a descriptive title.) For example, you could rename User fields to capture suffixes (such as MD, PhD, and so on). Or how about profession, birth date, hobbies, school, or nickname? When it comes down to it, you decide what information is important to you.

To rename a User field

- 1. Use the trackwheel to scroll to the bottom of the screen to navigate to one of the User fields.**
- 2. Press the trackwheel and choose Change Field Name from the menu.**
Note: The Change Field Name selection on the menu appears only if the cursor is in a User field.
- 3. Enter the new User field name via your keyboard.**
- 4. Press the trackwheel or Enter key to save.**

You're all set. Keep in mind, though, that changing the field name for this particular contact changes it for all your contacts.

Adding contacts from other BlackBerry applications

When you receive an e-mail message or get a call from someone, you've got yourself some contact information in Messages or Phone. (RIM makes this easy for you because Messages and Phone can recognize phone numbers or e-mail addresses and then highlight that information for a quick cut and paste.) Maybe that info isn't complete, but you definitely have at least an

e-mail address or phone number. Now, if you're pretty sure you'll be corresponding with this person and he isn't yet listed in your Address Book, it's just logical that you'd want the information added to your BlackBerry Address Book.

If you have a sharp eye, you might noticed that Phone lists only outgoing numbers. That's half of what you need. Oddly enough, you can access the history of incoming phone calls inside Messages. In Messages, press the trackwheel and click View Folder on the menu that appears. Scroll and click Phone Call Logs.



Like e-mail, a call log entry stays in the list as long as you have free space in your BlackBerry. This could mean months or years depending on your model and usage. When BlackBerry runs out of space, it starts reclaiming space a chunk at a time by deleting read e-mails and phone call logs, starting from the oldest.

When you have an e-mail or phone log opened, just scroll to an e-mail address or phone number and press the trackwheel while that piece of information is highlighted. An Add to Address Book option pops up on the menu. (This particular menu item is located at the bottom of the list, so you might have to scroll to see it.) Choose Add to Address Book, and a new New Address screen appears, pre-filled with that particular piece of information. All you need to do now is enter the rest of the information you know about the person, and it's ready to be saved into the Address Book. It's one more sign of BlackBerry's ongoing attempt to make your life easier.

Viewing a contact

Okay, you just entered your friend's name *Jane* into your BlackBerry, but you have this nagging thought in the back of your mind that you typed the wrong phone number. You want to quickly view Jane's information. Here's how you do it:



1. **Highlight the Address Book application from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

2. **Scroll and highlight the contact name you want and press ENTER.**

Pressing Enter while a name is highlighted is the same as opening the menu and choosing View — just quicker.

View mode displays only information that's been filled in, as shown in Figure 3-4. (It doesn't bother showing fields where you haven't entered anything.)



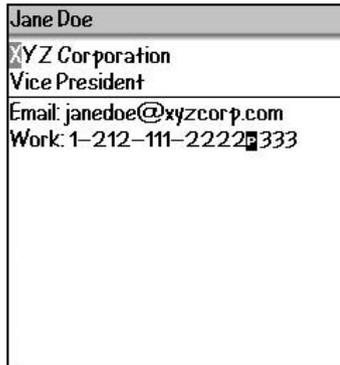


Figure 3-4:
View mode
for a
contact.

Editing a contact

Change is an inevitable part of life. Given that fact, your contact information is sure to change as well. If you want to keep the information you diligently put in your Address Book current, you're going to have to do some updating now and then.

To update a contact, follow these steps:



- 1. Highlight Address Book from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

- 2. Scroll and highlight a contact name; then choose Edit from the menu.**

The Edit Address screen for the contact name you selected makes an appearance.



In Address Book (or any BlackBerry application, for that matter), displaying a menu involves just a simple press of the trackwheel. You see the Edit option on the menu right below View.

- 3. Scroll through the various fields of the Edit Address screen, editing the contact information as you see fit.**



If you want to replace only a few words or letters located in the middle of a field (rather than replacing the whole text) scroll the trackwheel while pressing and holding the Alt key (the one that looks like a half moon on the 72xx models and an up/down arrow pair on 7100 models) to position your cursor precisely on the text you want to change. Then make your desired changes

- 4. Press the trackwheel and select Save from the menu that appears.**

The edit you made for this contact is saved.



When you're editing information and you want to totally replace the entry with a new one, it is much faster to first clear the contents, especially if the old data is long. When you are in an editable field (as opposed to selectable field), just press the trackwheel to display the menu and then choose the Clear Field option. This feature is available in all text-entry fields and for most BlackBerry applications.



In OS versions prior to 4.0, a *p* appeared between the main number and the extension number (*p*, of course, standing for *pause*). RIM replaced the *p* with a comma in version 4.0, as shown in Figure 3-5.

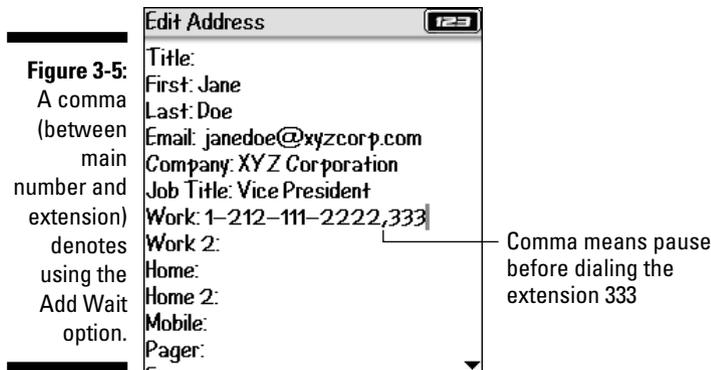


Figure 3-5: A comma (between main number and extension) denotes using the Add Wait option.

Deleting a contact

When it's time to eradicate somebody's contact information on your address book (whether a case of duplication, or a bit of bad blood — yes, we admit to have occasionally stricken somebody from our Address Books in a fit of pique), the BlackBerry OS makes it very easy to delete a contact from the Address Book.

Here's how:



- 1. Highlight Address Book from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

- 2. Scroll and highlight a contact name you want to delete; then choose Delete from the menu that appears.**

A Confirmation screen appears, as shown in Figure 3-6.

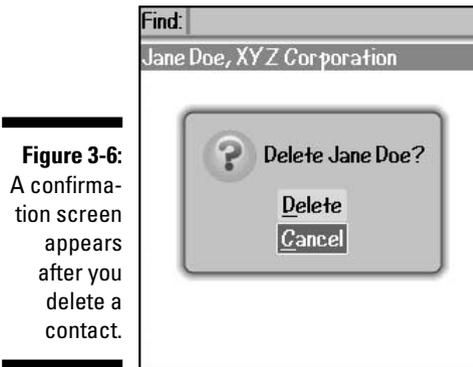


Figure 3-6: A confirmation screen appears after you delete a contact.



If you don't initially see the Delete option, scroll down to the bottom part of the screen.

3. Highlight Delete on the Confirmation screen and then press the trackwheel.

The contact you selected is deleted and disappears from your contact list.



Sometimes dealing with the Confirmation screen can be a pain if you want to delete several contacts in a row. If you are 100 percent sure that you want to ditch a number of contacts, you can suspend the Confirmation feature by setting the Confirm Delete option to No in the Address Book Options screen. Check the “Setting preferences” section later in this chapter for more on Address Book options.

Transferring Contacts from Cellphones

Suppose you have an old cellphone that has served you well for many years. Most likely you've accumulated contacts on that phone by painstakingly typing them each time in the past. You'd really like to have the same contacts on your BlackBerry as you have on your cellphone, but you just cannot bear the thought of typing them all again. You think to yourself, “There has to be a way.” Good news: You're right, there really *is* a way.

Copying contacts from a SIM card

We've copied contacts from Nokia, Ericsson, Motorola, and Samsung cellphones — and in theory, this should also work on other phones. The trick

here is using the SIM card as an external storage device — sort of like a floppy disk. What exactly is a SIM card? The acronym stands for Subscriber Identity Module. The non-head-scratching definition describes an electronic chip that is capable of storing information like your phone numbers and address book. Basically, you store your old phone's contact list on the SIM card and then insert that SIM card into your BlackBerry. Then upload the contacts from your SIM card. (For all the gory details, check out the step list later in this section.)

This sounds easy to do, yet, it might be tricky depending on the type of phone you have. First and foremost, you can only do this on a GSM phone. (GSM is short for Global System for Mobile Communications, probably the most popular standard for mobile phones in the world.) To tell whether you have a GSM phone, first check whether you have a SIM card. To do that, take out the battery of your cellphone. Behind it, you should see a SIM card, looking (we hope) like the one you see in Figure 3-7. (If you don't see anything like what you see in Figure 3-7, your phone is not a GSM phone.)

Figure 3-7:
Transfer
phone info
from your
cellphone
SIM card.



If your cellphone is, in fact, a GSM phone and you're determined to forge ahead and transfer your cellphone contact info to your BlackBerry, we're here to help. Obviously, we're not in a position to know precisely what kind of phone you have — there are just too many types of phones out there, for one thing. For the purpose of showing you what's what, we're going to assume that you want to transfer the address book on a Nokia 7210 phone to your BlackBerry. (Why the Nokia 7210? That's the one the dartboard told us to use.) We also have instructions for other phones on the Web site associated with this book, so feel free to get online and check whether your particular phone is covered there.

No more digressions! If you want to know the steps for copying contacts from a Nokia phone to a BlackBerry using a SIM card, here they are:

- 1. Take out the SIM card buried inside your BlackBerry and put it in the Nokia phone.**

Most people are uncomfortable doing this, but taking out and putting a SIM card back on a phone is no big deal. The SIM card is usually behind the battery, so you have to slide or take off the back cover of the phone to get to it. On the BlackBerry, the back cover has a groove where you can put your thumb and push the cover out. A Nokia phone has a simple locking mechanism, a notch that protrudes in the back of the phone, which you slide so that you can take off the back cover. When the cover is out, you can remove the battery and you should see the SIM card behind it. Slide the SIM card's plastic enclosure; it should pop open. You can then remove the SIM card from the enclosure.

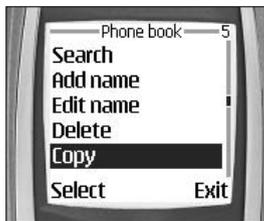
Because this step requires you to remove the batteries from both your BlackBerry and your Nokia phone, both devices are going to power off (obviously).

We're going to resuscitate both, starting with the Nokia. After you put the phone's battery on the Nokia phone, it resets, and you should see the display come up.

2. On the Nokia phone, press the top tip of the rightmost top button.

A Phone Book menu appears, as shown in Figure 3-8.

Figure 3-8:
The Nokia
7210 Phone
Book. Note
the Copy
menu item.



3. Scroll and choose Copy from the menu.

Another menu appears displaying two options: From Phone to SIM Card and From SIM Card to Phone.

4. Scroll and choose From Phone to SIM Card from the menu.

5. Scroll and choose All from the menu. Choose Keep Original from the menu that follows.

A confirmation screen appears.

6. Select OK to confirm the copy.

Your phone starts copying the contents of the Phone Book to the SIM card. While it is doing the copy, the screen displays a bar that moves back and forth. That's not much of a progress bar. If you have many

contacts on your phone, this process can take some time, so just be patient. When it's done and contacts are all loaded to the SIM card, the screen displays the number of contacts it copied. You can proceed with the next step.

7. Take out the SIM card from the Nokia phone and put it back into your BlackBerry.

Reinserting the SIM card resets your BlackBerry.



8. Using the trackwheel, scroll to highlight Address Book on the BlackBerry Home screen and then press the trackwheel.

The Address Book opens.

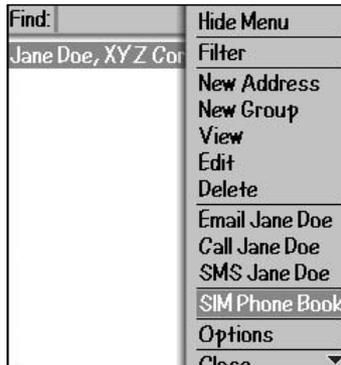
9. In Address Book, press the trackwheel to show the menu, scroll to highlight SIM Phone Book, and then press the trackwheel to choose it.

It might take some time to load the contacts from your SIM card; how long really depends on how many contacts you've saved to the card. While it's loading, you should see a progress bar on the screen. After all the contacts are loaded, they are listed onscreen, and you can start browsing or copying them to your Address Book.



The SIM Phone Book menu item is located towards the bottom of the menu, as shown in Figure 3-9. Depending on your model, you might need to scroll down to see it.

Figure 3-9:
The Address Book menu showing the SIM Phone Book option.



10. To copy a contact to the Address Book, just highlight the contact, press the trackwheel to display the menu, and then choose Add to Address Book.

Your contact has now found its way to the BlackBerry Address Book. You can repeat this step for all the contacts you want copied. Although this is a bit of a tedious process, it's still a lot better than trying to type in each one on your BlackBerry.



One thing to keep in mind is that SIM cards *do* have a rather limited capacity. If all your contacts don't fit on the SIM card on your first try, here are two ways you can add leftover contacts to your BlackBerry:

- ✔ **One by one:** If only one or two contacts are not included, you might be better off just typing them into your BlackBerry.
- ✔ **In batches:** If you have many more contacts left, you probably should try doing multiple saves. The trouble here is that you have to figure out what contact info was saved on your first try — which, of course, lets you know what you still have to copy over. We recommend loading such contacts in batches. To do that, first delete the names from the SIM card after they are loaded on to your BlackBerry. (That gives you a clean slate.) Repeat Steps 3 and 4 from the preceding list, but when you get to Step 5, select One by One from the menu instead of All. This allows you to select the remaining contacts to copy to the SIM card one at a time, rather than copying the whole shebang one more time. When the remaining contacts are in the SIM card, you can copy the second batch of names and load them to your BlackBerry using the preceding steps. Repeat as needed.

Copying a contact to a SIM card

You can reverse the info-import process, too: that is, copy from your BlackBerry Address Book to a cellphone. “Can this be done?” you implore. To which we reply, “Why, certainly, with a little help from two BlackBerry experts.” For, truth be told, this feature of the Address Book is probably one of the most difficult tricks to figure out unless somebody shows you how it's done.

1. Start off by viewing the contact information.

Follow the steps in the “Viewing a contact” section, earlier in the chapter.

2. On the view screen, scroll to a Phone Number field, press the track-wheel, and then choose Copy to SIM Phone Book from the menu that appears.

The key to displaying this menu is to

- Be in the view screen.
- and
- Keep the cursor on a phone number field, as shown in the Figure 3-10.

The Copy to SIM Phone Book feature shows up only when you position the cursor at the phone number field.



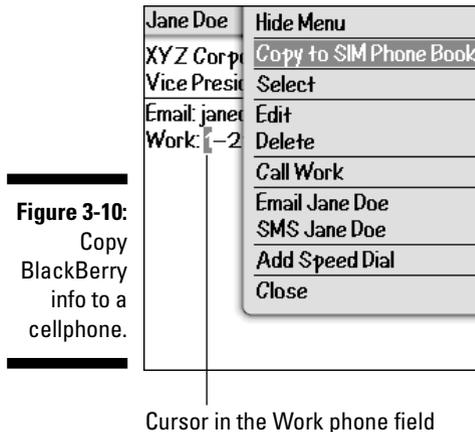


Figure 3-10:
Copy
BlackBerry
info to a
cellphone.

Cursor in the Work phone field

In versions prior to 3.8 of the BlackBerry OS, this step saves the entries to SIM card right away. However, in version 3.8 or later, a confirmation screen shows up. It displays the phone book entry you want to add to the SIM card. If you see this screen, proceed to Step 3 to continue with the saving.

- 3. On the Phone Book Entry screen, press the trackwheel, and then choose Save from the menu that appears.**

This operation is a snap, and the screen immediately returns to the view contact screen shown as a result of Step 1.



If your BlackBerry SIM card isn't recognized by your phone, perhaps the phone is locked. Phone providers do this all the time: They lock the phones to their network, making it unusable in other networks. If this is the case, please call your phone provider and ask for instructions on how to unlock your phone.

Copying Contacts from Desktop Applications

Most of us have desktop applications that we use to maintain our network — you know, Microsoft Outlook, IBM Lotus Notes, or Novell GroupWise. A word to the wise: You do *not* want to maintain two Address Books — one in your BlackBerry and one on your desktop computer. That's a recipe for disaster.

Luckily for you, RIM makes it easy to get your various address books — BlackBerry, desktop, laptop, whatever — in sync. Your BlackBerry comes with a desktop software called BlackBerry Desktop Manager (BDM). BDM is a collection of programs, and one of them is the Intellisync. Intellisync allows you to sync between your device and the PC software. It also allows you to set up and configure the behavior of the program, including how the fields in the desktop version of Address Book map to Address Book fields in your BlackBerry. But you're not going to read about it here. For that, check out Chapter 12, which has complete details on how you can use the Intellisync feature of your BlackBerry Desktop Manager application to synchronize with the applications in your device — including, of course, your Address Book.

Looking for Someone?

Somehow — usually through a combination of typing skills and the shuttling of data between various electronic devices — you've created a nice long list of contacts in your Address Book. Nice enough, we suppose, but useless unless you can find the phone number of Rufus T. Firefly at the drop of a hat.

That's where the Find screen comes in. In fact, the first thing that you see in the Address Book when you open it is the Find screen, as shown in Figure 3-11. You can conveniently search through your contacts by following these steps:

1. In the Find field, enter the starting letters of the name you want to search for.

Your search criterion(a) is the name of the person. You could enter the last name or first name or both.

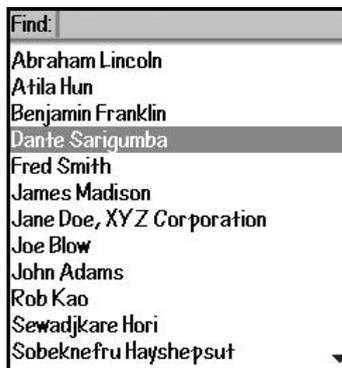
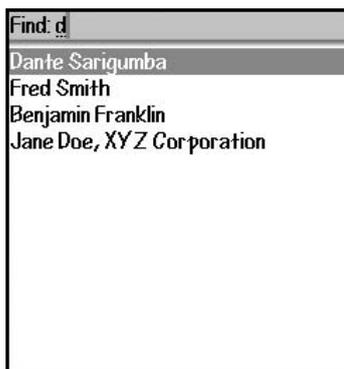


Figure 3-11:
Your search
starts here.



The list is usually sorted by first name and then last name. As you type in the letters, notice that the list starts shrinking based on the matches on the letters that you enter. Figure 3-12 illustrates exactly how this works.

Figure 3-12:
Enter more letters to shorten the potential contact list search.



2. Scroll and highlight the name from the list of matches.

If you have multiple matches, use the trackwheel to scroll through the list to find the person's name.

3. Press the trackwheel and choose from the possible actions listed on the menu that appears.

After you find the person you want, you can choose from these options, as shown on Figure 3-13:

- **Email:** Starts a new e-mail message. See Chapter 7 for more information about e-mail.
- **PIN:** Starts a new PIN-to-PIN message, which is a messaging unique to BlackBerry. With PIN-to-PIN, you can send someone who has a BlackBerry a quick message. See Chapter 8 for more details about PIN-to-PIN messaging.
- **Call:** Uses Phone to dial the number.
- **SMS:** Starts a new SMS message. SMS is short for *Short Messaging Service*, which is used in cellphones. See Chapter 8 for more details about SMS.

If you have a finger-fumble and press a letter key in error, press the Escape key once to return to the original list (the one showing all your contacts), or you can press the trackwheel once and choose View All.

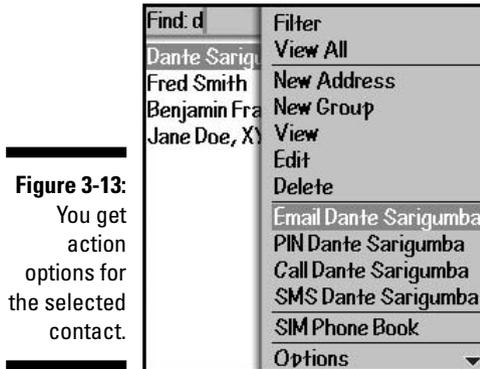


Figure 3-13:
You get
action
options for
the selected
contact.



TIP

If you think you're hallucinating when you notice that sometimes the menu item *Email <contact name>* or *Call <contact name>* displays on the menu and sometimes not, just relax. There's nothing wrong with your eyesight or your mind. Address Book is smart enough to know when it's appropriate to show those menu options. If a contact has a phone number, *Call <contact name>* and *SMS <contact name>* show up, and the same is true for e-mail and personal identification number (PIN). In fact, this list of actions is a convenient way to find out if you have particular information — a phone number or e-mail address — for a particular contact.



TIP

If you have a long list in your Address Book and you want to scroll down a page at a time, just hold down the Alt key and scroll. You'll get where you need to go a lot faster.



ENTERPRISE

In a corporate environment, your BlackBerry Enterprise server administrator might disable the PIN-to-PIN messaging because it doesn't go to the corporate e-mail servers and, therefore, can't be monitored. If this is the case, the menu option *PIN<contact name>* won't appear even though you entered PIN information on your contacts. Note that you'll still be able to receive a PIN-to-PIN message, but you won't be able to send one.

Organizing Your Contacts

You've been a diligent boy or girl by adding your contacts to your Address Book, and your list has been growing at a pretty good clip. It now has all the contact information for your business colleagues, clients, and (of course) family, friends, and relatives. In fact, your Address Book has grown so much that it now holds hundreds of contacts, and you start to notice that it now

takes you more time to find somebody, especially when you can't remember the name right away and you're trying to explore the list knowing that when you see it, you'll recognize it.

Imagine that you've just seen an old acquaintance, a sales rep for XYZ, Inc., and you want to greet the person by his name. His name is on the tip of your tongue, but you just can't put your finger on it. However, if you saw his name on a list, it would jump right out at you. The trouble is that your list has 300-plus names, which would take you forever to scroll through — so long, in fact, that person would surely come right up to you in the meantime, and you'd have to fake the fact that you can't for the life of you remember his name. (How embarrassing.) In this scenario, the tried-and-true Find feature wouldn't be much help. What you need is a smaller pool of names to search through so that you stumble across the needed name much more quickly.

You know this isn't rocket science. You're going to want to

✔ **Organize your contacts into groups.**

Using groups (as every kindergarten teacher could tell you) is a way to arrange something (in your case, contacts) to make them more manageable. How you arrange your groups is really up to you because the organizing principle should be based on whatever makes sense (to you, at least) and fits the group you set up. For example, you can place all your customer contacts within a Clients group and family members and relatives in a Family group. Then, instead of searching for names of individuals within one humongous list you can search within a smaller, more manageable group.

or

✔ **Set up your contacts so that you can use some kind of filter on them.**

Another way to organize and streamline how your BlackBerry Address Book lists your contacts is to use the Filter feature in combination with BlackBerry's Categories. (*Categories* is just another way how BlackBerry Address Book helps you filter your contacts.) Using the Filter feature narrows the Address Book list to such an extent that you have to use the only trackwheel to scroll down and find your contact — no need to type in search keywords, in other words.

Whether you use the Group or Filter feature is up to you. You'll find out how to use both methods in the next sections of this chapter.

Creating a group

A BlackBerry group in Address Book — as opposed to any other kind of group you can imagine — is really just a simple filter or category. In other

words, a group just arranges your contacts into subsets without affecting the content of your contact entries. In the Address Book itself, a group shows up in the contact list just like any other contact. The only wrinkle here is that when you select the group, the contacts associated with that group — and *only* the contacts associated with that group — appear onscreen.

Need some help visualizing how this works? Go ahead and create a new group, following these steps:



- 1. Highlight Address Book from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

- 2. Press the trackwheel and choose New Group from the menu that appears.**

A screen similar to that in Figure 3-14 displays. The top portion of the screen is where you type the group name, and the bottom portion is where you add your list of group members.

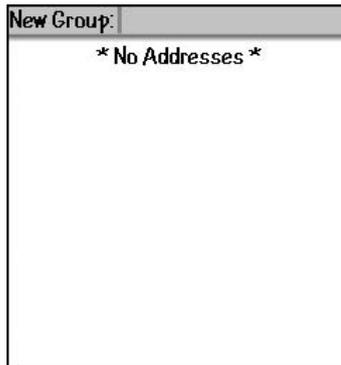


Figure 3-14:
An empty
screen
ready for
creating a
group.

- 3. Enter the name of the group in the New Group field.**

You could name the group anything, but for the sake of this example, go ahead and name the group *Friends*.

After entering the name of the group, you're ready to save it. But hold on a sec — you can't save this group until you associate a member to it. To satisfy such a hard-and-fast rule, proceed to the next step to add a member.

- 4. Press the trackwheel and choose Add Member from the menu that appears.**

The main Address Book list shows up in all its glory, ready to be pilfered for names to add to your new Group list.

- 5. Scroll and highlight the name of a contact you want to add to your new Group list. Then press the trackwheel and choose Continue from the menu that appears.**

Everybody knows a Rob Kao, so go ahead and select him. You'll notice that doing so places Rob Kao in your Friends group list, as shown in Figure 3-15. (Rob Kao, a co-author of the book you're holding in your hands, is a very popular fellow.)



Figure 3-15:
Your new group has one member.

- 6. Repeat Steps 4 and 5 to add more friends to your list.**

After you're satisfied, save your group.

- 7. Press the trackwheel and choose Save Group from the menu that appears.**

Your Friends group is duly saved, and you can now see Friends listed on your main Address Book list.

Using the Filter feature on your contacts

Are you a left-brainer or a right-brainer? Yankees fan or Red Sox fan? An Innie or an Outie? Dividing up the world into categories is something everybody does (no divisions there), so it should come as no surprise that BlackBerry divides up your contacts into distinct categories as well.

By default, two categories are already set for you on your BlackBerry: the Business category and the Personal category. But why stop at two? BlackBerry makes it easy to create more categories. In this section, you first find out how to categorize a contact, and then you see how to filter your Address Book list. Finally, you find out how to create new categories.

Categorize your contacts

Whether you're creating a new contact or editing an existing contact, as long as you're in Edit mode, you can categorize that particular contact.

If the trick is getting into Edit mode, it's a pretty simple trick. Here's how that's done:



- 1. Highlight Address Book from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

- 2. Scroll to an existing contact, press the trackwheel, and then choose Edit from the menu that appears.**

Address Book is now in Edit mode for this particular contact, which is exactly where you want to be.

- 3. Press the trackwheel and then choose Categories from the menu that appears.**

A Categories list appears, as shown in Figure 3-16. By default, you see only the Business and the Personal categories.

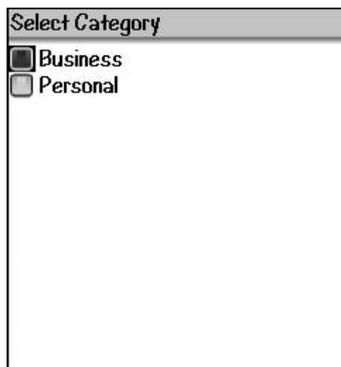


Figure 3-16:
Default
categories.

- 4. Use the spacebar or press the trackwheel to select the check box next to Personal.**
- 5. Save your setting by pressing the trackwheel and choosing Save from the menu that appears.**

You are brought back to the Edit screen for this particular contact.

- 6. Press the trackwheel (again) and choose Save (again) from the menu that appears to complete your changes.**

You now have one — count 'em, one — contact with Personal as its category, which means you can now filter your Address Book list using a category. Here's how:



1. **Highlight Address Book from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

2. **Press the trackwheel and choose Filter from the menu that appears.**

Your Categories list makes an appearance.

If you haven't added any categories in the meantime, all you see here are the default Business and Personal categories.

3. **Use the spacebar or press the trackwheel to select the Personal check box.**

Your Address Book list immediately shrinks to just the contacts assigned to the Personal category, as shown in Figure 3-17.

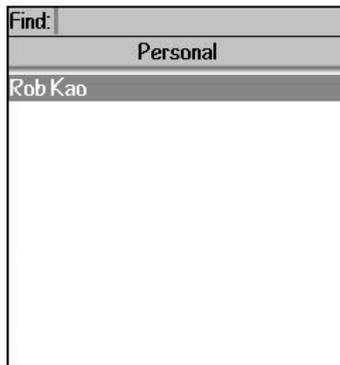


Figure 3-17:
The
Address
Book list
after a filter
is applied.



As you add more contacts to a category, you can also use Find and enter the first few letters of the name to search and further narrow down the search for a contact. If you need a refresher on how this Find works, see the section “Looking for Someone?” earlier in this chapter.

Adding a new category

Whoever thought the default categories Business/Personal were enough for the complexities of the real world probably didn't have many acquaintances, but that's neither here nor there. BlackBerry makes it easy to add new categories, so you can divide up your world as much as you like. Just do the following.



1. **Highlight Address Book from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

2. **Press the trackwheel and choose Filter from the menu that appears.**

You get a view of the default categories. (Refer to Figure 3-16.)

3. **Press the trackwheel (again) and choose New from the menu that appears.**

A pop-up screen displays, asking you to name the new category you wish to create.

4. **Enter a name for your category in the Name field and then press ENTER.**

After you enter the name of the category, it is automatically saved and you see the Filter screen, which lists all the categories, including the one you just created. Just press the Escape button to get back to the Address Book main screen.



Commercial applications exist that are designed to be customized for corporate users. Be wary of vendors claiming that they can store huge amounts of contacts on a BlackBerry using its Address Book application. There is a limit on how much information you can fit in a small device like BlackBerry. Such a claim can compromise other features. For example, the Address Book might use up so much of the memory capacity of your BlackBerry so as to limit the number of old e-mails you can keep. Also, with so many contacts on an Address Book, its Search feature will most likely be affected and slow down.

If you're the one responsible for making decisions on purchasing such applications, make sure that you understand the needs of your BlackBerry users. You should aim for the optimum balance between the limits of the device and the memory needs of all the applications that are important to your users. Keep in mind that the space capacity of a device depends on the model — later ones tend to be bigger and also have faster processor chips. In our observation, any search on the Address Book with the 6200 models (which have 16MB of space) starts to get sluggish when your contacts reach a number of around 2,000. Space isn't really a problem unless you install more applications that require more data. The 7100 models definitely perform twice as well. But take this with a rather large grain of salt. Such ballpark estimates are pretty ballpark — which is why they call it *ballpark*, we guess.



You might not be able to see special characters on the keyboard, such as single quote. To enter a single quote, press the Alt key and SYM key to display the list of symbols. On the screen that follows, scroll and click the quote.



Note that the Address Book application won't allow you to add a contact to a group if that contact does not have an e-mail address. (It's very strict on this point.) If, however, you don't have an e-mail address for someone you'd like to add to a group, skirt this roadblock by editing that contact's information and putting in a fake (and clearly inactive) e-mail address such as `notareal@emailaddress.no`.

Setting preferences

Vanilla, anyone? Some days you will wish that your Address Book list were sorted a bit differently. For example, there's that day when you're really need to find the guy who works for ABC Company but it happens to be that guy with the foreign name that you can hardly pronounce, let alone spell. What's a body to do?

You're in luck. Once again, the good people at RIM have anticipated this scenario and have made available to you Address Book *Options*, which is a palette of tricks that you can use to navigate some out-of-the-ordinary situations. Address Book Options sports a very simple screen, as Figure 3-18 makes clear, yet it provides you with three important options that change how the Address Book behaves:

- ✔ **Sort By:** Allows you to change the way the list is sorted. You could change the sort field criteria from First Name, Last Name, or Company from the menu choices. You can use the space bar to toggle among the choices.
- ✔ **Confirm Delete:** Allows you to display a Confirmation screen for all contact deletions. You should always keep this feature turned on for normal usage. Because there are many ways you could accidentally delete somebody from your Address Book, this feature is a good way of minimizing those accidents.

Address Book Options	
Sort By:	First Name
Confirm Delete:	Yes
Allow Duplicate Names:	Yes
Number of Entries:	13

Figure 3-18:
Choose your
sort type
here.

✔ **Allow Duplicate Names:** Self-explanatory. If you turn this on, you can have multiple people who happen to share the same name in your Address Book. If it's off, you get a warning when you try to add a name that's identical to someone who already exists on your list. Maybe you're just tired and mistakenly trying to add the same person twice to your list. Then again, sometimes people just have the same name. We recommend keeping the default value of Yes, allowing you to have contacts with the same names.

How do you change any of these options? The fields behave like any other fields on a BlackBerry application. You simply highlight the field, press the trackwheel, and choose Change Option from the menu that appears. You then see a menu screen that allows you to choose the possible option values. For example, Figure 3-19 shows the possible Sort By fields.

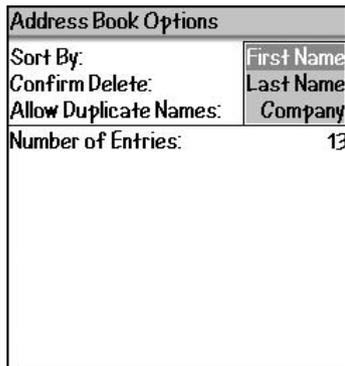


Figure 3-19:
The Sort By
field
options.

Sharing a Contact

Suppose you want to share your contact information with a friend who happens to have a BlackBerry as well. A *vCard* (virtual [business] card) is your answer and can make your life a lot easier. In BlackBerry Land, a vCard is a contact, in your Address Book, that you send to someone as an attachment to an e-mail. (Keep reading for more on sending vCards.) At the receiving end, the BlackBerry device (being the smart device that it is) recognizes the attachment and informs the BlackBerry owner that he or she has the option of saving it, making it available for his or her viewing pleasure in the Address Book.

Sending a vCard

Because a vCard is nothing more than an Address Book contact attached to an e-mail, sending a vCard is really a piece of cake. (Of course, you do need to make sure that your recipient has a BlackBerry device to be able to receive the information.)

Here's how you'd go about sending a vCard:



- 1. Highlight the Messages application from the BlackBerry Home screen and press the trackwheel.**

Messages opens.

- 2. Press the trackwheel and choose Compose Email from the menu that appears.**

The Address Book appears for you to select recipients of your e-mail.

- 3. Scroll and highlight the name of person whom you want to receive your vCard and then press the trackwheel.**

You are now presented with an e-mail screen with the name you just selected as the To recipient.

- 4. Enter the subject and your message to your recipient.**

- 5. Press the trackwheel and choose Attach Address from the menu that appears.**

The Address Book again opens. This time, pick the contact information you want to attach to your e-mail.

- 6. Scroll and highlight the name of the person whose contact information you want attached and then press Enter.**

The e-mail composition screen reappears, and an icon that looks like a book indicates that the e-mail now contains your attachment. Now all you have to do is send your e-mail.

- 7. Press the trackwheel and choose Send from the menu that appears.**

You just shared the specified contact information. (Don't you feel right neighborly now?)

Receiving a vCard

If you're the recipient of an e-mail that has a contact attachment, here's how you would go about saving it to your Address Book:



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**

Messages opens.

2. **Scroll and highlight the e-mail that contains the vCard and then press Enter.**

The e-mail with the vCard attachment opens.

3. **Scroll down to the attachment. When the cursor hovers over the attachment, press the trackwheel and choose View Attachment from the menu that appears.**

The vCard makes an appearance onscreen. Now all you have to do is save the contact in your Address Book.

4. **Press the trackwheel and choose Add to Address Book from the menu that appears.**

The vCard is saved and is now available in your BlackBerry Address Book.

Searching for Somebody outside Your Address Book

Is your BlackBerry provided by your employer? Do you use Outlook or Lotus Notes on your desktop machine at work? If your answer to both of these questions is yes, this section is for you. The BlackBerry Address Book has a feature that allows you to search for people in your organization, basically through Microsoft Exchange (for Outlook), IBM Domino (for Notes), or Novell GroupWise. Exchange, Domino, and GroupWise serve the same purposes: namely, to facilitate e-mail delivery in a corporate environment and to enable access to a person database.



For you techies out there, these person databases are called Global Address Lists (GAL) in Exchange; Notes Address Books in Domino; and GroupWise Address Books in GroupWise.

If you want to search for somebody in your organization through a person database, simply follow the following steps:



1. **Highlight Address Book from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

2. **Press the trackwheel and choose Lookup from the menu that appears.**

Some corporations might not have the Lookup feature enabled. Please check with your IT department for more information.



Although you access the Lookup feature inside the Address Book, it really is going beyond your device and into your company's Exchange, Domino, or GroupWise database, depending on which e-mail server your company is using.

3. Enter the to-search-for name in the screen that displays and then press ENTER.

You could enter the beginning characters of either a person's surname or first name. You are not searching on your Address Book but on your company's database, and this step might take some time to complete depending on the criteria you entered.



For big organizations, we recommend being more precise when doing your search. For example, searching for *Dan* yields more hits than searching for *Daniel*. The more precise your search criteria, the fewer hits you'll get and the faster the search will be.

While the search is in progress, you'll see the word `Lookup` and the criteria that you put in at the top of the list. For example, if you enter **Daniel**, the top row reads `Lookup: Daniel`. After the search is done, BlackBerry displays the number of hits or the matches count: for example, `20 matches: Daniel`.

4. Highlight the matches count and press ENTER to display the list of matches.

A screen displaying the matching names based on your criteria appears. A header at the top of this screen details the matches displayed in the current screen as well as the total hits. For example, if the header reads something like `Lookup Daniel (20 of 130 matches)`, 130 people in your Organization have the name *Daniel*, and BlackBerry is displaying the first 20. You have the option of fetching the rest by pressing the trackwheel and choosing `Get More Results` from the menu that appears; however, BlackBerry limits the display to 20 names per fetch.



You could also add the names listed on this result to your Address Book by using the `Add` command (for the currently highlighted name) or the `Add All` command for all the names on the list. (As always, press the trackwheel to call up the menu containing these options.)

When you think you found the person you're looking for, the next step is to check the information to make sure you have the right person.

5. Highlight the person whose information you want to review and then press ENTER.

The person's contact information is displayed on a read-only screen. Information might include the person's title, e-mail address, work, mobile and fax numbers, and the work's snail-mail address. Any of that information gives you confirmation about the person you're looking for. Of course, what shows up depends on the availability of this information in your company's database.

Chapter 4

Never Miss Another Appointment — Ever!

In This Chapter

- ▶ Seeing your schedule from different perspectives
 - ▶ Managing your appointments
 - ▶ Scheduling a meeting
 - ▶ Discovering your Calendar options
 - ▶ Adding to your Calendar wirelessly
-

To some folks, the key to being organized and productive is mastering time management and using their time wisely (and we're not just talking about reading this book while you're commuting to work). Many have discovered that there is no better way to organize one's time than to use a calendar — a daily planner tool. Some prefer digital to paper, so they use a planner software program on their PC — either installed on their hard drive or accessed via an Internet portal (such as Yahoo!). The smartest of the bunch, of course, use their BlackBerry handheld because it has the whole planner thing covered in handy form with its Calendar application.

In this chapter, we show you how to keep your life (personal and work) in order by managing your appointments with your BlackBerry Calendar. What's great about managing your time on a BlackBerry versus your PC is that your BlackBerry is always there with you to remind you. Just remember that you don't have excuses any more for missing or forgetting that important quarterly meeting or Bertha's birthday bash.

Accessing the BlackBerry Calendar

The BlackBerry Calendar is one of the BlackBerry core applications, like Address Book or Phone (read more about the others in Chapter 1), so it's quite easy to get to.



To get cracking with your Calendar, just scroll to the Calendar application on your BlackBerry Home screen, click the trackwheel, and *voilà!* — you have Calendar.

Choosing Your Calendar View

The first time you open Calendar, you'll likely see the Day view, which is a default setting on most of the BlackBerry models (See Figure 4-1.) You can change the Calendar view, though, to a different one that works better for your needs:

- ✓ **Day:** This view gives you a summary of your appointments for the day. By default, it lists all your appointments from 9 a.m. to 5 p.m.
- ✓ **Week:** This view shows you a seven-day summary view of your appointments. By using this view, you can see how busy you are for the week.
- ✓ **Month:** The month view shows you every day of the month. You can't tell how many appointments are in a day, but you can see on which days you have appointments.
- ✓ **Agenda:** The agenda view is a bit different from the other views. It isn't a time-based view like the others; it basically lists your upcoming appointments. And in the list, you can see details of the appointments, such as where and when.

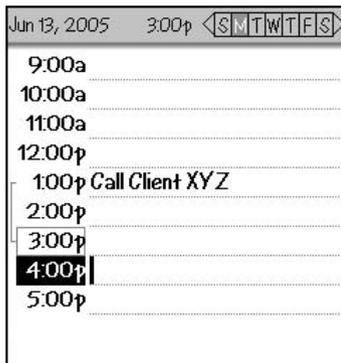


Figure 4-1:
Day view in
Calendar.

Different views (like the ones shown in Figure 4-2) offer you a different focus on your schedule. Select the view you want based on your scheduling needs and preferences. If your life is a little more complicated, you can even use a combination of views for a full grasp of your schedule.

Figure 4-2:
Change
your
Calendar
view to fit
your life.



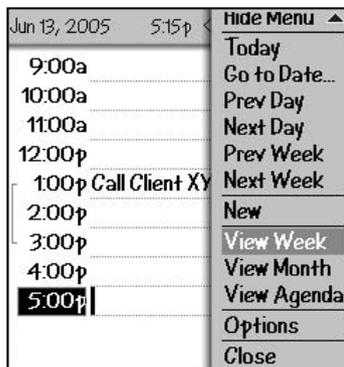
To switch between different Calendar views, simply follow these steps:



- 1. Open Calendar by scrolling to the Calendar application on the Home screen and clicking the trackwheel.**
Doing so calls up the Calendar application in its default view — more than likely the Day view.
- 2. While within the Calendar application, press the trackwheel and then select the view of your choice from the menu that appears (shown in Figure 4-3).**

If you start from Day view, your choices are View Week, View Month, and View Agenda.

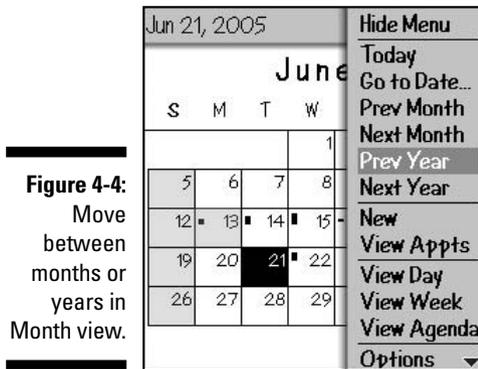
Figure 4-3:
The
Calendar
menu lets
you select
different
views.



Moving between Time Frames

Depending on what view of Calendar you're in, you can easily move to the previous or the next date/week/month/year.

For example, if you're in the Month view, you can move to the next month (um, relative to the month that is currently displayed). Likewise, you can also move back to the previous month, if you so desire. In fact, if you like to look at things long term, you can jump ahead (or jump back) a year at a time. (See Figure 4-4 for a look at all the options.)



You have similar flexibility when it comes to the other Calendar views. See Table 4-1 for a summary of what's available.

Calendar View	Move Between
Day	Days and weeks
Week	Weeks
Month	Months and years
Agenda	Days



You can always go to today's date regardless of what Calendar view you're in. Just press the trackwheel and choose Today from the menu that appears.

Furthermore, you can jump to any date of your choosing by pressing the trackwheel and selecting Go to Date from the menu that appears. Doing so calls up a handy little dialog box that lets you choose the date you want. To change dates, press Alt and use the trackwheel to scroll. (Figure 4-5 gives you a glimpse of the dialog box.)



Figure 4-5:
Go to any
date you
want.

Customizing Your Calendar

To change the initial (default) view in your Calendar — from Day view to Month view, for example — Calendar Options is the answer.

To get to Calendar Options, start out within Calendar, press the trackwheel, and then choose Options from the menu that appears to access choices similar to the ones shown in Table 4-2.

Table 4-2		Calendar Options
Option	Description	
Initial View	Specify the Calendar view that you first see when opening Calendar.	
Enable Quick Entry	In Day view only, Quick Entry allows you to make a new appointment by typing characters. This way, you don't need to click the trackwheel and choose New. Note: If you enable this, Day view shortcuts described at the end of the chapter don't work.	

(continued)

Table 4-2 (continued)

<i>Option</i>	<i>Description</i>
Default Reminder	How long your BlackBerry notifies you before your appointment time. Default is 15 minutes.
Start of Day	The time of day that defines your Start of Day in Day view. The default is 9 a.m. For example, if you change this to 8 a.m., your Day view starts at 8 a.m. instead of 9 a.m., as shown in the upcoming Figure 4-6.
End of Day	Time of the day that defines End of Day in Day view. The default is 5 p.m. If you change this to 6 p.m., your Day view ends at 6 p.m. instead of 5 p.m.
First Day of Week	Day that first appears in your Week view and Month view.
Confirm Delete	Prompt for confirmation upon appointment deletion.
Number of Entries	Total number of appointments in your calendar (past and future).

All Things Appointments: Adding/Opening/Deleting

After you master navigating the different Calendar views (and that should take you all of about two minutes), and you have Calendar customized to your heart's content (another three minutes, tops), it's time (pun intended) to set up, review, and delete appointments. We also show you how to set up a meeting with clients or colleagues.

Creating an appointment

Setting up a new appointment is way easy. You need only one piece of information: when your appointment occurs. Of course, you can easily add related information about the appointment, such as the meeting purpose, its location, and whatever additional notes are helpful.



In addition to your standard one-time, limited-duration meeting, you can also set all-day appointments. And BlackBerry, that able little assistant, can also help you set recurring meetings as well as reminders. Sweet.

Creating a one-time appointment

To add a new appointment, follow these steps:



1. Open Calendar.

In case you don't have this down pat, you open Calendar from the Home screen by scrolling to the Calendar application and clicking the trackwheel.

2. With Calendar open, press the trackwheel and then select **New** from the contextual menu that appears.

The New Appointment screen appears for you, as shown in Figure 4-6.

New Appointment	
Subject:	
Location:	
<input type="checkbox"/> All Day Event	
Start:	Wed, Jul 27, 2005 9:00 AM
End:	Wed, Jul 27, 2005 10:00 AM
Duration:	1 Hour 0 Mins
Time Zone:	Casablanca (GMT)
Reminder:	15 Min
Recurrence:	None
No Recurrence.	
<input type="checkbox"/> Mark as Private	
Notes:	

Figure 4-6:
Set an
appointment
here.

3. Fill in the key appointment information.

You're required to enter only the *when*. Of course, we suggest that you also fill in the *what* and the *where* so you remember what your meeting's about in addition to arriving on time.

4. Press the trackwheel and choose **Save** from the contextual menu that appears.

This saves your newly created appointment.

Your new appointment is now in your Calendar and viewable from any Calendar view. Also, keep in mind that you can have more than one appointment in the same time slot. Why? Well, the BlackBerry Calendar allows conflicts in your schedule because it lets you make the hard decision about which appointment you should forgo.

Creating an all-day appointment

If your appointment is an all-day event — for example, if you're in corporate training or have an all-day doctor's appointment — mark the All Day Event check box in the New Appointment screen, as shown in Figure 4-7. You can do so by scrolling to the check box and pressing the SPACE key. When this check box is checked, you don't have to specify the time of your appointment — just the start date and end date.

New Appointment	
Subject:	Training
Location:	Downtown
<input checked="" type="checkbox"/> All Day Event	
Start:	Wed, Jul 27, 2005
End:	Wed, Jul 27, 2005
Duration:	1 Day
Time Zone:	Casablanca (GMT)
Reminder:	15 Min
Recurrence:	None
No Recurrence.	
<input type="checkbox"/> Mark as Private	
Notes:	

Figure 4-7:
Set an All Day event here.

Setting your appointment reminder time

Any appointment you enter in Calendar can have a reminder alert of some kind associated with it either a vibration or a beep, depending on how you set things up in your Profile. (For more on Profiles, see Chapter 2.) You can also have the choice of no reminder for an appointment. From the New Appointment screen, simply scroll to the Reminder field and select a reminder time anywhere from none to 11 hours before your appointment time.



Profiles simply is another useful BlackBerry feature that allows you to customize how your BlackBerry alerts you when an event occurs. Examples of events can be an e-mail, phone call, or a reminder for an appointment.

By default, whatever reminder alert you have going for you is set to go off 15 minutes before the event. But you don't have to stick with the default. In fact, you can choose your own default reminder time. Here's how:

- 1. Press the trackwheel in Calendar and select Options from the contextual menu that appears.**

Doing so calls up the Options submenu.

- 2. Select Default Reminder from the Options submenu.**

Here you can choose a default reminder time anywhere from none to 11 hours before your appointment.

So from now on, any new appointment has a default reminder time of what you just set up. Assuming that you have a reminder time other than none, the next time you have an appointment coming up, you see a dialog box like the one shown in Figure 4-8, reminding you of an upcoming appointment.

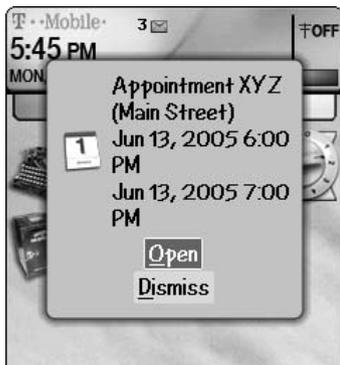


Figure 4-8:
You get a
Reminder
dialog box if
you want.

Creating a recurring appointment

You can set up recurring appointments based on daily/weekly/monthly/yearly recurrences. Everyone has some appointment that repeats, such as birthdays or anniversaries (or taking out the trash every Thursday at 7:30 a.m. — ugh).

For all recurrence types, you can define an Every field. For example, say you have an appointment that recurs every nine days. Just set the Every field to 9, as shown in Figure 4-9. If you have an appointment that recurs for four weeks, specify 4 in the End field for when the recurrences finish.

New Appointment	
Location:	Main Street
<input type="checkbox"/>	All Day Event
Start:	Sun, Jun 18, 2006 12:00 PM
End:	Sun, Jun 18, 2006 1:00 PM
Duration:	1 Hour 0 Mins
Time Zone:	Casablanca (GMT)
Reminder:	15 Min
Recurrence:	Daily
Every:	9
End:	Never
Occurs every 9 days.	
<input type="checkbox"/>	Mark as Private

Figure 4-9:
An
appointment
recurring
every 9
days.



Depending on what you put in the Recurrence field, you have the option to fill in other fields, such as the Day of the Week field or the Relative Date check box.

If you enter Weekly in the Recurrence field, for example, you have the option of filling in the Day of the Week field. (It basically allows you to select the day of the week on which your appointment recurs.)

If you enter Monthly or Yearly in the Recurrence field, the Relative Date check box is available. With this check box checked, you can ensure that your appointment recurs relative to today's date. For example, if you choose the following:

Start: Sunday, June 18, 2006 at 12 p.m.

End: Sunday, June 18, 2006 at 1 p.m.

Recurrence: Monthly

Every: 2

Relative Date: Selected

End: Saturday, July 31, 2010

then your appointment occurs every two months on the third Sunday until July 31, 2010.

On the other hand, if all options in our example remain the same except that Relative Date is not selected, your appointment occurs every two months, on the 18th of the month until July 31, 2010.

If all this “relative” talk has you dizzy, don't worry: The majority of your appointments won't be as complicated as this. If you're getting a headache from all this relativity, just skip the whole Relative Date for now and come back when your life is complicated enough to need stuff like Relative Dates.

Opening an appointment

After you set an appointment, you can view it in a couple of ways. If you have set up reminders for your appointment and the little Reminder dialog box appears onscreen at the designated time before your appointment, you can view your appointment by clicking the box's Open button, as shown in Figure 4-9. Or you can open it from Calendar by going to the exact time of your appointment and viewing it there.



While looking at an appointment, you have the option of making changes (new appointment time or new appointment location) and then saving them.

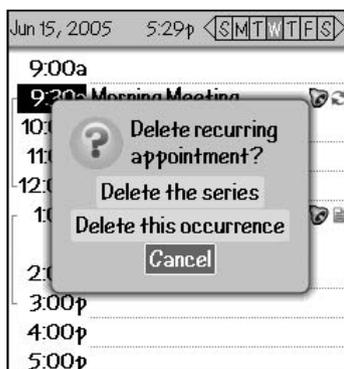
Deleting an appointment

Deleting an appointment is quite straightforward. When in Day or Week view, simply scroll to the appointment that you want to delete, press the track-wheel, and choose Delete from the menu that appears.



If the appointment that you're deleting is part of a recurring appointment, a dialog box pops up onscreen asking if you want to delete all the occurrences of this appointment or just this particular occurrence, as shown in Figure 4-10. After you make your choice, your appointment is history.

Figure 4-10: You can delete all occurrences or just the single instance of a recurring appointment.



Appointments versus Meetings



Technically, any event in your Calendar counts as an appointment, whether it's a reminder for your best friend's birthday or a reminder of a doctor's appointment for a check up. However, when you invite people to an appointment or you get invited to one, regardless of whether it's a face-to-face meeting or a phone conference, that appointment then becomes a *meeting*.

Sending a meeting request

Sending a meeting request to others is very similar to creating a calendar appointment.



1. **Open Calendar.**
2. **With Calendar open, press the trackwheel and then select New from the contextual menu that appears.**
3. **Fill in the key appointment information (subject/location/time).**
4. **Press the trackwheel once and select Invite Attendee.**

You're taken to Address Book to select your meeting attendee.

5. From the Address Book:

- *If you have contacts in your Address Book:* Highlight the contact you want and press the trackwheel.
- *If you don't yet have any contacts or if the one you want isn't in your Address Book:* Use the Use Once option to enter the appropriate e-mail address and press the ENTER key to finish and return to Calendar. (For more on the Use Once option, see Chapter 7.)

6. **After returning from Address Book, you see the attendees in your Calendar meeting notice.**
7. **Press the trackwheel and choose Save from the contextual menu that appears.**

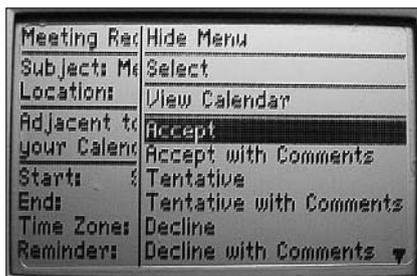
This action actually sends an e-mail to your meeting attendees, inviting them to your meeting.

Responding to a meeting request

If you've ever worked in an office, you've likely gotten a meeting request by e-mail, asking you to respond to the meeting by three options: Accept, Tentative, or Decline. (If it's from your boss for an all-staff meeting and you just can't afford to decline again because it's so close to Christmas bonus time, that's an Accept.)

Fortunately (sometimes, unfortunately), you can accept any meeting request from your managers or colleagues on your BlackBerry just as you would on your desktop PC. In PC world, you respond to an e-mail request for a meeting by clicking the appropriate button in your e-mail client (Microsoft Outlook, for the vast majority of you out there.) In BlackBerry world, a meeting request also comes in the form of an e-mail; upon reading the e-mail, just choose from Accept/Tentative/Decline in the Messages application, as shown in Figure 4-11. Your response is sent back in an e-mail. We go more into the Messages application in Chapter 7.

Figure 4-11:
Of course,
you can
make it to
yet another
meeting!



After you initially respond to the meeting request, the meeting is added to your Calendar automatically. Of course, if you have a change of heart later, you can certainly change your response (yes, you can later decline that useless meeting) in Calendar.

Wirelessly Syncing Your BlackBerry Calendar with Desktop Calendar



Picture this: In MS Outlook (or Lotus Domino), you just scheduled a meeting with Jennifer, a client, in one hour at her office 15 miles away. You hurry out of your office without syncing your BlackBerry. About 45 minutes later, your BlackBerry beeps at you to remind you that you have a meeting with Jennifer in 15 minutes. You think to yourself, “Am I dreaming, or is my BlackBerry psychic?”

Your BlackBerry is smart but not *that* smart. If you received your BlackBerry from your company, chances are that your company’s BlackBerry system administrators have set up a wireless Calendar for everyone in the company who carries a BlackBerry.

Furthermore, not only do you see changes from Outlook on your BlackBerry, but vice versa. That is, if you set a meeting or appointment on your BlackBerry while on the go, you can see it in Outlook when you get back into the office. Don’t believe us? Try it!

Chapter 5

Being Your Own Taskmaster

In This Chapter

- ▶ Getting to know the Tasks application
 - ▶ Adding, changing, and deleting tasks
 - ▶ Managing your Tasks list
 - ▶ Setting up recurring tasks
-

Using your BlackBerry as an organizational tool is one of the key themes that we try to promote many times in this book. And speaking of organization, what better proof of your impressive organizational skills could exist than the fact that you use task lists/to-do lists? Knowing what you need to do today, tomorrow, the entire week, or perhaps the whole month makes you more efficient on your job and in your personal life. The fact is that you not only need to know what your tasks are, but you also need to prioritize them — and reprioritize them, if necessary. And with your BlackBerry as your able assistant, you can.

