



SMS - Smart Mobile Solutions, 12 Ruthven Road. Kingston 10, JA. W.I.  
(876) 908-2968 | (876) 908-3471 | (876) 619-4SMS(767) | (876) 371-2390

Fax: (876) 906-7206 | Email: support@smsja.net

## BlackBerry Care Tips

From here on out, we're going to assume you have a BlackBerry, and the lesson will dive into basic and advanced phone functions, applications, tips and tricks.

Firstly we are going to focus on getting your BlackBerry out of its box and up and running with full BlackBerry data.

### **Business BlackBerry**

If you work for a company and they handed you a BlackBerry, hopefully a capable and friendly BlackBerry Enterprise Server (BES) administrator or IT dude took the time to set the BlackBerry up properly and showed the customer how to read and send emails and make a phone call.

### **On the BIS**

We will therefore concentrate on BlackBerry's purchased from a Carrier to be use the BlackBerry Internet Service (BIS) for your BlackBerry email, Messenger applications and other web based services.

### **Opening the Box**

Dive In! Here's what you'll typically find:

- Quick Start Guide/Getting Started Guide (which nobody reads, but honestly, it is worth taking at least a quick look at)
- Your BlackBerry Smartphone
- Lithium Ion battery

- Travel Charger
- USB Cable (for connecting to desktop computer and charging from desktop computer)
- CD-ROM with BlackBerry Desktop Manager Software
- Stereo Headset
- And in most cases you'll have some sort of BlackBerry holster or pouch

### **SIM Card Installation**

The first thing you will want to do is get your SIM card installed.

Pull the battery cover off

The SIM card is always located beneath the battery but depending on the model of phone you pick up, the location/method of insertion may be slightly different.

The key to SIM card insertion is to look at the notched corner of the SIM card and match it up to the notched edge of the SIM card holder in the device. RIM always marks the outline of the SIM card into the phone, so whether you're installing it into an 7200, 8700 or modern generation of BlackBerry phone, you can always figure out which way the SIM card has to go (though you may have to squint!) by lining up the notched corners.

The sliding trap door SIM holder found on some BlackBerry's is easy to use, so long as you squint and read the Unlock/Lock text etched into the holder's casing and look which direction the arrows point. Slide it to unlock, lift the door, and insert your SIM (line up the notched corner). Drop the door, slide it to the locked position and you are done!

### **Battery**

With the SIM inserted, you can install your battery. You'll find that BlackBerry batteries always come with some charge in them. Line up the pins between the battery and BlackBerry, drop the battery in, and replace the battery cover. You'll find that the Lithium Ion batteries RIM uses in their BlackBerry's charge up quite quickly. Only a few hours of charging from a totally drained battery will do the trick, and very often when your BlackBerry is running low on juice, even a quick hour on the charger will zap them back to fully-charged life.

**TIP:** If you're looking for longevity, watch the battery life, charge it only when it starts to get real low, and avoid the temptation to plug it in night after night.

New BlackBerry's will launch the Setup Wizard upon first start-up. Go through the process – it only takes a few minutes and you'll take care of many necessities – like picking your language and setting the time. You'll also get a quick tutorial on the device's input controls (which come in extremely handy if you picked up a Pearl with Sure Type). When it comes to setting up your email in the Wizard's final steps,

