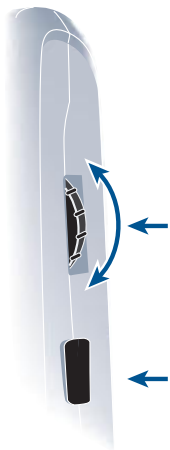


BlackBerry 7100g™ Getting Started Guide



How do I navigate?

Roll the trackwheel to move the cursor and highlight items on the screen.

Click (press) the trackwheel to open the menu or select items.

Press the Escape button to exit a screen, cancel an action, or go back one page in the browser.

How do I type?

To type using SureType™ technology, press each letter key only once until you have typed an entire word. The letters on the screen change automatically until a word is formed.



To switch to the multi-tap input method, in a text field, hold the * key. Press a key once for the first letter and twice for the second letter.

Tips

Phone

Open the phone screen or make a phone call	Press 
End a call	Press 
Turn mute on and off during a call	Press 
Change the volume during a call	Roll the trackwheel
Dial a letter in a phone number	Hold  + Press the letter (once for the first letter, twice for the second letter, using the multi-tap method)
Redial a number	Press  twice
Call voice mail	Hold 
Assign speed dial to a number	Hold the number > Type a phone number
Type a phone number extension	Press  > Type the extension number
Turn speakerphone on or off during a call	Press 

Browser

Go back one page	Press the Escape button
Exit the browser	Hold the Escape button
Go to the next page in the history	Press 
Go to the previous page in the history	Press 
Switch between normal and full-screen mode	Press 
Page down	Press 
Stop a web page from loading	Press the Escape button
Go to a specific web page	Press 

Messages

Compose from the messages list	Press 
Reply to sender	Press 
Reply to all	Press 
Forward a message	Press 
Go to the next message	Press 
Go to the previous message	Press 
View received messages	Press  + 
View SMS messages	Press  + 
View voice mail messages	Press  + 
Page up in an open message	Press 
Page down in an open message	Press 

Calendar*

Go to the next day, week, or month	Press 
Go to the previous day, week, or month	Press 
Schedule an appointment	Press 
Move the cursor horizontally in week view	Hold  + Roll the trackwheel
Move the cursor vertically in month view	Hold  + Roll the trackwheel

*In the calendar options, set the **Enable Quick Entry** field to **No** to use these shortcuts in Day format.

Note: The arrangement of letters on your handheld keypad might vary slightly from the depictions on this document.

Navigating your handheld



Lock the handheld/keyboard

Hold  or Click **Lock** (set a password for added security)

Unlock the handheld/keyboard

Press  +  or Double-click the trackwheel

Move the cursor

Roll the trackwheel or Press  + Roll the trackwheel

Return to the previous screen

Press the **Escape** button

Return to the Home screen

Press 

Click an item

Highlight the item > Click the trackwheel

Select multiple items

Hold  + Roll the trackwheel

Switch between applications

Hold  + Press the **Escape** button

Go to the top of a screen

Press 

Go to the bottom of a screen

Press 

Turn on/off the handheld

Hold the **Power** button

Typing and editing



Type using SureType™ technology

Type the whole word. Press each letter key only once.

Type using multi-tap input method

Press a key once for the first letter. Press a key twice for the second letter.

Move through the list that appears when you type

Press 

Select an item from the list that appears when you type

Press 

Capitalize a letter

Hold the letter

Insert a period

Press  twice

Type the alternate character on a key

Press  + the key

Insert a symbol

Press  +  > Press a letter  again to see more symbols

Insert an accented character

Hold a letter + Roll the trackwheel

Switch between the multi-tap and SureType™ input methods

In a text field, hold 

Wireless network coverage

To turn the wireless radio on or off, in **Settings**, click **Turn Wireless On/Turn Wireless Off**.



