

BLACKBERRY FREQUENTLY ASKED QUESTIONS

Q1: What do I do when the browser icon does not appear on my device?

1. On the Home Screen, go to **Options**.
2. Scroll to **Advanced Options** and click.
3. Scroll to **Service Book** and click.
4. Scroll through the list and look for **BlackBerry Internet Browsing Service**. Press the **Menu** key.
5. Select **Delete**.
6. Return to Home Screen.
7. Select **Email Settings**. (Note: With Version 4.5 software or higher, you will find Email Settings in the Setup Folder.)
8. Under BlackBerry Internet Service **Settings**, select **Service Books**.
9. Click on **Send Service Books**.
10. Click **OK**. The browser icon should now appear.

Q2: I just bought a blackberry and my numbers are not in my phonebook! How do I copy all my SIM contacts to my phonebook? When I put new numbers in my phonebook, how do I copy all the numbers to my SIM memory?

A: If you are using a BlackBerry for the first time ever, the best thing to do is use the **Set-Up Wizard**. (Note: With Version 4.5 software or higher, you will find Setup Wizard in the Setup Folder.) The Setup Wizard will walk you through a number of helpful things including reducing memory space on your device, and copying ALL you phone numbers from your SIM card to your Contacts. However, if you have added new contacts to your SIM or your Contacts and wish to copy these manually, follow the instructions below*:

Copy the contacts from your SIM card to your Address Book/Contact List

1. In the contact list, press the **Menu** key.
2. Scroll to and click **SIM Phone Book**.

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3. Press the **Menu** key.
4. Click **Copy All To Address Book/Contacts**.

Add a contact to your SIM card

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **New**.
5. Type the contact information.
6. Press the **Menu** key.
7. Click **Save**.

Copy a contact from your contact list to your SIM card**

1. In the contact list, click a contact.
2. Highlight (scroll over) a phone number.
3. Press the **Menu** key.
4. Click Copy to SIM Phone Book.
5. Press the **Menu** key.
6. Click **Save**.

*Unless you are switching your SIM back and forth between a BlackBerry Smartphone and a regular cell phone, we recommend that you save your contacts to your Contact List and not the SIM, and back up your files regularly using the BlackBerry Desktop Software that came on a CD with your new device.

Please note that **only the phone number from your Address Book/Contact List will be copied to your SIM card and **not** all the other information. The SIM is only capable of saving the phone number.

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Q3: I cannot make outgoing calls! What do I do?

1. From the Phone Application (green button) press **Menu**.
2. Select **Options**.
3. Select **General Options**.
4. under active line highlight line 2 and change to line 1 > menu key select save

Q4: Are there charges if I do not completely close out web pages that I have visited?

A: No. You are only charged data fees during the "Requesting" process. Once the page is downloaded, it still appears on your device because it is saved in Cache memory, but there is no data activity after "Requesting" has finished.

Q5: I keep getting an email from network@etpXX.etp.XX.blackberry.net it says: "This message is used to carry data between the Blackberry Handheld and associated server. Please Do not delete, move or respond to this message – it will be processed by the server." I received this message more than five times a day and it's getting annoying! How do I stop it from appearing?

A: This is happening because you installed Blackberry Desktop Manager incorrectly by either selecting Enterprise or Desktop Redirector at the point of installation. In order to correct this, you'll need to **uninstall** (My Computer/Add/remove programs) and **reinstall** the software (using the disk that came with your device or go to <http://www.m3wireless.bm/phones/blackberry/> and click on BlackBerry Desktop Software) and when prompted, choose **BlackBerry Internet Service** as the delivery method.

Q6: How do I add a BlackBerry Messenger contact?

A: In order to add someone as a BlackBerry Messenger contact, you need to have his or her PIN number first. If it is saved in your contacts, follow these instructions:

1. Open **BlackBerry Messenger**.
2. Click on the **Menu** key. Select **Add a Contact**.
3. Click on Add a Contact. The Address Book will open.
4. Select the contact you want to add, or highlight "Use Once" to type in the PIN number.

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5. Choose **PIN or Email** to send request. A default request populates the message for you or you can choose to personalize it before you send your request to the recipient.

A quick way to give and receive PIN numbers with Contacts is to compose an email to the person you wish to get the PIN number from and in the body of the message type: mypin and hit the space bar. Your PIN number will automatically populate in the email. You can then send it and ask your contact to do the same thing and email it back to you. Once you get their PIN back in an email, all you have to do is scroll over it, Copy it, and add it to their contact in your Address Book. Then follow steps 1 through 5 above.

Q7: Am I still being charged if I leave open a BB Messenger and/or an MSN Messenger conversation window?

A: No. You are only charged data fees during the "Conversation" sending and receiving process. Once the conversation has ended, the conversation string continues to appear unless you select **End Conversation** from the **Menu**, but it does not generating any data fees; it is just saved in Cache memory until you terminate the string.

Q8: I am not able to send and receive emails or use the Internet and my device displays "edge" instead of "EDGE" in the upper right hand corner. How can I get it working?

A: If you notice that your email is not coming in, that you have SOS or lower case "edge" in the upper right hand corner of your device, the first step is to reset your BlackBerry by taking the battery out for a second and reinstalling it. This is equivalent to a **hard reset** of your computer and may fix the problem.