In this chapter, we introduce you to your BlackBerry device's Tasks application. Stick with us as we explore this valuable tool, jumping from creating and maintaining your to-do list to setting alerts for a recurring task in a single bound. We also throw in a few tips and tricks to make maintaining and searching your Tasks list easier and faster. Of course, we can't advise you on how to actually *do* the task after your BlackBerry calls your attention to it, but with your BlackBerry in your palm, you're at least a step closer to clearing your desk.



Even if you keep a to-do list on your desktop (Outlook, anyone?), consider switching to all BlackBerry, all the time. You'll love the greater flexibility that comes with greater mobility. And, if you just can't give up your desktop application, you have the option of using both applications and just synchronizing them. (More about that later in the chapter.)



The Tasks application we describe here is the latest version as of this writing. Some earlier models don't have features like Filter, but the core functionality hasn't changed. When we describe a feature not on the earlier models, we point that out. If you have older models of BlackBerry, you can avail yourself of the latest version of Tasks by upgrading your OS. (See Chapter 12 for details on how to upgrade your OS.) Core BlackBerry applications including Tasks are bundled with the OS.

Accessing Tasks

Depending on the BlackBerry model you have, launching Tasks is just a single press of the trackwheel. For most BlackBerry models — in fact, on most of the non-7100 models — Tasks is visible at the onset, on the Home screen, as you can see in Figure 5-1. Just look for the icon of a notepad with a pen on top.

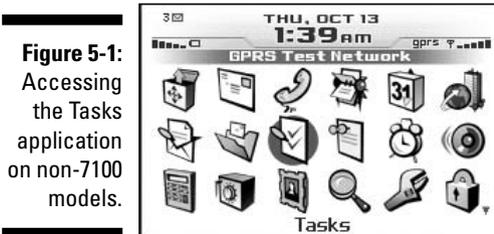


Figure 5-1:
Accessing
the Tasks
application
on non-7100
models.



On the 7100 series, Tasks is accessible via the Application icon, as shown in Figure 5-2. Locating a task is easy — just highlight Applications and press the trackwheel. On the screen that follows, you should find Tasks. Note that on 7100 models, Research In Motion (RIM) expanded the Themes feature — Themes being a neat setup that allows you to select the look and feel of your display. Although you can't create your own theme, you can select from pre-installed themes. The number of themes installed on your device can vary from service provider to service provider. For example, take a look at Figure 5-3 to see the difference between RIM and T-Mobile themes:

- ✓ **RIM:** The left screen of Figure 5-3 uses a List theme that comes from RIM. Here, a simple listing is used in lieu of icons.
- ✓ **T-Mobile:** The right screen on Figure 5-3 uses the T-Mobile theme. (Depending on your service provider, the device might be set to that of the provider's theme, like the one we have here for T-Mobile. In other words, don't always expect to see what you see here.) On the T-Mobile theme, icons are used, and you have to navigate through the Applications (the toolbox image) and the Tasks icon (the notepad image) as you can see in Figure 5-2.

Figure 5-2:
Going from
Applications
to Tasks.

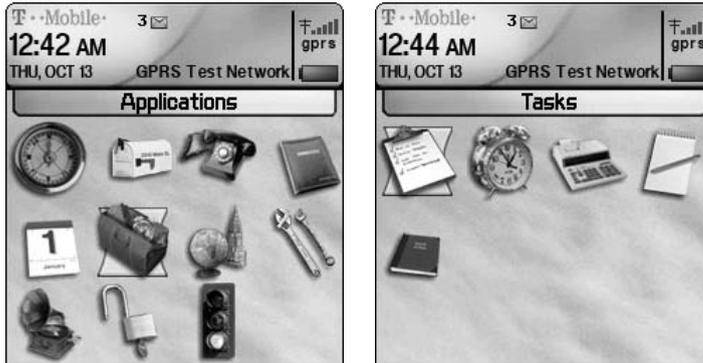
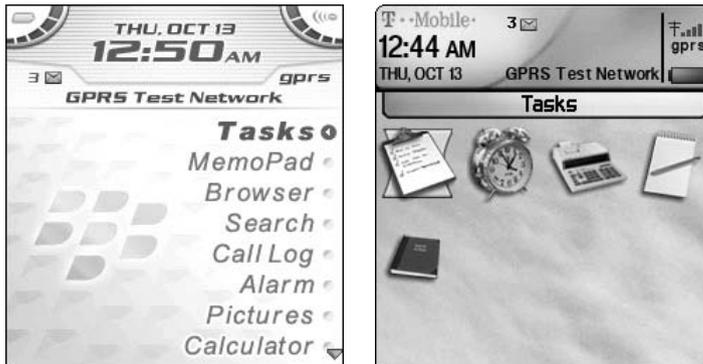


Figure 5-3:
The Tasks
icon as seen
on the 7100
series
model of the
BlackBerry.



For the 7100 series, the icons used by other providers might be different from what you see presented here for your delight by T-Mobile. If this is the case for your BlackBerry, just remember that Tasks is always within Applications. If you can locate the Applications icon, it's just a matter of pressing the trackwheel to locate the Tasks icon.

Recording a New Task

The first step when building a to-do list is to start recording one. Don't groan and roll your eyes, dreading how long this will take. This is really easy, so just relax, and you'll be done in a snap.

Just follow these simple steps:



1. Highlight the Tasks icon and press the trackwheel.

The Tasks application opens. Similar to Address Book and MemoPad, the screen that appears is divided into two parts: The top shows the

Find field, and the bottom shows the list of tasks (if there are tasks) or * No Tasks * (if empty).

2. Press the trackwheel and choose **New** from the Tasks Application menu that appears (as shown on the left in Figure 5-4).

The New screen appears, as shown on the right side of Figure 5-4, ready and willing to document your new task. This simple screen features easy-to-understand fields that describe the task you're about to enter.

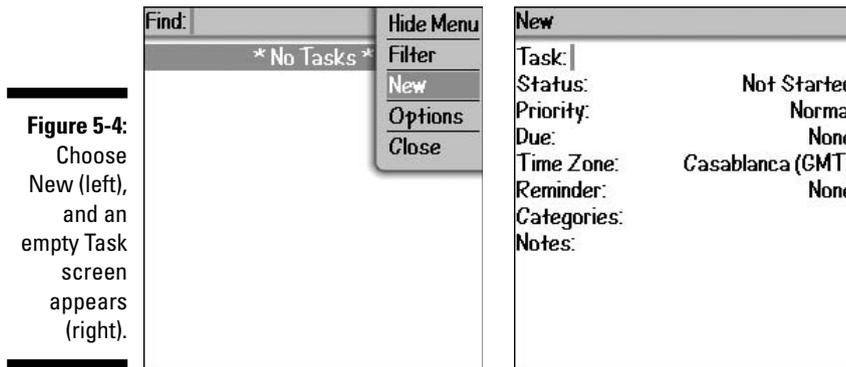


Figure 5-4:
Choose
New (left),
and an
empty Task
screen
appears
(right).

3. Use your trackwheel to move to each field to enter information for your task.

Some fields are for text that you enter yourself, and some fields hold items you select from a menu specific for that field. In other words, for text fields, you have to type in the stuff you want; but for nontext fields, you select the field, press the trackwheel again, and then select your choice from the Change Option menu that appears. (Pretty convenient, huh?) We explain all these fields later in the section, “Navigating the Tasks Fields.”



To access the Change Option menu, select a field and then press the trackwheel.

4. After filling in the relevant fields, press the trackwheel and choose **Save** from the Tasks Application menu that appears.

Doing so saves your task, and you should see the task added to the Tasks list.

Navigating the Tasks Fields

The New task screen (refer to Figure 5-3) is very straightforward and contains few fields. Although the few fields there are pretty self-explanatory, we (being the thorough guys that we are) describe each one here.

Task field

Use this field to log the subject or a short description of your task. Make this field very descriptive: The subject you type here should be specific enough that you can differentiate this task from the rest on your list. For example, if you make several presentations to clients, you don't want to call your task Prepare Presentations. You want to be specific so that you can distinguish it. Perhaps name it Product X Benefit Forecast to XYZ CFO. While at this field, you can simply enter the subject or title of this task.

Status field

Fill in the Status field to indicate the current state of your task. Status is a *selection field* — that is, after entering the field you press the trackwheel and select an entry from a Change Option menu specific to that field.

The Change Option menu choices you see give you a pretty good idea what the field is meant for. The following are the possible values you can choose from:

- ✓ **Not Started:** You haven't started this task yet. Because this choice is the most common, Not Started is the default choice when creating a new task.
- ✓ **In Progress:** You are in the midst of the task.
- ✓ **Completed:** You are done with the task.
- ✓ **Waiting:** Your task is ongoing and dependent on another task or another event. For example, you're waiting for Joe in Accounting to get you a spreadsheet so that you can include it in your report and complete the task.
- ✓ **Deferred:** Your task is on hold. Maybe you just don't need to work on this task at the moment, or you want more information before you decide whether this task is worth doing. Either way, you want to keep the task listed so that you can track it or resurrect it. Perhaps this task isn't a big deal today, but could become very important in a month or two. By tagging a task as Deferred, you keep yourself aware of a task that might or might not ramp up.

Priority field

In the Priority field, you can specify the timeliness or urgency of the task. Like the Status field, the choices here are selections you make from a Change Option menu. You can choose from one of the following values:

- ✓ **High:** This is the highest possible setting. You should consider the most urgent task to be of high priority.
- ✓ **Normal:** This is the default value, which applies to most tasks. In reality, a Normal task can jump to become a High priority when not done in time, but you have to decide and assign that for yourself.
- ✓ **Low:** Just like you'd surmise, a Low rating tags a task as being not that critical — you can put this one off until you're done with the High and Normal tasks. You can rate all your nice-to-have tasks with this priority.

Hint: When you're finished with your High and Normal tasks, reprioritize your Low tasks.

Due field

Consider the Due field as your task completion deadline. Here, you can enter a due date for your task. The default here is None; to change the value to a specified due date, follow these steps:



1. **Highlight the field, press the trackwheel and then choose Change Option from the menu that appears.**

Change Option appears in the menu only if you are in a selection such as Due field.

A pop-up menu appears onscreen offering two options: None and By Date.

2. **Highlight the By Date option and press the trackwheel.**

A date field appears on the next line, as shown in Figure 5-5. The value of the date defaults to the current date. If the current date is not your intended due date, proceed to Step 3 to change the value of this date.

New	
Task:	Create pitch for Vulcan
Status:	Not Started
Priority:	Normal
Due:	By Date
	Mon, Jun 13, 2005 5:00 PM
Time Zone:	Casablanca (GMT)
Reminder:	None
Recurrence:	None
	No Recurrence.
Categories:	
Notes:	

Figure 5-5:
Set a task's
due date
here.

- 3. Highlight the specific portion of the date that you want to change, press the trackwheel, and choose Change Option from the menu that appears.**

The portion of the date that you highlight when choosing Change Option is now editable. The date portions that you can change are

- Month
- Day
- Year
- Time components

Although this is a date field — like any date fields in Tasks, for that matter — this will not show up or create an entry in your Calendar.

- 4. Using the trackwheel, scroll to the specific date value you want and then press the trackwheel to accept the change.**

At this point, you should have the right value of the date component you want.

Note: Say you modified the day but you want a specific time on that day. Repeat Steps 3 and 4 but this time highlight (and edit) the time component of the date.

While you are specifying the due date, you might see the Recurrence and No Recurrence fields. These fields show up only when you select By Date in the Due field. Intrigued? Check the later part of this chapter, specifically the section titled “Creating Recurring Tasks,” for more details about these fields.

Time Zone field

The Time Zone field holds the time zone related to the date fields used for this task: Due (preceding section) and Reminder (following section). If these fields have values of None, this field is irrelevant. You can specify a time zone different from your locale. For example, if you live in New York and you anticipate that you are completing this task in Mexico City, you can specify the Mexico City time zone; then, all the times in this task become relative to Mexico City.

Reminder field

From the Reminder field (a date field), you can set an alarm or a notice on the date and time you specify. You can set it just like you would set the Due field. (See the earlier section, “Due field.”) Setting a reminder is quite useful, especially for those important tasks that you really can’t afford to forget (um, like buying a birthday gift for your significant other).

Again, just like any date field in Tasks, this will not show up in your Calendar. The reminder behavior is based on your active Profile. Please check Chapter 2 for more details on how to customize notifications in your Profile.

When the reminder date is met, BlackBerry notifies you and displays a reminder screen. On this screen, you will see the name of the task and possible actions: Open (opens the task), Mark Completed (shows up for task with status other than Completed), and Dismiss (closes the screen).

Categories field

Use the Categories field to assign a specific category that you can use to filter your tasks list later. **Note:** This feature is available only on BlackBerry devices with OS version 4.0. By default, this field is blank; however, you can easily assign a value to it from the Categories screen available via the context menu. We find using the Categories field important for organizing your list, so we describe it fully in the separate section, “Organizing Your Tasks List.”

Notes field

The Notes field is a free-for-all text field. You can put anything here you want, such as a detailed description of the tasks or any other info that relates to this task.

Updating Your Tasks

When it’s time to update your Tasks list — say, after finishing a high-priority task or when you want to change the due date for a specific task — the Tasks application won’t stand in your way. For whatever reasons you have, you can quickly go back to your task list and update those records.

To update a specific task, follow these steps:



1. Highlight the Tasks icon and press the trackwheel.

The Tasks application opens to the Find screen, which displays your current Tasks list.

2. In the Tasks list, highlight the task you need to edit, press the trackwheel, and then choose Open from the menu that appears.

The screen that opens is the same one you used to create the highlighted task, although obviously this display has fields filled with the information you already entered.

3. Update the fields.

Go through each of the fields that you want to edit.

The Task and Notes fields are text fields that you can edit from here. To update the other fields, you have to highlight the field and then press the trackwheel to access the Change Option menu.



4. Press the trackwheel and then choose Save from the menu that appears.

This saves your task, and you can see the task update on the Tasks list.

Deleting a Task

Just like folks make a ritual of spring cleaning when winter fades, the same is true for your tasks. When a task is completed and keeping it just takes up space, simply delete it via your Tasks application.

In simple steps, here's how:



1. Highlight the Tasks icon and press the trackwheel.

The Tasks application opens, displaying your Tasks list.

2. Using your trackwheel, scroll to the task you want to delete, press the trackwheel, and then choose Delete from the menu that appears.

You see the standard Confirmation screen.

3. If you're sure that this task is doomed for the dustbin, highlight Delete on the Confirmation screen and press the trackwheel.

The task is deleted, and your Tasks list is updated.

Organizing Your Tasks List

As time goes by, your Tasks list is sure to grow — which means that the time it takes to find a task within your List is sure to grow as well. One way to stay organized is to make it a habit to delete finished tasks from your list, as we detail in the previous section. (The shorter the list, the better, as we always say.) We recommend weeding out your Tasks list every time a project or a goal is completed. After all, when a particular project is completed, you probably don't need to go back to the tasks you did for it.



If you're someone who just loves to document everything you accomplish (or you work in an environment where you're expected to keep a listing of tasks completed — can you say quarterly employee review?), then you might not relish the idea of deleting any entry from your Tasks list. Don't despair, though. In that case, just regularly archive a copy of your entire Tasks list before you do any weeding, and you'll have a complete record of every stitch of hard work you contributed to a project. To archive, just synchronize your BlackBerry with your desktop and store the data in whatever time management software you use on your desktop. BlackBerry can synchronize to your personal as well as your enterprise time management software. (For details on how to synchronize, see Part IV of this book.)

After synchronization, you can print the Tasks list related to this completed project (via your desktop application), which you can file. Having a hard copy of those completed tasks can give you peace of mind as you delete tasks from your BlackBerry. The best of both worlds, right? You clean up your Tasks list (making it easier for you to do a search), and you've got yourself an archive (in case you need a historical reference).

Another way to stay organized is to sort your Tasks list. Even after you weed out tasks you've completed, you may still have difficulty finding a task from your list. Fear not; help is available. Chances are that when you look for a task, you know something identifiable about it, like its priority or due date. Because you assign information about your task when you create it (see the earlier sections, "Navigating the Tasks Fields" and "Updating Your Tasks"), you can use that information as part of a Task sort in your BlackBerry. By default, your Tasks list is sorted by the name/subject of your task, but you can also sort by priority, due date, or status. For example, if you know the due date of your task, you can sort your list by due date and thus quickly find the task at hand.

"Sounds great," you say, "but how do I change the Sort criteria?" We're glad you asked. Since changing how you sort basically involves customizing your BlackBerry device, we're going to stick that discussion in the next section — entitled, appropriately enough, "Customizing Tasks."

Customizing Tasks

You can make two — count 'em, two — Tasks customizations via the Options screen: Sort By criteria and deletion confirmation. Now, locating the Options screen from the Tasks application is easy. Just press the trackwheel, highlight Options in the menu that appears, and then press the trackwheel again. You see the Tasks Options screen displaying your two choices, as shown in Figure 5-6.



✔ **Sort By:** Here you can change how the list is sorted.

The default task listing is the alphabetical order of the subject from A to Z (no reverse). To change to a different sort field

- a. Highlight the *Sort By* field in the *Tasks Options* screen.
- b. Press the trackwheel to display the *Task Application* menu.
- c. Choose *Change Option* from the *Task Application* menu.

A list displays your sorting options. You can choose from Subject, Priority, Due Date, or Status.

- d. Highlight your choice and then press the trackwheel.

✔ **Confirm Delete:** This option allows you to control whether you want the application to display a Confirmation screen upon deleting an item from your list. In other BlackBerry applications, this option is common. These confirmations appear as a safety feature so you don't accidentally press Delete and lose something you really didn't want to lose. It's true that you can always turn this feature off in any one of your BlackBerry applications, but we generally recommend that you keep the value of this field set to Yes, meaning that it prompts you for every delete.

There are exceptions to every rule, however. When you begin to weed out a bunch of outdated tasks from your Tasks list, toggle this feature off so that you don't get 27 prompts in a row when you're deleting 27 items. (But then, toggle the feature back on when you're done weeding.)

To turn off this feature, just do the following:

- a. In the *Tasks Options* screen, highlight the *Confirm Delete* field, press the trackwheel, and then choose *Change Option* from the menu that appears. See Figure 5-7.

The screen shows your two choices: Yes and No. *No* means you want to toggle off the Confirmation screen.

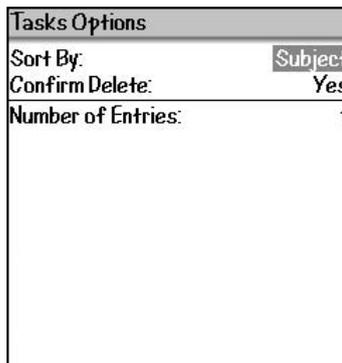


Figure 5-6:
Change your Tasks sort options here.

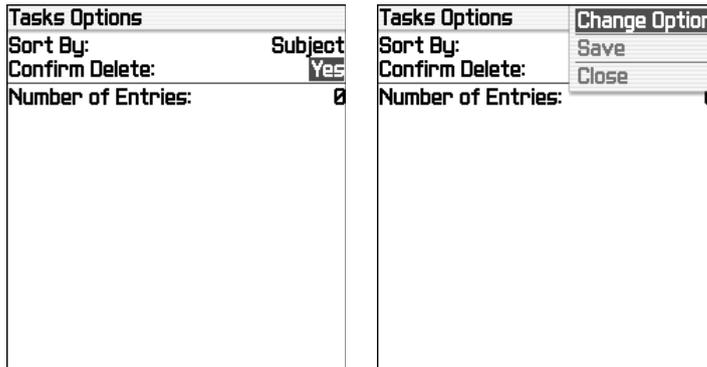


Figure 5-7:
Toggle
delete
confirmation
here.

b. Highlight No and press the trackwheel.

The Tasks Options screen updates to show No in the Confirm Delete field.

c. Press the trackwheel and then choose Save from the menu that appears.

The Tasks application applies the changes you made.



Another field you can see from this screen is Number of Entries. This field is really just informational, showing you how many tasks you have total on your Tasks application.

Creating a category

Sometimes sorting on a specific criterion such as Subject or Due Date still might not give you a quick answer to what you're looking for. For example, if you want to know how many more personal tasks you still have to do as opposed to the more business-oriented stuff you've got going, sorting is of no help, right? What you really need is a way to filter your list based on certain groups that you define. (Personal versus Business would be a good start.) The good people at RIM anticipated such a need and introduced *categories* in version 4.0.

So what exactly is a category, and why is it important? A *category* is a way for you to group your tasks in a manner that you can come back to. The grouping is the category, and the listing with a certain category is a *filter*. To make a task part of a group or category, you simply assign it a category when you record a task, or you can update the task and assign it a category then. (See earlier sections in this chapter for how to do both.)

The wonders of version 4.0

Obviously, this entire discussion of categories is intended for those who have OS version 4.0 and higher on their device. (This feature is not available on the prior versions.) If you have a 7100 series model BlackBerry, you are most likely using 4.0. For other models, here are some ways to determine what version your model uses.

Note: Depending on the version number, the options might not be available to you:

- ✓ **From the Help screen:** Press ALT+CAP+H.
- ✓ **From the About Screen:** You can open Options from your Home screen and choose About. You should see v4.0.x.x if you have version 4.0.

If your App Version is not 4.0 or higher, you can skip this Categories business altogether.

To make use of this feature, start by creating a category using the following steps:



1. Highlight the Tasks icon and press the trackwheel.

The Tasks application opens, displaying your Tasks list in the Find screen.

2. Press the trackwheel and then choose Filter from the menu that appears.

The Select Category screen appears (see Figure 5-8) listing all the available categories. The two default entries on the list are Business and Personal.

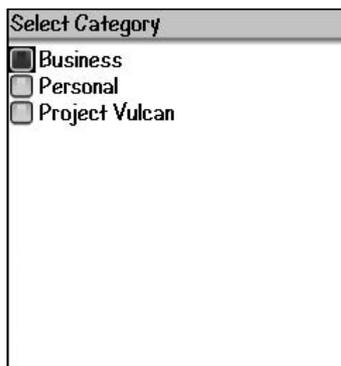


Figure 5-8:
Organize
with
categories.

By all means, feel free to use these default categories. Consider, though, that these categories are really broad and might not be as helpful if you have a lot of tasks. (Imagine going to a grocery store with only two sections: perishable and non-perishable. That would be a nightmare if you are looking for the things you need.) Our advice to you: using this Steps list, go the extra mile and create some new categories to work with.



Strive to define groups or categories that are meaningful in your line of work and not so broad.

3. Press the trackwheel and then choose New from the menu that appears.

The New Category screen appears, allowing you to define a new category. Imagine that.

4. In the New Category screen, enter your category name in the text field that appears and press the trackwheel.

Doing so establishes your category and lists it as an option in the Select Category screen. Refer to Figure 5-8.

You can define as many categories as you want up-front. This way, you don't have to go back and create them. After you have the category(ies) you want, assign your tasks to this category. In the upcoming section, "Filtering the list," we discuss how you can filter the list with it.



One important aspect of categories you should be aware of is that they are shared among applications: specifically, among Address Book, MemoPad, and Tasks. This sibling relationship might sound trivial at first, but don't make the common mistake of assuming that what you change in Tasks does not affect other BlackBerry apps. The case of categories would show you how wrong such assumptions are. The importance of this comes into play when deleting a category in an application. For example, if you're working in Tasks and you decide to delete a category, you'll soon discover that you've lost that category in your Address Book as well (with it all its assignments). (The Address Book contact is still intact but will be missing the category assignment.)

Assigning categories to your tasks

Here's how to assign a category to an existing task while you're in the Tasks application:

1. Highlight the task on the Tasks list, press the trackwheel, and then choose Open from the menu that appears.

The Edit Task screen appears, ready for any changes you'd like to make.

2. **Highlight the Category field, press the trackwheel, and then choose Change Option from the menu that appears.**
3. **Use the trackwheel to navigate to the category you want from the list that appears; then press the trackwheel.**

The category you selected is entered into the field.

4. **Press the trackwheel and choose Save from the menu that appears.**

The change on the category is saved.

5. **Press the trackwheel again and choose Save from the menu that appears.**

The task itself is saved.

Filtering the list

As you can read in the preceding section, you create categories and assign them to your tasks. To see the tasks associated with a certain category, just filter the list, which is way easy. Like all other options, Filter is available through the menu while you are in the Tasks application. Selecting that menu option gives you a screen that allows you to select any category listed. After you choose a category, the list is filtered so that only those tasks assigned to the chosen category are visible.

So much for the overview. Here are the nitty gritty details:



1. **Highlight the Tasks icon and press the trackwheel.**

The Tasks application opens, displaying your Tasks list.

2. **Press the trackwheel and choose Filter from the menu that appears.**

The Select Category screen appears, listing all the available categories. (Refer to Figure 5-8.)

3. **Using the trackwheel, scroll to the category you want, press the trackwheel, and then choose Change Option from the menu that appears.**

A filtered list, containing just the tasks associated with the chosen category, appears. Note that the list has the category name as the heading, as shown in Figure 5-9.



Define as many categories as you want up-front. That way, you don't have to go back and create them. After you have the all the categories you want, divide your tasks into appropriate categories to make running a task sort easier.



Figure 5-9:
A filtered
task list.

Creating Recurring Tasks

A more advanced feature in Tasks is to create a *recurring task* — you know, one that repeats periodically. Maybe the recurring task is deadline-driven, like filing your taxes or paying bills, or buying presents for your significant other for birthdays, Valentine’s Day, or anniversaries. (These are the kinds of tasks that cost so much if you fail to remember. Wouldn’t it be nice if you simply create one task once for all for his/her birthdays to remind you two weeks prior to buy a gift?) Other times, a recurring task might be something a bit more mundane, like turning in a weekly status report to your boss.

Making a task recur is really simple, although it might not be obvious at first. (Rest assured; we show you the trick.) Basically, you either create a task from scratch or you use an existing task.



If you don’t see the Recurrence field while looking at your existing task, the task doesn’t have a due date — and it has to have a due date for the Recurrence field to show up.

Say you want a task to repeat every year. With the Tasks application running, do the following to make a task recur on a yearly basis:

- 1. In the Tasks list, highlight the task you want to recur, press the trackwheel, and then choose Open from the menu that appears.**

Because you simply want to edit this task, choose Open. It should display the Edit Task screen for the specified task.

- 2. (Optional) If the Due field in the Edit Task screen reads None, highlight the field, press the trackwheel, choose Change Option from the menu that appears, and then choose By Date from the smaller Selection menu.**

The screen displays a Date field — short for Due Date. The default date is the current date, so if you haven't yet changed the default date to your due date, do that now. (The "Due field" section, earlier in this chapter, has all the details on how to do this.)

If you scroll down the screen, notice that the Recurrence field appears with a default value of None. Recurrence will always be shown once a due date is specified, so you will see it the next time you open this task.

3. Highlight the Recurrence field, press the trackwheel, and then choose Change Option from the menu that appears.

Daily, Weekly, Monthly, and Yearly selections appear. These designate when your task recurs. For our current example, we want this task to repeat yearly.

4. Highlight Yearly from the list and press the trackwheel.

At this point, your task recurs yearly, beginning on the date you specify in the Due field (Step 2). Note the End field below the Recurrence field: This field is the end of the recurrence and comes handy when you specify a relative reminder. For example, consider the following:

Due: Thu, Dec 15, 2005 5:00 p.m.

Reminder: Relative 15 Min.

Recurrence: Yearly

Every: 1

End: Mon, Dec 15, 2008

Relative Date: (Checked)

Occurs every year until Dec 15, 2008

Then your task recurs every December 15 of each year until 2008. From the behavior of this task versus a non-recurring task, you won't see any difference. However, at 4:45 p.m. every December 15, you will get a reminder, displaying a screen in your BlackBerry about this task. By default, your BlackBerry will vibrate to alarm you (check Chapter 2 for details on customizing your Tasks notification in Profiles). However, your last reminder will be December 15, 2008 because you set up the task to end on this day.

Also, after the End field is a Relative Date checkbox field. To check/uncheck this field, use the trackwheel to scroll and highlight the field and then press the Space key. Mark the Relative Date field if the date is not exact but *relative* on the day: For example, you want the task to recur every third Thursday of December instead of every occurrence of December 15. This field is associated to Recurrence and will only appear whenever it's appropriate. In fact, you will not see this field for daily or weekly — only for monthly and yearly recurrence.

Chapter 6

Making Notes and Calculations

In This Chapter

- ▶ Using MemoPad
 - ▶ Managing your notes
 - ▶ Printing your notes
 - ▶ Using Calculator and its shortcuts
 - ▶ Converting from metric to English measurement systems and vice versa
-

You know what a memo pad is. Most people take them to meetings. Yes, you take them to those looong and sometimes booring meetings. Bored and need to stay awake? Your memo pad is the answer. You can draw faces, doodle fanciful designs, or even write a poem, all the while pretending to listen to the blabbering of your colleagues or boss. Why do people like to call for meetings? Let's get everybody in a room and talk about something that doesn't concern them. Just lovely, isn't it? Well, we got distracted there. What we describe in this chapter is your e-memo pad for taking notes — the aptly named MemoPad — on your BlackBerry. (Just no drawings of faces, though.)

Your BlackBerry has another very handy application that saves you from having to stuff yet another gizmo in your pocket or purse: its built-in Calculator.

MemoPad

MemoPad on your BlackBerry can prove very handy, indeed. If nothing else, use it to jot down important notes and ideas you might forget. How many frustrating times do we have to endure for not remembering a fleeting thought? Like when we call somebody to ask about something but after the hello and the weather talk, we could no longer remember why we called in the first place. We forget small things, and sometimes we forget important

ones. It is natural; writing down your thoughts is the best way. Or as you might expect it from us, use your handy-dandy BlackBerry.

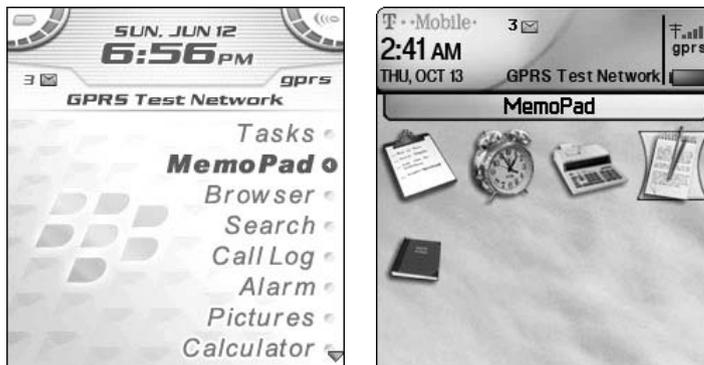
In upcoming sections, we explore how to jot down notes using MemoPad as well as how to effectively organize your notes and come back to them quickly by using filters. We also throw in tips on how to print your notes.

Accessing MemoPad



Accessing MemoPad is a snap. If you own a 7100 series model, you can get to it via the Applications link. For other models, MemoPad is located right on the Home screen. Figure 6-1 shows the link to MemoPad on 7100 series models sporting a List theme (left) and a T-Mobile theme (right). On the T-Mobile, the icon used to represent MemoPad is a spiral notebook with a pencil on top. Older models show the MemoPad icon as a piece of paper with a pin on top.

Figure 6-1:
Open
MemoPad
here.



Jotting down notes

After MemoPad is open, recording notes is a breeze. Simply press the track-wheel to display the MemoPad menu you see on the left of Figure 6-2. Selecting the New option from this menu gets you an empty memo screen, as shown on the right of Figure 6-2. A line divides the screen; the top field is for the title of your memo; and bottom part is where you enter your memo. There is no limit on the size of the memo as long as your BlackBerry has the space capacity to store it.

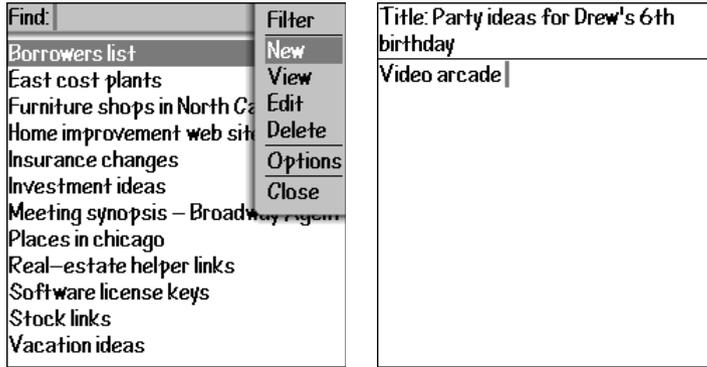


Figure 6-2: Start a new note here.



When entering the note title, briefly describe the subject. If you use long words, four words are about the optimum; otherwise, five words can fit.

Of course, you can enter more than five words — or as many as you want — but remember that the BlackBerry screen isn't very wide. MemoPad displays the title as one line in the main MemoPad screen, which is the Find list. If your note title is longer than the width of the screen, the title is truncated with an ellipsis (...) at its end.



Because your MemoPad list is sorted alphabetically, pay special attention to choosing a helpful first word when entering the title. Use descriptive words and refrain from starting with *A*, *An*, *The*, *This*, and similar words.

Just like jotting down new memos, you can access all your memos easily in the MemoPad list and act on them using the menu. Remember that the menu, just like in other applications, is always available by pressing the trackwheel. The menu that displays is in context with the currently selected memo, as shown in Figure 6-3. From this figure, you can see the link to View, Edit, and Delete.



Figure 6-3: A contextual MemoPad menu.

Viewing your notes

Obviously, you jot a memo for future reference. Viewing the memo is the next logical step. After MemoPad is open, you can use the trackwheel to scroll and highlight the memo you want to view. Simply press the trackwheel and choose View from the menu that appears. Voila! A read-only screen displaying your memo shows up.

If you are not happy with the font size, whether it's too small or too big, Chapter 2 has the details on how to customize display fonts. MemoPad is using the global preferences defined in Options (Screen/Keyboard).



View is the default action for a highlighted memo. By pressing the Enter key, the highlighted memo displays in view or read-only mode.

Updating your notes

Change is inevitable or perhaps you made a mistake in your note taking. No problem. Updating your memo is easy. Just as when viewing your contact, highlight the memo you want to edit from the MemoPad list. Press the trackwheel and click Edit from the menu that appears. An editable screen similar to the screen you used to add a memo shows up. Make your edits and once you are content, save it by pressing the trackwheel and choosing Save from the menu that appears.

Deleting your notes

Face it, half of the sticky notes you find in your desk are no longer relevant. Your MemoPad is no different. Delete what you don't need. Highlight the memo you want to delete from your MemoPad list, press the trackwheel, and click Delete from the menu that appears. Ready to say goodbye? Highlight and choose Delete from the Delete Memo confirmation screen. Your memo is gone.

The confirmation screen you see when deleting a memo is a feature common to all out-of-the-box BlackBerry applications such as Address Book, Tasks, Calendar, and MemoPad. It diminishes the accidental deletion of records. You can enable or disable this feature. The ability to disable it is useful when you're dishing out lots of memos and don't want to be bothered with a confirmation screen for every memo to be deleted. (But then toggle the feature back on when you're done deleting.)

To turn off this feature, just do the following:

1. On the MemoPad Options screen, highlight the Confirm Delete field, press the trackwheel, and then choose Change Option from the menu that appears. See Figure 6-4.

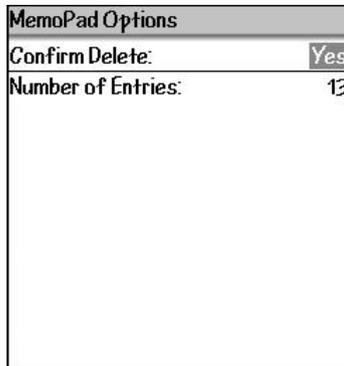


Figure 6-4:
Toggle
delete
confirmation
here.

The screen shows your two choices: Yes and No. *No* means you want to toggle off the Confirmation screen.

2. Highlight No and press the trackwheel.

The MemoPad Options screen updates to show No in the Confirm Delete field.

3. Press the trackwheel and then choose Save from the menu that appears.

The MemoPad application applies the changes you made.



Another field you can see from the MemoPad Options screen is Number of Entries. This field is really just informational, showing you how many memos you have on your MemoPad application.

Quickly finding a note

Take another look at the left-hand screen in Figure 6-2. See the Find field? You'll soon discover that this Find field is always present on the main MemoPad screen. Next to Find is an entry field. Just like the BlackBerry Address Book (see Chapter 3), you can use this feature to find a note. (Ah, the importance of good note naming becomes clearer all the time.) Just start

typing in this Find field, and the note list below shrinks based on matches. A match is simply a hit, based on the starting letters of all the words of the subjects — from the Title field, as discussed in the preceding section — in your list. As you type more letters in the Find field, your MemoPad note list is filtered more. For example, if you type **bi**, Find filters the list for those notes with subjects having words that start with *bi*, like *birthday*, as you can see from the screen in Figure 6-5.



Figure 6-5:
Search
notes here.

Organizing your notes

Although using MemoPad is indeed incredibly easy and helpful, you can make using it more effective by organizing your notes list according to your needs. Like in Address Book and Tasks, you can group your notes and then filter your note list based on a grouping. Simply define a group — a *category* — and then assign that category to a note. You can make your list display only those notes belonging to a specific category via the MemoPad Filter menu item. (See the preceding section for more on using Find.)

Creating a category

Creating a category is simple. As we mention earlier, categories are common to most of BlackBerry applications like Address Book and Tasks — and, of course, MemoPad. Not only common, but categories you create in any of these applications are shared. Whatever category you see in MemoPad is the same category you see in Tasks or Address Book. You can access a category from the menu of any of these BlackBerry applications. To create a category from MemoPad, follow these steps:



- 1. Highlight MemoPad on the Home screen and press the trackwheel.**

When MemoPad opens, you see the list of your notes.

2. Press the trackwheel and choose Filter from the MemoPad menu.

A screen appears that lists all the available categories. By default, BlackBerry gives you Personal and Business categories. Assuming you created Project Vulcan category from Tasks, you see a list as shown in Figure 6-6.

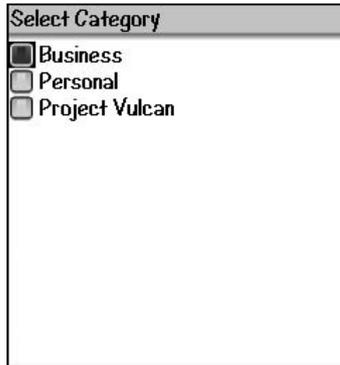


Figure 6-6:
Choose a
category
here.

3. To define a new category, press the trackwheel and choose New from the MemoPad menu.

A New Category screen appears with a text field.

4. Enter the category name in the text field and then press the trackwheel.

The new category name appears in the list of category names.

5. Close the screen by pressing the ENTER key or the trackwheel.

Assigning a category

You can assign categories to your notes when you create a new memo, or you can edit an existing memo. Either way, the steps are the same. Follow these steps on editing a memo to assign a category:

1. In MemoPad, highlight the memo you want to edit, press the trackwheel, and choose Edit from the menu that appears.

2. Press the trackwheel again and choose Categories from the menu that appears.

3. From the list of categories that appears, use the trackwheel to highlight the category you want; then press the SPACE key.

The highlighted category is checked. You can check as many categories as you want.

4. Press the trackwheel and choose Save from the menu that appears

The Note screen returns. Although the assignment is now on your memo, it doesn't stay until you save the note itself.

5. Press the trackwheel and choose Save from the menu.

Your note is saved, attached to the category you chose.



If you're working in MemoPad and you decide to delete a category, remember that you lose that category in the other applications as well — Address Book, for example — and with it, all of its assignments. (The Address Book contact is still intact, but it is missing the category assignment.)

Filtering the list

Time to see just how easy MemoPad can make your life. Finding a note that belongs to a category (see the preceding section on assigning a note category) is just a trackwheel press away. To filter your notes list for a certain category, follow these steps:



1. Highlight the MemoPad application in the Home screen and press the trackwheel.

MemoPad opens.

2. Press the trackwheel and choose Filter from the menu.

A screen appears with all the available categories.

3. Use the trackwheel to navigate to the category you want, press the trackwheel to highlight that category, and then choose Change Option from the menu.

Your filtered list appears. Note that the list now has the category name as the heading, as shown in Figure 6-7.



Figure 6-7:
Filtered notes.

Printing notes

Okay, you got us. Out of the box, you can't exactly print notes directly from your BlackBerry. However, there is a way. Many companies answered the call to fill the need; and if you search for a BlackBerry printer online, you see hit after hit. Some solutions are available:

- ✓ **Third-party applications (Bluetooth):** You install a commercial application such as Content Beamer from www.thinprint.com to your BlackBerry. Such applications use a Bluetooth connection to a printer that also works with Bluetooth.
- ✓ **Third-party applications (Internet/e-mail based):** A server-based application that connects to your e-mail server, it prints any e-mail attachments. In your BlackBerry, you have to install an application allowing you to send the command to print. A sample of such an application is PocketWhere for BlackBerry at www.printeron.net.
- ✓ **Through your desktop PIM software:** Even if you buy an application that allows you to send a command that prints from your BlackBerry, you still need a computer somewhere to process that command. Having the Bluetooth option for printing is very convenient. If you're cost-conscious, however, and don't want to spend more, the best way is to sync your device with an application such as Outlook or Outlook Express, which feature an equivalent MemoPad-type application that you can sync with BlackBerry MemoPad. From that desktop application, you can then print your notes. In Chapter 11, we describe in detail how to connect your BlackBerry to a desktop computer and sync information between your BlackBerry and your desktop application.

The Calculator

Sure, calculators are everywhere and readily accessible. You can find them on day planners, wristwatches, cellphones, and a variety of gizmos. However, how many devices do you want to have to tote? If you had to choose just one, you'd likely pick your cellphone or (because you're reading this book) your BlackBerry. Always at the ready, BlackBerry has Calculator.

Of course, Calculator performs just like you'd expect a calculator to, but stick with us to see how easily you can use Calculator to convert between metric and English measurement systems. And finally, we introduce shortcuts that make using the BlackBerry Calculator a breeze.

Accessing Calculator

Locating the BlackBerry Calculator is easy. With very little variations between models, you should be able to find it easily. For most of the models except the 7100 series, you can find the Calculator right on the Home screen. You can easily pick it out because it looks like an old-fashioned calculator, as shown on the right of Figure 6-8.



Research In Motion did a little organization on the 7100 series. Instead of placing Calculator on the Home screen, RIM bundled it within a new group called Applications. The image used for Calculator on the 7100 series is a little different, too, but it also looks like an old-fashioned calculator. The left screen in Figure 6-8 shows exactly what we're describing. (The T-Mobile theme decided to go for the adding machine look.)

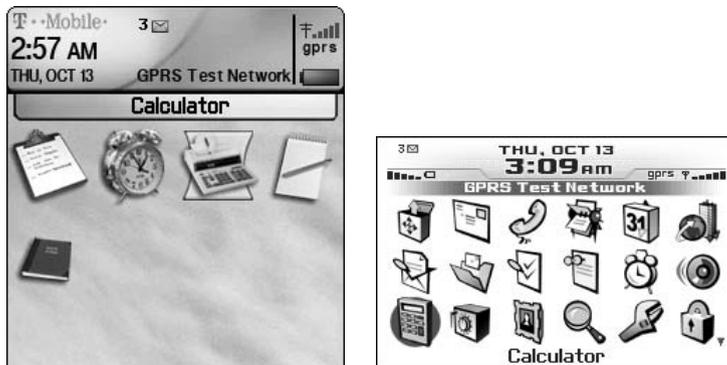


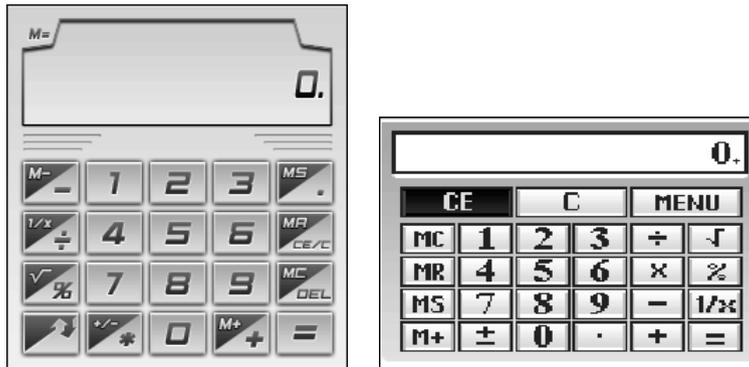
Figure 6-8:
Access
Calculator
here.

Just like other BlackBerry applications, opening Calculator is a simple matter of highlighting its name and pressing the trackwheel or pressing the ENTER key.

Using Calculator

Calculator has that standard numberpad look that you're used to, as shown in Figure 6-9. Of course, you can do basic arithmetic operations. Use the trackwheel to navigate or highlight the displayed keys in Calculator. Turning the trackwheel moves the highlighted keys either left or right, depending on the direction you're turning. Turning clockwise moves left to right; after you reach the far right key on that row, you jump to the far left key on the row below it. On the bottom-right key, navigating like this takes you to the top-most row. The opposite behavior happens when you turn the trackwheel counterclockwise. Go figure.

Figure 6-9:
Calculator
screen: 7100
series (left);
most other
models (right).



Turning the trackwheel while pressing the ALT key (it's located in the bottom left on the keyboard) makes the direction of the scroll vertical instead of horizontal.

To do a simple arithmetic operation, like dividing 24.5 by 4, follow along:



1. Highlight Calculator and press the trackwheel.

Calculator opens.

2. Scroll to highlight the first digit of the first numeral — in this case, 2 — and press the trackwheel.

That numeral appears in the numeral field of the Calculator screen.

3. If necessary (for a numeral with more than one digit), highlight and press the trackwheel for the remainder of the numeral (highlight and press each: 4, a period, and a 5, for this example).

The complete numeral appears in the numeral field of the Calculator screen (24.5).

4. Scroll to highlight the operator sign you want (here, the division sign [+]) and press the trackwheel.

You won't see any changes onscreen. At this point, you're only telling Calculator that the next number you're going to enter is an operand.

5. Scroll to highlight the individual digits of your second numeral and press the trackwheel per digit.

The second numeral (here, 4) appears in the numeral field.

6. Scroll to highlight the equal sign (=) and press the trackwheel.

You see the results of the operation — 6.125, for this example.

You'll undoubtedly note some nonnumeric keys in Calculator. Of course, there are the standard C (Clear) and CE (Clear Entry) keys, but here's the scoop on the others:

- ✓ **MC:** Memory Clear; clears the contents of the register
- ✓ **MR:** Memory Recall; reaches to the register and uses the number stored there
- ✓ **MS:** Memory Save; saves to the register
- ✓ **M+:** Memory Plus; adds a number to the register
- ✓ **1/x:** Invert multiplication (1 divided by the entered number)

Converting between English and metric systems

When you're faced with an unfamiliar measurement system — say liters versus gallons or miles versus kilometers — you'll probably need help converting from one measurement system to another. Conveniently enough, your BlackBerry Calculator can help you. From its menu, you can quickly convert measurements from English to metric or vice versa.

Display the conversion menu via the MENU key on the Calculator screen. (Refer to Figure 6-9.) As an example, to convert 20 kilometers to miles, just follow these steps:



- 1. Highlight Calculator from the BlackBerry Home screen and press the trackwheel.**

Calculator opens.

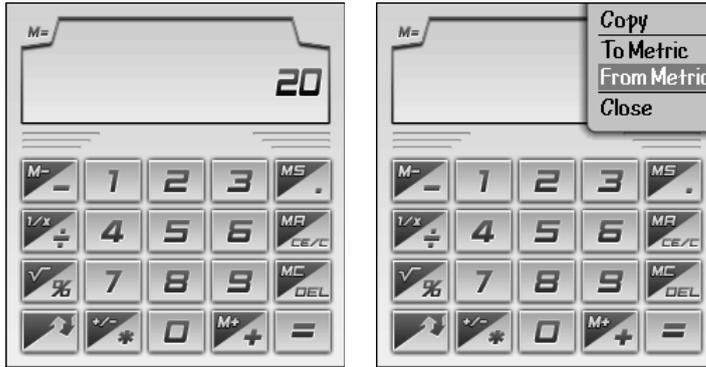
- 2. Scroll to highlight the first digit of the first numeral (2, in this example) and press the trackwheel; scroll to highlight each remaining digits (0, in this example) and press the trackwheel.**

Your first numeral (20, here) appears in the numeral field of the Calculator screen. This is the number you want to convert (from kilometers to miles for this example).

- 3. Press the trackwheel again.**

The menu screen appears, as shown in Figure 6-10.

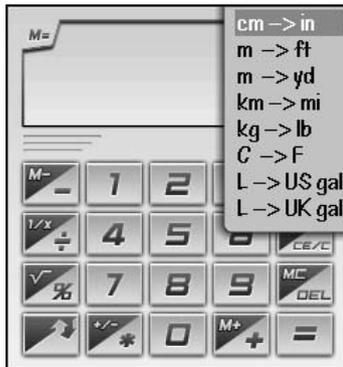
Figure 6-10: Select the conversion method between measurement systems.



4. Scroll to highlight the From Metric menu item and press the trackwheel.

The menu screen with the conversion choices displays, as shown in Figure 6-11. Table 6-1 displays these conversion units.

Figure 6-11: You can convert these units in Calculator.



How the arrows point tells you the direction of the conversion. If you select To Metric compared with From Metric (as in this example), the metrics listing switches to the right of the arrow.

5. Highlight km → mi from the menu and press the trackwheel.

The screen displays the results of the conversion — 12.427424, in this case.

<i>Metric</i>	<i>English</i>	<i>Description</i>
in	cm	Between inches and centimeters
ft	m	Between feet and meters
yd	m	Between yard and meters
mi	km	Between miles and kilometers
lb	kg	Between pounds and kilograms
F	C	Between Fahrenheit and Celsius
US gal	L	Between US gallons and liters
UK gal	L	Between UK gallons and liters

Using Calculator shortcuts

If you use the BlackBerry Calculator, you're likely exasperated from the tediousness of using the trackwheel to enter the numbers and the operators. We understand, and we feel your pain. And we're here to help by letting you in on our little secret — Calculator keyboard shortcuts.



Most of the keys you see on the Calculator screen — numbers and operators or the equal sign — have a one-key shortcut. By spending a little bit of time practicing and familiarizing these shortcuts, you can use Calculator with ease. Table 6-2 gives you a detailed mapping as to what these are. **Note:** These shortcuts are applicable on the classic Calculator screen, which is common on most models of the BlackBerry (the 8700 series is an exception here). From Table 6-2, you should have a pretty good idea how to do an arithmetic operation with the same speed as on a traditional calculator. The first column is the key you enter, and the second column is the shortcut. The third column gives you a tip on how to remember the shortcut.



On the newer 7100 series, the Calculator screen is probably not the classic screen, but the shortcuts are much easier to deduce. The Calculator screen actually looks exactly like the layout of the keys, and each key maps to the actual key on the screen based on its location.

In Calculator, you don't have to press ALT to produce a number.

Table 6-2		Calculator Shortcut Keys
<i>Calculator Key</i>	<i>Shortcut</i>	<i>Remember Hint</i>
CE	T	T is also an opening parenthesis key: (.)
C	Y	Y is also a closing parenthesis key:).)
MENU	O	O is also a left arrow key, giving you direction.
MC	H	These four keys are in succession, so all you need to remember is that MC maps to H, and the rest flows.
MR	J	
MS	K	
M+	L	
1–9	1–9	No shortcut.
÷	G	G is also a forward-slash key: /.
√	V	Square root symbol looks like a V.
X	A	A is also an asterisk key. *
–	U	U is also a minus key: –.
+	I	I is also a plus key: +.
1/x	P	P is also a right arrow key, which is a reverse or right next to the menu shortcut.
±	Q	Q is also a number/pound sign key: #.
%	B	B is also an exclamation point key: !.
.	M	M is also the period (decimal point) key: ..
=	ENTER	Same as your traditional calculator, the ENTER key does the operation.

Just to give a quick demonstration of this shortcut, say you want to multiply 35 by 25.7. Instead of using the trackwheel, use the one-key shortcuts. Follow these steps:



- 1. Highlight Calculator from the BlackBerry Home screen and press the trackwheel.**

Calculator opens.

- 2. On your BlackBerry keyboard — not the Calculator number pad — press the digits of your first numeral (3 and then 5, for this example).**

You see the first numeral (35) at the top of the screen.

- 3. Press the operator shortcut key (refer to Table 6-2).**

In this case, press A (the * key on the BlackBerry keyboard, not the times sign of Calculator).

- 4. Press the digits of the second numeral, using M as the decimal point if necessary.**

Pressing M enters the decimal point. For this example, you press 2, 5, M, and 7 to enter 25.7.

You see the second numeral (25.7) onscreen.

- 5. Press ENTER.**

This tells Calculator to do the arithmetic operation you specify. After pressing ENTER, you see the result (here, 899.5).

As you can see, using Calculator keyboard shortcuts is a simple one-key operation, just like using a traditional calculator. Try checking out the other shortcuts; they're easy to remember after you try them a couple of times.

Part III

Getting Online with Your BlackBerry

The 5th Wave

By Rich Tennant

Mitch would never be sure it was laughter he heard that day at the airport, but he never again traveled with his Pez PDA.

©RICH TENNANT



In this part . . .

Here's the good stuff — using your BlackBerry for e-mail (Chapter 7), text messaging (Chapter 8), going online and Web surfing (Chapter 9), and making those all-important phone calls (Chapter 10).

Chapter 7

You've Got (Lots of) E-Mail

In This Chapter

- ▶ Linking your e-mail accounts to your BlackBerry
 - ▶ Mastering e-mail basics
 - ▶ Searching your e-mail
 - ▶ Saving messages
-

Your BlackBerry brings a fresh new face to the convenience and ease-of-use that we associate with e-mail. You can direct mail to your BlackBerry from up to ten e-mail accounts from the likes of AOL, Yahoo!, and so on. You can then set up an e-mail signature, filters, and auto-reply messages — all covered in this chapter.

In an enterprise world, you can't link your other e-mail accounts (unless your company allows that), but you can set up the same options as covered in this chapter, with the added perk of being able to do so via your BlackBerry without using a PC. Of course, you can also configure your e-mail settings by using the BlackBerry Desktop Manager. (See Chapter 11 for details on using BlackBerry Desktop Manager.)

In this chapter, we cover how you can use and manage the mail capabilities of your BlackBerry to their full potential. From set up to sorts, we've got you covered here.

Getting Up and Running with E-Mail

Regardless who your network service provider is (T-Mobile/Rogers/Vodafone), you can set up your BlackBerry to receive mail from at least one of your current e-mail accounts. Thus, with whatever address you use to send and receive e-mail from your PC (company e-mail, Yahoo!, AOL, and so on), you can hook up your BlackBerry to use that same e-mail address. Instead of checking your Yahoo! e-mail at the Yahoo! site, for example, you can now get it on your BlackBerry.



Most network service providers allow you to connect up to ten e-mail accounts to your BlackBerry. This provides you with the convenience of one central point from which you get all your e-mail without having to log into multiple e-mail accounts. Such convenience!

In an enterprise environment, you can't access the BlackBerry Internet Service site to link your personal e-mail accounts into your BlackBerry, but you can still configure e-mail settings (such as BlackBerry e-mail filter and BlackBerry e-mail reconciliation) to make your e-mail experience that much better. If you're an Enterprise user, please skip to the parts where you see the Enterprise icon for configuring your e-mail settings. If you haven't set up e-mail on your company-owned BlackBerry, see the upcoming section, "Setting up e-mail in an enterprise environment."

Using the BlackBerry Internet Service client

You can pull together all your e-mail accounts into one — easily — by using the *BlackBerry Internet Service client* (former known as BlackBerry Web Client), which allows you to

- ✔ **Manage up to ten e-mail accounts.** You can combine up to ten of your e-mail accounts onto your BlackBerry. See the upcoming section, "Combining your e-mail accounts into one."
- ✔ **Use wireless e-mail reconciliation.** No more trying to match your BlackBerry e-mail against e-mail in your combined account(s). Just turn on wireless e-mail reconciliation, and you're good to go. For more on this, see the upcoming section, "Enabling wireless reconciliation."
- ✔ **Specify a Sent From Address for outgoing e-mail.** If you have more than one e-mail account, you can specify which account a sent e-mail goes to. The upcoming section "Setting your Sent From address" goes into more detail on this.
- ✔ **Create e-mail filters.** You can filter e-mails so that you get only those e-mail messages that you truly care about on your BlackBerry. See the section "Filtering your e-mail" near the end of this chapter.

Think of the BlackBerry Internet Service client (Service client) as another online e-mail account, like Yahoo! Mail. And just like Yahoo! Mail, the BlackBerry Internet Service client has an e-mail inbox where e-mail is stored. The Service client's inbox looks and feels like any other online e-mail account. Yet, unlike other online e-mail accounts, Service client is directly connected to your BlackBerry. This means that if you delete an e-mail on your BlackBerry, that same e-mail is also deleted in the inbox on the BlackBerry Internet Service client. (Read about wireless e-mail reconciliation later in this chapter.)