Wireless coverage



No wireless coverage



Emergency calls

	GPRS	GPRS	GSM
Emergency calls	●	●	●
SMS messages	●	●	●
Phone	●	●	●
Email and PIN messages	●		
Browser	●		

Status indicators



full battery power



low battery power



charging



roaming



Home Zone



receiving data



transmitting data



service book waiting



alarm set



voice mail message



TTY enabled



Bluetooth® radio on



Bluetooth connected



Number lock on



Shift mode on



Alt mode on



Multi-tap mode on

How do I...

Make a phone call

1. On the Home screen, type a phone number.
2. Press the **Send** key.
3. To end the call, press the **End** key.

Send an email message

1. In the messages list, click the trackwheel.
2. Click **Compose Email**.
3. Click **[Use Once]**.
4. Click **Email**.
5. In the email field, type an email address.
6. Click the trackwheel.
7. Click **Continue**.
8. In the **Subject** field, type a subject.
9. Press the **Enter** key.
10. Type a message.
11. Click the trackwheel.
12. Click **Send**.

Add a contact

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

Navigate the Home screen

- ▶ Click **Applications** to access help, tasks, memos, BrickBreaker, and other applications.
- ▶ Click **Settings** to access handheld options, and to turn the wireless radio on or off.

Set a password

1. In **Settings**, click **Options**.
2. Click **Security**.
3. Set the **Password** field to **Enabled**.
4. Set the security options.
5. Click the trackwheel.
6. Click **Save**.
7. Type a password.
8. Press the **Enter** key.
9. Type the password again.
10. Click the trackwheel.

Tip: Type passwords using the multi-tap input method. Press a key once for the first letter and twice for the second letter.

Fields

Address Book Options	
Sort By:	First Name
Confirm Delete:	Yes
Allow Duplicate Names:	Yes
Number of Entries:	5

Press the **Space** key to change the value in a field.

Press the **Alt** key to view all the values that are available in the selected field.

Menus

May 12, 2004 12:21	
09:00	Hide Menu
10:00	Today
11:00	Go to Date...
12:00	Prev Day
13:00	Next Day
14:00	Prev Week
15:00	Next Week
16:00	New
17:00	View Week
	View Month
	View Agenda
	Options
	Help
	Close

Click the trackwheel to view the menu.

On the menu, click standard actions such as **New**, **View**, **Edit**, **Delete**, **Save**, **Options**, and **Help**. Additional options might appear depending on the item you have selected.

Contents

Where can I find more information?

On the handheld

- On the menu, click **Help** to see help topics associated with the application that you are using.
- On any Help screen, click the trackwheel. Click **Index** to see a list of additional help topics.

In the BlackBerry Desktop Software

- On the **Help** menu, click **Desktop Help Contents** to view the *Handheld User Guide* or the *BlackBerry Desktop Software Online Help*.

In your BlackBerry Internet Service account using a desktop browser

- On the menu bar, click **Help** to view the *BlackBerry Internet Service Online Help*.

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Insert the battery 2

Charge the battery 3

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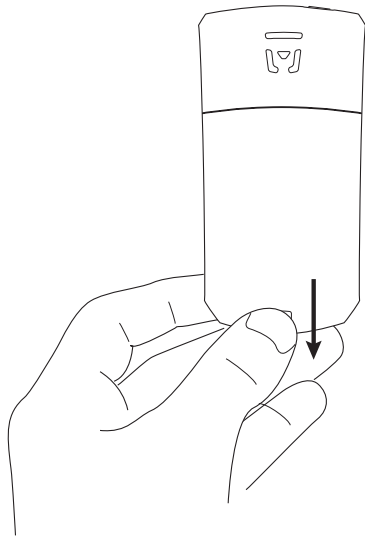
Setting up your handheld

Insert the SIM card

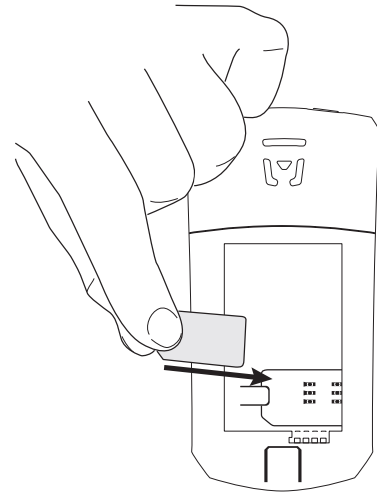
Your SIM card contains important information about your wireless service. Your SIM card might be inserted already.

