BlackBerry Wireless Handheld

900/1900 MHz GSM/GPRS Networks
900/1800 MHz GSM/GPRS Networks

Getting Started Guide

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Important safety information

Please read these safety and operation instructions before operating the BlackBerry Wireless Handheld™, its docking/charging cradle, or any other BlackBerry Wireless Handheld charging units. Retain these instructions for future use.

Note: Refer to "Important safety/compliance information" on page 11 for more information on safety regulations and compliance information for your BlackBerry 5810 Wireless Handheld™.

Refer to "Important safety / compliance information" on page 16 for more information on safety regulations and compliance information for your BlackBerry 5820 Wireless Handheld™.

ELECTRICAL SAFETY

This handheld (model number R1900G-1-4 or R900/1800G-2/1-4) is intended for use when supplied with power or charging from the Charging Cradle ASY-02556-111 (ordered as ASY-03711-001) with Power Adapters PWR-02908-00x/PSM05R-060Rxx, Travel Charger accessory ASY-02790-001 (ACC-03581-001), Automotive Charger accessory ASY-03521-001 (ACC-03520-001), or any other charging units provided or specifically approved by Research In

Motion Limited (RIM) for use with this equipment. Other usage will invalidate any warranty provided with this apparatus and may be dangerous.

Warning: Before use, please ensure that the mains voltage is in accordance with the input voltage printed on the power supply.

To be operated on mains with a circuit breaker rated 16A max.

Protect against beating rain. For indoor use only.

ACCESSORIES

Use only those accessories approved by RIM. The use of any accessories not approved by RIM for use in conjunction with the handheld will invalidate any approval or warranty applicable to the handheld and may be dangerous.

DRIVING

Check the laws and regulations on the use of wireless devices in the areas where you drive. Always obey them. The use of any alert device to operate a vehicle's lights or horn on public roads is not permitted.

Avoid using the handheld in any environment requiring your full attention, such as when driving a vehicle. If you need to use your handheld while driving, have a passenger in the vehicle use the handheld for you, or find a safe location to halt your vehicle prior to using the handheld. Do not use any charging unit as a means of storing your handheld while in a vehicle.

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

For Vehicles Equipped With An Air Bag

An air bag inflates with great force. DO NOT place objects, including both installed or portable wireless equipment, such as the BlackBerry Wireless Handheld, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

ELECTRONIC DEVICES

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless handheld.

Pacemakers

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

- Always keep the handheld more than 20 cm (six inches) from the pacemaker when the handheld is turned ON;
- Do not carry the handheld in a breast pocket;
- If the handheld has a voice option, use the ear opposite the pacemaker for making and receiving calls to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn your handheld radio OFF immediately.

Hearing Aids

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

Other Medical Devices

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

Turn your handheld radio OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Posted Facilities

Turn your handheld radio OFF in any facility where posted notices so require.

BLASTING AREAS

To avoid interfering with blasting operations, turn the wireless feature of your handheld OFF when in a "blasting area" or in areas posted: "Turn off two-way radio". Obey all signs and instructions.

POTENTIALLY EXPLOSIVE ATMOSPHERES

Turn your handheld radio OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include fueling areas such as gasoline/petrol stations; below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

ADDITIONAL SAFETY GUIDELINES

Battery: Discard the handheld properly. As the unit contains a lithium battery, neither the handheld nor the lithium battery should be disposed of in fire. Dispose of the lithium battery in accordance with the laws and regulations in your area governing disposal of such cell types. Do not attempt to replace the internal lithium battery. If your handheld is not working and you suspect that the internal battery needs to be replaced, return it to your point of purchase.

Power source: The charging unit and any other charging units should be operated only from the type of power source indicated on the marking label and are intended for indoor use only. Do not use the travel charger or any other charging units outside or in any area exposed to the elements. Refer to the operating instructions in this guide for more information on the battery and power supply.

Do not overload wall outlets, extension cords, or integral convenience receptacles as this may result in a risk of fire or electric shock. To reduce the risk of damage to the cord or the plug, pull the plug rather than the cord when you disconnect the apparatus from the wall outlet or convenience receptacle.

Liquids and foreign objects: Never push objects of any kind into the BlackBerry Wireless Handheld or any accessories through openings as they may short-out parts and this may result in a fire or electric shock. Do not use the handheld or any accessories near water (for example near a bathtub, or a sink, in a wet basement, near a swimming pool, etc.). Never spill liquid of any kind on the handheld or any accessories . Unplug the charging unit from the electrical outlet before cleaning the handheld.

Stability: Do not place the handheld, charging unit, or any accessories on any unstable surface, such as a cart, stand, tripod, bracket, or table. It may fall, thereby potentially causing serious injury to a child or adult, and/or serious damage to the handheld, charging unit, or any accessories. Take care when using the

handheld with any charging units to place the charging unit in a secure and stable spot and route the power cord in a way that reduces the risk of injury to others, such as by tripping or choking.

Care: Do not use liquid or aerosol cleaners or solvents. Clean only with a dry cloth.

High heat: The handheld and any accessories should be situated away from any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Power Cord: Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus. Unplug this apparatus during lightning storms or when unused for long periods of time.

Service: Unplug the charging unit from the electrical outlet and refer the handheld, charging unit, and any accessories for service to qualified service personnel if:

- the power supply cord, plug, or connector to the handheld is damaged
- liquid has been spilled or objects have fallen into the handheld, charging unit, or any electrical accessories
- the handheld, charging unit, or accessory has been exposed to rain or water
- the handheld, charging unit, or accessory becomes very hot to the touch
- the handheld, charging unit, or accessory has been dropped or damaged in any way
- the handheld, charging unit, or accessory does not operate normally by following the instructions contained in this guide
- the handheld, charging unit, or accessory exhibits a distinct change in performance.

All servicing should be undertaken by qualified service personnel.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus or any accessories to rain or moisture. Adjust only those controls that are covered in this manual. An improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the handheld, charging unit, or accessory to its normal operation.

Do not attempt to disassemble the handheld, charging unit, or any accessories.

Failure to observe all safety instructions contained in this guide will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.

Important safety/compliance information

For BlackBerry 5810 Wireless Handheld users

EXPOSURE TO RADIO FREQUENCY SIGNALS

Your wireless handheld portable device is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. Your wireless handheld complies with U.S. Federal Communications Commission (FCC) and Industry Canada (IC) guidelines respecting safety levels of RF exposure for handheld wireless devices, which in turn are consistent with the following safety standards previously set by Canadian, U.S., and international standards bodies:

- ANSI/IEEE C95.1-1999, IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz

- National Council on Radiation Protection and Measurements (NCRP) Report 86, -1986, Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields
- Health Canada, Safety Code 6, 1999, Limits of Human Exposure to Radio frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1988, Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)

To maintain compliance with FCC and IC RF exposure guidelines, use only RIM-supplied or approved accessories. The BlackBerry handheld is designed to be carried in a RIM-approved holster when carried on your body. When carrying the BlackBerry Wireless Handheld while it is switched on, use the specific holster that has been tested for compliance. If you do not use a RIM-approved holster or other body-worn accessory, ensure that the handheld is at least 7 mm from your body when it is turned on. Use of accessories not approved by RIM may violate FCC and IC RF exposure guidelines and may void your warranty.

SPECIFIC ABSORPTION RATE DATA

THIS MODEL WIRELESS HANDHELD MEETS GOVERNMENT REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless handheld is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and Industry Canada of the Canadian Government (IC). These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of

scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile handhelds employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC/IC is 1.6W/kg.* Tests for SAR are conducted using standard operating positions specified by the FCC/IC with the handheld transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the handheld while operating can be well below the maximum value. This is because the handheld is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a wireless handheld model is available for sale to the public, it must be tested and certified to the FCC/IC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., worn on the body) as required by the FCC/IC for each model. The highest SAR value for this model handheld when tested for use when worn on the body, as described in this user guide, is 0.25 W/kg. (Body-worn measurements differ among wireless handheld and phone models, depending upon available accessories and FCC/IC requirements). While there may be differences between the SAR levels of various wireless devices and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model handheld with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handheld is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on FCC ID L6AR1900G-1-4.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) web-site at http://www.wow-com.com.