Combining your e-mail accounts into one

In order to start aggregating e-mail accounts (like Yahoo! Mail) onto your BlackBerry, you must first run a setup from the BlackBerry Internet Service client. You can access the Service client from your BlackBerry or from your desktop computer.

To access the Service client from your PC, you need the URL that is specific to your network service. Since we can't be sure which service provider you've chosen, the best thing would be for you to contact it directly for the URL that is specific to your service.

After you enter your service provider's Web address in your Web browser, the Service client asks you to log in, as shown in Figure 7-1.

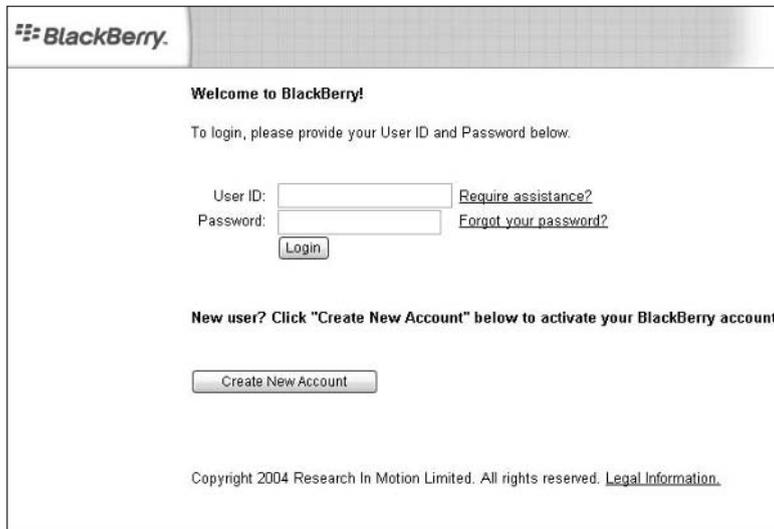
The screenshot shows the BlackBerry Internet Service client login page. At the top left is the BlackBerry logo. Below it, the text reads "Welcome to BlackBerry!" followed by "To login, please provide your User ID and Password below." There are two input fields: "User ID:" and "Password:". To the right of the "User ID:" field is a link "Require assistance?". To the right of the "Password:" field is a link "Forgot your password?". Below the "Password:" field is a "Login" button. Further down, there is a section for new users: "New user? Click 'Create New Account' below to activate your BlackBerry account." Below this text is a "Create New Account" button. At the bottom of the page, there is a copyright notice: "Copyright 2004 Research In Motion Limited. All rights reserved. [Legal Information](#)."

Figure 7-1:
Set up an
e-mail
account
here.

If this is your first time logging into the Service client, you need to first register and then create a user ID and password for the Service client. After you log on to the Service client, you see a screen from which you can access your e-mail inbox as well as perform various other tasks, discussed throughout this book. At the top of the BlackBerry Internet Service client, as shown in Figure 7-2, you can see a toolbar with the following options and their functions:

- ✓ **Search:** Search for e-mail within your e-mail folders.
- ✓ **Filters:** Manage different ways to filter your e-mail. (Here you can specify which e-mail goes to your BlackBerry and which doesn't, for example.)

- ✓ **Auto Reply:** Set a reply that automatically goes to senders. For example, you can use this setting to create an Out of Office auto-reply e-mail.
- ✓ **Options:** Set up your e-mail signature here. You can also set up a Reply To address here. (Use a Reply To address when you don't want your recipients to reply to the address you're sending an e-mail from.)
- ✓ **Profile:** Manage your e-mail accounts and set your Sent From address from here.

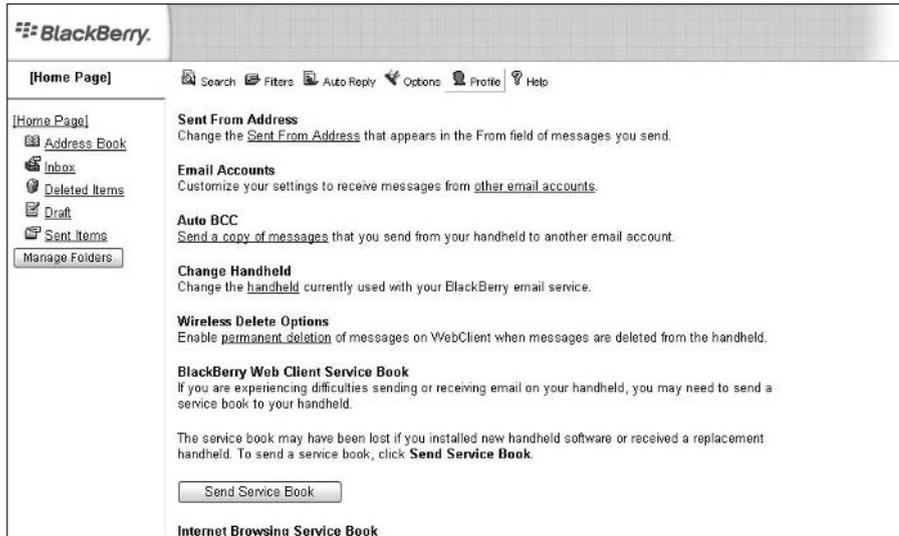


Figure 7-2:
The BlackBerry Internet Service client toolbar.

Note that your BlackBerry already has an e-mail address with which you can receive and send e-mail. If you don't have any other e-mail account that you want to meld into your BlackBerry e-mail account, simply skip to the upcoming "Setting your Sent From address" section.

Finding your service provider's URL

To access the Service client from your PC, you need the Web address that is specific to your network service. Please contact your network

service provider (T-Mobile, Verizon, and so on) directly to get the URL that is specific to your service.

Adding an e-mail account

You can have up to ten e-mail accounts on your BlackBerry — this is the good stuff right here. To add an e-mail account to your BlackBerry account

- 1. From the toolbar of the BlackBerry Internet Service client (refer to Figure 7-2), click Profile.**

You see the Profile screen, from which you can manage your e-mail accounts.

- 2. From the Profile screen, click the Other Email Accounts link (under the Email Accounts heading).**

You can see the e-mail address(es) that your BlackBerry receives e-mail from. If this is the first time that you're setting up an e-mail account, you see only one e-mail address, which is your BlackBerry e-mail address.

- 3. From the Email Accounts screen, click the Add Account button.**

You are prompted to enter the following information:

- The e-mail address from which you want to receive e-mail: for example, `myid@yahoo.com`
- The account login you use to log into this particular e-mail account
- The password you use associated with the login

- 4. Click the Submit button.**

You see the Email Accounts screen listing your newly added e-mail address.

If you don't see this screen, here are some hints as to what's wrong:

- You might have to enable POP Forwarding on the e-mail account you're try to receive e-mail from (for example, a Yahoo! e-mail account).
- You didn't enter your information properly.

You can also manage your accounts from your BlackBerry. Scroll to the Setup Email application (that you use to open a BlackBerry Browser session), and the rest is pretty much the same on the BlackBerry compared with a PC.

We suggest that you first register and create your account using your PC. Then for your subsequent visits to the BlackBerry Internet Service client, you can use your BlackBerry. This way, you can minimize any errors or out-of-network coverage issues while setting up your account.

Setting up e-mail in an enterprise environment

This section is intended for those whose BlackBerry can't receive and send e-mail yet — like when you first get your BlackBerry, or you swap an old one for a new one. If your e-mail function works properly on your BlackBerry, you can skip this section.

To activate your BlackBerry for enterprise use



- 1. From the Home screen on your BlackBerry, scroll to Enterprise Activation and press the trackwheel.**

The Enterprise Activation screen opens, which has but two fields for you to fill in:

- Your corporate e-mail: for example, `myaccount@abcCompany.com`
- The password for enterprise activation

- 2. Type in your corporate e-mail account along with the appropriate password.**

If you don't know these pieces of information, contact your corporate system administrator.

- 3. Press the trackwheel and choose Activate from the contextual menu.**

Your BlackBerry attempts to activate your BlackBerry with your corporation.



Some corporations don't allow any employee-purchased BlackBerry to be activated with corporate e-mail. Check with your system administrator on corporate BlackBerry policies. Keep in mind as well that BlackBerry Enterprise Server version 4.0 is required for enterprise activation.

Customizing Your E-Mail

Within this section, we go over the details of the following e-mail configurations:

- ✓ **Setting your Sent From address:** This allows you to customize the e-mail address that your e-mail recipients see when they get an e-mail from you.
- ✓ **Enabling wireless e-mail reconciliation:** After enabling e-mail reconciliation, whatever you see on your BlackBerry is what you get on your

e-mail account(s). You no longer have to double-delete a message in both your BlackBerry and your e-mail account(s).

- ✓ **Configuring auto-replies:** Whether you are out of the office or just want a quick response message sent to your senders, this is where you can specify the message they see.
- ✓ **Configuring e-mail signature:** If you're tired of writing *Regards, John Smith* over and over to close an e-mail, set an e-mail signature.

Setting your Sent From address

If you add more than one e-mail account into your BlackBerry e-mail account, you're probably wondering which e-mail address shows up when you send an e-mail. The folks at Research In Motion (RIM) are a step ahead of you and already have solutions to your question.

From BlackBerry Internet Service client, you can change your Sent From address from your BlackBerry e-mail address to any added e-mail address(es). Here's how.



1. **Log on to the Service client.**
2. **From the BlackBerry Internet Service client toolbar (refer to Figure 7-2), click Profile.**
3. **From the Profile screen, click the Sent From Address option.**

The Sent From Address screen appears (see Figure 7-3), from which you can choose from the following:

- Have the Sent From address be the BlackBerry handheld address.
- Choose from one of the aggregated address(es). (See the drop-down list there.) If you haven't added any other e-mail account into your BlackBerry account, this option is unavailable.
- Customize your Sent From address to any address that you type in.

4. **Confirm your selection by clicking the Submit button.**

This change is effective immediately after you click Submit. You can test your selection by sending someone or yourself a quick test e-mail from your BlackBerry and verifying from which e-mail address the BlackBerry sent it.



Figure 7-3:
Set your
Sent From
address
here.

Enabling wireless reconciliation

Whatever e-mail you see on your BlackBerry is also what you see on your Service client inbox (except for any mail that you filtered; see the later section on filtering). This way, you don't need to delete the same e-mail in two places: The two e-mail inboxes reconcile with each other, hence the term *wireless reconciliation*. Convenient, huh?

Enabling wireless deletion

Enabling wireless deletion allows you to delete an e-mail from your BlackBerry and have that deletion happen on the Service client inbox as well. When you do so, the e-mail is moved to the Deleted folder.

To enable wireless deletion

- 1. From the toolbar in the BlackBerry Internet Service client, click Profile.**
- 2. From the Profile screen, select the Wireless Delete Option link.**

You're prompted with a simple check box to enable or disable the wireless delete option.

- 3. Select the check box to enable the wireless delete option.**

Wireless reconciliation is enabled.

- 4. Confirm your changes by clicking Save.**

Enabling the wireless delete option on BlackBerry Internet Service client is a first step toward wireless reconciliation. Second, you also need to enable wireless reconciliation on your handheld. To do so, see the next section.

Enabling wireless e-mail synchronization

After you enable this option on the BlackBerry Internet Service client, you can start wireless e-mail synchronization by configuring your BlackBerry:



1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.

2. Press the trackwheel and choose Options.

This brings up the Options screen, which contains two option types: General Options and Email Reconciliation.

3. From the Options screen, scroll to Email Reconciliation and press the trackwheel.

4. On the Email Reconciliation screen are three options:

- *Delete On*: This option configures how BlackBerry handles your e-mail deletion.
- *Wireless Reconciliation*: This option turns on or off the wireless sync function.
- *On Conflict*: This option controls how BlackBerry handles inconsistency between e-mail on your BlackBerry versus BlackBerry Internet Service client.

You can choose who “wins” via this option: your BlackBerry or the BlackBerry Internet Service client.



5. Scroll to Delete On, press the trackwheel, and choose from

- *Handheld*: A delete on your BlackBerry takes effect on your BlackBerry only.
- *Mailbox & Handheld*: A delete on your BlackBerry takes effect on both your BlackBerry and your inbox on BlackBerry Internet Service client.
- *Prompt*: This option prompts your BlackBerry to ask you at the time of deletion.

6. Scroll to Wireless Reconciliation, press the trackwheel, and choose On.

7. Scroll to On Conflict, press the trackwheel, and choose how to deal with inconsistencies.

A *conflict* occurs when the number of e-mails on your handheld does not match your actual e-mail account(s) because you deleted e-mail on your handheld (or on your e-mail account) and not the other.

You can choose

- Mailbox Wins
- Handheld Wins

If you choose Handheld Wins, the e-mail on your e-mail account will match the ones on the Handheld.

Permanently deleting e-mail from your BlackBerry



In addition, when deleting e-mail on your BlackBerry, the same message in the BlackBerry Internet Service client is placed in the Deleted folder. You can set up your BlackBerry to permanently delete e-mail, but use this option with caution — after that e-mail is gone, it's gone. The upside is that you save space more efficiently, considering that you're allotted only 18MB of space for e-mail.

To permanently delete e-mail on your Service client from your BlackBerry, follow these steps:



1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.

2. Press the trackwheel and choose Options.

This brings up the Options screen, which contains two option types:

- General Options
- Email Reconciliation

3. From the Options screen, scroll to Email Reconciliation and press the trackwheel.

4. From the Email Reconciliation screen, press the trackwheel and choose Purge Deleted Items.

A pop-up appears confirming that you are about to purge deleted e-mails on your Service client.

5. From the pop-up menu, choose Yes.

Deleted e-mails in your Service client are purged.

Automating replies and Out of Office messages

Setting an auto-reply for your e-mail is quite easy on the BlackBerry Internet Service client. Whether you need to acknowledge incoming e-mail to senders or set up an Out of Office reply, you can set it up via the BlackBerry Internet Service client.

First log on to the Service client.

1. **From the toolbar in the BlackBerry Internet Service client, click Auto Reply. (Refer to Figure 7-2.)**

The Auto Reply screen appears, which has a text box where you can type in your auto-reply message.

2. **From the Auto Reply screen, type in the auto-reply message you want your e-mail senders to see.**

If you're setting an Out of Office message, inform your senders the dates that you will be out and when they can expect you to respond.

To be a little more coy about your schedule, use something simple, like "Thanks for your e-mail. I will send a response as soon as I can."

3. **Confirm your auto-reply message by clicking Save.**



After you set an Out of Office reply message, don't forget to turn it off. Just clear the message text box when you return.



You also can set an auto-reply directly on your BlackBerry. Here are the steps:

1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**

The Messages application opens; look for the message list of e-mail.

2. **Press the trackwheel and choose Options.**
3. **From the Options screen, scroll to Email Settings and press the trackwheel.**
4. **From the list of e-mail setting options, scroll to the Use Out Of Office Reply field, press the trackwheel, and choose Yes.**

Auto Reply is enabled.

5. **Type your auto-reply message in the text box.**
6. **Confirm your changes by pressing the trackwheel and then choosing Save from the contextual menu.**

Configuring your e-mail signature

When you're on the go, every letter you type on your BlackBerry takes away your valuable time. Wouldn't it be nice if you could avoid typing the same ending to every e-mail: You know, *Regards, John Smith*. To the rescue, Email Signature can save you some precious minutes of your day while writing e-mail.

The set up is quite simple, almost similar to using Auto Reply. Log on to the Service client and follow these steps:



1. From the toolbar of the BlackBerry Internet Service client, click Options.

The Options screen opens, with (um) options in addition to configuring your e-mail signature. (We focus only on e-mail signature here.)

For other configuration, refer to the Help section on the toolbar.

2. Under the Email Identification section, enter your e-mail signature in the text box.

A typical e-mail signature is Regards, *YourName*. Of course, you can add anything else you want, like contact info or any personal message.

3. Select the Yes check box to include an auto-signature in outgoing messages.

If you don't select Yes, your signature text is not included in outgoing e-mail from your BlackBerry.

4. Confirm your signature by clicking OK.



If you work in an enterprise environment, you might need to perform these steps directly on your BlackBerry. Keep in mind that you can set up an e-mail signature on your BlackBerry *only* if your company is on the BlackBerry Enterprise Server (BES) 4.0. Check with your BlackBerry system administrator to see what version of BES your company uses.

Here's how:



1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.

When Messages opens, you see a list of e-mails (the message list).

2. Press the trackwheel and choose Options.

3. From the Options screen, scroll to Email Settings and press the trackwheel.

4. When prompted with list of e-mail setting options, scroll to the Use Auto Signature field, press the trackwheel, and choose Yes.

Doing so enables your e-mail signature and displays your message at the end of every outgoing e-mail.

5. Type in your e-mail signature in the text box.

6. Confirm your changes by pressing the trackwheel and choosing Save from the contextual menu.

Accessing Messages

From Messages, you send and receive your e-mails and also configure wireless e-mail reconciliation with your BlackBerry Enterprise Server. (To access Messages, go to the Home screen, scroll to Messages, and press the trackwheel.)

The first thing you see after opening Messages is the message list. Your message list can contain e-mail, voice mail messages, missed phone call notices, Short Messaging Service (SMS) messages, and even saved Web pages.

Receiving e-mails

Whether you're concerned about security or speed of delivery, with BlackBerry's up-to-date secured network, you're in good hands when receiving e-mail on your BlackBerry.

And whether you've aggregated accounts or just use the plain vanilla BlackBerry e-mail account, you receive your e-mail the same way. When you receive an e-mail, your BlackBerry notifies you by displaying a numeral next to a mail icon (an envelope) at the top of the screen. This number represents how many new (unread) e-mails you have. See Figure 7-4.

Your BlackBerry can also notify you of new e-mail by vibration and/or a sound alert. You can customize this from Profiles, as we detail in Chapter 2.



Figure 7-4:
You've got
(7) e-mails!

Retrieving e-mail

Retrieving your e-mail is simple:



1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**

Doing so opens the Messages application; you see your message list.

2. **From the message list, scroll to an e-mail — unopened or opened or sent; it doesn't matter — and press ENTER.**

You can tell whether an e-mail is unopened by the small unopened envelope icon on the left side of the e-mail. A read e-mail bears an opened envelope icon, and a sent e-mail has a check mark as its icon.



3. **After you finish reading the message, press ESC to return to message list.**

As Step 2 indicates, your message list can contain unopened, opened, sent. You can even find e-mail drafts there. Also, you can organize the list to have either just incoming or just sent e-mails. Read on.

Sorting the message list

The BlackBerry lists items in order by the date and time they are received, but you can sort by different criteria. For example, to see the next unread message, press the appropriate hot key (ALT+U; ALT+I on 72xx models). Sorting and searching are closely related on your BlackBerry. In a sense, searching is really sorting your e-mail based on your search criteria. On the BlackBerry, you can search your e-mail specifically by the name of the sender or by keywords. Or, you could run a search as broad as looking through all the e-mail that has been sent to you. See the later section, “Searching through Your Messages Like a Pro,” for more on searching and sorting. For more pre-defined hot keys, see the upcoming section, “Reusing saved search results.”

Saving a message to the saved folder

You can save any important e-mail into a folder so you can easily find it without sorting through tons of e-mail. To do so, simply scroll to the e-mail you want to save, press the trackwheel, scroll to the Save option from the contextual menu, and press the trackwheel once more. A pop-up message screen confirms that your e-mails have been saved. **Note:** Your saved e-mails will still remain in the message list.

To retrieve/view a saved e-mail, follow these steps:



1. **On a non-7100 Series, highlight the Saved Messages icon from the BlackBerry Home screen and then press the trackwheel.**
2. **From the saved messages list that appears, scroll to find your saved message.**
3. **Open it by pressing the trackwheel once and then selecting Open from the contextual menu.**

On most 7100 models, you can get to the saved message list from Messages.



1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
2. **With the messages list open, press the trackwheel and choose View Saved Messages.**
3. **From the saved message list that appears, scroll to find the saved message.**
4. **Open it by pressing the trackwheel and then selecting Open from the contextual menu.**

Viewing attachments

Your BlackBerry is so versatile. So versatile, in fact, that you can view most e-mail attachments on it just like you can on a desktop PC. And we're talking sizeable attachments, too, like JPEGs (photos), Word docs, PowerPoint slides, and Excel spreadsheets. Table 7-1 has a list of supported attachment viewable from your BlackBerry.

However versatile your BlackBerry is, you cannot create attachments without help from third-party software. Please refer to Chapter 17 for a productivity program that can help you create Word docs and Excel spreadsheets right from your BlackBerry and attach them in an e-mail for you to send out.

Table 7-1 BlackBerry-Supported Attachments

<i>Supported Attachment Extension</i>	<i>Description</i>
.zip	Compressed file format
.htm	HTML Web page
.html	HTML Web page
.doc	MS Word document
.dot	MS Word document template
.ppt	MS PowerPoint document
.pdf	Adobe PDF document
.wpd	Corel WordPerfect document
.txt	Text file
.xls	MS Excel document
.bmp	BMP image file format

(continued)

Table 7-1 (continued)

<i>Supported Attachment Extension</i>	<i>Description</i>
.gif	GIF image file format
.jpg	JPEG image file format
.png	PNG image file format
.tif	TIFF image file format



To tell whether an e-mail has an attachment, look for the standard paperclip icon next to your e-mail in the message list.

You retrieve all the different types of attachments the same way. This makes retrieving attachments an easy task. To open an attachment, follow along:



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
- 2. From the message list, scroll to an e-mail that has a paperclip next to it and then press ENTER.**
- 3. From the open e-mail, press the trackwheel and choose Open Attachment.**

You see a screen containing the name of the file, a Table of Contents option, and a Full Contents option. For MS Word documents, you can see different headings in outline form in the Table of Contents option. For picture files, like a JPEG, you can simply go straight to the Full Contents option to see the graphic.

No matter what the file type is — as long it is supported — you see Table of Contents and Full Contents as options. Depending on the file type, use your judgment on when you should use the Table of Contents option.

- 4. Scroll to the Full Contents option, press the trackwheel, and choose Retrieve.**

Your BlackBerry attempts to contact the network to retrieve your attachment. This retrieves only part of your attachment. As you peruse a document, BlackBerry retrieves more as you scroll through the attachment. When you're retrieving a picture, the network shows all the attachment at once.

Sending e-mail

The first thing you probably want to do when you get your BlackBerry is to write an e-mail to let your friends know that you've just gotten a BlackBerry.



1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
2. **From the message list, press the trackwheel and choose Compose Email from the contextual menu.**

You are prompted to select a contact from your Address Book.

3. **Enter the contact.**

- *If you have contacts in your Address Book:* Highlight the contact you want and then press the trackwheel.
- *If you don't yet have any contacts or if the one you want isn't in your Address Book:* Use the Use Once option to enter the appropriate e-mail address and press the ENTER key to finish and return to the Compose Email screen.

4. **From the Compose Email screen, type in the subject line and the message to send to the recipient.**

5. **Press the trackwheel and choose Send.**

Your message has wings.

Sending e-mail to more than one person

When you need to send an e-mail to more than one person, just keep adding recipient names as needed. You can also add recipient names to receive a CC (carbon copy) or BCC (blind carbon copy). Here's how:



1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
2. **From the messages list, press the trackwheel and choose Compose Email from the contextual menu.**
3. **When prompted, highlight a contact from your Address Book and press the trackwheel to choose that.**

- *If you have contacts in your Address Book:* Highlight the contact you want and then press the trackwheel.
- *If you don't yet have any contacts or if the one you want isn't in your Address Book:* Use the Use Once option to enter the appropriate e-mail address and then press the ENTER key to finish and return to the Compose Email screen.

You return to the Compose Email screen. You now have added the first recipient for this e-mail, whose name appears in the To field. You now can add additional recipients to any of the recipient fields (To/CC/BCC).

4. **Highlight another contact, press the trackwheel, then press the trackwheel again and choose Add Cc (or Add To or Add Bcc), as shown on the left side of Figure 7-5.**

The Cc field is filled with this contact's name in the resulting to-be-composed message, as shown on the right side of Figure 7-5.

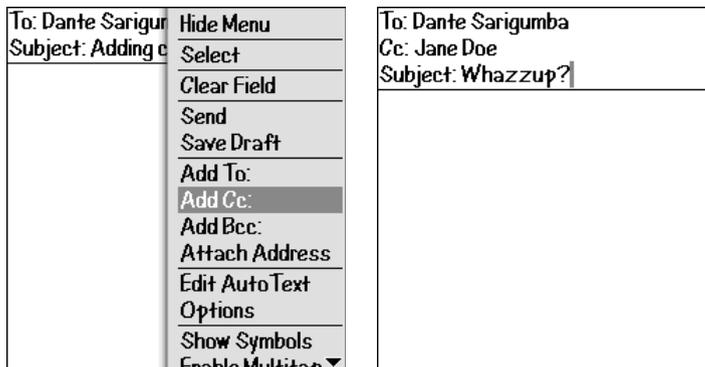
This returns you to the Address Book to select additional contacts.

5. **Highlight the next contact and press the trackwheel to make that selection.**

You are brought back to the Compose Email screen.

6. **Add as many additional recipients as needed, repeating Steps 4 and 5.**

Figure 7-5:
Add CC and
BCC names
like so.



If you have an e-mail group set up in your Address Book, you can choose to e-mail that group as a whole. This is a very efficient way of mass e-mailing from your BlackBerry that can save you valuable time. Read about creating and maintaining groups in Chapter 3.

7. **From the Compose Email screen, type in the subject and message you wish to send to your recipients.**
8. **Press the trackwheel and choose Send.**

Your mass message is on its way.



In addition to Add Cc (carbon copy), you can also use Add To and/or Add Bcc (blind carbon copy) to your e-mail recipient list.

Replying to an e-mail

Replying to an e-mail couldn't be much more simple:

1. **From an open e-mail (see the earlier section on how to open an e-mail), press the trackwheel and choose Reply.**

This opens a compose screen in which you can type your reply. You can still see the original message beneath your reply. This is similar to the Compose Email screen, with addition of the original e-mail that you are replying to.

2. **After you finish typing your reply message, press the trackwheel and choose Send.**

This message is sent.

If an incoming e-mail was sent to a group of people and you want to reply to all the recipients, choose Reply to All instead of Reply (Step 1).

Forwarding e-mail

When you need to share an important e-mail that you just received with colleagues or friends, you can forward that e-mail. To forward an e-mail message:

1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
2. **From the messages list, scroll to an e-mail and press ENTER.**
3. **With the e-mail open, press the trackwheel and choose Forward.**
4. **When prompted, highlight a contact and press the trackwheel to select that contact from your Address Book.**

- *If you have contacts in your Address Book:* Highlight the contact you want and press the trackwheel.
- *If you don't yet have any contacts or if the one you want isn't in your Address Book:* Use the Use Once option to enter the appropriate e-mail address and then press the ENTER key to finish and return to the Compose Email screen.

You return to the Compose Email screen.

To forward a message to more than one person — or to a group — see the preceding section.

5. **(Optional) From the Compose Email screen, type in a note.**
6. **Press the trackwheel and choose Send.**

Your message is on its way to your recipient(s).

Saving a draft e-mail

Sometimes the most skillful wordsmiths find themselves lost for words to express the message they want. Don't fret, fellow wordsmith, you can save that e-mail composition as a draft until your words come back to you.



1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
2. **From the message list, press the trackwheel and choose Compose Email from the contextual menu.**

You are prompted to select a contact from your Address Book.

3. When prompted, highlight a contact from your Address Book and press the trackwheel.

- *If you have contacts in your Address Book:* Highlight the contact you want and press the trackwheel.
- *If you don't yet have any contacts or if the one you want isn't in your Address Book:* Use the Use Once option to enter the appropriate e-mail address and then press the ENTER key to finish and return to the Compose Email screen.

You return to the Compose Email screen.

4. Type in the subject line and message you wish to send.

5. Press the trackwheel and choose Save Draft.

This saves your e-mail as a draft. When you're ready to send your message, choose the draft from the message list. You can tell which messages are drafts because they sport a tiny Document icon; received messages have an envelope icon while sent messages have a checkmark. See Figure 7-6.

Figure 7-6:
Your message list can contain e-mail drafts.



Adding a sender to your Address Book

You can add a message-sender's contact info to your BlackBerry Address Book directly from Messages. You don't even have to copy or jot down the person's name and e-mail address on paper. Sweet.

To add a sender to your Address Book



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
- 2. In the message list, scroll to an e-mail and press ENTER.**

- 3. In the open e-mail, scroll the cursor to the sender's name, press the trackwheel, and then choose Add to Address Book.**

The New Address screen opens.

The sender's first name, last name, and e-mail address are automatically transferred to your Address Book.



- 4. (Optional) If needed, add additional contact information.**

Because the only information that is automatically transferred is name and e-mail address, you can add other info about the contact, such as a phone number and mailing address.

- 5. Press the trackwheel and choose save.**

Your new contact is in your Address Book.

Deleting e-mail

Keeping your message list tidy can help you stay organized and reduce the amount of memory your e-mail takes. Cull those messages you no longer need by following these steps:



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
- 2. In the message list, scroll to the e-mail you want to delete, press the trackwheel, and choose Delete.**

A deletion confirmation pop-up appears.

- 3. Choose Delete to confirm your deletion.**

The deleted e-mail is toast.



To delete more than one e-mail, press the CAP key and scroll to highlight as many e-mails as you want. After you make your deletion selections, press the trackwheel and choose Delete.

You can delete anything (such as an SMS or voice mail) listed in the message list the same way as you delete an e-mail message.

If you want to really clean up your old e-mails and you don't want to scroll through tons of e-mails, you can do the following.



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
- 2. From the message list, scroll to a horizontal date mark, press the trackwheel, and choose Delete Prior, as shown in Figure 7-7.**

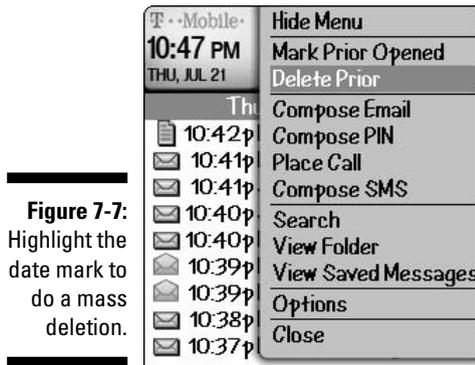


Figure 7-7:
Highlight the
date mark to
do a mass
deletion.



A pop-up appears, prompting you for delete confirmation.

The *date mark* is simply a horizontal bar with dates shown. Just like you can highlight e-mails in the message list, you can also highlight the date mark.

Before you take the plunge, remember that going ahead will *delete all the e-mails before the particular date mark*. There is no way to retrieve deleted items from your BlackBerry.

3. Choose Delete to confirm your deletion.

All your e-mails prior to the date mark are history.

Filtering your e-mail

Most of us get e-mail that either isn't urgent or doesn't really concern us — you get them because you were on that message's Cc list. Instead of receiving them on your BlackBerry — and wasting both time and effort to check them — you can filter them out. While in the BlackBerry Internet Service client, set up filters to make your BlackBerry mailbox receive only those e-mails that you care about. (Don't worry; you'll still receive them on your main computer.)

Filtering your e-mail from the Service client

After you log into the Service client

1. From the toolbar in the BlackBerry Internet Service client (refer to Figure 7-2), click Filters.

The Filter screen that opens shows a list of filters that have been created. Place a mark (check) next to the filter you want to use or leave a filter unmarked if you don't want to use it.

If you need to create a new filter, read on.

2. From the Filter screen, click the New button.

The Add Filter screen appears, as shown in Figure 7-8. Here, you can create a new e-mail filter.

For example, here's how to create a very simple filter that treats work-related messages as urgent and forwards them to BlackBerry. Refer to Figure 7-8 as you follow these steps:

1. From the Add Filter screen (see the preceding steps), enter the filter name.

We enter **WorkUrgent**.

The filter name can be anything you like.

2. From the drop-down list beneath the heading When a New Message Has the Following Conditions, choose the condition you place on the filter:

- Any
- All

For this simple example filter, we choose Any. Choosing Any puts only one condition on your filter. For other more complex filters, having more than one condition will alter the outcome of your filter.

Now the conditional sentence on the Add Filter screen reads If <any> of these conditions are true.



Figure 7-8:
Create a
filter for
your e-mail
here.

3. From the first condition line, set the first filter criterion.

The first two fields hold

- From: You can choose From/Sent To/Cc/Bcc.
- Contains: You can choose from Contains or Not Contain.

In our example, we set these fields to contain Sent To/Cc and Contains, respectively.

The third field holds the name of your company address that appears after an e-mail address.

4. Enter your company's domain name in the third field of the first criteria line.

For example, if your work e-mail address is myName@XYZCo.com, enter XYZCo.com.

5. (Optional) If you need to add more conditions to this particular filter, repeat Steps 3 and 4 until you are satisfied.

You can have only up to four conditions per filter.

6. For the Move to Folder drop-down list box, choose from InBox, Sent Folder, and Draft Folder.

The condition(s) that you set are applied to the folder that you choose in this option.

7. From the Handheld section, you can select from two radio buttons:

Forward Messages to Handheld: You can select either or both of the following two check boxes:

- *Header Only:* Choose this if you want the only the header of the e-mails that meets the condition(s) you set in Steps 3, 4, and 5 to be sent to you. (A *header* doesn't contain the body of the e-mail — just whom it was sent from, the subject, and the time it was sent.)

You would choose this if you get automated alerts, where receiving only the subject is sufficient.

- *Level1 Notification:* Level1 notification is another way of saying *urgent e-mail*. When you receive a Level1 e-mail, it is bold in Messages.

Do Not Forward Message to Handheld: Selecting this means that any e-mail that meets the conditions you set in Steps 3, 4, and 5 will not be sent to your BlackBerry.

8. Confirm your filter by clicking the Save and Close button at the top of the page.

After confirmation, you return to the Filter screen, where you can see your newly created filter in the list there.





If you have a hard time setting the criteria for a filter, just take a best guess and then test it by having a friend send you a test e-mail. If the test e-mail didn't get filtered how you want, retry setting the conditions until you get it right.



Filtering your e-mails via your BlackBerry

Like we mention earlier, in an enterprise environment, you don't have access to BlackBerry Internet Service, but that doesn't mean that you can't perform the same function. Functions like filtering are no different. To configure e-mail filters in enterprise environment, you can do it directly from your BlackBerry:



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**

When Messages opens, you see a list of e-mail: the message list.

- 2. Press the trackwheel and choose Options.**

This brings up the Options screen, which lists General Options, Email Reconciliation, Email Settings, and Email Filters.

- 3. Scroll to Email Filters and press the trackwheel.**

You are prompted with the Email Filters screen, which lists current e-mail filters. See Figure 7-9.

As you can see from Figure 7-9, two filters are applied, as indicated by the checks in the check boxes. If you don't want any filter to run, scroll to each and press SPACE to toggle the check mark to off.



Figure 7-9:
The Email Filters screen, showing list of current e-mail filters.

- 4. From the Email Filters screen, press the trackwheel and choose New from the contextual menu.**

A new e-mail Filter screen opens from which you can specify how you want your e-mail filtered. (See Figure 7-10.)

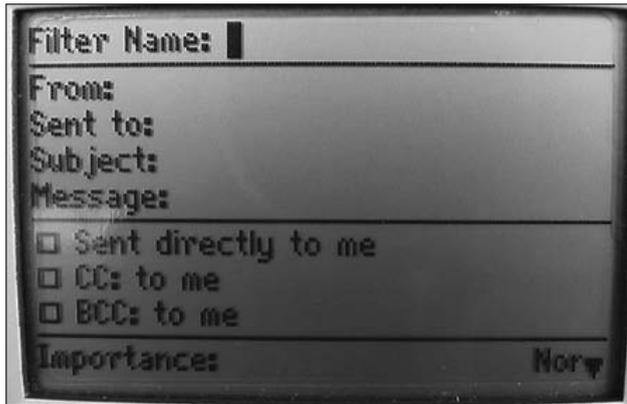


Figure 7-10:
New Filter
screen.

5. Fill in the new Filter screen.

If you want to add a contact to either the From field or the Sent To field, you cannot simply type in the names. Instead, you have to choose them from the Address Book. So, scroll to either field, press the trackwheel, and then choose Select Name.

This takes you to Address Book (where you can choose your contact).

- *If you have contacts in your Address Book:* Highlight the contact you want and then press the trackwheel.
- *If you don't yet have any contacts or if the one you want isn't in your Address Book:* Use the Use Once option to enter the appropriate e-mail address and then press the ENTER key to finish and return to the Compose Email screen.

After you make this selection, choose Continue from Address Book menu.

You return to the Filter screen.

6. Continue to fill in the Filter screen by defining more conditions:

Subject: You can type in any keyword(s) in the subject line that you want to filter by.

Message: You can type in any keyword(s) in the message body that you want to filter by.

Sent Directly to Me: Selecting this check box specifies the condition of an e-mail sent directly to you.

CC to Me: Select this check box to specify the condition of an e-mail that you are CCed on.

BCC to Me: Select this check box to specify the condition of an e-mail that is BCCed to you.

Importance: Choose Normal or Urgent from this drop-down list.

Action: Choose Forward or Do Not Forward from this drop-down list. If you choose Forward, you have two more check boxes:

- *Header Only:* Choose this if you want the only the headers of the e-mails that meet the condition(s) you set to be sent to you.

You would choose this if you get automated alerts, and receiving only the subject is sufficient.

- *Level1 Notification:* Level1 notification is another way of saying *urgent e-mail*. When you receive a Level1 e-mail, it is bold in Messages.

If you choose Do Not Forward, e-mail that meets the conditions that you set will not be forwarded to your BlackBerry.

7. **When you finish specifying your new filter, confirm your changes by pressing the trackwheel and choosing Save from the contextual menu.**

Saving e-mail

Whether you're dealing with a travel confirmation or a nice note from your loved one, sometimes you have important e-mail that you want to keep for a while. However, leaving a message in your e-mail inbox with incoming e-mail can make finding your important e-mail difficult. Instead, save and view those special messages in the Saved folder:



1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
2. **From the messages list, scroll to the e-mail you want to save, press the trackwheel, and select Save.**

You see a confirmation message, informing you that the message is saved.



You can save any message (an SMS or a voice mail) listed in the messages list the same way as we describe earlier in this chapter.

Searching through Your Messages Like a Pro

Searching is one of those functions you probably won't use every day — but when you do run a search, you usually need the information fast. Take a few minutes here to familiarize yourself with the different ways to search so that

when you depend on the search function, you know which search method yields the right results in the shortest amount of time.

Within the BlackBerry Messages application, you have three ways to search through your messages. Two of the three ways are specific, and one is a broad search:

- ✓ **Search by sender/recipient:** Specific. This assumes that you already know the sender or recipient.
- ✓ **Search by subject:** Specific. This assumes that you already know the subject.
- ✓ **General search by keyword:** Broad. You don't have a specific assumption.



You can search through anything that is listed within the messages list; that means that you can search through SMS and voice mail as well as e-mail.

Searching by sender/recipient

Use this option when you're looking for a specific message from a specific person. For example, say your brother constantly sends you e-mail (which means your message list has many entries from him). You're trying to locate a message he sent you approximately two weeks ago regarding a fishing trip location. You've scrolled down the message list, but you just can't seem to find that message. Or maybe you want to find a message you sent to Sue but can't quite lay your hands on it.

To find the message when you know the sender or recipient, follow along:



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**

You see the message list.

- 2. In the message list, use the trackwheel to highlight a message that you sent to or received from that particular person.**
- 3. After you highlight the message of your choice, press the trackwheel and then choose one of these options:**

- *From someone specific:* Because that certain someone sent you the message, choose Search Sender, as shown in Figure 7-11.

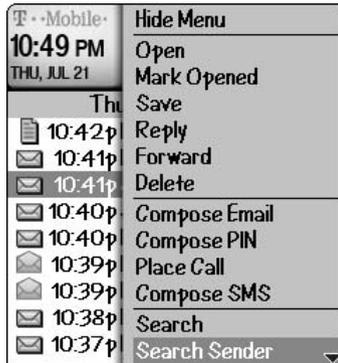


Figure 7-11:
Search your
e-mail by
sender or
recipient.

- *To someone specific:* Because you sent that certain someone the message, choose Search Recipient.

This starts the search. Any result appears onscreen.

Searching by subject

Use this search option when you're looking for a specific e-mail titled by a specific subject that you already know.

As is the case when running a search by sender/recipient, first scroll to an e-mail bearing by the same specific subject you're searching for.



1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
2. **In the message list, use the trackwheel to scroll to any e-mail titled by the specific subject you're searching for.**
3. **While highlighting a message (incoming or outgoing), press the trackwheel and choose Search Subject.**

The search starts, and the result(s) appears onscreen.

Running a general search

A general search is a broad search from which you can perform keyword searches of your e-mail.

To run a general search



1. **Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
2. **In the messages list, press the trackwheel and choose Search from the contextual menu.**
3. **In the Search screen that appears, fill in your search criteria. (See Figure 7-12.)**

Figure 7-12:
The Search
screen in
Messages.

The search criteria for a general search are the following:

- **Name:** This is in the name of the sender or recipient to search by.
- **In Field:** This is related to the Name criterion. Use this drop-down to indicate where the name might appear, such as in the To or Cc field. From the drop-down list, your choices are the From/To/Cc/Bcc fields.
- **Subject:** This is where you type in some or all the keywords that appear in the subject.
- **Message:** Here you enter keywords that appear in the message.
- **Folder:** This is the folder in which you want to perform the search. Generally, have all folders searched.
- **Show:** This drop-down list specifies how the search result will appear: namely, whether you want to see only e-mails that you sent or e-mails that you received. From the drop-down list, your choices are Sent and Received/Received Only/Sent Only/Saved Only/Draft.
- **Type:** This drop-down list specifies the type of message that you're trying to search for: e-mail, SMS, or voice mail. From the drop-down list, your choices are All/Email/PIN/SMS/Phone/Voicemail.



From the Search screen shown in Figure 7-12, you can have multiple search criteria or just a single one (up to you); then press the trackwheel to choose New from the contextual menu. This starts a new search, erasing any previous settings.

4. Press the trackwheel and choose Search.

The search results appear onscreen.

You can narrow a search results by performing a second search on the initial results. For example, you can first search by sender and then narrow those hits by performing a search by subject.

Saving search results

If you find yourself re-searching by using the same criteria over and over, you can reuse a search by first saving it. Then you can reuse it.

Here's how. Follow the steps in the preceding section for an outgoing e-mail search until Step 4. Then

1. Press the trackwheel and choose Save.

This brings up the Search Save screen, from which you can name your search and assign it a hot key. See Figure 7-13.

A *hot key* is simply a shortcut that you can use to activate this saved search result.



Save Search	
Title:	
Shortcut Key (Alt +):	None
Name:	
In	Any Address Field
Subject:	
Message:	
Folder:	All Folders
Show:	Sent and Received
Type:	All

Figure 7-13: Name your search and assign a hot key.

2. Enter a name in the Title field.

The title is the name of your search, which appears in the Search Result screen.

3. Scroll to Shortcut Key field, press the trackwheel, and change this field to a letter choice from the drop-down list.

You have ten characters to choose from.

Note: On the 7100 Series, you have only ten choices. On other BlackBerry models, you have more than ten (simply because you have more keys on BlackBerry models other than the 7100 series).

4. Confirm your saved search by pressing the trackwheel and choosing Save.

Reusing saved search results

Right out of the box, your BlackBerry comes with four saved search results, which you can see in the Recall screen as shown in the upcoming Figure 7-12. Any new saved result will make your search that much more robust.

To see the all the saved search results



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**
- 2. From the message list, press the trackwheel and choose Search from the contextual menu.**
- 3. From the Search screen (refer to Figure 7-12), press the trackwheel and choose Recall from the contextual menu.**

The Recall screen opens, from which you can see the four preloaded search shortcuts, as shown in Figure 7-14.

To use these search filters, press ALT plus the letter next to the name of the shortcut. For example, as shown in Figure 7-14, the hot key for an incoming message is *u*. So, while in the message list of Messages, you can see the search result of only incoming e-mails by pressing ALT+U.

These shortcuts are also listed in the last section of this chapter.



Figure 7-14:
The Recall screen, showing default search hot keys.

Long Live E-Mail

No closet has unlimited space, and your BlackBerry e-mail storage has limits, too. You've likely pondered how long your e-mails are kept in your BlackBerry. (The default is 30 days. Pshew.) Or what happens if you run out of space on your BlackBerry? Can you still receive e-mail?

If you want to keep your e-mail for 60 days — or for as long as your BlackBerry has space for them — the folks at RIM have an e-mail option for you. You can choose from 15 days, 30 days, 60 days, 90 days, or forever (well, for as long as your BlackBerry has the space for them).



Because any message you save is kept for as long as you want to, a good way to make sure you don't lose an important message is to save it.

To change how long your e-mails live on your BlackBerry



- 1. Highlight Messages from the BlackBerry Home screen and press the trackwheel.**

The Messages application duly opens for you.

- 2. Press the trackwheel and choose Options.**

This brings up the Options screen, which contains two option types: General Options and Email Reconciliation.

- 3. From the Options screen, scroll to General Options and press the trackwheel.**

4. From the **General Options** screen, scroll to the **Keep Messages** option, press the trackwheel, and choose **Change Option**.
5. From the drop-down list that appears, choose the time frame that you want.

- **Forever:** If you choose Forever, you will seldom need to worry about your e-mails being automatically deleted. On the downside, though, you will eventually run out of memory on your BlackBerry. At that point, you must manually delete some e-mail so that you have space to accept new e-mail. See the earlier section for deleting your e-mails.

You can select another choice beside Forever to suit your needs.

- **Time option:** If you choose a set-time option, any message older than that time frame is automatically deleted from your BlackBerry the next time you reboot your BlackBerry. However, it will be deleted only on your BlackBerry — even if you turn on e-mail reconciliation — because these deletions are not manually completed by you.

6. Confirm your changes by pressing the trackwheel and choosing **Save**.

Chapter 8

Too Cool for E-Mail

In This Chapter

- ▶ Sending PIN-to-PIN messages
 - ▶ Using Short Messaging Service (SMS)
 - ▶ Setting up and using instant messaging programs
 - ▶ Figuring out messaging etiquette
-

Your BlackBerry is primarily a communication tool, with e-mail messages and phone conversations being the major drivers here. The social creatures that people are, however, we constantly come up with new ways to communicate — ever more ways to overcome the distance barrier, as it were. You shouldn't be surprised that the folks at RIM have moved beyond e-mail and phoning in their search for other ways to communicate. (And we're not talking semaphore or stringing together two tin cups.)

Not that we're dismissing the power of phones and/or e-mail. Both are wonderful technologies, but you might find yourself in a situation where other means of communication would perhaps be more appropriate. For instance, e-mail isn't really the tool of choice for instant messaging/chatting — most people would find that method really slow and cumbersome. Nor is e-mail really the best tool to use when you want to alert someone.

“What might be a better fit?” you ask. Read this chapter to find out. You can familiarize yourself with some of the less-obvious ways you can use your BlackBerry to communicate — ways that might serve as the perfect fit for a special situation. You'll get the inside scoop on PIN-to-PIN messaging and text messaging (also known as Short Messaging Service, or SMS). We also give you tips on how to turn your BlackBerry into a lean (and not so mean) instant messaging machine.

A Little Bit of RIM Prehistory

Time for a history lesson. Way back when, sometime during the last millennium, Research In Motion (RIM) wasn't even doing phone and e-mail. Before BlackBerry became all the rage with its e-mail and phone service, RIM was doing a tidy little business with its two-way pagers. Back then, RIM's two-way pagers were served by network service providers on a radio bandwidth separate from the bandwidth that a typical cellphone infrastructure would use. RIM also designed the infrastructure so that its two-way pagers were fast. (No one wants a paging system that moves at turtle speed when they could get jackrabbit speed, right?)

Several interesting facts followed from RIM's initial decision here. Of note, most cellphone users in New York City were left without service during the 9/11 disaster. As you can understand, the entire cellphone infrastructure in New York and surrounding areas was totally overwhelmed when faced with too many people trying to use the bandwidth available. However, one communication device continued to work during that stressful time — RIM's two-way pagers kept the information flow going.

Now, this might sound like ancient history, but the point here is that the backbone RIM built for its two-way pager communication system is still used in your BlackBerry today. When you send a PIN-to-PIN message (more about that later in the next section), it goes through the same pipeline as the two-way pagers, which means that any PIN-to-PIN message you send makes its way to its destination pretty darn fast.

But enough with the history lesson. Time to take a look at how PIN-to-PIN messaging can help you today.

Sending and Receiving PIN-to-PIN Messages

What actually happens when you use PIN-to-PIN messaging? First and foremost, get the acronym out of the way. *PIN* stands for personal identification number (familiar to anyone who's ever used an ATM) and refers to a system for uniquely identifying your device. *PIN-to-PIN*, then, is another way of saying *One BlackBerry to Another BlackBerry*.

As for the other details, they're pretty straightforward. PIN-to-PIN messaging is based on the technology underpinning of two-way pager systems. Unlike a standard e-mail, when you send a PIN-to-PIN message, the message doesn't venture outside RIM's infrastructure in search of an e-mail server and (eventually) an e-mail inbox. Instead, it stays solidly within the RIM world, where it is shunted

through the recipient's network provider until it ends up on the recipient's BlackBerry.

Here's the neat part. According to RIM, the message isn't saved anywhere in this universe *except* on the one device that sends the PIN message and the other device that receives it. Compare that with an e-mail, which is saved in at least four separate locations (the mail client and e-mail servers of both sender and recipient) not to mention all the system's redundancies and backups employed by the server. Think of it this way: If you whisper a little secret in someone's ear, only you and that special someone know what was said. In a way, PIN-to-PIN messaging is the same thing, with one BlackBerry whispering to another BlackBerry. Now, that's discreet.

If you tend to read the financial newspapers — especially the ones that cover corporate lawsuits extensively — you'll know that there's no such thing as privacy in e-mail. PIN-to-PIN messaging, in theory at least, is as good as the old Code of Silence. Now, is such privacy really an advantage? You can argue both sides of the issue, depending on what you'd want to use PIN-to-PIN messaging for. Basically, if you like the idea that your communications can be kept discreet, PIN-to-PIN messaging has great curb appeal. If you couldn't care less about privacy issues, though, you still might be impressed by PIN-to-PIN messaging's zippy nature. (It really is the Ferrari of wireless communication — way faster than e-mail.)

Getting a BlackBerry PIN

When trying to call somebody on the telephone, you can't get far without a telephone number. As you might expect, the same principle applies to PIN-to-PIN messaging: No PIN, no PIN-to-PIN messaging. In practical terms, this means that you need the individual PIN of any BlackBerry device owned by whomever you want to send a PIN message to. (You also need to find out your own PIN so you can hand it out to those folks who want to PIN-message you.) The cautious side of you might be thinking now, why on earth would I give my PIN to somebody? This PIN is really not the same as your password. In fact, this PIN doesn't give anybody access to your BlackBerry or do anything to compromise security. It's simply an identification; you treat it the same way as you treat your phone number.

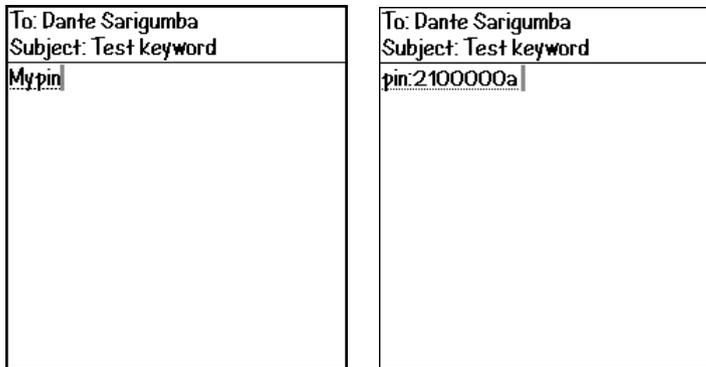
RIM makes getting a hold of a PIN easy. In fact, RIM even provides you with multiple paths to PIN enlightenment, as the following list makes clear:

- ✓ **From the Help screen:** You can find the PIN for any device right there on its Help screen. On most BlackBerry models, you can call up the Help screen by pressing Alt+CAP+H. (The ALT key is the bottom-left corner key, with the half-moon icon.) This shortcut to the Help screen is not available on 7100 series.

- ✓ **From the Message screen:** RIM also makes it easy for you to send your PIN from the Message screen with the help of a keyword. A *keyword* is a neat feature with which you type a preset word, and your BlackBerry replaces what you type with a bit of information specific to your device.

Sound wacky? It's actually easier than it sounds. To see what we mean, just compose a new e-mail/message. (Chapter 7 gives you the basics on the whole e-mail/messaging thing, if you need a refresher.) On the subject or body of your message, type **mypin** and add a space. As soon as you type the space, *mypin* is miraculously transformed into your PIN in the format *pin:your-pin-number*, as shown in Figure 8-1. Isn't that neat?

Figure 8-1:
Type a keyword (left), add a space, and it gets translated (right).



mypin isn't the only keyword that RIM predefines for you.

- ✓ **From the Status screen:** You can also find your PIN on the Status screen. On most BlackBerry models, you display the Status screen by choosing Options (Settings) from the Home screen, selecting Status from the contextual menu that appears, and then pressing the trackwheel. Figure 8-2 shows a typical Status screen. (The PIN is fifth on the list of items shown.)

Figure 8-2:
Find your PIN from the Status screen.

Status	
Signal:	-40 dBm
Battery:	100 %
File Free:	19017136 Bytes
File Total:	30015488 Bytes
PIN:	2100000A
IMEI:	123456.78.900000.0

Assigning PINs to names

So, you convince your BlackBerry-wielding buddies to go to the trouble of finding out their PINs and passing said PINs to you. Now, the trick is finding a convenient place to store your PINs so you can actually use them. Luckily for you, you have an obvious choice: The BlackBerry Address Book. And RIM, in its infinite wisdom, makes storing such info a snap, just like the following steps show. To add a PIN to someone's contact info in your Address Book, just do the following:



- 1. Using the trackwheel, scroll to highlight Address Book on the BlackBerry Home screen and then press the trackwheel.**

The Address Book opens.

- 2. Scroll to highlight a contact name, press the trackwheel, and then choose Edit from the menu that appears.**

The Edit Address screen for the contact name you selected makes an appearance.

- 3. On the Edit Address screen, scroll down to the PIN field (as shown in Figure 8-3).**
- 4. Enter the PIN by pressing letters and numbers on the keyboard.**
- 5. Press the trackwheel and then choose Save from the menu that appears.**

The edit you made on this contact is now saved.

It's that simple. Of course, it's even easier if you think ahead and enter any and all PIN information you have right when you set up your initial contact info (using the New Address screen), but we understand that a PIN isn't usually the kind of info your causal acquaintances carry around with them.



Figure 8-3:
Add a
contact's
PIN info
here.



If all this talk about New Address screens and Edit Address screens doesn't sound all that familiar, check out Chapter 3, which covers the whole Address Book application in more detail.

Sending a PIN-to-PIN message

Sending a PIN-to-PIN message is no different than sending an e-mail. Here's how:



1. **Using the trackwheel, scroll to highlight Address Book on the BlackBerry Home screen and then press the trackwheel.**

The Address Book opens.

2. **Scroll to highlight a contact name, press the trackwheel, and then choose PIN <contact name> from the menu that appears.**

Say, for example, you have a contact named *Dante Sarigumba*. When you highlight Dante Sarigumba in the list and then press the trackwheel, the menu item *PIN Dante Sarigumba* appears as an option, as shown in Figure 8-4.

3. **Press ENTER.**

The ever-familiar New Message screen, with the PIN of your buddy already entered as an address, makes an appearance. Treat the other e-mail-creation stuff — adding a subject line, entering the body of your message, and then signing off — just as you would with a normal e-mail.

Figure 8-4:
Send a PIN message via your Address Book.

Find:	Hide Menu
Alex Sy	Filter
Dan Rabuya	New Address
Daniel Xu	New Group
Dante Sarig	View
Dean Sarigu	Edit
Drew Yu	Delete
Edward Sy, L	Email Dante Sarigumba
Eva Dappon	PIN Dante Sarigumba
Friends	Call Dante Sarigumba
Jane Doe, X	SMS Dante Sarigumba
Mario Lepor	SIM Phone Book
Mr Rob Kao,	Options

Alternatively, if you know the PIN, you can also type it directly. Sending a PIN-to-PIN message is no different than sending an e-mail. Here's how:



1. **Using the trackwheel, scroll to highlight Messages on the BlackBerry Home screen and then press the trackwheel.**

The Messages application opens.

2. **Press the trackwheel, scroll down the menu that appears, and click Compose PIN.**

A Select Address screen shows up. This screen is your Address Book.

3. **Highlight [Use Once] from the top of the Select Address list, press the trackwheel, and select PIN from the menu that appears.**

The One Time PIN screen shows up with the PIN text field ready for your entry.