Warning: Turn off your handheld before you insert or remove the SIM card. Do not scratch, bend, or expose the SIM card to static electricity or wet conditions.

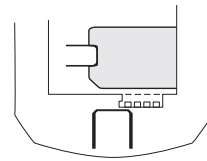
1. Press the battery cover release button.



2. Slide off the battery cover.
3. If the battery is inserted, remove it.
4. Remove your SIM card from its packaging.
5. Hold the SIM card with the metal contacts facing down so that the notches on the card align with the notches in the SIM card holder on your handheld.



6. Slide the SIM card into the holder so that it lies flat below the guides on either side of the holder.

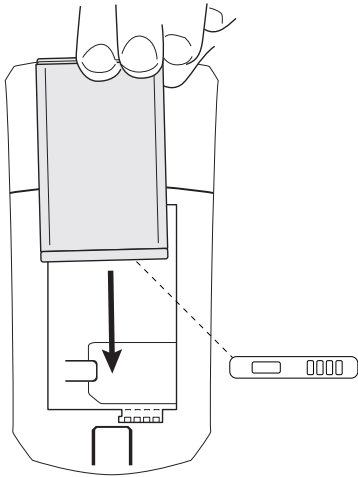


Note: To remove the SIM card, hold the tab and slide the SIM card out of the holder.

Insert the battery

Warning: Use only the battery that Research In Motion specifies for use with your handheld. See the *Safety and Product Information* booklet that accompanied your handheld for more information on using the battery safely.

1. Press the battery cover release button.
2. Slide off the battery cover.
3. Insert the battery so that the connectors align.



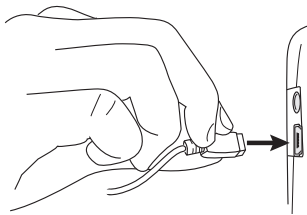
4. Replace the battery cover. If the battery is charged, your handheld turns on and a dialog box appears.
5. Click **OK**.

If the date and time are incorrect, see "How do I correct the date and time?" on page 10 for more information.

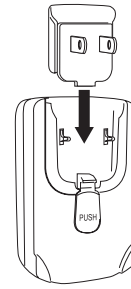
Charge the battery

Using the travel charger

1. Connect the smaller end of the USB cable to your handheld.



2. If your travel charger includes a removable USB cable, connect the larger end of the USB cable to the power adapter.
3. Slide the appropriate attachment piece into the power adapter.



4. Plug the power adapter into a power outlet.
5. Charge the battery to full power.

Using your computer

To charge your handheld using the computer, the following system requirements must be met:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later
- Available USB port. If the port is part of a USB hub, the hub must be self powered.
- Windows®98, Windows ME, Windows 2000, or Windows XP
- BlackBerry Desktop Software or BlackBerry Handheld Manager must be installed to obtain the required USB driver on your computer. See "Setting up for email using BlackBerry Enterprise Server" on page 5 or "Setting up for email using BlackBerry Internet Service" on page 7 for more information.

Note: If you use Windows 98 (not Windows 98 Second Edition), you must download an update from http://www.microsoft.com/com/dcom/dcom98/dcom1_3.asp for the USB driver to operate as expected.

1. Connect the smaller end of the USB cable to your handheld.
2. Connect the larger end of the USB cable to an available USB port on your computer.
3. Charge the battery to full power.

Turn wireless on

Your handheld connects to the wireless network using an internal radio.

