

# Tips and Troubleshooting

BlackBerry Wireless Handheld™

## Tips

To **HANDHELD**

- Turn on the handheld
- Turn off the handheld
- Turn on/off the radio
- Turn on/off backlighting
- Lock the handheld
- Lock the keyboard
- Unlock the keyboard

\*The Lock icon appears when a password is set.

## NAVIGATING

- Move the cursor
- Click an item
- Return to the previous screen
- Move backward/forward
- Select multiple items
- Move to the top of a screen
- Move to the bottom of a screen
- Move to an item in a list or menu
- Page up or down in a list

## TYPING TEXT

- Capitalize a letter
- Insert a period
- Type the alternate character on a key
- Insert a special character
- Insert a symbol
- Enter CAP-lock mode
- Enter NUM-lock mode
- Exit NUM-lock or CAP-lock mode

## EDITING TEXT

- Enter selection mode
- Select text
- Select one character
- Copy selected text
- Paste selected text
- Cut selected text

## MISCELLANEOUS

- Search for text
- Clear a field
- Search for messages

Do this

- Press the **Power** button
- Hold the **Power** button *OR*
- Click the **Power Off** icon
- Click the **Wireless On/Wireless Off** icon
- Press the **Power** button
- Click the **Lock** icon\*
- Click the **Keyboard Lock** icon
- Double-click the trackwheel

- Roll the trackwheel *OR*
- Press the **Alt** key + roll the trackwheel
- Highlight the item > Click the trackwheel
- Press the **Escape** button
- Press the **Back/Forward** key
- Hold the **Shift** key + roll the trackwheel
- Press **T**
- Press **B**
- Press the first letter of the item
- Press the **Alt** key + roll the trackwheel

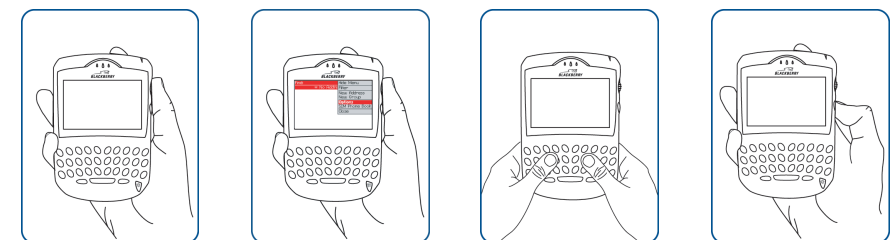
- Hold the letter
- Press the **Space** key twice
- Press the **Alt** key + the key
- Hold a letter + roll the trackwheel
- Press the **Symbol** key > Click a symbol
- Press the **Alt** key + the **Right Shift** key
- Hold the **Right Shift** key + press the **Alt** key
- Press the **Right Shift** key

- Press the **Alt** key + click the trackwheel
- Enter selection mode > Roll the trackwheel
- Enter selection mode > Hold the **Shift** key + roll the trackwheel
- Press the **Alt** key + click the trackwheel *OR*
- Click the trackwheel > Click **Copy**
- Press the **Shift** key + click the trackwheel *OR*
- Click the trackwheel > Click **Paste**
- Press the **Shift** key + the **Backspace** key *OR*
- Click the trackwheel > Click **Cut**

- Click the trackwheel > Click **Find** > Type text
- Click the trackwheel > Click **Clear Field**
- Open the messages application > Click the trackwheel > Click **Search**.

# Quick Reference

BlackBerry Wireless Handheld™



**Move the cursor**  
Roll the trackwheel.

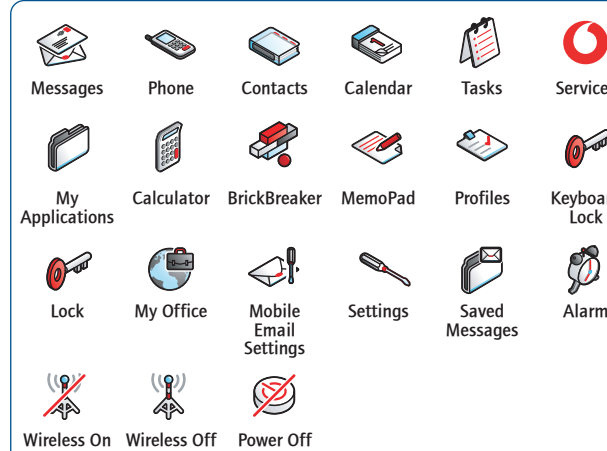
**Click an item**  
Roll the trackwheel to highlight an item. Click (press) the trackwheel.