4. **Enter the PIN by pressing the letters and numbers that comprise the PIN. Press ENTER.**

The ever-familiar New Message screen, with the PIN you entered as an address, makes an appearance. Again, treat the other e-mail-creation stuff — adding a subject line, entering the body of your message, and then signing off — just like you would a normal e-mail.



Because of the nature of PIN-to-PIN messaging (the conspicuous lack of a paper trail, as it were), RIM has set it up so that companies can disable PIN-to-PIN messaging on your BlackBerry device. (No paper trail can mean legal problems down the road — can you say *Sarbanes-Oxley*?) If your BlackBerry is from your employer and you don't see the PIN menu item allowing you to send PIN-to-PIN messages, you can safely assume that your employer has disabled it. Contact your BlackBerry Enterprise Server (BES) administrator to make sure. (See Chapter 1 for an explanation of BES.) Keep in mind that even if your company has disabled PIN-to-PIN messaging, folks can still PIN you — you just won't be able to PIN them back in response.

Receiving a PIN-to-PIN message

Receiving a PIN-to-PIN message is no different than receiving a standard e-mail. You get the same entry into your Message list for the PIN-to-PIN message that you receive, and the same message screen displays when you open the message. By default, your BlackBerry will vibrate to alert you, but this behavior can be customized in Profiles. In Profiles, PIN-to-PIN is a Level 1 Message. (Check Chapter 2 for more details on changing your profile.) When you reply to the message, the reply is a PIN-to-PIN message as well — that is, as long as your BlackBerry is set up to send PIN-to-PIN messages. Again, because this involves a BlackBerry-to-BlackBerry communication, you won't see a PIN message show up on your desktop e-mail client's inbox.



Regardless of whether your BlackBerry is enabled for sending PIN-to-PIN messages, you can always receive a PIN message. BES administrators can mandate that you can't send PIN messages, but that can't stop you from receiving them.

Keeping in Touch, the SMS Way

Short Messaging Service (also known as *SMS*, or simply *text messaging*) is so popular these days that even the Fox Network TV show *American Idol* lets you vote for the show's contestants via SMS. Moreover, SMS is a pretty established technology (not a new and unproven thing, in other words) that has been popular for years in Europe and Asia where the Global System for Mobile Communication (GSM) is the technology of choice among cellphone network providers. How short is short? 160 characters is about the maximum size per message. If you send more than that, it gets broken down into multiple messages.



Whether you call it SMS, Short Messaging Service, or just plain text messaging, your BlackBerry makes it pretty simple. But before we go over all the details, we want to point out to all you 7100 series owners out there that text messaging does pose a bit of a challenge for beginners. Not that it's a difficult task, but it's a little bit cumbersome to type the letters using the limited keypad.

Also, you need to be aware of the growing trends and options for text messaging. There is a growing SMS subculture among teenagers and those who

SMS is a smash!

In the early days of SMS, phone providers gave away their text messaging services for free. It caught on like wildfire, especially in developing countries where folks are a tad more cost-conscious. In those countries, it didn't take long before lots of folks started carrying a cellphone just to avail themselves of the free text messaging. Adding to the appeal was the fact that many network service providers didn't even force you to pay for a plan; you could walk into any convenience store and buy a prepaid SIM card, no questions asked. By the way, Subscriber Identification Module, or SIM, is a tiny electronic chip found in the back of a GSM phone. This chip is your gate to using the phone network.

In the United States, however, it took some time for SMS to catch up. For one thing, network

service providers in the U.S. are divided between CDMA and GSM/GPRS technology. (See Chapter 1 for more on that divide.) GSM/GPRS phones have allowed for SMS since 1991; CDMA phones did not until about 2000. (Competing innovations do have a downside, right?) The second reason is that most American homes are wired for regular phone service, so cellphones are not necessarily seen as something you just gotta have. Eventually, though, the convenience of using cellphones will make them more and more attractive — and, of course, SMS is just the next logical step.

Most people refer to SMS as *text*, so don't confuse the two — they're the same thing.

jumped onto the bandwagon early. These in-the-know folks use abbreviations frequently that might be difficult for you to understand in the beginning, so don't dive in without your oxygen tank. A quick preparation goes a long way towards avoiding being labeled *uncool* when it comes to your SMS syntax. The upcoming sections help smooth your path a bit by filling you in on the basics of SMS-speak.

Using shorthand for speedy replies

From the get-go, text messaging sprang up from the wild and crazy world of cellphone users. And those of you who've used a phone lately probably know that phone design revolves around entering phone numbers rather than entering the text to *War and Peace*. Time for a reality check: On a regular cellphone, three letters share a single key. As you can imagine, trying to bang out even a single paragraph can be a real pain.

Even with such limitations, though, human ingenuity prevails. People have found ways to circumvent the fact that cellphones have such a limited number of keys at their disposal. One strategy that we highlight here involves using abbreviations — *shorthand* — that allow you to cut down on the amount of text you need to enter. These shorthand words are not only popular, but they're also quickly becoming quite hip. A whole subculture (admittedly dominated by the 14–18-year-old set) has decided that the normal rules regarding English spelling and grammar are no longer operative — that they are, in fact, very uncool. Veteran text messengers (the hip ones, at least) can easily spot someone who is new to SMS technology by how they don't use the right lingo — or use such lingo incorrectly.



Proud owners of a 7100 series BlackBerry who are beginners to SMS might be tempted to rely on BlackBerry's default SureType feature when text messaging. *SureType* is a technology used in BlackBerry 7100 series to compensate for the limited keys at your disposal. The software is smart enough to predict what you want to type. It also has the capability to learn and become smarter as you use it. The technology is really neat, making it possible for you to type words faster and more easily on a 7100 model. However, you might find yourself in a situation in which you receive text from buddies who use the cool, with-it, hip shorthand lingo, and you respond with all the white-bread, uncool, complete words provided for you by SureType technology. To preserve (or create) your cool image, we recommend disabling SureType when you do any text messaging. (Chapter 2 fills you in on how to toggle SureType on and off.) That way, you can learn shorthand without any interference from SureType and transform yourself into a text-messaging fool.

Awhfy?

In text messaging, the challenge lies in using abbreviations to craft a sentence with as few letters as possible. Because text messaging has been around for a number of years, plenty of folks have risen to this challenge by coming up with a considerable pool of useful abbreviations. Don't feel you have to rush out and memorize the whole shorthand dictionary at once, though. As with learning a new language, start out with the most commonly used words or sentences. Then, when you become familiar with those, slowly gather in more and more terms so that in time, the whole shorthand thing is second nature.

And what are the most commonly used terms out there? Funny you should ask. Table 8-1 gives you our take on the most common abbreviations, which are enough to get you started. With these under your belt, you can at least follow the most important parts of an SMS conversation.

<i>Shorthand</i>	<i>Meaning</i>	<i>Shorthand</i>	<i>Meaning</i>
2D4	To die for	CU	See you
2G4U	Too good for you	CUL8R	See you later
2L8	Too late	CUS	See you soon
4E	Forever	F2F	Face to face
4YE0	For your eyes only	FC	Fingers crossed
A3	Anytime, anywhere, anyplace	FCFS	First come, first served
AFAIK	As far as I know	FOAF	Friend of a friend
ASAP	As soon as possible	FWIW	For what it's worth
ASL	Age, sex, location	GAL	Get a life
ATM	At the moment	GG	Good game
ATW	At the weekend	GR8	Great
AWHFY	Are we having fun yet?	GSOH	Good sense of humor
B4	Before	H2CUS	Hope to see you soon
BBFN	Bye-bye for now	IC	I see
BBL	Be back later	IDK	I don't know

<i>Shorthand</i>	<i>Meaning</i>	<i>Shorthand</i>	<i>Meaning</i>
BBS	Be back soon	IMHO	In my honest opinion
BCNU	Be seeing you	IMO	In my opinion
BG	Big grin	IOU	I owe you
BION	Believe it or not	IOW	In other words
BOL	Best of luck	KISS	Keep it simple, stupid
BOT	Back on topic	LOL	Laughing out loud
BRB	Be right back	OIC	Oh, I see
BRT	Be right there	RUOK	Are you okay?
BTW	By the way	W4U	Waiting for you
CMON	Come on	W8	Wait
CU	See you	WTG	Way to go

Again, Table 8-1 is in no way a complete listing of shorthand terms, but it should be enough to get you started. Feel free to check out the Web site associated with this book (www.blackberryfordummies.com) for a more comprehensive list of shorthand abbreviations.

Showing some emotion

One aspect of written communication that has gotten a few folks in trouble now and then is that the very same words can mean different things to different people. A simple example is the phrase, “You’re such a clueless individual.” When you speak such a phrase (with the appropriate facial and/or hand gestures), your conversational partner knows right off the bat (we hope) that you’re teasing and that it’s all just a bit of fun. Write that same phrase in a text message, and well, you might get a nasty reply in return — which you then have to respond to, which prompts another response, and soon enough you’ve just ended that seven-year friendship.

Because SMS is meant for quick and short messages akin to chatting — rather than long and drawn-out debates about what you actually *meant* when you said what — a quick-and-dirty system for characterizing what you’ve just written (I’m joking! I’m happy! I’m mad!) has sprung up. Known as *emoticons*, these cutesy typographical devices let you telegraph your meaning in sledgehammer-to-the forehead fashion.

Yes, we're talking smileys here — those combinations of keyboard characters that when artfully combined together, resemble a human face. The most popular example — one that you've probably encountered in e-mails from especially chirpy individuals — is the happy face (:) , which you see used (usually at the end of a statement) to convey good intentions or imply a happy context.

Table 8-2 shows you the range of smiley choices. The trick to recognizing what each smiley conveys lies in your ability to view them sideways (hopefully without developing a crick in your neck). Just remember that smileys are supposed to be fun. They could be the one thing you need to make sure that your “gently teasing remark” isn't misconstrued as a hateful comment.

<i>Smiley</i>	<i>Meaning</i>	<i>Smiley</i>	<i>Meaning</i>
:)	Happy, smiling	:(Sad, frown
:~)	Happy, smiling, with nose	:-)	Sad, frown, with nose
:D	Laughing	:<	Super sad
:-D	Laughing, with nose	:-O	Yell, gasped
:(Sad, frown	:-@	Scream, what?
:-)	Sad, frown, with nose	%-(Confused
:'-)	Tears due to laughter	-O	Yawn
;))	Winking	:----)	Liar, long nose
;-)	Winking, with nose	:-(o)	Shouting
O:-)	I'm an angel (male)	:-oZZ	Bored
O*-)	I'm an angel (female)	:-	Determined
8-)	Cool, with sunglasses	:-()	Talking
:-!	Foot in mouth	#:-)	Hair is a mess
>-)	Evil grin	%-)	Cross-eyed
:-x	Kiss on the lips	&:-)	Hair is curly
((H))	Hugs	:'-(Crying
@>--;--	Rose	@@	Eyes
:-)8	Smiling with bow tie	@@	Face

<i>Smiley</i>	<i>Meaning</i>	<i>Smiley</i>	<i>Meaning</i>
\$-)	Yuppie	:b	Tongue out
;b	Tongue out with a wink	:-&	Tongue tied
-!-	Sleepy	:-(\$)	Put your money where your mouth is

Sending a text message

After you have the shorthand stuff as well as the smileys under your belt, get your fingers pumped up and ready for action: It's message sending time! Here's how it's done:



- 1. Highlight Address Book from the BlackBerry Home screen and press the trackwheel.**

The Address Book opens.

- 2. Scroll and highlight a contact with a cellphone number, press the trackwheel, and choose SMS <contact name> from the contextual menu that appears.**

The menu item for SMS is intelligent enough to display the name of the contact. For example, if you choose John Doe, the menu item reads SMS John Doe, as shown in Figure 8-5. Note the space for entering your text message, right underneath the screen heading.

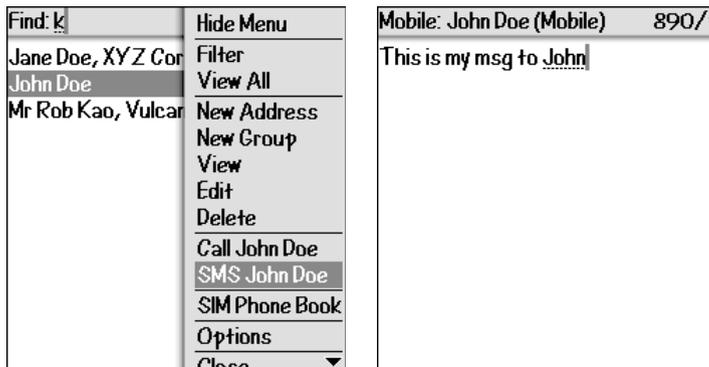


Figure 8-5:
Start your text message here.

3. Type your message.

Remember that shorthand business? You should start taking advantage of it the first chance you get. (Practice makes perfect.) When you're done typing your message, get ready to send it.

4. Press the trackwheel and choose Send from the contextual menu that appears.

Your SMS message is sent on its merry way.

Viewing a text message you receive

If you have an incoming SMS message, you get notification just like you do when you receive an e-mail. Also, like e-mail, the E-mail icon on the top of the Home screen indicates a new message. In fact, everything about viewing SMS messages is pretty much the same as what you do when reading an e-mail; so if you have Chapter 7 loaded into your memory, you know how to read SMS messages. The basic run-through is as follows:

- 1. Open Messages.**
- 2. Scroll to the unread message.**
- 3. Press the trackwheel.**
- 4. Choose Open from the menu.**
- 5. Bob's your uncle: The message displays onscreen.**



You can customize how your BlackBerry notifies you when you receive an SMS message. Chapter 2 has the scoop on all the customization options for your BlackBerry, including options for SMS notification. (Look for the section about customizing your profile.)

Always Online Using Instant Messaging

Real-time conversation with your friends or buddies over the Internet is easier with the advent of instant messaging. This technology allows two or more people to send and receive messages quickly with the use of software that uses the Internet as the wire. It all started with pure text messages and evolved into a rich medium involving voice and even video conversation in real-time.



Instant messaging is a recent addition to the BlackBerry and might not be available by default to all models. (Most providers, however, do support it for 7100 models.) Here's the deal: You can add instant messaging to your BlackBerry even if it didn't come as a default. Now, for those who already

have an instant messaging program installed, you're in luck. You can go on your merry IM way. However, for those of you out there lacking an IM application, don't despair. See the upcoming section that provides step-by-step instructions on how to get an instant messaging program installed on your BlackBerry. As of this time, IM in the BlackBerry is all text messages.

Chatting using IM rules

When America Online (AOL) came out with AOL Instant Messenger (AIM) in the mid-1990s, it was an overnight hit. What made it successful was that it could provide quick (instantaneous) responses to any messages you sent out. In addition, the service introduced many simple (yet clever) functions that offer you a totally unique way of communicating. For example, you can chat with multiple people at the same time. You can tell whether someone is trying to type a message to you. You can even tell whether your buddies are online, away from their computers, or simply too busy to be interrupted at the moment. IM adds up to a totally different slant on long distance communication, opening a wide array of possibilities — possibilities that can be used for good (team collaboration) or ill (mindless gossip), depending on the situation.

As you might expect, AIM is great for both personal and business applications. In the business world, AIM provides the link so that employees can be always connected with their colleagues, no matter how distant they might be, making working collaboratively far easier. On the personal side, this new way of keeping in touch has been embraced by a pretty broad swath of the population — and not just the teen set. Whether you're busy maintaining friendships or busily working to create new ones, Instant Messenger is definitely one powerful tool to consider adding to your social skills toolbox.



Given the popularity of AIM, you've likely used it before. You might even have it installed on your desktop machine. And with your BlackBerry, being away from your desktop computer doesn't necessarily mean going offline. You can set up the same AIM services on your BlackBerry just as long as your device is running OS (operating system) version 3.8 or greater. (Instant Messenger won't run on an earlier OS.) If you have an older OS and you want to AIM, you need to upgrade your OS. Our recommendation is to go for OS v. 4.0. (For more on finding your BlackBerry OS version, including upgrade issues, see Chapter 12.)



If your employer provides your BlackBerry, Instant Messenger might not work on your device. Companies do have the option of telling their network administrators to block all the AIM network addresses, effectively shutting you out of the AIM system. If that's the case, your chances of being able to use AIM in your BlackBerry are almost zero. (You can always get your own personal BlackBerry, though. With all the offerings network providers give nowadays, you might even get one for free.)

Instant messaging on a 7100 model



Lucky you! Instant Messaging (IM) comes standard with many 7100 BlackBerry devices. Most network providers dish out the three most popular IM services on this planet to their 7100 customers: the ubiquitous AOL Instant Messenger (also known as AIM), the up-and-coming Yahoo! Messenger, and last but not least, ICQ Instant Messenger. ICQ is the first IM program that can run on a PC. These three preloaded IM programs are definitely not the only popular ones — as some of you might be using MSN Messenger from Microsoft or iChat AV, which runs in Macintosh. There's also Jabber, which is favored by the Open Source (collaborative efforts of individuals to create free software) community. If you are using any of these IM networks not covered by the preloaded ones, don't despair. In the upcoming sections "Instant Messaging on a non-7100 model" and "Taking control of your IM app," we'll discuss other programs that you can install to run the IM networks you're using.



With so many choices, you could never go wrong, right? Not so fast, good buddy. If you're not careful, you'll find yourself contributing more moolah to your network service provider's bottom line than you expected. Most IM applications use SMS behind the scenes. And what does that have to do with the price of tea in China? Well, without an SMS plan, you'll be suckered into high per-message cost for SMS access. Before you proceed, make sure that you understand the finer points of your current plan. And remember: Sometimes words on these plans can be misleading. For example, your plan might state that you have unlimited data and Internet access — but then the plan doesn't define SMS as either data or Internet access.

Bottom line here: Don't assume that SMS is part of the unlimited data plan. Scour your plan contract for sections that deal specifically with SMS, paying particular attention to whether you have unlimited SMS included. If not — and if you're considering using IM heavily — consider getting a plan that specifically allows for unlimited SMS; otherwise, be prepared to shell out some real dough. Or, if it's possible, simply add SMS to your current plan. If you have any doubts about what your plan covers, call your network service provider.



Any other options? Now that you mention it, you can jump ship and go with another IM application — one that connects directly to an IM network on the Internet, rather than relying on SMS. In the upcoming section, "Taking control of your IM app," you'll find out more about some of the options you have.

IM basics: What you need

Assuming that your plan covers a good deal of SMS, all you need to start using any of the standard three IM applications is a user ID and a password. If you don't have a user ID/password combo yet, getting one is a breeze. Just go to the appropriate registration Web page (see below) for the IM application(s) you want to use. Use your desktop or laptop machine for signing up. It's easier and faster that way.

✔ **AOL Instant Messenger (AIM)**

```
http://aim.aol.com/aimnew/Aim/register.adp?
promo=106723&pageset=Aim&client=no
```

✔ **Yahoo! Messenger (Y! IM)**

```
http://edit.yahoo.com/config/eval_register?.src=pg&
done=http://messenger.yahoo.com
```

✔ **ICQ Instant Messenger**

```
www.icq.com/register
```



Given the many IM network choices available, your friends probably won't be all registered on the same network. You might end up having to sign up for multiple networks if you want to reach them all via IM.

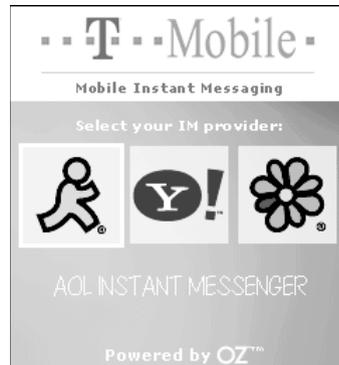
Going online with IM

After you obtain a user ID/password combo on one of the IM services, you can start thumbing your BlackBerry with your buddies by following these steps:

1. **Highlight Instant Messaging (the IM icon) from the BlackBerry Home screen (left side of Figure 8-6) and press the trackwheel.**

A screen displaying the three popular IM services shows up. (See the right side of Figure 8-6.) You can choose from any of the three IM application icons, based on where your ID is valid.

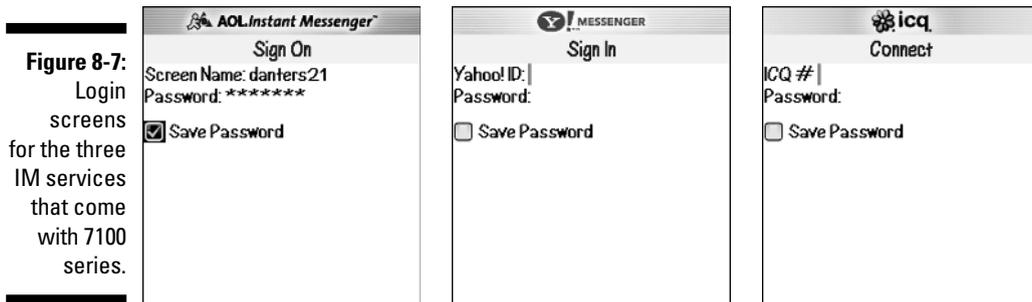
Figure 8-6: The IM icon on a 7100 model (left) and links to the three IM services (right).



2. **Highlight the IM application icon of your choice and press ENTER.**

An application-specific login screen shows up for you to sign in, as shown in Figure 8-7. They're all pretty straightforward, with the standard screen name/ID line and password line. Each screen also offers a Save Password check box; when enabled, it allows you to keep the ID/password information pre-entered next time you come back to this screen. (Um, you don't have to type this stuff every time you want to IM.) We

recommend you mark this check box to save you time, but also set your handheld password enabled so that security is not compromised. Refer back to Chapter 2 if you need a refresher on how to enable password on your BlackBerry.



3. Enter your screen name/ID and password, select the **Save Password** check box (if desired), press the trackwheel, and then choose **Sign In** from the contextual menu that appears.

At this point, IM tries to log you in. This can take a couple of seconds, during which the screen reads *Connecting to AOL* or *Connecting to Yahoo!* or *Connecting to ICQ* while it's in this phase. After you're logged in, a simple listing of your contacts/buddies (AIM refers to contacts as *Buddies*) shows up onscreen.

4. Highlight the contact in the list you'd like to chat with, press the trackwheel, and choose the action you'd like from the menu that appears.

Your menu options here include sending a message or adding/deleting a contact, among others.

Adding a contact

Before you can start chatting with your contacts, you need to know their user IDs as well. For AIM, you need to get it from your friend, or you can search AOL's directory. For Yahoo! users, the ID can be found on their Yahoo! e-mail addresses. (It's the text before the @ sign.) ICQ uses an ICQ number as a user ID. Again, you can always have your friend e-mail it to you or you can search the ICQ Global Directory.

Luckily for you, you don't need to search around for IDs every time you want to IM someone. IM lets you store IDs as part of a contact list so you can grab

an ID whenever you need one. To add the ID of a contact to your contact list, just do the following:

1. **Starting within the IM service of your choice, press the trackwheel, and then choose Add Buddy from the menu that appears as shown in Figure 8-8.**

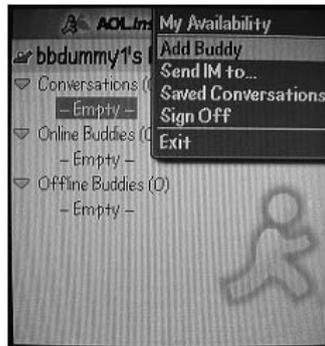


Figure 8-8:
The AOL
IM menu.

The Add Buddy screen appears.

2. **Enter the user ID of your buddy in the Add Contact screen and then press ENTER.**

IM is smart enough to figure out whether this contact is a valid user ID or not. If the ID is valid, the application adds the ID to your list of contacts. The contact goes either to Online or Offline section of your list, depending on whether your contact is logged in.

Doing the chat thing

Suppose you want to start a conversation with one of your contacts (a safe assumption on our part, we think). Just log in to the IM application, as described in the preceding section and send a message to your contact. By sending a message within the IM application, you're initiating a conversation. Here are all the details on how to do it:

1. **In the contacts list of the IM application of your choice, highlight the contact to whom you want to send a message, press the trackwheel, and then choose Send a Message from the menu that appears.**

A typical online chat screen shows up. The top portion of the screen lists the sequence of previous messages you sent to and received from this contact. The bottom portion of the screen is where you type your message.

2. Enter your message, press the trackwheel, and then choose Send from the menu that appears.

Your user ID plus the message you just sent shows up in the topmost (history) section of the chat screen. When you receive a message, it gets appended to the history section as well so that both sides of your e-conversation stay in view.

Instant messaging on a non-7100 model

You can get IM applications right out of the box with any 7100 models, but what's a person to do if her BlackBerry is a different model? The good news here is that where there's a will, there's a way. You'll need to do a little bit of work to get IM rolling for you, but we break down the process for you so that it won't be too hard to follow. In a matter of minutes, you'll have your IM application installed, and you'll be able to rock and roll.



Before you continue with the rest of this section: If you have a company-provided BlackBerry, make sure that your company policy allows you to use IM. Otherwise, you might not be able to upgrade and install applications on your BlackBerry.

Getting off on the right foot

IM on the BlackBerry is a fairly new addition. As such, you need a relatively recent OS for it to run effectively. In the BlackBerry world, this means at least version 3.8 or higher. (We strongly recommend bumping up to OS v. 4.0 or higher, if at all possible.) If your BlackBerry has OS version prior to 3.8, you need to upgrade it to the latest version.



Upgrading is easy; check out Chapter 12 for more details on how to upgrade your device.

Seeing what applications are available

Depending on which network service provider you're signed up for and what IM services you want to use, your choices can vary. We describe a sample of what's available in the following list. (For updated listings, check out the Web site associated with this book.)

✔ **VeriChat for BlackBerry**

www.pdaapps.com/verichat_bby

This IM application is a one-stop shop for anyone using multiple IM networks. It supports Yahoo!, ICQ, MSN, and AOL.

VeriChat works well on GPRS networks. You might have problems running the application on a CDMA network, however, if your BlackBerry is

not under BES. (Read about CDMA and GPRS in Chapter 1.) You may avail hosted BES for best performance under CDMA network. Some third party vendors offer their BES server for you to host BlackBerry services for a monthly fee. One of these companies is MailStreet, charging \$9.95 U.S. per month. Read about it on its Web site at www.mailstreet.net/wireless/default.asp. Just understand that in order for it to host BlackBerry services on its BES, you also need to use its e-mail server, which can be an additional cost. Plus, MailStreet charges a one-time activation fee of \$39.95 U.S.

✓ **Ramble IM**

<http://wireless.sra.com/ramble>

You can't beat the price — it's freeware — but it supports only AOL.

✓ **BlackChat ICQ**

<http://sourceforge.net/projects/blackchat>

Again, the price is good — freeware, yet again — but it works only on the ICQ network.

Installing an IM application is easy; you have two download options:

- ✓ Directly to your device through a browser download
- ✓ To your desktop machine and then sync it to your device

If you're willing to wait a bit and are in a good signal area, we recommend you go for a browser download method because the steps are quite easy.



Make sure that you don't move to an area with no network signal while the download is progressing. You don't want to interrupt the download, forcing you to start all over again.

1. Point your BlackBerry Browser to the application developer's Web site:

- a. Click the *Go To* button in the browser's main menu.
- b. Enter the URL in the screen that appears.
For example, to install Ramble IM, enter **<http://wireless.sra.com/ramble>**.
- c. Click *OK* using the trackwheel.

For more on how to use your BlackBerry Browser to surf the Internet, check out Chapter 9.

2. In the Web page that appears, click the Download link.

Your download begins. After all the files are downloaded to your BlackBerry, a dialog box appears, prompting you to run the application.

3. Using your trackwheel, click OK to start the application.

You are now ready to rumble, or ramble, or whatever.

For tips on installing applications to your device from your desktop computer using the BlackBerry Desktop Manager, please see Chapter 12.

Using BlackBerry Messenger

RIM itself has entered the IM application horse race in the form of a spirited filly named — you guessed it — BlackBerry Messenger. This application is based on the PIN-to-PIN messaging technology described earlier in this chapter, which means that it is mucho fast and quite reliable. However, with BlackBerry Messenger, you can chat with only those buddies who have a BlackBerry and also have PIN-to-PIN messaging enabled. The application supports IM features common to many of the other applications, like group chatting and the capability to monitor the availability of other IM buddies.



Use your BlackBerry Browser to download BlackBerry Messenger from the RIM Web site at www.blackberry.com/messenger. If you use the browser on your desktop computer, the site allows for installation through a cable running from your USB port to your device.

In our opinion, the most convenient way to download and install BlackBerry Messenger is to use your BlackBerry Browser. Here's how:

1. **From the BlackBerry Browser, press the trackwheel and select Go To. Enter <http://www.blackberry.com/messenger> in the screen that appears (see Figure 8-9), and then highlight OK, and press the trackwheel.**



Figure 8-9: Start your BlackBerry Messenger download here.

The BlackBerry Messenger main Web page appears, displaying information about the product as well as a Download Now link.

2. Click the Download Now link on the Web page.

Doing so brings up the Terms & Conditions page — the one that nobody reads.

3. If you accept the terms (and who wouldn't?), click the Accept button.

Of course, you have to scroll down to the very bottom of the page to find the Accept button, but you knew that already.

4. In the new page that appears, click the link to download the application.

The usual Download and Install screen appears, giving you the details of the application you're trying to install, as shown in Figure 8-10.

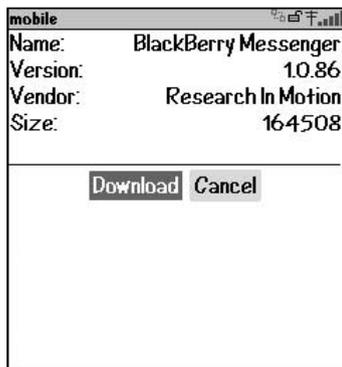


Figure 8-10:
You know the drill. Click the Download button.

5. Click Download in the new screen.

Your download starts, and you're treated to a bar tracking your download progress, as shown on the left side of Figure 8-11.

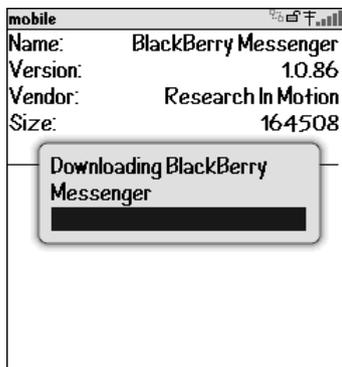
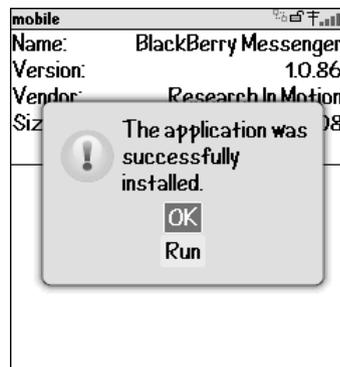


Figure 8-11:
Watch your progress and then launch BlackBerry Messenger.



6. After the download is complete, click the Run button (see the right side of Figure 8-11) to start the application immediately.

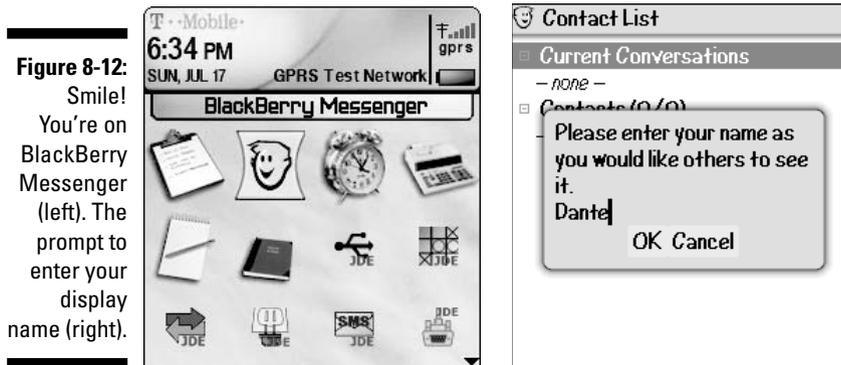
Note: Clicking OK in this screen completes the download process but does not immediately start BlackBerry Messenger.

Running BlackBerry Messenger



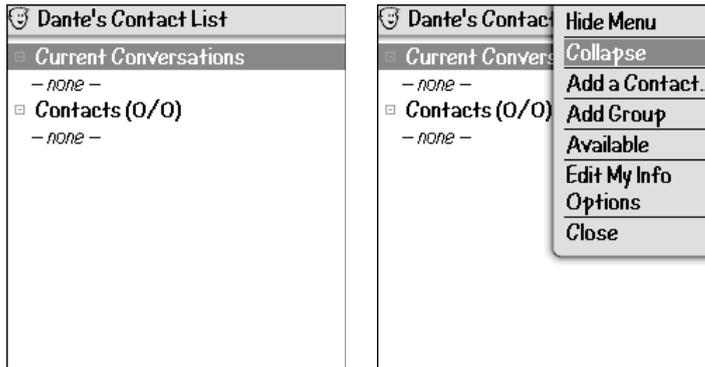
After you go to the trouble of downloading and installing BlackBerry Messenger, you can always access the application through your device's Home screen. (The icon for BlackBerry Messenger on most devices sports a rather chirpy happy face, as shown on the left in Figure 8-12. Remember, though, that on 7100 models, you access an add-on application like BlackBerry Messenger by using the Applications icon you see here in the margin.)

The very first time you run BlackBerry Messenger, the application throws up a dialog box asking you for your display name, as shown on the right in Figure 8-12. The application also asks you to define a password in case you need to restore your Contact List at some point in the future.



The next time you open the application, you see an IM-style Contact List, as shown on the left in Figure 8-13. (Okay, we know it looks pretty empty right now, but we show you how to populate it in a minute.) To customize the groupings, add a contact, set your availability, start a conversation, or change your options, just press the trackwheel to call up the BlackBerry Messenger menu, as shown on the right in Figure 8-13.

Figure 8-13:
The BlackBerry Messenger Contact List (left) and menu (right).



Adding a contact

With nobody in your Contact List, BlackBerry Messenger is a pretty useless item. Your first order of business is to add a contact to your list — someone you know who has a BlackBerry, is entered in your Address Book, has PIN-to-PIN messaging enabled, and is willing to have a copy of BlackBerry Messenger installed on his/her device as well. If you know someone who fits these criteria, you can add him to your list by doing the following:

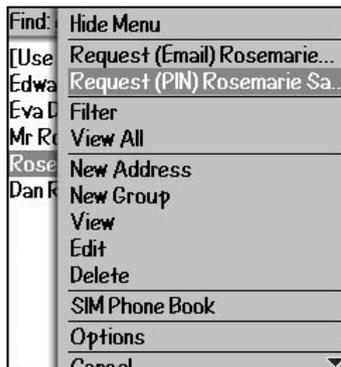
- 1. In BlackBerry Messenger, press the trackwheel and then click Add a Contact from the contextual menu that appears.**

A listing of all the contacts contained in your BlackBerry Address Book shows up onscreen.

- 2. Highlight the name you want to add to your BlackBerry Messenger Contact List and then press the trackwheel.**

A menu similar to the one shown in Figure 8-14 appears.

Figure 8-14:
The Address Book menu shows whether a contact has a PIN.



Note: This is also a quick way for you to check whether you have a PIN for the person. Without the PIN, the Request (PIN) <contact name> menu item won't appear. Read how to add a PIN to a contact name in the earlier section, "Assigning PINs to names."

3. Choose Request (PIN) <contact name> from the menu.

A Message dialog box appears, displaying the Add Request message the application sends to the potential contact, as shown in Figure 8-15.

Most IM applications ask a potential contact for permission to add him or her to someone's Contact List. BlackBerry Messenger is no different here. Before adding someone to the BlackBerry Messenger Contact List, the application sends a message to the other party asking for permission.

4. After making any potential edits, click OK, and then click OK again in the screen that follows.

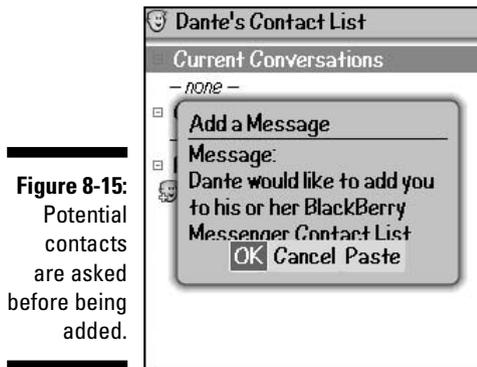


Figure 8-15: Potential contacts are asked before being added.

The application sends your request for the contact to be added to your BlackBerry Messenger Contact List. As long as the person has not responded to your request, his or her name appears as part of the Pending group, as shown in Figure 8-16. When your contact responds positively to your request, that name is moved from the Pending group to the official Contact List.



Figure 8-16:
To-be-approved contacts are in the Pending group.

Starting a conversation

You can easily start a conversation with any of your contacts through the BlackBerry Messenger main menu. Just highlight a name from your Contacts List and press the trackwheel; a Start Conversation option appears on the menu. Choosing that option opens a traditional Chat interface, with a historical listing of messages at the top and a textbox for typing messages at the bottom. After typing your message, just press the ENTER key to send it. Any messages you send (as well as any responses you get in return) are appended to the History list at the top.

Starting a group conference

Whenever you're conversing with someone via your BlackBerry Messenger, you can easily invite others in. Just press the trackwheel while conversing to call up the BlackBerry Messenger main menu; this time you see that an Invite option has been added. Clicking this option allows you to select any number of people from your Contact List one at a time from the Select a Contact screen that follows. Use the trackwheel to select the contact and then highlight and click OK. After clicking OK, you're back to the previous conversation screen, but this time you see in the History list a text saying that the name of your contact has been added to the conversation. The newly selected contact can now join in the conversation.

Taking control of your IM app

If you use IM frequently — and you tend to chat with many contacts simultaneously — you might find that the physical limitations of your BlackBerry cramp your instant messaging style. No matter whether you use AIM, Yahoo! IM, ICQ, or BlackBerry Messenger, it's still slower to type words in the tiny

keypad than to type on your desktop or laptop. So, do you just give up on the dream of instant messaging on-the-go? Not necessarily. The following sections show you how you can power up your BlackBerry IM technique.

Less is more

If you can't keep up with all your buddies, your best bet is to limit your exposure. Take a whack at your Contact List so that only your true buddies remain as contacts whom you want to IM from your BlackBerry. Trimming your list is easy — to delete a contact from your IM application, use the Delete option from your BlackBerry Messenger main menu.



A word of caution before you start pruning your contacts: Deleting a contact from an IM application on your BlackBerry also deletes it from the desktop or laptop computer version of the app. That's because the list of contacts is maintained at a central location — an IM server, to be precise — and not on your BlackBerry. A simple workaround here is to set up two accounts of your favorite IM application — one for your BlackBerry and one for your desktop. By using these accounts separately, you can limit the number of contacts you have on your BlackBerry and still maintain a full-blown list of contacts on your desktop. Don't worry about limiting your number of contacts: The ability to respond quickly to a core group of your buddies should work to your advantage.

Lesser typing and emoticons

Cut down your typing time. Don't forget the shorthand described in the earlier section. It's widely used in IM as well, so refer to Table 8-1 whenever you can so that you can quickly respond. Before you know it, you'll have the shorthand abbreviations memorized and use them with ease. The emoticons also can make your conversation more interesting. Always take them out of your toolbox. Again, refer to Table 8-2 for the list of the most common ones.

Comparing IM with SMS versus connecting via the Web

SMS messages, as the name implies, are short messages designed for cell-phones. It's almost chat-like but not as compared to IM. IM is a step up, evolving from the Internet wherein bandwidth is no longer a concern. It provides a better real-time conversation experience across distances. These two technologies evolved in parallel. As more people use IM, it becomes apparent that this technology has a place in the handheld devices, where mobility is an advantage. Some of the IM programs developed and used in the BlackBerry use SMS behind the scenes. And because your BlackBerry is also capable of connecting to the Internet, other programs use the Internet directly. These differences can affect your monthly bill as well as your messaging experience. Read on.



The IM applications provided by your service provider for the 7100 BlackBerry use Short Messaging Service (SMS) as the medium to communicate with the IM networks. Aspects of SMS use might interest you, especially if you're concerned about the costs associated with IM on your BlackBerry. First, if you

have unlimited SMS in your plan, the IM applications on your 7100 are definitely going to be less costly. Comparatively, if you don't have unlimited SMS but have an unlimited data plan, you're better off purchasing IM software that connects directly to the IM network from your BlackBerry. Direct connection is faster than using SMS, so you will have a better experience. Direct connection does mean heavy wireless use, however, which quickly drains your battery.

On non-7100 models, IM programs are not preloaded as of this writing. If you install IM programs, make sure that you understand what the program uses behind the scene to communicate. Again, if it uses SMS, review your plan and make sure it includes SMS. If it uses the Internet, make sure you have an unlimited data plan.



Another feature you might find appealing about some of the third-party IM software is that they allow for group conversations. This is not available on the IM software that comes preloaded with the 7100.

Annoyance factor: On the preloaded 7100 IM software, you can't use the ENTER key to send a message; you always have to display the menu to send it.

Other IM recommendations

If you're using only AIM for messaging, your best option is to download Ramble IM. This is a freeware program (available from <http://wireless.sra.com/ramble>) that connects directly to the Web rather than using SMS. If you're not on an unlimited SMS plan, going with Ramble IM can save you some bucks.

For multiple IM network support, one of the best options available is VeriChat (available for download from www.pdaapps.com/verichat_bby). VeriChat does have one downside: It requires an annual subscription fee. A standard one account per IM type subscription will cost you \$34.95 U.S. for the first year and \$24.95 U.S. for the succeeding years. If you don't want to pay annually, consider IM+ (available for download at www.shapeservices.com/eng/im/BLACKBERRY). IM+ only asks for a one-time fee of \$44.95 U.S. and also supports multiple networks. There are two versions available, the Regular version and the WAP version. The Regular version connects to BES. (Please read Chapter 1 for details on BlackBerry Enterprise Server.) BES is used by companies as a way of connecting the BlackBerry platform to the corporate network and e-mail server. The WAP version IM+ allows a personal BlackBerry to use the network provider's WAP gateway to connect to the Internet. Shape Services Web site has a comprehensive frequently asked questions (FAQ) for more details about the software. The best thing about IM+ is that it uses the Internet for sending messages and instead of using SMS, which is best suited for people who have the unlimited data plan.

Please check out the Web site associated with this book for updates regarding these (and other) recommendations.

Messaging Etiquette and a Few Words of Caution

We end this chapter with some common sense messaging rules as well as a few words of caution. Even if you're new to messaging, being a neophyte doesn't give you free license to act like a jerk. So remember, play nice and take the following pointers to heart:

- ✔ **Use smileys to avoid misunderstandings.** Read more about emoticons and smileys earlier in this chapter.
- ✔ **Do not ever forward chain letters.** (We mean it. Never.)
- ✔ **If you need to forward a message, check the entire message content first.** Make sure nothing offends the recipient.
- ✔ **Some things in this world need to be said face to face, so don't even think of using messaging for it.** Ever tried dumping your girlfriend/boyfriend over the phone? Guess what. Using messaging is a far worse idea.
- ✔ **Keep your tone gender neutral. *Remember:*** Your message can be forwarded with a few simple clicks.
- ✔ **Capital letters are like shouting, so DON'T DO IT.**
- ✔ **Know your recipient.** A newbie may not easily grasp smileys and shorthand at first, so act accordingly. (Read more about shorthand earlier in this chapter.)
- ✔ **Don't reply to any message when you're angry.** A message sent is a message sent — there's no way to undo it. Better to be prudent than sorry.
- ✔ **Don't spread gossip or make personal remarks about other people.** Beware! Your messages can end up in the wrong hands and haunt you in the future.
- ✔ **Easy does it.** There is no documented evidence of the deleterious effects (physical or psychological) of too much text messaging. However, don't text message as if you wanted to enter the books as the first recorded case of Instantmessagingitis. As your great grandma would tell you, too much of anything is bad for you. It's easy to lose track of time doing IM; before you know it, half of your life could pass you by (not a pleasant thought).
- ✔ **Drive safely.** Tuck away your BlackBerry whenever you're in the driver's seat.

Chapter 9

Surfing the Internet Wave

.....

In This Chapter

- ▶ Using the BlackBerry Browser to surf the Web
 - ▶ Mastering browser shortcuts and navigation tips
 - ▶ Using bookmarks
 - ▶ Customizing and optimizing Browser
 - ▶ Downloading and installing applications from the Web
 - ▶ Using Browser in an Enterprise environment
 - ▶ Using Password Keeper
-

It's hard to believe that just over ten years ago, more folks didn't have access to the Internet than did. Today, you can surf the Web anytime, anywhere, and you can do it using a traditional desktop or laptop computer, or even a tiny mobile device such as a PDA or a SmartPhone. Having said that, it should be no surprise that your BlackBerry has a Web browser of its own.

In this chapter, we explore ways to use the BlackBerry Browser effectively. We offer shortcuts that improve your experience browsing the Web. We also throw in timesaving tips, including the coolest ways to customize your browser to make pages load faster and a complete neat-freak's guide to managing your bookmarks.

Your network service provider might also have its own custom browser for you to use. We compare these proprietary browsers with the default BlackBerry Browser so that you can decide which best suits your needs.

Small screen, small images

Like other similar devices, the BlackBerry has limited screen real estate and should not be compared with personal computers in terms of a Web-browsing experience. The screen is just too small to accommodate a normal Web page. Also, remember that your connection is via a cellphone network, so your connection speed varies from location to location and isn't as speedy as a Wi-Fi or cable connection. Pictures and images won't look the same, and pages

might take longer to load depending on the size of the Web page.

The good news is that you don't have to endure nasty pop-ups. Still, despite this limited capacity (compared with a traditional Web browser), when you really need information and you're away from a computer, your BlackBerry is there for you.

Getting Started with the BlackBerry Browser

The *BlackBerry Browser* or *Internet Browser* is preloaded on your BlackBerry and accesses the Web by cellphone connection. When you run your BlackBerry on BlackBerry Enterprise Server (BES; see Chapter 1 for more BES info), the application is called *BlackBerry Browser*; otherwise, it's called *Internet Browser*. We just use *Browser* to make things easier.

The BlackBerry supports two browsers: one that's connected to your BES server and one that goes directly to your service provider's network. If you are a corporate BlackBerry user, your company administrator might turn off or not install the browser provided by the network service provider. The browser that comes with your network service provider might be called by its brand name.

The following sections get you started using Browser. After you get your feet wet, we promise that you'll be chomping at the bit to find out more!

Accessing Browser

Browser is one of the main applications of your device, with its Globe icon visible right on the Home screen, as shown in Figure 9-1. In most cases, you open Browser by scrolling to this icon and then pressing the trackwheel.

Figure 9-1:
You can
open
Browser
from the
Home
screen.

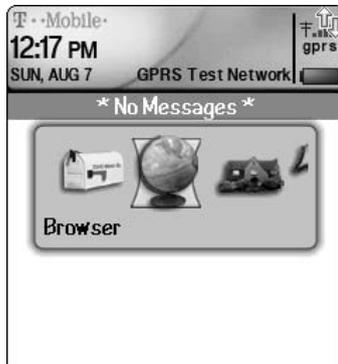


If Browser is your default browser, you can access it from any application that distinguishes a Web address. For example, from Address Book, you can open Browser by opening the link on the Web Page field. If you get an e-mail containing a Web address, just scroll to that link. The link is highlighted, and you can open the page by pressing the trackwheel and then choosing Get Link from the menu that follows.



When you access Browser from another application, you don't have to close that application to jump to Browser. Just press ALT (the half moon button) and press ESCAPE to bring up a pop-up screen with application icons. Browser is the Globe icon, as shown in Figure 9-2. Use your trackwheel to highlight the Browser icon and then press to launch Browser.

Figure 9-2:
Open
Browser
from
another
application.



By default, accessing Browser by clicking a Web address within another application opens the Web page associated with that address. Opening Browser by clicking its icon on the Home screen gives you either the default home page or a list of bookmarks, depending on the version of the BlackBerry OS.

If you haven't yet added bookmarks, the opening Browser screen looks like Figure 9-3. You can find out more about adding bookmarks later in this chapter.

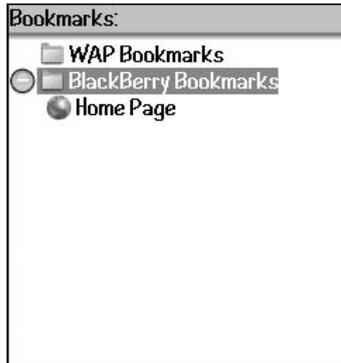


Figure 9-3:
The opening
Browser
screen for
OS 3.8 and
higher.

Hitting the (air)waves

After you open Browser, you're ready to surf the Web. Here's how:



1. Open Browser.

More recent versions of the BlackBerry OS display your bookmarks when you open Browser; older versions display the home page.

2. Press the trackwheel and choose Go To from the menu that opens.

3. In the screen that appears, enter a Web address, as shown in Figure 9-4.



Figure 9-4:
Opening a
Web page
is simple.

4. Click OK.

The Web page appears.



When you see a phone number or an e-mail address on a Web page, you can scroll to that information to highlight it. When the information is highlighted, pressing ENTER initiates a phone call or opens a new e-mail message (depending on which type of link you highlighted).

Navigating Web pages

Using Browser to navigate a Web page is easy. Note that hyperlinks are highlighted onscreen. To jump to a particular hyperlink, scroll to the highlighted link and press ENTER.



Here are few shortcuts you can use while navigating a Web page:

- ✓ For 7100's quickly move up and down one full display page at a time by pressing 9 (down arrow) or 3 (up arrow). For 7200s, use SPACE/SHIFT+SPACE.
- ✓ Quickly switch between full-screen mode and normal mode in a 7100 by pressing the exclamation point (!) key. Think of full-screen mode simply as another way to view the same Web page on your BlackBerry, but the BlackBerry doesn't show anything extra (for example, signals level) on the top portion of the display screen. Normal mode is what you get by default.
- ✓ To stop loading a page, press ESCAPE.
- ✓ After a page fully loads, go back to the previous page by pressing ESCAPE.

And don't forget the Browser menu (press the trackwheel). It has some useful shortcuts, as shown in Figure 9-5.



Figure 9-5:
The Browser menu has lots of good stuff.

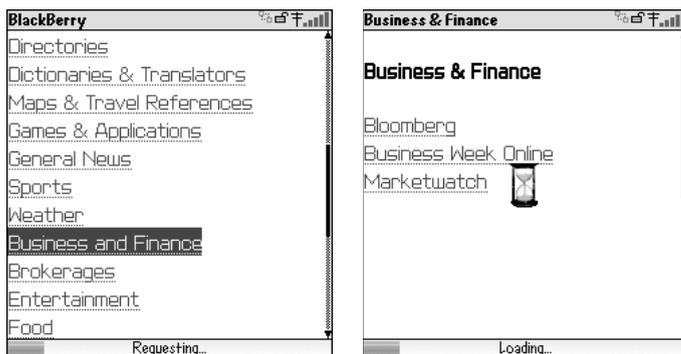
Here are the Browser menu options:

- ✔ **Find:** Use this option to find text within the current page. Like any other basic Find tool, choosing this option displays a prompt to enter the text you want to find. Then a Find Next menu appears after the initial search for you to use to find the next matching text.
- ✔ **Copy:** Choosing this option copies text you highlight into memory so that you can use it later for pasting somewhere else, like putting it in your MemoPad.
- ✔ **Get Link:** This menu item shows up if you have a currently highlighted link. Choosing this menu item opens that page of the link. *Hint:* The faster way to open a link is to press ENTER, as we mention earlier.
- ✔ **Home:** This is the shortcut to go to your home page. The default home page can vary from carrier to carrier, but you can change it by bringing up the Browser menu and choosing Options⇨Browser Configuration. From there, you can change the Home Page Address field.
- ✔ **Go To:** Choosing this allows you to open a Web page by entering the Web address and clicking OK. As you enter more addresses, the ones you entered before are listed and stored for possible future usage, to save you having to type them again. To find out how to clear that list, see the “Cache Operations” section.
- ✔ **Back <Esc>:** Choose this to go back to the previous page you viewed.
When you see <Esc>, you can achieve the same function by pressing ESCAPE.
- ✔ **Forward:** If you’ve gone back at least one Web page in your browsing travels, use Forward to progress one page at a time.
- ✔ **History:** Browser can track up to 20 pages of Web addresses you’ve visited, which you can view on the History screen. From there, you can jump to any of those Web pages by highlighting the history page and press the ENTER key twice.
- ✔ **Refresh:** Choosing this option updates the current page. This is helpful when you’re viewing a page with data that changes frequently (like stock quotes).
- ✔ **Set Encoding:** Choose this to specify the encoding used in viewing a Web page. This is useful when viewing foreign languages that use different characters. Most of us don’t have to deal with this and probably don’t know what type of encoding a particular language could display. If you have to do this, make sure you know the appropriate encoding.



When you try to open a Web page, indicators appear at the bottom of the screen that tells you the progress of your request. The left screen in Figure 9-6 shows that Browser is requesting a page from the Business and Finance link. The right screen of Figure 9-6 shows that you’ve reached the page and that the page is still loading.

Figure 9-6:
Monitor
loading and
security
indicators.



At the upper-right corner of both screens are a couple of icons. The right-most icon shows the strength of the network signals (it's the same signal indicator for phone and e-mail). The icon to the left of that indicates whether you're at a secure Web page. In this case, it is a normal page. Whether a page is secure or not depends on the Web site you're visiting. If you're accessing banking information, you most likely see the secured icon (a closed lock). On the other hand, most informational pages need not be secure, so you see the unsecured icon (an open lock). **Hint:** The Web address of a secure page starts with `https` instead of `http`.



If you lose patience waiting for a page to load and want to browse somewhere else, press `ESCAPE` to stop the page from loading.

Saving a Web page address

Entering a Web address to view a page can get tedious. Fortunately, you can return to a page without manually entering the same address. While you're viewing a Web page, simply use the Browser menu (shown in Figure 9-7) to save that page's address.

Figure 9-7:
Use the
Browser
menu to
save a Web
page
address.



You can save a Web page address in a couple of ways:

- ✔ **Page Address:** This option allows you to view the Web address of the current page through a pop-up screen. From this pop-up screen, you can save the page's address on your BlackBerry clipboard and paste it in as a Memo for yourself or send it to yourself or somebody else via Messages (e-mail). Convenient, right?
- ✔ **Send Address:** When you choose Send Address from the pop-up menu, you're taken to Address Book to select your e-mail recipient, and the rest is the same as sending a regular e-mail. See Chapter 7 for more on sending e-mail messages.
- ✔ **Save Page:** Use this option to save the Web address of the current page to Messages. A message appears with the Browser globe icon to indicate that it's a Web link, as shown in Figure 9-8. Scrolling to that entry and pressing ENTER launches Browser and opens the page for your viewing pleasure. Saving a page to your message list has a different purpose than bookmarking a page. When you save a page to your message list, you can mark the page as unread, like an e-mail message, to remind yourself to check back later.

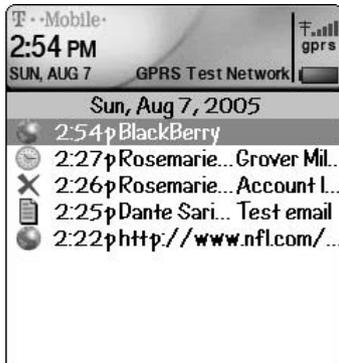


Figure 9-8:
Save a Web
page link in
Messages.

Note: When you do not have network coverage and you try to access a Web page, you're prompted to save your request. When you do, it automatically saves your request in the message list and when you do have coverage later, you can open the same Web page from the message list, and it has the loaded content already!



Pressing a letter key while you are on a menu selects the first menu item that starts with that letter. Pressing the same letter again selects the next menu item that starts with that letter.

Changing your Home screen background

This is a neat trick. You can use an image that you have saved on your pictures list as the background on your Home screen. Here's how:

1. **From the Home screen, scroll to the Pictures icon and press the trackwheel.**

The Pictures application opens.

Note: Depending on the BlackBerry theme, some versions of the theme call Pictures

by the name *Photo Album*. On the 7100 series, you can find Photo Album within Applications.

2. **Scroll to and click the image you want to set as your background. Press the trackwheel and a context menu appears.**
3. **From the context menu, choose the Set As Home Screen Image option.**

Sending an address by e-mail

You can send a Web address to any recipient via an e-mail through the Page Address option from the Browser menu. For a more *direct* way, simply choose Send Address from the Browser menu while the Web page is displayed. If you know right away that you're going to send an address to someone, use the more direct method. It saves you a couple of clicks.

Saving Web images

If you have a BlackBerry with a color screen, you can view and save pictures or images from a Web page. You can save images of JPEG, PNG, GIF, and BMP formats. Any image that is saved is kept in the Pictures application, which enables you to view it later, even when you are out of coverage. To save it from the Web page, click the image you want to save and then choose Save Image from the menu that appears.