When your SIM card is inserted and the battery is charged, turn on the radio in a wireless coverage area. See the inside front cover of this guide for information on wireless coverage levels and the wireless radio.

Note: If you use BlackBerry Internet Service, the account setup process might begin automatically the first time that you turn on the wireless radio. See "Setting up for email using BlackBerry Internet Service" on page 7 for more information.

Set up email

To begin sending and receiving email on your handheld, you must integrate with an account using one of the setup options listed in the following two sections of this guide.

Setting up for email using BlackBerry Enterprise Server

Use this option if all of the following situations apply:

- You want to receive messages from your corporate Microsoft® Outlook®, IBM® Lotus Notes®, or Novell® GroupWise® email account.
- You subscribe to a service that supports account setup using a BlackBerry Enterprise Server™.
- A system administrator is managing a BlackBerry Enterprise Server within your company.
- A system administrator has confirmed that you are permitted to use the BlackBerry Enterprise Server.

To use this option, one of the following system requirements must be met:

- Microsoft Outlook (Workgroup installation) with an account on a Microsoft® Exchange Server version 5.5 or later
- IBM Lotus Notes version 4.6 or later, with an account on an IBM Lotus® Domino® Server version 4.6 or later
- Novell GroupWise client version 6.5 Service Pack 4 with an account on a Novell GroupWise Server version 6.5 Service Pack 1 or later

Note: If your handheld is not enabled on a BlackBerry Enterprise Server, but you want to use a corporate Microsoft Outlook email account with your handheld, you can set up for email using the BlackBerry Desktop Redirector. See "What is the BlackBerry Desktop Redirector?" on page 11 for more information.

Use enterprise activation

If your handheld is enabled on a BlackBerry Enterprise Server version 4.0, and your system administrator has provided you with an enterprise activation password, you can integrate your handheld with your account over the wireless network.

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.
2. On your handheld, click **Enterprise Activation**.
3. Type your corporate email address.
4. Type the enterprise activation password provided by your system administrator.
5. Click **Activate**.

Note: Your system administrator might request that you install the BlackBerry Handheld Manager program on your computer to reduce the amount of data that is transmitted over the wireless network when your handheld is connected to your computer. If you install the BlackBerry Handheld Manager program, you do not need to install the BlackBerry Desktop Software.

Use the BlackBerry Desktop Software

If your system administrator does not provide you with an enterprise activation password, you can install the BlackBerry Desktop Software to integrate your handheld with your account.

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
2. Complete the on-screen instructions.

- Select **BlackBerry Enterprise Server** or **BlackBerry Desktop Redirector** as your account integration option.
 - Select **BlackBerry Enterprise Server** as your message redirection option.
3. Connect your handheld to your computer.
 4. On the Windows taskbar, click **Start**.
 5. Select **Programs > BlackBerry > Desktop Manager**.
 - When you are prompted to generate an encryption key, follow the on-screen instructions.

Setting up for email using BlackBerry Internet Service

Use this option if one or more of the following situations apply:

- You purchased your handheld in a store.
- You want to set up a new email account for your handheld.
- You want to set up an existing email account for your handheld.

Note: To use this option, you must subscribe to a service that supports email setup using BlackBerry Internet Service.

Create an account

You must create an account to begin using email on your handheld. The account that you create supplies the default email address for your handheld.

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.

If the Sign In screen does not appear automatically, click **Email Settings**.

If you have problems, see "BlackBerry Internet Service - Frequently asked questions" on page 11 for more information.

2. On the Sign In screen, click **Create Your Account**.

Note: To follow a link in the browser, click the link. Click **Get Link**.

3. Click **Continue**.

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

- To decline the legal terms and conditions and stop the setup process, click **I Disagree**.

- To accept the legal terms and conditions and continue the setup process, click **I Agree**.