**Type text**  
Hold the handheld with both hands and press the keys.

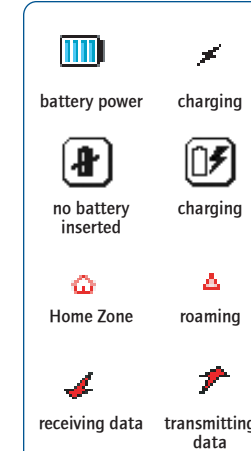
**Return to previous screen**  
Press the **Escape** button.

\*Your handheld might vary from the depictions on this card.

## ICONS



## STATUS INDICATORS



## NETWORK STATUS INDICATORS

	GPRS	gprs	GSM	SOS	Signal Strength	Call
Wireless coverage	•	•	•	•	•	•
Emergency calls	•	•	•	•	•	•
SMS messages	•	•	•	•	•	•
Phone	•	•	•	•	•	•
Email and PIN messages	•	•	•	•	•	•
Browser	•	•	•	•	•	•

## OPEN AN APPLICATION

- On the Home screen, click an icon.
  - If the icon represents an application, the application opens.
  - If the icon represents a folder, the folder opens.

## NAVIGATE YOUR THEME

- Click **Services** or **My Office** to open a browser.
- Click **My Applications** to display the icons for the BrickBreaker game, the calculator, and any additional applications.
- Click **Contacts** to open the address book application.
- Click **Settings** to open the options application.

## MAKE A PHONE CALL

- Open the phone.
- Click **One Time Dial**. The Enter Phone Number dialog box appears.
- Type a phone number.
- Click **Call**.
- To end the call, press the **Escape** button.

## TURN ON/OFF BACKLIGHTING

- Press the **Power** button.

## SEND AN EMAIL MESSAGE

- Open the messages application. The Messages screen appears.
- Click the trackwheel. A menu appears.
- Click **Compose Email**. The Select Address screen appears.
- Click [**Use Once**]. A menu appears.
- Click **Email**. The One Time Email screen appears.
- In the **Email** field, type an email address.
- Click the trackwheel. A menu appears.
- Click **Continue**.
- In the **Subject** field, type a subject.
- Press the **Enter** key.
- Type a message.
- Click the trackwheel. A menu appears.
- Click **Send**. The message is sent.

## Product information

### MECHANICAL PROPERTIES

Weight: Approximately 140 g (4.9 oz.) including battery  
 Size (L x W x H): 113 x 74 x 21 mm (4.4 x 2.9 x 0.94 in.)  
 Memory: 16-MB flash memory, 2-MB SRAM

### DISPLAY AND NOTIFICATION FEATURES

Display: High resolution 240 x 160 pixel screen, 65,000 color TFT display, backlit screen and keyboard  
 Notification: LED indicator, audible notification, mechanical vibrator

### POWER

Battery: Removable, rechargeable lithium ion cell  
 SIM interface: Supports 3V SIM cards  
 Port: Combined data synchronization and USB-compatible charging port  
 Travel power adapter: +5V DC/500 mA AC power adapter, with interchangeable location-specific plugs

### RECOMMENDED OPERATING AND STORAGE TEMPERATURES

Handheld operating: 0 to 50°C (32 to 122°F)  
 Handheld storage: 10 to 30°C (50 to 86°F)  
 Travel charger operating: 0 to 45°C (32 to 113°F)  
 Travel charger storage: -30 to 75°C (-22 to 167°F)

### RADIO SPECIFICATIONS FOR THE BLACKBERRY 7230 WIRELESS HANDHELD™

Tri-band support: GSM/EGSM 900, DCS 1800, PCS 1900 MHz  
 Power class: Class 1 (DCS 1800, PCS 1900), Class 4 (GSM 900) as defined in GSM 02.06  
 Transmitting frequency: GSM 880-915 MHz, DCS 1710-1785 MHz, PCS 1850-1910 MHz  
 Receiving frequency: GSM 925-960 MHz, DCS 1805-1880 MHz, PCS 1930-1990 MHz