If you see lower case "edge", this means your BlackBerry service is not working, but your voice service is. This usually happens when SIMs are traded from one BlackBerry to another. BlackBerry sees the change in PINS to the same SIM card and automatically deactivates it. If this happens to you, contact M3 Wireless at customer care@m3wireless.bm or on 333-3000 and have a Customer Care Representative reactivate your BlackBerry account.

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Q9: My BlackBerry smartphone trackball fails to roll in a particular direction. What can I do to fix it?

A: Debris is likely lodged in the trackball. The trackball user interface found on certain BlackBerry smartphones is similar to the trackball used in a mouse in conjunction with a desktop computer. In the event debris comes in contact with the trackball and affects the usability of the BlackBerry smartphone, rapidly roll the trackball up, down, left, or right to potentially correct the problem. If rapidly rolling the trackball does not correct the problem, please contact M3 Wireless at customercare@m3wireless.bm or on 333-3000 for support options.

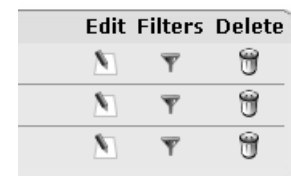
Note: Do not attempt to repair the BlackBerry Smartphone yourself. Your BlackBerry smartphone may only be repaired by authorized persons. Any attempt to repair the BlackBerry smartphone may invalidate any warranty applicable to the device. To prevent dust, dirt and sand getting in the track ball, you should consider purchasing a case.

Q10: Every time I send an email on the BlackBerry from my Gmail account, a "Sent Message" notification arrives in my Inbox as a new message. ITS DRIVING ME NUTS!!! How can I turn this feature off?

A: You have to create a Filter on your BIS account.

1. Log into your BIS account (either on the device through Email Settings, or on your PC <https://www.m3wireless.blackberry.com/> with your username and password).

2. Then go to the email account you wish to change and click on **Filters.**



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3. Click on **Add a Filter**.

Filters for: m3wiretrain@gmail.com

Name	Action	Edit	Delete
No filters configured. Add a Filter .			

When no filters apply: [?](#)

Forward messages to device

Do not forward messages to device

4. Fill in the appropriate criteria as indicated below. Choose your own filter name. Apply the filter when "From" field contains: [your gmail address] and select Add Filter. A dialogue box will indicate that you have successfully set up your filter.

Add Filter

Email Account: m3wiretrain@gmail.com

Filters determine which messages get forwarded to your device.

Filter name:

Apply filter when: [?](#)

Contains:

(Note: Separate multiple addresses with a semi-colon)

Forward messages to device [?](#)

Header only

Level 1 notification

Do not forward messages to device

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Bonus Tips:

If you notice that you have capital "EDGE" in the upper right hand corner of your device but you're email is not coming through, you can check to see if your account has been invalidated and then revalidate it yourself quickly without having to contact M3 Wireless. There are two ways you can do this: From Email Settings on your device, or from a PC/desktop computer and <https://www.m3wireless.blackberry.com/>.

Method 1 - Email Settings from your device:

When you get to the Login screen, you will see either figure 1.1 or figure 1.2. With figure 1.1, you'll need to sign in to your BlackBerry Internet Service account in order to get to the screen in figure 1.2.

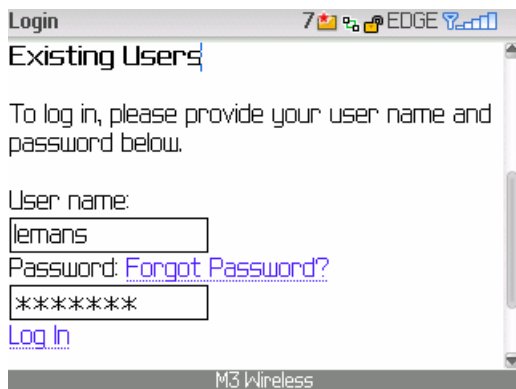


Figure 1.1

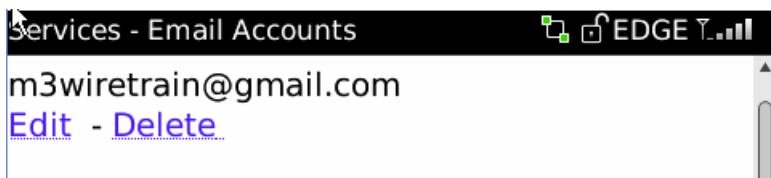


Figure 1.2

If your account is invalid, it will say so beside the email account name. There will be an option to click on a link entitled Validate. Click on it to validate your account.

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Method 2 - from a PC/desktop computer and <https://www.m3wireless.blackberry.com/>:

This link will put you on the login screen for your BlackBerry Internet Service account and will prompt you for your Username and Password. This will take you to the Email Accounts page. If your account is invalid, you'll note that there will be a red circle with a diagonal line through it over the checkmark to the left of your email account address. Double click on the red circle and this should validate your account.



If you haven't already set up an email account, click on the following link and follow the step by step instructions: http://na.blackberry.com/eng/support/blackberry101/setup.jsp#tab_tab_email