5. Type your account information.

- **User ID:** Type a personal user ID for your account. This user ID will be your login name and the first part of your default handheld email address.
- **Friendly Name:** Type the name that you want to appear in the **From** field of messages that you send. If you do not type a name, your default handheld email address appears in the **From** field.
- **Password:** Type a personal login password. Passwords must contain between 4 and 16 characters. Passwords are case sensitive and cannot contain accented characters.
- **Re-enter Password:** Retype your personal login password.

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

6. Click **Submit**.

7. Click **Done**.

8. Perform one of the following actions:

- To receive email on the handheld from other accounts, click **Add Account**. See "Receive messages from other email accounts" on page 8 for more information.

- To log in to your account without adding other email accounts, click **Continue**.

Tip: If you have problems creating your account using your handheld, create your account using a desktop web browser. See "Set account options" on page 9 for more information.

Log in to your account

Log in to your BlackBerry Internet Service account to manage settings and message options.

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.
2. Click **Email Settings**.
3. On the Sign In screen, type your account information.
 - **User ID:** Type the login name for your account.
 - **Password:** Type the password for your account.
4. Click **Submit**.

Note: To follow a link in the browser, click the link. Click **Get Link**.

Receive messages from other email accounts

Set up your BlackBerry Internet Service account to retrieve messages from an existing email account and deliver them to your handheld. Add up to ten different existing accounts.

Note: Depending on your Internet service provider (ISP) or system administrator, you might not be able to add some types of accounts.

1. Verify that your handheld wireless radio is on and that you are in a wireless coverage area.
2. Log in to your BlackBerry Internet Service account. See "Log in to your account" on page 8 for more information.

3. Click **Add Account**.

Note: To follow a link in the browser, click the link. Click **Get Link**.

4. Type the information for the account that you want to add.
 - **Email Address:** Type the full email address of the account.
 - **User Name:** Type the login ID (for example, *kateturner* or *domain1kateturner*).
 - **Password:** Type the password.
 - **Re-enter Password:** Retype the password.
5. Click **Submit**.
6. Depending on the account that you add, you might be prompted to select an account type.
7. Depending on the account type that you select, you might be prompted for the following information:
 - **Email Server:** Type the messaging and collaboration server address for your Internet service provider (for example, *mail.ispname.com*). If you do not know the address, contact your Internet service provider.
 - **Port Number:** Type the appropriate port number. If you do not know the number, contact your Internet service provider.
 - **Outlook Web Access URL:** Type the web address for your Microsoft Outlook account.
 - **Mailbox Name:** Type the mailbox name for your Microsoft Outlook account.
 - **iNotes™ URL:** Type the web address for your IBM Lotus Notes account.
 - **Leave messages on mail server:** Clear this check box if you do not want to save

messages that are sent to your handheld on the messaging server.

Note: If you delete a message from your handheld, you cannot recover it.

- **Utilize SSL:** Enable Secure Sockets Layer encryption for retrieving messages from this account, if it is supported by your Internet service provider.

Note: If you add a corporate Microsoft Outlook or IBM Lotus Notes email account, you might be prompted to install the BlackBerry Mail Connector application on your computer. Follow the on-screen instructions. See "What is the BlackBerry Mail Connector?" on page 11 for more information.

8. Click **Submit**.

Set account options

Set additional account and message options by logging into your account using a desktop web browser.

To access your account using a desktop browser, the following system requirements must be met:

- **Internet browser:** Microsoft® Internet Explorer version 5.01, 5.5, or 6.0 (or later) or Netscape® Communicator version 4.08 to 4.58 with JavaScript™ enabled

Note: Netscape Communicator version 6 (or later) is not supported.

- **Operating system:** Microsoft® Windows® 95, Windows 98, Windows ME, Windows NT® (version 4), Windows 2000, Windows XP, or Mac OS® 9.0 or 10.0
1. In your desktop web browser, type the BlackBerry Internet Service web address provided by your service provider.
 2. Log in to your account.