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* In the United States and Canada, the SAR limit for mobile handhelds used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles and feet). The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

The long term characteristics or the possible physiological effects of Radio Frequency Electromagnetic fields have not been evaluated by Underwriters Laboraties.

ANTENNA CARE

Use only the supplied integral antenna. Unauthorized antenna, modifications, or attachments could damage the handheld and may violate FCC regulations.

AIRCRAFT SAFETY

Federal Aviation Administration (FAA)/FCC regulations prohibit using the radio of your handheld while in the air. Switch the radio of your handheld radio OFF before boarding an aircraft. The effect of the use of your handheld's radio in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, may otherwise be dangerous to the operation of the aircraft, and may be illegal. All other applications of your handheld may be used in accordance with airline regulations for electronic devices.

FCC compliance statement (USA)

FCC Class B Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instructions, may cause interference harmful to radio communications.

There is no guarantee, however, that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada Certification

This device complies with Industry Canada RSS 133, under certification number 250 333 2300A.

Class B compliance

This device complies with the Class B limits for radio noise emissions as set out in the interference-causing equipment standard entitled “Digital Apparatus,” ICES-003 of Industry Canada.

Important safety / compliance information

For BlackBerry 5820 Wireless Handheld users

EXPOSURE TO RADIO FREQUENCY SIGNALS

Your wireless handheld portable device is a low power radio transmitter and receiver. When it is ON, it receives and also transmits radio frequency (RF) signals. Your wireless handheld complies with European Union (EU) guidelines respecting safety levels of RF exposure for handheld wireless devices, which in turn are consistent with the following safety standards and guidelines previously set by international standards bodies.

- EN 50360, 2001, Product standard to demonstrate the compliance of mobile phones with the basic restrictions related to human exposure to electromagnetic fields (300 MHz - 3 GHz)

- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1988, Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)
- Official Journal of the European Union, 1999, Council Recommendation of 12 July 1999 on the limitation of exposure of the general public to electromagnetic fields (0 Hz to 300 GHz)

To maintain compliance with EU RF exposure guidelines, use only RIM supplied or approved accessories. The RIM handheld is designed to be carried in an approved holster when carried on your body. When carrying the BlackBerry Wireless Handheld while switched on, use the specific holster that has been tested for compliance. Use of non-RIM approved accessories may violate EU RF exposure guidelines and may void your warranty.

SPECIFIC ABSORPTION RATE DATA

THIS MODEL WIRELESS HANDHELD MEETS THE EU REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless handheld is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy recommended by The Council of the European Union. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and throrough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age and health.

The exposure standard for wireless mobile handhelds employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit recommended by The Council of the European Union is 2.0 W/kg.* Tests for SAR are conducted using standard

operating positions with the handheld transmitting at its highest certified power level, the actual SAR level of the handheld while operating can be well below the maximum value. This is because the handheld is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a wireless handheld model is available for sale to the public, it must be tested and certified to the FCC/IC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., worn on the body) as required by the FCC/IC for each model. The highest SAR value for this model handheld when tested for use when worn on the body, as described in this user guide, is 0.37 W/kg. (Body-worn measurements differ among wireless handheld and phone models, depending upon available accessories and FCC/IC requirements). While there may be differences between the SAR levels of various wireless devices and at various positions, they all meet the government requirement for safe exposure.

* In Europe, the SAR limit for mobile handhelds used by the public is 2.0 Watts/kg (W/kg) averaged over 10 grams of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles and feet). The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

ANTENNA CARE

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the handheld and may violate applicable laws and regulations by causing radio frequency (RF) energy to be above the recommended limits. Any such unauthorized use, modification or attachment will invalidate the warranty provided with the handheld and may be dangerous.

AIRCRAFT SAFETY

Switch off your handheld's radio when in an aircraft. The effect of the use of your handheld's radio in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, may otherwise be dangerous to the operation of the aircraft, and may be illegal. All other applications of your handheld may be used in accordance with airline regulations for electronic devices.

EU REGULATORY CONFORMANCE

Research In Motion Limited hereby declares that this BlackBerry Wireless Handheld device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformity made under Directive 1999/5/EC is available for viewing at the following location in the EU community:

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United Kingdom

Welcome to your wireless solution

BlackBerry™ is an end-to-end wireless solution that integrates with your email account, providing a wireless extension of your email mailbox. It is a totally integrated package that includes advanced wireless handhelds, desktop tools, enterprise server software, and airtime on a wireless data network.

The BlackBerry handheld includes advanced wireless technology. It has an optimized keyboard, integrated speaker and microphone, thumb-operated trackwheel, easy-to-use backlit screen, intuitive menu-driven interface, and integrated email/organizer software.

The following applications are available on your handheld:

- **Messages**: Manage email messages, short message service (SMS) messages, peer-to-peer messages (also known as PIN messages), and phone call logs.
- **Saved Messages**: Store messages for future viewing.
- **Search Messages**: Locate messages with the search tool.
- **Compose**: Create and send email, SMS, and personal identification number (PIN) messages.

- **Phone:** Place phone calls, put phone calls on hold, mute phone calls, and make notes during calls. Set call forwarding, call barring, and initiate conference calls.
- **Address Book**: Store your personal directory of contact information. View add, edit, and delete abbreviated and service dialing numbers from your Subscriber Identity Module (SIM) card.
- **Calendar**: Add, edit, and delete appointments using Day, Agenda, Week, or Month view. Enable wireless calendar synchronization.
- **Tasks**: Add, edit, and delete tasks, and mark tasks as complete.
- **MemoPad**: Add, edit, and delete memos.
- **Calculator:** Perform basic mathematical calculations and measurement conversions.
- **Alarm**: Set the Alarm on your handheld to sound every day or only on weekdays.
- **Browser**: Browse and save web pages and view web page addresses.
- **Profiles:** Customize how the handheld notifies you of messages, appointments, alarms, saved web pages, and phone calls.
- **Options**: Customize the handheld's configurable options.
- **Keyboard Lock**: Lock your keyboard to prevent accidentally typing characters.
- **Lock**: Lock your handheld with a password. You must type your password to use the handheld again. The **Keyboard Lock** icon changes to the **Lock** icon after you set a password.
- **Turn Wireless Off/Turn Wireless On**: Turn on and turn off your handheld radio.

- **Turn Power Off**: Turn off your handheld at night or on weekends. Turn off your handheld during air travel or to conserve battery power.

Note: Depending on your service provider's plan, some applications might not be available on your handheld with your integration option, as specified below. Contact your service provider or network operator for more information on available services.

Refer to the *Handheld User Guide* for complete information on using these applications.

Understanding your BlackBerry solution

You can integrate your BlackBerry Wireless Handheld into different environments, based on the email account that you are using.

Integration with new handheld email account

With this option, a new email account is provided for your handheld by your service provider. This new email account is a personal Internet-based email account that can be viewed using the BlackBerry Web Client.

You can continue to use the Application Loader, Backup and Restore, and Intellisync tools of the BlackBerry Desktop Software. Email redirection settings are configured on the BlackBerry Web Client web site. Consult your service provider's documentation for more information on this web site and your account.

Note: Depending on your service provider's plan or your integration option, some applications might not be available on your handheld. Contact your service provider or network operator for more information on available services.

Integration with existing ISP email account

With this option, your handheld is integrated with your existing Internet service provider (ISP) email account from which you can send and receive email messages. Contact your service provider or network operator for an email account on the BlackBerry Web Client. As with the new handheld integration option where you are integrating your handheld with a new email account, you can continue to use the Application Loader, Backup and Restore, and Intellisync tools of the desktop software. Your email redirection settings are also configured on the BlackBerry Web Client.