### REGULATORY CONFORMANCE

PCS Type Certification Review Board (PTCRB)  
 Federal Communications Commission (FCC)  
 Industry Canada (IC)  
 Underwriters Laboratories UL60950 requirements for Canada and US  
 Radio & Telecommunications Terminal Equipment (R&TTE) Directive 1999/5/EC  
 Global Certification Forum Certification Criteria (GCF-CC) requirements  
 Specific details about conformance to the above standards and regulatory bodies may be obtained from Research In Motion.

### Customer support

For customer support, contact your service provider.

- United Kingdom:
- Netherlands:
- Germany:
- Italy:
- France:
- Spain:

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# Getting Started

BlackBerry Wireless Handheld™

## Upgrading your software?

To upgrade your handheld software, contact your service provider.

## For more information

Refer to the following resources:

- BlackBerry Wireless Handheld User Guide
- BlackBerry Desktop Software Online Help
- Mobile Email Web Site Online Help
- www.blackberry.com/support

## Package contents

- handheld
- SIM card
- battery
- USB cable
- travel charger and attachment pieces
- holster
- BlackBerry® Desktop Software installation CD

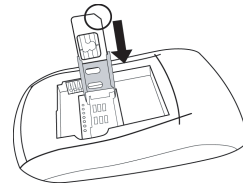
## Set up your handheld

### 1 INSERT THE SIM CARD

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 cover.
3. If the battery is inserted, remove it.
4. Slide the SIM card holder away from you.
5. Lift the SIM card holder.
6. Insert the SIM card into the holder so that the notches align.
7. Close the SIM card holder.
8. Slide the SIM card holder toward you to lock it.

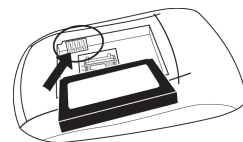


### 2 INSERT THE BATTERY

**Warning:** Use only the battery that Research In Motion specifies for use with your BlackBerry Wireless Handheld.

1. Press the battery cover release button.
2. Slide off the cover.
3. Insert the battery so that the connectors align.
4. Replace the battery cover. Your handheld turns on, and a dialog box appears.\*
5. Click **OK**.

\*If your handheld does not turn on, or if the date and time are incorrect, refer to "Troubleshooting."



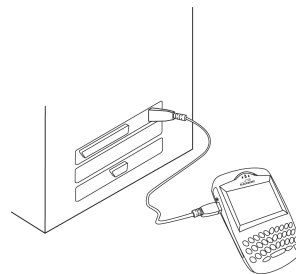
### 3 CHARGE THE BATTERY

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



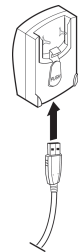
2. Select one of the following options:

- Use your computer.
  - a) Connect the larger end of the USB cable to an available USB port on your computer.



- Use the travel charger.

- a) Connect the larger end of the USB cable to the power adapter.



- b) Slide the appropriate attachment piece into the power adapter.



North America



Europe



United Kingdom



Australia

- c) Plug the power adapter into a power outlet.

3. Let the battery charge to full power (approximately 3 to 4 hours).

**Tip:** To keep the battery at a full charge, recharge it for 10 to 15 minutes every day.

### 4 TURN ON THE RADIO

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



**Tip:** To turn off the radio, on the Home screen, click the **Wireless Off** icon.

### 5 INSTALL AND SET UP THE DESKTOP SOFTWARE

You can integrate your handheld with the following accounts:

- **Enterprise email account:** a corporate email account that is enabled on a BlackBerry Enterprise Server or integrated with the BlackBerry Desktop Redirector
- **New or existing ISP email account:** an Internet service provider (ISP) email account that you manage through the Mobile Email web site

#### ENTERPRISE EMAIL ACCOUNT

##### System requirements

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or higher
- Available USB port
- Windows® 98, Windows Me, Windows 2000, or Windows XP
- One of the following email programs:
  - Microsoft Outlook® (Workgroup installation), with an email account on a Microsoft® Exchange Server version 5.5 or later
  - Lotus Notes® version 4.6 or later, with an email account on a Lotus® Domino™ Server version 4.6 or later

**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](http://www.microsoft.com/com/dcom/dcom98/dcom1_3.asp) for the USB drivers to operate as expected.

