

Blackberry for Business

Tips, Tricks and Tools

Typing Shortcuts

- To capitalize a letter with one click, hold down the letter key.
- To insert a period, click the Space key twice.
- Turn CAP Lock on by pressing the ALT key followed by the right Shift key. Turn it off by pressing either Shift key.
- Turn Number Lock on by pressing the ALT key followed by the left Shift key. Turn it off by pressing either Shift key.
- Type an accented letter or special character by holding the corresponding letter and scrolling left or right with the trackball.
- Insert the current date into a message or document by pressing the L key followed by the D key and Space key.
- Insert the current time into a message or document by pressing the L key followed by the T key and Space key

Messaging (E-mail and SMS)

- In e-mail inbox, press the S key to search for a sender or a word within a subject line, and any mail folder regardless of message was sent or received.
- Within inbox, access the complete list of messages sent by hitting the ALT key followed by the O key.
- Within inbox, access the complete list of messages received by hitting the ALT key followed by the I key.
- Within inbox, access the complete list of SMS text messages received by hitting the ALT key followed by the S key.
- Within inbox, access phone log by hitting the ALT key followed by the P key.
- Within inbox, access voicemail log by hitting the ALT key followed by the V key.
- To delete all messages sent or received before a specific date, highlight that date with the cursor, hit the BlackBerry Menu key, select Delete Prior and confirm selection.
- To enable automatic spell checking of e-mail messages, click the Options icon on BlackBerry home screen. Then click Spell Check and select the Spell Check E-Mail Before Sending option.
- To do a manual spell check, click the BlackBerry Menu key within a composed message and select Check Spelling.
- When a message is being spell checked, suggested fixes to unrecognized words can be ignored by clicking the escape key.

Bookmarking Messages to Return at a Later Time

- Scenario: You're reading an important--and long--message from the boss when you're called away from your device by a co-worker or family member in need. Have no fear, there's no need to scroll through paragraphs you already read when you return to the e-mail--at least if you use this shortcut. You can simply close the message, and when you're free again, just hit the **G** key after reopening it, and you'll be brought to the exact spot where you stopped reading.

Using Multiple Message Signatures Via AutoText

- There are clear benefits to using a BlackBerry e-mail signature, but if you're like us, you probably don't want to use the same signature all the time--and there are likely instances in which you'd rather use no signature at all. Switching back and forth between signatures, or occasionally deleting one, can mean using different e-mail inboxes and accounts with separate signatures (or even repeatedly going into your BlackBerry Desktop Manager if you're on a BlackBerry Enterprise Server (BES) or BlackBerry Internet Service (BIS) account) to make the necessary changes. That's a lot of legwork.
- We suggest using pre-programmed AutoText entries to call up different e-mail signatures.

```
AutoText: New
Replace:
ZZ
With:
Al Sacco
Online Writer
CIO.com
(And a darn good guy)

Using: SmartCase
Language: All Locales
```

- To do so, first delete the current signature you're using via the desktop manager software or your wireless carrier's website if you use BIS. Then click the **Options** icon on your BlackBerry home screen, choose **AutoText**, and then hit your **Menu** button--if you're using an 8xxx series device, **Menu** is located directly to left of the trackball. Select **New** from the options list and then fill in the **Replace** field with an easy to remember command, like "ZZ" or "XX," and the **With** field with an e-mail signature. You can use this method to create as many different signatures as you'd like by typing different commands into the **Replace** fields. (Note: When using the new AutoText command, make sure you hit **Space** after you type your AutoText--"ZZ + Space", for instance--or the message may not correctly display your signature.

Spreadsheet Attachments

- Change the size of a column by pushing the W key.
- Go to a specific cell by pressing the G key.
- View contents of a cell by pressing the Space key.
- Search for text by clicking the F key, and then type the desired word.
- Switch to a different worksheet by pressing V and selecting the desired sheet.

Presentation Attachments

- Skip to the next slide by pressing the N key.
- Return to the previous slide by clicking the P key.
- Start slideshow by pushing the S key.
- Stop slideshow by clicking the Escape key.
- Switch to a new view of the slideshow by clicking the M key.

Phone Functions

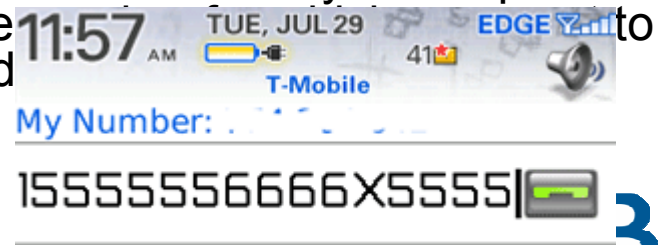
- Multitask while on phone calls by hitting the BlackBerry menu key during a call and then selecting Home Screen. You'll then have access to e-mail and other documents--though most BlackBerrys don't allow for simultaneous voice and data transfer, so Internet access is unavailable while on calls.
- Find specific contacts from your BlackBerry home screen by pressing keys for first and last initials, with a space between them. If more than one contact has the same initials, scroll to the appropriate contact.