3. Use this web site to set additional account options, which include

- reactivating your account
- changing your password
- creating an auto signature
- setting options for sent messages
- switching to a new handheld

See the *BlackBerry Internet Service Online Help* for more information on setting these options.

Synchronize your handheld data

Install the BlackBerry Desktop Software to synchronize and back up handheld personal information management (PIM) data such as contacts and appointments, or to reconcile the status of messages.

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
2. Complete the on-screen instructions.
 - Select **BlackBerry Internet Service** as your account integration option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start**.
5. Click **Programs > BlackBerry > Desktop Manager**.

Note: See the *BlackBerry Desktop Software Online Help* for more information on PIM synchronization.

Frequently asked questions

Why does my handheld not turn on?

The power might be off. Press the **Power** button to turn the power on.

The battery might not be charged. See "Charge the battery" on page 3 for more information.

Remove and then reinsert the battery.

Why does my handheld not charge?

A connection might not be secure. Check that all cables and plugs are fully inserted into ports and power outlets. See "Charge the battery" on page 3 for more information.

The battery might not be inserted properly. Reinsert the battery so that the connectors align.

How do I correct the date and time?

1. In the handheld options, click **Date/Time**.
2. Set the date and time.
3. Click the trackwheel.
4. Click **Save**.

Why is there a book icon on the Home screen?

A new service book is available on your handheld. Service books determine which services and features are available on your handheld.

1. In the handheld options, click **Service Book**.
2. Click the service book beside the book icon.
3. Click **Accept**.

Why does the handheld screen turn off?

When you do not use your handheld for a period of time, the screen turns off to conserve battery power. Roll the trackwheel or press any key to turn the screen on again.

Why can I not send or receive messages?

Verify that the handheld wireless radio is on and that you are in a wireless coverage area. See the inside front cover of this guide for more information on the wireless radio and levels of wireless coverage.

Verify that you have integrated your handheld with an email account. See "Set up email" on page 4 for more information.

If you are using BlackBerry Internet Service, log in to your account using a desktop web browser. See "Set account options" on page 9 for more information.

- Verify that your BlackBerry Internet Service account mailbox has not exceeded its size limit.
- Send a service book to reactivate your account.

How do I connect my handheld to the BlackBerry Desktop Software?

If the desktop software is installed on your computer, your handheld should connect to the desktop software automatically when you connect your handheld to the computer. If your handheld does not connect, open the BlackBerry Desktop Software.

1. Click **Options > Connection Settings**.
2. In the drop-down list, click the correct port.
3. Click **Connect**.

If the connection problems continue, close the BlackBerry Desktop Software and disconnect your handheld. Open the desktop software again and reconnect your handheld. Verify that all connections are secure.

What is the BlackBerry Desktop Redirector?

If you use Microsoft Outlook (Workgroup installation) with an account on a Microsoft Exchange Server version 5.5 or later and your handheld is not enabled on a BlackBerry Enterprise Server, you can use the BlackBerry Desktop Redirector to set up for message service on your handheld.

1. Insert the BlackBerry Desktop Software Installation CD into your CD drive.
2. Complete the on-screen instructions.
 - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your account integration option.
 - Select **BlackBerry Desktop Redirector** as your message redirection option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start**.
5. Click **Programs > BlackBerry > Desktop Manager**.
 - When you are prompted to generate an encryption key, follow the on-screen instructions.

Your computer must be on and the BlackBerry Desktop Redirector must be running to send and receive messages on your handheld.

Can I set up for email using both BlackBerry Enterprise Server and BlackBerry Internet Service?

To set up using more than one service, complete the steps in "Setting up for email using BlackBerry Enterprise Server" on page 5 followed by the steps in "Setting up for email using BlackBerry Internet Service" on page 7.

Contact your service provider for more information on availability and the fees that might be associated with email setup using both BlackBerry Enterprise Server and BlackBerry Internet Service.