Note: Depending on your service provider's plan or your integration option, some applications might not be available on your handheld. Contact your service provider or network operator for more information on available services.

Your ISP email account must support POP3 email redirection for you to take advantage of this integration option. Refer to the *BlackBerry Web Client Online Help* for more information.

Integration with enterprise email account

With this option, you can integrate your handheld with your enterprise email account. Messages that are sent to your corporate email account are forwarded to your handheld, and the messages that you send from your handheld are sent from your regular corporate email account.

With this integration option, you can install the desktop software with either a Microsoft® Exchange or a Lotus® Domino™ email account. The BlackBerry Enterprise Server redirects email from your desktop to your handheld. Ask your system administrator whether your company has installed the BlackBerry Enterprise Server.

If you use a Microsoft Exchange email account and your company does not use the BlackBerry Enterprise Server, you can use the BlackBerry Desktop Redirector to forward messages to your handheld. With the BlackBerry Desktop Redirector, your computer

must remain turned on at all times and the desktop redirector program must be running for email messages to be sent to your handheld. If your company uses the BlackBerry Enterprise Server Software, you do not need to run the desktop redirector to forward your email messages.

You can use all the tools of the BlackBerry Desktop Software with this integration option. Email redirection settings are configured with the desktop software's Redirector Settings tool.

Using service books

You can use the same BlackBerry handheld to accommodate any of these integration options. Your handheld uses "service books" to enable or disable features between email accounts. If you integrate your desktop software with an enterprise email account, your handheld receives the **Desktop** service book. If you integrate your desktop software with a new or ISP email account and activate your account at your service provider's BlackBerry Web Client site, your handheld receives the **Web Client** service book.

Integration with enterprise email account

You can modify the name of the **Desktop** service book in the desktop software's Redirector Settings tool, on the **Advanced** tab. Refer to the "Changing the message service display name" topic of the *Redirector Settings Online Help* for more information on changing the name of your service book.

You can have more than one email service book on your handheld at a time. When you compose email messages, you can select the account from which to send them. Messages are routed through the email account that you select. Refer to the "Sending and receiving email and PIN messages" chapter of the *Handheld User Guide* for more information.

Note: If you are replying to or forwarding a message, you cannot select the service book from which you want to send the message. The reply or forwarded message must be sent through the same service book as the original message.

You can view the service books on your handheld on the Service Book screen. (On the Home screen, click the **Options** icon. The Options screen appears. Click **Service Book** to open the Service Book screen.) Depending on how you have integrated your desktop software, the **Desktop** and **Web Client** service books are listed on this screen. Other service books might also appear, depending on the other applications that are enabled on your handheld.

Is this the correct guide for me?

This *Getting Started Guide* is the correct guide for you if you have little or no experience with operating a BlackBerry Wireless Handheld. This guide provides you with the steps that you must complete to set up your handheld.

Other documentation for your BlackBerry Wireless Handheld includes the following items:

- *Handheld User Guide* — This online guide contains complete information on the handheld and its applications, including using the keyboard, procedures for using the applications, and answers to frequently asked questions. To view the guide, in the desktop software, on the **Help** menu, click **Handheld User's Guide**. If the Select Handheld User Guide dialog box appears, select the guide that is appropriate for your handheld, and then click **OK**. If a dialog box appears that indicates that the Handheld User Guide is not available, you must add handheld applications to the desktop software. Contact your system administrator or network operator for more information on adding handheld applications to the desktop software. To view the *Handheld User Guide*, you must have Adobe Acrobat Reader

version 4.0 or later installed. To download your free copy of Acrobat, visit `www.adobe.com`.

- *Quick Reference Card* — This card provides shortcuts and tips for using your handheld.
- *Desktop Software Online Help* — Each tool in the desktop software offers online Help to guide you and answer your questions. To view procedures for and information on the desktop software's tools, in any active window, click **Help**.
- `README.txt` — This text file contains information on the features of this version of the software. You can read this file at the end of the desktop software installation. If you want to read the file at a later time, you can open it from the directory in which you installed the desktop software.
- *BlackBerry Web Client Online Help* — If you integrate your desktop software with a new email account or an existing ISP account, you configure your email settings in the BlackBerry Web Client. For information on configuring and using the Web Client, in any Web Client window, click **Help**.

About this guide

This guide provides information for setting up your handheld.

Integration with new or ISP email account	Information appearing in this format, prefaced by **Integration with new or ISP email account**, pertains to handhelds that are configured for these integration options. You can use the features that are described in sections that are marked with this note if you have integrated your BlackBerry Desktop Software with a new or existing ISP email account.

Integration with enterprise email account	Information appearing in this format, prefaced by **Integration with enterprise email account**, pertains to handhelds that are configured for this integration option. You can use the features that are described in sections that are marked with this note if you have integrated your BlackBerry Desktop Software with your enterprise email account.
Microsoft Exchange	Information appearing in this format, prefaced by **Microsoft Exchange**, pertains to handhelds that are set up with a Microsoft Exchange enterprise email account. You have a Microsoft Exchange email account if Microsoft Outlook® is your email client and in Outlook, if on the **Tools** menu, you click **Services**, the dialog box lists **Microsoft Exchange Server** as a service.
Lotus Domino	Information appearing in this format, prefaced by **Lotus Domino**, pertains to handhelds that are set up with a Lotus Domino email account. You have a Lotus Domino account if you use Lotus Notes® as your email client.

Note: Notes appear in this format and contain important information on the associated topic.

Tip: Tips appear in this format and provide optional or time-saving information on the associated topic.

Warning: Warnings appear in this format and advise you that failure to take or avoid a specific action can result in data loss or physical damage to you or your handheld.

Your handheld has four font size options: 8, 10, 12, and 15-point. The illustrations in this guide show the 10-point font size option and depict the handheld's menu items as they would appear if you integrated the desktop software with an enterprise email account.

Depending on your service provider or network operator's plan, some applications might not be available on your handheld. In addition, the configuration for your Browser application might be different. This guide assumes that you have all possible factory shipped handheld applications.

You can set your keyboard type, the locale, and the date and time format on your handheld. The date and time can be set to a **12-hour** or **24-hour clock** and the handheld status section of the screen displays the format that you select. The illustrations in this guide use the **12-hour** clock and the **english (United States)** locale.

Your handheld screen size might vary from the illustrations depicted in this guide. Illustrations in this guide use the 160x160 pixel screen size.

The name of your service provider or network operator appears in the handheld status section of the screen. This name reflects the network to which you are currently connected. The illustrations in this guide use <**service provider**> to indicate this name. If you subscribe to a Home Zone or City Zone plan, an abbreviation might appear beside the name to indicate your current zone. Contact your network operator or service provider for more information on Home and City Zones.

Contents of your package

Your package should contain the following items:

- handheld
- docking/charging cradle
- power adapter and attachment pieces
- travel charger and attachment pieces
- headset (optional)
- holster

- screen wipe
- this BlackBerry Wireless Handheld *Getting Started Guide*
- *Quick Reference Card*
- installation CD containing desktop software and online *Handheld User Guide*

You must use a Subscriber Identity Module (SIM) card with your handheld. This card might be provided in your package when you receive it or the card might be inserted into your handheld. Open your SIM card drawer to verify that your SIM card is inserted into your handheld. Refer to "Inserting the SIM card" on page 37 for more information. If the SIM card is missing, contact your service provider or network operator.

If an item in this package is missing or not working properly, contact your service provider or network operator.

The following descriptions can help familiarize you with some of the components of your package.

Cradle/Charger

The cradle provides a link between your handheld and your computer, so that you can use the desktop software that is included in your package. The serial port on the bottom of the handheld fits into the prongs of the cradle. You must connect the cradle to your computer to use the desktop software.

The cradle is used to recharge the handheld battery. Your handheld contains an internal rechargeable lithium battery. Exact battery life depends on factors such as usage and quality of wireless coverage.