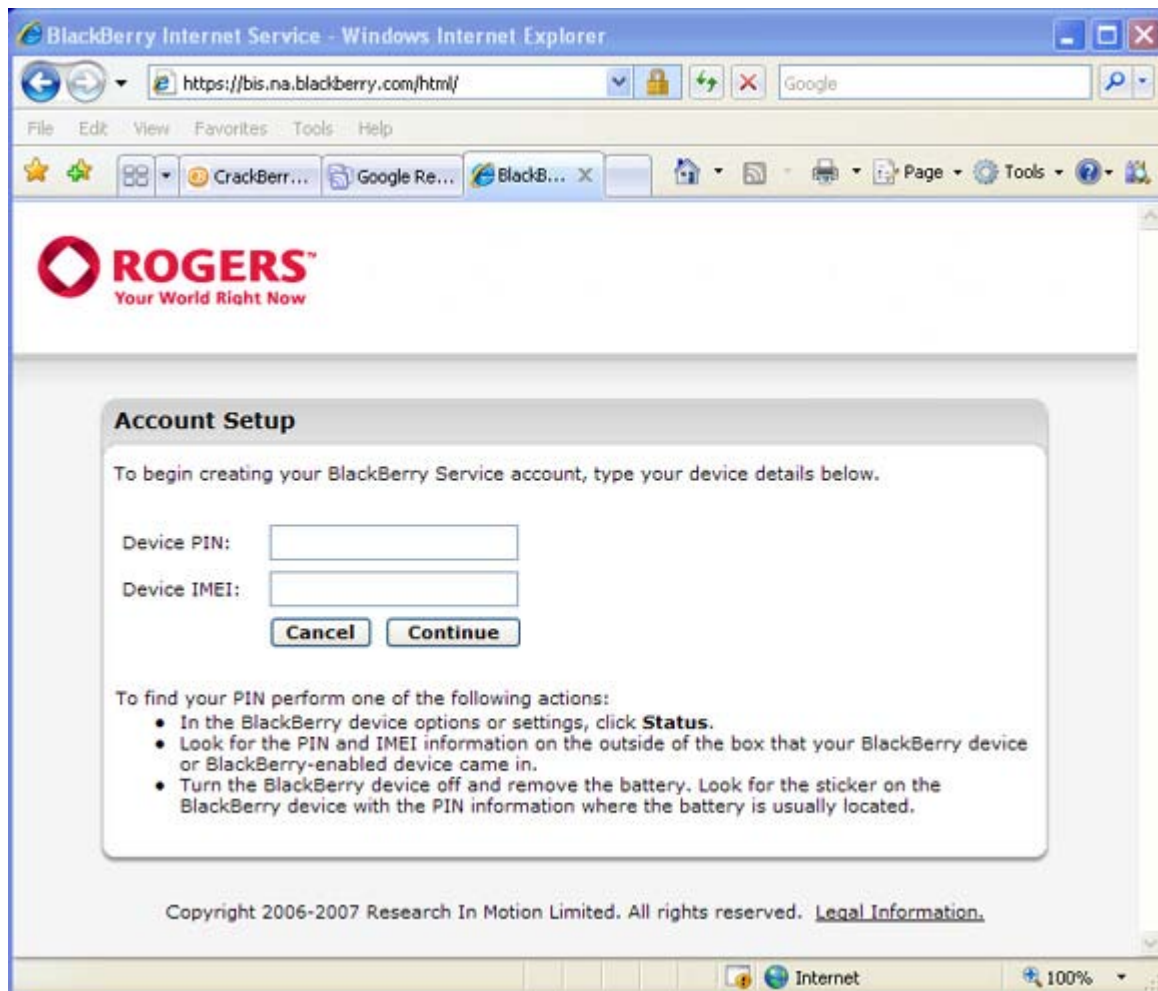
you can choose to Skip it and do it later. If you're following along, Skip that Step, as next we're going to look at setting up your BlackBerry's email service using your carrier's BIS site.

### **BlackBerry Data Setup**

Setting up your BlackBerry email is a relatively easy process, both when it comes to setting up a brand new account and especially for down the road when you want put a different BlackBerry onto your data account.

Here are the basic steps to setting up a new account:

- Go to Carrier's BlackBerry Internet Service (BIS) website Select Create New Account
- Enter BlackBerry's Device Pin and Device IMEI
- Select [username@carrier.blackberry.net](mailto:username@carrier.blackberry.net) email address to be used with the device
- Customize your BIS Settings (Send from Address, Keep copies of outgoing messages in Sent folder, Signature, etc.
- Once complete, you will receive a Welcome to BlackBerry email from the Activation Server on your BlackBerry, letting you know you are good to go. You now are connected to the BIS which will enable your device to send/receive email, surf the web, use BlackBerry messenger and other applications that require data transfer.