Dialling Alphanumeric Phone Numbers on Full QWERTY BlackBerry Keyboard

- Ever tried dialling a phone number with letters, instead of all numerals, using your BlackBerry's QWERTY keyboard? You know, 1.800.GetBell, for example. If so, you've likely experienced the frustration of being unable to key in the letters you want as part of your number--unless, of course, you already know this shortcut. It's simple really. Just type the numerals as you normal would--1,8,0,0--then hold the **ALT** key while dialling the letters, and you're good to go.

Add Extensions to Phone Numbers via BlackBerry

- If you're a business BlackBerry user, there's a good chance that many of the phone numbers you're dialing on a regular basis also require you to enter an extension to reach the appropriate party. Even if you use your BlackBerry as a personal device, you're no doubt calling office or corporate phone numbers on occasion. Thanks to this shortcut, saving and dialing phone numbers with extensions is just as simple as dialing straight-forward digits.
- To automatically add an extension to a phone number, type in the appropriate ten digits and then hit the **ALT** and **X** keys, followed by the numbers in the extension. Then click the **Send** button and your BlackBerry will dial the phone number that you entered. When the call is connected, your device will wait a few seconds and then automatically enter in the extension.
- You can also save phone extensions within your address book. To do so, simply open your **Address Book** application, scroll to the entry you wish to edit, click your **BlackBerry Menu** key and hit **Edit**. Once you've opened an address book entry, scroll to the end of the number to add an extension, and follow the process d



* No Addresses *



Blackberry Browser

- Bring up the Enter Web Address field from any Web page by pressing the G key.
- Insert a period in Web address by clicking the Space key.
- Insert a back slash in Web address by clicking either the Left Shift or Right Shift keys and then hitting Space.
- Add an item to bookmarks list by clicking the A key.
- Bring up your bookmark list by clicking the K key.
- Refresh a Web page by clicking the R key.
- Display a list of the last 20 pages visited by hitting the I key.
- Open browser options with the O key.

Starts and Stops

- To put device into Standby Mode so keys cannot be pressed while it's not in use, hold down the Mute key for a second or two. Undo Standby Mode by holding Mute for another couple of seconds.
- If BlackBerry slows down, starts malfunctioning or freezing, always try removing the battery and SIM card--if the device has one--and waiting a few seconds before reinserting it. Ninety-five percent of the issues BlackBerry users experience are resolved by simply removing the battery

Reboot Your BlackBerry Without Removing the Battery

- The quickest and easiest way to reboot is via another BlackBerry keyboard shortcut. To reboot, simply hit **ALT**, **RIGHT SHIFT** and **DELETE**. The **RIGHT SHIFT** key is found on the bottom right corner of the BlackBerry keyboard and **DELETE** key is also on the right hand side and has the letters "DEL" on its face.
- After pressing these three keys in tandem, your device powers down, your LED indicator turns red for a few seconds and the reboot process commences.

Rapidly Switch Back and Forth Between BlackBerry Applications

- The most basic way to switch from one BlackBerry app to another is to repeatedly hit the **ESCAPE** key while inside a program until you get back to your icon screen. From there, you'd scroll your track ball or wheel to find the next app you want and then click to launch it.
- A quicker and more efficient way to go from an active program to another program is to use a shortcut. While inside an application, hold down the **ALT key**--which is directly below the letter A key--and then click **ESCAPE**--the button with an arrow reversing directions and to the right of your trackball on 8000 series devices. While holding down **ALT**, you can then scroll left or right between apps, and you need only release the **ALT** key to select a program.

Browse BlackBerry Address Book Contacts While on a Call

- We've all been there before: You're on the phone and need to get a phone number or e-mail address, but don't want to have to hang up and interrupt the conversation to get the contact information. No worries. This shortcut will ensure you're ready next time.
- There are a few ways to access your BlackBerry address book while on the phone, but none quicker than this shortcut. While on a call, simply click the green **Send** key to open up the phone application and call log. When your call log is on screen, hold down **Send** again for a couple of seconds until the address book information appears.
- After opening the address book, you can choose to put the current call on hold and dial an additional number or you can copy various address information for later use. (Note: BlackBerrys operating on GSM/EDGE/GPRS/EVDO cellular networks cannot simultaneously send and receive voice and data, so users won't be able to, say, send an e-mail while on a phone call. Though, RIM's new 3G BlackBerry Bold device, which runs on GSM/HSDPA/UMTS networks, will be able to transfer voice and data the same time.)

Bring Up "Help Me" Screen for Device, System Data

- Your device's Help Me screen displays useful device and system information like your vendor ID, BlackBerry platform version, OS version, PIN, International Mobile Equipment Identity (IMEI) number (which identifies your GSM device for the telecom carrier), cellular signal strength, free and total available memory and more. Most of this information can be found in various locations throughout your BlackBerry Options, but the Help Me offers a simple way to access all the data on a single screen.
- To pull up the Help Me screen, navigate to your home screen and then press **ALT**, either **SHIFT** key and the **letter H**. To return to your Home Screen, hit **ESCAPE** or open the **MENU** and select **Close**.