Power adapter

The power adapter connects to the cradle's serial port connector to charge the handheld battery. Different attachment pieces connect to the power adapter for use in North America, continental Europe, the United Kingdom, and Australia.

Travel charger

You can use the travel charger to recharge your handheld battery, when you are away from your computer. The travel charger connects directly to the serial port on the bottom of the handheld and to a wall outlet. Different attachment pieces connect to the travel charger for use in North America, continental Europe, the United Kingdom, and Australia.

Note: The travel charger does not connect to your computer, so you cannot synchronize your handheld with your desktop using the travel charger. The travel charger only enables you to recharge your handheld battery.

Headset

The optional headset is used with the handheld's Phone application. Insert the headset plug into the handheld headset jack to place and answer phone calls.

Note: Depending on your service provider's plan, the Phone application might not be available on your handheld. As a result, the headset might not be included in your package. Contact your service provider or network operator for more information on available applications.

Holster

A holster, equipped with a clip, accompanies your handheld. While your handheld is in the holster, it is wearable. You can choose different forms of notification based on whether your handheld is in or out of the holster. Refer to the *Handheld User Guide* for more information on editing notification profiles.

When you receive a new message and remove your handheld from the holster within five seconds, notification (based on how you have set it) stops, and the most recently received message opens. If you remove your handheld from the holster and quickly replace it, notification stops and the message remains marked as unopened.

You can use the handheld's Phone application while it is in the holster. Refer to the *Handheld User Guide* for more information on using the Phone application while your handheld is in the holster.

Desktop software CD

The desktop software that is included with your handheld enables you to synchronize your personal information management (PIM) applications, and back up and restore your handheld's data. The desktop software also supports standard USB-to-serial port converters. Refer to the *Desktop Software Online Help* for more information on the desktop software.

Subscriber Identity Module (SIM) card

Your SIM card stores information about your service plan. You must insert your SIM card into your handheld before you can send and receive email, PIN, and SMS messages, place and answer calls, or use the Browser application. Refer to "Inserting the SIM card" on page 37 for more information.

Note: If your SIM card is PIN-locked, a dialog box appears, prompting you to type a personal identification number (PIN). Contact your service provider or network operator for more information on disabling the lock. Refer to the online *Handheld User Guide* for more information on using SIM card security.

System requirements

The following components are required to install the desktop software:

- Intel-compatible 486 or higher computer
- An available port
- Windows® 98, Windows Me, Windows 2000, or Windows XP

Microsoft Exchange	Microsoft Exchange Client, Microsoft Outlook (Workgroup installation), with an email account on a Microsoft Exchange Server version 4.0, or later, that can receive email from the Internet
Lotus Domino	Lotus Notes 4.6, or later, with an email account on a Lotus Domino Server version 4.6, or later, that is capable of receiving email messages from the Internet
Integration with new or ISP email account	To set up your BlackBerry Web Client account, you must have access to the Internet. You must also have Netscape Navigator version 4.08, 4.58, or later patches, or Microsoft Internet Explorer version 5.01, 5.5, 6.0, or later patches. (You cannot use Netscape Navigator version 5.0.) To use the Intellisync™ tool of the BlackBerry Desktop Software, you must be running personal information management (PIM) software, such as Microsoft Outlook, Microsoft Exchange, or Microsoft Schedule+; ACT!®; Lotus Notes or Lotus Organizer®; GroupWise®; or Netscape®.

Customer support

For customer support, contact your service provider or network operator.

Getting started

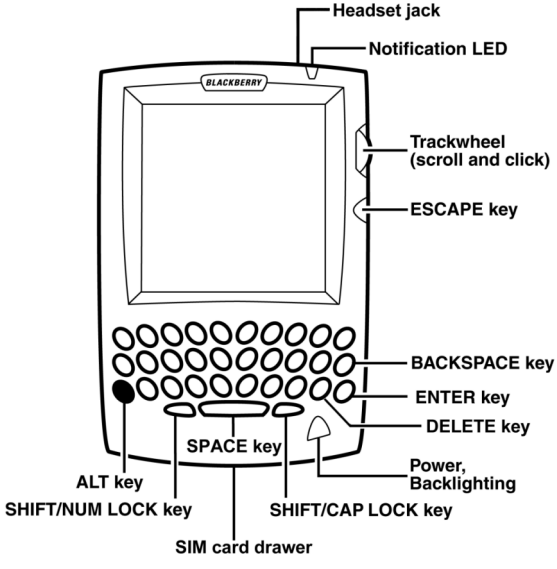
This section provides information on the following topics:

- Before you begin
- Setting up your handheld
- Inserting the SIM card
- Charging your handheld battery
- Turning off and turning on your handheld
- Turning on and turning off the radio
- Registering with the wireless network
- Installing the desktop software
- Adding handheld applications to the desktop software
- Connecting your handheld to your computer using a serial port
- Loading handheld applications
- Integrating with an enterprise email account
- Integrating with a new or existing ISP email account
- Sending a test email message
- Reading your test email message
- Setting the date and time
- Locking your handheld
- Placing emergency calls

Before you begin

Before you use your handheld, you should familiarize yourself with some of its basic components.

Your handheld's keyboard provides access to the alphabetic characters. The keyboard also features nine special keys: the **Delete** key, the **Backspace** key, the **Enter** key, the **Space** key, two **Shift** keys, the **Alt** key, the **Escape** button, and a **Power** button. You can use the **Power** button to activate backlighting and you can generate numbers, symbols, punctuation marks, and special characters by pressing the **Alt** key in combination with the alphabetic keys. The trackwheel helps you navigate, view, and select items on each screen. To scroll through menu items or text, roll the trackwheel. To select applications and menu options, click (press) the trackwheel.



Setting up your handheld

Follow this checklist to set up your handheld.

- ☐ insert the activated SIM card (if it is not already inserted)
- ☐ charge your handheld battery
- ☐ turn on the handheld
- ☐ turn on the handheld radio
- ☐ register with the network
- ☐ install the desktop software
- ☐ add handheld applications to the desktop software (if required)
- ☐ connect your handheld to your computer using a serial port
- ☐ load handheld applications

Your next step depends on the integration option with which you are installing the desktop software.

Integration with enterprise email account	If you integrate your desktop software with an enterprise email account, you must generate an encryption key and check your email redirection settings. Refer to "Integrating with an enterprise email account" on page 58 for more information.
Integration with new or ISP email account	If you integrate your desktop software with a new or ISP email account, you must activate your BlackBerry Web Client account. Refer to "Integrating with a new or existing ISP email account" on page 60 for more information.

Inserting the SIM card

Your Subscriber Identity Module (SIM) card stores information about your service plan. It is configured by your service provider and its configuration determines which applications are available to

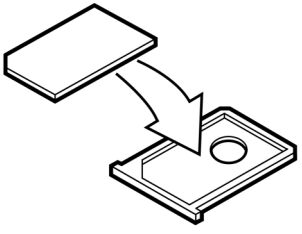
you. When you first receive your handheld, the SIM card might be inserted. If it has not been inserted, you must insert it into your handheld before you can send and receive messages, place and answer phone calls, or use the Browser. You do not need to insert your SIM card to place phone calls to emergency phone numbers.

The SIM card fits into a drawer that slides into the handheld.

Warning: To prevent damage to your SIM card, verify that your handheld is turned off before you insert or remove the card. Do not scratch or bend the card or expose it to static electricity or wet conditions while you insert or remove it.