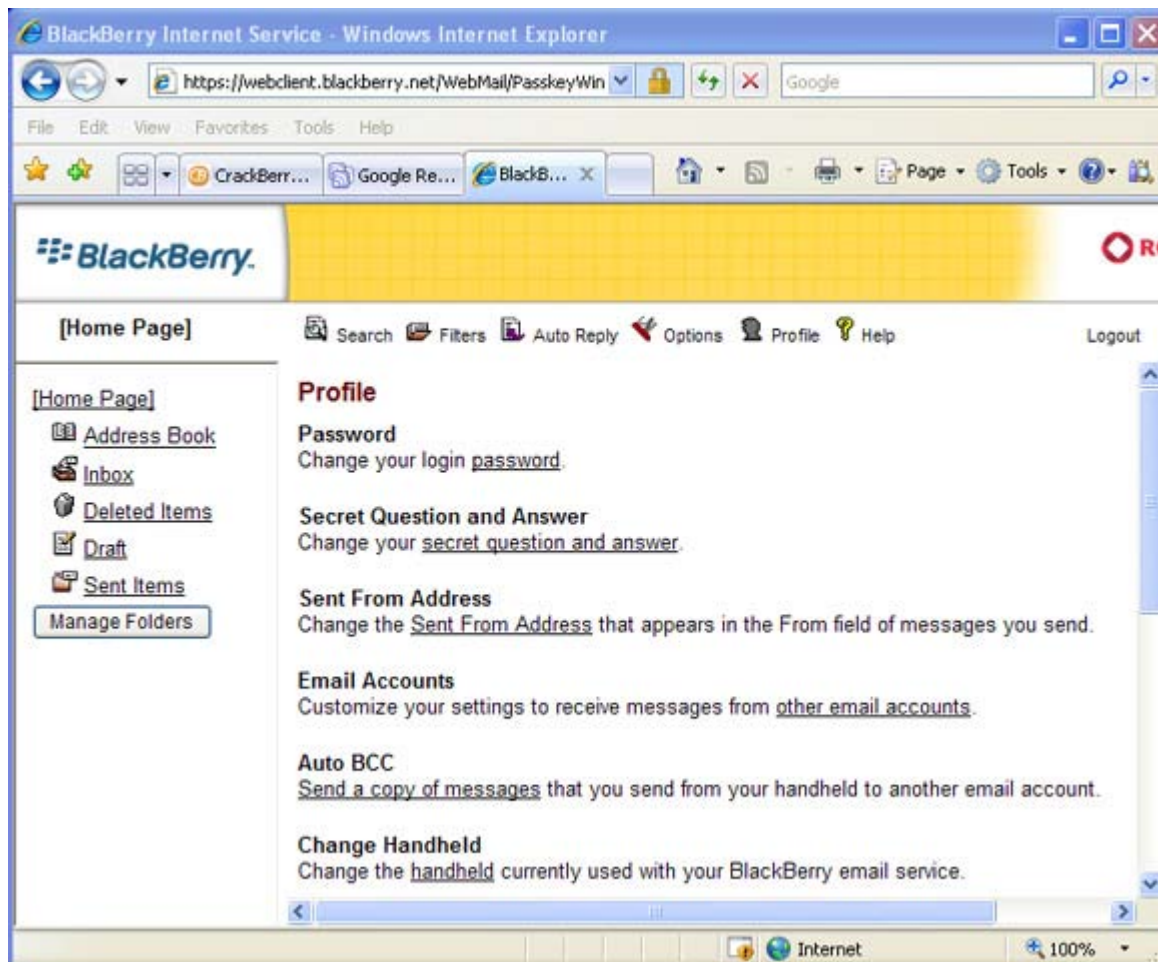


**You will be asked for your Device and IMEI When During BIS Account Creation...  
It's easy to find!**

If you have an existing BIS account and want to put a different BlackBerry on it:

- Login to your BIS account
- Go to Profile
- Select Change Handheld
- Enter the PIN and IMEI of your New Device
- If you receive a message saying your Device is Not Found/Does Not Exist, on your BlackBerry go to Options > Advanced Options > Host Routing Table > hit the menu key and > Register Now

This will Register the device on your local carrier's network and then you will be able to add the device PIN/IMEI to your BIS account



Once Your BIS Account is Setup, by Logging in You Have Control Over Many Functions, Including Changing to a Different BlackBerry Handheld Device

### TIPS

#### **BIS Sites:**

Here are the URLs of the Jamaican BIS Sites:

[www.digicel.blackberry.com](http://www.digicel.blackberry.com)

[www.cw.blackberry.com](http://www.cw.blackberry.com)