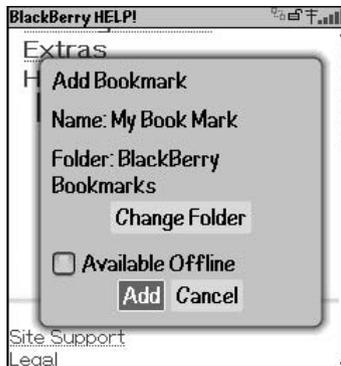
Bookmarking Your Favorite Sites

You don't have to memorize each address of your favorite sites. Your browser allows you to keep a list of sites you want to revisit. In other words, make a *bookmark* so you can come back to a site quickly.

Adding a bookmark

On the page you want to bookmark, choose Add Bookmark from the Browser menu. Remember that the menu is always accessible by pressing the track-wheel. Enter the name of the bookmark and then select the folder where you want to save the bookmark in the Bookmark dialog box (as shown in Figure 9-9). The default folder is BlackBerry Bookmarks, but you can save it in folders that you create. To see how to create a bookmark folder, skip to the section, “Adding a bookmark subfolder.”

Figure 9-9: Specify the name and the folder in which to store the bookmark.



The next time you want to go to a bookmarked page, return to the Bookmarks screen by choosing Bookmarks from the Browser menu. From this screen, you can find all the pages you bookmarked. Just highlight the name of the bookmark and press ENTER to open that page.

Available offline

The Bookmark dialog box includes an Available Offline check box, which you might be wondering about. If that check box is checked, you not only save a page as bookmark, you are also caching it so you can view it even when out of network coverage (like being stuck deep in a mountain cave). So next time you click the bookmark, that page comes up very fast.

We recommend you make bookmarks to search engines (such as Google) available offline because the content of the initial search page is not likely to change from day to day.



If you're working with version 3.8 or higher of the BlackBerry OS, the Bookmarks screen appears by default when you open Browser.

Modifying a bookmark

Changing a bookmark is a snap:

- 1. Go to the Bookmarks screen.**

To open the Bookmarks screen, choose Bookmarks from the Browser menu.

- 2. Highlight the name of the bookmark you want to modify and then choose Edit Bookmark on the menu.**

- 3. On the screen that follows, you can edit the existing name and/or the address the bookmark is pointing to.**

- 4. Click OK to save your changes.**

Organizing your bookmarks

Over time, the number of your bookmarks will grow, and having a tiny display screen can make it tough to find a certain site. To mitigate this problem, organize your bookmarks by using folders. For example, you can group related sites in a folder, and each folder can have one or more folders inside it (subfolders). In a way, you can build a tree hierarchy for your bookmarks. Having a folder hierarchy narrows down your search and allows you to easily find the site you're looking for.

Adding a bookmark subfolder

Unfortunately, you can only add subfolders to existing folders that are already listed on the Bookmarks page. Nevertheless, you can still get organized by using subfolders.

Suppose that you want to add a subfolder called *Favorites* within your BlackBerry Bookmarks folder. Here are the quick and easy steps:

- 1. On the Bookmarks screen, highlight BlackBerry Bookmarks.**

The initial folder you highlight is the parent of the new subfolder. So in this case, the BlackBerry Bookmarks folder contains the Favorites subfolder.

- 2. Press the trackwheel and choose Add Subfolder from the menu that appears, as shown in Figure 9-10.**

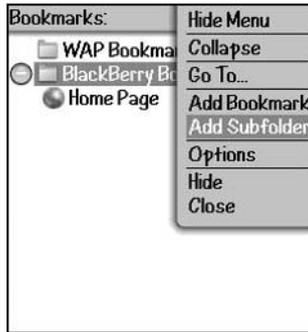


Figure 9-10:
Add a
folder here.

You see a dialog box where you can enter the name of the folder.

3. Enter the name of the folder (as shown in Figure 9-11) and click OK.

We name our folder *Favorites*.

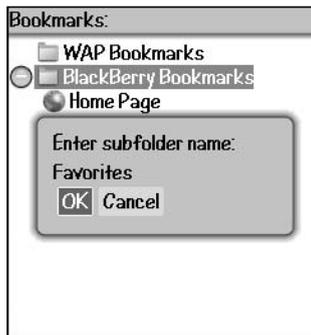


Figure 9-11:
Enter a
folder name
for your
Bookmarks.

The Favorites folder appears on the Bookmarks screen (as in Figure 9-12), bearing a folder icon.

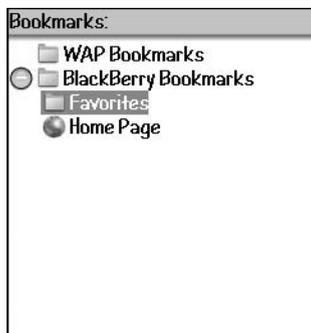


Figure 9-12:
The
Bookmarks
screen
showing the
Favorites
folder you
just added.

Renaming a bookmark folder

Renaming a bookmark folder is as easy as editing a bookmark. On the Bookmarks screen, highlight the name of the folder, press the trackwheel, and choose Rename Folder from the menu that appears. On the screen that follows, you can edit the name of the folder. After renaming, you can click OK to save the changes.

Moving your bookmarks

If you keep going astray looking for a bookmark that you think exists in a particular folder but is instead in another, move that bookmark where it should belong:

- 1. Highlight the bookmark, press the trackwheel, and choose Move Bookmark from the menu that appears.**
- 2. Use the trackwheel to move the bookmark to the location on the list where you want it to appear.**
- 3. After you find the right location, press the trackwheel.**

Your bookmark is in its new home.

Cleaning up your bookmarks

Cleaning up your bookmarks list can help you keep organized and is way easy. On the Bookmarks screen, highlight the name of the bookmark you want to delete, press the trackwheel, and choose Delete Bookmark from the menu that appears.



You can clean up bookmarks wholesale by deleting an entire folder. However, if you delete a folder, you delete the contents of that folder as well, so purge with caution.

Browser Options and Optimization Techniques

On the latest version of BlackBerry OS (version 4.0, as of the writing of this book), you'll find that Web browsing is extremely slow because Research In Motion (RIM) added many improvements on the application. That sounds like an oxymoron — slow is an improvement? Hold on a second so we can explain.

From v. 4.0 and higher, the Browser supports much better HTML (HyperText Markup Language) tables, JavaScript, and Cascading Style Sheets. It also supports more image formats. With every new feature RIM adds, more processing time is required, which can result in degradation of performance. To compensate for this slowdown, RIM allows you to control which features are active through the Browser Options screen, which is accessible via the

Browser menu. (Just press the trackwheel to open the menu and choose Options.) If you still feel speed-greedy after adjusting the options, see the upcoming sidebar, “Speeding up browsing.”

The Browser Options screen offers three main categories to choose from, as shown in Figure 9-13:

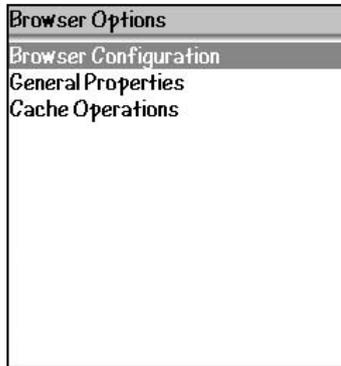


Figure 9-13:
The
Browser
Options
screen.

Browser Configuration

You can define browser-specific settings from the Browser Configuration screen, which you access from the Browser Options screen. The list of customization items you can amend (shown in Figure 9-14) are the following:

- ✓ **Setting up your home page**
- ✓ **Setting the content mode you want viewed: WML, HTML, or both**
Think of *WML pages* as Web pages made just for mobile device such as the BlackBerry. We recommend you leave this as WML or both.
- ✓ **Controlling the display of images depending on the content mode**
- ✓ **Turning on/off the display of image placeholders if you opt to not display images**
- ✓ **Specifying which browser type your browser emulates**

The default is BlackBerry, but Browser can emulate Microsoft Internet Explorer, Openwave (WAP), Openwave Gateway, Microsoft Pocket IE, or Netscape. We don't see much difference on the behavior, so we recommend that you stick with the default BlackBerry mode.



Figure 9-14:
The
Browser
Configura-
tion screen.

General Properties

The General Properties screen has the same function as the Browser Configuration screen (see the preceding section) in that you can customize some behaviors of Browser. This screen, however, is geared more toward the features of the browser content. As shown in Figure 9-15, you can configure or turn on/off more features.

From this screen, you use the SPACE key to change the value of a field. You can configure the following features by selecting from the provided choices. Following this list are the General Properties screen options that you configure via on/off toggles.

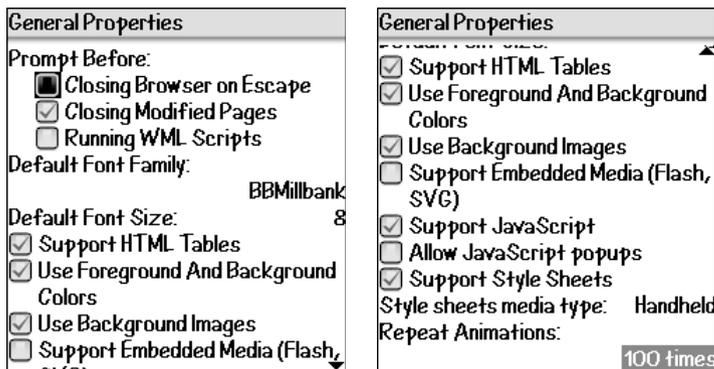


Figure 9-15:
The General
Properties
screen (first
half, left;
bottom half,
right).

✔ Enable/disable prompting when closing the browser

You can be notified before you do the following actions as a precaution:

- *Closing Browser on Escape*: Notified right before you exit BlackBerry Browser (if you've pressed the ESCAPE key to exit).
- *Closing Modified Pages*: Notified right before you exit a modified Web page (for example, some type of online form you fill out)
- *Running WML Scripts*: Notified right before a WML script runs.

✔ Change the default font and font size

You can change these setting by first highlighting them one at a time and then pressing the ALT key, which displays a list of available choices. Then scroll to the choices that you like and press ENTER or the track-wheel to confirm.

✔ Support of HTML tables

A page with HTML tables might look different when this is disabled.

✔ Use of foreground and background colors**✔ Use of background images****✔ Support of embedded media such as Flash and SVG**

SVG stands for *scalable vector graphics*. Think of it as Flash for mobile devices such as the BlackBerry. It can be a still image or an animated one.

✔ Support of JavaScript

A Web page might not behave normally when this option is off.

✔ Enable/suppressed JavaScript pop-ups**✔ Support of Cascading Style Sheets****✔ Set the number of times an animation repeats**

The default is 100 Times but you can change this setting to Never, Once, 10 Times, 100 Times, or as many as the image specifies.

Cache Operations

At any given time, your BlackBerry uses a few cache mechanisms. When you visit a site that uses *cookies* (think of a cookie as a piece of text that a Web site created and placed in your BlackBerry's memory to remember something about you), Browser caches that cookie. Browser also caches pages and contents so that you can view them offline — which is handy when you're out of coverage range. Also, the addresses of the pages that you visited (or your latest 20 on your History) comprise a cache. Depending on the usage of your browser, you might or might not see the three actions shown in Figure 9-16.



Speeding up browsing

When you're running the latest version of BlackBerry OS (version 4.0 or higher), you might find that browsing the Web is extremely slow. You can make your pages load faster in exchange for not using a few of the features. Here are some of the techniques you can use:

- ✓ **Don't display images.** You can see a big performance improvement by turning off the display of images. From the Browser menu, choose Browser Options → Browser Configuration, scroll to Show Images, and change the value to No.
- ✓ **Make sure you're not low on/out of memory.** When your BlackBerry is very low in memory, its performance degrades. The BlackBerry low-memory manager calls each application every now and then telling each one to free up resources.

Hint #1: Don't leave many e-mail messages unread. When the low-memory manager kicks in, Messages tries to delete old messages, but it cannot delete those that are unread.

Hint #2: You can also clean up the BlackBerry event log on some devices to free up needed space. Enter the letters **LGLG** while holding the SHIFT key. This brings up an event log where you can clear events to free up memory.

- ✓ **Turn off other features.** If you're mostly interested in viewing contents, consider turning off features that pertain to how the content is processed, such as Support HTML Tables, Use Background Images, Support JavaScript, Allow JavaScript Popups, and Support Style Sheets. To turn off other browser features, navigate to Browser Options → General Properties.

Warning: We don't advise turning off features while performing an important task such as online banking. If you do, you might not be able to perform some of the actions on the page. For example, the Submit button might not work.

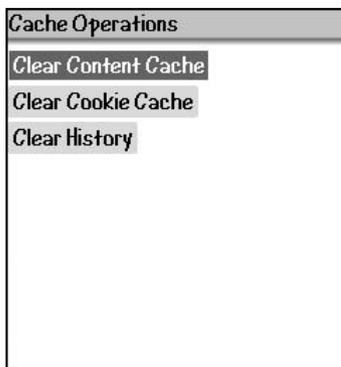


Figure 9-16:
The Cache
Operations
screen.

To perform one of the actions shown in Figure 9-16, simply highlight it and press the trackwheel. The three options and their actions are

- ✓ **Clear Content Cache:** This clears any offline content you might have. You might want to do this because you're running out of space on your BlackBerry, and you need to free some memory. Or it can be that you're tired of viewing old content or tired of pressing the Refresh option.
- ✓ **Clear Cookie Cache:** This clears any cookies that are stored on your BlackBerry. You might want to do this for security's sake. You sometimes don't want a Web site to remember you.
- ✓ **Clear History:** This clears the list of sites you have visited using the Go To function. You might want to clear this for the sake of security if you don't want other people knowing which Web sites you're visiting on your BlackBerry.

Installing (And Uninstalling) Applications from the Web

You can download and install applications on your BlackBerry by using Browser, providing that whoever published the application on the Web has a link that enables you to download the appropriate files and install them. The downloading and installing part is easy — just click the link from Browser, and it displays a simple prompt that looks like the screen shown in Figure 9-17. Click the Download button to start the download.



Figure 9-17:
Showing
a typical
downloading
page on a
BlackBerry.

As long as you stay within network coverage while the download is progressing, your BlackBerry can finish the download *and* install the application for you. If it finishes without any problem, you see a screen similar to Figure 9-18.

Figure 9-18: Showing a download/installation has been completed.



Like with a desktop computer, the download might or might not work for a variety of reasons. Sometimes the application requires that you install libraries, and sometimes the application works only on a certain version of the BlackBerry OS. These issues can be prevented, depending on the sophistication of the site where the link is published. In most reputable sources, these issues are considered — and successful download and installation is a snap.



Installing applications from non-reputable sources can cause your BlackBerry to become unstable. Before you download an application from the Web, be sure to read reviews about that particular application. Most of the time, other people who tried the software provide reviews or feedback. Don't be the first to write the bad review!

You BES Administrator can disable the feature in your BlackBerry to download and install an application. This is mostly the case for a company-issued device. If you have problems downloading and installing an application, check your company policy or contact the BlackBerry support person in your company.

If you download an application that turns out to be a dud, you need to uninstall it. See Chapter 12 for more on uninstalling an application from your BlackBerry.

Browser's Behavior on an Enterprise Environment

Getting a device from your employer has both a good and an ugly side. On the good side, your company foots the bill. On the bad side, your company foots the bill. Because your company pays for the bill, the company has a say on what you can and can't do on your BlackBerry device. This is especially true with respect to browsing the Web.

Depending on your company's policy, you might or might not get a browser that comes with the network service provider. Two scenarios come into play when it

comes to your browser. On an Enterprise environment, a browser might be running under your company's BlackBerry Enterprise Server (BES). With this setup, your BlackBerry Browser is connecting to the Internet by using your company's Internet connection. It's like using your desktop machine at work.

The second scenario is where your browser isn't connected to your company's BES but through a network service provider. Most of the time, a provider has a version of the browser branded to its name. In most cases, your device fits on only one scenario, which is the case where your browser is connected through your company's BES server. Some lucky folks might have both. Whatever scenario you're in, the following sections describe the major differences between the two and what you can expect.

Using Browser on your company's BES

On an Enterprise setup, your BlackBerry Browser is connected through your company's BES server. With this setup, the browser is actually named as *BlackBerry Browser*. BES is located inside your company's intranet. This setup allows the company to better manage the privileges and the functions you can use on your device.

For the BlackBerry Browser application, this setup allows the company to use the existing Internet infrastructure, including the company's firewall. Because you are within the company's network, the boundaries that your network administrator set up on your account apply to your BlackBerry as well. For example, when browsing the Web, your BlackBerry won't display any Web sites that are blocked by your company's proxy server. The good thing, though, is that you can browse through the company's intranet.



Pay attention to your company's Web browsing policy. Most companies keep logs of the sites you view on your browser and might even have software to monitor usage.

Also, if your company's proxy settings don't allow downloading from the Web, your device can't download and install anything coming from the Web. Remember that installation of software into your device not only depends on your download privileges, but it also depends on the IT policy that is assigned to your ID on the BES console by your company's BES Administrator.

Using your network provider's browser

Any new device coming from a network service provider can come with its own branded Web browser. It's the same BlackBerry Browser, but the behavior might differ from the standard one. For one, the name is different, and the default home page usually points to the provider's Web site. This is not necessarily a bad thing. Most of the time, the network provider's Web site is also rich with links

that you might not find on RIM's portal. But this is just a minor difference. The major difference is that because this browser isn't on your company's BES but on your provider's network, you have more freedom on what sites to browse. You're not limited by your company's policy on browsing. In this case, privacy is king.

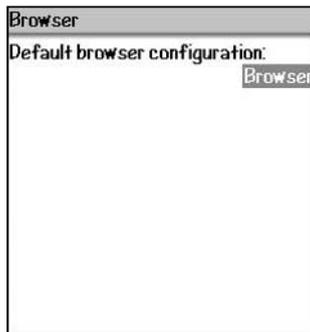
Most of the time, if your browser is through BES, surfing the Web is much faster. This is not true in all cases, however, because the network bandwidth of your BES affects the speed.

Setting the default browser

If you have two Web browsers on your device, you have the option to set the default browser. This comes into play when you view a Web address using a link outside the browser application. For example, when you view a contact with a Web page in the Address Book, the Address Book menu contains a Get Link option. Clicking Get Link launches the default browser.

To set up the default browser, from your Home screen, navigate to (Options) Settings⇨Browser. (If you have a 7100 model, the Settings option is located in Tools.) Use the SPACE key to change the value of the default browser. Figure 9-19 shows the Browser Settings screen with the default browser selected.

Figure 9-19:
Use the SPACE key to change the value of the default browser.



Using Password Keeper

Suppose you're in front of an Internet browser, trying to access an online account. For the life of you, you just can't remember the user name that matches your password. It's your third login attempt, and if you fail this time, your online account is locked. Then you have to call the customer hotline and wait hours before you can speak to a representative. Argghh. We've all done it. Luckily, the folks at RIM created an application just for people like you (and us) so you never get locked out of your own online accounts again — and yet keep intruders at bay.

Password Keeper is the simple, yet very practical BlackBerry application that makes your life that much easier.

Accessing Password Keeper

On the 7100 model, depending on what theme you have, Password Keeper is filed in Application (under Tools, for the T-Mobile theme). If you have a model other than 7100, Password Keeper is visible right on your Home screen.



Not all BlackBerry models come with Password Keeper out of the box. You may need to specifically request that your service provider install it on your BlackBerry. It is free, though.

Setting a password for Password Keeper

The very first time you access Password Keeper, you're prompted to enter a password. *Please be sure to remember the password you choose* because this is the password to all your passwords. In addition, you are prompted to enter this master password every single time you access Password Keeper.

We know it sounds perverse to set up yet another password to help you manage your passwords, but trust us. Having to remember just one password is a lot easier than having to remember seventeen.

Creating new credentials

Okay, so you're ready to fire up your handy dandy Password Keeper application. Now, what kinds of things does it expect you to do in order for it to work its magic? Obviously, you're going to need to collect the pertinent info for all your various password-protected accounts so that you can store them within the protected environs of Password Keeper. So, when creating a new password entry, be sure you have the following information (see Figure 9-20):

- ✓ **Title:** This one's pretty straightforward. Just come up with a name to describe the password-protected account — My Bank Account, for example.
- ✓ **Username:** This is where you enter the user name for the account.
- ✓ **Password:** Enter the password for the account here.
- ✓ **Website:** Put the Web site address (its URL) here.
- ✓ **Notes:** Not exactly crucial, but the Notes field does give you a bit of room to add a comment or two.

New Password	
Title	
Username	
Password	
Website	
Notes	

Figure 9-20:
Set your
master
password
here.

The only required field to enter is Title, but a title alone usually isn't of much use to you. We suggest that you fill in as much other information here as possible, *but at the same time be discreet about those locations where you use your user name and password* — so don't put anything in the Website field or use My eBay Account as a title. That way, if someone *does* somehow gain access to your password to Password Keeper, the intruder will have a hard time figuring out where exactly to use your credentials.

Random Password generation

If you're the kind of person who uses one password for everything but knows deep in your heart that this is just plain wrong, wrong, wrong, Random Password generation is for you. It is quite simple. When creating a new password for yet another online account (or when changing your password for an online account you already have), fire up Password Keeper, press the track-wheel, and then choose Random Password from the menu that appears. *Voilà!* A new password is automatically generated for you, as shown in Figure 9-21.

New Password	
Title	
My Bank Password	
Username	
Password	2oVd0~?f
Website	
Notes	

- Hide Menu
- Select
- Clear Field
- Save
- Random Password
- Show Symbols
- Enable Multitap
- Change Language
- Close

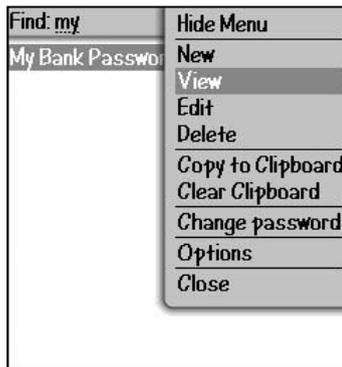
Figure 9-21:
Showing a
randomly
generated
password.

Using Random Password generation makes sense in conjunction with Password Keeper because you don't have to remember the randomly generated password Password Keeper came up with for any of your online accounts — that's Password Keeper's job.

Using your password

The whole point of Password Keeper is to let your BlackBerry's electronic brain do your password remembering for you. So, imagine this scenario: You can no longer live without owning your personal copy of the *A Chipmunk Christmas* CD, so you surf on over to your favorite online music store and attempt to log in. You draw a blank on your password, but instead of seething, you take out your BlackBerry, open the Password Keeper application, and do a search. Like Address Book (see Chapter 3), you just type the first letters of your account title in the Find field to search for the title of your password. After you find (and highlight) the title, you press the trackwheel and choose View, as shown in see Figure 9-22. The screen for your account displays, conveniently listing that password that was just on the tip of your tongue. All you have to do now is enter the password into the login screen for that online music store and Alvin, Simon, and Theodore will soon be wending their way to your address, ready to sing “Chipmunk Jingle Bells.”

Figure 9-22:
A password search result as well as the menu.



Yes, you *do* have the option of copying and pasting your password from Password Keeper to another application — your BlackBerry Browser, for instance. Just highlight the password name, press the trackwheel, and choose Copy to Clipboard from the menu that appears. Then navigate to where you want to enter to password, press the trackwheel, and choose Paste from the context menu. Keep in mind, in order for the copy/paste function to work for passwords from Password Keeper, you need to enable the Allow Clipboard Copy option in the Password Keeper options (see the upcoming Table 9-1).



After you paste your password in another application, clear the Clipboard by pressing the trackwheel and choosing Clear Clipboard. The Clipboard keeps your last copied password until you clear it.

You can copy and paste only one password at a time.

Password Keeper options

The Password Keeper's Options menu allows you to control how it behaves. For example, you can set what characters can make up a randomly generated password. See Table 9-1 for a listing of all options as well as descriptions of each one.

Table 9-1 Password Keeper Options	
<i>Name of Option</i>	<i>Option Description</i>
Random Password Length	Select between 4 and 16 for the length of your randomly generated password.
Random Includes Alpha	If True, a randomly generated password includes alphabetic characters.
Random Includes Numbers	If True, a randomly generated password includes numbers.
Random Includes Symbols	If True, a randomly generated password includes symbols.
Confirm Delete	If True, all deletions are prompted with a Confirmation screen.
Password Attempts	Select between 1 and 20 attempts to successfully enter the password to Password Keeper.
Allow Clipboard Copy	If True, you can copy and paste passwords from Password Keeper.
Show Password	If True, the password appears in the View screen. If False, asterisks take the place of the password characters.

Changing your password to Password Keeper

If you wish to change your master password to Password Keeper — the password for opening Password Keeper itself — simply follow these steps:



- 1. Highlight the Password Keeper icon and press the trackwheel.**

The initial login screen for the Password Keeper application appears.

- 2. Enter your old password to access Password Keeper.**
- 3. With the Password Keeper application open, press the trackwheel and choose Change Password from the menu that appears.**

Doing so calls up the Change Password screen, as shown in Figure 9-23.

- 4. Enter a new password, confirm it, and then use your trackwheel to click OK.**



Figure 9-23:
Change
your
Password
Keeper
password
here.

Chapter 10

Calling Your Favorite Person

In This Chapter

- ▶ Accessing the BlackBerry Phone application
 - ▶ Making and receiving calls
 - ▶ Managing your calls with call waiting, call forwarding, and more
 - ▶ Customizing your BlackBerry Phone setup
 - ▶ Conferencing with more than one person
 - ▶ Multitasking with your BlackBerry phone
 - ▶ Talking hands-free on your BlackBerry phone
-

phone capability has been incorporated into BlackBerry pretty much from the very first generations of the device. The really great news is that the BlackBerry phone operates no differently than any other phone that you've used.

So why bother with this chapter? Although your BlackBerry phone operates like any other phone that you're used to, it has capabilities that far outreach those of your run-of-the-mill cellphone. For example, when's the last time that your phone is connected to your to-do list? Have you ever received an e-mail and placed a call directly from that e-mail? We didn't think so. But with your BlackBerry, you can do all these things and more.

In this chapter, we first cover some phone basics and then show you some of the neat ways how BlackBerry Phone intertwines with other BlackBerry applications and functions.

Using the BlackBerry Phone Application



Accessing the Phone application from the 7100 models is a snap. From the Home screen, pressing any of the numeric keys brings you right into the BlackBerry Phone application. Or, if you prefer, you can press the green Send button located right below the display screen to get into the Phone application.

From the 72xx models, you can get to Phone in a couple of ways. You can scroll to the Phone icon on the Home screen and press the trackwheel to enter the Phone application. Or you can press any of the numeric keys. In order to do this, however, you have to make sure that the Dial from Home Screen option is enabled within the Phone option. If you're a heavy phone user on the 72xx models, we recommend that you enable this option.

To enable dialing from Home screen



- 1. From the Home screen, scroll to Phone application and press the trackwheel.**

Phone opens, showing the dial screen as well as your call history list.

- 2. Press the trackwheel and select Options from the contextual menu.**

Doing so displays a list of options.

- 3. Scroll to General Options and press the trackwheel.**

A list of general options appears.

- 4. Scroll down to Dial from Home Screen option, press the trackwheel, select Change Option, and choose Yes from the drop-down list.**

This enables you to make a phone call by pressing the numeric keys when at the Home screen.

- 5. Confirm your changes by pressing the trackwheel. From the contextual menu that appears, choose Save.**

Throughout this section, we assume that you have Dial from Home Screen enabled if you're using a 72xx model.

Making and Receiving Calls

The folks at RIM have created an intuitive user interface to all the essential Phone features, including how to make a call.

Making a call

In order to make a call

- 1. From the Home screen or the Phone application, dial the desired destination number.**

As you type the first number, Phone opens (if it isn't open already) and displays the numbers you dialed.

2. Press the trackwheel and choose Call.

The call is initiated.

On the 7100 models, you can also press the green Send button to initiate the call.



Calling from the Address Book

Because you can't possibly remember all your friends' and colleagues' phone numbers, calling from the Address Book is very convenient and useful.

To call from the Address Book from the Phone application



1. Open the Phone application. Press the trackwheel to bring up the Phone menu (see Figure 10-1).

Doing so opens the Phone menu.

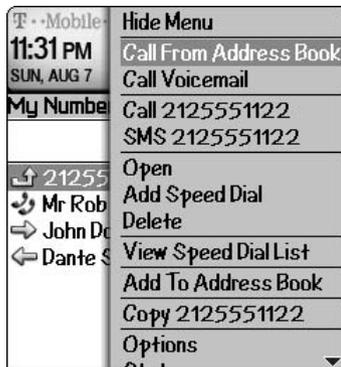


Figure 10-1:
The Phone menu.

2. From the menu, choose Call from Address Book.

Address Book opens. From here, you can search as usual for the contact you'd like to call.

3. From Address Book, scroll to your call recipient and press the trackwheel to choose Call.

This makes the call.



Dialing letters

One of the nice features of the BlackBerry Phone is that you can dial letters, and BlackBerry will figure out the corresponding number. (For this to work on a 7100 series device, you have to use multitap rather than SureType.) For example, to dial 1-800-11-LEARN, do the following on your BlackBerry:

1. From the Home screen or the Phone application, dial 1-8-0-0-1-1.

As you type the first number, the Phone application opens (if it isn't opened already) and displays the numbers you dialed.

2. Press and hold the ALT key and then dial (press) L-E-A-R-N.

You can see the letters appearing onscreen as you type, as shown in Figure 10-2.

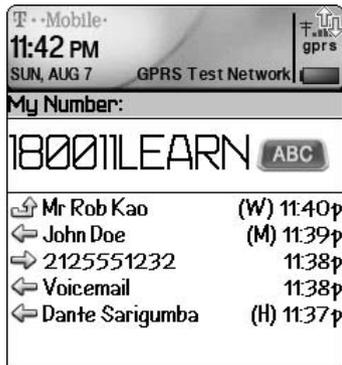


Figure 10-2:
"Dial"
letters
with your
BlackBerry.

3. Press the trackwheel and choose Call.

This call is initiated.

Calling from the history list

When you open the BlackBerry Phone application, you see your phone history list, as shown in Figure 10-3. This screen shows calls that are made or received from your BlackBerry. If you received a voice mail or missed a call, it appears here, too.

You can also dial straight from the phone history list by scrolling to the number on the history list, pressing the trackwheel once (a context menu appears), and selecting Call from the contextual menu.

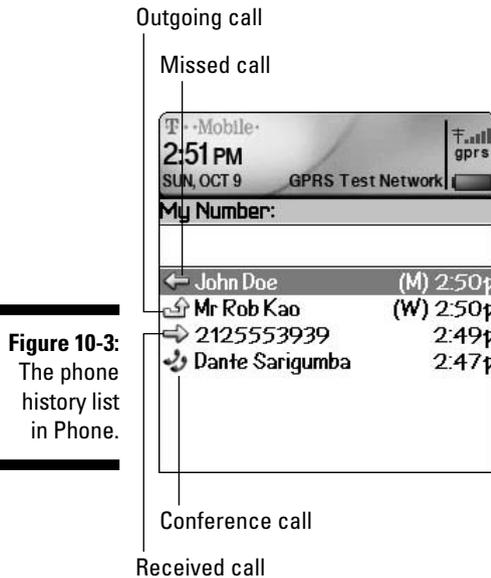


Figure 10-3:
The phone
history list
in Phone.

Receiving a call

Receiving a call on your BlackBerry is even easier than making a call. You can receive calls in a couple of ways. One is by using your BlackBerry's auto-answering feature, and the other is by answering the calls manually.

Automated answering is triggered whenever you take your BlackBerry out from your holster; in other words, just taking the BlackBerry out forces it to auto-pick up any call, so you can start talking right away. The disadvantage of this is that you don't have time to see who is calling you (on your caller ID). **Note:** To disable auto-answering, just be sure your BlackBerry isn't in its holster when an incoming call arrives; your calls won't be auto-answered, and you would need to answer it manually.

What's the advantage of disabling auto-answering? Well, manual answering prompts you to answer a call or ignore a call when you receive an incoming call, as shown in Figure 10-4. This way, you can see who is calling you, on your caller ID, before you decide to pick up or ignore the call.

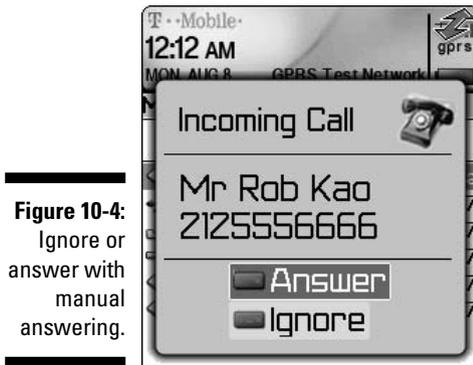


Figure 10-4:
Ignore or
answer with
manual
answering.

Phone Options While on a Call

When you are on the phone, situations might arise where you'd want to mute your conversation or change the call volume. No problem. BlackBerry makes such adjustments easy.

Muting your call

While on a call with someone, you might decide to put the call on mute so the other person on the line can't hear you. It's an alternative to placing your caller on hold; however, unlike placing your caller on hold, you can still hear the caller's voice. So when would you use this feature? And why not just use the hold feature?

You might want to use the mute feature while on a conference call (see the upcoming section, "Arranging Conference Calls") when you don't need to speak but do need to hear what is being discussed. Maybe you're on the bus or have kids in the background, making your surroundings noisy. But by using mute, all the background noises are filtered out from the conference call.

To mute your call

- 1. While in a conversation, press the trackwheel.**

The Phone menu appears in all its glory.

- 2. Scroll to Mute and press the trackwheel.**

You will hear a tone sound, indicating that your call is on mute.

To un-mute your call

1. **While a call is on mute, press the trackwheel.**

The Phone menu makes another appearance.

2. **Scroll to Turn Mute Off and press the trackwheel.**

You will hear a tone sound, indicating that your call is now un-muted.

Placing your call on hold

Unlike muting a call, placing a call on hold prohibits both you and your caller from hearing one another.

To put a conversation on hold:

1. **While in a conversation, press the trackwheel.**

The Phone menu appears yet again.

2. **Scroll to Hold and press the trackwheel.**

Your call is now on hold.

To un-hold your call

1. **While a call is on hold, press the trackwheel.**

A new menu appears.

2. **Scroll to Resume and press the trackwheel.**

You can continue your conversation again.

Adjusting the call volume

Adjusting the call volume, a simple yet important action on your BlackBerry phone, can be performed by simply scrolling the trackwheel up or down to adjust the volume up or down, respectively, while on a phone call.

You can also have a preset default volume level every time you pick or place a call. To set a default volume level



1. **Open Phone, press the trackwheel, and choose Options from the contextual menu that appears.**

A list of phone options appears.

2. **From the Options screen, scroll to General Options and press the trackwheel.**

This opens the General Options screen.

3. **Scroll to Default Call Volume, press the trackwheel, and choose Change Option from the contextual screen.**

This opens up a drop-down list, containing preset default volume ranging from 25% to 100% in intervals of 25. The drop-down list also contains a choice called Previous, which means that your default phone volume will be at the volume setting from your last call.

4. **Choose a volume of your choice and press the trackwheel.**
5. **Confirm your changes by pressing the trackwheel again and choosing Save.**

Customizing the BlackBerry Phone

In order for your BlackBerry Phone to work the way you like, you have to first set it up the way you want it. So when you are busy rushing from point A to point B you can count on your BlackBerry to work like it should. In this section, we will go through some settings that can make you the master of your BlackBerry Phone.

Setting up your voice mail number

This section shows you how to set up your voice mail access number. Unfortunately, the instructions for setting up your voice mailbox vary, depending on your service provider. Fortunately, however, most service providers are more than happy to walk you through the steps to get your mailbox set up in a jiffy.

To set up your voice mail number



1. **Open the Phone application, press the trackwheel, and choose Options.**

A list of phone options appears.

2. **Scroll to Voicemail and press the trackwheel.**

This opens the voice mail configuration screen.

3. **Scroll to access the number field and enter your voice mail access number.**

If this field is empty and you don't know this number, contact your service provider and ask for your voice mail access number.



Setting up call waiting

Call waiting is one of those phone features that you just can't live without if you're constantly on the phone. To change your call waiting setting, you must be within your network coverage because the BlackBerry has to communicate with the BlackBerry server. (This feature might not be available on all networks.)

After you're within network coverage, you can change your call waiting settings by doing the following:



1. **Open the Phone application, press the trackwheel, and choose Options.**

A list of phone options appears.

2. **Scroll to Call Waiting and press the trackwheel.**

Your BlackBerry attempts to connect with the network. If the connection is successful, you see the call waiting screen with one field named Call Waiting Enabled.

If you don't see the call waiting screen, you might need to wait until you have network coverage and then try again.

3. **Scroll to the Call Waiting Enabled field, press the trackwheel once, and choose Change Option.**

A drop-down screen appears with Yes and No options.

4. **Select Yes to enable calling waiting.**

5. **Confirm your changes by pressing the trackwheel and choosing Save.**



Using call forwarding

On the BlackBerry, you have two types of call forwarding:

- ✓ **Forward All Calls:** Any calls to your BlackBerry are forwarded to the number you designate. Another name for this feature is *unconditional forwarding*.
- ✓ **Forward Unanswered Calls:** Calls that meet different types of conditions are forwarded to different numbers.

For the unanswered forwarding type, here are the three conditions that determine what number to forward to. The three conditions are as follows:

- ✓ **If Busy:** You don't have call waiting turned on, and you're on the phone.
- ✓ **If No Answer:** You don't hear your phone ring or somehow are unable to pickup your phone (like when you're in a meeting).
- ✓ **If Unreachable:** You're out of network coverage and cannot receive any signals.

Out of the box, your BlackBerry will forward any unanswered calls, regardless of conditions, to your voice mail number by default. However, you can add new numbers to forward a call to.

Like with setting the call waiting option, you need to be within network coverage before you can change your call forwarding option. After you're within network coverage, you can change your call forwarding settings by doing the following:



- 1. Open the Phone application. Press the trackwheel and choose Options.**

A list of phone options appears.

- 2. Scroll to Call Forwarding and press the trackwheel.**

Your BlackBerry now attempts to connect with the network. If successful, you'll see the Call Forwarding screen.

If you don't see the Call Forwarding screen, wait until you have network coverage and try again.

- 3. From the call forwarding screen, press the trackwheel and choose Edit Numbers.**

A list of number(s) appears. If this is the first time you're setting call forwarding, mostly likely only your voice mail number is on this list.

- 4. To add a new forwarding number, press the trackwheel and choose New Number.**

A pop-up menu appears, prompting you to enter the new forwarding number.

- 5. In the pop-up window, enter the number you want to forward to and then press the trackwheel.**

The new number you entered now appears on the call forward number list.

You can add this new number to any call forwarding types or conditions.

- 6. Press the ESC button.**

You are returned to the Call Forwarding screen.

- 7. Scroll to the If Unreachable field, press the trackwheel, and then choose Change Number.**

A drop-down menu appears listing numbers from the call forwarding number list, including the one you just added.

- 8. Within the drop-down list, scroll to the number you want to forward to and then press the trackwheel.**

Doing so places the selected number into the If Unreachable field. You can see this on the call forwarding screen.

- 9. Confirm your changes by pressing the trackwheel and choosing Save from the contextual menu that appears.**



Configuring speed dial

Speed dial is a very convenient feature on any phone. And after you get used to having it on a phone system, it's hard not to use it on other phones, including your BlackBerry phone.

Viewing speed dial list

To view your speed dial list

1. **While in the Phone application, press the trackwheel to bring up its menu.**
2. **From the contextual menu, choose View Speed Dial List.**

This brings up list of speed dial entries, as shown in Figure 10-5. If you haven't set up any speed dials, this list will be mostly empty.



Figure 10-5:
The speed
dial list.

The number of speed dial slots varies depending on which BlackBerry model you have. 72xx models have 26 speed dial slots; on the other hand, 7100 models have only 9.

Adding a new number to speed dial

Setting up speed dial numbers is as easy as using them. It takes a few seconds to set them up, but you benefit every time you use this feature.

To assign a number to a speed dial slot



1. **Open the Phone application from the Home screen.**
2. **From within Phone, press the trackwheel.**

Doing so brings up the contextual menu.

3. Choose View Speed Dial List.

This brings up the list of speed dial numbers you have.

4. Scroll to an empty speed dial slot, press the trackwheel to bring up a menu, and then choose New Speed Dial.

Doing so brings you to the BlackBerry Address Book to select a contact's phone number.

5. Scroll to a contact for whom you want to add the phone number into the speed dial list, press the trackwheel, and then choose Add Speed Dial.

The number appears in the speed dial list.



If more than one number is associated with the selected contact in the Address Book, you're prompted to select which number to add to the speed dial list.

Using speed dial

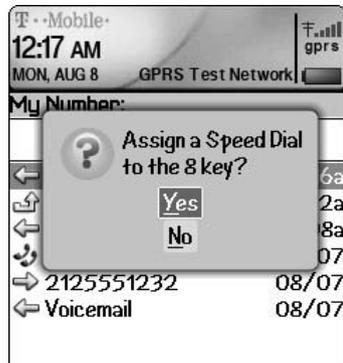
After you have a few speed dial entries set up, you can start using them. While at the Home screen or Phone application, press a speed dial key. The call is initiated to the number associated with that particular speed dial key.



Note that on 72xx models, you need to have the Dial from Home Screen option enabled in order to use the speed dial from the Home screen. To enable this option, refer to beginning of this chapter in the section, "Using the BlackBerry Phone Application."

In the case when you press a key that doesn't have a number set up for the speed dial key, you are prompted to add a number to that key, as shown in Figure 10-6. This is another way for you to add a new number to your speed dial list.

Figure 10-6:
A prompt to add a number to speed dial.



Deleting a number from the speed dial list

To delete a number from your speed dial list, follow these steps:

- 1. From within Phone, press the trackwheel to bring up the contextual menu.**

- 2. Choose View Speed Dial List.**

A list of the speed dial entries programmed into your BlackBerry appears. (Refer to Figure 10-5.)

- 3. Scroll to the speed dial number that you would like to delete.**

- 4. While the speed dial slot is highlighted, press the trackwheel to bring up the menu and then choose Delete.**

A pop-up window asks you to confirm your deletion.

- 5. From the pop-up window, select Delete to confirm your deletion.**

This deletes the desired speed dial number.

Arranging the order of your speed dial entries

By default, your voice mail number holds the number 1 place in your speed dial list (on the 7100 series). But maybe you want 1 to be reserved for the number for your home, for example. Here, we show you how you can arrange the speed dial entries in the order you want them.

To reorder the entries in your speed dial list

- 1. While in the Phone application, press the trackwheel to bring up the contextual menu.**

- 2. Choose View Speed Dial List.**

This brings up a list of your speed dial numbers.

- 3. Scroll to the speed dial number you want to change the order of in the list.**

- 4. While the speed dial slot is highlighted, press the trackwheel to bring up the menu and then choose Move.**

You see the selected speed dial slot highlighted with a different shade, which indicates that you can move it up or down to other slots. (See Figure 10-7.)



Figure 10-7:
Moving a
speed dial
slot.

5. Use the trackwheel to scroll up or down until the speed dial number is in a new desired slot; then press the trackwheel again.

Doing so moves the speed dial number into the new slot. If you want to move to an occupied slot that already has a number, you are asked whether you want the new number to bump the old number down a space.

6. Press the ESC button to return to the Phone application.

Arranging Conference Calls

To have two or more people on the phone with you — the infamous conference call — do the following:

1. Use the Phone application to place a call to the first participant.
2. While the first participant is on the phone with you, press the trackwheel and then choose New Call from the menu that appears, as shown in Figure 10-8.



Figure 10-8:
The New
Call feature.

This automatically places the first call on hold and brings up a new call screen, as shown in Figure 10-9, prompting you to place another call. You can either dial the number using the number pad, or you can select a frequently dialed number from your call log. (Again, this feature might not be available on all networks.)

Figure 10-9:
The New Call screen, with a meeting participant on hold.



To place a call from your Address Book, press the trackwheel from the New Call screen and choose Call from Address Book. Your BlackBerry then prompts you to select a contact to dial to from the Address Book.

3. Place a call to the second participant by dialing a number, pressing the trackwheel, and then choosing Call.

This is just like any other phone call (except that the first participant is still on the other line).

4. While the second participant is on the phone with you, press the trackwheel and choose Join from the contextual menu, as shown in Figure 10-10.

Figure 10-10:
Join two people in a conference call.



Doing so reconnects the first participant back with you, along with the second participant. Now you can discuss away with both participants at the same time (see Figure 10-11).

Figure 10-11:
A
conference
call.



Another name for having two people on the phone with you is *three-way calling*, which is not a new concept. If you want to chat with four people or even ten people on the phone at the same time, you certainly can. Simply repeat Steps 2–4 in the preceding list until you have all the participants on the phone conference.

Talking privately to a conference participant

During a conference call, you might want to talk to one participant privately. This is called *splitting* your conference call. Here's how you do it:

- 1. While on a conference call, press the trackwheel, and choose Split Call from the contextual menu.**

This brings up a pop-up screen, listing all the participants of the conference call. (See Figure 10-12.)

- 2. From the pop-up screen, scroll to the participant with whom you want to speak privately and then press the trackwheel.**

This action places all other participants on hold and connects you to the participant that you selected.

On the display screen, you can see whom you are connected to — for confirmation that you selected the right person to privately chat with.

- 3. To talk to all participants again, press the trackwheel and choose Join from the contextual menu.**

Doing so brings you back to the conference call with everyone.

Figure 10-12:
Select Split
to show all
participants
on a
conference
call.



Alternate between phone conversations

Whether you're in a private conversation during a conference call or you're talking to someone while you have someone else on hold, you can switch between the two conversations by swapping them.

1. **While talking to someone with another person on hold, press the trackwheel and choose Swap from the contextual menu.**

Doing so switches you from the person with whom you're currently talking to the person who was on hold.

2. **Repeat Step 1 to go back to original conversation.**

Dropping that meeting hugger

If you've been on conference calls, you can identify those chatty "meeting huggers" who have to say something about everything. Don't you wish that you could drop those meeting huggers off the call? Well, with your BlackBerry, you can (as long as you are the meeting moderator or the person who initiates the call).

1. **While on a conference call, press the trackwheel and choose Drop Call from the contextual menu.**

This brings up a pop-up screen, listing all the participants of the conference call.

2. **From the pop-up screen, scroll to the meeting hugger you want to drop and press the trackwheel.**

Doing so disconnects the meeting hugger.

3. **Conversation can continue as usual.**

Communicating Hands-Free

Because more and more places prohibit the use of mobile phones without a hands-free headset, we thought we'd go through all the hands-free options you have on your BlackBerry. Also, having your hands free (potentially) makes you a more productive person, which would probably please your boss more.

Using the speaker phone (7100 model only)

The Speaker Phone function is very useful under certain situations, such as when you're in a room full of people who want to join in on your phone conversation. Or, you might be all by your lonesome in your office but are stuck rooting through your files — hard to do with a BlackBerry scrunched up against your ear. (We call such moments *multitasking* — a concept so important we devote an entire upcoming section to it.)



To switch to speaker phone while you're on a phone call, press the Speaker Phone button (on the 7100) or press the trackwheel and choose Activate Speaker Phone from the contextual menu that appears.

Pairing your BlackBerry with a Bluetooth headset

Because your BlackBerry comes with a wired hands-free headset, you can start using it by simply plugging in the headset into the headset jack on the left-side of your BlackBerry. You adjust the volume of the headset by rolling the trackwheel, the same as you would adjust the call volume without the headset.

Using the wired hands-free headset can help you avoid being a police target, but if you're multitasking on your BlackBerry, the wired headset can get in the way and become quite inconvenient.

This is where the whole Bluetooth wireless thing comes in. You can purchase a BlackBerry Bluetooth headset to go with your Bluetooth-enabled BlackBerry. For a list of BlackBerry-compatible Bluetooth headsets, see Chapter 16.

After you purchase a BlackBerry-compatible Bluetooth headset, you can pair your BlackBerry with it. Think of pairing a Bluetooth headset with your BlackBerry as registering the headset with your BlackBerry so that it recognizes the headset.

First things first: You are going to need to prep your headset for pairing. Now, each headset manufacturer has a different take on this, so you'll need to consult your headset documentation for more details. With that out of the way, though, you'll need to continue with the actual pairing. Here's how that's done:



1. **Highlight the Options (Settings) application from the BlackBerry Home screen and then press the trackwheel.**

Doing so opens the Options (Settings) application.

2. **Scroll through the list of options until you find the Bluetooth setting and then press the trackwheel.**

This opens the Bluetooth settings.

3. **Press the trackwheel to bring up the Bluetooth menu.**

You see the Enable Bluetooth option. If you see the Disable Bluetooth option instead, you can skip to Step 5.

4. **From the menu, scroll to Enable Bluetooth and press the trackwheel.**

This enables Bluetooth on your BlackBerry.

5. **Press the trackwheel to bring up the Bluetooth menu.**

You see Add Device as an option.

6. **From the menu, scroll to Add Device and press the trackwheel.**

You see the Searching for Devices progress bar, um, progressing. See Figure 10-13.



Figure 10-13:
Searching
for a
headset.

When your BlackBerry discovers the headset, a Select Device dialog box shows up with the name of headset on the display screen. See Figure 10-14.

7. From the Select Device dialog box, press the trackwheel to select the headset.

A dialog box appears to prompt you for a passkey code to the headset. Normally, the passkey is 0000, but refer to your headset documentation for the passkey.

8. Enter the passkey and press the trackwheel.

After you successfully enter the passkey, you see your headset listed in the Bluetooth setting.

9. Press the trackwheel to bring up the Bluetooth menu.

You see the Connect option.

10. From the menu, scroll to Connect and press the trackwheel.

Your BlackBerry will now attempt to connect to the Bluetooth headset.

When you see a screen like Figure 10-15, you can start using your Bluetooth headset.



Figure 10-14:
Success! A
headset.



Figure 10-15:
You can
begin using
your
Bluetooth
headset.

Multitasking While on the Phone

One of the great things about the BlackBerry is that you can use your BlackBerry for other tasks while you're on the phone. For example, while on a phone call, you can take notes or make a to-do list for after the call is finished. Or you can look up a phone number in the BlackBerry Address Book that your caller is asking you for. You can even compose an e-mail while on a call.

The catch here is that you can multitask only if you are using a hands-free headset or speaker phone (7100 model only). Otherwise, your face would be stuck to your BlackBerry, and you couldn't engage in your conversation and multitask at the same time.

Starting multitasking

After you have your hands-free headset on or speaker phone turned on, you can start multitasking by doing the following:

1. **While in a conversation, from the Phone application, press the trackwheel and choose Home Screen.**

This returns you to the Home screen without terminating your phone conversation.

With the 7100 model, you can simply press the ESC button while in the Phone application to return to your Home screen.



2. **From the Home screen, you can start multitasking.**

Although you can compose e-mails during a phone conversation, you cannot send the e-mail until you finish the phone conversation. In addition, you cannot surf the Web while on the phone.



While on the phone and multitasking, however, you can still access the Phone menu from other applications. For example, from your to-do list, you can end a call (as shown in Figure 10-16) or put a call on the hold.

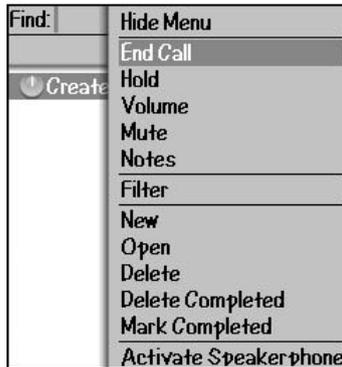


Figure 10-16:
Ending
a call.

Taking notes while on the phone

To take notes of your call

1. **While on a phone conversation, press the trackwheel and choose Notes.**

This displays the Notes screen.

2. **Type notes for the conversation, as shown in Figure 10-17.**



Figure 10-17:
Take notes
while on a
phone call.

3. When the call ends, press the trackwheel and choose **Save** to record the notes you've taken.

Accessing phone notes

From the call history list (refer to Figure 10-3), you can access call notes that you've made during a call or conference. In addition, you can also edit/add new notes.



You can also dial straight from the phone history list by scrolling to the number on the history list. See the section “Calling from the history list,” earlier in this chapter, for more details.

As Figure 10-18 illustrates, you can also see a call log — a listing of how many times you've called a particular number and how long the last conversation lasted — for each entry in your history list.

Call Log		
John Doe		
Mobile 2123432345		
Last: Placed Call		
Duration: 0:12		
Total Calls: 3		
←	08/08 12:08a	0:12
←	08/08 12:02a	1:01
←	08/07 11:39p	

Figure 10-18:
The Call Log
screen,
where you
can see call
stats on a
particular
contact.

To get the call log for a contact and add or view the corresponding notes for a particular call, do the following



- 1. After opening the Phone application, scroll to a contact or number on the phone history list and press the trackwheel.**

The Phone menu appears.

- 2. Choose Open.**

The call logs for the selected contact open. From here, you can add or view notes for a particular conversation. (**Note:** Conversation notes are indicated by a notepad icon.)

- 3. To add notes to a listing, scroll to a particular conversation, press the trackwheel, and choose Add Notes.**

This opens the Notes screen, where you can add conversation notes.

- 4. When done, press the trackwheel and choose Save to save your notes.**

This returns you to the call log.

- 5. To access the notes from the call log, scroll to a conversation, press the trackwheel, and choose Edit Notes.**

Here you can both view and edit the notes you've taken.



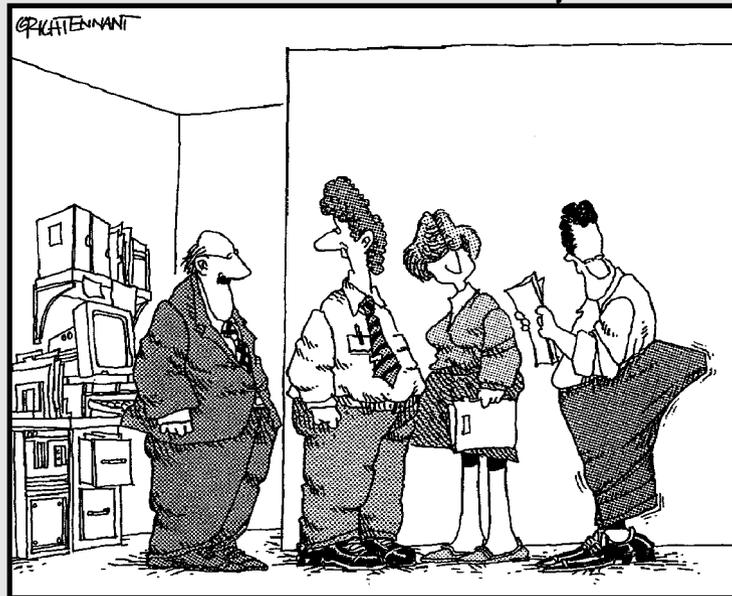
Adding notes after the fact is great, but remember that you can also add conversation notes while on the phone. For all the details, see the “Taking notes while on the phone” section, earlier in the chapter.

Part IV

Working with Desktop Manager

The 5th Wave

By Rich Tennant



"Most of our product line is doing well, but the expanding touch pad on our PDA keeps opening unexpectedly."

In this part . . .

Here, you discover some very essential information about some behind-the-scenes-yet-integral processes. Read all about Desktop Manager, which you direct to monitor and control database synchronization (Chapter 11); application installation (Chapter 12); running Redirector to route, filter, and prioritize e-mail (Chapter 13); and backing up your data.

Chapter 11

Syncing the Intellisync Way

In This Chapter

- ▶ Introduction to BlackBerry Desktop Manager
 - ▶ Synchronizing your BlackBerry with your desktop computer
 - ▶ Resolving data conflicts between your desktop computer and your BlackBerry
 - ▶ Dealing with third-party application data
 - ▶ Using manual and automatic synchronization
-

What better way to keep your BlackBerry updated than to synchronize it with your desktop application's data? Arguably, most of the data you need to synchronize is from your PIM (personal information manager) applications. PIM info includes notes, appointments, addresses, and tasks. The crucial piece for data synchronization to and from your device and desktop computer is the Intellisync software. Intellisync is a product of Puma Technologies, licensed by RIM to work inside BlackBerry Desktop Manager. This software allows you to synchronize your PIM data. But that's not all; it also lets you to synchronize your e-mail and all your other third-party application data. As a giveaway, it can also update your BlackBerry's date and time to sync with your desktop machine's date and time.

In this chapter, we introduce Intellisync. The chapter shows you how to manually and automatically synchronize your BlackBerry with your desktop computer. We also offer tips on which data synchronization options you might want to use. Before we get into all that, however, we include a section on the BlackBerry Desktop Manager.

Introduction to BlackBerry Desktop Manager

The centerpiece of desktop activities that you can do for your BlackBerry is the *BlackBerry Desktop Manager* (BDM), which is a suite of programs that include

- ✓ **Application Loader:** Program for installing BlackBerry applications and updating the BlackBerry OS. Read Chapter 12 for details on how to use this program.
- ✓ **Backup and Restore:** Allows you to back up your BlackBerry data and settings. Check Chapter 14 for more details.
- ✓ **Intellisync:** Program that allows you to synchronize your BlackBerry data to your PC (the topic of this chapter).
- ✓ **Redirector Settings:** Program for setting e-mail-related settings and filters. See Chapter 13 for more details.