Type Device PIN and/or Model and OS Version With Six Quick Clicks

- Unless you've memorized your BlackBerry PIN number--which, we might add, is not a bad idea--you need to visit your BlackBerry Help Me! or Status screen every time you want to share those PIN digits. There's a shortcut to access the Help Me! screen--just click **ALT**, **Shift** and **the letter H**--but you need to close out of or save any messages you might be working on in order to employ that home screen shortcut.
- However, there are also shortcuts--really they're built-in functions of BlackBerry AutoText--that allow you to find and enter your BlackBerry PIN, as well as your device model and handheld operating system (OS) version, without ever leaving a message.
- To automatically enter in your BlackBerry PIN while in an SMS text or e-mail message, simply type **MYPIN** and hit the **Space** key. To auto-enter your device model and handheld OS version, just type **MYVER**--as in "My Version"--and again click the **Space** button.

BlackBerry Messenger 5.0

Add contacts with new bar codes feature, create Groups for connecting instantly with friends or family, share your videos, calendar, to-do lists and more!

- The new bar-code feature makes sharing your PIN a snap. Simply scan your friends' bar codes and they'll be added to your contact list. Plus, with new features like a display picture and the ability to see what music your friends are listening to, BlackBerry® Messenger makes it even easier to express yourself and stay in touch—your way.

What's New:

- Share multiple pictures and videos at once
- Send text messages from within the BlackBerry Messenger application
- Create and connect with BlackBerry® Groups
- Scan bar codes to add friends
- See what music your friends are listening to
- Personalize with a display picture



Create New Group

Group Name

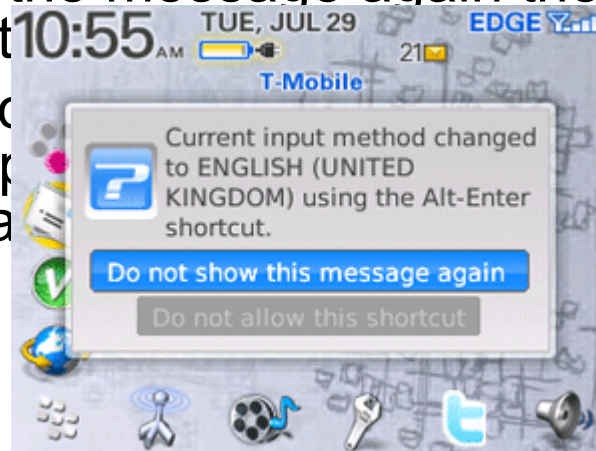
Description

Group Icon

Allow non-admin members to invite others Yes

Change BlackBerry Text Input Language on the Fly

- All you multilingual BlackBerry users will appreciate this one. Switching text input languages on your BlackBerry at any point is as simple as simultaneously clicking two buttons. While on your home screen, just hit the **ALT** button and **Enter** key at the same time, use your trackball to scroll to the new language you'd like to use, then click the trackball to confirm the new selection. The first time you use this shortcut, you'll see a dialogue box that asks you to confirm the change, and you can choose not to show the message again the next time you switch languages using the same shortcut.
- In order to switch back and forth between multiple languages on your BlackBerry, you'll need multiple keyboards installed on your device. For more on BlackBerry text input, visit RIM's website.



View E-Mail Address of Contacts From Within Messages

- Depending on your e-mail address settings--and the BlackBerry handheld OS version you're running--you very likely see only a message sender's name when you receive and open a new e-mail or SMS text in your BlackBerry inbox. That's not ideal if you need the actual e-mail address and not just the name associated with it.
- To determine a message sender's e-mail address, simply open the message and scroll to the very top where the recipient and sender information is listed. Then highlight the sender's name and hit the Q key to switch back and forth between e-mail address and name.

Make the Most of BlackBerry Copy and Paste Options

- While in a message or text file, you can copy text in two different ways. First, you can simply hold the **Shift button** while scrolling the trackball over the text you wish to copy, and then hit the **BlackBerry Menu** key and choose **Copy** from the associated dropdown menu. You can also copy text by hitting **ALT** and clicking the track ball before scrolling over the text you wish to copy and then hitting **Menu** and choosing **Copy**.
- To paste text once it's copied, you can either click **Menu** again and choose **Paste**, or you can simply hit **Shift** and click the trackball wherever you want the text to appear.

Find Specific Web Page Addresses and URLs in BlackBerry Browser

- While on a Web page, just click your BlackBerry's **P** key at any time to see that specific page's Web address and title. A dialogue box will then appear asking if you want to copy the address or send it via e-mail, SMS, MMS or PIN message.
- To determine the URL of specific links on a Web page, simply scroll over the links so that they're highlighted, and click the **L** key. Again, you'll be prompted with the option to send the address or return to the page from which you came.