[www.clarojm.blackberry.com](http://www.clarojm.blackberry.com)

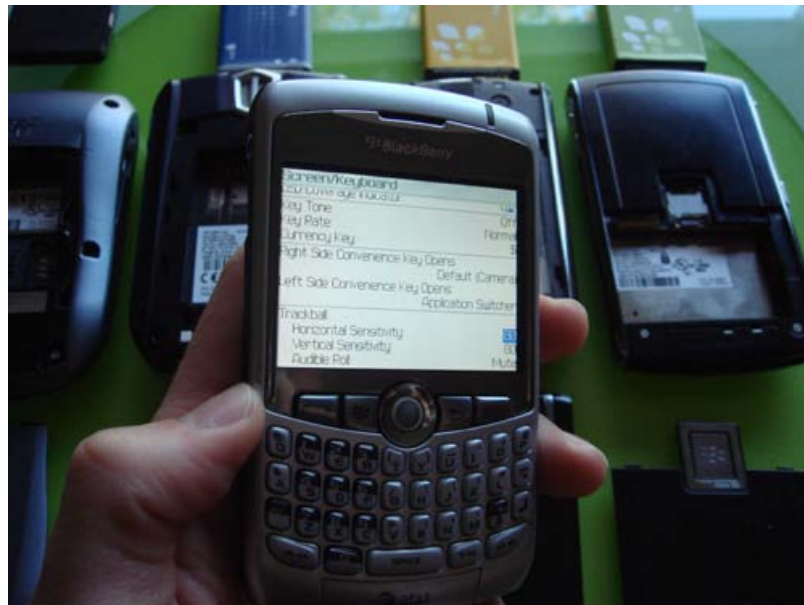
**Locating Your Devices PIN and IMEI:** This information can be found:

- On the outside of the box of your new BlackBerry
- On the BlackBerry, under Options > Status
- On your device's Help Me Screen. Hit Caps, Alt+ H on QWERTY models to bring up the help screen.

### Get Personal

**Hide and Move Icons** – on your BlackBerry desktop you can hide the icons/shortcuts that you don't use (hit the menu key on the icon you want to hide and select Hide) and you can also reorder icons (hit the menu key on the icon you want to move, select move, use your trackball/trackwheel to relocate it and hit enter). My 1, 2, 3 is always Email, Phone, BlackBerry Messenger.

- **TrackBall Sensitivity** – By default it's 70%, which I find TOO slow. Go to Options > Screen/Keyboard and you can change the Horizontal and Vertical Sensitivity of the Trackball. I recommend 80%.
- **Convenience Keys** – While in this same menu, you can program your Right and Left Side Convenience keys. I like having my Curve's Camera on the Right Convenience key, and the Application Switcher on the Left.



Some of my MUST HAVE settings - Trackball Sensitivity at 80%, and I like having the Application Switcher turned on as my Left Side Convenience Key. You can find this menu under Options > Screen/Keyboard

## COMMON ISSUES AND BASIC TROUBLESHOOTING

Everyday BlackBerry users come across problems. Most times they turn to Google hunt down some quick answers. In hopes of making you more aware than the customer who visits your store, this lesson should help you diagnose problems, and take some steps in attempting to resurrect your issues on your own. Problems range from the simple: not receiving email and a dead browser, to the more complex issues of losing call logs and texts or dreaded error codes and a "dead" BlackBerry. This lesson will cover a good deal (but certainly *not all*) of the most common errors BlackBerry users encounter.

### **The Battery Pull**

The most common "cure all" to all devices is the battery pull. Like chicken soup is to the soul, the battery pull can solve many of the problems users encounter, such as application errors, theme problems, data problems and more. Before you do anything else - always do a battery pull.

- **With the device powered on, remove the battery**
- **Leave the battery out for about 30 seconds**
- **Replace the battery and let the device reboot**

This will solve a great deal of problems, **always** do a battery pull before you seek help elsewhere.

You can also perform a **soft reset** on your device by holding down the ALT+Right SHIFT+DEL keys for about 2 seconds. There is also a **double soft reset** which some users believe is equivalent to a battery pull. To perform this, do the standard soft reset - the screen will go black. When the screen is no longer black, press the keys again (perform another soft reset). You should then see another blank screen followed by an hour glass.