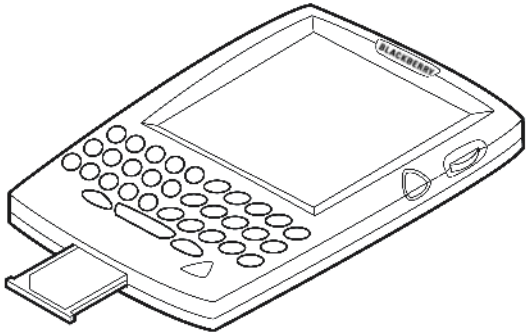
To insert the SIM card

1. If your SIM card is attached to a larger carrier, carefully break the card out of its carrier.
2. To remove the SIM card drawer from your handheld, locate the release tab on the bottom of your handheld and press it to the right with a fine-tipped instrument. The card drawer slides out. Pull the SIM card drawer out of your handheld to remove it completely.
3. Rest the drawer on a flat surface and place the SIM card in the drawer. Both the SIM card and its drawer have a notch on the bottom left corner. Align the notches as shown in the following illustration:



Inserting your SIM card into the SIM card drawer

4. Position your handheld so that the keyboard and screen are face up. Insert the SIM card drawer into your handheld as shown in the following illustration. You will hear a click when the drawer is fully inserted.



Inserting the SIM card drawer into your handheld

Note: If your SIM card is PIN-locked, a dialog box appears, prompting you to type a personal identification number (PIN). Contact your service provider or network operator for more information on this number. Refer to the *Handheld User Guide* for more information on using SIM card security.

Charging your handheld battery

Your handheld is powered by an internal rechargeable lithium battery. Before you operate your handheld, familiarize yourself with proper battery use and care. Refer to "Important safety/compliance information" on page 11 for more information. Before you can use your handheld, you must charge its battery.

You can charge your handheld battery using the cradle or the travel charger.

Charging the handheld battery using the cradle

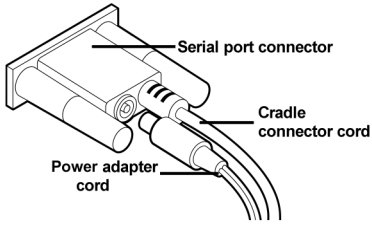
To charge your handheld battery using the cradle, connect the power adapter cord to the cradle's serial port connector, connect the cradle cable to available COM port on your computer, insert the appropriate attachment piece, and then plug the power adapter cord into a wall outlet.

Note: When you connect your handheld to your computer, use only the cradle that is provided by Research In Motion Limited for use with your handheld model. Refer to "Important safety information" on page 5 for more information on the appropriate cradle for your handheld.

Using the power adapter that is provided for your RIM 857 Wireless Handheld™ or your RIM 957 Wireless Handheld™ with the cradle that is provided for your BlackBerry 58O0 Series handheld will render the cradle inoperable.

To connect the cradle to your computer

1. Connect the power adapter cord to the cradle's serial port connector.

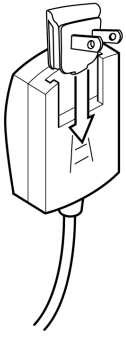


Connecting the power adapter cord to the serial port connector

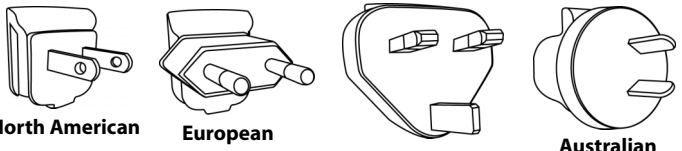
2. Plug the cradle cable into an available COM port on your computer.

To connect the attachment pieces to the power adapter

1. Slide the appropriate attachment piece into the back of the power adapter.



Inserting the North American attachment piece



2. Plug the power adapter into a wall outlet.

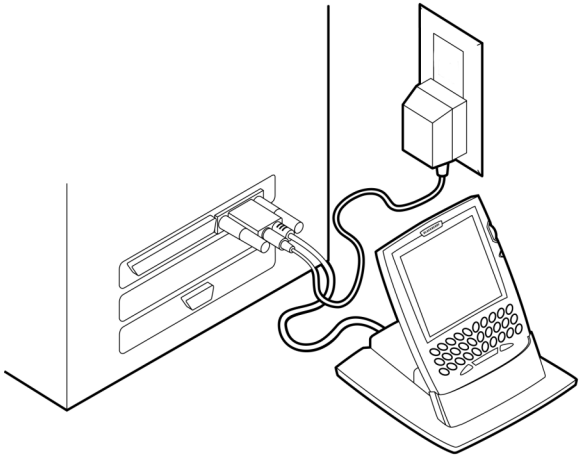
Note: Use the appropriate power supply as specified on the label on the bottom of your handheld cradle.

If you only want to charge your handheld and do not want to use the desktop software, you do not need to connect the cradle cable to an available COM port on your computer.

To charge your handheld battery using the cradle

1. Insert your handheld into the cradle by aligning the connector port on the bottom edge of your handheld with the connector prongs of the cradle. Press your handheld firmly into place.

Note: When you first receive your handheld and charge its battery, the handheld turns on and the Home screen appears, displaying the handheld's application icons.



Connecting your handheld to your computer

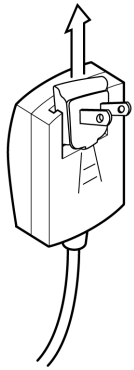
2. Let your handheld charge to full power before you use it. When your handheld battery is charging, the battery power indicator (in the upper right corner of the handheld's Home screen) changes to a charging indicator. When your handheld is fully charged, the battery power indicator replaces the charging indicator.

Your handheld battery can be kept at a full charge by charging it every day for 10 to 15 minutes. From an empty battery, a full charge can be achieved in approximately three to four hours. It is not necessary to drain the battery completely before you recharge it.

Note: The battery power indicator displays a low level if the handheld battery becomes too low. The message **Low Battery** appears to the left of the wireless coverage indicator and the handheld beeps. Recharge your handheld as soon as possible.

To remove the attachment pieces

After you finish using the power adapter, unplug it from the wall outlet. Press the tab below the attachment piece and slide the attachment piece out of the back of the power adapter.



Removing the North American attachment piece

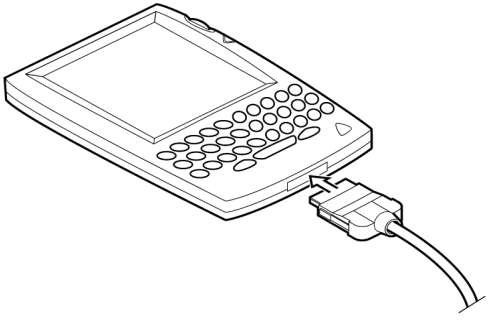
To remove the handheld from the cradle

To remove your handheld from the cradle, brace the bottom of the cradle with one hand and gently pull the handheld up and out of the cradle with the other hand.

Charging your handheld battery using the travel charger

You can also use the travel charger to charge your handheld battery.

1. Insert the serial port connector at the end of the travel charger cable into the serial port of your handheld.



Connecting the handheld to the travel charger

2. Slide the appropriate attachment piece into the back of the travel charger. Refer to "To connect the attachment pieces to the power adapter" on page 41 for more information.
3. Plug the travel charger into a power outlet.
4. Let the battery charge to full power before you use your handheld. When your handheld battery is charging, the battery power indicator (in the upper right corner of the handheld's Home screen) changes to a charging indicator. When your handheld is fully charged, the battery power indicator replaces the charging indicator.

Turning off and turning on your handheld

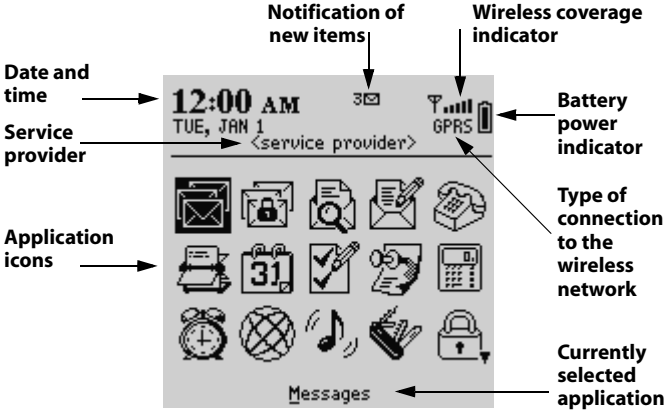
To turn off your handheld, press and hold the **Power** button. You can also click the **Turn Power Off** icon on your handheld's Home screen.