How do I reset my handheld?

Only reset your handheld if the handheld does not respond for more than a few minutes, or if your system administrator or service provider has advised you to reset your handheld.

To reset your handheld hardware and programs, remove and then reinsert the battery.

BlackBerry Internet Service - Frequently asked questions

How do I open BlackBerry Internet Service?

See "Log in to your account" on page 8 for more information.

Why does the Email Settings option not appear on the handheld Home screen?

Verify that your handheld wireless radio is on and that you are in a wireless coverage area.

If your handheld uses a theme, the option might appear in a folder or list instead of on the Home screen.

If the option still does not appear, contact your service provider.

What is the BlackBerry Mail Connector?

The BlackBerry Mail Connector is a program that you might have to install on your local computer so that BlackBerry Internet Service can access your corporate Microsoft Outlook or IBM Lotus Notes account when the corporate messaging server is behind a firewall.

The BlackBerry Mail Connector accesses and copies your messages that are on a mail server and sends those parts over a connection to BlackBerry Internet Service.

The BlackBerry Internet Service email account setup process is designed to automatically detect whether the BlackBerry Mail Connector is required and to prompt you to install the application.

Why can I not add a third-party email account?

Verify that your third-party email account supports POP3 or IMAP4. Contact your Internet service provider for more information.

How do I update my account information?

1. Log in to your BlackBerry Internet Service account. See "Log in to your account" on page 8 for more information.
2. Click **View/Modify**.
Note: To follow a link in the browser, click the link. Click **Get Link**.
3. Edit your account information.
4. Click **Submit**.

I use multiple accounts. How do I set the email address that appears in the From field of messages that I send?

1. Log in to your BlackBerry Internet Service account. See "Log in to your account" on page 8 for more information.
2. In the **Send From Address** option, click the **here** link.
Note: To follow a link in the browser, click the link. Click **Get Link**.
3. On the Sent From Address screen, perform one of the following actions:
 - To use your default handheld account as your Sent From Address, select **I want my Sent From Address to be my handheld email address**.
 - To use an address from one of your integrated accounts, select **I want to choose one of the email accounts I have set up to be my Sent From Address**. Click **Submit**. Select an account.
 - To use another email address, select **I want to customize my Sent From Address**

setting to use an email address that I'll enter. Click **Submit**. Type the email address.

4. Click **Submit**.

How do I remove an account that I no longer want to access with my handheld?

1. Log in to your BlackBerry Internet Service account. See "Log in to your account" on page 8 for more information.
2. Select a email address.
Note: You cannot delete your default email account.
3. Click **Delete**.
Note: To follow a link in the browser, click the link. Click **Get Link**.
4. Click **Yes**.

How do I change the handheld that I want to use with my account?

Your account is linked to your handheld. If you switch handhelds, update the handheld PIN associated with your account, or call your service provider to delete your account.

1. Use the new handheld to log in to your BlackBerry Internet Service account. See "Log in to your account" on page 8 for more information.
2. Click **Change handheld that works with the accounts listed above**.
Note: To follow a link in the browser, click the link. Click **Get Link**.
3. On the Change Handheld screen, verify that the new handheld information is correct.
 - **PIN:** The personal information number (PIN) for your handheld.

- **IMEI:** The international mobile equipment identity (IMEI) number for your handheld.

Note: To find your PIN and IMEI, in the handheld options, click **Status**.

4. Click **Submit**.
5. Click **Done**.

Why is my mailbox full?

Your BlackBerry Internet Service account has a size limit. To avoid reaching the limit, delete items from your mailbox regularly or set up auto-aging rules for message deletion.

How do I find more information on managing my account?

1. Log in to your BlackBerry Internet Service account using a desktop browser. See "Set account options" on page 9 for more information.

See the *BlackBerry Internet Service Online Help* for information on managing your account by deleting messages.

Customer support

BlackBerry support web site:

www.blackberry.com/support

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