BDM is the software included on the CD that comes with your handheld device. Your BlackBerry's packaging provides instructions on how to install the BDM on your desktop computer. For corporate users, check with your BlackBerry system administrator for more details.

Launching BDM

In most Windows installations, you find the shortcut to launch BDM through the Start menu of your computer; choose Start→All Programs→BlackBerry→Desktop Manager. Connect your BlackBerry to your desktop computer using the USB cable that came with your device and launch BDM. The BDM opening screen appears (see Figure 11-1).

Figure 11-1:
The
BlackBerry
Desktop
Manager.



Notice the number of icons on this screen. Each of these icons is an application by itself. Because it is a separate application, the installation of your

BDM might vary from phone provider to provider. At the very least, you should have at least three icons or three applications: Application Loader (see Chapter 12), Backup and Restore (Chapter 14), and Intellisync. Most phone providers don't include the Redirector Settings unless your BlackBerry is connected to BlackBerry Enterprise Server (BES). Redirector Settings work for only those devices that run under BES.

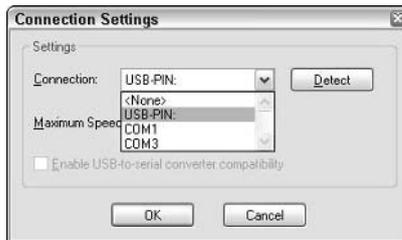
Connecting BDM to your BlackBerry

You establish a connection between your BlackBerry and the BDM through the USB cable that comes with your device. Plug in your device to your desktop. After BDM is running, it will try to find a BlackBerry on the type of connection specified. The default connection is USB, so it should work without your needing to configure anything.

If your device has a password, BDM prompts for the password. Enter the password, and then you should see *Connected* as the heading of the screen. If for some reason you see *Disconnected* and no password prompt, either BDM can't find the device being connected via USB, or the connection setting is not set to use USB.

To make sure that the connection setting uses USB, go to *Options* → *Connection Settings* of the BDM screen menu. The BDM menu is located at the top of the screen, and *Options* is the third from the left. A pop-up screen appears (see Figure 11-2). From this screen, you can select the USB connection having the PIN of your BlackBerry from the *Connection* drop-down as shown here.

Figure 11-2:
Possible
connection
types
to your
BlackBerry.



Running BDM for the first time

If you're running BDM for the first time, the process can take a while. BDM tries to make the initial configuration on your machine, including finding the default e-mail client and the e-mail account that it will assign for the Intellisync software. It asks you to confirm the e-mail account during this time. If you have multiple e-mail accounts set up on your desktop computer, be sure to select the one you want your BlackBerry to use.

The BDM also checks what applications you have on your device and what required applications need to be installed. If it cannot find a required application on your device, it prompts you to install it. Of course, you have the option to cancel and install later.

After the checking for applications, BDM looks at the settings you have for your Intellisync software. If you have settings in auto-start, as discussed later in this chapter, BDM attempts to run synchronization for each one you selected.

Setting Up Intellisync

Intellisync is software that allows you to synchronize your data between your desktop computer and your BlackBerry. For those of you who have devices with the latest OS and running on BES 4.0, you don't need Intellisync because you can do synchronization wirelessly. Many folks don't have the BES 4.0 configuration, however.

Intellisync is the third icon on the BlackBerry Desktop Manager screen. To launch Intellisync, simply double-click the icon. A screen like the one shown in Figure 11-3 appears.



Figure 11-3:
The
Intellisync
screen.

The Intellisync screen is divided into two frames. The top one allows you to manually trigger synchronization, and the bottom frame is where you can set up the configuration and rules for reconciling data. The first thing you need to figure out is the configuration (bottom) section.

Configuring e-mail reconciliation

Looking at the Configuration section of the Intellisync screen in Figure 11-3, e-mail is the first option. Clicking the Configure Email button displays the screen shown in Figure 11-4. This screen has three sections; the top one allows you to choose the direction of the update as well as the rules of the reconciliation.



Figure 11-4:
The Email
Configuration
screen.

Here are the options you can choose:

- ✔ **Import Moves and Deletes to Handheld Only:** Whatever you do on the handheld will not affect the mailbox side.
- ✔ **Synchronize Moves and Deletes:** The desktop and the handheld will be in sync.

Suppose that you delete a message in your BlackBerry and then the same e-mail that you edited in your desktop mail client. In a conflicting scenario (e-mail is updated on both sides), you need to tell Intellisync which side dominates:

- ✔ **Mailbox Wins:** Changes done on the mailbox (through a desktop mail client, like Outlook) take effect, and changes done on the handheld are disregarded.
- ✔ **Handheld Wins:** Changes done on the handheld take effect, and changes done through the desktop mail client are disregarded.

By default, synchronization is done for your inbox folder. If you have personal folders, the bottom portion of the screen shown in Figure 11-4 allows you to select personal folders on synchronization.



BES 4.0 and wireless synchronization

Note that if your BlackBerry is running in BES 4.0, the Configuration portion of the screen for e-mail is disabled and defaults to the Import Moves and Deletes to Handheld Only option. In BES 4.0, wireless synchronization is possible, and the likelihood of conflicts is very rare because whatever you do for either side gets reconciled very quickly over the air.

The wireless e-mail reconciliation section of the screen shown in Figure 11-4 is informational. It

tells you whether your BES supports wireless e-mail synchronization. When BES supports wireless synchronization, this portion of the screen tells you whether you enabled it on your device and also gives you directions where on the handheld you can configure it. Remember that when your wireless synchronization is available, you don't need Intellisync. All the functions that Intellisync does can be done wirelessly and can be set up using your device.

Configuring PIM synchronization

The next item in the Configuration section of Figure 11-3 is the PIM (personal information manager). PIM info includes notes, appointments, addresses, and tasks. Clicking the Configure PIM button displays the screen shown in Figure 11-5.

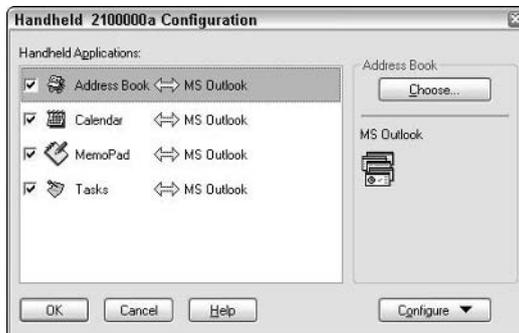


Figure 11-5:
The PIM
Configuration
screen.

This screen is the entry point of the entire synchronization configuration for applications that are part of PIM. As you can see in this screen, the PIM handheld application is paired with a desktop application. This figure shows Outlook as the desktop application.



If you're curious as to what other application the PIM Configuration option supports, click the Choose button to see a screen similar to Figure 11-6, which lists other possible applications. The list depends on the context of the highlighted PIM application. These other desktop applications are also popular; you're likely currently using one of these. Isn't it nice to know that you don't have to dump the application you're already familiar with?

Figure 11-6:
Other
desktop
apps that
Intellisync
supports for
Address
Book sync.



Updating your BlackBerry's date and time

Date and time are naturals for Intellisync because appointments are time dependent. The likelihood that your desktop machine has a more accurate time than your device is high. Say your BlackBerry is five minutes behind. If you set your appointment reminder to five minutes, your meeting is about to start before your BlackBerry gives you a notification. In all likelihood, you want your BlackBerry's date and time to be the same — and accurate. Refer to the Intellisync screen of Figure 11-3 earlier this chapter to see the four check boxes of the top Synchronize Now area. All you need to do is select the fourth one — Update Handheld's Date and Time — to update your handheld.

Mapping fields for synchronization

For all four PIM applications, Intellisync knows what fields from the desktop applications map to your device application fields. But not all fields found on the desktop side exist on the handheld (and vice versa). For example, in the BlackBerry Address Book application, a Nick Name field doesn't exist but is available on Exchange (Outlook) Address Book. In some instances, Intellisync provides you with an alternate field and gives you a choice to map or not. So,

if you ever find the need to change the default mapping, you have the facility to do so. The interface is the same for all PIM applications. To illustrate how to map and un-map fields, we use the Address Book.

The following steps lead you to the screen that allows you to map the fields for Address Book:

1. **From BDM, double-click Intellisync and then click the Configure PIM button from the Configuration screen that follows.**

The PIM configuration screen appears (refer to Figure 11-5). Notice the Configure drop-down button on the lower-right corner.

2. **Click the Configure button and then choose Advanced Settings from the drop-down list that follows.**

The Advanced Settings for Address Book screen appears, as shown in Figure 11-7. The Field Mapping button is located on this screen. Note that you use similar steps to get to the Field Mapping screens on other PIM applications.

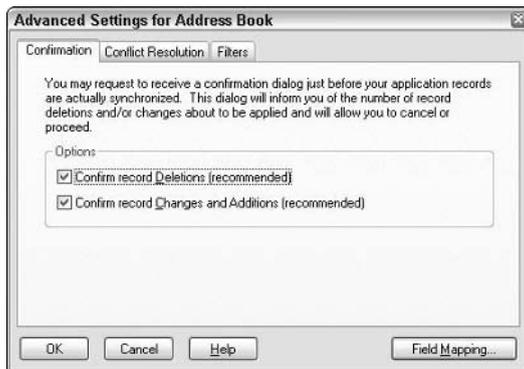


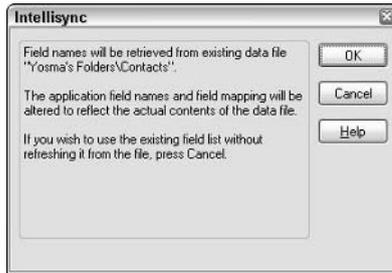
Figure 11-7:
The
Advanced
Settings for
Address
Book
screen.

3. **Click the Field Mapping button.**

If you're not careful, you can inadvertently unclick Job Title mapping on the next screen, and suddenly titles are no longer in-sync. Intellisync recognizes this risk, and gives you a warning screen, as shown in Figure 11-8. If you think you made a mistake, you can cancel from this point to save yourself from having to do a lot of extra work to restore settings.



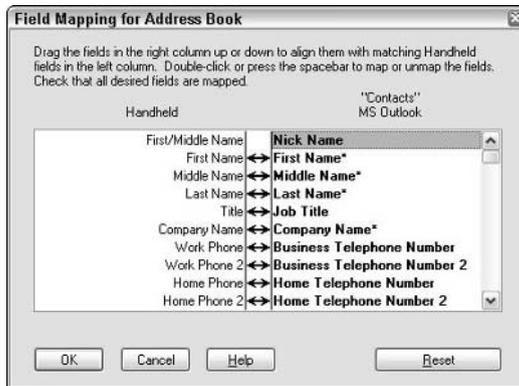
Figure 11-8:
The warning
screen
before the
mapping
screen.



4. To proceed, click OK.

The Field Mapping screen for the Address Book application appears (see Figure 11-9). To map or un-map, click the arrows.

Figure 11-9:
The Field
Mapping
screen for
Address
Book.



5. Click OK to save your changes.

Confirming record changes

Face facts: Doing a desktop synchronization is not a very interesting task, and not many people perform it on a regular basis. If you're one of those folks, you won't have any clue what changes to expect on either side. Well, not to worry. You can tell Intellisync to prompt you for any changes it's trying to do or perhaps undo on either side of the wire. This is where the Confirmation tab of the Advanced Settings screen comes in. To get to this view, follow these steps:

- 1. From BDM, double-click Intellisync; from the Configuration screen that appears, click the Configure PIM button.**

The PIM configuration screen appears (refer to Figure 11-5). Notice the Configure button in the lower-right corner. At this point, Address Book is highlighted. So, the next step is based on the Address Book application. If you want to go to the Confirmation tab of a PIM application other than Address Book, you have to click that application from the list at this point.

- 2. Click the Configure button and then choose Advanced Settings from the drop-down list that follows.**

The Advanced Settings for Address Book screen appears (refer to Figure 11-7). Note the Confirmation tab from this screen.

- 3. If not active, click the Confirmation tab.**

The Confirmation tab comes into view (refer to Figure 11-7).

This screen gives you two options:

- Display a prompt screen to confirm deletions.
- Display a prompt screen to confirm updates and additions.

Regardless of whether you select the first option, Intellisync displays a prompt to confirm the deletion of all records.

Resolving update conflicts

If you don't synchronize your device frequently, you will get into a situation where you must make an update to a particular record on your BlackBerry as well as on your desktop application. Intellisync needs to know how you want this handled. The interface to define how to resolve these conflicts is the same for all PIM applications. Again, for illustration purposes, we use the Address Book as an example.

- 1. From BDM, double-click Intellisync; from the Configuration screen that appears, click the Configure PIM button.**

The PIM configuration screen shows up (refer to Figure 11-5). Notice the Configure button in the lower-right corner.

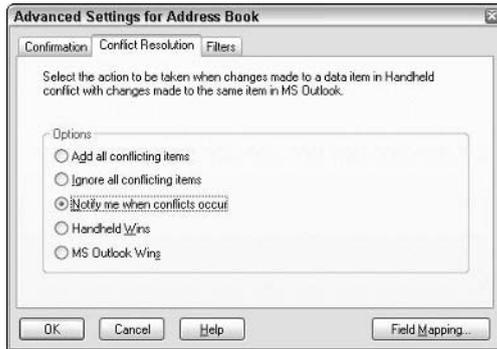
- 2. Click the Configure button; from the drop-down list that appears, choose Advanced Settings.**

The Advanced Settings for Address Book screen appears (refer to Figure 11-7). Note that this screen has three tabs, and the second tab is titled Conflict Resolution.

- 3. Click the Conflict Resolution tab.**

The Conflict Resolution tab comes into view, as shown in Figure 11-10.

Figure 11-10:
Manage
conflicts
here.



You can tell Intellisync to handle conflicts in a few different ways. Here are the options shown in the Address Book Advanced Settings screen:

- **Add All Conflicting Items:** Tells Intellisync that when a conflict happens, a new record should be added to the BlackBerry for the changes done on the desktop, and a new record should be added to the desktop side for the changes done on the BlackBerry.
- **Ignore All Conflicting Items:** Just ignores the fact that there has been a change on the record and keeps the data the same on both sides.
- **Notify Me When Conflicts Occur:** This is the safest among the options. Intellisync displays a message screen with the details of the record that has a conflict and gives you the ability to resolve the conflict.
- **Handheld Wins:** Unless you are sure that this is the case, you shouldn't choose this option. It basically tells Intellisync to disregard the changes done in the desktop application and use handheld changes every time it encounters a conflict.
- **MS Outlook Wins:** If you're not using MS Outlook, this option is worded based on the application you're using. This option is opposite to the Handheld Wins option in that it tells Intellisync to always discard changes on the handheld and use the desktop application change whenever it encounters a conflict. Again, we don't recommend this option because there's no telling on which side you made the good update.

4. Click the options you want and then click OK to save the settings.

Setting Up Synchronization Filters

Have you seen your task list from seven years ago? Looks embarrassing, right? Here's one common mistakes most people do synchronizing their

brand new BlackBerry — they load everything on the device. Do you really want to see your old appointments and tasks you had so many years ago available on your BlackBerry? Of course not. Maybe the past three months of appointments is enough or perhaps a year-to-date's worth of tasks is appropriate. Well, you're the only one who can tell what you really need. So, before you get too excited and click that Synchronize Now button on your new BlackBerry, spend a little bit of time creating filters so that only the data you deem useful gets into your device.

Creating filters

Creating filters on synchronization uses the same interface for all PIM application data. For illustration purposes, we use the MemoPad. Say you want only those notes starting from August 24, 2005. Use the following steps to create such a filter on your MemoPad items:

1. **From BDM, double-click Intellisync; from the Configuration screen that appears, click the Configure PIM button.**

The PIM configuration screen appears (refer to Figure 11-5). To make MemoPad the context for any changes you need to do in this screen, highlight it.

2. **Choose MemoPad from the list. Then click the Configure button.**
3. **From the drop-down list that appears, choose Advanced Settings.**

The Advanced Settings for MemoPad screen shows up. The screen is the same as the one shown in Figure 11-7; the only difference is the title bar indicates that it's for MemoPad. Again, note that this screen has three tabs; the third tab is titled Filters.

4. **Click the Filters tab.**

The Filters tab comes into view, as shown in Figure 11-11.

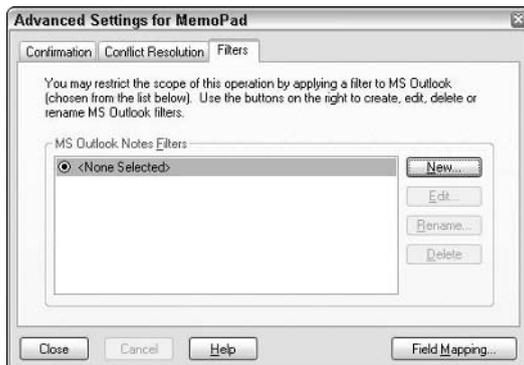


Figure 11-11:
The Filters
tab of the
Advanced
Settings
screen.

5. Click New and enter the name of the filter in the pop-up screen that appears.

A new filter screen appears (see the upcoming Figure 11-12). There are two tabs on this screen.

- *The Conditions tab* allows you to define one or more conditions for this filter.
- *The Rules tab* allows you to specify whether all conditions should be met in order for this filter to act or if one of the conditions is enough.

For this example, we want Intellisync to transfer MemoPad notes whose creation date is on or after August 24, 2005. To define this condition, the Field drop-down button allows you to specify Creation Date field, and the Operator drop-down list allows you to specify on or after the date you specify in the empty text box (under the Value button).

6. Click the Field button and then choose Creation Date from the drop-down list. Click the Operator button and Choose On Or After from the drop-down list. Then enter 8/24/2005 in the text box.

After completing Step 6, all the values of the screen should be the same as shown in Figure 11-12. Note that this condition is not yet added. The Add to List button will add this condition in the list frame. If you have an existing condition, the Remove and Update buttons let you delete or modify it.

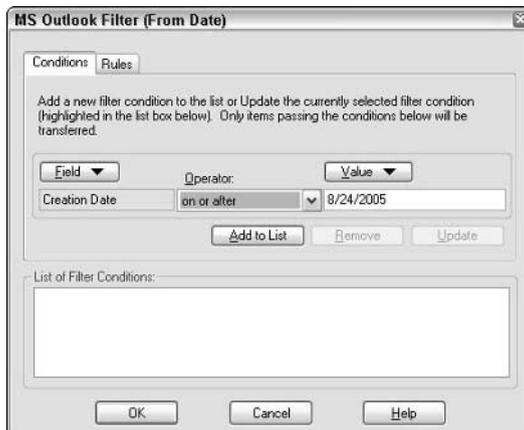


Figure 11-12:
A complete
filter
condition
ready to be
added.

7. Click the Add to List button.

Your condition is now added to the List of Filter Conditions below. You can define many conditions and combine them to define a filter. But in this case, only one condition is necessary.

8. Click the Rules tab.

The Rules tab comes into view, as shown in Figure 11-13.

Because we have only one condition in this example, we don't have to do anything on this tab. It comes into play only when you have multiple conditions. There are cases when you will be faced with such a situation. When this happens, you need to decide whether all the conditions need to be satisfied to make the filter active or whether any one of the conditions is enough. For example, suppose you want to transfer tasks that you entered three months ago as well as all other tasks — as long as their status is not yet completed. In this case, you can create two filters; then, on this tab, select the second option (One or More Options Must Be Met).

9. Click OK to save the filter.

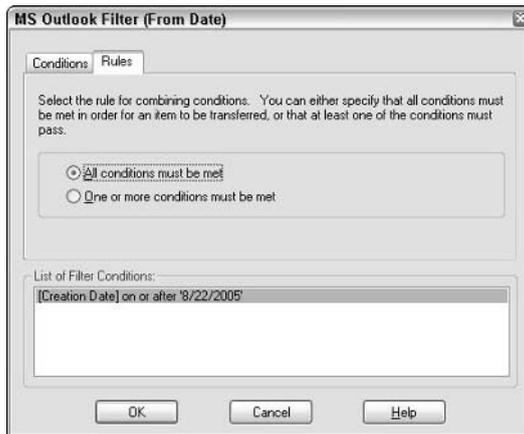


Figure 11-13:
The Rules
tab of a
MemoPad
sync filter.

Creating special filters for Calendar synchronization

Because of the nature of appointments, you might want to restrict transfer of records for those that are in the span near the time when they are most important. This filter is a special one that you don't define via the Filter tab. To go to the view where you can set it up, follow these steps:

1. From BDM, double-click Intellisync. From the Configuration screen that appears, click the Configure PIM button.

The PIM configuration screen appears (refer to Figure 11-5).

2. Choose Calendar from the list. Click the Configure drop-down button; from the drop-down list that appears, choose Advanced Settings.

The Advanced Settings for Calendar screen shows up, as shown in Figure 11-14. Note the difference between this screen and the one for Address Book (shown in Figure 11-7). This screen has a Date Range tab, which happens to be the first tab. You can select from the three options:

- **Transfer All Scheduled Items:** This transfers everything: past and future appointments.
- **Transfer Only Future Items:** This is the default and transfers only future appointments.
- **Transfer Items within a Range of Days:** This option allows you to set the number of days prior and after today. The best thing about this option is that *today* adjusts to the current date.



Figure 11-14:
The
Advanced
Settings
screen for
Calendar
configu-
ration.

3. Specify the options you want and then click OK to save the configuration.

Creating special filters for Tasks synchronization

One unique force in the Tasks application is represented by the status field. It would be a natural choice to not transfer items marked as completed. You can set up a filter for this, but Intellisync has a quick interface for you to do it outside of the Filter tab. To get to this view, follow these steps:

1. From BDM, double-click Intellisync; from the Configuration screen that appears, click the Configure PIM button.

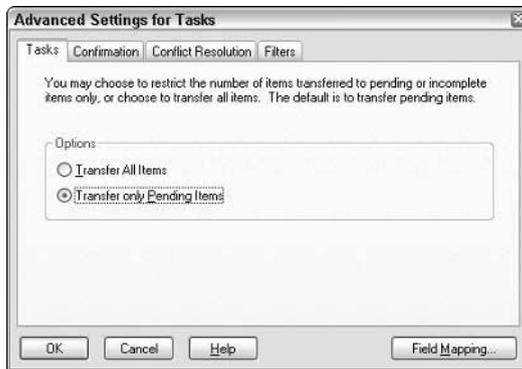
The PIM configuration screen appears (refer to Figure 11-5).

2. Choose **Tasks** from the list. Click the **Configure** button; from the drop-down list that appears, choose **Advanced Settings**.

The Advanced Settings for Tasks screen appears, as shown in Figure 11-15. Note the difference between this screen and the one for Address Book (refer to Figure 11-7). This screen has a **Tasks** tab, which happens to be the first tab. You can select from the two options:

- **Transfer All Items:** This transfers everything.
- **Transfer Only Pending Items:** Completed items will not be transferred.

Figure 11-15:
The
Advanced
Settings for
Tasks
screen.



3. Specify the options you want and then click **OK** to save the configuration.

Configuring Synchronization for Third-Party Software

The BlackBerry platform is *extensible*: that is, it can be made to function beyond the capabilities of the programs it's preloaded with and to extend access to your personal or corporate data. Software companies can develop applications for your device — and just like the PIM applications, these applications can also use Intellisync to transfer data to and from the BlackBerry handheld. If you have such a third-party application, you can configure or run data synchronization from the Intellisync interface.

To illustrate how this works, imagine that you have blogger software installed on your device. This software allows you to write your blogs and also post to

your blog site wirelessly. It also has a desktop version that functions the same way — only, it posts to your Web site via a desktop Internet connection. The software has a neat feature of allowing you to sync your draft blogs between your desktop and BlackBerry so that you can continue writing them at your convenience. Again, this is a hypothetical case, just for you to see how it all fits together.

The steps involved in configuring this third-party application to sync are as follows:

- 1. From BDM, double-click Intellisync; from the Configuration screen that appears, click Configure Add-ins.**

The Add-in Module Configuration screen appears, as shown in Figure 11-16. For a third-party application to hook into Intellisync, it has to create an Add-in Module. This Add-in Module is responsible for writing and reading data from the device. It has to be registered to Intellisync so that Intellisync can run the process during synchronization.

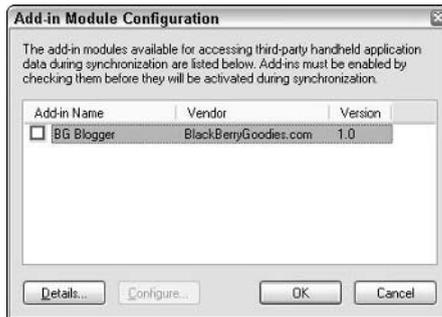


Figure 11-16:
The Add-in
Module
Configuration
screen.

You can see from this screen all the Add-in Modules that are registered to Intellisync. Each Add-in might or might not have any user configuration settings, but if it does, this is the screen where you will set them. For this hypothetical case, say it has configuration settings that you can control.

- 2. Click the Add-in name and then click the Configure button.**

The third-party application configuration screen shows up (in this case, as shown in Figure 11-17).

This screen can be anything, but for our hypothetical blogger app, it allows you to configure the location of your blog files. Also, it gives you the option to resolve possible conflicts.

Figure 11-17:
The Add-in
configuration
screen for a
hypothetical
blogger
application.



3. Enter or set the options and then click OK to save the configuration.

Ready, Set, Synchronize!

Are you ready to synchronize? Earlier in this chapter, we show you how to define synchronization filters and rules for your e-mail and PIM data. Now it's time to be brave and push the button. Your two choices are manually (by using the Synchronize Now button) or automatically.

Synchronize Now

Synchronize Now is a feature of Intellisync that enables you to run the synchronization manually. The basic rundown is that you choose the data you want to synchronize, you click the Synchronize Now button, and that's it. Without delay, here are the steps:

1. From BDM, double-click Intellisync.

The Intellisync screen appears; refer to Figure 11-3. The four check boxes in the Synchronize Now frame in the Intellisync screen give you the option to selectively synchronize your data. You can choose from e-mail, PIM, add-in, and date and time.

2. Mark the check boxes of the data that you want to synchronize and then click Synchronize Now button.

Intellisync starts running the synchronization; you see a progress screen. If you set up rules to prompt you for conflicts and if Intellisync encounters one, you see a screen to resolve it.

After synchronization is done, the progress screen disappears, and Intellisync screen comes back into focus.

3. Close Intellisync by clicking the Close button.

Automatic synchronization

How many times do you think you reconfigure your Intellisync setup? Rarely, right? After you have it configured, that's it. Yes, maybe once in a while you'll find a reason to change something, but it's mostly static. And if you're like us, the reason you open BlackBerry Desktop Manager is because you want to run Intellisync. So, opening Intellisync and clicking the Synchronize Now button is somewhat annoying. In this case, if you'd like to make Intellisync automatically run every time you connect your BlackBerry and open BDM, the following steps are for you:

1. **From BDM, double-click Intellisync; from the Configuration screen that appears, click the Auto Start button.**

The Auto Start Settings screen appears, as shown in Figure 11-18. Note that these are the same choices you have in the Synchronize Now frame of the main screen (refer to Figure 11-3) of Intellisync. The purpose of this screen is for you to select which among the four choices you want included to run automatically whenever BDM is launched and connected to your BlackBerry. No more double-clicking Intellisync and no more clicking the Synchronize Now button.

Figure 11-18:
The Auto Start Settings screen.



2. **Select from the options provided by the check boxes and then click OK to save your changes.**

At this point, you are set up to automatically synchronize for the options you selected every time your BlackBerry is connected and BDM is launched.

At some point when (and for whatever reason) you want to stop the automatic synchronization of your data, just follow the same preceding steps. However, in Step 2, clear the option corresponding to the data for which you want to cease automatic synchronization.

Chapter 12

Installing Applications

In This Chapter

- ▶ Getting started with Application Loader
 - ▶ Installing a BlackBerry application
 - ▶ Uninstalling an application
 - ▶ Upgrading your operating system
-

Toward the end of this book, we point out to you a few great applications that make your BlackBerry that much more productive as well as a couple of games that make your BlackBerry more entertaining than ever. Rest assured, though, that installing an application on your BlackBerry is a snap.

Think of your BlackBerry as a mini-laptop where you can run pre-installed applications (as well as install new applications). You can even upgrade your BlackBerry's OS. (Yup, that's right, your BlackBerry even has an operating system, similar to how a PC runs on a Microsoft Window XP operating system.)

We start this chapter by introducing the *Application Loader*, which allows you to load applications onto your BlackBerry — hence its name. Then we show you how to both install and uninstall an application from your BlackBerry. Finally, we will show you how to upgrade your OS by using the Application Loader.



If your BlackBerry is company owned, your company might impose guidelines on what applications (if any) can and cannot be installed and uninstalled from your device. Be sure to familiarize yourself with your IT department's policy before attempting to install or uninstall software from your company-owned BlackBerry.

Accessing Application Loader

In this chapter, as with other chapters in Part IV of this book, you work closely with your PC in conjunction with your BlackBerry. On your PC, you use an application called *BlackBerry Desktop Manager* (BDM), which comes

on a CD along with your BlackBerry. For introduction to the BlackBerry Desktop Manager, see Chapter 11. Application Loader is a mini-application within the BlackBerry Desktop Manager. The Application Loader allows you to install and uninstall applications as well as upgrade your BlackBerry OS.

After BlackBerry Desktop Manager is installed on your PC, connect your BlackBerry to your PC via the USB cable that comes with your BlackBerry to join your BlackBerry to your PC. If everything is set up properly, you see a pop-up window on your PC prompting you to enter your BlackBerry security password. After you enter your correct password, your BlackBerry is connected to your PC.

In order to access the Application Loader

1. On your PC, choose Start⇨Programs⇨BlackBerry⇨Desktop Manager.

This opens the BlackBerry Desktop Manager.

2. Connect your BlackBerry to your PC via your USB cable.

Doing so connects your BlackBerry to your PC. If successful, you will see the password dialog box (see Figure 12-1). If not, check to see whether the USB cable is connected properly to both your PC and your BlackBerry and then try again. If all else fails, contact your service provider; see Chapter 2 for contact numbers. Or, contact your system administrator if you are an enterprise user.

Figure 12-1:
The
password
dialog box
on your PC.



3. Enter your password.

This completes your BlackBerry-PC connection.

4. On your PC, double-click the Application Loader icon within the BlackBerry Desktop Manager.

The Application Loader Wizard welcome screen opens (see Figure 12-2). At this point, you are ready to use the functions of the Application Loader.



Figure 12-2:
The
Application
Loader
Wizard
welcome
screen.

Installing an Application

In order to install an application onto your BlackBerry from your PC via the Application Loader, you first have to install that application on your PC. The initial install onto your PC typically varies, depending on which application you choose to install, so be sure to refer to the manual that comes with the application you choose.

After you get the BlackBerry application onto your PC, you need to locate the application's *ALX file* (a file with the extension `.alx`). The ALX file isn't the file that gets installed on your BlackBerry; rather, it tells the Application Loader where the actual application file is located on your PC. Think of it as a direction for Application Loader to find the application file. You can usually find a BlackBerry application's ALX file in the PC folder where you installed the application on your PC. Refer to the manual that comes with the BlackBerry application for more info.

In this chapter, we use an application called *BlackBerry Blogger* as a sample application to install on your BlackBerry. You can download this application from www.BlackBerryGoodies.com/BBblogger, but you can use an application of your choice to install.

After you install the BlackBerry application (in our case, BlackBerry Blogger) on your PC, you can install it on your BlackBerry by using the Application Loader:

1. Launch Application Loader from the BlackBerry Desktop Manager.

The Application Loader Wizard welcome screen appears. (Refer to Figure 12-2.)

2. From the Application Loader Wizard welcome screen, click the Next button.

This takes you to a screen where you have to enter your password once more, as shown in the top screen of Figure 12-3. This is for added security. Click Next.

If, for some reason, your handheld isn't connected properly, you see the Communication Port Selection screen, as shown in the bottom screen of Figure 12-3. To remedy this, try to connect your BlackBerry to the USB cable and make sure that the USB cable is connected to the PC. Then click Next.



Figure 12-3: Enter your password and then troubleshoot your connection if necessary.

3. After entering your password, you see the Handheld Application Selection screen, as shown in Figure 12-4.

This screen lists the applications that are already installed on your BlackBerry. (Your applications might not be exactly the same as those listed in Figure 12-4.)

Figure 12-4:
Applications
installed
on your
BlackBerry.



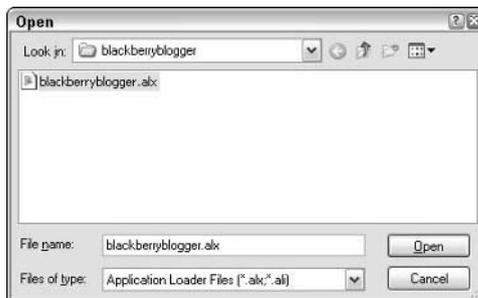
4. Click the Add button.

This opens an Open file window, where you need to locate the ALX file of the application you need to install. (See Figure 12-5.)

5. Locate the ALX file and then click Open.

This returns you to the Handheld Application Selection window, where you can see BlackBerry Blogger as one of the applications in the list.

Figure 12-5:
Find the
ALX file.



6. Click Next.

Doing so brings up the confirmation screen, listing the application to be installed.

7. Click Finish.

The installation process starts, and a progress window appears. When progress window disappears — and if all went well — the application should be on your BlackBerry.

Encountering an invalid signature error



If you encounter an invalid signature error when installing an application (see Figure 12-6) and your BlackBerry was given to you by your employer, you do not have permission to install application on your BlackBerry. Permissions on your BlackBerry are controlled by IT policy.



Figure 12-6:
The invalid signature error.

Using alternatives to Application Loader

Although this chapter covers installing an application by using the Application Loader or a wired install, another way to install application is using a wireless install via an OTA (Over the Air) download. See Chapter 9 for more on wireless installation.



Another way for an application to be installed on your BlackBerry is through a BlackBerry Enterprise Server (BES) 4.0 wireless install. In the case of a BES 4.0 wireless installation, you have no control over the installation process. This is more for your company's BlackBerry system administrator to control what applications are and are not on your BlackBerry.

Uninstalling an Application

You can uninstall an application in two ways: by using the Application Loader or by using your BlackBerry handheld.

As in the preceding section on installing, we use BlackBerry Blogger as an example and assume that you already installed the BlackBerry Blogger application. Of course, you can follow the same steps for uninstalling other applications of your choice.

Uninstalling using the Application Loader

The steps to uninstalling a BlackBerry application are similar to the steps for installing:

1. Launch Application Loader and then click Next.

This takes you to a screen where you have to enter your password. (Refer to the top screen of Figure 12-3.) This is for added security.

If, for some reason, your handheld isn't connected properly, you see the Communication Port Selection screen. (Refer to the bottom screen of Figure 12-3.) Try to connect your BlackBerry to the USB cable and also make sure that the USB cable is connected to the PC.

2. After entering your password, you see the Handheld Application Selection screen. (Refer to Figure 12-4.)

This screen lists the applications that are already installed on your BlackBerry. (Your applications listed might not be exactly the same as those in Figure 12-4.)

3. From the Handheld Application Selection screen, scroll to the application you wish to delete (BlackBerry Blogger, in this example) in the list of applications and clear its check box.

Notice that the Action column for BlackBerry Blogger is Remove, as shown in Figure 12-7.

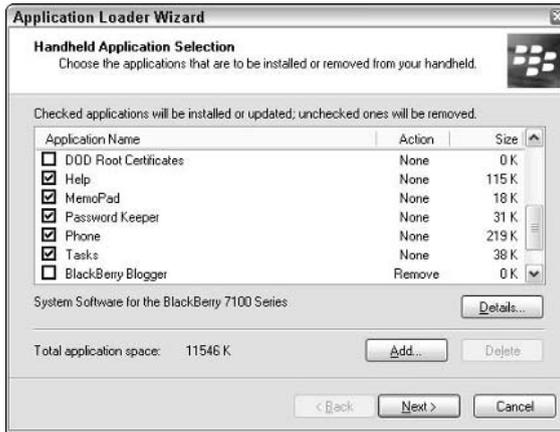
4. Click Next.

A confirmation screen appears, confirming that Application Loader will uninstall what you select (here, BlackBerry Blogger).

5. Click Finish.

The uninstall process starts, and a progress window appears. When the progress window disappears, you have now uninstalled the unwanted application from your BlackBerry.

Figure 12-7:
Deselect a
program
check
box to
uninstall it.



Uninstalling using your BlackBerry handheld

When you're on the run and don't have access to your PC, you can still uninstall an application from your BlackBerry handheld.



Follow these steps to uninstall BlackBerry Blogger (or an application of your choice) from your BlackBerry handheld:

- 1. Highlight the Options (Settings) application from the BlackBerry Home screen and press the trackwheel.**

Doing so opens the Options (Settings) application.

- 2. Scroll through the list of options until you find the Applications setting and then press the trackwheel.**

You see a list of applications installed on your BlackBerry.

- 3. Press the trackwheel to bring up the menu, scroll to Modules, and then press the trackwheel again as shown in Figure 12-8.**

You see a list of modules. Think of *modules* as files on your PC.

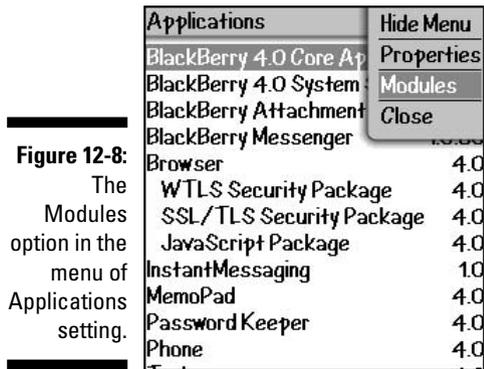


Figure 12-8:
The
Modules
option in the
menu of
Applications
setting.

4. Scroll to the module you wish to delete (blackberryblogger, in this example) and press the trackwheel to bring up the menu. Scroll to Delete and press the trackwheel again.

This brings up a confirmation dialog box, as shown in Figure 12-9.



Figure 12-9:
Deleting a
module.

5. From the confirmation dialog box, scroll to Delete and press the trackwheel to confirm deletion.

Depending on the BlackBerry model you have, your BlackBerry might restart as soon as you confirm the deletion.

Some BlackBerry models give you a choice to restart now or at a later time.

After restarting, the deleted application is uninstalled.



TIP

Upgrading Your BlackBerry OS

The latest BlackBerry OS update comes from software called *BlackBerry Handheld Software*, which is available from your network service provider or your BlackBerry system administrator.

In this section, we assume that you already have the latest BlackBerry Handheld Software for your BlackBerry model installed on your local PC. For help on installing BlackBerry Handheld Software, refer to the instructions that come with BlackBerry Handheld Software.



Although this section is about upgrading your BlackBerry OS, we want to first let you know that you should upgrade your BlackBerry OS only when you have to or are told to by your network service provider or your corporate BlackBerry system administrator. We (slightly) discourage you from upgrading your BlackBerry OS because we believe that when it comes to BlackBerry OS, why ruin a good thing while you have it? Only when the good thing turns bad or a better thing comes along should you attempt to upgrade your OS.

Don't get us wrong: The folks at RIM have made upgrading your OS as simple as it can be. But like upgrading OS on any other computing device (including your PC), the risk of losing data is always there — as well as the risk that things that don't work as well as before.

To address the risk of information loss, the folks at RIM designed the Application Loader to automatically backup for you as part of the OS upgrade. However, our experience has taught us to perform a manual full backup as an extra precaution. There have been times where the backup by Application Loader didn't achieve a full backup; see Chapter 14 for more on backing up data manually.

Now that we're finished with our disclaimer, it's upgrade time!

After you finish a manual back up of your BlackBerry, you can start the upgrade process by doing the following:

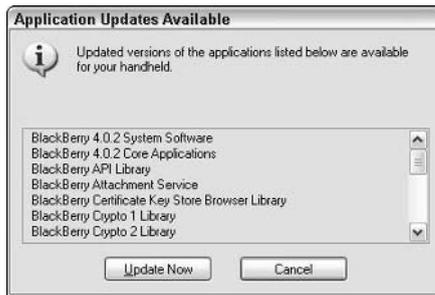
- 1. After entering your BlackBerry password into the BlackBerry Desktop Manager on your PC, you see the Application Updates Available screen, prompting you to update. (See Figure 12-10.)**

In the Application Updates Available screen, you can opt-out of the OS upgrade by clicking Cancel.

This screen shows up if you need an update — it means that your BlackBerry OS is out of date. If this screen doesn't appear, you don't need to continue with the rest of these steps.



Figure 12-10:
The
Application
Updates
Available
screen.



2. From the Application Update Available screen, click the Update Now button.

Doing so opens the Application Loader Wizard welcome screen (refer to Figure 12-2).

3. From the Application Loader Wizard welcome screen, click Next.

This takes you to a screen where you have to enter your password. (Refer to the top screen of Figure 12-3.) This is for added security.

If, for some reason, your handheld isn't connected properly, you see the Communication Port Selection screen, as shown earlier in the bottom screen of Figure 12-3. Try to connect your BlackBerry to the USB cable and make sure that the USB cable is also connected to the PC.

4. After entering your password, you see the Handheld Application Selection screen.

The difference between this screen and the one shown in Figure 12-4 is that the most of the applications listed have Update as their action in the Action column.

5. Click Next.

This brings up the Application Data Backup screen, as shown in Figure 12-11, where you decide whether you want to backup your BlackBerry content before upgrading your OS.



We recommend that you do select the automatically backup option even if you already manually backed up your BlackBerry information.

6. From the Application Data Backup screen, select the top radio button to run an automatic backup; also, select the lone check box to include messages in the backup. Then click Next.

This brings up a summary page to confirm your actions. See Figure 12-12.



Figure 12-11:
The
Application
Data
Backup
screen.



Figure 12-12:
The
summary
page.

7. Click the Finish button.

The BlackBerry OS upgrade starts, complete with a progress window with a series of steps and a progress bar. The whole process takes about 20 minutes or more, depending on your BlackBerry model and the OS version you are upgrading to.

At times during the BlackBerry OS upgrade, your BlackBerry display screen will be on and off. Do not worry; this is normal.

When the progress window disappears, the OS upgrade is complete.



Perform a full manual backup yourself before attempting to upgrade your BlackBerry OS.

Chapter 13

Running Redirector Settings

In This Chapter

- ▶ Setting up e-mail redirection using the Desktop Manager
 - ▶ Customizing your e-mail signatures
 - ▶ Defining Level1 Messages
 - ▶ Setting up e-mail filters
 - ▶ Setting up what folders you can see in your device
-

Spam, spam, and more spam. Everyone gets spam everyday — you know, those unsolicited e-mails that we all hate. Yes, everybody hates spam except for those who benefit from this nasty endeavor. We can curse these people to our hearts' content, but spamming is not going to go away (at least not on the immediate horizon). We hate spam because it's not only a waste of time, but it also fills up our inbox. Have you ever deleted a legit, important e-mail while ridding your mailbox of spam? You're not alone; these things can lead to disaster.

Before going any further, this chapter is intended for those of you who have corporate BlackBerry devices or those who have BlackBerry running on the BlackBerry Enterprise Server (BES). For those who have personal BlackBerry handhelds running on BlackBerry Internet Service (BIS), you can skip this chapter because it won't apply to you. Similar functionality is available through the BIS Web site provided by your phone provider.

Our goal here is to provide simple solutions to better manage your e-mail, specifically those e-mail messages that you receive on your BlackBerry. With the help of BlackBerry Desktop Manager (BDM), we cover ways to limit spam reaching your device by using simple redirection rules, or *filters*. We also show you how to customize your e-mail signature (or perhaps get rid of it). You can also read how to set up rules and customize what constitutes a

Level1 Message. Finally, before the chapter ends, we show you how to limit spam by limiting delivery of e-mail based on mailbox folders. Only e-mail from selected mailbox folders that you define can reach your device.

Redirector Settings: Your Friendly E-Mail Traffic Police

Redirector Settings is a feature of the BlackBerry Desktop Manager. It highlights many functions specific to e-mail, the primary function being the place of control where you can customize what e-mail goes into your BlackBerry and how your device reacts to such e-mail.

Launch Redirector Settings from within the BlackBerry Desktop Manager (BDM). If you have the BDM installed on your personal computer, go ahead and launch it. In most cases, you should be able to navigate to BDM via the Start menu of your computer running Windows; choose Start → All Programs → BlackBerry → Desktop Manager. If you don't have it installed on your computer, please refer to the instructions that come with your device for how to install it.

After BDM is running, Redirector Settings is the rightmost icon on the BDM screen. The icon is an image of an antenna, as shown in Figure 13-1. Just double-click its icon to launch Redirector Settings, which gives you a screen similar to the one shown in Figure 13-2. Note that it has four tabs; the first one is General.

Figure 13-1:
Open
Redirector
Settings
here.





Figure 13-2:
The General
tab of
Redirector
Settings.

Red and green lights for incoming messages

In the General tab shown in Figure 13-2, notice the Redirection section (after the PIN section). You could actually totally turn off receiving e-mail on your BlackBerry by marking the first check box (Redirect Incoming Messages to Your Handheld). Somehow we can't find a good reason why you'd want to choose this, but hey — the capability is definitely here in case you don't want to be bothered by any e-mail at all. However, if you want your BlackBerry to function normally, just leave this check box selected.

The next check box is almost the same as the first one but applies only when your handheld is cradled or attached to your desktop machine. The default setting is to not redirect incoming messages; the assumption is that you're using your desktop e-mail client and not your BlackBerry.

Filtering e-mail

One big advantage of having a BlackBerry is receiving e-mail all the time. Likewise, the big disadvantage of having a BlackBerry is receiving e-mail all the time. Yes, e-mail is great, but too much e-mail can be counterproductive. You need to draw the line, right?

If your job requires you to be always outside of the office, it makes sense to have FYI (for your information) e-mail available on your BlackBerry. But if you are always in the office during office hours, wouldn't you rather read these from your desktop e-mail client instead of your BlackBerry? If you answer a resounding *yes*, filtering these types of e-mail makes sense.

The place to create filters is on the Filters tab of the Redirector Settings screen (see Figure 13-3).

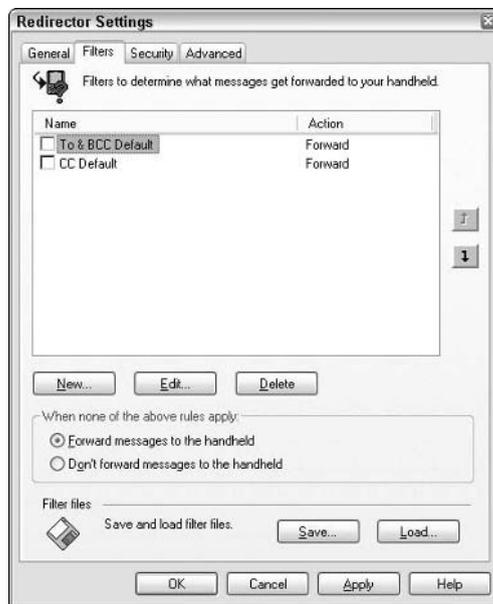


Figure 13-3:
Set filters
here.

When opening this tab for the first time, you should see two defined sample filters. Because these filters are not selected, they are not active. You can view the definition of each filter by clicking the filter name and then clicking the Edit button. For example, open the first filter named To & BCC Default (see Figure 13-4) to see how a filter screen is grouped into two parts. The first is the condition of the message, and the second part is the action you want to occur when that particular condition is met — whether to forward it to your BlackBerry or not.

So, what is the purpose of the first filter? Looking at Figure 13-4, you can see that the Sent Directly to Me and the BCC to Me options are marked in the Recipient Types section and also that the Forward Message to the Handheld check box is selected below them. What this filter means is whenever you receive an e-mail where you are either the TO or BCC recipient, it will be forwarded to your BlackBerry. Simple, right?

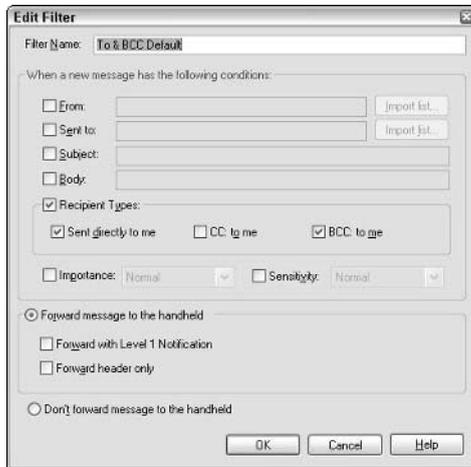


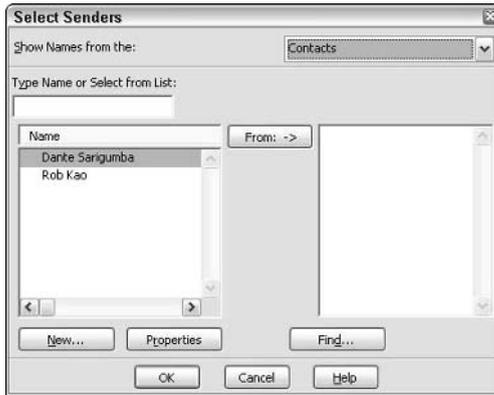
Figure 13-4:
The To &
BCC Default
sample
filter.

Creating a filter

To create a filter, click the New button on the Filters tab. Clicking New or Edit gives you the same screen (refer to Figure 13-4) except that all the fields are empty when you select New. On this screen, enter the name of your filter. Other sections allow you to define conditions and an action based on the condition. Going back to Figure 13-4, notice that the conditions (top) portion of the screen has the following fields to define the scenario you want:

- ✔ **From:** This field allows you to define a condition where you can specify the sender of the e-mail. Use the Import List button to pick the person or distribution list from your Address Book. (Figure 13-5 shows what happens importing from an Outlook Address Book.)
- ✔ **Sent To:** This is a condition where e-mail is sent to the person specified on this field. Use the Import List button to pick the person or distribution list from your Address Book.
- ✔ **Subject:** This is a search string on the subject field. For example, if you enter *Alert* in this field, it means to forward or not forward the message (based on the choice you select on the forward setting beneath this) if the subject of the e-mail has the word *alert* in it.
- ✔ **Body:** This is the same principle as the Subject field, but this time, the string is searched in the body of the e-mail.

Figure 13-5:
Use the
Address
Book to
import a
sender as
a filter.



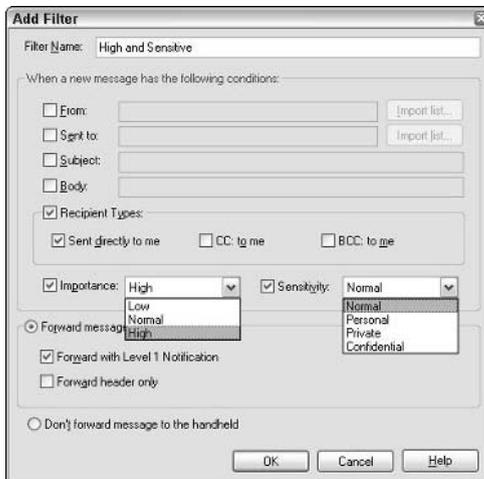
➤ **Recipient Type:** This is the condition based on what type of recipient of an e-mail you are. The options are straightforward; you can specify

- Sent Directly to Me
- CC to Me
- and/or
- BCC to Me

For example, selecting CC to Me means any e-mail that you are CCed on will follow the action specified on this rule.

➤ **Importance and Sensitivity:** These are settings on the e-mail itself. Possible values are shown in Figure 13-6. For Importance, you can choose from Low, Normal, or High. For Sensitivity, you can choose from Normal, Personal, Private, or Confidential.

Figure 13-6:
Set impor-
tance and
sensitivity.



The bottom portion of the screen contains the possible actions you can do to an e-mail: either you forward it to the BlackBerry or not. Selecting the Forward Message to the Handheld radio button gives you an option to specify a Level1 notification (see the section in this chapter titled “Level1 Message: Your Special Kind of E-Mail”) and also whether the e-mail will be forwarded with the header information only. Forwarding with header information means that when you receive that e-mail on your BlackBerry, it won’t have the body portion — only the subject.

To complete your update on this screen, click OK.

Modifying a filter

Well, not everything works the first time, right? Suppose you define a filter but notice that it’s not doing what you think it’s supposed to do. Viewing or updating it is just a matter of going back to the Filters tab of the Redirector Settings screen. In the middle of this screen are three buttons that you can use to manage your filters; find the Edit button. First click the filter that you want to modify and then click the Edit button. You are presented with the same screen that you used to add the filter, but this time with the information you entered. Update the filter and then click OK to save your changes.



If you are presented with a list that is maintained using Add, Edit, and Delete buttons, double-clicking the item defaults to Edit. This is a convention on any Windows screen, and most of the time, it works on many Windows applications. In this case, you can open the Edit screen on a filter by double-clicking its name on the list.

Deleting a filter

Destroying is a much easier task than creating, which holds true for toasting a filter. All you need to do is go to the Filters tab of the Redirector Settings screen. On this tab, you should see the list of your filters. Click the one you want to remove and then click Delete. As with any delete command, you are prompted for a confirmation. Clicking Yes at the prompt finishes the delete for you.

Saving and loading filters

After painstakingly figuring out conditions to define your filters, you don’t want to redo them, right? We’re happy to say you can save these settings to a file; what you do with that file is up to you. The safest way to store a file like this is outside your computer’s hard drive — perhaps on a network drive or in an e-mail that you send to a safe place. The idea is to safely store it somewhere so that you don’t lose it from a possible mishap with your computer. With this file, you can get back to your settings with just a simple reload.

To save your settings to a file, just open Redirector Settings and go to the Filters tab. Toward the bottom of the screen, look for the Filter Files section.

On this section, you find two buttons: Save and Load. They're exactly what you think they are, saving your current filters to a file and reloading your filters from a file, respectively. Check it out.

Level 1 Message: Your Special Kind of E-Mail

If you want your BlackBerry to beep or vibrate whenever you receive an urgent e-mail — say, with the word *emergency* in its subject line — a Level 1 Message is your answer. The concept is really simple: A *Level 1 Message* is an e-mail that meets a certain condition defined on one or more of your Redirector Settings filter(s). With this particular filter, you can choose to forward the e-mail with a Level 1 notification. So, in essence a Level 1 Message could be any e-mail as long as it's forwarded to your BlackBerry with Level 1 notification. This is really designed for special e-mails that you want to be alerted to.



There are no Level 2 and Level 3 designations for messages.

On your BlackBerry profile, you can define the type of notifications you want when you receive a Level 1 Message. For example, you can make your device vibrate or perhaps beep.

Defining a filter for a Level 1 Message

To define a filter and set up special conditions for a Level 1 Message, you can create a filter the same as you would create an ordinary filter as we describe in earlier sections of this chapter. What makes it a Level 1 Message is the forwarding option you set on the filter. Refer to the Add Filter screen (Figure 13-6) to see the Forward with Level 1 Notification check box. Marking this check box tells BlackBerry that any message you receive that qualifies for the condition you set on this filter will be treated as a Level 1 Message. You can take advantage of this feature to define any criterion(a) for messages requiring your attention. For example, you can have a filter that treats e-mail from your loved ones (spouse, kids, parents, significant other, and so on) to be Level 1 — after all, these e-mails are important to you. Also, e-mail that is flagged with high importance and sent directly to you can be treated as Level 1. Or perhaps e-mail coming from your boss.

Assigning a notification for Level1 Messages

After you define a Level1 Message by using filters, you can make your device notify you in a special way. All you need to do is change the behavior for Level1 Messages on the active profile. Here are the quick and simple steps to follow:



1. Highlight Profiles from the Home screen and press the trackwheel.

The Profiles screen opens. Note that the active profile you're using on your BlackBerry is denoted with (On), as shown in Figure 13-7.



Figure 13-7:
The Profiles
screen.

2. Highlight the active profile and press ENTER.

The active profile screen opens. You should see Level1 Messages in this screen.

3. Highlight Level1 Messages and press ENTER.

A screen similar to the one shown in Figure 13-8 allows you to change the notification behavior for both out-of-holster and in-holster scenarios. Out-of-holster is the top part above the dividing line; below the line is for in-holster. At this point, you can modify the value of the fields.

4. Scroll the trackwheel to select a field and then press the SPACE key to toggle the possible values.

After you finish changing values, save your changes to make the filter active.

5. Press the ESC key and then click Save at the prompt that follows.

Whatever changes you entered are now active. You should be able to test this by sending yourself an e-mail that meets the Level1 notification condition(s) you have on your filters.