### **"Memory Leak" - Losing Call Logs and Messages**

Some devices have what is known as a "memory leak". This is what the BlackBerry community has dubbed the loss of memory from any BlackBerry Device. The device will begin to "eat" call logs and messages and they will mysteriously disappear. This is due to the memory of the device being low, causing it to automatically free up more space by deleting these items. The first steps to identifying this issue is to check the File Free on your device. You can do this one of two ways.

1. **Options > Status**
2. **Hold ALT+SHIFT+H**

| Help Me!   |                 |
|--|-----------------|
| By Research In Motion Limited.                             |                 |
| If you are having problems, please call technical support. |                 |
| Vendor ID:   | 105             |
| Platform:  | 3.1.0.72        |
| App Version:   | 4.3.0.127 (202) |
| PIN:   |                 |
| ESN:   |                 |
| Uptime:  | 10468 secs      |
| Signal Strength:   | -90 dBm         |
| Battery Level:   | 80%             |
| File Free:   | 33087874 Bytes  |
| File Total:  | 83623936 Bytes  |

Here you will see your File Free displayed in Bytes. Here I have 33087874 Bytes free (which is about 33mb) and is more than enough free memory. It's a safe bet to say that about 12 or 14mb is enough free memory. Older devices will have more of a problem being that they have less memory to begin with. If you find yourself with low memory, deleting pre-installed images, changing save times for messages, removing Voice Activated Dialling, clearing call logs, clearing event logs, enabling memory clearing and content compression will help with memory loss problems.

Along with the memory loss issues, some users commonly refer to their memory cards. Keep in mind the memory cards do not effect these issues. No matter if you have a 1 GB or 8 GB memory card - it will not add to the installed memory on your device. An external memory card may be used for storing photos, music, movies etc. **but cannot help with these types of memory issues.**

### **Some BlackBerry Care Tips**

We use our cell phones for everything these days—for emailing and texting, finding directions and shopping, playing games, setting calendar dates and alarm clocks, photos and videos and music and...Oh yeah, talking to people. Below are some pointers on how to protect your phone from damage, even by the most common tasks of everyday life:

**Buy a protective covering for your device. Visit your local cellphone store and look at the accessories. Find a protective covering that will help prevent water and or shock damage to your device.**

**Do not keep a device in your pocket. This practice will put it at risk for damage. You may forget that it is on your pocket and sit on it accidentally. Your cell phone housing or screen will get damaged as a result. Damage to the screen has obvious implications; housing damage can cause a variety of issues however including signal problems, keyboard or button problems, speaker problems or damage to the circuit board.**

Tossing devices can cause damage. We toss our devices aside more frequently than we realize. Devices are thrown in purses, drawers, backpacks, kitchen counters, restaurant tables, car glove compartments and more. This behaviour can cause serious damage to your cell phone. The result can be scratches, dents and small parts falling off inside the phone causing it not to work properly. Now, some may believe that they do not toss their cell phones around. However, this is done unconsciously during the speedy activity that we call life. You do not have to forcibly throw your cell phone at another person or down the road to cause damage. Sometimes the slightest shock can cause major damage dependent on how it is received by the device.

Do not handle your cellphone while eating. Food and drinks should not be near your cell phones. This is especially true for those times when you are eating ribs or messy foods and get the ingredients on your hands. One accident can cause lots of damage for your cell phone. Think of ice cream, sticky soda and oil.

Water is your phones BIGGEST enemy. And everyone knows not to dunk it in a pool. But have you ever taken your phone into the bathroom while taking a steamy shower? Condensation is so easily missed. But it gets inside of your phone and starts to cause "liquid damage." Corrosion starts in just one spot. Then it spreads like mould! If this corrosion is near your charge port, you soon won't be able to charge. If it is on the board, you'll start to get dropped calls frequently. Even the mechanisms that make your phone vibrate and ring are easily damaged.

Some Other hazards include:

Leaving your device in an extremely hot car can damage the battery or the the internal electronics of your cellphone.

Leaving your device in an extremely cold car may cause momentary loss of the screen display.

Putting your device in a moist towel while at the beach or lake.

Make-up, Paint, Oil, Saltwater, Carbonated beverages, Superglue, tape, stickers, saliva from babies and dogs and even hair.