Note: If you have enabled the Auto On/Off feature, you will be prompted to select **Auto Off** or **Power Off** when you click the **Turn Power Off** icon. Refer to the "Customizing your handheld options" chapter in the *Handheld User Guide* for more information on the Auto On/Off feature..

To turn on your handheld, press the **Power** button once. The Home screen appears. This screen is your starting point for using your handheld's applications.

The Home screen displays the date and time, the wireless coverage indicator (showing the current signal strength), the status and type of your connection to the wireless network (**GPRS**, **gprs**, or **GSM**), the battery power indicator (showing the current battery level of your handheld), and the application icons. The Home screen also displays notification of any new items, reminders, or alarms.

Use the trackwheel to scroll through the application icons. The name of each application appears at the bottom of the screen. To open an application, scroll to the appropriate icon and click the trackwheel.



Home screen - Messages icon

When you first turn on your handheld, several messages appear on the Messages screen that introduce you to your handheld and some of its basic features.

Turning on and turning off the radio

When you first receive your handheld, the wireless radio might be turned off. You must turn on the radio before you can send and receive messages, place and answer phone calls, or browse web pages.

On the Home screen, click the **Turn Wireless On** icon.

Home screen - Turn Wireless On icon

The **Turn Wireless On** icon is represented by an antenna, but when you click the icon, the application name changes to **Turn Wireless Off** and the icon changes to an airplane. The airplane icon is a reminder to turn off your handheld radio when you are on an airplane, in a hospital, or in any place in which your handheld might interfere with other radio transmissions and frequencies.

Note: You should turn off your handheld radio if you are going to be out of a wireless coverage area for an extended period of time. Turning off the radio conserves battery life.

Registering with the wireless network

If your handheld is activated on your service provider's wireless network and you turn on the wireless radio, a registration message should arrive. In the rare case that the registration message does not arrive, check the wireless coverage indicator on the Home screen to verify that you are in an area of sufficient wireless coverage for

receiving email messages. You can receive email messages if **GPRS** and one or more bars appear with the wireless coverage indicator in the upper right corner of the Home screen.

Note: You cannot send or receive email messages if gprs or GSM appears below the wireless coverage indicator in the upper right corner of the Home screen. Refer to the "Getting to know your handheld" chapter in the *Handheld User Guide* for more information on the wireless coverage indicator.

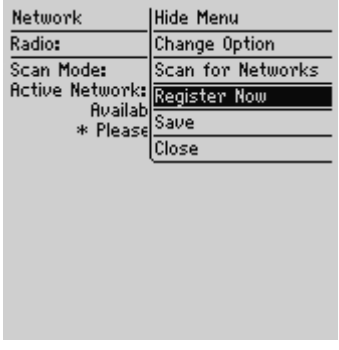
If you are in a wireless coverage area and you have not received a registration message, register your handheld manually.

To register with the wireless network manually

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Network**. The Network screen appears.
3. Verify that the **Radio** field is set to **On** and that the **Active Network** field is set to an active network.

Note: If you are unsure which active network you are using, verify that the **Scan Mode** field is set to **Automatic**. The handheld scans for available networks and automatically selects the network with the best available wireless coverage.

4. Click the trackwheel to view the menu. Click **Register Now**. A message confirms that the registration message was sent.



Network screen menu - Register Now item

If you are in an area of wireless coverage that is sufficient for receiving email messages, the registration message should arrive within a few seconds.

Note: Your handheld must be activated on your service provider's wireless network before you can register and before you can send messages or place phone calls. If you are in an area of sufficient wireless coverage and on the Network screen, the **Active Network** field is blank, contact your service provider to verify that your handheld has been activated properly.

You can set your handheld to select a network automatically or you can set the network manually. Refer to "Customizing your handheld's options" in the *Handheld User Guide* for more information.

You might need to register your handheld after you load new applications with the desktop software's Application Loader tool. Refer to the *Application Loader Online Help* for more information on loading applications.

Installing the desktop software

You must install the desktop software to use the other desktop software tools.

Microsoft Exchange

One of the Setup windows prompts you to select the method of email redirection: either the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector. If you are unsure of the method you use to redirect email messages from your Inbox to your handheld, ask your system administrator for this information before you begin the installation.

To install the desktop software

1. Insert the *BlackBerry Desktop Software* installation CD into your CD-ROM drive.
2. On the Windows taskbar, click **Start** and click **Run**. The Run window appears.
3. In the **Open** field, type **d:\setup.exe** where **d** is the name of your CD-ROM drive. Press **Enter**.
4. The Choose Setup Language dialog box might appear. Select your language and click **OK**. The Welcome window appears.
5. Click **Next** to begin the installation. The Country or Region Selection window appears.
6. Select your country and click **Next**. The License Agreement window appears. Read the License Agreement carefully and, if you accept its terms, click **Yes**. The Customer Information window appears.
7. In the **User Name** and **Company Name** fields, type your name and your company's name. Click **Next**. The Email Integration Options window appears.
8. Select the integration option that you want to apply to this installation of the desktop software.

Note: If you have both an enterprise email account and a new or existing ISP email account, you can configure your handheld to support both accounts (using multiple service books). To use multiple service books, integrate the desktop software with your enterprise email account. After you complete the setup for your enterprise email account, activate your handheld on the BlackBerry Web Client.

9. After you select your integration option, click **Next**.

Integration with enterprise email account	If you integrate your desktop software with your enterprise email account, the Choose Email System window appears. Continue the installation as described below.
Integration with new or ISP email account	If you integrate your desktop software with a new or existing ISP email account, the Choose Destination Location window appears. Proceed to step 11 to continue the installation.

10. Select the email system that you are using (either **Microsoft Exchange** or **Lotus Domino**). Click **Next**. The Choose Destination Location window appears.

Microsoft Exchange	If you select Microsoft Exchange, the Email Redirection window appears before the Choose Destination Location window appears. In this window, select the method of email redirection that you use: **Redirect email using the BlackBerry Enterprise Server** or **Redirect email using the BlackBerry Desktop Redirector**. Ask your system administrator which redirection method your company uses to redirect your email messages to your handheld. After you select the method of email redirection, click **Next**. The Choose Destination Location window appears.

11. Click **Next** to accept the default location for the desktop software. (If you want to change this location, click **Browse** and select a new location.) The Select Program Folder window appears.

12. Click **Next** to accept the default folder name for the desktop software. (If you want to change this name, select a different folder from the list or in the **Program Folders** field, type a new name.) The Shortcut Installation Options window might appear.

Note: The Shortcut Installation Options window might appear if your operating system is Windows XP, 2000, or NT, but it might not appear if your operating system is Windows 98 or Me.

13. Select whether you want your BlackBerry Desktop Software shortcuts to be available to anyone who logs in to your computer or to only you. Select the check boxes beside any additional shortcut options that you want installed on your computer. After you make your selections, click **Next**.
14. The desktop software is installed on your computer. When setup is complete, you can open the README.txt file and run the desktop software immediately. Click **Finish** to close the window.

Depending on how your system administrator configured your desktop software installation, you might have to add handheld applications to the desktop software before you load applications onto your handheld. Contact your system administrator or service provider for this information. Refer to "Adding handheld applications to the desktop software" on page 53 for more information.

If your system administrator configured the desktop software installation and added handheld applications to the desktop software, you can load applications onto your handheld, but you do not have to add applications to the desktop software. Refer to "Loading handheld applications" on page 56 for more information.

Adding handheld applications to the desktop software

After you install the desktop software, you might have to add handheld applications to the desktop software manually if you complete one of the following actions:

- upgrade your handheld
- install software from a different service provider or network operator
- switch to a different handheld series
- add third-party applications to your handheld

Note: To add handheld applications to the desktop software, your desktop software must be version 3.6 or later.