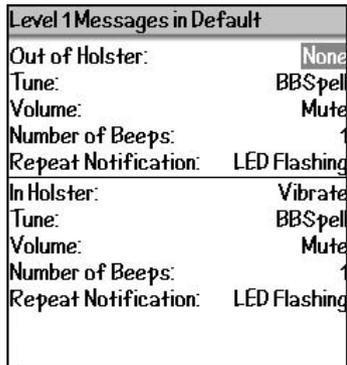


Figure 13-8: Notification options screen for Level1 Messages.

Changing your BlackBerry E-mail Signature

If you're tired of seeing *Sent from my BlackBerry* on every e-mail you send, or this signature makes you uncomfortable because people deduce that you're not in the office, you can change your signature easily. Do this from the Redirector Settings screen (although that seems to be the last place to look for this kind of function). In Redirector Settings, go to the General tab (refer to Figure 13-2). On this screen, you can see your current signature on the text field below the Auto Signature section. This is an editable text field, so you can update it as you like or leave it blank by clearing the current text. To accept your update, click the Apply or OK button.

Choosing E-Mail Folders to Forward to Your BlackBerry

By default, your Inbox is the only folder from your desktop e-mail client that gets forwarded to your BlackBerry. Most of us define folders on a desktop e-mail client like Outlook, with rules that automatically move e-mail to these

folders. Because they are no longer in your Inbox, these e-mail messages won't reach your BlackBerry. If you want to see these messages in these folders from your device, set your Redirector Settings to include these folders. To do that, follow these steps:

- 1. Click the Advanced tab of the Redirector Settings screen of the BlackBerry Desktop Manager.**

The Advanced tab view of the Redirector Settings screen opens (see Figure 13-9). The Folder Redirection section gives you access to the function that allows you to define the folders.



Figure 13-9:
The
Advanced
tab of the
Redirection
Settings
screen.

- 2. Select the Selected Folders option and then click the Choose Folders button.**

A Choose Folders screen opens, showing the list of folders you have (see Figure 13-10). Note that each of the folders has a check box. A checked folder means that you're telling Redirector Settings to forward all e-mail that go to this folder. Go ahead and mark the folders you want included.

- 3. Click OK on the folder selection screen, and then click OK on the Redirector Settings screen.**

Your changes are saved.

After you save your folder selections, any new e-mail gets forwarded to your BlackBerry. Check it out: On your BlackBerry, go to the Messages application. At the Messages screen, press the trackwheel to display the menu and then choose View Folder. The screen that follows lists the e-mail folders you have. Use your trackwheel to highlight the folder that you want to view and then press the ENTER key to display the e-mail in that folder. To get back to the normal view — which is your Inbox — press ESC.



Figure 13-10:
Selecting
redirect
folders here.

Chapter 14

Protecting Your Information

In This Chapter

- ▶ Performing a full backup of your BlackBerry information
 - ▶ Scheduling auto backups
 - ▶ Restoring from backups
 - ▶ Selectively backing up your BlackBerry information
-

Imagine that you left your BlackBerry in the back of a cab or on the train. You've lost your BlackBerry for good. Okay, not good. So what happens to all your information? Have you lost it forever? What about information security? Can anyone have unauthorized access to your personal information?

One thing that you *don't* need to worry about is information security — assuming that you set up a security password on your BlackBerry. With a security password protection, anyone who finds your BlackBerry has only ten chances to enter the correct password; after those ten chances are up, it's self-destruction time. Although it's not as smoky and dramatic as what you see on *Mission Impossible*, your BlackBerry does erase all its information in such a scenario, thwarting your would-be data thief. Therefore, set up a password for your BlackBerry! Refer to Chapter 2 for how to set up a password on your BlackBerry.

What you *do* need to worry about is how to get back all your information on your BlackBerry. If you're like us and you store important information on your BlackBerry, this chapter is for you. Vital information such as clients' and friends' contact information, notes from phone calls with clients — and, of course, those precious e-mail messages — should not be taken lightly. Backing up this information is a reliable way to protect information from being lost forever.

In this chapter, we show how you can prevent losing information on your BlackBerry by backing it up on your PC. Then we show you how to restore and recover that information you've backed up.

Accessing Backup and Restore

Backup and Restore is a mini-application within the BlackBerry Desktop Manager (BDM). For instructions on installing BDM, see Chapter 11. After BlackBerry Desktop Manager is installed on your PC, you can connect your BlackBerry to your PC by using the USB cable that comes with your BlackBerry. If everything is set up properly, you see a pop-up window on your PC prompting you to type in your BlackBerry security password. After you enter your correct password, your BlackBerry is connected to your PC.

To access Backup and Restore, double-click the Backup and Restore icon within the BlackBerry Desktop Manager. Doing so opens Backup and Restore screen (see Figure 14-1). From this point, you're ready to backup or restore information from or to your BlackBerry.



Figure 14-1:
The Backup
and Restore
screen.

Backing Up BlackBerry Style

We all know that backing up your data provides tremendous peace of mind when protecting your data. So do the folks at RIM, which is why they made backing up your information quite easy. You can back up your data manually or set it to autopilot.

Backing up your BlackBerry manually

To back up your BlackBerry manually

1. **From the BDM, double-click the Backup and Restore icon.**

The Backup and Restore screen appears (refer to Figure 14-1).

2. From the Backup and Restore screen, click the Backup button.

A Save window appears, asking you what the backup file should be named and where you want it saved on your PC (see Figure 14-2).

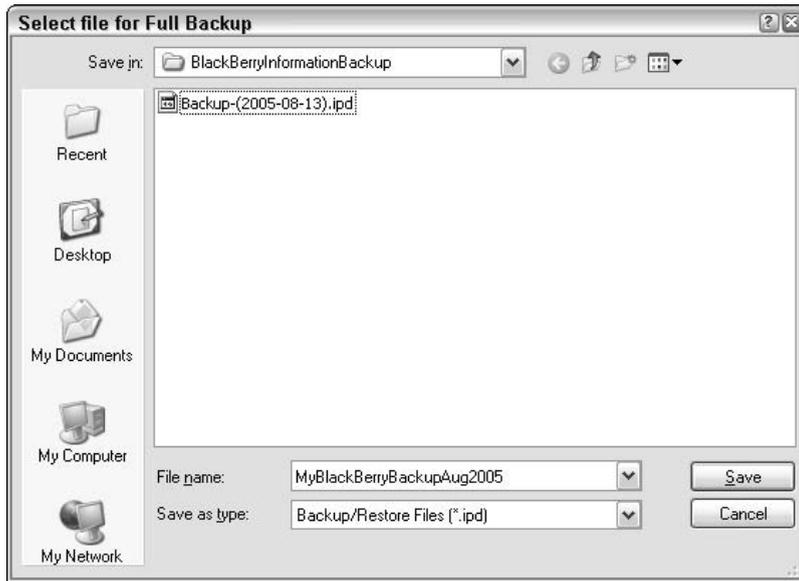


Figure 14-2:
Set where
to save your
backup file.

3. From the Save window, pick a place to save your backup file and then click the Save button.

BlackBerry Desktop Manager automatically starts backing up your BlackBerry information onto your PC. You can follow the backup progress from the Transfer In Progress window that appears. See Figure 14-3.

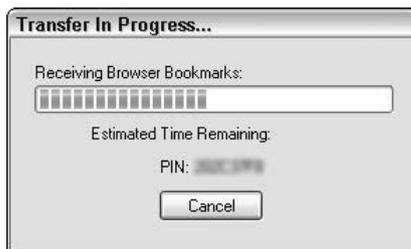


Figure 14-3:
A backup in
progress.



Do not unplug your BlackBerry from the PC until the backup process finishes! Depending on how much information you have on your BlackBerry, it might take more than a moment (five to ten minutes) to finish.

When the Transfer In Progress window disappears, you are finished with the BlackBerry backup process.

Setting up auto backups

What is better than backing up your information once? Remembering to back up regularly! What's better than regularly backing up? You guessed it — having your PC and BlackBerry run backups automatically. After you schedule automated backups of your BlackBerry, you can really have peace of mind when it comes to preventing information loss.

To set up an auto backup

- 1. From the BDM, double-click the Backup and Restore icon.**

The Backup and Restore screen opens (refer to Figure 14-1).

- 2. From the Backup and Restore screen in Desktop Manager, click the Options button.**

Doing so opens up Backup and Restore Options screen, where you can schedule automatic backups (see Figure 14-4).



Figure 14-4:
Set auto
backups
here.

- 3. Enable the Automatically Backup My Handheld Every xx option.**

This enables you to configure more options (check boxes and options become active), like how often Desktop Manager should back up your BlackBerry.

4. **Select the number of days, between 1 and 99, in the numeric Day text field.**

This interval sets how often your BlackBerry will be backed up. For example, if you enter 14 days, your BlackBerry will be backed up every 14 days.

5. **Under the When Automatically Backing Up My Handheld section, select the Backup All Handheld Application Data radio button.**

This backs up all the data on your handheld each time auto backup runs.

Although you have the option to exclude e-mail messages and/or information, such as from Address Book, to-do's, and memos, we recommend that you back up everything each time without any exclusion.



6. **Confirm your settings by clicking OK.**

Now you can go on with your life without caring too much about backing up information on your BlackBerry.



In order to run a back up, you need to connect your BlackBerry to your PC and have BlackBerry Desktop Manager up and running. Thus, if you travel often or just don't link your BlackBerry to your PC often, make sure you plug your BlackBerry into your PC once in a while so the auto backup has a chance to back up your information.

Full Restore from Backup Information

We hope that you never have to read this section more than once because every time you perform a full restore from backup, it probably means that you've lost information that you hoped to find from the backup you created on your PC.

The steps to fully restoring your backup information are simple:

1. **From the BDM, double-click the Backup and Restore icon.**

This opens up Backup and Restore screen (refer to Figure 14-1).

2. **From the Backup and Restore screen, click the Restore button.**

Doing so brings up a typical Open file window, asking you where the backup file is located on your PC.

3. **From the file-selection window, pick a backup file of your choice and then click Open.**

A Warning window appears (see Figure 14-5) alerting you that you're about to overwrite existing information.

4. From this Warning window, click OK to proceed with the full restore.

A progress bar similar to Figure 14-3 now appears, showing progress of the full restore. When the progress bar disappears, your BlackBerry is now fully restored from the backup file.

It might take a while for the full restore to finish. Do not unplug your BlackBerry from your PC during this time!

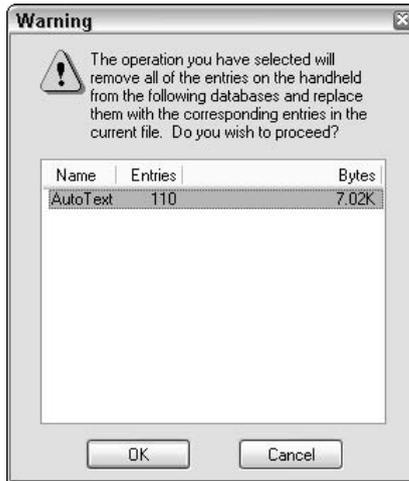


Figure 14-5:
Take
caution
when
overwriting
existing info.

Protecting Your Data, Your Way

A certain burger joint and BlackBerry have in common that you have it *your way* with their products. Just like you can get your burger with or without all the extras (like pickles and onions), you can choose to not backup/restore things that you know you won't need.

For example, say you have accidentally deleted all your Browser bookmarks, and now you want them back. The thing *not* to do is to restore all the information from your last backup, which could potentially be more than 90 days old (depending on how often your auto-backup runs, if it does). Doing so might overwrite other information, such as e-mail or your Address Book contacts. The easiest thing to do is use the selective backup/restore function on the BlackBerry Desktop Manager and to restore *only* Browser bookmarks.

The same idea goes with backing up. If you are a big e-mail user and your mailbox is constantly growing, you can choose to back up just your e-mails and nothing else.

In this section, we use the term *databases*. Don't worry; this isn't as technical as you think. Think of a database as an information category on the BlackBerry.

For example, *backing up your Browser bookmarks database* is just a fancy way of saying backing up all your Browser bookmarks on your BlackBerry.

We start with selective backup and then go over restoring selectively.

Backing up, your way

To show you how to perform selective backups, we back up just e-mails and Browser bookmarks as an example.

To back up selectively

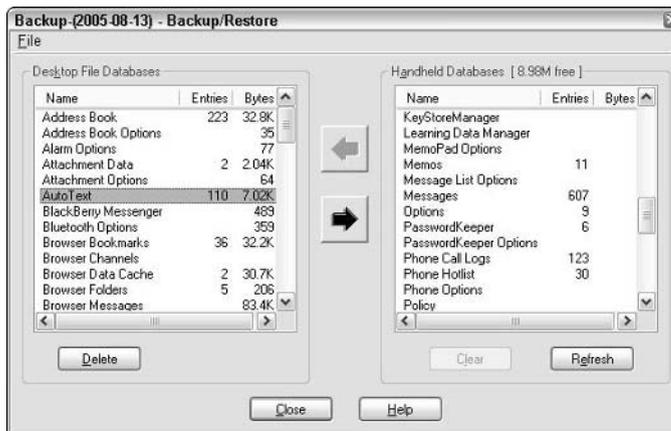
1. **From the BDM, double-click the Backup and Restore icon.**

This opens up Backup and Restore screen (refer to Figure 14-1).

2. **From the Backup and Restore screen in Desktop Manager, click the Advanced button.**

Doing so opens up the Advanced Backup/Restore screen, as shown in Figure 14-6, where you can see different information categories, or *databases*, of your BlackBerry handheld on the right side of the window.

Figure 14-6:
The
Advanced
Backup/
Restore
screen.



3. **From the Advanced Backup/Restore screen, Ctrl+click Browser Bookmarks and Browser Messages as the databases that you want to back up. Then click the Backup button (the big left-facing arrow).**

A progress bar moves while your BlackBerry is backed up selectively. This step merely transfers the databases onto your PC; it does not save them.

When the backup transfer is finished, you can see the two databases on the left side of the window.

4. From the Advanced Backup/Restore Screen, choose File⇨Save As.

This opens a Save window, where you can specify where to save your selective backup as well as what to name it.

5. From the Save window, name your file and save it on your PC.

You still need to manually save the backup file on your PC even after you pick a location for the file, as you specify in Step 3. A selective backup does not automatically save your backup on your PC.

Restoring, your way

Selective restoring works in a similar way to a selective backup; however, when restoring, you need to already have a backup file to restore from. Although this might sound overly obvious to you, the point we are making is that you can selectively restore from any backup, auto or manual. For example, say you have auto backup running every other day, and you want to restore just your e-mail messages from two days ago. You don't need to do a full restore because that might overwrite some of the new contacts in your Address Book. Rather, you can use the selective restoring method and get back only your e-mail messages.

To restore your way

1. From the BDM, double-click the Backup and Restore icon.

This opens up the Backup and Restore screen (refer to Figure 14-1).

2. From the Backup and Restore screen in Desktop Manager, click the Advanced button.

Doing so opens up Advanced Backup/Restore screen, where you can see different information categories, or *databases*, of your BlackBerry handheld on the right-hand side of the window (refer to Figure 14-6).

3. From the Advanced Backup/Restore screen, choose File⇨Open.

This opens an Open file window, where you can choose which backup file you want to restore from.

A BlackBerry backup file has an `.ipd` suffix.

4. Select a backup file of your choice and then click the Open button.

This displays the different information categories, or databases, on the left-hand side of the Advanced Backup/Restore screen.

You are now ready for selective restore.



- 5. Pick categories of your choice. You can select multiple databases by Ctrl+clicking the databases you want.**
- 6. When you finish selecting the databases, click the Restore button (the big right-facing arrow) of the Advanced Backup/Restore screen.**

You will likely see a Warning window asking whether you wish to replace all the information with the data you are restoring; refer to Figure 14-5.

If your handheld has the same categories as the ones you are restoring (which is very likely), you will overwrite any information you have on your handheld.

You can confidently click OK if you know that the database you're restoring has the information you're looking for.

- 7. From the Warning window, click OK.**

A progress bar similar to the one in Figure 14-3 appears while the selective restore is in progress. When the progress bar window disappears, the information categories that you've selected are restored on your BlackBerry.



Clearing BlackBerry information, your way

You can also clear or delete information on your BlackBerry selectively from the BlackBerry Desktop Manager. And when would you use selective deletion? Suppose you want to clear only your phone logs from your BlackBerry. One way is to tediously select one phone log at a time and press Delete, and then repeat that until all phone logs are deleted. However, a faster way is to use the selective deleting. The idea is to delete a database from the Advanced Backup/Restore screen by using the Backup and Restore function of the BlackBerry Desktop Manager.

To selectively delete databases on your BlackBerry

- 1. From the BDM, double-click the Backup and Restore icon.**

The Backup and Restore screen appears (refer to Figure 14-1).

- 2. From the Backup and Restore screen in Desktop Manager, click the Advanced button.**

Doing so opens up Advanced Backup/Restore Screen, where you can see different information categories, or databases, of your BlackBerry handheld on the right side of the window (refer to Figure 14-6).

- 3. From the Advanced Backup/Restore screen, Ctrl+click the database(s) you want to delete.**

This highlights the database(s).

- 4. From the Advanced Backup/Restore Screen, click the Clear button on the right-hand side of the screen.**

A Warning window appears, asking you to confirm your deletion.

- 5. From the Warning window, click OK.**

A progress bar appears, showing progress of the deletion. When the progress bar disappears, the information categories that you selected are now cleared from your BlackBerry.

Part V

The Part of Tens

The 5th Wave

By Rich Tennant



"OK - ANTIDOTE, ANTIDOTE, WHAT WOULD AN ANTIDOTE
ICON LOOK LIKE? YOU KNOW, I STILL HAVEN'T GOT
THIS DESKTOP THE WAY I WANT IT."

In this part . . .

If the earlier parts of this book are the cake and frosting, this part is the cherry on top. Delve into these six short but sweet chapters to find out how to accessorize your BlackBerry, boost your productivity, play games, and max your BlackBerry experience.

Chapter 15

Ten (Or So) New Features on the New Generation BlackBerry

In This Chapter

- ▶ Your roadmap to new features on the new generation BlackBerry
 - ▶ Where to find out about more features in this book
-

In addition to its many slick new features, such as more memory and Bluetooth support, the newest generation of BlackBerry, when running under the BlackBerry Internet Service (BIS) — or BlackBerry Enterprise Service (BES) for corporate/government users — supports a wide variety of what we call *handheld services*.

In this chapter, we review ten new features of the new generation BlackBerry, including new handheld features as well as new handheld services that almost any BlackBerry handheld user can enjoy. We start with the new physical features and then move on to the new services. Please check our companion Web site for this book (www.blackberryfordummies.com) for an updated list.

Handheld Features

The new generation BlackBerry is more powerful than ever. It has most — if not all — the features from the older generations plus more advanced capabilities. If you have a BlackBerry 7100 series, BlackBerry 7290/7250, or BlackBerry 7520 model, you can consider yourself a lucky owner of a new generation BlackBerry.

Display screen

The first thing you'll notice on a new generation BlackBerry is how vibrant the new display screens look compared with the old monochrome display screens. For example, if you take a look at the 7100 series, the display screen has a higher resolution and more color than an old color-screen BlackBerry.

With the higher-resolution screen, you can now view photos of loved ones on your BlackBerry just like you would on a PC. You can even set the photos to be your BlackBerry Home screen background.

Memory

Although not as apparent as the display screen, the increase in memory capacity is equally, if not more, important. With more memory, your BlackBerry not only can perform better, but it can hold more data as well. You don't need to clean out your old e-mail as often although we do recommend that you back up your BlackBerry frequently. (See Chapter 14 for more on backing up your BlackBerry.)

A new generation BlackBerry model has 32MB (megabytes) of memory, double what the old generation has.

Bluetooth

You've likely heard a lot about Bluetooth these days, but what exactly is Bluetooth? Think of Bluetooth as a replacement for traditional wires that go from one device to another. Although Bluetooth has been around for a few years, the most practical use of Bluetooth has been connectivity between a wireless device (like the BlackBerry) and a headset.

With your BlackBerry, you can pair your BlackBerry only with headset or car kits. After your BlackBerry is paired with a Bluetooth headset, you can talk into that headset and move freely without any wires between the headset and your BlackBerry. For more information on a wireless headset for your BlackBerry, please see Chapter 16 for Bluetooth accessories.

At the time of this writing, a portable Bluetooth keyboard is available that can be paired with a BlackBerry, but this hasn't been tested by RIM.

SureType



If you've ever tried to text-message someone from a cellphone, you know how slow and painful it can be. For example, if you need to type just the letter *C*, you have to press the number 2 button three times. Imagine spelling the word *Cathy*. We won't even go into the confusion of capitalizing a letter. However, with the introduction of BlackBerry 7100 Series, RIM resolved the pain of typing on a cellphone by creating SureType.

SureType is a new twist to your typical keyboard (a *QWERTY* keyboard). On the surface, the 7100 has all the letters of a *QWERTY* keyboard displayed on the handheld despite having fewer physical keys on the 7100 series than on a regular *QWERTY* BlackBerry. Thus, the 7100 series is smaller than a *QWERTY* BlackBerry but without compromising the *QWERTY* typing experience.

With SureType, you can now type single-handedly or two-handedly, both with ease. What makes it work is that SureType can predict your next character or words with amazing accuracy. Best of all, it learns how you type; so the more you use it, the more accurate its prediction capability gets. For more on SureType and how to master it, please refer to Chapter 2.

Wi-Fi/VoIP



The only BlackBerry model that offers VoIP — Voice over IP: that is, voice delivered using the Internet Protocol — is the BlackBerry 7270, and it is available only to corporations. BlackBerry 7270 takes advantage of corporate Wi-Fi (wireless fidelity) and corporate VoIP infrastructure so workers can roam freely within the company as if they were at their desks.

Theme

The new generation of BlackBerry can have customizable themes. Think of this as customizing your PC desktop how you like. For more on customizing your BlackBerry, refer to Chapter 2.

Wallpaper/Picture Viewer

With a new generation BlackBerry, you can view pictures downloaded from your BlackBerry Browser in the Pictures application and even make it your BlackBerry *wallpaper* (Home screen background). For more on this, read Chapter 2.

Ring tone

Even though your BlackBerry comes loaded with different ring tones, you can differentiate your BlackBerry by downloading different ring tones. For more on ring tones, refer to Chapter 2. For information on BlackBerry Phone, refer to Chapter 10.

New Handheld Services

New handheld services come with the collaboration of the new BIS or BES 4.0 along with BlackBerry OS 4.0 on the handheld. In conjunction, you can enjoy the following new features, regardless of what handheld model you have.



If you have an older BlackBerry — say, a BlackBerry 6280 model — you can upgrade your BlackBerry OS to version 4.0 (see Chapter 12 for more details) so that it can work with the BES 4.0. Then you can enjoy viewing e-mail attachments (PowerPoint, Excel, and JPEGs), or you can have wireless e-mail sync. (See Chapter 7 for more details.)

Wireless sync e-mail

E-mail capability has always been a strong point of the BlackBerry, but now it's even better with wireless reconciliation between e-mail on your handheld and e-mail on your PC. Furthermore, you can now view attachments (PowerPoint, Excel, Word, PDFs, and more) on your BlackBerry as you would on your PC. For more details, see Chapter 7.

Wireless calendar sync



Like wireless reconciliation of your e-mail, your calendar events can also be reconciled between your BlackBerry and PC. You can even accept or decline meeting notices sent to you via your BlackBerry. For more details, see Chapter 4.

Browser

With more and more on-the-go information available on the Internet, your browser experience on your BlackBerry becomes more crucial than ever. And with the new Browser application on BlackBerry OS 4.0 — along with BES 4.0 — the pages that you visit on your BlackBerry Browser are more legible and accessible than before. For more on good BlackBerry Web surfing experiences, read Chapters 9 and 20.

Chapter 16

Ten Great BlackBerry Accessories

In This Chapter

- ▶ BlackBerry accessories you can't live without
 - ▶ Where to buy them
-

The BlackBerry retail box contains a few essentials: a battery, a charger, and a belt clip. If you're like us, though, you're not satisfied with what is included in the box. In this chapter, we present those accessories that we think supplement your BlackBerry well and also where to shop for them. Please check our companion Web site, www.blackberryfordummies.com, for an updated list.

Cases for Protection and Style (Belt Clip)

Regardless of which BlackBerry model you have, the belt clip that comes with your BlackBerry does the job, even if lacks that personal touch. Don't worry, though, because you have plenty of cases to choose from. Whether you like more of a sporty look or a professional look, here are couple of recommendations. These cases will set you back any where from \$20–\$40 US, which isn't too bad for looking hip.

Here's where you can buy a new belt clip:

- ✔ **BlackBerryStuff.com:** <http://www.blackberrystuff.com/blackberry-case.htm>
- ✔ **BlackBerrySource.com:** www.blackberrysource.com



When you buy a new belt clip, buy one made specifically for your BlackBerry model.

BlackBerry Protector Case

If the sight of a scratched BlackBerry display screen hurts your feelings (or hampers your view), you know the importance of a good screen protector. The only thing we found that will protect your BlackBerry from daily abuses is the SkinTight BlackBerry rubber case and holster. Although this product should probably be listed in the preceding section, this case impresses us so much that it deserves its own category.

For around \$35 US, you can buy SkinTight from Speck Products:

✓ **For 7100 series:** www.speckproducts.com/bb7100t.html

✓ **For 7290/7230 models:** www.speckproducts.com/bb7290.html

BlackBerry Screen Protector

If the protector case described in the preceding section is a bit stressful for your wallet, then try Screenguardz, for only \$12 US. Your screen will be scratchless with Screenguardz.

You can get it from BlackBerrySource.com, at

www.blackberrysource.com/store/catalog.asp?item=189

Long Live Your BlackBerry (Extra Battery)

An extra battery for your BlackBerry will come in handy if you are a daily BlackBerry user. We recommend that you buy your battery only from Research In Motion (RIM) (the maker of BlackBerry) and not from some other manufacturer because a faulty battery can seriously damage your BlackBerry beyond repair.

You have two battery type choices: extended or regular. Of course, extended means longer battery life versus the regular battery. You'll spend around \$75 US for the extended life and around \$35 US for the regular life.

You can buy them from

- ✓ **BlackBerrySource.com:** www.blackberrysource.com
- ✓ **BlackBerryStuff.com:** www.blackberrystuff.com/blackberry-battery.htm



Make sure the battery you buy is for your BlackBerry model.

Replenishing Your BlackBerry

If you have a colorized BlackBerry, you know that the battery needs to be charged every couple of days. And if you're always on the go, you better have a portable charger on hand. The charger that's included with your BlackBerry is great to carry around town (and the world) because it has multiple adapters for different countries' electric plugs. The one we recommend is the BlackBerry Car Charger, which is great for all you road warriors out there. It will set you back around \$30 US.

The place to get your car charger is from the official RIM online shopping store: www.shopblackberry.com.



Make sure that the charger you buy is for your BlackBerry model.

Bluetooth Hands-Free Headset

If you're a frequent phone user, we definitely recommend that you pick up a Bluetooth hands-free headset. Even though a wired hands-free headset comes with your BlackBerry, the convenience of a wireless Bluetooth hands-free headset is hard to live without.

Plenty of Bluetooth headsets are on the market for you to choose from, but only a handful have been tested by RIM. We list RIM's officially tested headsets here:

- ✓ Jabra BT250v
- ✓ Logitech Mobile Freedom
- ✓ Motorola HS820
- ✓ Plantronics M2500
- ✓ Plantronics M3000
- ✓ Sony Ericsson HBH-602



The trick in picking these things are a comfortable fit, a rechargeable battery, and voice quality. Also, make sure that your BlackBerry is Bluetooth-enabled before you buy a Bluetooth headset.

You probably need to spend anywhere from \$50–\$100 US for these hands-free headsets. The best place to get your Bluetooth headset is good ol' Amazon. com: www.amazon.com.

Full Keyboard

If you compose long e-mails and you draft long proposals on your BlackBerry, a full-sized keyboard is perfect for you. Not only will you save on typing time, but you will also save your thumbs from blistering.

You have your choice of Bluetooth and non-Bluetooth connection options.

Bluetooth

At the time of writing, only one portal Bluetooth keyboard was available. We plan to offer more updates on this on our Web site, www.blackberryfordummies.com.

For less than \$100 US, you can own this cool Bluetooth keyboard. Not too bad for a wireless keyboard. Here's where to get the one that's available: eAccess Solutions, at www.eaccess-estore.com.

Non-Bluetooth

For a non-Bluetooth connection option, you can use USB or direct connect. A direct-connect keyboard attaches directly to your BlackBerry whereas USB has a cable that goes from your BlackBerry to the keyboard.

Direct connect

For less than \$50 US, you can grab one of these at

- ✓ **ThinkOutside:** www.thinkoutside.com
- ✓ **eAccess Solutions:** www.eaccess-estore.com

USB cable

For about \$200 US, you can get this USB cable keyboard. A bit stiff, but depending on how you use your BlackBerry, it might be a good investment. Go to Man & Machine at www.man-machine.com/coolmir.htm.

External Speaker Phone

Even though some of you have a BlackBerry that comes with a speaker phone, sometimes the sound quality just isn't good enough for you to comprehend the phone conversation while in a car. Check out the wireless Bluetooth speaker phone, Blue Vision Bluetooth Speakerphone.

For about \$100 US, you can get it from BlackBerrySource.com:

www.blackberrysource.com/store/catalog.asp?item=236

BlackBerry Car Mount

To complete your BlackBerry car experience, you need a place to mount your BlackBerry in your car with the Auto PDA Holder Kit. For about \$30 US, your BlackBerry will be securely fastened to the Auto PDA Holder so that your BlackBerry is in your sight at all times.

You can get it from BlackBerrySource.com:

<http://www.blackberrysource.com/store/catalog.asp?item=217>

Chapter 17

Ten Productive BlackBerry Applications

In This Chapter

- ▶ Ten applications that will drive up your productivity
 - ▶ Where to download them
-

Up to this point in the book, we show you how you can be productive by multitasking with your BlackBerry. If you ever need help to be even more productive, here are ten applications that can help you get that extra squeeze. Please check our companion Web site for this book at www.blackberryfordummies.com for an updated list.

WorldMate for BlackBerry

If you're a frequent flier, this is the application for you. You can get updated flight information on your BlackBerry for over 800 airlines, so if your flight is delayed, you can know in advance. You can also get local information about the destination that you are traveling to, but the features don't stop there. WorldMate also has up-to-date weather forecasts, a currency converter, and world time.

To download, go to www.handango.com on your PC and search for "WorldMate".

DocHawk

Although with the new generation BlackBerry, you can view various attachment formats, the screens aren't quite like what you're used to seeing on a PC. DocHawk enhances your attachment-viewing experience by bringing it closer to what you'd expect on a PC.

If you often find yourself viewing PowerPoint presentations, PDFs, and other attachments, this is a good investment.

For a price of \$40 US per year (other pricing available), you can download DocHawk from the following sites:

- ✓ From your PC, go to www.handango.com and search for “DocHawk”.
- ✓ From your PC, go to www.terratial.net/products/dochawk/index.htm?

BerryVine RSS Reader

With this RSS reader, you can be up to date on the information that you care about, and you can add as many RSS feeds to it as you want.

Think of RSS (Really Simple Syndication) as a way for you to get many forms of information via a PC — or this case, your BlackBerry.

With BerryVine RSS Reader, getting to your RSS feed is easy; you can also categorize, search, and sort the RSS feed.

For about \$7 US, you can download BerryVine at

<http://bb.berryvine.com/BVRSS/OTA/BerryVineRSSReader.jad>

eOffice

If you ever wished that you had Microsoft Office on your BlackBerry, stop wishing. Having eOffice is like having Office on your BlackBerry. Along with a portal keyboard (see Chapter 16), your BlackBerry can be your office when you're away from the office. With eOffice, you can view and compose Word, Excel, and other Office-compatible documents right from your BlackBerry.

For about \$120 US (other pricing available), you can download eOffice from DynoPlex at

www.dynoplex.com

Ascendo Photos for BlackBerry

With Ascendo, you can resize and upload your favorite photos from your PC to your BlackBerry without breaking a sweat! It will save you tons of time from resizing a photo yourself and finding a way to upload the pictures directly from your PC to your BlackBerry. With this application, you will have more time to finish those other tasks on your hands.

For about \$15 US, you can download Ascendo Photos from your PC by going to www.handango.com and searching for “**Ascendo photo**”.

Or, you can go to www.ascendo-inc.com/Photos.html for more information.

MortgageSolver for BlackBerry

Whether you are a real-estate agent or a home buyer, you will appreciate this application. MortgageSolver calculates mortgage payments for you, even an interest-only type of mortgage. It also takes into account property taxes and home insurance for you.

For about \$12 US, you can download MortgageSolver from your PC by going to www.handango.com and searching for “**mortgagesolver**”.

VeriChat for BlackBerry

If you have accounts with more than one instant message application, such as AOL Messenger and Yahoo! Messenger, you can use VeriChat to log onto all your instant message accounts by using just one application.

For about \$35 US, you can download it from your PC by going to www.handango.com and searching for “**verichat**”.

bbSpell

If you've ever wished that your BlackBerry could proofread your e-mails for spelling errors, with bbSpell, it can. After installation, the spell checker is built into the Messages application, so right before you send out your e-mail, you can make sure that all your spelling is proper.

For about \$35 per year a year, you can download bbSpell from [somedev-
opers](#) at

www.somedevopers.com/download.htm

Idokorro Mobile SSH

If you're a programmer or a system administrator, this program will save you valuable time. You can log into any Unix/Linux server just as you would from a PC. Imagine, you can log in from anywhere if something goes down and you need support.

For less than \$100 US, you can download Idokorro Mobile SSH from

www.idokorro.com/imssh.html

TrafficEdge

With TrafficEdge, you can view traffic Web cam images right from your BlackBerry. If you're a road warrior, this is a must-have application to get an edge on traffic conditions.

For less than \$10 US, you can download TrafficEdge from your PC by going to www.handango.com and searching for "**TrafficEdge**".

Chapter 18

Ten Fun Games on Your BlackBerry

In This Chapter

- ▶ Ten games that will jazz up your BlackBerry
 - ▶ Where to download them
-

Who says BlackBerry is all work and no play? True, you can get tons accomplished on your BlackBerry, but who says what you get accomplished needs to be work-related? Yes, you do have the BrickBreaker game that comes with most colorized versions of the BlackBerry, but you can only beat it so many times before you get bored with it.

As BlackBerry becomes increasingly popular, numerous BlackBerry game companies are making more and more decent titles. For example, you can play a couple of holes on the Pebble Beach golf course, or you can play a game of online Texas Hold 'Em with other BlackBerry users. So whatever you play, you can find a huge selection of games out there. What's even better is that some great games are free.

After this chapter, you might play so many games on your BlackBerry that you have to watch your productivity level. Please check our companion Web site for this book — www.blackberryfordummies.com — for an updated list.

Bass Assassin

Ever want to catch a 10-kilogram fish while on the subway? Well, now you can with Bass Assassin from Magmic. In order to catch the big one, you need to master the skill of casting the bait and reeling in the bass with just the right line tension. After catching a few, you can view them all in the Trophy Room.

For a limited time, download Bass Assassin for free from your BlackBerry. Go to <http://mobile.blackberry.com> and choose Downloads→Free Games. If the free download isn't available anymore by the time you read this, you can still download a trial version, from your BlackBerry, at

```
http://bb.magmic.com/BB\_color/d/BassAssassin.jad
```

Raging Rivers

Travel around the world to conquer different raging rivers in your kayak. The controls are easy to learn, but with each course you beat, the river is harder to predict, so controlling your kayak isn't easily mastered.

Show off to your friends by posting your fastest time online right from your BlackBerry.

For a limited time, download Raging Rivers for free from your BlackBerry. Go to <http://mobile.blackberry.com> and choose Downloads→Free Games. If the free download isn't available by the time you read this, you can still download a trial version, from your BlackBerry, at

```
http://bb.magmic.com/BB\_color/d/RagingRivers.jad
```

Texas Hold'em King

Crave a game of Texas Hold 'Em while away from your buddies? Practice your bluff with Texas Hold'em King. We like this game because you can even play an online tournament right from your BlackBerry. Best of all, it's free to download, so get it while the ante is still free.

For a limited time, download Texas Hold'em King for free from your BlackBerry at <http://mobile.blackberry.com>. Then choose Download→Free Games. If the free download isn't available by the time you read this, you can still download a trial version, from your BlackBerry, at

```
http://bb.magmic.com/BB\_color/d/TexasHoldem.jad
```

Klondike

If you're into card games, you've likely seen Klondike in other forms elsewhere. Well, Magmic brings Klondike to your BlackBerry. Best of all, it's free, so get it while it lasts.

For a limited time, download this game for free from your BlackBerry. Go to <http://mobile.blackberry.com> and choose Downloads⇄ Free Games. If the free download isn't available by the time you read this, you can still download a trial version, from your BlackBerry, at

```
http://bb.magmic.com/BB\_color/d/Klondike.jad
```

Spider Solitaire

You've probably played this card game on your PC, and now you can do so on your BlackBerry. Download it for free and play away!

For a limited time, download Spider Solitaire for free from your BlackBerry. Go to <http://mobile.blackberry.com> and choose Downloads⇄ Free Games. If the free download isn't available by the time you read this, you can still download a trial version, from your BlackBerry, at

```
http://bb.magmic.com/BB\_color/d/Spades.jad
```

Pro Golf Paradise

Can't get enough golf on the weekend? Play a round (pun intended) on your way to work. Just beware that the wait between holes is a bit longer than we like . . . kind of like real-life golf.

For around \$7 US, you can download Pro Golf Paradise from your BlackBerry at

```
http://bb.magmic.com/BB\_color/d/ProGolfParadise.jad
```

StreetRacer

Going somewhere but you're stuck on the train? Speed through it while playing StreetRacer on your BlackBerry. Not only can you race down the highway at high speed, but you get to deliver stolen cars to different location from coast to coast.

Controls are easily configurable to your likings. You can be racing in no time.

For about \$7 US, you can download StreetRacer from your PC by going to www.handango.com and searching for "streetracer".

Blockazoid (For BlackBerry)

Do you love a game of Tetris, but you're tired of the same old thing every time? How about Tetris with a twist — with Blockazoid. Not only do you have to control falling blocks, you also have to combine blocks with like colors. You get more scores with consecutive breaks, so prepared to be Blockazoid-ed!

For about \$6 US, you can download Blockazoid from your PC by going to www.handango.com and searching for “**blockazoid**”.

Wordcaster

Want to exercise vocabulary knowledge on your BlackBerry? You can both have fun and increase your vocabulary at the same time with Wordcaster, where you connect tiles of letters together to spell English words to protect yourself from the enemy's fire attack.

For about \$9 US, you can download it from your PC by going to www.handango.com and searching for “**wordcaster**”.

Merriam-Webster Crossword

If you like to solve crossword puzzles, you'll like this fun and challenging game, which is also a good way to practice spelling and learn new words. It's fun and educational — two birds with one stone. Sweet.

For about \$9 US, you can download this game from your PC by going to www.handango.com and searching for “**Merriam-Webster Crossword**”.

Chapter 19

Ten Must-Have BlackBerry Programs

In This Chapter

- ▶ Ten must-have applications for your BlackBerry
 - ▶ Where to download these applications
-

The industry of BlackBerry software is literally exploding at a dizzying rate. It's no longer easy to find out which of these applications are getting traction and hitting the mainstream user base, not to mention which ones are worth using.

In Chapter 17, we give you ten programs that should help increase your productivity — and in Chapter 18, another ten programs to entertain you and have fun with. In this chapter, we introduce ten more applications that aren't necessarily designed to entertain or make you more productive. However, these are great programs; whether you will like them depends on your personality. Because space limits us to highlight only ten from the hundreds or perhaps already thousands of applications out there, we tried to cover the most common needs each one of us has.

There are no specific reviews to quote, but these choices are the results of our quest to find programs that people use, discerned either from postings on message boards or commentaries in the public domain. There are BlackBerry “addicts” out there, for good reasons. Their blogs are valuable to help you narrow down a few programs to focus and test. Some of this software is free, but never underestimate the freebies; those that we include here are really useful and neat. The rest that we present here are the ones that won't cost you an arm and a leg.

The ten applications we feature here are just the tip of the iceberg. By all means, feel free to surf the 'Net because by the time this book is published, more software will likely be available. And don't forget to visit our Web site at www.blackberryfordummies.com.

BBWeather

This program allows you to subscribe to weather updates for a location you specify. The data comes from weather.com, and you can set it up by using locator identification. This is different from the weather forecast presented in BBToday (see its upcoming section) because BBToday gives you a summarized view whereas BBWeather gives you more detailed information, such as UV index, wind speed, humidity, barometric pressure, dew point, visibility, times for sunrise and sunset, and also the phase of the moon. You can configure the forecast screen for a number of days forward. The forecast screen includes the usual weather information plus precipitation, wind speed, and humidity.

To download, go to www.blackberrycool.com from your PC. You can find BBWeather on the Software Directory and in the Free Software section. Again, this is another freebie, so there's no reason for not getting it.

Berry411

Here's another free program in your arsenal. Berry411 works the same as you local 411 information source, but you don't have to pay for the service. You are carrying yellow as well as white pages. We found this very useful to get movie times for local movie theaters. If you're traveling, simply use the address information of the hotel where you're staying, and Berry411 allows you to get local information based on that address.

To download, go to www.blackberrycool.com from your PC. You can find Berry411 at the Software Directory and in the Free Software section.

BlackBerryGoodies BB Blogger

If you have ever wanted to put something on your blog site while it's fresh in your mind, you're not alone. For those of you maintaining a blog, you can download this software for free, which uses the Google blog infrastructure, allowing you to post your blog and also read other people's blogs.

From your PC or your BlackBerry Browser, go to www.blackberrygoodies.com/bb/bbblogger.

AskMeNow

Stop scratching your head. When you have a pressing question, you don't need to look for answers anywhere other than your BlackBerry. After you install this application, a guru is ready to answer that nagging question in your head. If your query can possibly be answered by a human being, you can ask it here. If you don't know what to ask, AskMeNow has pre-canned questions like directions, weather, sports updates, flight information, and so on. The answer is sent to you through e-mail, usually within two minutes. Initially, the service was free, but someone has to pay for the resources these guys are putting up, right? AskMeNow now charges a monthly fee, so check that you are comfortable with this amount before you commit to it. However, the service is excellent. Many people give very good feedback, and we like it, too.

For a free trial download, from your BlackBerry, go to www.askmenow.com/blackberry/ota.html. Or you can buy it for about \$6 US from www.handango.com (search for “AskMeNow”).

Stock Ticker

In the world of stock market, timing is everything. For those of you who are actively trading — if you can't enjoy your latté without worrying about what's going on with your stocks — here is a piece of software that helps. You get the latest quotes and stock information, even when you're not looking at your three stock-monitor terminals. It features a scrolling interface with minute-by-minute news and commentaries.

For about \$25 US for six-month usage, you can download Stock Ticker from your PC by going to www.handango.com and searching for “Stock Ticker”.

Wisespent Professional

Now, this is cool — expense tracker software, right on your handheld. The developer of this software really listens to its customers and makes many updates based on customers' feedback and requests. At the time of writing, the software is version 3.0. What's really nice about Wisespent is its support for importing data to popular expense software like Quicken.

For about \$23 US, you can download Wisespent Professional from your PC by going to www.wisespent.com.

Freenews

From its name, you could guess what this application gives you — news! The two editions are Corporate and Personal. What’s great about Freenews is that you can customize it to give you the information you really care about. Sure, you can get all the same news via a Web browser. However, what’s great about Freenews is that it does its downloading behind the scenes. After an article is on your device, you can read it even when you go out of coverage. Other features include sharing articles with friends, choosing the feed source, and getting news based on keywords. However, unlike its name suggests, Freenews isn’t free; it will run you about \$20 US.

To download, go to www.handango.com from your PC and search for “**Freenews**”.

Ascendo Fitness for BlackBerry

For the health-conscious among us, here is award-winning software for your BlackBerry. This software allows you to take control of your health by helping you track the calories from what you eat and how you burn them in your exercise (hopefully, you’re doing it regularly). It presents your progress by showing you graphs that are easy to understand. Based on your personal data, Ascendo has calculators that give you what should be your ideal or healthy weight, your Body Mass Index (BMI), maximum heart rate based on age, and Basal Metabolism Ratio (BMR). We have heard many good comments from those who use this product.

For about \$20 US, you can download Ascendo Fitness from your PC by going to www.handango.com and searching for “**Ascendo fitness**”. Or, go to www.ascendo-inc.com/Fitness.html for more information.

BBToday

If you’re experiencing information overload, you’re not alone. BBToday helps you make sense of all this information without so much hair-pulling. In a nutshell, BBToday tries to give you a tear sheet on a daily basis. The nice thing about BBToday is its capability to show up every time you unlock or open your BlackBerry. It displays full screen with the following information in a summarized format:

- ✓ Current date and time
- ✓ E-mail summary
- ✓ Remaining battery strength
- ✓ Signal strength
- ✓ Appointments scheduled for the day
- ✓ Tasks scheduled for the day
- ✓ Current weather information and five-day forecast
- ✓ Phone call summary
- ✓ Stock quotes

This is like having an assistant tell you what your day will be like, organizing your PIM (personal information manager) information and presenting it in such a way that you don't have to spend time viewing each of your PIM applications. You can configure the weather to point to your local area. You can also add the stock ticker for the stock quotes section.

You can download BBToday for free from your BlackBerry by going to <http://blackberrytools.sourceforge.net/OverTheAir/bbtoday-1.5/BBToday.jad>.

SportSeeker

For the sport fanatics among us, we have not forgotten you. This software sports a cutting-edge wireless service, delivering the latest sports news, scores, schedules, and standings for the major sports straight to your handheld in real time. It covers the major sports, including MLB, NFL, NCAA football and basketball, NBA, NHL, PGA tour, and NASCAR. Get up-to-the-minute scores even when you're not watching TV or listening to the radio. For your analysis, SportSeeker gives you latest standings and statistics as well as comprehensive league schedules of your favorite sports. The downside is that SportSeeker works only on the 7100 series model — and you have to pony up a monthly subscription.

For about \$5 US, you can download SportSeeker from your PC by going to www.handango.com and searching for “**SportSeeker**”. Or, you can find out more at www.activesky.com/sportseeker.html.

Chapter 20

Ten (More or Less) Web Site Categories for BlackBerry Browsing

In This Chapter

- ▶ Great surfing sites for the BlackBerry
 - ▶ What we do and don't like about these sites
-

We're sure that you've been to Web sites that looked great on your PC but horrible on your BlackBerry Browser. You know, like how on your desktop PC, Yahoo!.com looks fabulous with vibrant colors, but when you point your BlackBerry Browser there, notice how long it takes to load that page. And when the page does finish loading (if it ever does), you get images and text all bunched together, which you can't possibly comprehend. For BlackBerry users, this lack of readability might have led you to stop using your BlackBerry Browser altogether.

However, you don't need to give up surfing the Web on your BlackBerry. To have a good experience surfing on your BlackBerry is simple: Where you surf is what matters. So what does *that* mean? Psst: Many popular Web sites have two versions — one for a PC Web browser and another for mobile device browsers, like BlackBerry Browser.

In this chapter, we show you the Web sites that are specifically made to be viewed on a BlackBerry Browser, so the next time you need information from the Web, you don't need to run to your PC. Rather, get it instantly from your BlackBerry. Please check our companion Web site for this book — www.blackberryfordummies.com — for an updated list.

Note: You have to access all links in this chapter from your BlackBerry for them to work.

Weather

Weather changes quite often, but you can keep up with the changes with these sites from your BlackBerry.

AccuWeather.com

www.accuweather.com/pda/pda_5dy.asp?act=L

AccuWeather.com provides the local weather forecast.

- ✓ **Pro:** Simple and easy to use. After you enter your location for the first time, bookmark the resulting page for your location. You can then get your local weather forecast without entering your location again.
- ✓ **Con:** A few small images on the forecast page make the site load more slowly than it should, but not by much.

Yahoo! Weather

<http://home.mobile.yahoo.com>

This is part of the Yahoo! mobile portal site that provides a weather forecast.

- ✓ **Pro:** If you have an account with Yahoo!, you can have personalized weather set up for multiple locations.
- ✓ **Con:** None at the moment.

News

The following sites are news Web sites for general news although many also have sections on business news and sports.

BBC News

www.bbc.co.uk/mobile/web/index.shtml

You can read news from BBC right from your BlackBerry, even if you're not in the UK.

- ✓ **Pro:** The site is very BlackBerry friendly with a good deal of world news. There are no advertisement banners or annoying images to load.
- ✓ **Con:** The weather, traffic, and other information are UK-centric, which isn't so great if you're not a UK resident.

USA Today

www.usatoday.com/wireless

One of the most popular newspapers is now available for free from your BlackBerry.

- ✓ **Pro:** We like the listing of news in different categories on the very first page, where you can browse through all the news before choosing to read one particular article. Also, news articles are presented in one page, so there is no need to load multiple pages to keep reading, which is great if you know you're about to lose your signal (like in a subway).
- ✓ **Con:** There is one picture on the very first page, which is the stock market chart. Depending on your network coverage at the time of loading, this can take a while to load.

Yahoo! News

<http://home.mobile.yahoo.com>

This is part of the Yahoo! mobile portal site that provides different categories of news.

- ✓ **Pro:** Yahoo! News has a great selection of news within many helpful categories. The news coverage is great, so instead of buying the morning newspaper, you can get your morning news from here.
- ✓ **Con:** None at the moment.

ABC News

wap.go.com/abcnews

Get ABC News on TV on your BlackBerry.

- ✓ **Pro:** Very similar to Yahoo! News, this site features a simple layout, with no banners or pictures to load.
- ✓ **Con:** We don't like the intro page that you get after selecting an article. It gives you the option to read the full story or go back. We feel that is unnecessary.



All sites in this chapter have to be accessed from your BlackBerry directly for them to work.

PR Newswire

www.prnewswire.com/tnw/tnw.shtml

If you're out of the office but want to keep up with the latest news, you can with your BlackBerry via accessing this site.

- ✓ **Pro:** This site is great for up-to-the-minute news.
- ✓ **Con:** This site isn't great for news browsing because it doesn't break down the news by category.

Google

www.google.com/xhtml

The king of search engines does not disappoint with a mobile version of its power search engine. This version of the Google search “transforms” regular Web sites and makes them mobile-device-friendly.

- ✓ **Pro:** We very much like the Mobile Web search option, which gives you only those sites made to be viewed on a mobile device, like a BlackBerry. Although it is still in beta testing phase, Mobile Web will eventually graduate and become a vital product in Google.
- ✓ **Con:** The transformed Web sites don't always work properly; it depends on the site you search for.

Portals

The following sites in this section are *Web portals*, which are sites that contain various information and/or links to other sites.

Yahoo! Mobile

<http://home.mobile.yahoo.com>

The Yahoo! Mobile portal site allows BlackBerry users to employ regular Yahoo! functions, such as Yahoo! Mail, Yahoo! Messenger, driving directions, weather, and more.



- ✓ **Pro:** Yahoo! does a great job with the mobile version of its original site. It loads very fast, and navigation is very user friendly. After you sign on with your Yahoo! user name and password, you can get the same personalized content as you would on your PC.

This site should definitely be bookmarked.

- ✓ **Con:** Ironically, Yahoo! does not have a mobile version of its search engine.

PlinkIT!

<http://home.comcast.net/~plinkit>

This site is an example of a Web portal that contains links to other sites.

- ✓ **Pro:** This site, which is organized into appropriate categories with a variety of links, contains great mobile links for a variety of categories. It is worth bookmarking.
- ✓ **Con:** At the time of writing, there were a couple of broken links, but nothing major.

MSN Mobile

<http://mobile.msn.com>

The MSN Mobile portal is very similar to the Yahoo! Mobile site. As a BlackBerry user, you can access MSN Hotmail, MSN Messenger, and an online calendar.

- ✓ **Pro:** Unlike Yahoo!, MSN does provide a local search, which you can use to search for lodging/food/movie theaters near a location that you provide. This definitely can come in handy when you are on the go.
- ✓ **Con:** Unfortunately, MSN has annoying pictures and commercial banners on its site. Although we do like some of the content from ESPN and SuperPages.com, there was no link from that third-party content back to the MSN mobile portal.

Business Sites

While on the go, you can keep up with the latest news of the finance world from your BlackBerry. Visit these sites for finance-related articles and news.

Fidelity Anywhere

www.fi-w.com/fiw/FiwHome

Fidelity Anywhere is the mobile version of Fidelity.com, an online investment brokerage firm.

- ✓ **Pro:** You can sign on and view your portfolio and balance. You can even access your stocks watch-list and buy/sell stocks and funds right from your BlackBerry. User navigation is very simple and easy to use.
- ✓ **Con:** None at the moment.

BusinessWeek Online

<http://pda.businessweek.com>

BusinessWeek Online is the mobile version of Businessweek.com. You can get great finance information here. No need for a subscription to read articles.

- ✓ **Pro:** It is a free site without subscription. Also, it is rich in finance information.
- ✓ **Con:** None at the moment.

Financial Times

wap.ft.com

Financial Times is the mobile version of the Financial Times (FT.com), which provides business-related news articles.

- ✓ **Pro:** If you are a subscriber, you can log on and view Lex reports (reports from a guy named *Lex*) and other subscription content.
- ✓ **Con:** At the time of writing, the content coverage on the mobile version isn't as broad as the desktop version. Also, you need a subscription to read most of the contents.

Travel Sites

The sites in Table 20-1 all feature flight status and gate numbers. Some allow you to log on if you are part of their frequent-flier program to access frequent-flier benefits.

Table 20-1	BlackBerry-Accessible Travel Sites
<i>Airline</i>	<i>Mobile Web Site</i>
Air Canada	mobile.aircanada.ca/aircanada/index.wml
American Airlines	http://aa.flightlookup.com/omnisky
British Airways	www.britishairways.com/mobilezone/pda/omnisky/BA_Palm_Home.html
Cathay Pacific	cathaypacific.com/jpmobile/chtml/cxhome.jsp?Lang=EN
Continental Airlines	http://pda.continental.com/PocketPC
Delta	http://mobile.delta.com
KLM Airlines	onlinetimetable.klm.com/pda
Northwest Airlines	http://wireless.nwa.com/palmvii
United Air Lines	http://ua2go.com/htm/index.htm
Any airline	http://demo.openwave.com/styleguide/v5/airstatnum.wml

Other Browsing Categories

The following are bonus sites which you can visit from your BlackBerry to get more information on various topics (BlackBerry, shopping, travel, and more).

BlackBerry Goodies

<http://blackberrygoodies.com>

Go here from your BlackBerry or from your PC. You can get information on how to customize your BlackBerry or read reviews on BlackBerry applications and more.

FedEx tracking

<http://mobile.fedex.com>

This is the mobile version of the FedEx Web site that allows you to track packages right from your BlackBerry.

UPS tracking

<http://mobile.ups.com/omnisky/index.jsp>

Like FedEx, UPS also has a mobile version of its Web site. It also allows you to track packages right from your BlackBerry.

Amazon Anywhere

www.amazon.com/exec/obidos/dt/upda-1.0-pocketpc/subst/aa/upda/home.html

With Amazon Anywhere, you can shop and check your account information right from your BlackBerry.

The Onion

<http://mobile.theonion.com/content>

This is the mobile version of this humor/news Web site.

Wired News

www.wired.com/news_drop/palmpilot

This is the mobile version of this tech news Web site.

wcities

<http://pda.wcities.com>

wcities provides searches based on the city that you select.