#### 1. Install the BlackBerry Desktop Software

If you use Microsoft Outlook, ask your system administrator whether a BlackBerry Enterprise Server or BlackBerry Desktop Redirector will redirect your email messages.

- a) Insert the BlackBerry Desktop Software installation CD into your CD-ROM drive.
- b) Complete the on-screen instructions.

#### 2. Generate an encryption key

- a) Verify that your handheld is connected to your computer.
- b) On the Windows taskbar, click **Start**.
- c) Select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager window appears. A dialog box appears.
- d) Complete the on-screen instructions.

#### 3. Enable email redirection

- **BlackBerry Enterprise Server:** Email is forwarded to your handheld automatically.
- **BlackBerry Desktop Redirector:** On the Windows taskbar, click **Start**. Select **Programs > BlackBerry > BlackBerry Desktop Redirector**. The BlackBerry Desktop Redirector must be running for email to be forwarded to your handheld.

#### NEW OR EXISTING ISP EMAIL ACCOUNT

##### System requirements

- Intel-compatible 486 or higher computer that is compliant with USB 1.1 or higher
- Available USB port
- Windows 98, Windows Me, Windows 2000, or Windows XP
- One of the following browsers:
  - Netscape Navigator version 4.08, 4.58, or later (not Netscape Navigator 5.0)
  - Microsoft Internet Explorer version 5.01, 5.5, 6.0, or later

#### 1. Create a Mobile Email web site account

- a) To create a Mobile Email web site account, contact your service provider.

#### 2. Install the BlackBerry Desktop Software (optional)

- a) Insert the BlackBerry Desktop Software installation CD into your CD-ROM drive.
- b) Complete the on-screen instructions.

## Tips

To	Press	To	Press
<b>PHONE</b>		<b>BROWSER</b>	
Open the Phone screen	Phone button	Open the home page	H
Dial quickly from the Phone screen	Space key	Open the Browser Bookmarks screen	K
Dial letters	Alt key	Add a bookmark	A
End a call from the Active Call screen	Escape button	Refresh a web page	R
Mute a call from the Active Call screen	Phone button	Page down	Space key
		Stop a web page from loading	Escape button
		Move to a specific web page	G

#### MESSAGES

Page up in an open message	Alt key + Enter key
Page down in an open message	Enter key
Reply to sender	R
Reply to all	L
Forward a message	F
Mark a message opened or unopened	Alt key + U
Move to next date	N
Move to previous date	P
Move to next unread message	U
Move to the last cursor position in a received message	G

#### ATTACHMENTS

Select a worksheet	V
Move to next page or worksheet	N
Move to previous page or worksheet	P
Move to a specific cell	G
Display contents of a specific cell	Space key

#### CALENDAR\*

Change to Agenda format	A
Change to Day format	D
Change to Week format	W
Change to Month format	M
Move to the next day, week, month	N
Move to the previous day, week, month	P
Move to the current date	T
Move to a specific date	G

\*The **Enable Quick Entry** field must be set to **No** for these tips to work in Day format.

#### CALCULATOR

Add	I
Subtract	U
Multiply	A
Divide	G
Clear the screen	Y
Display the result	Enter key

## Troubleshooting

Problem	Possible Solution
The handheld is not on.	Press the <b>Power</b> button.
The handheld does not turn on.	Charge the handheld.
	Reinsert the battery.
The handheld does not charge.	Check all connections.
The date and time are incorrect.	Refer to "Set the date and time" in the <i>BlackBerry Wireless Handheld User Guide</i> .
The handheld is PIN-locked.	Contact your service provider.
Other issues.	Refer to "Troubleshooting" in the <i>BlackBerry Wireless Handheld User Guide</i> .

**Note:** Your handheld might be subject to export controls or roaming restrictions. Review your BlackBerry End-User/Software License Agreement and contact your service provider for more information.

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