To verify whether handheld applications have been added to your desktop software

You can verify whether handheld applications have been added to your desktop software.

1. On the Windows taskbar, click **Start** and select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.
2. On the **Help** menu, click **About Desktop Manager**. The About Desktop Manager screen appears.
3. Click the **Handheld Software** tab. A screen appears and displays installed handheld application software.
    - If the screen is blank, no handheld applications have been added to your desktop software. You must add handheld applications to the desktop software before you can load the applications onto your handheld. Refer to "Adding

handheld applications to the desktop software" on page 53 for more information.

- If the screen displays the name of your handheld, applications have already been added to your desktop software and you can load applications using the Application Loader tool. Refer to "Loading handheld applications" on page 56 for more information.

To add handheld applications to your desktop software

Depending on your system administrator or service provider, you can download the latest handheld applications from your service provider or network operator web site. Contact your system administrator or service provider for this information.

Note: Verify that the handheld applications that you download are appropriate for your handheld.

1. Close the BlackBerry Desktop Manager window.
2. Download the handheld applications that you want to add to your desktop software. The file name is **BlackBerry Handheld Software version 3.6 for the BlackBerry 5800 Series Wireless Handhelds**.
3. Double-click the **GPRS-5800-3.6.X.exe** file that you downloaded.
4. The Choose Setup Language dialog box might appear. Select your language and click **OK**. The Welcome window appears.
5. Click **Next**. The subinstaller adds handheld applications to your desktop software.
6. Click **Finish**.

The handheld applications and *Handheld User Guide* that is appropriate for your handheld are added to the desktop software.

You can now connect the handheld to your computer, start the desktop software, and use the Application Loader tool to load applications onto your handheld. Refer to "Loading handheld applications" on page 56 for more information.

Connecting your handheld to your computer using a serial port

To use the desktop software, your handheld must be connected to your computer.

To connect your handheld to your computer using a serial port

1. Connect the serial port cable to an available serial port on your computer.
2. Secure the handheld in the cradle by inserting the connector port on the bottom edge of the handheld into the connector prongs of the cradle.
3. Start the desktop software: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.

Note: If you enable a password on your handheld, you must type it on your computer before you can connect to the desktop software.

4. In the desktop manager, on the **Options** menu, click **Connection Settings**. The Connection Settings window appears.
5. Click **Detect**. A warning dialog box appears, prompting you to verify that your handheld is connected properly.
6. Click **OK**. The software notifies you when the handheld has been detected.

Note: A dialog box with the message **Handheld not found** appears on your computer if the desktop software cannot detect your handheld on a serial port. If your handheld and cradle are connected securely, verify that no other devices are sharing the serial port, such as a PC card. Verify that no other connectivity software is running on your computer, and that you are not using the same port that your mouse uses.

7. Click **OK** to close the Connection Settings window.

If the connection is successful, the desktop manager displays your handheld PIN and current handheld connection status (now **Connected**) in the status bar at the bottom of the window. Refer to the *Desktop Manager Online Help* for more information on connecting your handheld to your computer.

Loading handheld applications

Use the Application Loader tool to load applications onto your handheld.

To load handheld applications

1. Connect your handheld to your computer.

Note: If you enable a password on your handheld, you must type it on your computer before you can connect to the desktop software.

2. Start the desktop software: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.

Note: If the software on your handheld is not current, the Application Updates Available dialog box appears. To update your handheld software, click **Update Now**. The Application Loader Wizard appears automatically.

If you are unsure about the status of your handheld software or your computer software, click **Cancel**. If you click **Cancel**, the Application Updates Available dialog box appears each time you start the desktop software.

3. Double-click the **Application Loader** icon. The Welcome to the Application Loader window appears.

Note: If a message appears to indicate that no system software is found for your handheld, you have not added handheld applications to the desktop software. You must add handheld applications to your desktop software before you use the Application Loader tool. Refer to "Adding handheld applications to the desktop software" on page 53 for more information.

4. Click **Next**. The desktop software reads the handheld's configuration, and depending on your handheld, the LCD screen displays **Loader activity** or an icon. At the same time, the Handheld Application Selection window appears on your desktop.
5. After you make your selections, click **Next**. A summary window appears that displays the actions that will occur during the loading process.
6. Click **Finish**. If necessary, the Application Loader tool backs up your handheld's data automatically and loads the applications onto your handheld.

Warning: Do not disconnect your handheld from your computer until the loading process is complete. If the loading process is interrupted, your handheld applications might not load correctly. If this is the case, you must repeat the loading process.

7. When the loading process is complete, the Application Loader indicates whether or not the process was successful. Click **Close**.

After the loading process is complete, you might have to turn on your handheld radio to send and receive email messages. Refer to "Sending a test email message" on page 60 for more information.

Integrating with an enterprise email account

If you have integrated your desktop software with an enterprise email account, follow these steps to continue configuring your handheld.

- ☐ generate an encryption key
- ☐ check email redirection settings

Note: If you are integrating your desktop software with a new or existing SP email account, refer to "Integrating with a new or existing ISP email account" on page 60 for instructions.

Generating an encryption key

The first time that you connect your handheld to your computer successfully, a dialog box prompts you to generate an encryption key by moving your mouse.

If you reinstall or update the desktop software, you are not prompted to generate a new key. You should generate a new encryption key every month for security purposes. Refer to the *Redirector Settings Online Help* for more information on generating encryption keys.

Note: If you use your SIM card in another handheld, you must connect the handheld to your computer and generate an encryption key before you can receive your email messages. Your handheld's phone number updates automatically.

Redirecting email

After you generate an encryption key, you can send and receive email messages. Your company's BlackBerry Enterprise Server Software redirects email messages from your enterprise email account to your handheld. Verify that your system administrator has enabled your handheld on the BlackBerry Enterprise Server.

Microsoft Exchange

If you use your handheld with a Microsoft Exchange corporate email account and your company is not using the BlackBerry Enterprise Server Software, you must use the BlackBerry Desktop Redirector to forward email messages to your handheld. Start the desktop redirector: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > BlackBerry Desktop Redirector**. You must keep your computer turned on with the desktop redirector program running to forward email messages to your handheld.

Ask your system administrator whether your company is using the BlackBerry Enterprise Server Software to redirect your email. You do not need to run the BlackBerry Desktop Redirector if your handheld is enabled on the BlackBerry Enterprise Server.

Integrating with a new or existing ISP email account

If you integrated your desktop software with a new or ISP email account, you must activate your account to send and receive email messages.

Note: If you install your desktop software with an enterprise email account, refer to "Integrating with an enterprise email account" on page 58 for instructions.

Activating your account

Consult your service provider's documentation for more information on service activation, including the address of the BlackBerry Web Client through which you can activate your account, how to set filters for email redirection, how to customize the auto signature, and how to turn off email redirection.

For details on how to perform any of the functions on the web site, click **Help** on any of the site's web pages.

Sending a test email message

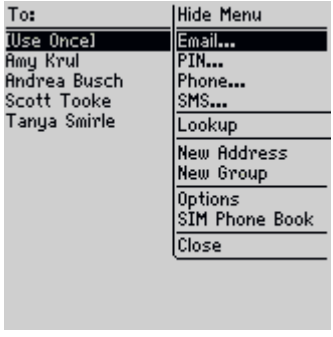
After you configure your handheld, you are ready to send and receive email messages.

Note: If the SIM card is not inserted, or not inserted properly, you cannot send or receive email messages. Refer to "Inserting the SIM card" on page 37 for more information on your SIM card.

To send a test email message

You can send email messages if, in the upper right corner of the Home screen, **GPRS** and one or more bars appear with the wireless coverage indicator.

1. On the Home screen, click the **Compose** icon. The To screen appears.
2. Scroll to **[Use Once]** and click the trackwheel to view the menu.
3. Click a send method (email or PIN). For this example, click **Email**. The One Time Email screen appears.