Index

• *Symbols and Numerics* •

- @ (at) symbol, keyboard shortcut for, 64
- , (commas) in telephone numbers, 68
- ' ' (single quotes), keyboard shortcut for, 83–84
- 1/x key (Calculator), 132
- 3-Button Salute (manual reset), forcing, 50
- 6280 series, upgrading, 314
- 7100 series
 - accessing Calculator application, 130–131
 - accessing MemoPad, 122
 - accessing Password Keeper, 224
 - accessing Phone application, 229
 - accessing Tasks application, 104–105
 - display screen, 20
 - Home screen, 21
 - Instant Messaging on, 188–192
 - keyboard navigation commands, 44
 - locking, 54
 - multitasking during phone calls, 249–252
 - new handheld features, 311–314
 - saving and retrieving e-mail, 153
 - speaker phones, 246
 - text entry, 44–47
 - text messaging challenges, 180
 - themes, 37–38
 - versus 72xx, 4, 18
 - viewing available space, 25–26
- 72xx series
 - accessing Calculator application, 131
 - accessing Phone application, 230
 - accessing Tasks application, 104–105
 - display screen, 19
 - HelpME screen, 26
 - Instant Messaging on, 192–194
 - keyboard navigation commands, 44
 - saving and retrieving e-mail, 152
 - 7290/7250 features, 312

- special features, 313
- themes, 37–38
- versus 7100 series, 4
- 7520 series, 311

• *A* •

- abbreviations
 - AutoText, setting up, 30–32
 - for text messaging, list of, 182–183
 - use of in text messaging, 181
- ABC News Web site, 339–340
- About Screen, 115
- accessories
 - belt clips, 317
 - protector cases, 318
- AccuWeather.com Web site, 338
- actions (Address Book), selecting, 76–77
- Activate Speaker Phone option (Phone), 246
- Active Sky Sport Seeker Web site, 335
- Add Account button (Email Accounts screen), 143
- Add All Conflicting Items option (Intellisync), 265
- Add Device option (Bluetooth menu), 247
- Add Filter screen (BlackBerry Internet Service), 162
- Address Book application (Home screen)
 - accessing, 60–62
 - adding new contacts, 63–64
 - adding senders to, 158–159
 - assigning PINs to names, 177–178
 - benefits of using, 59–60
 - copying phone numbers to, 73–74
 - customizing options, 84–85
 - deleting contacts, 68–69
 - editing contacts, 67–68, 155–156
 - filtering contacts, 80–84
 - grouping contacts, 79–80
 - importing contacts, 65–66

- Address Book application (Home screen)
 - (continued)
 - keyboard access, 49
 - making phone calls, 231
 - mapping fields to, 261–263
 - searching contacts, 75–77
 - sending/receiving meeting invitations, 100
 - sending/receiving text messages, 185–186
 - sending/receiving vCards, 85–86
 - synchronizing, 260–261
 - third-party enterprise applications, 83–84
 - transferring addresses to, 62
 - transferring from desktop applications, 74–75
 - transferring from SIM cards, 69–73
 - updating, resolving update conflicts, 265–266
 - viewing contacts, 66–67
- Advanced Backup/Restore screen (Backup and Restore)
 - selective backups, 305–306
 - selective restoration, 306–307
- Advanced tab (Redirector Settings), 294–296
- Agenda view (Calendar), 90–91
- AIM (AOL Instant Messenger), 188, 189
- Air Canada Web site, 343
- Alarm application (Home screen)
 - keyboard access, 49
- alerts/barks
 - custom, 39–40
 - factory settings, 40–42
- All Locales language option (AutoText screen), 31
- Allow Clipboard Copy option (Password Keeper), 227
- Allow Duplicate Names option (Address Book), 85
- ALT key
 - 7100 series, 20
 - 72xx series, 19
 - with SureType keyboard keys, 22–24
- ALT+CAP+DEL keyboard shortcut, 50
- Alt+CAP+H keyboard shortcut, 26, 50, 175
- ALT-click trackwheel keyboard shortcut, 50
- ALT+ESCAPE keyboard shortcut, 50
- Alt+SYM keyboard shortcut, 83–84
- ALX files
 - function, 277
 - locating, 279
- Amazon Anywhere Web site, 344
- Amazon.com Web site, 320
- American Airlines Web site, 343
- AOL Instant Messenger (AIM), 188, 189
- Application icon, 104
- Application Loader program (BlackBerry Desktop Manager)
 - accessing, 275–277
 - adding language support, 29
 - Application Loader Wizard access, 277
 - features, 256
 - operating system upgrades, 285–286
 - uninstalling applications, 281–282
- Application Updates Available screen (BlackBerry Desktop Manager), 284–285
- applications, third-party. *See also* download sites
 - downloading from the Web, 220–221
 - installing on handheld 277–280
 - installing on PC, 277
 - invalid signature error, 280
 - recommended, 323–326, 332–335
 - uninstalling, 281–282
- appointments
 - alert messages for, 39
 - all-day, adding to calendar, 96
 - deleting, 99
 - one-time, adding to calendar, 95
 - recurring, creating, 97–98
 - reminder alerts, 96–97
 - versus meetings, 99
 - view options, 98–99
- Ascendo Fitness for BlackBerry application, 334
- Ascendo Photos application, 325
- AskMeNow application, 333
- at (@) symbol, keyboard shortcut for, 64
- attachments, e-mail
 - retrieving, 154
 - supported extensions, 153–154
- Auto PDA Holder Kit, 321

Auto Reply function (BlackBerry Internet Service)
 features, 142
 setting reply messages, 148–149
 Auto Time Set field (Date/Time screen), 34
 Auto Word Learning input option
 (SureType keyboard), 47
 auto-answering feature, 233
 Autolock After Timeout option, 54
 automatic backups, 302–303
 Automatically Backup My Handheld Every
 xx option (Backup and Restore
 program), 302–303
 AutoStart button (Intellisync), 273
 AutoText feature, 29–32

• B •

Back <Esc> option (Browser menu), 208
 background, Home screen, changing, 211
 backlight
 and battery life, 51
 customizing settings, 36
 Backlight Brightness field
 (Screen/Keyboard screen), 36
 Backlight switch (Home screen),
 accessing, 49
 Backlight Timeout field (Screen/Keyboard
 field), 36
 Backup and Restore program (BlackBerry
 Desktop Manager)
 accessing, 300
 automatic backups, 302–303
 Backup button, 300–301
 deleting databases, 307
 features, 256
 Restore button, 303–304
 selective backups, 305–306
 backups
 automatic, setting up, 302–303
 restored information, 303–304
 selective, bookmarks example, 305–306
 using Backup and Restore program,
 300–301
 barks/alerts, customizing, 39–43
 Bass Assassin game, 327–328
 batteries
 extended power sources, 51
 extending life of, 51–52
 portable chargers, 319
 recharging, 51
 where to buy, 318–319
 BBC News Web site, 338–339
 bb.magic.com downloadable games,
 328–329
 bbSpell application, 325–326
 BBToday application, 334–335
 BBWeather application, 332
 BDM. *See* BlackBerry Desktop
 Manager (BDM)
 belt clips, 317
 Berry411 application, 332
 BerryVine RSS Reader, 324
 BES. *See* BlackBerry Enterprise Server (BES)
 BIS. *See* BlackBerry Internet Service (BIS)
 BlackBerry Address Book. *See* Address
 Book application (Home screen)
 BlackBerry Browser. *See* Browser
 application (Home screen)
 BlackBerry Calculator. *See* Calculator
 application (Home screen)
 BlackBerry Calendar. *See* Calendar
 application (Home screen)
 BlackBerry Car Charger, 319
 BlackBerry Cool applications Web site, 332
 BlackBerry Desktop Manager (BDM). *See*
also Intellisync program (BlackBerry
 Desktop Manager)
 Application Loader, 29, 275–277
 Application Updates Available screen,
 284–285
 Backup and Restore program access, 300
 connecting to handheld, 257
 features, 12–13
 launching application, 256
 programs included in, 256
 Redirector Settings program for, 288–289
 running for the first time, 257–258
 transferring Address Book fields, 74–75
 BlackBerry Enterprise Server (BES).
See also enterprise users
 features, 13–14
 installing applications using, 280

- BlackBerry Enterprise Server (BES). *See also* enterprise users (*continued*)
 - Redirector Settings program for, 287–288
 - using Browser application with, 222
 - version 4.0 and wireless synchronization, 260
 - BlackBerry Goodies BB Blogger application
 - downloading to PC, 277, 332
 - loading onto BlackBerry, 278–280
 - uninstalling, 282–283
 - BlackBerry handheld device
 - connecting to desktop computer, 256–257
 - connecting to Desktop Manager, 257
 - history, 10–11
 - new features, 311–314
 - BlackBerry Handheld Software, 284
 - BlackBerry Internet Service (BIS)
 - accessing and log in, 141
 - adding accounts, 143
 - Auto Reply screen, 148–149
 - deleting e-mail permanently, 148
 - enabling wireless deletions, 146–147
 - enabling wireless synchronization, 147–148
 - features, 140
 - filtering e-mail, 160–164
 - how it works, 11–12
 - signature configuration, 149–150
 - toolbar features, 141–142
 - BlackBerry Messages. *See* Messages
 - application (Home screen)
 - BlackBerry Messenger application. *See also* Instant Messaging (IM)
 - adding contacts, 197–198
 - chatting, 199
 - Contact List, 196–197
 - downloading, 194–196
 - individual conversations, 199
 - tips for using, 199–201
 - BlackBerry PIN versus security
 - passwords, 50
 - BlackBerryGoodies software
 - BB Blogger application, 332
 - Web site, 344
 - BlackBerrySource.com Web site, 317
 - BlackBerryStuff.com Web site, 317
 - BlackChat ICQ Instant Messaging, 193
 - Blockazoid game, 330
 - Blue Vision Bluetooth Speakerphone, 321
 - Bluetooth menu (Options)
 - Add Device option, 247
 - connecting headset, 248–249
 - Enable/Disable Bluetooth options, 247
 - Select Device option, 248
 - Bluetooth technology support
 - printer options, 129
 - supported devices, 17–18, 312
 - wireless headsets, 246, 319
 - wireless keyboards, 320
 - Body field (Edit Filter screen), 291–293
 - Bookmark dialog box (Browser), offline option, 212
 - bookmarks
 - adding, 211–212
 - backing up, 305–306
 - cleaning up, 215
 - modifying, 213
 - moving, 215
 - organizing, 213–215
 - renaming folders, 215
 - branding, 28–29
 - brightness settings, 36
 - British Airways Web site, 343
 - Browser application (Home screen)
 - accessing application, 204–206
 - accessing Web pages from, 206–207
 - with BlackBerry Enterprise Server, 222
 - bookmark backups, 305–306
 - keyboard shortcut for, 49
 - saving Web site address, 209–211
 - browsers
 - channel push alerts, 39
 - configuring, 216–218
 - default, setting, 223
 - enhanced features, 315
 - preloaded, 204
 - tips for speeding up, 219
 - business information Web sites, 342
- C •
- Cache Operations screen (Browser Options), 218–219
 - cached data, how it works, 25
 - Calculator application (Home screen)
 - accessing, 129
 - features, 129
 - keyboard shortcuts with, 49, 134–136

- measurement system conversions, 132–134
- special keys, 132
- using, 130–132
- Calendar application (Home screen)
 - accessing Address Book from, 62
 - accessing application, 49, 90
 - appointment alerts, 39
 - calendar synchronization, 101
 - creating all-day appointments, 96
 - creating one-time appointments, 95
 - customizing display, 93–94
 - deleting appointments, 99
 - Invite Attendee screen, 100
 - setting reminder alert, 96–97
 - synchronization filters, 269
 - time frame changes, 92–93
 - view options, 90–91, 98–99
 - wireless synchronization, 314
- call forwarding setup, 237–238
- Call option (Find screen), 76
- call waiting setup, 237
- car mounts, where to buy, 321
- cases
 - belt clips, 317
 - protector cases, 318
- categories
 - Address Book application, 81–83
 - MemoPad application, 126–128
 - Tasks application, 110, 114–117
- Cathay Pacific Web site, 343
- CDMA (Code Division Multiple Access)
 - cellphone technology, 14–15
- cellphones. *See also* telephone calls
 - CDMA versus GSM/GPRS technologies, 14–15
 - copying phone numbers to, 73–74
 - transferring contacts from, 69–73
- Change Field Name option (user fields), 65
- Change Password option (Password Keeper), 228
- channel push alerts, 39
- charging batteries
 - chargers, 319
 - process for, 51–52
- chat rules (Instant Messenger), 187
- chatting. *See* Instant Messaging (IM)
- Cingular/AT&T BlackBerry, customer support, 54–55
- Clear Content Cache option (Cache Operations screen), 220
- Clear Cookie Cache (Cache Operations screen), 220
- Clear History (Cache Operations screen), 220
- Clipboard, with Password Keep application, 226–227
- Code Division Multiple Access (CDMA) cellphone technology, 14–15
- commas (,) in telephone numbers, 68
- Compose application (Home screen), accessing, 49
- Compose Email menu (Messages)
 - accessing, 154–155
 - saving draft messages, 157–158
 - sending vCards using, 85
- Conditions tab (MemoPad Advanced Settings), 267–268
- conference calls
 - alternating between conversations, 245
 - arranging, 242–244
 - dropping participants, 245
 - talking privately to a participant, 244
- Configuration screen (Intellisync)
 - Configure Add-ins option, 271–272
 - Email Configuration screen, 259–260
- Confirm Delete option
 - Address Book application, 84
 - Calendar application, 94
 - MemoPad application, 125
 - Password Keeper application, 227
 - Tasks application, 113–114
- conflicts during synchronization, 147–148
- Connect option (Bluetooth menu), 248–249
- connections, e-mail, always-connected, 10–12, 15
- consumers, defined, 11
- contact information, displaying, 28–29
- Contact List (BlackBerry Messenger), 196–198
- contacts
 - adding to Address Book, 63–65
 - copying to SIM cards, 73–74
 - creating groups, 78–80
 - customizing, 84–85
 - deleting, 68–69
 - editing, 67–68
 - filtering, 79–80

contacts (*continued*)

- importing, 66
- for Instant Messaging, 190–191
- searching, 75–77
- sending/receiving vCards, 85–86
- transferring from desktop applications, 74–75
- transferring from SIM cards, 69–73
- viewing, 66–67

Content Beamer print application, 129

Continental Airlines Web site, 343

cookies and browser performance, 218–219

Copy option (Browser menu), 208

Copy to SIM Phone Book feature (Address Book), 73–74

crossword game, 329

Custom Wordlist (SureType keyboards), 46–47

customizing the BlackBerry

- adding owner information, 28–29
- alert sounds and signals, 39–43
- AutoText entries, 29–32
- browser configuration, 216–217
- date and time setup, 32–34
- display screens, 20, 34–36
- language settings, 29, 31–32
- macros, 32
- Phone application, 236–242
- Profiles, 42–43
- themes, 37–38
- wallpaper, 38



databases, deleting, 307

Date field (Date/Time screen), 33

date marks, defined, 160–164

dates

- setup process, 33–34
- updating using synchronization, 261

Day view (Calendar), 90–91

Default Call Volume (Phone), 235–236

Default Reminder option (Calendar)

- accessing, 94
- enabling/disabling, 96–97

Deferred option (New task screen), 107

Del key

- 7100 series, 20
- 72xx series, 19

deleting

- applications, 281–282
- appointments, 99
- contacts in Address Book, 68–69
- databases, selective approach, 307
- e-mail, 146–148, 159–160
- filters, 293
- notes and memos, 124–125
- speed dial numbers, 241
- tasks, 111

Delta Web site, 343

desktop applications. *See also* BlackBerry Desktop Manager (BDM)

- copying contacts from, 74–75
- printing notes using, 129

desktop computer connections, 256–257

Device Reset keyboard shortcut, 50

Dial From Home Screen setting

- dialing process, 230
- enabling/disabling, 48
- and keyboard shortcut access, 47–48

direct-connect keyboards, 320

display screen

- customizing, 34–36
- Home screen, 20–21
- and Internet use, 204
- resolution improvements, 312
- 7100 series, 20
- 72xx series, 19

Do Not Forward Message to handheld option (Handheld section), 162

DocHawk application, 323–324

download sites

- Ascendo Fitness for BlackBerry, 334
- Ascendo Photos, 325
- AskMeNow, 333
- Bass Assassin, 328
- bbSpell, 325–326
- BBToday, 334–335
- BBWeather, 332
- Berry411, 332
- BerryVine RSS Reader, 324
- BlackBerry Goodies BB Blogger, 277, 332
- BlackBerry Messenger, 194–196
- Blockazoid, 330
- DocHawk, 323–324
- eOffice, 324
- Freenews, 334
- Idokorro Mobile SSH, 326

Klondike, 328–329
 Merriam-Webster Crossword, 330
 MortgageSolver for BlackBerry, 325
 Pro Golf Paradise, 329
 Raging Rivers, 328
 Spider Solitaire, 329
 SportSeeker, 335
 Stock Ticker, 333
 StreetRacer, 329
 Texas Hold'em King, 328
 TrafficEdge, 326
 VeriChat for BlackBerry, 325
 Wisepent Professional, 333
 Wordcaster, 330
 WorldMate for BlackBerry, 323
 downloading tools, 17
 draft e-mail messages, saving, 157–158
 Drop Call option (Phone), 245
 Due field (New task screen), 108–109
 DynoPlex eOffice Web site, 324

• E •

eAccess Solutions Web site, 320
 earphones, BlackBerry-supported, 17–18
 Edit Address screen (Address Book), 67–68
 Edit Filter screen (Redirector Settings), 291–293
 Edit mode (Address Book), 81–82
 Edit Numbers screen (Call Forwarding screen), 237
 e-mail
 adding accounts, 143
 always-connected e-mail, 10, 11–12, 15
 attachments, 153–154
 auto-reply, 148–149
 configuration options, 144–145
 contacts, adding to Address Book, 63–64, 158–159
 deleting, 146–148, 159–160
 drafts, saving, 157
 features, 139
 filtering, 13, 160–165, 290–293
 folders for, 296–297
 forwarding, 157
 Level 1 messages, 294–296
 long-term storage, 171–172
 message alerts, 40
 multiple accounts, combining, 140, 141
 network service provider connections, 139–140
 printing options, 129
 receiving, 150
 replying to, 100–101, 156–157
 saving and retrieving, 152–153
 searching, 166–171
 sending messages, 154–156
 sending Web page addresses, 211
 signature configuration, 149–150, 296
 sorting, 152
 spam, 287–288
 urgent, alerts for, 42
 wireless, reconciliation feature, 140
 wireless synchronization, 147–148, 314
 Email Accounts screen (BlackBerry Internet Service), 143
 Email Configuration screen (Intellisync), 259–260
 Email Filters screen (Messages), 163–165
 E-mail icon (Home screen), 186
 Email Identification section (BlackBerry Internet Service), 150
 Email option (Find screen), 76
 Email Reconciliation screen (Home screen), 147–148
 Email Settings options (Messages), 149–150
 emotion, adding to text messages, 183–185
 Enable Quick Entry option (Calendar), 93
 End key (7100 series), 20
 End of Day option (Calendar), 94
 English to metric conversions, 132–134
 ENTER key, 19, 20
 7100 series, 20
 72xx series, 19
 enterprise users. *See also* BlackBerry Enterprise Server (BES)
 Address Book add-ons, 83–84
 applications for, downloading, 220–221
 browser behaviors, 221–223
 desktop connections, 14
 e-mail features, 140
 e-mail setup, 144
 e-mail signature configuration, 150
 Mobile Data Service, 13–14
 PIN-to-PIN messaging, 13
 special features for, 10–11
 wireless everything synch, 14
 eOffice application (DynoPlex), 324

error message for invalid signature, 280
 Escape button
 function, 24
 7100 series, 20
 72xx series, 19
 etiquette for Instant Messaging, 202
 Every field (Calendar), 97
 extensibility, defined, 270

• F •

Fast Options screen (Language option screen), 47
 FedEx tracking Web site, 344
 Fidelity Anywhere Web site, 342
 Field Mapping screen (Address Book), 263
 File Free field, 26
 filename extensions, 153–154
 filtering
 contacts, 81–84
 e-mails, 140, 160–164
 notes and memos, 127–128
 synchronization filters, 266–269
 tasks, 114–118
 Filters tab (Redirector Settings program), 290–294
 Financial Times Web site, 342
 Find field (MemoPad), 125
 Find option (Browser menu), 208
 Find screen (Address Book), 75–77
 First Day of Week option (Calendar), 94
 Folder Redirection section (Redirector Settings), 296–297
 font-related fields (Screen/Keyboard screen), 35
 Forward option (Browser menu), 208
 forwarding
 e-mail, 157, 162
 telephone calls, 237
 Freenews application, 334
 Frequency Learning input option (SureType keyboard), 47
 From field (Edit Filter screen), 291–293
 From Metric menu (Calculator), 133
 Full Content option (Open Attachment screen), 154

• G •

games
 Bass Assassin, 327–328
 BlackBerry-supported, 17
 Blockazoid, 330
 Klondike, 328–329
 Merriam-Webster Crossword, 330
 Pro Golf Paradise, 329
 Raging Rivers, 328
 Spider Solitaire, 329
 StreetRacer, 329
 Texas Hold'em King game, 328
 Wordcaster, 330
 General Options screen
 Messages application, 172
 Phone application, 230, 235–236
 General Properties screen (Browser Options), 217–218
 General tab (Redirector Settings program), 289
 Get Link option (Browser menu), 208
 Global Packet Radio Service (GPRS)
 cellphone technology, 14–15
 Global System for Mobile Communication (GSM) cellphone technology
 transferring contacts from, 69–73
 versus CDMA cellphone
 technology, 14–15
 Go To option (Browser menu), 208
 Google Web site, 340
 group conversations (BlackBerry Messenger), 199
 grouping contacts, 79–80
 GSM (Global System for Mobile Communication) cellphone technology
 transferring contacts from, 69–73
 versus CDMA cellphone technology,
 14–15

• H •

Handango Web site
 game downloads, 329–330
 news and productivity downloads, 323,
 325–326, 333–336

- Handheld Application Selection screen (Application Loader Wizard)
 - deleting applications, 281–282
 - identifying application to download, 277
 - handheld device. *See* BlackBerry handheld device
 - Handheld Manager (BlackBerry Enterprise Server), 14
 - Handheld section (Add Filter screen), 162
 - Handheld Wins option
 - Email Configuration screen, 259
 - Intellisync synchronization, 266
 - hands-free communications, 246–249, 319
 - headset jack
 - 7100 series, 20
 - 72xx series, 19
 - headsets, wireless
 - connecting and using, 247–249
 - supported types, 246
 - where to buy, 320
 - HelpME screen
 - accessing, 26, 50
 - identifying operating system version, 115
 - obtaining a PIN from, 175
 - Hide menu access, 50, 51
 - High option (New task, Priority field), 108
 - history list, dialing from, 232–233
 - History option (Browser menu), 208
 - hold, placing phone calls on, 235
 - holsters, 40–41
 - Home option (Browser menu), 208
 - Home screen
 - backgrounds for, 211
 - dialing from, 230
 - icons on, 20–21
 - Instant Messaging icon, 189–190
 - multitasking from, 250
 - Owner setting, 28
 - Profiles application, 40
 - shortcuts, listing of, 49
 - Hour field (Date/Time screen), 34
- 1 ●
- ICQ Messenger, 188, 189
 - Idokorro Mobile SSH application, 326
 - If Busy condition (Call Forwarding screen), 237
 - If No Answer condition (Call Forwarding screen), 237
 - If Unreachable condition (Call Forwarding screen), 237, 238
 - Ignore All Conflicting Items option (Intellisync), 265
 - IM. *See* Instant Messaging (IM)
 - images, Web
 - and browser performance, 219
 - saving, 211
 - Import Moves and Deletes to Handheld Only option (Email Configuration screen), 259
 - Importance and Sensitivity settings (Edit Filter screen), 292
 - In Progress option (New task screen), 107
 - information, backing up, 301
 - Initial View option (Calendar), 93
 - Input Method field (Language setting screen), 31–32
 - Input Option button (Language option screen), 47
 - Insert Macro option (AutoText screen, Replace With field), 32
 - Instant Messaging (IM). *See also* Short Messaging Service (SMS)
 - adding contacts/buddies, 190–191
 - BlackBerry Messenger application, 194–199
 - chat rules, 187
 - chatting, 20
 - etiquette, 202
 - features, 186–187
 - going online, 189–190
 - icon for, 189
 - installing applications for, 193–194
 - multiple connections, 201
 - network choices, 188–189
 - tips for using, 199–201
 - versus SMS or online connections, 200–201
 - Intellisync program (BlackBerry Desktop Manager)
 - automatic synchronization, 273–274
 - Calendar synchronization filters, 269
 - confirming changes, 263–264
 - e-mail synchronization, 259–260
 - features, 256
 - mapping fields, 261–263

Intellisync program (BlackBerry Desktop Manager) (*continued*)

- MemoPad synchronization filters, 266–269
- PIM Configuration option, 260–261
 - setup process, 258
- Synchronize Now feature, 272–273
- synchronizing third-party software, 270–272
- Tasks synchronization filters, 270
- update conflicts, 264–266
- Update Handheld's Date and Time, 261

interfaces with personal computers, 12–13

international cellphone access, 14–15

Internet access. *See also* Browser

- application (Home screen); Web sites
- bookmarks, 211–216
- browser navigation, 207–209
- browser optimization, 215–220
- browser types, 15–16, 204
- installing applications from, 220–221
- printing options, 129
- saving Web page addresses, 209–211
- versus Instant Messaging, 189–190, 200–201

invalid signature errors, 280

Invite Attendee screen (Calendar), 100

• K •

- Keep Messages option (Messages), 172
- Key Rate field (Screen/Keyboard field), 36
- Key Tone field (Screen/Keyboard field), 36
- Keyboard Lock application (Home screen), 49, 54
- keyboard shortcuts
 - for accessing Address Book, 62
 - for @ symbol, 64
 - Calculator application, 134–136
 - Dial From Home Screen setting, 47–48
 - HelpME screen, 26, 175
 - Home screen shortcuts, 49
 - non-Home screen applications, 50
- keyboards. *See also* QWERTY keyboard; SureType keyboard (RIM)
 - Bluetooth, 320
 - direct-connect, 320–321
 - locking, 54
 - navigation commands, 44

- 7100 series, 20
- 72xx series, 19
 - tips for using, 21–24
- keywords, function of, 176
- KLM Airlines Web site, 343
- Klondike game, 328–329

• L •

- Language field (AutoText screen), 31
- Language setting screen (Options (Settings) application)
 - changing language options, 31–32
 - Input Option button, 47
 - language options, 29
- letters, dialing, 231–232
- Level 1 Messages (e-mail)
 - alerts for, 40
 - filters for, 294–296
- lithium batteries, 51–52
- locking options, 54
- Low option (New task, Priority field), 108

• M •

- macros, adding, 32
- Mailbox Wins option (Email Configuration screen), 259
- Man & Machine Web site, 321
- Manual Lockout option, 54
- manual reset, forcing, 50
- MC key (Calculator), 132
- MDS (Mobile Data Service; BlackBerry Enterprise Server), 13–14
- meeting requests, 99–101
- MemoPad application (Home screen)
 - accessing, 49, 121–122
 - assigning categories, 127–128
 - contextual menu, 123
 - creating categories, 126–127
 - note-taking during phone calls, 250–251
 - printing notes, 129
 - synchronization filters, 266–269
 - uses for, 121–122
 - viewing and updating notes, 124
 - writing notes, 122–123
- memory
 - enhanced features, 312
 - management tools, 25

- MENU key (Calculator), 132–134
- Merriam-Webster Crossword game, 330
- Messages application (Home screen). *See also* e-mail
- accessing Address Book from, 62
 - deleting e-mail, 159–160
 - Email Settings options, 149
 - filtering e-mail using, 163–165
 - forwarding e-mail, 157
 - importing contacts from, 65–66
 - keyboard shortcut for, 49
 - long-term e-mail storage, 171–172
 - obtaining a PIN from, 176
 - receiving e-mail, 151–152
 - retrieving e-mail attachments, 154
 - receiving text messages, 186
 - saving draft e-mail, 157–158
 - searching e-mail, 166–171
 - sending e-mail, 154–157
 - sending PIN-to-PIN messages, 178–179
 - sorting e-mail, 152
- Messages in Default screen (Profile application), 40–41
- messages, instant. *See* Instant Messaging (IM)
- messages, PIN-to-PIN. *See* PIN-to-PIN messaging
- Metric to English conversions, 132–134
- Microsoft Outlook, synching BlackBerry Calendar with, 101
- Minute field (Date/Time screen), 34
- Mobile Data Service (MDS; BlackBerry Enterprise Server), 13–14
- Month field (Date/Time screen), 33
- Month view (Calendar), 90–91
- MortgageSolver for BlackBerry, 325
- Move Application on Home Screen menu, 50
- M+ key (Calculator), 132
- MR key (Calculator), 132
- MS key (Calculator), 132
- MS Outlook Wins option (Intellisync), 266
- MSN Messenger, 188
- MSN Mobile Web portal, 341
- multiple-recipient e-mail, 155–156
- multitasking (7100 series), 249
- muting phone calls, 234–235
- N •
- Name field (Owner setting), 28
- name of owner, displaying, 28–29
- navigating Web pages, 207–209
- network service providers
- e-mail connections, 139–140
 - handhelds offered by, 11–12
 - purchasing BlackBerry from, 11
 - technical assistance, 54–55
 - URLs for, locating, 141–142
 - versus GSM/GPRS cellphone technology, 15
- New Address screen (Address Book)
- accessing from e-mail, 158–159
 - adding new contacts, 63–64
 - notes field, 64–65
- New Appointment screen (Calendar)
- creating all-day appointments, 96
 - creating one-time appointments, 95
 - setting reminder alert, 96–97
- New Category screen (Tasks), 116
- New Group screen (Address Book), 79–80
- New Speed Dial option (Phone), 240
- New Task screen (Tasks)
- adding tasks, 106
 - Categories field, 110
 - Due field, 108–109
 - Notes field, 110
 - Priority field, 107–108
 - Reminder field, 109–110
 - Status field, 107
 - Task field, 107
 - Time Zone field, 109
- news Web sites, 338–340
- Next key (7100 series), 20
- Nokia cellphones, transferring contacts from, 69–73
- Normal option (New task, Priority field), 108
- Northwest Airlines Web site, 343
- Not Started option (New task, Status field), 107
- Notes field
- New Address screen, 64–65
 - New task screen, 110
 - Password Keeper application, 224–225

- notes (MemoPad)
 - accessing, 251–252
 - assigning categories, 127–128
 - creating categories for, 126–127
 - deleting, 124–125
 - filtering, 128
 - finding, 125–126
 - organizing, 126
 - printing, 129
 - taking during phone calls, 250–251
 - viewing and updating, 124
 - writing, 122–123
- Notify Me When Conflicts Occur option (Intellisync), 265
- Number of Entries option (Calendar), 94



- The Onion Web site, 344
- 1/x key (Calculator), 132
- On/Off switch (Home screen) keyboard
 - access, 49
- Open Attachment screen (Messages), 154
- operating system 4.0 (OS 4.0)
 - features, 115
 - upgrading to, 275, 284–286, 314
- Options function (BlackBerry Internet Service), 142
- Options menu (Password Keeper), 227
- Options screen
 - BlackBerry Internet Service, 150
 - MemoPad application, 125
 - Messages application, 163–165
 - Tasks application, 113
- Options (Settings) application (Home screen)
 - Enable/Disable Bluetooth options, 247
 - Input Option/Fast Options screen, 47
 - language settings, 29
 - Owner setting, 28
 - Security screen, 52
 - Theme setting 37–38
- OS 4.0 (operating system 4.0)
 - features, 115
 - upgrading to, 275, 284–286, 314
- Out of Office e-mail reply messages, 142, 148–149
- Outlook (Microsoft), synching
 - Calendar with, 101
- output from SureType keyboards, 22–24
- owner information, displaying, 28–29



- Page Address option (Browser menu), 210
- paggers, two-way, 174
- Password Keeper application (Home screen)
 - accessing, 224
 - changing password, 228
 - Options menu, 227
 - Random Password generation, 225–226
 - searching for passwords, 226–227
 - setting passwords, 224–225
 - uses for, 223–224
- performance. *See also* batteries
 - browsers, optimizing, 215–220
 - cookies and Web images, 219
 - and instant messaging, 199–201
- personal computers (PCs), interface
 - with, 12–13
- personal digital assistant (PDA), 2, 16
- personal identification number (PIN).
 - See also* PIN-to-PIN messaging
 - assigning to Address Book contacts, 177–178
 - messaging using, 13
 - versus security passwords, 50
- personal information manager (PIM)
 - software
 - configuring synchronization, 260–261
 - printing using, 129
- phone alerts, customizing, 40
- Phone application (Home screen). *See also* telephone calls
 - accessing Address Book from, 62
 - accessing application, 49, 229–230, 250
 - accessing phone notes from, 251–252
 - conference calls, 242–245
 - customizing, 235–236
 - dialing from Home screen, 230
 - features, 229–230
 - importing contacts, 65–66
 - making phone calls, 230–233
 - speed dial configuration, 239–242
 - volume adjustments, 235–236

- Phone Book Entry screen (SIM cards), 74
 - phones, speaker, where to buy, 321
 - Picture Viewer application (Home screen), 38, 314
 - PIM Configuration screen (Intellisync)
 - accessing, 260–261
 - confirming changes, 263–264
 - resolving update conflicts, 264–266
 - PIM (personal information manager) software
 - configuring synchronization, 260–261
 - printing using, 129
 - PIN option (Find screen), 76
 - PIN (personal identification number)
 - assigning to contacts, 177–178
 - PIN-to-PIN messaging, 13
 - versus security passwords, 50
 - PIN-to-PIN messaging
 - BlackBerry Messenger application, 194–196
 - obtaining a PIN, 175–176
 - sending/receiving messages, 174–175, 178–179
 - similarity to two-way pagers, 174
 - PliNkIT! Web portal, 341
 - PocketWhere print application, 129
 - power efficiency
 - enhanced, in current models, 25
 - extended power sources, 51
 - tools for enhancing, 51–52
 - Power/Backlight key (72xx series), 19
 - PR Newswire Web site, 340
 - printing
 - notes, options for, 129
 - Tasks list, 112
 - Priority field (New task screen), 107–108
 - privacy and PIN-to-PIN messaging, 175
 - Pro Golf Paradise game, 329
 - productivity tools, BlackBerry-supported, 16–17
 - Profiles application (Home screen)
 - accessing, 40
 - customizable categories, 39–40
 - customized Profiles, 42–43
 - Default profile screen, 40
 - keyboard shortcut for, 49
 - Level 1 message alerts, 295–296
 - Profile function (BlackBerry Internet Service)
 - accessing, 142
 - Other Email Accounts link, 143
 - Sent From Address option, 145–146
 - prosumers, special features for, 10–11
 - protector cases, 318
- *Q* •
- Quick menu, keyboard access, 50
 - QWERTY keyboard
 - navigation commands, 44
 - pros and cons, 9–10
 - 72xx series, 4, 19
 - tips for using, 21
- *R* •
- Raging Rivers game, 328
 - Ramble IM (Instant Messaging), 193, 201
 - Random Includes options (Password Keeper), 227
 - Random Password generation feature (Password Keeper), 225–227
 - Really Simple Syndication (RSS) reader, 324
 - Recall screen (Search screen), 169–170
 - receiving
 - e-mail, 151–152
 - phone calls, 233–234
 - PIN-to-PIN messages, 174–175, 178–179
 - Recipient Type field (Edit Filter screen), 292
 - reconciliation, wireless, 146–147
 - recurring appointments, 97–99
 - recurring tasks
 - creating, 118–119
 - and due dates, 109
 - Redirector Settings program (BlackBerry Desktop Manager)
 - e-mail filters, 290–294
 - e-mail signature, 296
 - features, 256
 - Folder Redirection section, 296–297
 - function, 13
 - General tab, 288–289
 - launching, 288–289
 - Level 1 message alerts, 294–296
 - red and green light settings, 289

- Refresh option (Browser menu), 208
 - Reminder dialog box (Calendar), 98
 - Reminder field (New task screen), 109–110
 - Replace field (AutoText screen), 30
 - Replace With field (AutoText screen), 32
 - replying
 - to e-mail, 142, 148–149, 156–157
 - to meeting requests, 100–101
 - Research in Motion (RIM). *See also*
 - SureType keyboard (RIM)
 - BlackBerry variations, 4
 - history, 104–105
 - online store, 319
 - two-way pagers, 174
 - Web site, 18
 - restoring backed-up information
 - Restore button approach, 303–304
 - selective restoration, 306–307
 - ring tone
 - downloading, Web sites for, 43
 - enhanced features, 314
 - Rogers AT&T (Canada) network service provider, 54–55
 - RSS (Really Simple Syndication) reader, 324
 - Rules tab (MemoPad Advanced Settings), 267–268
- S •**
- Save Page (Browser menu), 210
 - Save Search screen (Search screen), 169–170
 - Saved Messages application (Home screen)
 - keyboard access, 49
 - retrieving/viewing saved messages, 152–153
 - screen protectors, 318
 - Screengardz screen protector, 318
 - Screen/Keyboard screen (Options (Settings) application), 34–36
 - Search application (Home screen),
 - keyboard access, 49
 - Search function (BlackBerry Internet Service), 141
 - searching e-mail
 - general searches, 168–169
 - saving search results, 169–170
 - by sender/recipient, 166–167
 - by subject, 167
 - viewing/reusing search results, 170–171
 - searching notes, 125–126
 - Security screen
 - accessing, 52
 - Autolock After Timeout option, 54
 - enabling/disabling security tools, 53
 - password settings, 53
 - Security Timeout field (Security screen), 54
 - security tools
 - built-in, 10, 26
 - enabling/disabling, 52–53
 - password protection, 299
 - passwords versus BlackBerry PIN, 50
 - PIN-to-PIN messaging, 175
 - Select Device option (Bluetooth menu), 248
 - Send key (7100 series), 20
 - sender/recipient e-mail searches, 166–167
 - sending
 - e-mail, 154–156
 - PIN-to-PIN messages, 174–175
 - Sent From Address (e-mail)
 - setup process, 145–146
 - specifying, 140
 - Sent To field (Edit Filter screen), 291–293
 - Service client. *See* BlackBerry Internet Service (BIS)
 - Set Encoding option (Browser menu), 208
 - Setup Email application, 143
 - 7100 series
 - accessing Calculator application, 130–131
 - accessing MemoPad, 122
 - accessing Password Keeper, 224
 - accessing Phone application, 229
 - accessing Tasks application, 104–105
 - display screen, 20
 - Home screen, 21
 - Instant Messaging on, 188–192
 - keyboard navigation commands, 44
 - locking, 54
 - multitasking during phone calls, 249–252
 - new handheld features, 311–314
 - saving and retrieving e-mail, 153
 - speaker phones, 246
 - text entry, 44–47

- text messaging challenges, 180
- themes, 37–38
- versus 72xx, 4, 18
- viewing available space, 25–26
- 72xx series
 - accessing Phone application, 230
 - accessing Tasks application, 104–105
 - Calculator screen, 131
 - display screen, 19
 - HelpME screen, 26
 - Instant Messaging on, 192–194
 - keyboard navigation commands, 44
 - saving and retrieving e-mail, 152
 - 7290/7250 features, 312
 - special features, 313
 - themes, 37–38
 - versus 7100 series, 4
- 7520 series, 311
- Shift key
 - 7100 series, 20
 - 72xx series, 19
- Short Messaging Service (SMS). *See also*
 - Instant Messaging (IM); text messaging
 - accessing, 188
 - customizing notification options, 186
 - features, 76
 - message alerts, 40
 - versus Instant Messaging, 200–201
- Show menu, keyboard access, 50
- Show Password option (Password Keeper), 227
- signature configuration (e-mail), 150, 296
- SIM (Subscriber Identity Module) cards
 - cautions downloading from, 73
 - copying contacts to, 73–74
 - features, 180
 - transferring contacts from, 69–73
- single quotes (' '), keyboard shortcut for, 83–84
- 6280 series, upgrading, 314
- SkinTight protector case, 318
- SmartCase option (AutoText screen), 31
- Smileys, list of, 183–185
- SMS (Short Messaging Service). *See also*
 - Instant Messaging (IM); text messaging
 - accessing, 188
 - customizing notification options, 186
 - features, 76
 - message alerts, 40
 - versus Instant Messaging, 200–201
- Some Developers bbSpell Web site, 326
- Sort By option
 - Address Book application, 84
 - Tasks application, 113
- sorting e-mail messages, 152
- space available, viewing, 26
- spam, preventing, 287–288
- speaker phones, external, 321
- special characters, adding using keyboard, 83–84
- Specified Case option (AutoText screen), 31
- speed dial feature, 239–241
- spell checker application, 325–326
- Spider Solitaire game, 329
- splitting conference calls, 244
- SportSeeker application, 335
- standby screen, displaying owner information on, 28–29
- standby-time and battery life, 51
- Start of Day option (Calendar), 94
- Status field (New task screen), 107
- Status screen (Home screen, Options), obtaining a PIN from, 176
- Stock Ticker application, 333
- storing e-mail, long-term, 171–172
- StreetRacer game, 329
- subfolders for bookmarks, 213–215
- Subject field (Edit Filter screen), 291–293
- subject, searching e-mail by, 167
- Subscriber Identity Module (SIM) cards
 - cautions downloading from, 73
 - copying contacts to, 73–74
 - features, 180
 - transferring contacts from, 69–73
- SureType keyboard (RIM)
 - advantages of using, 313
 - AutoText feature with, 29–32
 - Custom Wordlist, 46–47
 - features, 20
 - navigation commands, 44
 - text entry, 44–46
 - and text messaging, 181
 - tips for using, 22–24

- Symbol key
 - 7100 series, 20
 - 72xx series, 19
 - synchronization
 - automatic, 273–274
 - BlackBerry support for, 255
 - calendars, 101
 - confirming changes, 263–264
 - conflict resolution options, 264–266
 - dates and times, 261
 - e-mail, 147–148, 259–260
 - filter setup, 266
 - mapping fields, 261–263
 - organizing tasks, 112
 - PINs, 260–261
 - for third-party software, 270
 - wireless, 14, 260, 314
 - Synchronize Moves and Deletes option (Email Configuration screen), 259
 - Synchronize Now feature (Intellisync), 272–273
- T •
- task alert settings, 40
 - Tasks application (Home screen)
 - Confirm Delete option, 113–114
 - creating recurring tasks, 118–119
 - defining categories, 114–116
 - deleting tasks, 111
 - features, 103–104
 - keyboard shortcut for, 49
 - New task screen fields, 105–110
 - Options screen, 112
 - Sort By option, 113
 - synchronization filters, 269
 - Task Application menu, 106, 113
 - Tasks list (Tasks)
 - assigning categories, 116–117
 - defining categories, 115–116
 - deleting tasks, 111
 - filtering, 117–118
 - organizing tasks, 111–112
 - updating, 110–111
 - technical assistance sources, 54–55
 - telephone calls
 - adjusting call volume, 235–236
 - call forwarding, 237–238
 - call waiting, 237
 - commas in phone numbers, 68
 - conference calls, 242–245
 - hands-free communications, 246–249
 - making calls, 230–233
 - multitasking during, 249–252
 - muting, 234–235
 - note-taking during, 250–251
 - placing on hold, 235
 - receiving, 233–234
 - speed dialing, 239–242
 - voice mail setup, 236
 - Telus (Canada) network service provider
 - customer support, 54–55
 - Terratial DocHawk Web site, 324
 - Texas Hold'em King game, 328
 - text entry
 - multitap approach, 44–45
 - SureType approach, 45–47
 - text messaging. *See also* Instant Messaging (IM); Short Messaging Service (SMS)
 - abbreviations/shorthand for, 181, 182–183
 - adding emotion, 183–185
 - popularity of, 180
 - receiving and viewing, 186
 - sending messages, 185–186
 - themes
 - customizable, 313
 - download Web sites, 38
 - and screen displays, 104–105
 - settings for, 37–38
 - ThinkOutside Web site, 320
 - 3-Button Salute (manual reset), forcing, 50
 - three-way calling, 244
 - Time Zone field
 - Date/Time screen, 33
 - New task screen, 109
 - times
 - setup process, 33–34
 - updating using synchronization, 261
 - Title field (Password Keeper), 224–225
 - T-Mobile BlackBerry
 - accessing Tasks application, 105
 - Calculator screen, 130

customer support, 54–55
 features, 11–12
 To Metric menu (Calculator), 133
 tones, ring, customizing, 42–43
 trackwheel
 Address Book access, 60
 7100 series, 20
 72xx series, 19
 TrafficEdge application, 326
 Transfer options (Calendar Advanced Settings), 269
 travel information Web sites, 343
 tunes (message alerts), customizing, 41
 typing, AutoText feature, 29–32

• U •

uninstalling applications
 Application Loader for, 281–282
 directly from the handheld, 282–283
 United Air Lines Web site, 343
 upgrading operating system, 284–286
 UPS tracking Web site, 344
 urgent e-mail alert settings, 42
 USA Today Web site, 339
 USB cable, where to buy, 321
 USB port (7100 series), 20
 Use Address Book as Data Source input option (SureType keyboard), 47
 Use Auto Signature field (Email Settings), 150
 Use Out of Office Reply field (Messages), 149
 User fields, adapting for Address Book entries, 65
 Username field (Password Keeper), 224–225
 Using field (AutoText screen), 30–31

• V •

vCards (e-mail), sending/receiving, 85–86
 VeriChat for BlackBerry Instant Messaging, 192, 201, 325

Verizon BlackBerry
 CDMA connections, 14
 customer support, 55
 themes, 37
 view options (Calendar), 90–91
 View Speed Dial List (Phone), 240, 241
 viewing appointments, 98–99
 voice mail
 alert settings, 40
 setup process, 236
 Voice over IP (VoIP) support, 313

• W •

Waiting option (New task, Status field), 107
 wallpaper
 downloading and adding, 38
 using pictures for, 314
 wcities Web site, 345
 weather information Web sites, 338
 Web images, saving, 211
 Web pages. *See also* Internet access
 accessing using Browser application, 206–207
 navigating, 207–209
 saving addresses for, 209–211
 sending address for by e-mail, 211
 Web portals, 340
 Web sites. *See also* download sites;
 Internet access
 Amazon Anywhere, 344
 accessories, 317–321
 business information, 342
 Content Beamer, 129
 Google, 340
 Instant Messaging sites, 189, 192–193
 news sites, 338–340, 344
 The Onion, 344
 package tracking, 344
 PocketWhere, 129
 Research in Motion, 18
 ring tones, 43
 text messaging abbreviations, 182–183
 themes, 38

Web sites. *See also* download sites;

Internet access (*continued*)

tools and accessories, 318–319, 335

travel information, 343

wcities, 345

wallpaper, 38

weather information, 338

Web portals, 340–341

Website field (Password Keeper), 224–225

Week view (Calendar), 90–91

Wi-Fi support, 313

wired headset jack

7100 series, 20

72xx series, 19

Wired News Web site, 345

wireless connections

Bluetooth support, 17–18, 312

and power use, 52

wireless headsets

connecting and using, 247–249

supported types, 246

where to buy, 320

wireless synchronization

and BES 4.0, 260

enabling deletions, 146–147

enabling/disabling synchronization,
147–148

wireless everything synch, 14

Wisespent Professional application, 333

Wordcaster game, 330

WorldMate application, 323



Yahoo! Messenger, 188, 189

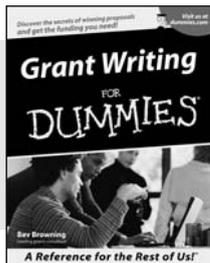
Yahoo! Mobile Web portal, 341

Yahoo! News Web site, 339

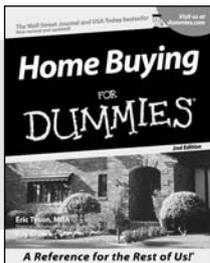
Yahoo! Weather Web site, 338

Year field (Date/Time screen), 33

BUSINESS, CAREERS & PERSONAL FINANCE



0-7645-5307-0

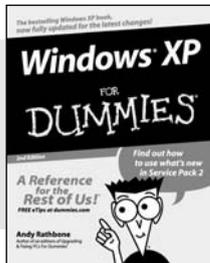


0-7645-5331-3 *†

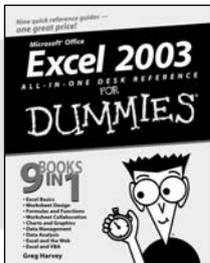
Also available:

- ✓ Accounting For Dummies †
0-7645-5314-3
- ✓ Business Plans Kit For Dummies †
0-7645-5365-8
- ✓ Cover Letters For Dummies
0-7645-5224-4
- ✓ Frugal Living For Dummies
0-7645-5403-4
- ✓ Leadership For Dummies
0-7645-5176-0
- ✓ Managing For Dummies
0-7645-1771-6
- ✓ Marketing For Dummies
0-7645-5600-2
- ✓ Personal Finance For Dummies *
0-7645-2590-5
- ✓ Project Management For Dummies
0-7645-5283-X
- ✓ Resumes For Dummies †
0-7645-5471-9
- ✓ Selling For Dummies
0-7645-5363-1
- ✓ Small Business Kit For Dummies *†
0-7645-5093-4

HOME & BUSINESS COMPUTER BASICS



0-7645-4074-2



0-7645-3758-X

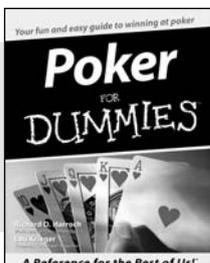
Also available:

- ✓ ACT! 6 For Dummies
0-7645-2645-6
- ✓ iLife '04 All-in-One Desk Reference For Dummies
0-7645-7347-0
- ✓ iPAQ For Dummies
0-7645-6769-1
- ✓ Mac OS X Panther Timesaving Techniques For Dummies
0-7645-5812-9
- ✓ Macs For Dummies
0-7645-5656-8
- ✓ Microsoft Money 2004 For Dummies
0-7645-4195-1
- ✓ Office 2003 All-in-One Desk Reference For Dummies
0-7645-3883-7
- ✓ Outlook 2003 For Dummies
0-7645-3759-8
- ✓ PCs For Dummies
0-7645-4074-2
- ✓ TiVo For Dummies
0-7645-6923-6
- ✓ Upgrading and Fixing PCs For Dummies
0-7645-1665-5
- ✓ Windows XP Timesaving Techniques For Dummies
0-7645-3748-2

FOOD, HOME, GARDEN, HOBBIES, MUSIC & PETS



0-7645-5295-3

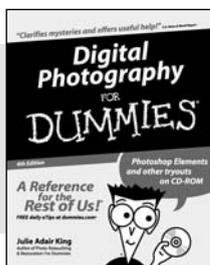


0-7645-5232-5

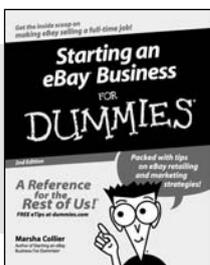
Also available:

- ✓ Bass Guitar For Dummies
0-7645-2487-9
- ✓ Diabetes Cookbook For Dummies
0-7645-5230-9
- ✓ Gardening For Dummies *
0-7645-5130-2
- ✓ Guitar For Dummies
0-7645-5106-X
- ✓ Holiday Decorating For Dummies
0-7645-2570-0
- ✓ Home Improvement All-in-One For Dummies
0-7645-5680-0
- ✓ Knitting For Dummies
0-7645-5395-X
- ✓ Piano For Dummies
0-7645-5105-1
- ✓ Puppies For Dummies
0-7645-5255-4
- ✓ Scrapbooking For Dummies
0-7645-7208-3
- ✓ Senior Dogs For Dummies
0-7645-5818-8
- ✓ Singing For Dummies
0-7645-2475-5
- ✓ 30-Minute Meals For Dummies
0-7645-2589-1

INTERNET & DIGITAL MEDIA



0-7645-1664-7



0-7645-6924-4

Also available:

- ✓ 2005 Online Shopping Directory For Dummies
0-7645-7495-7
- ✓ CD & DVD Recording For Dummies
0-7645-5956-7
- ✓ eBay For Dummies
0-7645-5654-1
- ✓ Fighting Spam For Dummies
0-7645-5965-6
- ✓ Genealogy Online For Dummies
0-7645-5964-8
- ✓ Google For Dummies
0-7645-4420-9
- ✓ Home Recording For Musicians For Dummies
0-7645-1634-5
- ✓ The Internet For Dummies
0-7645-4173-0
- ✓ iPod & iTunes For Dummies
0-7645-7772-7
- ✓ Preventing Identity Theft For Dummies
0-7645-7336-5
- ✓ Pro Tools All-in-One Desk Reference For Dummies
0-7645-5714-9
- ✓ Roxio Easy Media Creator For Dummies
0-7645-7131-1

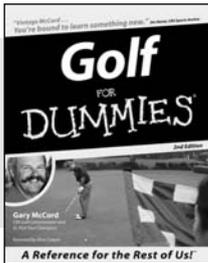
* Separate Canadian edition also available

† Separate U.K. edition also available

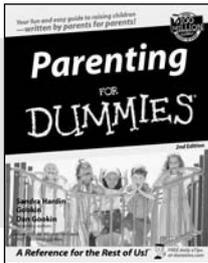
Available wherever books are sold. For more information or to order direct: U.S. customers visit www.dummies.com or call 1-877-762-2974. U.K. customers visit www.wiley.co.uk or call 0800 243407. Canadian customers visit www.wiley.ca or call 1-800-567-4797.



SPORTS, FITNESS, PARENTING, RELIGION & SPIRITUALITY



0-7645-5146-9



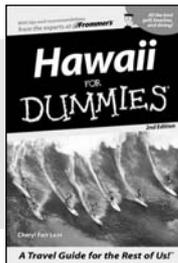
0-7645-5418-2

Also available:

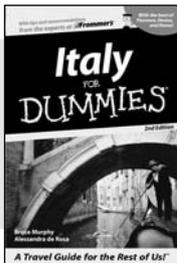
- ✓ Adoption For Dummies 0-7645-5488-3
- ✓ Basketball For Dummies 0-7645-5248-1
- ✓ The Bible For Dummies 0-7645-5296-1
- ✓ Buddhism For Dummies 0-7645-5359-3
- ✓ Catholicism For Dummies 0-7645-5391-7
- ✓ Hockey For Dummies 0-7645-5228-7

- ✓ Judaism For Dummies 0-7645-5299-6
- ✓ Martial Arts For Dummies 0-7645-5358-5
- ✓ Pilates For Dummies 0-7645-5397-6
- ✓ Religion For Dummies 0-7645-5264-3
- ✓ Teaching Kids to Read For Dummies 0-7645-4043-2
- ✓ Weight Training For Dummies 0-7645-5168-X
- ✓ Yoga For Dummies 0-7645-5117-5

TRAVEL



0-7645-5438-7



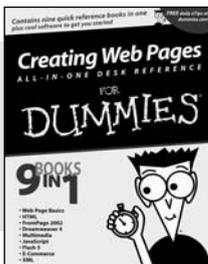
0-7645-5453-0

Also available:

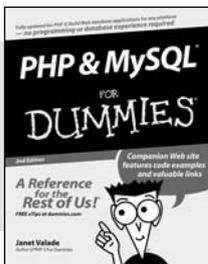
- ✓ Alaska For Dummies 0-7645-1761-9
- ✓ Arizona For Dummies 0-7645-6938-4
- ✓ Cancún and the Yucatán For Dummies 0-7645-2437-2
- ✓ Cruise Vacations For Dummies 0-7645-6941-4
- ✓ Europe For Dummies 0-7645-5456-5
- ✓ Ireland For Dummies 0-7645-5455-7

- ✓ Las Vegas For Dummies 0-7645-5448-4
- ✓ London For Dummies 0-7645-4277-X
- ✓ New York City For Dummies 0-7645-6945-7
- ✓ Paris For Dummies 0-7645-5494-8
- ✓ RV Vacations For Dummies 0-7645-5443-3
- ✓ Walt Disney World & Orlando For Dummies 0-7645-6943-0

GRAPHICS, DESIGN & WEB DEVELOPMENT



0-7645-4345-8



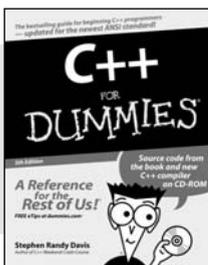
0-7645-5589-8

Also available:

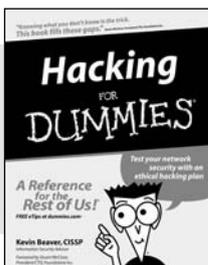
- ✓ Adobe Acrobat 6 PDF For Dummies 0-7645-3760-1
- ✓ Building a Web Site For Dummies 0-7645-7144-3
- ✓ Dreamweaver MX 2004 For Dummies 0-7645-4342-3
- ✓ FrontPage 2003 For Dummies 0-7645-3882-9
- ✓ HTML 4 For Dummies 0-7645-1995-6
- ✓ Illustrator cs For Dummies 0-7645-4084-X

- ✓ Macromedia Flash MX 2004 For Dummies 0-7645-4358-X
- ✓ Photoshop 7 All-in-One Desk Reference For Dummies 0-7645-1667-1
- ✓ Photoshop cs Timesaving Techniques For Dummies 0-7645-6782-9
- ✓ PHP 5 For Dummies 0-7645-4166-8
- ✓ PowerPoint 2003 For Dummies 0-7645-3908-6
- ✓ QuarkXPress 6 For Dummies 0-7645-2593-X

NETWORKING, SECURITY, PROGRAMMING & DATABASES



0-7645-6852-3



0-7645-5784-X

Also available:

- ✓ A+ Certification For Dummies 0-7645-4187-0
- ✓ Access 2003 All-in-One Desk Reference For Dummies 0-7645-3988-4
- ✓ Beginning Programming For Dummies 0-7645-4997-9
- ✓ C For Dummies 0-7645-7068-4
- ✓ Firewalls For Dummies 0-7645-4048-3
- ✓ Home Networking For Dummies 0-7645-42796

- ✓ Network Security For Dummies 0-7645-1679-5
- ✓ Networking For Dummies 0-7645-1677-9
- ✓ TCP/IP For Dummies 0-7645-1760-0
- ✓ VBA For Dummies 0-7645-3989-2
- ✓ Wireless All In-One Desk Reference For Dummies 0-7645-7496-5
- ✓ Wireless Home Networking For Dummies 0-7645-3910-8