To screen menu - Email item

4. Type the email address that is associated with your handheld.
5. Click the trackwheel to view the menu, and then click **Continue**.
6. Type a subject in the **Subject** field and press the **Enter** key to begin composing your message.
7. To send the message, click the trackwheel to view the menu, and then click **Send**.

You return to the Messages screen. If you are in an area of wireless coverage sufficient to send email messages, a check mark appears beside the message within a short period of time. This icon indicates that your message was transmitted successfully.

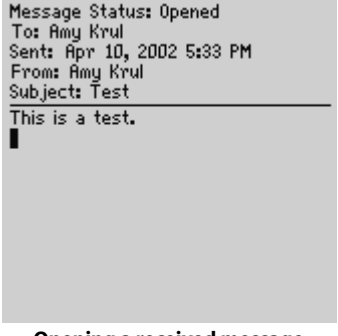
Note: If you are not within an area of sufficient wireless coverage, you do not need to cancel your message. The handheld automatically sends the message after you return to an area of sufficient wireless coverage.

Reading your test email message

When you receive your test email message, follow these steps to read it.

To read your test email message

1. On the Home screen, click the **Messages** icon. The Messages screen appears.
2. Select the test message and click the trackwheel to view the menu. Click **Open**. The new message appears on your screen. If necessary, scroll down to read the entire message.



Opening a received message

After you read your message, press the **Escape** button to return to the Messages screen. Press the **Escape** button again to return to the Home screen.

Note: Depending on your service provider's plan, you might also be able to send PIN and SMS messages, place phone calls, browse web pages, and use the other applications on your handheld, in addition to sending and receiving email messages. Refer to the *Handheld User Guide* for information on available applications.

Setting the date and time

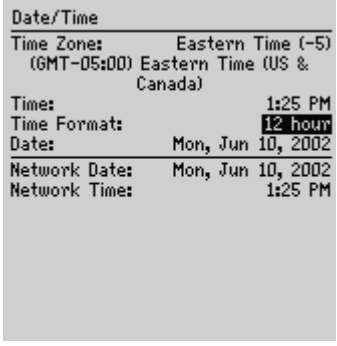
After you send and receive your first wireless email message, you should set your handheld's date and time so that messages, phone calls, and saved web pages appear with the correct time stamp.

Note: You can also set the date and time automatically using the desktop software's Intellisync tool. Refer to the *Intellisync Online Help* for more information.

You can also update your handheld automatically by copying the network date and time. Refer to "Customizing your handheld's options" in the *Handheld User Guide* for more information.

To set the date and time

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Date/Time**. The Date/Time screen appears.
3. Select the field that you want to set, and then press the **Space** key to scroll through your options.



Date/Time screen - setting the date and time

4. Click the trackwheel to view the menu, and then click **Save**.

You return to the Options screen. The information that you set in the **Time**, **Time Format**, and **Date** fields determines how the date and time appear in the handheld status section of the screen. It also determines how the date and time appear on the Calendar and Lock screens.

Date/Time fields

The Date/Time screen contains the following fields:

Time Zone: Select your time zone. Your handheld adjusts the time automatically, according to the time zone.

Time: Set the current time.

Time Format: Select a 12-hour or 24-hour clock.

Date: Set the current date.

Network Date: This field displays the current date on the wireless network.

Network Time: This field displays the current time on the wireless network.

Note: The date and time are only some of many options that you can configure on your handheld. Refer to the "Customizing your handheld's options" chapter in the *Handheld User Guide* for more information.

You can update your handheld date and time automatically by using the network date and time. Click the trackwheel to view the menu, and then click **Copy Network Time**. The date and time from the network are copied into the **Date** and **Time** fields on this screen. Click the trackwheel to view the menu, and then click **Save** to save the settings.

Locking your handheld

You can lock your handheld keyboard or, for greater security, you can set a password on your handheld. When you lock your handheld using either of these methods, the Lock screen appears. If you have typed information in the Options application, on the

Owner screen, this information appears on the Lock screen. You should include your contact information in case your handheld is lost.

To use keyboard lock

You can lock your handheld keyboard to avoid typing characters accidentally.

1. On the Home screen, click the **Keyboard Lock** icon. The Lock screen appears.
2. To use your handheld again, double-click the trackwheel.

To use password protection

Set a password on your handheld to obtain greater security. If your handheld is left idle for a specified amount of time, you must type your password to use the handheld again. You can also activate the Lock screen manually by clicking the **Lock** icon on the Home screen.

Note: The password that you set for your handheld is different from the password that you can set for your SIM card. Refer to the *Handheld User Guide* for more information on using SIM card security.

Lock screen with a password enabled

You should lock your handheld with a password if you leave it unattended. Refer to the "Customizing your handheld's options" chapter in the *Handheld User Guide* for more information on setting your handheld password.

Placing emergency calls

You can place calls to emergency numbers at any time, even if your handheld has a password set or does not have a SIM card inserted.

To place emergency calls

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Click **[One Time Dial]**. The Enter Phone Number dialog box appears.
3. Type a recognized emergency phone number and click **Call**.

To place emergency calls when your handheld is locked

Warning: This feature is reserved for emergency calls ONLY. Only recognized emergency numbers (such as 911 or 112) are accepted when your handheld is locked.

1. Click the trackwheel. A dialog box appears with the message **Device is locked**.
2. Click **Emergency Call**. Another dialog box appears that prompts you to confirm that you want to place the emergency call.
3. Click **Yes**.
4. Type a recognized emergency phone number and click the trackwheel.

Your handheld dials the emergency phone number.

Note: When you have a password enabled on your handheld and your SIM card is removed, your handheld locks. Roll the trackwheel. The Device is locked dialg box appears. Click **Emergency Call** to dial the emergency phone number.

If your handheld radio is turned off when you attempt to place an emergency call, the radio is turned on automatically and the call is placed.

Product information

Mechanical properties

Weight:	Approximately 139 g/4.7 oz
Size (LxWxH):	117 x 78.5 x 18 mm 4.6” x 3.1” x 0.70”
Memory:	8-MB flash memory 1-MB SRAM

Display and control features

Display:	Full-graphic LCD with backlighting, 160-by-160 pixel viewing area; backlit keyboard
Controls:	Thumb-operated “roll-and-click” trackwheel; computer-style keyboard

Message notification:	LED indicator, audible beeper, and mechanical vibrator; on-screen notification; notification options are user configurable
Ports:	Combined data/charging port; synchronization via high-speed RS232-compatible data port

Power

Battery:	Internal, rechargeable lithium cell
Power adapter:	6Vdc/ 500 mA AC power adapter
SIM interface:	Supports 3V/5V SIMs

Recommended temperature parameters

Operating:	0 to 50°C / 32 to 122°F
Storage:	10 to 25°C / 50 to 77°F

Radio specifications for the BlackBerry 5810 Wireless Handheld

Single band support:	PCS 1900 MHz

Power class:	Class 1 as defined in GSM 02.06
Transmitting frequency:	1850 to 1910 MHz
Receiving frequency:	1930 to 1990 MHz

Radio specifications for the BlackBerry 5820 Wireless Handheld

Dual band support:	GSM900; EGSM; DCS1800
Power class:	Class 1 (DCS 1800); Class 4 (GSM900) as defined in GSM 02.06
Transmitting frequency:	GSM: 890 to 915 MHz; Extended GSM: 880 to 915 MHz; DCS1800: 1710 to 1785 MHz
Receiving frequency:	GSM: 935 to 960 MHz; Extended GSM: 925 to 960 MHz; DCS1800: 1805 to 1880 MHz

Regulatory conformance

Compliant with:	PCS Type Certification Review Board (PTCRB)
	Federal Communications Commission (FCC)
	Industry Canada (IC)
	Compliant with UL1950 requirements for Canada and US
	Radio & Telecommunications Terminal Equipment (R&TTE) Directive 1999/5/EC
	Low Voltage Directive (LVD) 73/23/EEC
	Electromagnetic Compatibility (EMC) Directive 89/336/EEC
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